Enable, Go Live, Rollforward

As we approach the conclusion of an implementation and prepare to enable the customer team, we recommend that there be a milestone that confirms and assesses both the builds, testing by the customer and a sign off of the customer team that includes a final walk through of the completed build. We recommend showing the journey of the data as it moves from a data collection stage all the way to the final ESG report. This could involve showcasing a sample data entry, the data collection, refresh, refreshing the factbook connections and publishing links. It may be helpful to have supplementary validation sessions and we foresee that as the team is connecting with the customer team via the implementation, they will have already seen previews of this end to end process but if there are key stakeholders at the end that may be seeing it for the first time as part of maybe senior leadership, this is a helpful walkthrough to showcase the capabilities. We also recommend and user training with the customer team across the work of a platform. This can be a combination of live Q&A sessions, topic driven training learning hub material on the support site for Workiva, as well as addressing specific questions where a customer maybe looking for additional practice. We highlight the community as part of the Workiva support website. If you input support dot Workiva dot com or click anywhere where you see a purple question mark, this will take you to the support page where customers can also access the learning hub where they will find videos and pathways as well as certification availability for the ESG solution but also for in general, the Workiva platform.

Documentation is also highly recommended, especially if there are key customizations that were applicable to the team's process. This can include roll forward documentation, what would happen after they complete that reporting year as well as configuration steps that were undertaken and if applicable maintenance guidelines. We recommend leveraging a tailored data flow diagram that incorporates the design decisions that were made as part of the implementation as well as build tailoring or inclusive of external connections that were set up for the customer team as part of the process. We provide an initially tailored sample that can be used as the groundwork for an implementation team to showcase that enablement process flow at each one of these stages if there are additional potential custom frameworks or standards that were leveraged as part of the build maybe some external system connections that came from source systems Workday or Oracle as well as the different kinds of consumables that are highlighted and potentially beyond the report, but also indices and KPI dashboards. We recommend tailoring this for the customers such that they can have an overview and high level visual cue of what has been set up with the Workiva platform and how one might expect data and information to flow. If there was a source system connection, we also recommend leveraging and tailoring a high level overview. This kind of documentation can be helpful both for the internal IT teams and a repository of documentation if there was ever a handoff for additional maintenance that would be carried out specifically by the customer team or even potentially an additional phase of deployment where an implementation team may re-engage with this ESG customer team to develop additional source system connections or the steps needed to contribute additional data. If a customer team has decided to leverage processes as a platform capability in terms of tracking their ESG content data providers and having a higher level overall dashboard or they can tailor who would have a task to provide data, we do recommend highlighting walking the team through the existing support documentation that introduces this process is how to build and create a process in a workspace where there can be a request for actions and those actions can then highlight where data entry may be needed. We recommend that setting up a process be done after a data collection design has been finalized and the build validated as processes do require specific selection of approvers outside the file that goes down to a section level and then the cadence at which this process might be repeating.

The support site is helpful to ground the customer if this makes sense as part of what they would be maintaining moving forward. Just because there's a feature doesn't necessarily means it should always be leveraged or implemented as long as there is a qualification with the customer that they can maintain and update and or tailor certain kinds of content if they do choose to set up automated process for tracking tasks, marking completions and also approvals directly within the Workiva platform. The ESG based solution in Workiva leverages functionality found in W ata namely across tables and queries that help flow information organized data collection and output staged factbook values to final consumables. We recommend providing a very high level general overview to the customer as to the purpose and distinctions and information of Wdata. Here we recommend both the support center as it talks more about tables and the specific sub topics within tables as well as the topics around queries. More so to ground the customer team and highlight that the platform is approachable in the event that perhaps there is sufficient information for additional tailoring or customization later down the road. after the customer has gone through a full reporting cycle and process. We highlight the general overview and what are some of the best practices around and descriptions not only Wdata tables but also highlighting what are some of these key facets that make up the solution. Starting with the frameworks table this dimension table stores the framework standards and questionnaires that are part of the base template solution, but if there had been or was additional customizations to added frameworks or standards. They would also have connections that land at this dimension table.

Probably the most important general overview for a Wdata table is that data collection table that lives in a customer's workspace. This table has the defined structure by which a flat file in a data connection collection connects and upload that information as we see on the right hand pane, this serves as a repository of current information as well as historical and Wdata tables are capable of collecting large amounts of data over lengthy periods of time. We also recommend setting the stage for a customer as a general overview around Wdata and queries. The function of queries, what are some of the best practices and also what are some of the elements if there was additional tailoring or perhaps a customer is looking to leverage additional information within the platform that is helpful to consider. We have highlighted the working to support site that goes into greater detail as the house set up queries in the builder mode but it's also helpful to call out what are some of the key queries that make up the ESG based solution. The primary query organizes both the data collection table information and the framework items in order to provide a single stream of values that the factbook can consume and organize as how the data has been entered and get it ready to be staged for the reporting outputs. The queries will have parameters that interact as filters and these filters allow you to select if you are only potentially aligning to a couple of frameworks only potentially specific gear and also gives the flexibility to filter out by society industry. If there is more granular view that the team would be leveraging as part of their process. The list query is another important piece of the solution and unless the customer has somebody in their internal team that is very well versed in SQL. Presto syntax, we recommend that the list query be unchanged. There are actually a few cases where a change may be needed during an implementation. The list query does also use the global parameters that define and can filter out information but we do recommend that unless somebody knows what they're doing, they do not interact specifically with the advanced SQL as a change here may have unexpected results. The mapping query is a query that is connected to the data collection sheets. This query helps organize the frameworks across their topic sections and discloses how they live in their dimension table and the results of this query are the ones that populate the data validation fields in a data collection as data is inputted into a flat file and then in summary the last but not least framework mapping summary query is a way that shows across its results the relationships at an item level across the different frameworks that are part of the base solution. This query is also structured in advance, SQL builder mode, therefore, if the customer is not familiar or has the expertise, we recommend that this remains unchanged and it is more helpful to be able to look up what is the corresponding framework and that item level code That may for example reflect match of 206 for GRI would match across the target 16.3 of SDG.

As we prepare to go live, we recommend doing an end to end walkthrough example with the customer team, where they screen share or in the same room input the data refresh the connections publish the links and have a good general grounding of the full end to end information and flow. We recommend beginning at a section where there might be a template overlay sheet and there's already pre populated data, potentially some historical lookups of data of historical data was also incorporated and added and then showing to that customer team how they could input specific information within an input cell. Also highlight how a customer might define additional input cells if they would like to have additional control on who can access and then put this content. Publishing links if there has been a value that's been updated And highlighting where that updated value lives in the flat file as we see here 12.5 guiding the customer to refresh the outgoing connection and as this connection refreshes we can then segue to the factbook once in the factbook and after that outgoing connection has refreshed by the data collection field. We then recommend for the customer simplicity to just refresh all incoming connections which can be done by navigating to the right hand pane of connections selecting incoming these will update the queries that we highlighted on the previous slides and as the process runs, we've already proactively navigated to that section that is going to disclose emissions and where we've also begun staging some of that data for the emissions disclosure. After the connections have updated, we'll see a set of green checks as well as a prompt appear on the lower right hand corner that will go away on its own but we'll notice that newly entered value of 12.15 across the data collection for emissions for methane has now been updated to reflect here within the fact book. We also recommend highlighting to the customer team how the dynamic formulas look up specific values that have been captured within the data collections to then return that information to its corresponding fields that match the criteria that has been inputted. We'll select here another example just to highlight the process for the customer team and we noticed that as a digital information flows through. We have a set of unpublished links that are ready to be published Once the customer has published this link will highlight that they've changed. We can now navigate directly to this location by going to our link.

We noticed that we've opened up one of the sections where there is a table including some of its disclosure data and we can see these values updated accordingly. We highlight to a customer that they have full control on how they want to display their final consumption state inclusive of decimals, colors specific fonts. As these would be the end destinations where content would be more published ready. We also recommend highlighting different consumable outputs navigating to a presentation if also apart of that customers process. Well notice here that if we wanted to bring across that table we could just create a new slide where we would insert a table and confirm with the customer team that they would be able to select a table from a document and bring it over to a presentation and create links for any cell that has been linked in the document, it will bring across the formatting but there will be flexibility to tailor this as needed within a presentation format. As the customer team works through clicks through, it has the multiple validating sessions and potential Q&A as part of the preparation for the go live. We also recommend having a conversation about their role forward process discussing a couple of key themes firstly around historical data and how the customer plans to think about additional historical data if needed, secondly around refreshing data. If a customer plans to update specific mapping criteria or if there is potentially a need of replacing existing data for specific work streams and lastly the final reporting and the publishing who has that final milestone in check, are there multiple formats that a final deliverable is in as well as if there are interim publications that might be only internal for control purposes. We do highlight the general best practices around rolling forward the project that lives within the ESG based solution whereby we recommend navigating to that workspace after a customer has finished their ESG cycle and annual reporting process and copying that folder that contains all of the main files. Those main files include the framework items, the data collection, the fact book, any specific also consumables like KPI report and their sustainability report. And by selecting to create copies of all source files and preserve both the incoming and outgoing connections which is a check box that is selected as part of that copy dialog. This will initiate a copy process that will create a new folder that will create copies of those files. It will keep links and the design structure of destination and source links between those files, thereby allowing the customer team to rename that solution or that ESG reporting cycle to the new year As 2020 future and by keeping the connections, would simply just refresh the connections and rename those connections to the new year and this will distinguish between any historical setup and the prior reporting cycle and the new data connections that would live directly to Wdata for the data collection table.