

Qndaro

# HR Service Delivery

Phase 1

Weekly Status Report



SEPTEMBER 14, 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	Edit and Re-Submission of For-Cost Change Order by Ondaro
Budget	YELLOW	Determined by Schedule Changes
Resources	YELLOW	Determined by Schedule & Budget Changes

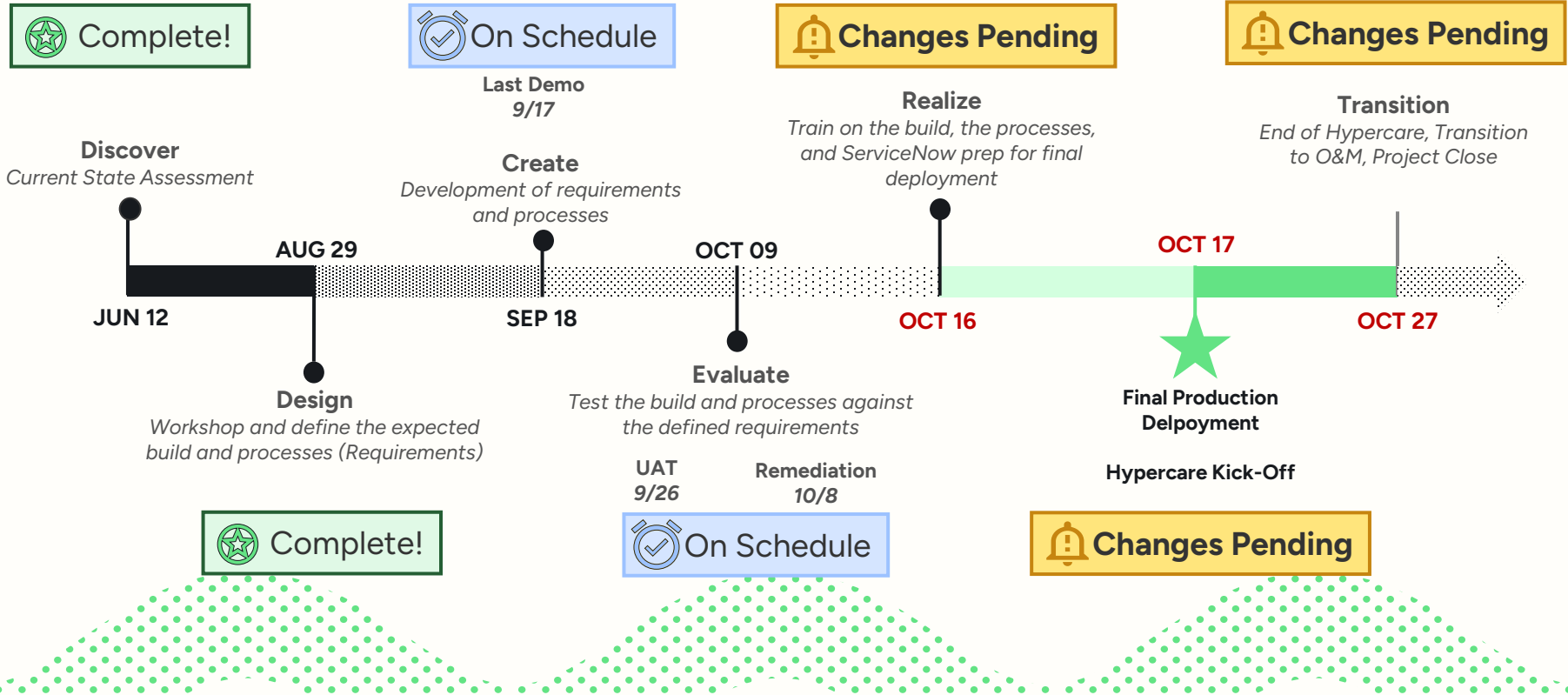
## LAST WEEK'S ACCOMPLISHMENTS

- **[DESIGN]** Requirements Locked, 8/29
- **[CREATE]** Development Closes, 9/17
  - ELR/Grievance & Investigation Demo, 9/16
  - Reporting Demo, 9/17
- **[EVALUATE]** UAT, 9/26 & Remediation, 10/8
  - Additional UAT for Comp & Class, 9/16 – 9/22
  - Additional UAT for Benefits, 9/16 – 9/22
  - UAT for LOA: 9/15 – 9/19
  - UAT for ELR/Grievance & Investigation: 9/22 – 9/26
  - UAT for Reporting: 9/22 – 9/29
- **[REALIZE]** Training & Go-Live, \*TBD
  - Advisory KT, \*TBD [1h/each]
  - Additional Training Sessions, \*TBD
    - [2.5h/each and x2 Job Aids for each workflow]

## ADDITIONAL INFO

- All Risks, Issues, Actions and Decisions are maintained in this weekly report.
- Design Phase Sign-Off and Retro, **Pending**

# Phase 1 Timeline

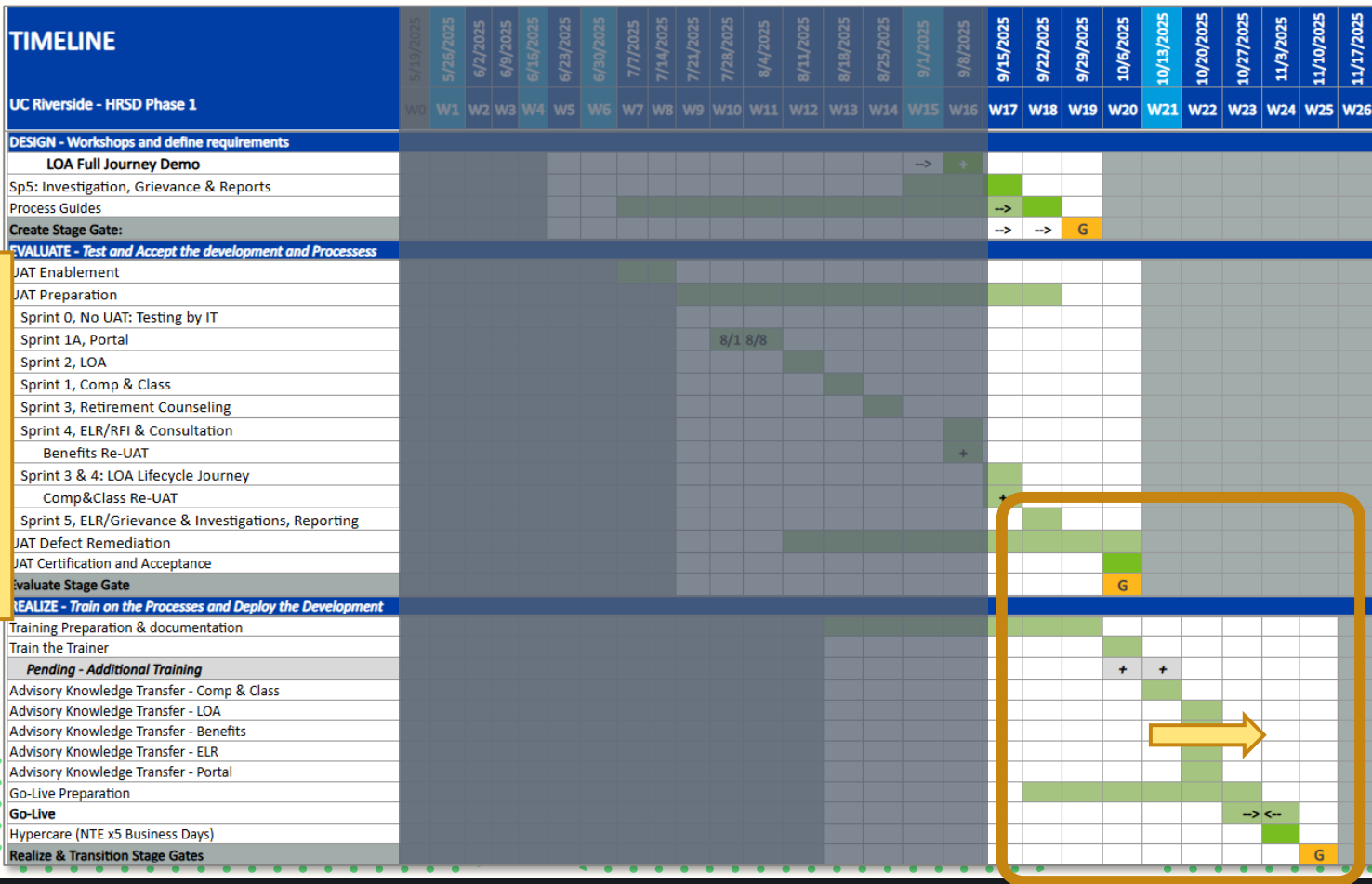


# Sprint Capacity






#	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	In Progress
5	Investigation Grievance ALL - Reporting	9/2 – 9/12	96	September 16 September 17	9/22 – 9/26	In Progress

# Project Stages




Change Order Pending for training, final promotion, and hypercare.













# Risks

Number	Probabil...	Impact	Risk rank	State ▽	Risk State	Assigned to	Date Identif...	Short description	Description	Mitigation plan
<a href="#">RSK0002701</a>	Moderate	2 - Medium	4	Work in Progress	Mitigate	 <a href="mailto:suzettes@ucr.edu">suzettes@ucr.edu</a>	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
<a href="#">RSK0002727</a>	Moderate	1 - High	2	Work in Progress	Mitigate	 <a href="#">Lakesha Welch</a>	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.
<a href="#">RSK0002790</a>	High	1 - High	1	Work in Progress	Avoid	 <a href="mailto:suzettes@ucr.edu">suzettes@ucr.edu</a>	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.
<a href="#">RSK0002813</a>	Low	1 - High	3	Work in Progress	Accept	 <a href="mailto:suzettes@ucr.edu">suzettes@ucr.edu</a>	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.
<a href="#">RSK0002903</a>	Moderate	1 - High	2	Open	Mitigate	 <a href="#">Richard Rodriguez</a>	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
<a href="#">ACT0002887</a>	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
<a href="#">ACT0003214</a>	1 - Critical	1 - High	 Richard Rodriguez	Go-Live and Hypercare Delay	Open Decisions for both	09/18/25	Work in Progress
<a href="#">ACT0003318</a>	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.	09/18/25	Open
<a href="#">ACT0003392</a>	1 - Critical	1 - High	 Matt Gilchrist	Changes to For-Cost Change Order	Changes and required documentation for Change order provided to Ondaro via Email	09/16/25	Work in Progress
<a href="#">ACT0003393</a>	1 - Critical	2 - Medium	 Rebecca Hutchins	Review \$0 change order	\$0 change order: prerequisite for correct September billing	09/16/25	Work in Progress
<a href="#">ACT0003394</a>	2 - High	3 - Low	 Daniah Nair	Ensure Backlog is populated in Agile	Review current backlog and ensure all have been moved to the backlog	09/19/25	Work in Progress
<a href="#">ACT0003395</a>	2 - High	2 - Medium	 Daniah Nair	Timeline & Cadence for Remediation Activities	Ondaro to provide the timeline and cadence of remediation activities	09/19/25	Work in Progress
<a href="#">ACT0003396</a>	2 - High	2 - Medium	 dylan.mcgarity@ca	Timeline & Cadence for Hypercare Activities	Ondaro to provide the timeline and cadence of remediation activities	09/25/25	Work in Progress
<a href="#">ACT0003397</a>	2 - High	2 - Medium	Alex Chrystal	Moving from Knowledge Base articles to Content Items	There is a way to get quick links into search results. Would require some OOB changes. Content Items might not display as links Still some value to have knowledge articles Alex to do a deeper dive and meet with HR so that they can make an informed decision. Related to Decision	09/16/25	Work in Progress
<a href="#">ACT0003398</a>	3 - Moderate	2 - Medium	 Richard Rodriguez	Support for Knowledge	Proposed that the UCR ServiceNow Support Team provide KB management support during hypercare and stabilization period. Ownership could be moved to HR in April to provide enough time for training. – Related to Decision	09/16/25	Work in Progress
<a href="#">ACT0003399</a>	2 - High	1 - High	 Janae Wells	Draft Training Materials	Draft Training Materials required by COB 9/22	09/22/25	Work in Progress
<a href="#">ACT0003400</a>	3 - Moderate	2 - Medium	 Mary White	Schedule new Roadmap Discussion	Initial Discussion of Friday, 9/12 canceled and new session ETA wk of 9/15	09/19/25	Work in Progress

# Issues

Number	Priority	Impact	Identified By	Assigned to	State	Date Identifi...	Due date	Short description	Description	Next Steps
<a href="#">ISU0010523</a>	2 - High	1 - High	 Daniah Nair	 Lisa Gnugnoli	Work in Progress	07/21/25	09/19/25	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.
<a href="#">ISU0010526</a>	3 - Moderate	1 - High	 Lisa Gnugnoli	 Matt Gilchrist	Work in Progress	07/27/25	09/19/25	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
<a href="#">ISU0010528</a>	1 - Critical	1 - High	 Lisa Gnugnoli	 suzettes@ucr.edu	Work in Progress	07/21/25	09/05/25	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.
<a href="#">ISU0010556</a>	2 - High	1 - High	 Lisa Gnugnoli	 Richard Rodrigu	Work in Progress	08/27/25	09/12/25	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.
<a href="#">ISU0010577</a>	2 - High	1 - High	 Lisa Gnugnoli	 Rebecca Hutchi	Work in Progress	07/08/25	09/19/25	September Billing BLOCKED	Adjustments to current PO must be processed prior to the September invoice being submitted, as re-allocation of hours per the NO COST change order are pending approval	Change Order is in-hand at UCR as of 9/12



# Decisions

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
<a href="#">DCSN0001448</a>	1 - Critical	1 - High	 Richard Rodriguez	[CHG] Training Timeline Delay [FOR COST]	Determine Training Timeline requirements and if UCR accepts Engagement impacts for same - Pending Changes by Ondaro as of 9/12	Work in Progress	Pending	09/19/25	Yes
<a href="#">DCSN0001449</a>	1 - Critical	1 - High	 Richard Rodriguez	[CHG] Go-Live Timeline Delay [FOR COST]	Determine appropriate Timeline for Go-Live and Hypercare - Pending Changes by Ondaro as of 9/12	Work in Progress	Pending	09/19/25	Yes
<a href="#">DCSN0001458</a>	3 - Moderate	1 - High	 Richard Rodriguez	Additional LOE for UAT by Ondaro	Daniah and Dylan required at UAT calls as of 9/9's HR Leave Admin Call	Work in Progress	Pending	09/16/25	Yes
<a href="#">DCSN0001459</a>	2 - High	2 - Medium	 Daniah Nair	Lead-Time for Training Materials	Ondaro is to provide all training materials at least one full business day prior to the training itself	Work in Progress	Pending	09/16/25	Yes
<a href="#">DCSN0001460</a>	2 - High	1 - High	 Daniah Nair	Turn-Around for Training Materials Edits	Turnaround of training material changes within 48 hours.	Work in Progress	Pending	09/19/25	Yes
<a href="#">DCSN0001461</a>	3 - Moderate	3 - Low	 Matt Gilchrist	Roadmapping Activities	All roadmapping activities will include Matt Gilchrist.	Work in Progress	Approved	09/16/25	Yes
<a href="#">DCSN0001462</a>	3 - Moderate	2 - Medium	Alex Chrystal	Moving from Knowledge Base articles to Content Items	Determination by UCR internally (related to Action)	Work in Progress	Pending	09/16/25	Yes
<a href="#">DCSN0001463</a>	3 - Moderate	2 - Medium	 Richard Rodriguez	Support for Knowledge	Proposed that the UCR ServiceNow Support Team provide KB management support during hypercare and stabilization period. Ownership could be moved to HR in April to provide enough time for training. -- Related to Decision	Work in Progress	Pending	09/16/25	Yes
<a href="#">DCSN0001464</a>	1 - Critical	1 - High	 Janae Wells	Draft Training Materials due 9/22	Janae and Daniah to provide draft training documentation by COB on 9/22	Work in Progress	Approved	09/22/25	Yes

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Thank you

