

# Memorandum



CITY OF DALLAS

DATE December 13, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Issue with Retrieval of Kronos Time-Keeping Records**

UKG Kronos, a vendor that provides timekeeping clocks, has notified the City that it has been the subject of a ransomware attack. As a result, customers worldwide cannot access its hosted timekeeping application. UKG Kronos is working to remediate and restore their systems. Until then, we are unable to use the software to track time for our 2,411 hourly workers across the City. UKG Kronos initially believed it would resolve this problem in days but is now indicating it could take weeks to restore its services.

If UKG Kronos is unable to restore access by this Wednesday, December 15, 2021, we will implement contingency procedures to ensure the City's 2,411 Kronos timekeeping-based employees receive a paycheck that is as accurate as possible, with any reconciliation occurring as soon as possible thereafter. Please note that the City only uses Kronos to track hours which we then load into our payroll system; therefore, our employees' personal or banking information was not involved.

We apologize for any inconvenience that this may cause employees and appreciate your patience and forbearance as we work through this together as a team.

If you have any questions, please contact me, Sheri Kowalski, City Controller, or Bill Zielinski, Chief Information Officer.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich  
Chief Financial Officer

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors