

HR Service Delivery

Phase 1

Weekly Status Report



OCTOBER 6, 2025

Dashboard



OVERALL STATUS: GREEN, trending YELLOW

Element	Status	Get to Green
Scope	GREEN	Maintain
Schedule	YELLOW	Remediate LOA findings for re-test Schedule remainder of KT sessions
Budget	GREEN	Maintain
Resources	YELLOW	Onboard new Ondaro PM

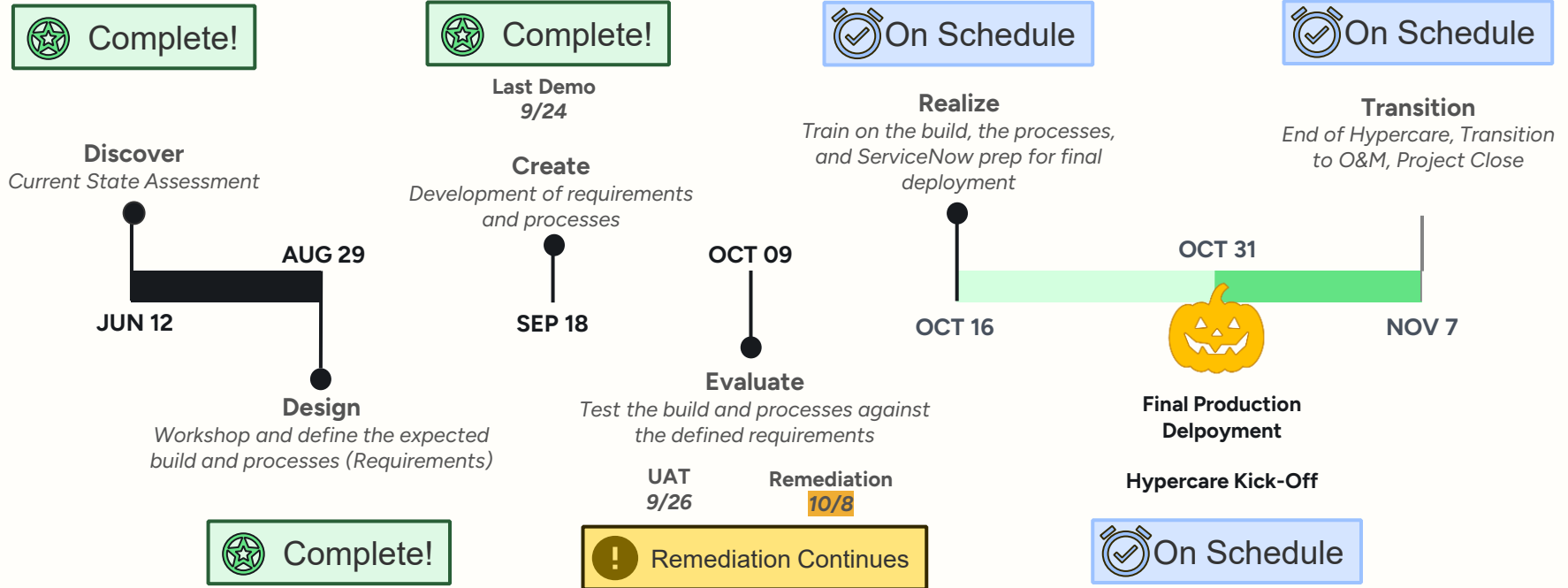
LAST WEEK'S ACCOMPLISHMENTS

- **[DESIGN]** Phase Gate Closed
- **[CREATE]** Phase Gate Closed
- **[EVALUATE]** Remediation Ongoing, Re-testing Scheduled
- **[REALIZE]** Training & Go-Live, CHG Approved!
 - Advisory KT, **Wk of 10/20 or 10/27**
 - Additional Training Sessions scheduled

ADDITIONAL INFO

- All Risks, Issues, Actions and Decisions are maintained in this weekly report.
 - Please review these as there are decisions that impact any next steps in the Evaluate and Realize Phases.
- *Discover through Create Phase Gates, Closed*
- Evaluate Phase Gate, Pending
- Realize Phase Gate / Go/No-Go, Pending
- Transition Phase Gate / Project Close, Pending

Phase 1 Timeline



Project Stages

TIMELINE	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
	W16	W17	W18	W19	W20	W21	W22	W23	W24	W25	W26
UC Riverside - HRSD Phase 1											
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					4						
Targeted Trainings per workstream					+	+	+				
Leave of Absence (x2)						2.5	2.5				
Benefits						2.5					
Class & Comp					2.5						
ELR (All)							2				
Advisory Knowledge Transfer - Comp & Class											
Advisory Knowledge Transfer - LOA											
Advisory Knowledge Transfer - Benefits											
Advisory Knowledge Transfer - ELR											
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	 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	 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	Work in Progress	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
RSK0003070	High	2 - Medium	2	Work in Progress	Avoid	 Kitty Phan-Perkins	10/03/25	Retesting timeline	If Retesting is only reported at the end of any cycle/workstream, then the chances of impact to training are increased from possible to probable.	Testing should not wait for the last day to be performed, and all findings should be reported daily. Action Item for Daily report out of findings via the HR Channel to be assigned to Kitty.

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
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	10/07/25	Work in Progress
ACT0003396	2 - High	2 - Medium	 Lisa Gnugnoli	Timeline & Cadence for Hypercare Activities	Ondaro to provide the timeline and cadence of remediation activities	10/07/25	Pending
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	10/08/25	Work in Progress
ACT0003520	1 - Critical	1 - High	 dylan.mcgarity@ca	Email Templates - Photo Issues	Discuss with UCR developer the findings around email template images not showing. Initial thoughts found incorrect, as this is not related to the images not being in TEST.	10/07/25	Work in Progress
ACT0003595	2 - High	2 - Medium	 Lisa Gnugnoli	Rescind CHG#2, and Submit CHG#3	Per discussion with Central Purchasing, Change Order 2 needs to be rescinded, and Chg #3 to mention the following: Additional funding from #1, the cancellation of #2, and the new Purchase order agreement that now allows for Project Budget based billing.	10/07/25	Work in Progress
ACT0003597	3 - Moderate	2 - Medium	 Daniah Nair	Add Pause for Questions to Training Decks	Per decision on 9/30, Ondaro to allow for pauses in training for questions: this will hopefully provide a cleaner recording for the training team at UCR to utilize post delivery	10/27/25	Work in Progress
ACT0003596	3 - Moderate	2 - Medium	 Daniah Nair	Add "Part of Avanti Program" Slide to Training Decks	To avoid confusion, Ondaro to add a "Part of Avanti Program" slide to all training Decks, prior to delivering training.	10/27/25	Work in Progress
ACT0003601	1 - Critical	1 - High	 KP Kitty Phan-Perkins	Daily Reporting of findings	Daily reporting of findings to the HR Technology channel as remediation to the risk related to UAT Retesting.	10/06/25	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	 Lisa Gnugnoli	 Matt Gilchri	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
ISU0010528	2 - High	1 - High	 Lisa Gnugnoli	 suzettes@u	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. Decision #1443 made in August 2025 notes that any changes to requirements post the Design Phase Gate, and any prior Requirements Locks would be considered Enhancements, and thereby be excluded from this engagement. This issue circled in the 10/6 WSR for reference, and the note of it in said 10/6 WSR added to the Issue itself.	Escalated from 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.

Decisions

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
DCSN0001513	2 - High	1 - High	 Mary White	LOA Training	[From 9/30 Training Session] LOA Training will be two separate Sessions of the same information, in 2.5 hr increments	Work in Progress	Approved	10/07/25	Yes
DCSN0001515	2 - High	3 - Low	 Mary White	Advisory Knowledge Transfer Sessions	[From 9/30 Training Session] 1 hr sessions for each of the groups, but UCR will not accept/approve in these sessions. Acceptance will be offline post internal sessions All documentation is Requested (Ondaro still to agree as of 10/4) by 10/20. All requested changes to be supplied NLT Noon on 10/28. All agreed to changes to be returned to UCR NLT Noon on 10/30.	Work in Progress	Pending	10/07/25	Yes
DCSN0001514	1 - Critical	2 - Medium	 Mary White	Training Session Additional Requirements	[From 9/30 Training Session] Requested Inclusion for "Question Breaks" in all training calls to allow for easy editing by the UCR Training teams Ondaro to Add a slide at the beginning of each presentation that states something like "This training is part of the Avanti Program at UC Riverside. Ondaro is the Implementation Partner selected for this initial phase of the ServiceNow HRSD implementation, and as such have developed the following training material."	Work in Progress	Pending	10/07/25	Yes
DCSN0001517	4 - Low	1 - High	 Lisa Gnugnoli	Clean Recordings to be Provided If and Only If Time and Budget Allow	[From the 9/30 Training Session] Should the budget and timeline allow, Ondaro will record clean versions of the trainings. This is only if it can be accommodated and is not and has not be agreed to at this time [9/30]	Pending	Pending	10/17/25	Yes
DCSN0001516	2 - High	2 - Medium	 Lisa Gnugnoli	Timeframe and Impact of EM Transition	Ondaro to determine and provide in writing the timeline and impact of the EM transition	Pending	Pending	10/10/25	Yes
DCSN0001519	2 - High	2 - Medium	 Mary White	Ondaro Requests Delay of LOA Re-Testing	Ondar still remediating Findings for LOA on Friday 10/3 afternoon. Requested delay of LOA remediation to at least 10/8. UCR Approved/Agreed via Slack	Work in Progress	Approved	10/07/25	Yes
DCSN0001518	2 - High	2 - Medium	 Kitty Phan-Perkins	LOA testing will start 10/9, and complete 10/13	Based on the delay of the start of LOA, UCR will complete re-testing on Monday, 10/13. Discussed via Slack that Ondaro will attempt to get findings remediated by the 10/14 training, but request that testing report findings early and often to avoid a lump sum at the end. Related to Risk regarding LOA Retesting	Work in Progress	Approved	10/07/25	Yes

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Thank you



Archived Risks (1/2)

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Number	Probabil...	Impact	Risk rank	State	Risk State	Assigned to	Date Identif...	Short description	Description	Mitigation plan	Work notes
RSK0002341	Moderate	2 - Medium	4	Closed Incomplete	Avoid	LG Lisa Gnugnoli	06/10/25	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	The teams are working well right now, and avoiding accommodating as possible. Actually going very well at the moment.
RSK0002351	High	1 - High	1	Closed Complete	Achieved	S 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.	
RSK0002359	High	2 - Medium	2	Closed Complete	Mitigate	LG Lisa Gnugnoli	06/16/25	Sprint 0 Refinement	If all required members of the Scrum Team are not present on Friday, 6/19 for Refinement, then the call will have to be moved to the week of 6/23, and will encroach into the Sprint 0 timebox.	Re-schedule for Monday 6/23, and inform the devs that they will have to manage their workload of 32 hours for the sprint each, appropriately.	Notes this on Tuesday; Pinged on Capacity to the IT team to see if LOW would be maintained. Waiting. Dylan was able to meet with the team and refinement went well. Closing.
RSK0002384	Moderate	2 - Medium	4	Closed Complete	Mitigate	LG Lisa Gnugnoli	06/25/25	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.	Informed by Mary via Slack, added to stakeholder listing, and informed that Monday will likely not be enough time to complete the Service Requirements.
RSK0002701	Moderate	2 - Medium	4	Closed Complete	Mitigate	S 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	Illness on both sides as of late, and PTO (Cask) Illness (UCR) has impacted the first day of Sprint 1. As both devs are part time, impact is minimal at this time (7/7)
RSK0002703	Moderate	1 - High	2	Closed Incomplete	Achieved	LG 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 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.	Discussed at length in the 7/8 call with Olivia Lara and Richard. Escalated to Issue

Archived Risks (2/2)

NOT CURREN: FOR REFERENCE ONLY

Number	Probabil...	Impact	Risk rank	State 🔍	Risk State	Assigned to	Date Identif...	Short description	Description	Mitigation plan
RSK0002734	High	1 - High	1	Closed Incomplete	Mitigate	 suzettes@ucr.edu	07/16/25	Timeline for LOA Requirements	Given the large number of teams and participants of the LOA Workstream, the amount of the requirements that Cask had to generate based on documentation supplied, and even with extended time in workshops, it's almost certain that there will be missed requirements.	Additional calls expected to run the entirety of the first LOA Sprint. If there are enhancements identified in Testing as Must-Have's, then conversation as to LOE will have to be had.
RSK0002738	High	1 - High	1	Closed Incomplete	Avoid	 suzettes@ucr.edu	07/16/25	Continued Need for Additional Sessions	If the need for additional sessions continues, then exchanges of effort will need to be considered.	Cask is currently mitigating this by gathering the requirements that we can from documentation, proposing best practice based workflows, and adjusting to meet the needs where necessary. UCR is currently mitigating this by having discussions internally to re-educate the program team on the north star and OOB / unified intentions of this effort.
RSK0002790	High	1 - High	1	Closed Complete	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.

Archived Issues (1/2)

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Number	Priority	Impact	Identified By	Assigned to	State	Date Identifi...	Due date	Short description	Description	Next Steps
SU0010193	3 - Moderate	2 - Medium	 Lisa Gnugnoli	 Lisa Gnugnoli	Closed Complete	06/10/25	07/01/25	Additional Sessions	Additional Sessions required within Assessment phase	Schedule into the second week, and bring in supplementary BPC early. Also, Architect to lead for the most part. Two additional sessions were managed within the time-line and without cascading impact to the remaining schedule. This will pose considerable impact to the resources involved, and so additional time might still be required in future, and impact of this over-allocation in this week will need to be retroactively assessed through deliverable completion and decision turn-arounds.
SU0010100	3 - Moderate	2 - Medium	 Daniah Nair	 Lisa Gnugnoli	Closed Complete	06/13/25	06/30/25	Additional Class & Comp Requirements Sessions	Additional sessions required to continue the distillation of requirements through working sessions for both Contracts Review and Policy Salary Review 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.
SU0010123	2 - High	1 - High	 Daniah Nair	 Lisa Gnugnoli	Closed Complete	07/21/25	09/19/25	Additional Complexity Arising in Design - All Workstreams Impacted		
SU0010127	1 - Critical	1 - High	 dylan.mcgarity	 dylan.mcga	Closed Complete	07/17/25	07/21/25	Carryover from Sprint 1	Development did not complete for Sprint 1, and so carryover into Sprint 2 discussed in 7/22 Weekly Calls.	Demo was re-scheduled for Scott's availability post PTO Capacity discussions and redistribution of activities for developers to ensure capacity moving forward.
SU0010143	2 - High	1 - High	 Daniah Nair	 Richard Ro	Closed Complete	07/28/25	08/12/25	New LOA Requirements, OOS for contract, raised in Design	Tracking of leave to the hour, type, and use by whom was not raised as a need in Discover. This was raised after the first extension of hours for LOA workstreams, but remains out of scope.	Additional sessions and additional development scope will require contract modifications to include in this phase. This could be a phase 2 item. This could be built internally at UCR: either in parallel with this development, or after.

Archived Issues (2/2)

NOT CURRENT: FOR REFERENCE ONLY

Number	Priority	Impact	Identified By	Assigned to	State	Date Identifi...	Due date	Short description	Description	Next Steps
ISU0010543	2 - High	1 - High	 Daniah Nair	 Richard Ro	Closed Complete	07/28/25	08/12/25	New LOA Requirements, OOS for contract, raised in Design	Tracking of leave to the hour, type, and use by whom was not raised as a need in Discover. This was raised after the first extension of hours for LOA workstreams, but remains out of scope.	Additional sessions and additional development scope will require contract modifications to include in this phase. This could be a phase 2 item. This could be built internally at UCR: either in parallel with this development, or after.
ISU0010549	2 - High	1 - High	 Daniah Nair	 Richard Ro	Closed Complete	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
ISU0010556	2 - High	1 - High	 Lisa Gnugnoli	 Richard Ro	Closed Complete	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.
ISU0010557	2 - High	2 - Medlu	 Daniah Nair	 Lisa Gnugn	Closed Skipped	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
ISU0010577	4 - Low	1 - High	 Lisa Gnugnoli	 Rebecca Ht	Closed Skipped	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

Closed Decisions (1)

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
DCSN0001396	2 - High	2 - Medium	 dylan.mcgari	Testing for Sprint 0	Sprint 0 testing is to be managed internally with the scrum team as Admin is required to do so. This Decision was made internally by the scrum team	Closed Complete	Approved	07/07/25	No
DCSN0001391	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. Initial decision is testing per sprint, as well as scenario / E2E after last demo.	Closed Complete	Pending	07/15/25	Yes
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 & LaKesha	Closed Complete	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.	Closed Complete	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.	Closed Complete	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	Closed Complete	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.	Closed Complete	Approved	07/31/25	Yes
DCSN0001352	2 - High	2 - Medium	 Lisa Gnugnoli	WSR Format	WSRs will be in PPT	Closed Complete	Approved	05/28/25	Yes
DCSN0001353	2 - High	2 - Medium	 Lisa Gnugnoli	WSR Cadence	WSRs will be submitted via Posting to Google Drive + Email by COB on Fridays	Closed Complete	Approved	05/28/25	Yes

Closed Decisions (2)

NOT CURREN: FOR REFERENCE ONLY

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
DCSN0001355	2 - High	2 - Medium	LG Lisa Gnugnoli	Weekly Emails	UCR requires weekly emails announcing current items, This week's upcoming calls, Timeline, Links, etc UPDATE - this will be provided Fridays (no due-by time) as both PPT and Google doc so that it can be formatted and distributed by the HR Comms team.	Closed Complete	Approved	05/28/25	Yes
DCSN0001354	2 - High	2 - Medium	LG Lisa Gnugnoli	Financial Reporting	Financial reporting will be limited to the IT Team, Rebecca, Alex and Mary, only. A separate PPT will be built to house these client reports, and a new slide will be added for every week of the engagement.	Closed Complete	Approved	05/28/25	Yes
DCSN0001399	1 - Critical	1 - High	LG Lisa Gnugnoli	Documentation Precedence	Documentation precedence is PO, Change Order, then original Contract.	Closed Incomplete	Rejected	07/15/25	Yes
DCSN0001401	1 - Critical	2 - Medium	LG Lisa Gnugnoli	Ammendment PO -- Rejected	Richard chose to not pursue an amendment on the current PO for the re-allocation of this one hour, and instead to begin Cask's use of investment monies	Closed Complete	Approved	07/09/25	Yes
DCSN0001400	1 - Critical	1 - High	LG Lisa Gnugnoli	Purchase Order hours and allocation must be maintained, or a Change Order completed internally at UCR	Hours per role will be maintained going forward, and any changes to allocation within funding limits (ie, PO budget) require a full Change order.	Closed Incomplete	Rejected	07/08/25	Yes
DCSN0001402	1 - Critical	1 - High	LG Lisa Gnugnoli	Investment Management	Cask will being to manage the overall investment for the engagement with the 1 additional hour burned by the "Customer Experience Architect" Cask will report on any INV burn to date starting the week of 7/14 in the Finance weekly report.	Closed Skipped	Rejected	07/11/25	Yes
DCSN0001403	1 - Critical	1 - High	LG Lisa Gnugnoli	Updated June Invoice	Cask will remove the overage from the June invoice, and will re-issue.	Closed Complete	Approved	07/08/25	Yes
DCSN0001406	1 - Critical	1 - High	LG Lisa Gnugnoli	New Portal Sprint, Off Cadence	New Portal Sprint approved with onboarding of advanced portal dev. Portal removed from Sprint 1, and will be off-cycle	Closed Complete	Approved	07/08/25	Yes
DCSN0001425	1 - Critical	1 - High	LG Lisa Gnugnoli	[CHG] Use of Onshore for Portal	Use of Onshore for portal to be charged at Nearshore rates	Closed Complete	Approved	07/31/25	Yes
DCSN0001424	1 - Critical	1 - High	LG 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	Closed Complete	Approved	07/31/25	Yes

Closed Decisions (3)

NOT CURRENT: FOR REFERENCE ONLY

Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approv Require
DCSN0001426	1 - Critical	1 - High	 Lisa Gnugnoli	[CHG] Confirm full budget, including Cask Investment for project as part of CO [NO COST]	Cask's investment to support x3 HRSD and x4 HRSD/ELR Services to be included in change order	Closed Complete	Approved	07/31/25	Yes
DCSN0001412	1 - Critical	1 - High	 Richard Rodriguez	PII and Profile Data	In ServiceNow the architecture is such where HR Profile is built 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.	Closed Complete	Rejected	08/29/25	Yes
DCSN0001417	1 - Critical	1 - High	 Mary White	RFI Case Numbers	RFI Case Numbers track the current state of the cases via the information captured within. Changing SN's Case Numbering will cause technical dept in future. Mariela Bridges stated in writing that UCOP confirmed that changing the cases numbers would not be a problem OUTCOME - Case Numbers for ELR cases will follow ServiceNow OOB standards.	Closed Complete	Approved	07/24/25	Yes
DCSN0001418	1 - Critical	3 - Low	 Mary White	Name of Portal	Name of Portal to be chosen for final delivery	Closed Complete	Approved	08/08/25	Yes
DCSN0001375	1 - Critical	2 - Medium	Mary White	Additional Session: ELR Grievance	Additional session required as newer and completely new documentation was required to be reviewed and time ran out	Closed Complete	Approved	06/10/25	No
DCSN0001378	4 - Low	3 - Low	Mary White	Change to Weekly Emails	WSR will only be attached as all persons are not permitted to access the Shared Drive	Closed Complete	Approved	06/11/25	Yes
DCSN0001379	4 - Low	3 - Low	Mary White	Curated Access to Shared Drive - driven by HR	Only those persons approved by Mary White are permitted access to the Shared drive - linking to it must be cleared	Closed Complete	Approved	06/12/25	No
DCSN0001380	4 - Low	3 - Low	Mary White	SWAP SPRINTS	Swap of the Policy Salary Review Sprint and Demo with the Contracts Sprint and Demo	Closed Complete	Approved	06/12/25	Yes

Closed Decisions (4)

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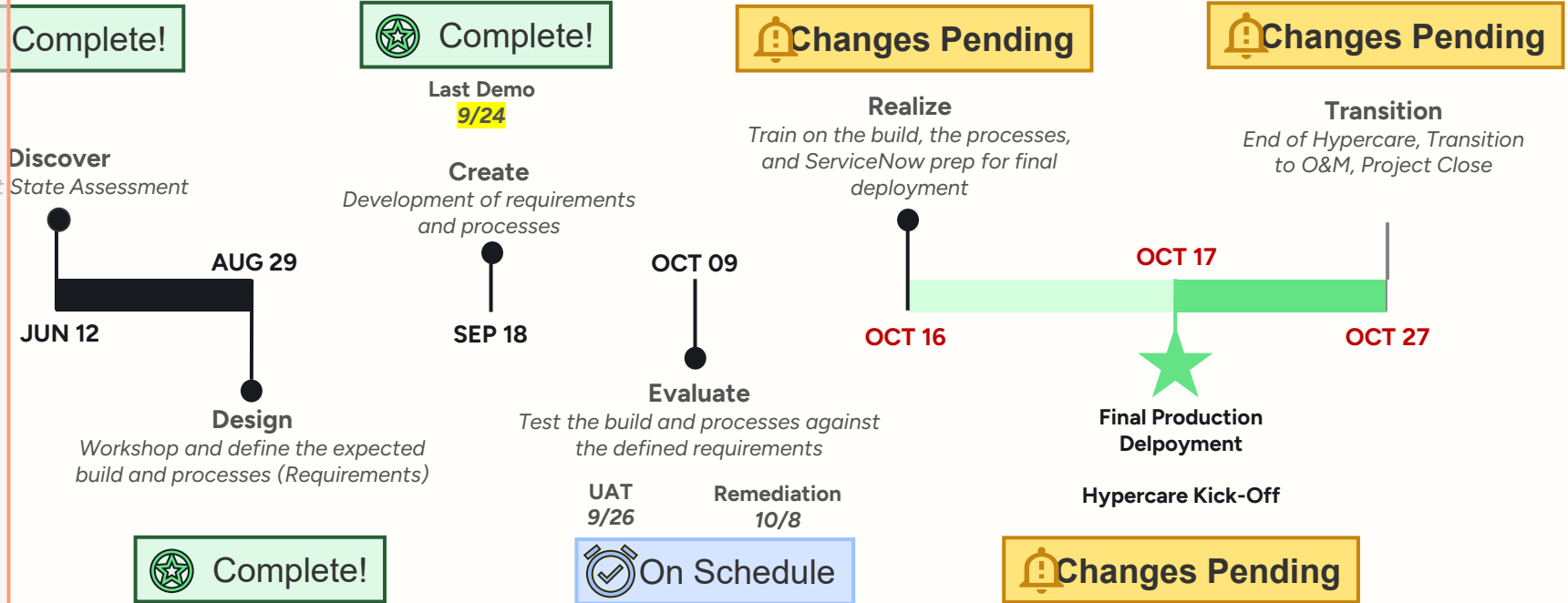
Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
DCS /0001421	1 - Critical	1 - High	 Richard Rodriguez	Go-Live date	Go-Live is still pending decision	Closed Complete	Approved	08/22/25	Yes
DCS /0001423	1 - Critical	2 - Medium	 Richard Rodriguez	Final Production Deployment / Start of Hypercare Date	Date for Final Deployment and Start of Hypercare TBD	Closed Complete	Approved	08/22/25	Yes
DCS /0001397	1 - Critical	3 - Low	 suzettes@ucr	Final Trainers and their Session Attendance	ALL DEMOS: darren.tiley@ucr.edu, annam@ucr.edu, doraru@ucr.edu, hapynezing@ucr.edu, alexandc@ucr.edu, hapynezing@ucr.edu, LOA Final Story Approval: alexandc@ucr.edu, hapynezing@ucr.edu,	Closed Complete	Approved	07/09/25	Yes
DCS /0001344	2 - High	1 - High		[SOW] - IT Services to Remain on IT Portal	The HR Services currently on the UCR IT Portal will remain in-place without edit in this engagement.	Closed Complete	Approved	05/29/25	No
DCS /0001439	3 - Moderate	2 - Medium	 Mary White	Remove LOA Demo from Sprint 3 session on 8/19	Ondaro proposed removing the LOA demo from 8/19 session to allow for a complete end to end demo to proceed the UAT for LOA estimated to begin on 9/8	Closed Complete	Approved	08/18/25	Yes
DCS /0001440	3 - Moderate	1 - High	 Mary White	UAT testing to begin the Monday Following Demos	Ondaro and UAT Leads met to discuss the timeline for UAT. Demos are creating changes that, while small development wise, are proving challenging to keep ahead of in terms of UAT script development and UAT tester expectations and timeline. Proposal was to start testing the Monday following the demo to allow to time to finalize test steps. Mary Approved internally.	Closed Complete	Approved	08/12/25	Yes
DCS /0001442	2 - High	2 - Medium	 Richard Rodriguez	Additional Development for LOA into Sprint 4 for three sprints of same	Based on the sign-off of LOA requirements, development must continue into Sprint 4, increasing the LOA sprints by one.	Closed Complete	Approved	07/29/25	Yes
DCS /0001441	2 - High	2 - Medium	 Mary White	UAT for LOA will pause for the full journey to be developed	Based on initial review of Sprint 3 build, LOA Demo would not provide clarity to testers or the SMEs. Ondaro proposed moving the time for Sprint 3 LOA Demo to Sprint 4's Demo and UAT prep. Mary Approved via Slack.	Closed Complete	Approved	08/18/25	Yes
DCS /0001443	3 - Moderate	2 - Medium	 Lisa Gnugnoli	Any post lock requirements are enhancements and so out of scope.	While we may be able to fit some of these in, we are not agreeing to anything until all required development and defect remediation is complete.	Closed Complete	Approved	08/18/25	No

Closed Decisions (5)

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Number	Priority	Impact	Assigned to	Short description	Description	State	Decision status	Due date	Approval Required
DCSN0001445	2 - High	1 - High	 Richard Rodriguez	LOA Separation of Visibility to "assigned to me"	LOA requested complete separation of visibility to amount to only seeing cases assigned to Me.	Closed Complete	Rejected	08/22/25	Yes
DCSN0001446	2 - High	1 - High	 Richard Rodriguez	Grievance requirement for large-scale workflow and forms	HR stated front end form for grievance was required as per documented current process. Estimation of effort is between complex ELR service and LOA. Cannot accommodate in this phase.	Closed Complete	Rejected	08/22/25	Yes
DCSN0001447	1 - Critical	1 - High	 Mary White	Changes to R' branding	Dylan suggested changed to the R' branding to better fit the portal	Closed Skipped	Rejected	08/26/25	Yes
DCSN0001458	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	Closed Complete	Approved	09/16/25	Yes
DCSN0001459	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	Closed Complete	Approved	09/16/25	Yes
DCSN0001460	2 - High	1 - High	 Daniah Nair	Turn-Around for Training Materials Edits	Turnaround of training material changes within 48 hours.	Closed Complete	Approved	09/19/25	Yes
DCSN0001461	3 - Moderate	3 - Low	 Matt Gilchrist	Roadmapping Activities	All roadmapping activities will include Matt Gilchrist.	Closed Complete	Approved	09/16/25	Yes
DCSN0001464	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	Closed Complete	Approved	09/22/25	Yes

Phase 1 Timeline



Sprinting, Complete!

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#	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