



Transforming the Way People Work

# HR Service Delivery

## Weekly Status Report

06/23 - 6/27/2025



# HRSD Phase 1

OVERALL STATUS: **GREEN**

Element	Status	Comment
Scope	GREEN	Maintained
Schedule	GREEN	Maintained
Budget	GREEN	Maintained
Resources	GREEN	Maintained

Workstream	Requirements Locked
Policy Salary Review	6/27
Contracts Review	6/27
Basic Portal	6/27
Retirement Counseling	
Leave of Absence	
Request for Information	
Consultation	
Investigation	
Grievance	
Reporting	

## CURRENT WEEK'S ACCOMPLISHMENTS

- Final Mock-Up and Requirements Lock for Portal
- Story Approval & Requirements Lock for Portal Theme (not content)
- Story Approval & Requirements Lock for Policy Salary Review
- Story Approval & Requirements Lock for Contracts Review









## ADDITIONAL INFO

- Risks, Issues, and Action Items are all up to date in SmartSheets
- New distribution of Weekly Status and email post branding review and updates
- Additional sessions have been included since project Kick-Off and overburn managed for week of 6/23, will require close management from now

# Upcoming Meetings

SCRUM  Benefits  Program  Benefits  LOA	Daily Stand-Ups	What did you accomplish yesterday? What will you accomplish today? What's blocking you from completing either? Will all stories be completed within the timebox?	Daily through development @ 9:30am PT
	Agent Workshop	Review the purpose and best-practice use of Agent Workspace for HR Case management, and define the Comp & Class requirements for same.	6/30 @ 9am PT
	HR Leave Admin	A Session for the overall program leads to discuss current state	Tuesdays @ 10am PT
	Final Design Story Approval	The Cask delivery team will share the design of services based on documentation and current state assessment, workshops, completed homework & action items, and decisions made to date.	7/2 @ 10am PT
	LOA Workshop Demo & Security Considerations	Working session to Review the security considerations of the LOA Lifecycle, Demo ServiceNow capabilities, and begin formal requirements gathering activities	7/3 @ 9am PT
Independence Day July 4			

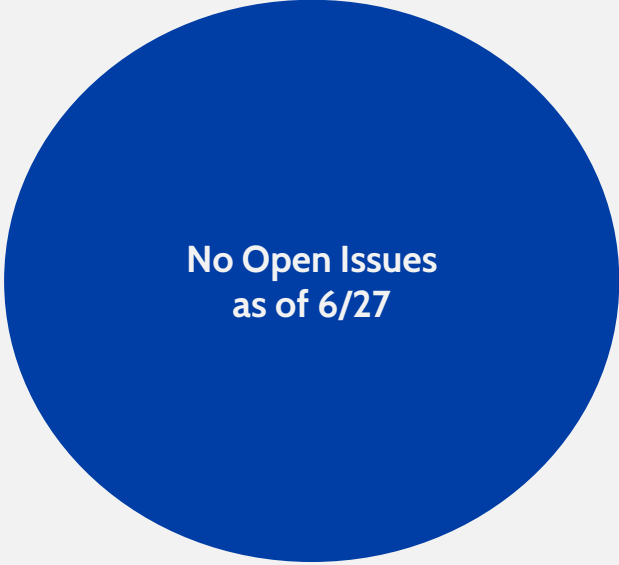
# Open High-Level Actions

Number	Priority	Impact	Assigned to	Short description	Description	Due date	State 🔍
<a href="#">ACT0002555</a>	1 - Critical	1 - High	 Lisa Gnugnoli	Send All Invitations	Cask to update all invites	06/17/25	Work in Progress
<a href="#">ACT0002637</a>	4 - Low	3 - Low	 suzettes@ucr.edu	Review Training Timeline Internally	Risks pending decision as to the timing for training at the end of the engagement, as the current timeline (6/11) might not be enough time between the end of UAT and Go-Live for UCR Training	06/17/25	Work in Progress
<a href="#">ACT0002650</a>	4 - Low	3 - Low	 Daniah Nair	Review ITSM Metrics for Re-Use in ECPro	Daniah and Shruti to follow-up with Alex to determine if the current metrics under review for the ITSM portal could possibly be re-used for this Implementation	07/18/25	Open
<a href="#">ACT0002691</a>	4 - Low	3 - Low	 Daniah Nair	Determine a good timeframe for post implementation KPI Review	determine a good timeframe and KPIs with them to make that future decision and base said decision on	08/01/25	Work in Progress
<a href="#">ACT0002705</a>	1 - Critical	1 - High	 suzettes@ucr.edu	Confirm delay of Upgrade with ServiceNow	Current timeline for upgrade is within the Period of Performance. Richard will work with ServiceNow to get confirmation that this upgrade can delay until 30+ day past the end of the engagement.	07/15/25	Work in Progress
<a href="#">ACT0002729</a>	1 - Critical	1 - High	 Daniah Nair	Cask to send out final requirements to Class & Comp	The major requirements having been cleared in session on 6/26, the class and comp team require follow-up for the language, links, and other remaining requirements for their services.	06/26/25	Work in Progress
<a href="#">ACT0002730</a>	1 - Critical	1 - High	 suzettes@ucr.edu	Follow-up Sessions with Class & Comp	Kitty to lead follow up sessions with Class and Comp to ensure that the remaining requirements are finalized by 7/2	07/02/25	Work in Progress
<a href="#">ACT0002738</a>	1 - Critical	3 - Low	 Lisa Gnugnoli	Cadence of Sessions / Deliverables for Portal Assets	Cask to determine the cadence of any deliverables for Portal Assets including Taxonomy, Icons, Images, and on-page content	07/15/25	Open

# Open Risks







Number	Probability	Impact	Risk rank	State ▽	Risk State	Assigned to	Risk owner	Date Identified	Due date	Short description	Description	Mitigation plan
<a href="#">RSK0002641</a>	Moderate	2 - Medium	4	Work in Progress	Avoid	 Lisa Gnugnoli	 suzettes@ucr.edu	06/10/25	08/01/25	Additional requests	If additional requests for time, resources, deliverables, schedule changes etc continue, this will have impact on deliverable outcomes.	Cask EM and UCR Program team is working daily to avoid any such delays. All are aware that impacts would have to be assessed and reported on a case by case basis. If this persists, it will need to be raised to a Governance body
<a href="#">RSK0002651</a>	High	1 - High	1	Work in Progress	Avoid	 suzettes@ucr.edu	 suzettes@ucr.edu	06/11/25	06/23/25	Timing of Training	If the current timeline of UAT close to training to go-live is too short, then the schedule will need to be re-evaluated and go through approvals	Richard to work with HR to determine the availability of the training personnel, their ability to go to demos, their possible involvement in UAT, and HR's expectations of this timeline.
<a href="#">RSK0002684</a>	Moderate	2 - Medium	4	Work in Progress	Mitigate	 Lisa Gnugnoli	 suzettes@ucr.edu	06/25/25	06/30/25	Additional SME Required for Benefits	Should additional sessions be required for the Benefits team to accommodate the additional workflow and input by new SME, this could require additional schedule changes with unknown impacts to Cost and Scope	Adding the new SME to the call on Monday, 6/30.

# Open Issues



No Open Issues  
as of 6/27

# Pending Decisions

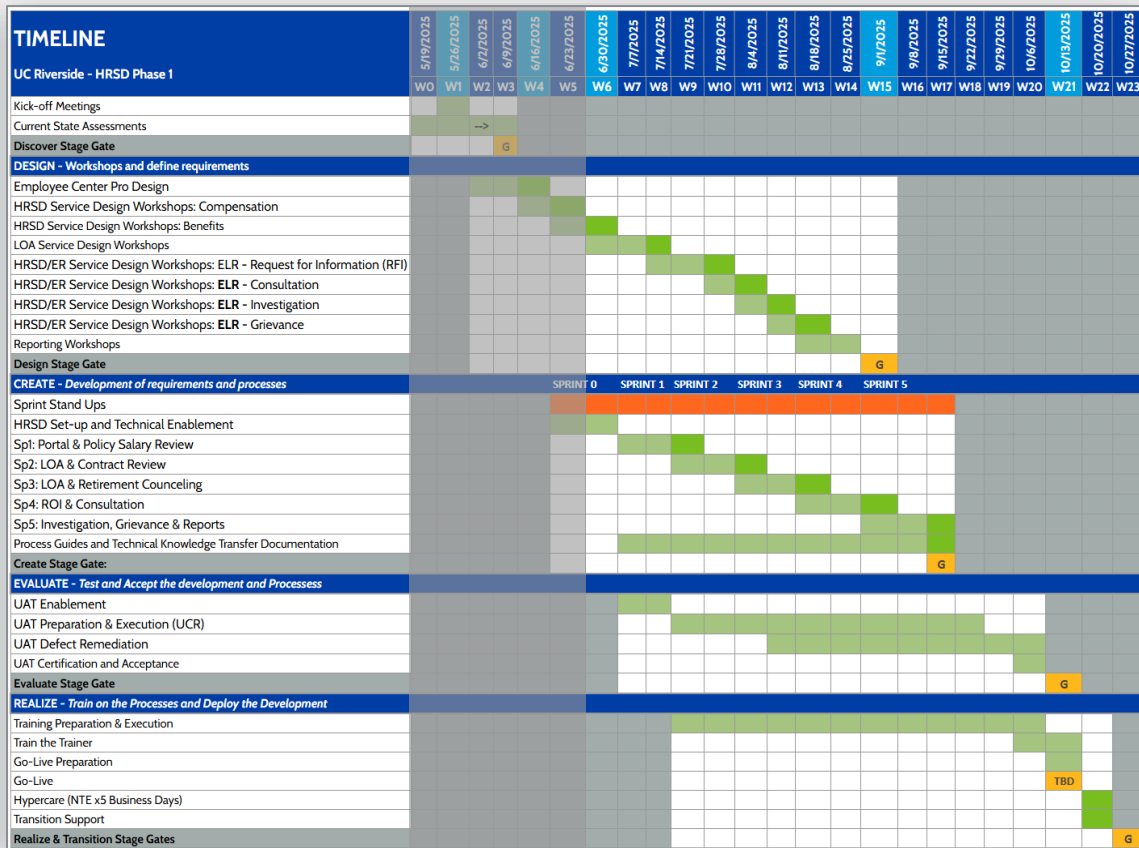
Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
<a href="#">DCSN0001345</a>	1 - Critical	2 - Medium	 Lisa Gnugnoli	[CHG] Three HRSD Services: Contracts Review, Policy Salary Review, Retirement Counseling	Reduction from four (4) to three (3) HRSD services confirmed in writing with Project Lead.	 Work in Progress	Approved	07/31/25	Yes
<a href="#">DCSN0001346</a>	2 - High	2 - Medium	 Lisa Gnugnoli	[CHG] UAT Timeline Extension and 10/3 Cut-Off	UAT Timeline will begin roughly 12-14 weeks prior to initial schedule, and all testing for Benefits must complete NLT 10/3/2025. UAT Guidance to begin 7/7.	Work in Progress	Approved	07/31/25	Yes
<a href="#">DCSN0001347</a>	2 - High	1 - High	 Lisa Gnugnoli	[CHG] Period of Performance to Extend (Without Budget Impacts) to 12/15/2025	HR determined in the 5/21 Session that the turn around time for testing was not long enough for the project, but beyond what the benefits team could accommodate. Discussed in call and agreed that Cask would extend the PoP, and if hours were needed to accommodate any additional work, that these hours would be taken from (possibly) overall scope of the engagement, unless additional funding is obtained	Work in Progress	Approved	07/31/25	Yes
<a href="#">DCSN0001348</a>	1 - Critical	1 - High	 Lisa Gnugnoli	[CHG] UCR Developer will join Scrum Team	Scope: - 20 hrs /wk - integrated on Scrum Team and will participate in all ceremonies, testing activities, etc. for the length of the engagement. Will Build the Services: Policy Salary Review, Contracts Review, and Retirement Counseling.	Work in Progress	Approved	07/31/25	Yes
<a href="#">DCSN0001391</a>	1 - Critical	1 - High	 Lakesha Welch	Final Cadence and Process for UAT	UAT Guidance to begin Wk of 7/7, and UCR to determine process, Roles, and expectations of UAT from there, and within schedule.	Open	Pending	07/15/25	Yes

# Sprint-Level Capacity

#	Goal	Dates	Capacity	Demo	UAT Dates	Status
0	Enable HRSD in preparation for all other sprints	6/23 - 7/5	64	N/A	N/A	In Flight
1	Policy Salary Review Build Basic OOB EC Build (Theme, etc - Assets TBD)	7/7 - 7/18	64	July 23	TBD	Not Started
2	LOA Lifecycle (1/2) Contracts Review	7/21 - 8/1	64	August 5	TBD	Not Started
3	LOA Lifecycle (2/2) Retirement Counseling	8/4 - 8/15	64	August 19	TBD	Not Started
4	Request for Information (ROI) Consultation	8/18 - 8/29	96	September 3	TBD	Not Started
5	Investigation Grievance ALL - Reporting	9/2 - 9/12	96	September 16	TBD	Not Started
~ 6	Remediation & Go-Live Prep	8/1 - 10/10	N/A	Ad-Hoc	TBD	Not Started
~ 7	Hypercare (Post Production Support) x5 days	10/20 - 10/24	N/A	N/A	N/A	Not Started



# Timeline



## Engagement Stage Gates

W3

### Discover

*Project Kick-Off and Current state assessment*



W15

### Design

*Workshop and define the expected build and processes (Requirements)*

W17

### Create

*Development of requirements and processes*

W21

### Evaluate

*Test the build and processes against the defined requirements*

W22

### Realize

*Training, Go-Live, and Hypercare*

W23

### Transition

*Transition for Operations & Maintenance, Project Close*



**Thank you!**





# Appendix



# The Why: Key Benefits

The implementation of ServiceNow Employee Workflow, including HR Service Delivery, Leave of Absence management, and the Employee Center Portal, will enable UC Riverside to modernize its HR operations and enhance employee experiences. By transitioning from manual, email-based, and spreadsheet-driven processes to a unified and automated platform, UC Riverside will achieve operational efficiency, data accuracy, and improved accessibility for its workforce.

1

## Streamlined HR Service Delivery

ServiceNow's HR Service Delivery will centralize and automate HR tasks, reducing administrative burdens, eliminating silos, and ensuring timely resolution of employee inquiries. This will foster better communication and responsiveness across departments.

2

## Efficient Leave of Absence Management

The Leave of Absence module will simplify the process of managing employee leaves by automating workflows, ensuring compliance with UC Riverside policies, and improving transparency for employees and HR staff. Employees will have access to real-time updates, while HR gains insights through detailed analytics to

3

## Enhanced Employee Experience with the Employee Center Portal

The Employee Center Portal provides a user-friendly platform for employees to access personalized resources, request services, and find information. This self-service tool reduces dependency on HR staff for routine tasks, empowering employees and enhancing satisfaction.

4

## Improved Compliance and Reporting

ServiceNow ensures that processes adhere to regulatory and institutional requirements. Robust reporting capabilities will support data-driven decision-making and simplify audits.

5

## Cost Savings and Scalability

By automating repetitive tasks and reducing reliance on manual interventions, UC Riverside can achieve long-term cost savings. The scalable platform will grow alongside the institution, accommodating future needs seamlessly.

ServiceNow Employee Workflow represents a transformative step forward for UC Riverside, enabling the institution to foster a supportive, efficient, and engaging work environment for its employees while aligning with strategic goals of operational excellence.

# The What: Scope for Phase 1

Non-customized implementation of HR Service Delivery,  
to lay the foundation for including other HR teams into ServiceNow in future Phases.

Implement HR  
Case  
Management  
with Agent  
Workspace

HR Profile  
(Data Load) &  
Reporting

Employee Center  
Pro (Portal)

Leave of Absence  
(LOA)

## HRSD Services

Contracts Review

Policy Salary Review  
Retirement Counseling

## HRSD / Employee Relations Services

Request for Information (RFI)

Investigation  
Consultation

Grievance

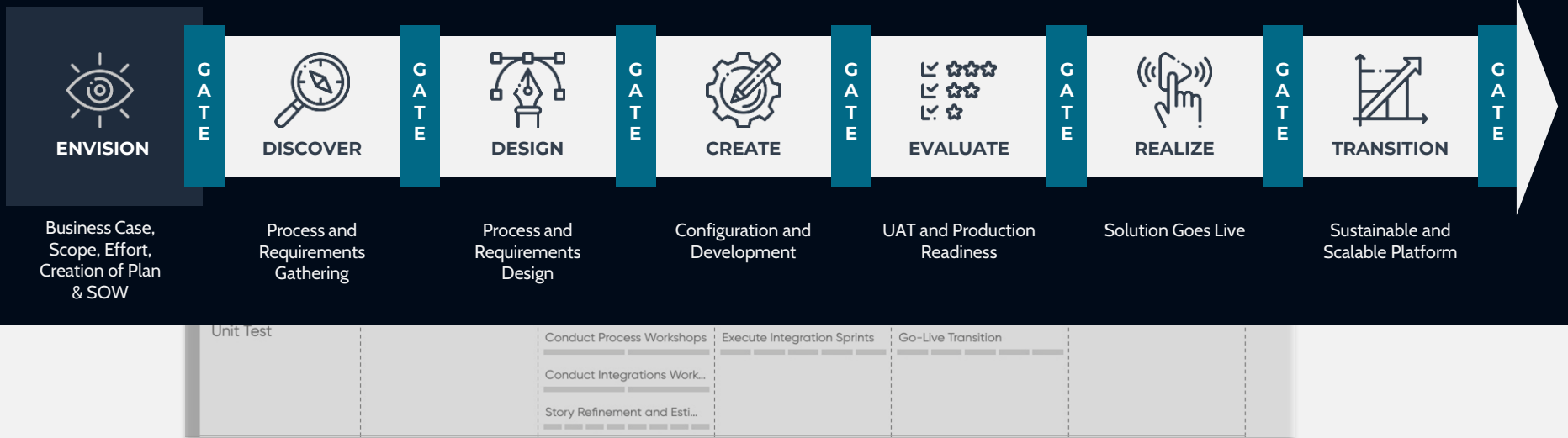
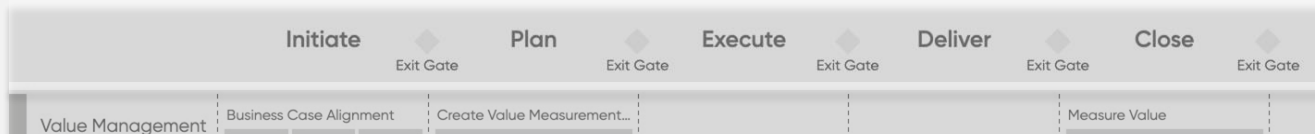
Ten (10) workflow tasks  
No Custom Tables  
Three (3) workflow branches  
Five (5) approval steps  
Basic notification adjustments  
Moderately complex UI Policies

All work must fit within designated sprints

# Cask's Value Delivery Model

Aligned to the ServiceNow Now Create model, we implement using the **Cask Value Delivery Model (CVDM)**

Now Create Stages



# Proposed Timeline

Meeting Attendance is currently being communicated to all teams.

Phase	Est. Duration	Start	End	Cask Participants	UCR Participants
Engagement & PM	32 Weeks	4/14	12/21*	Engagement Manager Delivery & Governance Teams	Program Team
Discover	2 weeks	5/27	6/8	UX / UI Designers Business Process Consultant	All Project Members
Design	14 weeks	2/24	9/7	UX / UI Designer Business Process Consultant Architect	Workstream Leads Program Team Key SME(s)
Create	13 weeks	6/23	9/21	Architect Developers Business Process Consultant	Workstream Leads Developer Program Team Testers
Evaluate	14 weeks	7/7	10/12	Architect Developers Business Process Consultant	Workstream Leads Program Team Developer Testers
Realize	15 weeks	7/21	11/1	Architect Developers Business Process Consultant	Workstream Leads Program Team Developer Trainers Testers

\* Pending change order as agreed on 5/28

# Assumptions & Dependency Awareness

Title	Type	Details
Three (3) Day Turn Around	Assumption	To ensure project activities remain on time, UC Riverside will provide timely review, within three (3) business days, of any work product (e.g. draft Process Guides, user stories, training materials). Any delay in this review due to UC Riverside availability and/or participation that significantly impacts project progress and resource utilization may prompt Cask to stop work.
Five (5) Day Approval window	Dependency	UC Riverside will provide timely acceptance, within five (5) business days, for any formal deliverables described in the Statement of Work. If there is no formal acceptance within this timeframe after two (2) documented attempts the deliverable will be deemed accepted.
Stakeholder availability	Assumption/ Dependency	UCR resource availability for workshops and offline homework as per the Project Schedule. UC Riverside is responsible for any delays to the project schedule, including increased cost, by failure to provide timely access documentation or attend workshops or provide decisions required for the project
Project support	Assumption	UCR has secured leadership buy-in on the value of best practices and process changes required to implement the scoped services
Decision Authority	Dependency	UCR has clearly defined project governance and decision authority for story, requirement, and demo approval. Formal approvals must be granted within five (5) days post deliverable submission, preferably sooner.
Gate Signoff	Dependency	Cask CVDM Delivery Model has Stage Gates that require formal sign off from UCR project leadership, without which the project cannot proceed.
System Integrations	Assumption	There are no integrations or integration efforts in scope for this engagement. Any changes would require a for-cost change order.
System data validation	Assumption	UCR is be responsible for the accuracy and completeness of any data being imported into ServiceNow.



# Assumptions & Dependency Awareness

Title	Type	Details
User Acceptance Testing	Assumption	UAT Management & Script Creation is the responsibility UCR. Test scripts will leverage user acceptance criteria written by Cask during the development and test cycle. All testing must complete within five (5) days
Licences	Assumption	UCR has all licences required for this engagement.
Environment Clone	Dependency	UC Riverside will clone the production environment over the Development environment before any development work will be commenced by Cask.
Environment Access	Dependency	Cask must have full access to the ServiceNow environments (Dev, UAT/Test, and limited Production) from Day 1: 5/27
Environment Continuity	Dependency	<p>UC Riverside will notify Cask in advance of any planned changes to the ServiceNow System and or Platform. These changes include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Code changes, cloning in or out of the environment, installation of patches/upgrades.</li> <li>• Cask and UC Riverside will need to have mutual agreement on the date/time of any ServiceNow system or platform changes to ensure that the changes do not impact this engagement.</li> </ul>
Data Format and submissions	Dependency	UC Riverside will supply all data to be imported in a ServiceNow supported format (e.g. XML, delimited text file) where applicable
Data cleansing and quality	Dependency	UC Riverside will be responsible for any data cleansing, alterations, and/or validation required as part of the engagement.
Organizational Change Management	Dependency	UC Riverside will be responsible for the communication plan and organizational change management to drive adoption of the changes to processes and technology as part of this engagement.
Work Locations	Assumption	All work will be completed remotely.

# Assumptions & Dependency Awareness

Title	Type	Details
Role based permissions	Assumption	UC Riverside will utilize the standard ServiceNow role and object-based access control model for securing individual data elements, records, and tables to the appropriate logged in user.
IP Based Access	Assumption	IP-based access controls are out of scope for this engagement.
Global Resources	Assumption	Project budget is reliant on the greater Global team at Cask. This includes Cask personnel, affiliates, subcontractors, etc, primarily based anywhere in North America, Mexico and Brazil.
Possible Use of Sub-Contractors	Dependency	UC Riverside has been made aware, and pre-approves the potential use of subcontractors in the provision of services under this agreement.
Travel	Assumption	There is no travel expected as part of this engagement
Schedule Lock	Dependency	Once the project plan has been agreed to by the UC Riverside, the dates associated with the plan are considered final.

# Risk Awareness

Title	Level	Type	Details	Mitigation
Complexity of Services	High	Risk	Should the complexity of services eclipse the allowance of either Sprint Capacity or agreed medium complexity, then scope from other services will have to be reduced to accommodate.	UC Riverside HR teams are aware of the need to modify their processes and procedures as part of this engagement.
Resource Availability	High	Risk	Should Key resources (process owners, decision makers, or their alternates) not be available for scheduled sessions, this will require a re-baselining of the schedule and all activities at cost or negative impact to the scope of services that can be completed.	Decision makers should identify alternates and prep/empower them to make decisions in their absence.
Duplication of efforts due to federation of teams	High	Risk	If activities (sessions, documentation, etc) are required to be duplicated due to delineation of teams and/or workstream, this will have an inversely negative impact on either the scope that can be delivered, or the overall cost of the engagement.	Duplication of sessions will require discussion at the program level for remediation and agreement.
Prior Knowledge of Black-Out dates, Code freezes, Upgrades, or patches	Medium	Risk	If changes are made to the ServiceNow environments, or Cask Team's access without mutual consent, the project timeline and costs or deliverable scope will be negatively impacted	All such dates are to be identified prior to Kick-Off, and any changes to schedule related to same to be escalated to the governing body
Delay in Deliverable Approvals due to multiple approvals required	High	Risk	If there is no formal acceptance within the five (5) day approval timeframe after two (2) documented attempts the deliverable will be deemed accepted.	Manage the turn around via Action Item tracking, and appropriate communication of deadlines

# Risk Awareness

Title	Level	Type	Details	Mitigation
Delay in review	High	Risk	If at any time there is a delay in timely review of product due to UC Riverside availability and/or participation that significantly impacts project progress and resource utilization may prompt a halt to the engagement.	Manage the turn around via Action Item tracking, and appropriate communication of deadlines
Hypercare	Medium	Risk	If UCR requires additional time to Hypercare (beyond the five (5) business days allotted), then a change order for additional funding will be requested	Approval of the scheduling includes this timeframe, as well as the understanding that additional time for this activity cannot be changed without mutual consent of the Governing body