ondaro

HR Service Delivery

Phase 1

Weekly Status Report

UC RIVERSIDE

Dashboard

OVERALL STATUS: YELLOW   (*trending Green*)

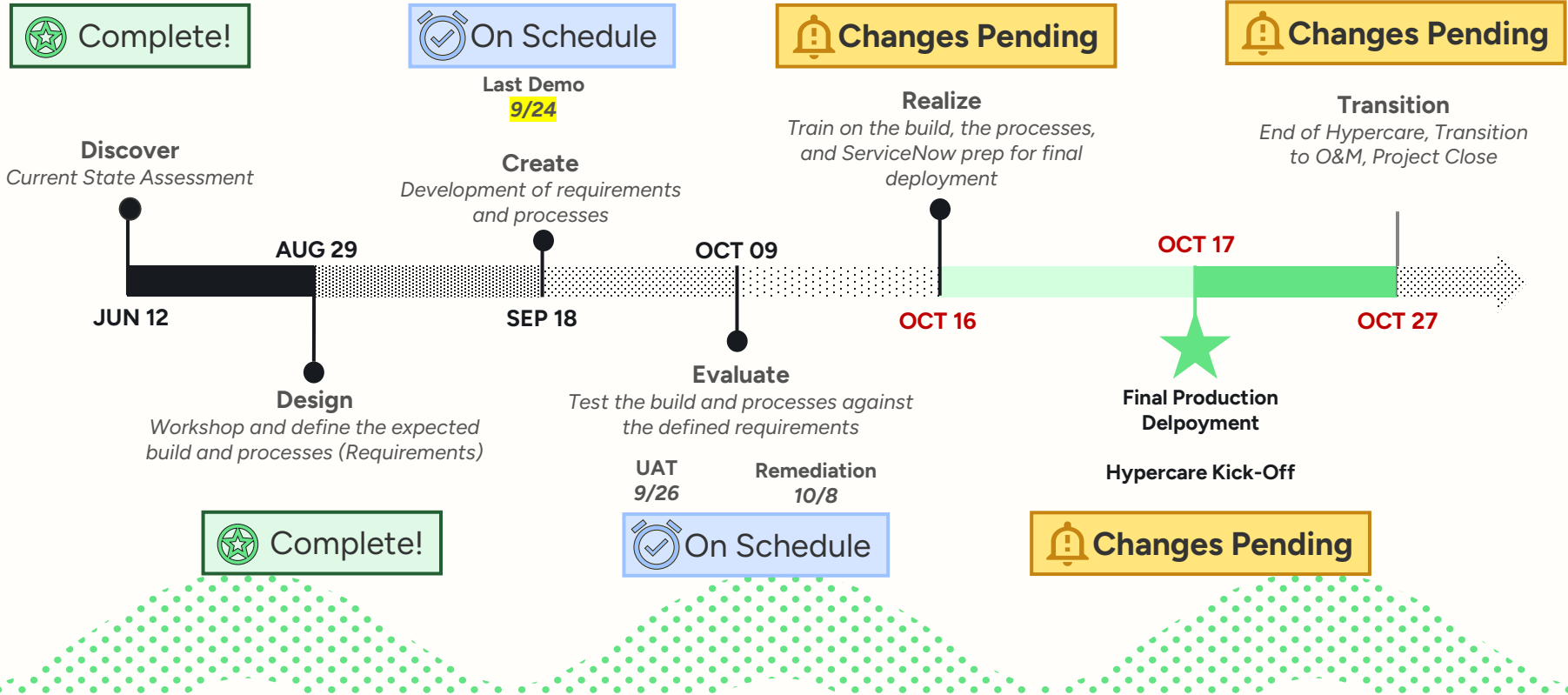| Element	Status	Get to Green
Scope	YELLOW	Signature on Change Order
Schedule	YELLOW	Signature on Change Order, then schedule updated
Budget	YELLOW	Signature on Change Order, New Purchase Order for CHG #'s 1 and 2
Resources	YELLOW	Signature on Change Order, and resources adjusted to maintain

LAST WEEK'S ACCOMPLISHMENTS

- [**DESIGN**] Requirements Locked, 8/29
- [**CREATE**] Development Closes, 9/24
  - ELR/Grievance & Investigation Demo, 9/16
  - Reporting Demo's are tandem with UAT
- [**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 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 workstream]

ADDITIONAL INFO

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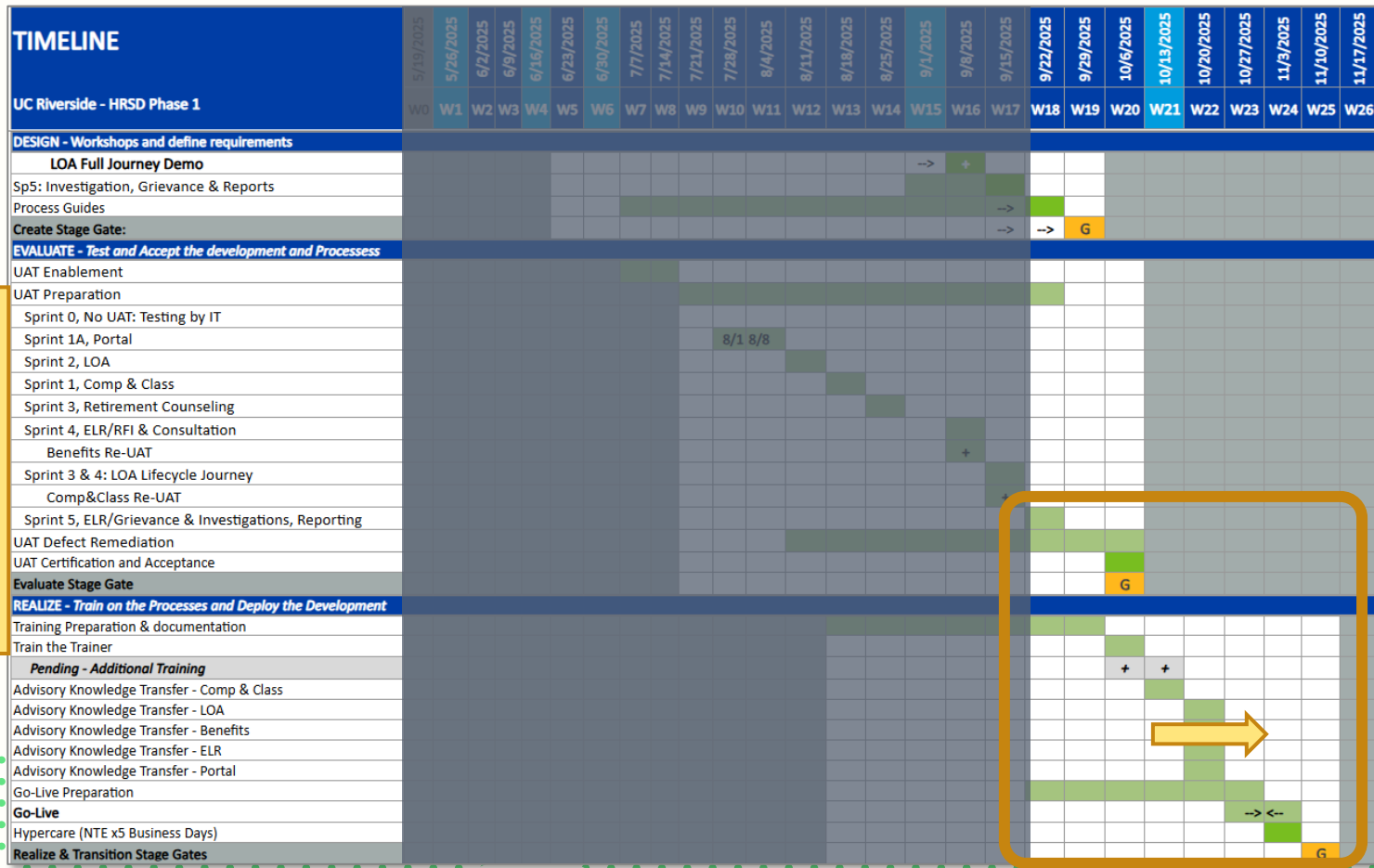- Design Phase Sign-Off and Retro, **Pending**

Phase 1 Timeline

Complete!

On Schedule

Last Demo
9/24

Changes Pending

Changes Pending

Discover
Current State Assessment

Create
Development of requirements and processes

Realize
Train on the build, the processes, and ServiceNow prep for final deployment

Transition
End of Hypercare, Transition to O&M, Project Close

AUG 29

OCT 09

OCT 17

JUN 12

SEP 18

OCT 16

OCT 27

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

Evaluate
Test the build and processes against the defined requirements

Final Production Delpoyment

UAT
9/26

Remediation
10/8

Hypercare Kick-Off

Complete!

On Schedule

Changes Pending

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 22-24	9/22 – 9/26	In Progress

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Project Stages

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

| TIMELINE																												
UC Riverside - HRSD Phase 1		5/19/2025	5/26/2025	6/2/2025	6/9/2025	6/16/2025	6/23/2025	6/30/2025	7/7/2025	7/14/2025	7/21/2025	7/28/2025	8/4/2025	8/11/2025	8/18/2025	8/25/2025	9/1/2025	9/8/2025	9/15/2025	9/22/2025	9/29/2025	10/6/2025	10/13/2025	10/20/2025	10/27/2025	11/3/2025	11/10/2025	11/17/2025
		W0	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18	W19	W20	W21	W22	W23	W24	W25	W26
DESIGN - Workshops and define requirements																												
LOA Full Journey Demo																	-->	+										
Sp5: Investigation, Grievance & Reports																												
Process Guides																	-->											
Create Stage Gate:																	-->	-->	G									
EVALUATE - Test and Accept the development and Processses																												
UAT Enablement																												
UAT Preparation																												
Sprint 0, No UAT: Testing by IT																												
Sprint 1A, Portal										8/1 8/8																		
Sprint 2, LOA																												
Sprint 1, Comp & Class																												
Sprint 3, Retirement Counseling																												
Sprint 4, ELR/RFI & Consultation																												
Benefits Re-UAT															+													
Sprint 3 & 4: LOA Lifecycle Journey																												
Comp&Class Re-UAT																												
Sprint 5, ELR/Grievance & Investigations, Reporting																												
UAT Defect Remediation																												
UAT Certification and Acceptance																												
Evaluate Stage Gate																				G								
REALIZE - Train on the Processes and Deploy the Development																												
Training Preparation & documentation																												
Train the Trainer																												
Pending - Additional Training																					+	+						
Advisory Knowledge Transfer - Comp & Class																												
Advisory Knowledge Transfer - LOA																												
Advisory Knowledge Transfer - Benefits																												
Advisory Knowledge Transfer - ELR																												
Advisory Knowledge Transfer - Portal																												
Go-Live Preparation																												
Go-Live																							--> <--						
Hypercare (NTE x5 Business Days)																												
Realize & Transition Stage Gates																												G

Risks

| Number	Probabil...	Impact	Risk rank	State	Risk State	Assigned to	Date Identif...	Short description	Description	Mitigation plan
RSK0002727	Moderate	1 - High	2	Work in Progress	Mitigate	🟠 LW 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.
RSK0002813	Low	1 - High	3	Work in Progress	Accept	🟢 S 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	09/23/25	Work in Progress
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.	09/26/25	Open
ACT0003392	1 - Critical	1 - High	Matt Gilchrist	Changes to For-Cost Change Order	Changes and required documentation for Change order provided to Ondaro via Email	09/23/25	Work in Progress
ACT0003394	2 - High	3 - Low	Daniah Nair	Ensure Backlog is populated in Agile	Review current backlog and ensure all have been moved to the backlog	09/24/25	Work in Progress
ACT0003395	2 - High	2 - Medium	Daniah Nair	Timeline & Cadence for Remediation Activities	Ondaro to provide the timeline and cadence of remediation activities	09/24/25	Pending
ACT0003396	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	Pending
ACT0003397	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	09/24/25	Work in Progress
ACT0003398	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	09/23/25	Work in Progress
ACT0003400	3 - Moderate	2 - Medium	suzettes@ucr.edu	Schedule new Roadmap Discussion	Initial Discussion of Friday, 9/12 canceled and new session to be held as part of governance	09/26/25	Work in Progress

Issues

Number	Priority	Impact	Identified By	Assigned to	State	Date Identifi...	Due date	Short description	Description	Next Steps
ISU0010526	3 - Moderate	1 - High	LG Lisa Gnugnoli	MG 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 Governacne will be Ad-Hoc for these to keep the project moving ASAP
ISU0010528	2 - High	1 - High	LG Lisa Gnugnoli	S suzettes@ucr.e...	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.
ISU0010556	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.
ISU0010577	4 - Low	1 - High	Lisa Gnugnoli	RH 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	Chang 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
DCSN0001448	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	09/23/25	Yes
DCSN0001449	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	09/23/25	Yes
DCSN0001462	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	09/26/25	Yes
DCSN0001463	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	09/24/25	Yes

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Thank you