

Qndaro

HR Service Delivery

Phase 1

Weekly Status Report



AUG 18 2025

Dashboard



OVERALL STATUS: YELLOW

| Element | Status | Get to Green |
|-----------|--------|--|
| Scope | GREEN | Maintained |
| Schedule | YELLOW | Stable for 2 more weeks |
| Budget | YELLOW | Stable Scope + Schedule for 2 more weeks |
| Resources | GREEN | Maintained |

| Workstream | Requirements Locked |
|-------------------------|---------------------|
| Policy Salary Review | 6/27 |
| Contracts Review | 6/27 |
| Basic Portal | 6/27 |
| Retirement Counseling | 7/8 |
| Leave of Absence | 8/7 |
| Request for Information | 7/29 |
| Consultation | 8/5 |
| Investigation | 8/12 |
| Grievance | |
| Reporting | |

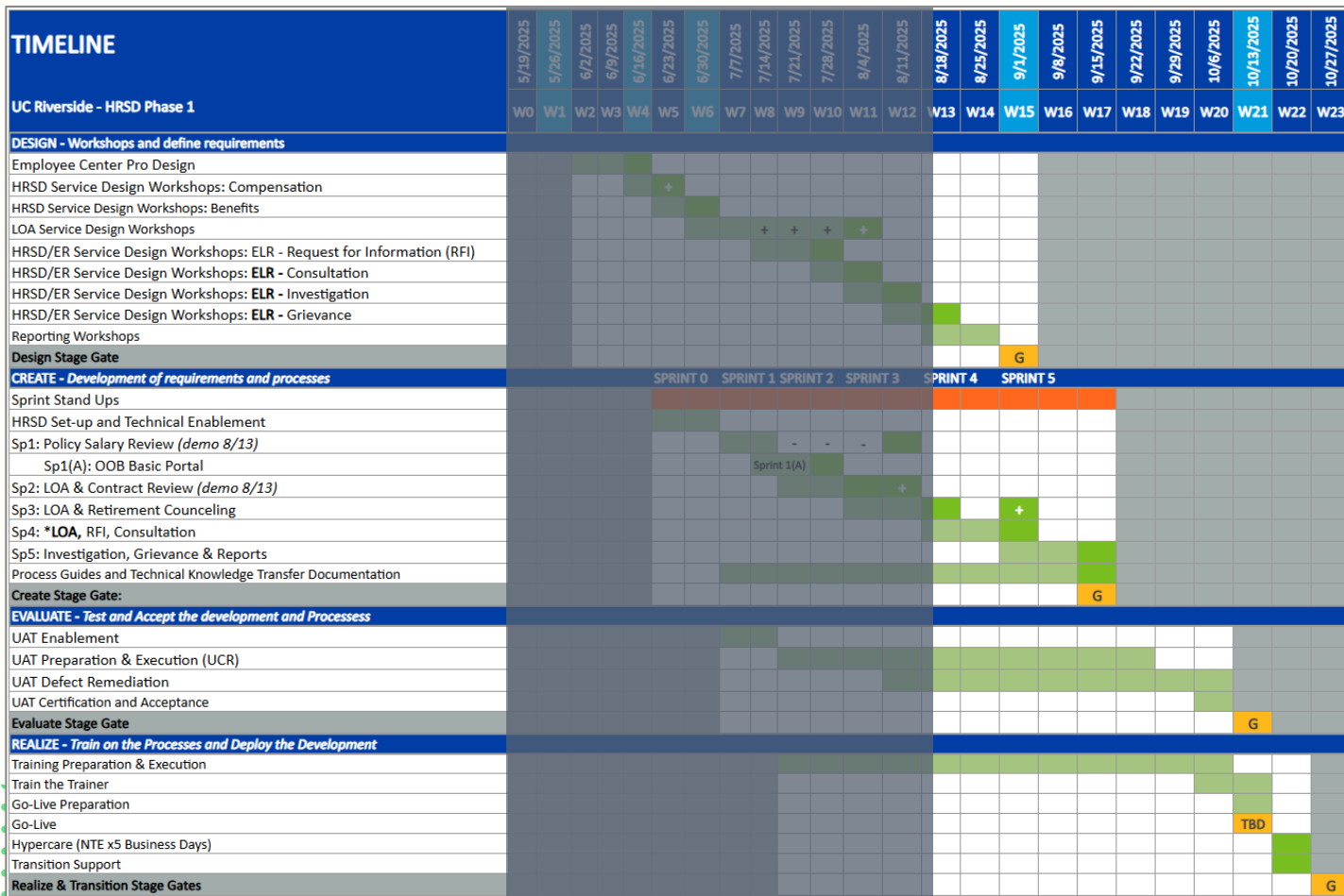
LAST WEEK'S ACCOMPLISHMENTS

- Reschedule of UATs to begin the Monday following Demos
- UAT for Leave of Absence to begin after the third sprint for same: Ondaro to support
- ELR/Investigations requirements lock
- Project Governance sessions, initiated







ADDITIONAL INFO

- Cask NX no longer, we have rebranded to **Ondaro**
- SmartSheets Access is locked for the timbering, but all Risks, Issues, Actions and Decisions are maintained in this weekly report.












Project Stages









Risks

| Number | Probability | Impact | Risk rank | State ▽ | Risk State | Assigned to | Date Identified | Short description | Description | Mitigation plan |
|----------------------------|-------------|------------|-----------|------------------|------------|--|-----------------|--|--|--|
| RSK0002651 | High | 1 - High | 1 | Work in Progress | Accept |  suzettes@ucr.edu | 06/11/25 | 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. |
| RSK0002701 | Moderate | 2 - Medium | 4 | Work in Progress | Mitigate |  suzettes@ucr.edu | 07/07/25 | PTO or Illness impacts to Sprint Delivery | If PTO or Illness prevents the delivered expectation of sprint delivery for either group (UCR or Cask) then a for-cost change order will be required if UCR, and an Investment if Cask. | All PTO is to be reported as part of project initiation activities. EM/PM will sync on this at least one sprint ahead |
| RSK0002703 | High | 1 - High | 1 | Work in Progress | Transfer |  Lisa Gnugoli | 07/08/25 | Strict Adherence to the PO Line Items | As the PO takes precedence over any contract or change order, Cask must adhere to the totals per role as present on the latest Purchase Order. If additional changes are required to the distribution of funding between roles on the engagement, this will result in a full change order to accommodate, and additional burn by the EM based on UCR Policy -- not part of the project -- and so potential for-cost change orders in future for this overburn. | Cask EM is monitoring the burn weekly, and will provide updates should a for-cost change order for additional hours be required. For now, adjustments will be managed via INV dollars. |
| RSK0002727 | High | 1 - High | 1 | Work in Progress | Mitigate |  Lakesha Welch | 07/14/25 | UAT Cycle Dates Cannot exceed scheduled limits | Should the UAT need to be extended (regardless of time in the project schedule: sprint or End to End) it could have negative impacts on the Cost or Scope in order to accommodate the delay in schedule (IE UAT Close). | UAT must end within the timeframe it is scheduled. UAT Leads will ensure that the testers have what they need to accomplish the testing within the planned timelines. |
| RSK0002790 | High | 1 - High | 1 | Work in Progress | Avoid |  suzettes@ucr.edu | 07/24/25 | High Probability of "Must Have Changes" post development | Given difficulties in collecting unified requirements to date, there is a strong possibility that once we do get story approval and have built per the approved requirements, that there will be 11th hour must have changes. | Escalated to Risk that previous timeline extensions for requirements have fully utilized all available give in both Schedule and Funding. Escalated to Governance Follow-up for LOA on 7/28 internal to UCR. |
| RSK0002813 | Low | 1 - High | 3 | Work in Progress | Accept |  suzettes@ucr.edu | 07/28/25 | Upgrade Impacts | If ServiceNow requires upgrade within 30 days of Hypercare close, then the engagements warranty will be voided | UCR to continue to work with ServiceNow to avoid any upgrades within 30 days of Hypercare ending. |

Actions

| Number | Priority | Impact | Assigned to | Short description | Description | Due date | State |
|----------------------------|--------------|----------|--|---|---|----------|------------------|
| ACT0002883 | 1 - Critical | 1 - High |  suzettes@ucr.edu | LDAP Feed | UCR to follow-up on LDAP feed information | 08/22/25 | Open |
| ACT0002901 | 1 - Critical | 1 - High |  suzettes@ucr.edu | BLOCKED - TARS API -- Leave balance eligibility | Leave Administrator visibility only on the fulfiller. Needs to be discussed ASAP as requirements haven't yet been finalized (7/15AM) | 08/22/25 | Pending |
| ACT0002637 | 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 | 08/22/25 | Work in Progress |
| ACT0002900 | 1 - Critical | 1 - High |  suzettes@ucr.edu | BLOCKED - Review of API Data -4 HR Profiles as coming from HR internal API at UCR | Cask to review the current API as sent on 7/14, and map to the HR Profile Table. There is possibility of missing information or attributes now present OOB that are required, and so said delta is needed ASAP. | 08/22/25 | Pending |
| ACT0002839 | 1 - Critical | 1 - High |  suzettes@ucr.edu | HR Profile Data | Technical Team to determine way forward regarding the HR Profile Data requirements, and possible use of the TARS API (DELTA EXPECTED) Sample file with attributes requested for review | 08/26/25 | Work in Progress |
| ACT0003023 | 4 - Low | 3 - Low |  dylan.mcgarity@ca | Provide Training and YouTube Links for Content Publishing Resources | In the Demo on 7/30, Suzette requested links to any NowLearning resources for content publishing. | 08/22/25 | Pending |
| ACT0003043 | 4 - Low | 3 - Low |  Mary White | Internal Calls to create new templates for Notifications | Mary will hold internal calls to define the final LOA cover letters and ensure that they are reviewed and approved by Legal. | 09/30/25 | Pending |
| ACT0003042 | 4 - Low | 3 - Low |  dylan.mcgarity@ca | Ensure that Mary has Prod Access to update the template notifications | Dylan will ensure that Mary has the Prod Access to be able to update response templates in Production, and add this role/responsibility in the Technical Documentation. | 09/30/25 | Pending |
| ACT0002887 | 1 - Critical | 3 - Low |  Daniah Nair | LOA Knowledge Transfer Request | Cask to ensure the knowledge transfer phase includes guidance on how to update HR templates | 10/06/25 | Open |
| ACT0003103 | 1 - Critical | 1 - High |  dylan.mcgarity@ca | ELR/RFI - Email Header Design | Dylan and Puja to design email header and footer templates | 08/22/25 | Open |
| ACT0003173 | 1 - Critical | 3 - Low |  Lisa Gnugnoli | Follow-up change to Sprint 3 Demo | Follow-up communication required for the removal of LOA from the Latest Demo - Chatted with Kitty | 08/18/25 | Work in Progress |

Issues

| Number | Priority | Impact | Identified By | Assigned to | State | Date Identified | Due date | Short description | Description | Next Steps |
|----------------------------|--------------|----------|---|--|------------------|-----------------|----------|--|---|--|
| | | | | | ▽ | | | | | |
| ISU0010523 | 2 - High | 1 - High |  Daniah Nair |  Lisa Gnugnoli | Work in Progress | 07/21/25 | 08/29/25 | Additional Complexity Arising in Design - All Workstreams Impacted | Class & Comp, as well as LOA have both required more sessions that scoped. This is causing overrun to accommodate: ----- Class and Comp only 1 additional session each for a total of 4Hrs of additional workshops. ----- LOA is requiring 10+ additional session of workshops to accommodate. ----- unknown impact and burn by both BPC and Architect due to these changes, additional monitoring and prep for the current (2) sprint 2, as well as into LOA's last sprint (3) Initial risk was ELR focused: Scope change to include ER is estimate, but will require a change order to accommodate. There is a real chance that the ELR complexity will be exposed in Design to be beyond the initial change order. Additional LOA Complexity raised in second Story Review session without it being referenced in the Discover Check-Point, but this requirement is OOS of the current Contract. | Any additional sessions will require additional funding or an exchange in delivered build/activities to accommodate. |
| ISU0010526 | 3 - Moderate | 1 - High |  Lisa Gnugnoli |  Matt Gilchrist | Work in Progress | 07/27/25 | 08/06/25 | Any changes to Schedule will result in Governance discussions regarding scope, schedule, timeline, and Funding | Any additional changes to schedule will need to be discussed at the Governance Level. Time saved from BPC / Architect review of collected UCR documentation as well as completion of homework and requirements for workstreams has been spent on additional requirements sessions | Any changes will be escalated to Governance, and Governance will be Ad-Hoc for these to keep the project moving ASAP |
| ISU0010549 | 2 - High | 1 - High |  Daniah Nair |  Richard Rodrig | Work in Progress | 08/18/25 | 08/20/25 | LOA Requirement for Complete Lock-Down | LOA fulfillers should only be able to see "Cases Assigned to Me" -- This came up in the Requirements session for LOA's reporting. | UCR to discuss internally |

Pending / Open Decisions

| Number | Priority | Impact | Assigned to | Short description | Description | State | Decision status | Due date | Approval Required |
|-----------------------------|--------------|------------|---|--|--|------------------|-----------------|----------|-------------------|
| DCSN0001398 | 1 - Critical | 2 - Medium |  Lakesha Welch | Final UAT and Otherwise Testers Identified | All Trainers are to be included as Optional to UAT Confirm any sub-sets per workstream with Kitty & LaKeshia | Work in Progress | Pending | 07/09/25 | Yes |
| DCSN0001345 | 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 |
| DCSN0001346 | 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 |
| DCSN0001347 | 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 |
| DCSN0001348 | 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 |
| DCSN0001425 | 1 - Critical | 1 - High |  Lisa Gnugnoli | [CHG] Use of Onshore for Portal | Use of Onshore for portal to be charged at Nearshore rates | Work in Progress | Approved | 07/31/25 | Yes |
| DCSN0001424 | 1 - Critical | 1 - High |  Lisa Gnugnoli | [CHG] Re-Distribute Practice Principal Hours to all other roles | Reallocation of effort by Practice Principal (IE, hours and cost) to support additional hours needed by BA, Architect, and Developers | Work in Progress | Approved | 07/31/25 | Yes |
| DCSN0001426 | 1 - Critical | 1 - High |  Lisa Gnugnoli | [CHG] Confirm full budget, including Cask Investment for project as part of CO | Cask's investment to support x3 HRSD and x4 HRSD/ELR Services to be included in change order | Work in Progress | Approved | 07/31/25 | Yes |
| DCSN0001412 | 1 - Critical | 1 - High |  Mary White | PII and Profile Data | In ServiceNow the architecture is such where HR Profile is build to store PII information in the platform. Also only HR agents have ability and access to view HR profile data. UCR has reviewed the HR Profile attributes and concurs that this data is permissible to be stored in the HR Profile. | Pending | Pending | 07/25/25 | Yes |
| DCSN0001418 | 1 - Critical | 3 - Low |  Mary White | Name of Portal | Name of Portal to be chosen for final delivery | Pending | Pending | 08/08/25 | Yes |
| DCSN0001421 | 1 - Critical | 1 - High |  Richard Rodriguez | Go-Live date | Go-Live is still pending decision | Pending | Pending | 08/22/25 | Yes |
| DCSN0001423 | 1 - Critical | 2 - Medium |  Richard Rodriguez | Final Production Deployment / Start of Hypercare Date | Date for Final Deployment and Start of Hypercare TBD | Pending | Pending | 08/22/25 | Yes |

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Thank you

