

Qndaro

HR Service Delivery

Phase 1

Weekly Status Report



SEPTEMBER 07, 2025

Dashboard



OVERALL STATUS: YELLOW (*trending Red*)

Element	Status	Get to Green
Scope	YELLOW	Additional Training Requests – Change Order and Funding to support
Schedule	YELLOW	Training Timeline, TBD Envision Timeline, TBD Go-Live/Hypercare Timeline, TBD
Budget	YELLOW	Determined by Schedule Changes
Resources	YELLOW	Determined by Schedule & Budget Changes

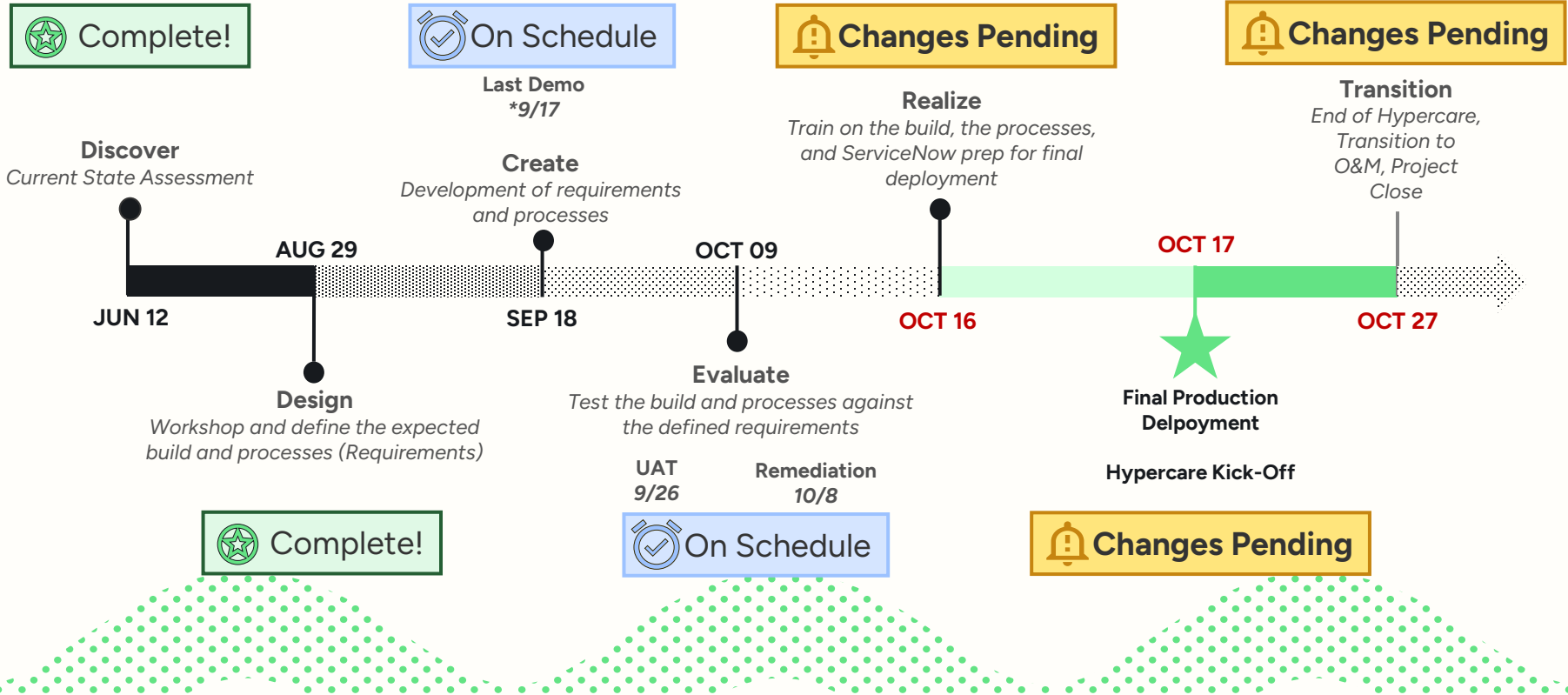
LAST WEEK'S ACCOMPLISHMENTS

- **[DESIGN]** Requirements Locked, 8/29
- **[CREATE]** Development, ***9/17**
 - LOA Demo – postponed [9/11] for remediation
 - Reporting Demo, TBD (pending decision)
- **[EVALUATE]** UAT, 9/26 & Remediation, 10/8
 - Additional UAT for Comp & Class, ***TBD**
 - Additional UAT for Benefits, ***TBD**
 - UAT for LOA: 9/15 – 9/19
 - UAT for ELR/Grievance & Investigation: 9/22 – 9/26
 - UAT for Reporting: ***TBD**
- **[REALIZE]** Training & Go-Live, ***TBD**
 - Advisory KT, ***TBD** [1h/each]
 - Additional Training Sessions, ***TBD** [2.5h/each]

ADDITIONAL INFO

- All Risks, Issues, Actions and Decisions are maintained in this weekly report.
- Design Phase Sign-Off and Retro, Pending
- Funding and timeline for delay of Go-Live and Additional Training

Phase 1 Timeline



Sprint 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	Complete
1	Policy Salary Review-Build Contracts Review – Demo Only	7/7 – 7/18	32	August 13	8/18 – 8/22	In Progress
1A	Basic OOB EC Build (Theme, etc – Assets TBD)	7/14 – 8/1	64	July 30	8/1 – 8/6	Complete
2	LOA Request Form (1/3) Contracts Review – Dev Only	7/21 – 8/1	64	August 5	8/11 – 8/15	Complete
3	LOA Lifecycle (2/3) – No Demo Retirement Counseling	8/4 – 8/15	64	August 19	8/25 – 8/29	Complete
4	LOA Lifecycle (3/3) – Demo both Sprints 2 & 3 Request for Information (RFI) Consultation	8/18 – 8/29	64	(LOA – Postponed) September 3	9/8 – 9/12	In Progress
N/A	LOA Lifecycle (3/3) – Demo both Sprints 2 & 3	8/18 – 9/5	N/A	September 11	9/15 – 9/19	Pending
5	Investigation Grievance ALL - Reporting	9/2 - 9/12	96	September 16 *September 17	9/22 – 9/26	In Progress
/	Remediation & Go-Live Prep	8/1 - 10/10	N/A	Ad-Hoc	8/1 - 10/1	Not Started
/	Hypercare (Post Production Support) x5 days	10/20 - 10/24	N/A	N/A	N/A	Not Started

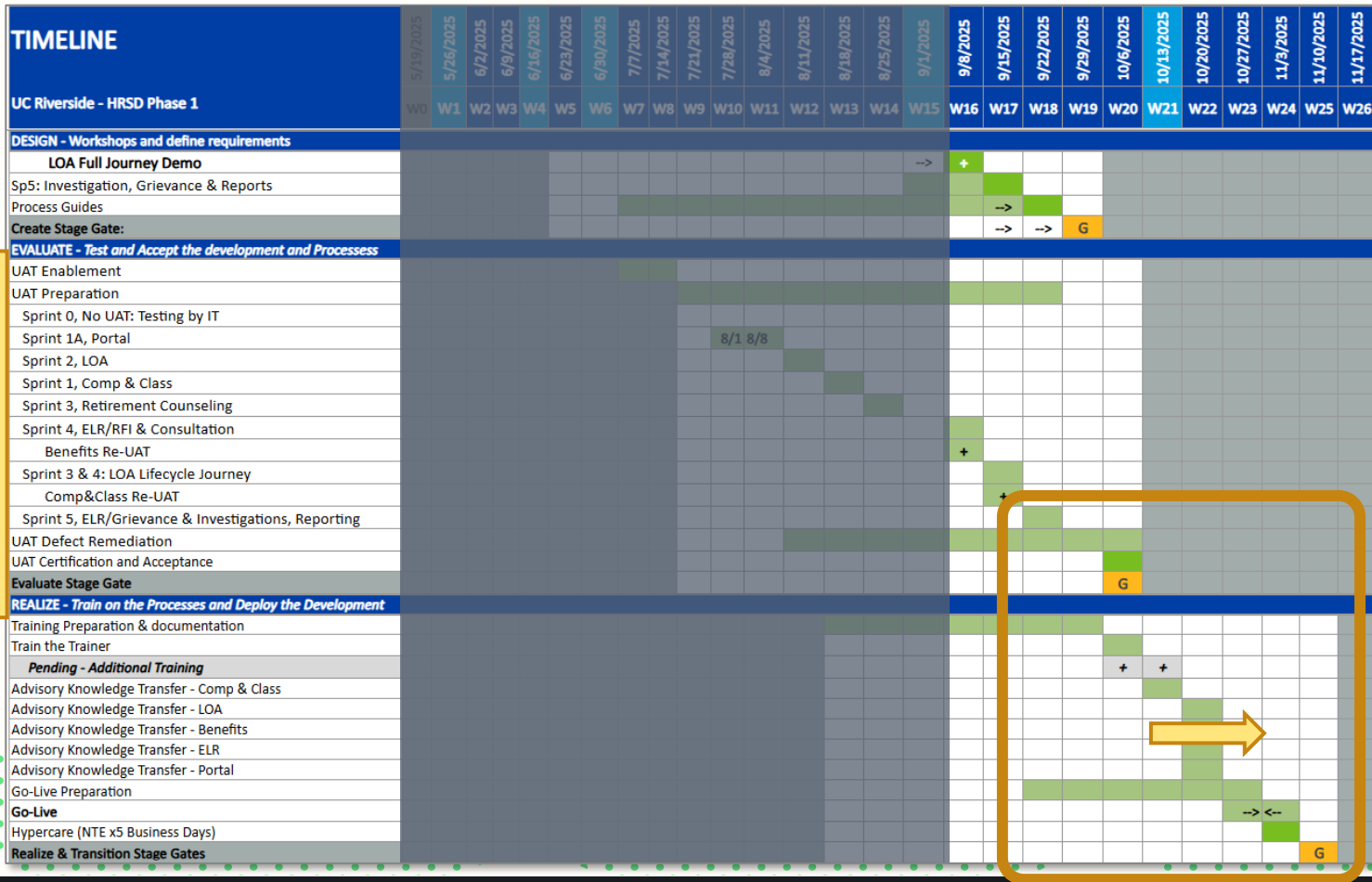
Project Stages

Current Issues:







Training Changes
(Timeline and Scope)

Final Promotion and
hypercare (Timeline)










UATs Pending Schedule











Risks

Number	Probability	Impact	Risk rank	State ▽	Risk State	Assigned to	Date Identified	Short description	Description	Mitigation plan
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 Gnugnoli	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 overrun.	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.
RSK0002903	Moderate	1 - High	2	Open	Mitigate	 Richard Rodriguez	08/27/25	Google Drive Integration	If the Google Drive integration is required within the timeline of this engagement, additional schedule and funding will be required for: 1. Rework of current workstreams and processes (both requirements and development) 2. Rework for testing of #1	Determine requirements from UCR IT. Scope and price new timeline based on requirements. Change order for same










Actions

Number	Priority	Impact	Assigned to	Short description	Description	Due date	State
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
ACT0003214	1 - Critical	1 - High	 Richard Rodriguez	Go-Live and Hypercare Delay	Open Decisions for both	09/10/25	Work in Progress
ACT0003217	2 - High	2 - Medium	 Lisa Gnugnoli	Specs for the Logo in Header	Lisa to supply the sizing specs for the Short Logo "R' Employee Services"	09/08/25	Open
ACT0003259	3 - Moderate	1 - High	 Lisa Gnugnoli	Schedule for Reporting Demos	If required and decision made, then additional reporting Demo Sessions must be scheduled, same week.	09/09/25	Pending
ACT0003258	2 - High	2 - Medium	 Lisa Gnugnoli	Provide impacts of Training timeline	If required by decision, then Ondaro will need to provide a fast turn-around for impacts of training delay	09/12/25	Pending
ACT0003318	2 - High	2 - Medium	 Richard Rodriguez	Design Gate Approval Signature	The Design Stage of the Engagement ended on 8/29. Signature and decision on Retro Pending.	09/09/25	Open
ACT0003321	1 - Critical	1 - High	 KP Kitty Phan-Perkins	Schedule of Benefits UAT	Benefits UAT needs to be re-started. All UAT to end by 9/26	09/09/25	Open
ACT0003319	1 - Critical	1 - High	 KP Kitty Phan-Perkins	Schedule Comp&Class Re-UAT	Comp&Class Re-testing to be scheduled. All UAT to end by 9/26	09/09/25	Open
ACT0003320	1 - Critical	1 - High	 KP Kitty Phan-Perkins	Schedule Reporting UAT	Reporting UAT to be scheduled. All UAT to end by 9/26	09/09/25	Open

Issues

Number	Priority	Impact	Identified By	Assigned to	State	Date Identified	Due date	Short description	Description	Next Steps
ISU0010523	2 - High	1 - High	 Danah 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 overburn 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 Governacne will be Ad-Hoc for these to keep the project moving ASAP
ISU0010556	2 - High	1 - High	 Lisa Gnugnoli	 Richard Rodrigt	Work in Progress	08/27/25	09/05/25	Timeline for training is not long enough	Richard identified this risk early in the engagement. Mary escalated in Leave Admin call on 8/19/ Ondaro determined that documentation cannot be ready for hand-off until 9/29. Updated timeline required, with updated funding to support.	UCR to determine the timeline required for training, so that Ondaro can determine impact to Cost, Schedule, Resources.
ISU0010557	2 - High	2 - Mediu	 Danah Nair	 Lisa Gnugnoli	Work in Progress	08/26/25	09/05/25	Having all workstreams in one demo would not be valuable for UCR	Reporting having only one demo could cause issue with acceptance and attention spans to get there, for all the workstreams.	Discuss need and possibility for multiple smaller Demos to accommodate the need

Decisions

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
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
DCSN0001448	1 - Critical	1 - High	 Richard Rodriguez	[CHG] Training Timeline Delay	Determine Training Timeline requirements and if UCR accepts Engagement impacts for same	Work in Progress	Pending	09/05/25	Yes
DCSN0001449	1 - Critical	1 - High	 Richard Rodriguez	[CHG] Go-Live Timeline Delay	Determine appropriate Timeline for Go-Live and Hypercare	Work in Progress	Pending	09/05/25	Yes

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Thank you

