



June 10, 2025

To: HR Campus Partners

From: CASK

Re: UCR/Cask Weekly Project Update: Avanti, HRSD Phase 1

Dear Colleagues,

We are currently in week three (3) of roughly twenty-three (23) of the first implementation phase of ServiceNow's HR Service Delivery in support of the Avanti Program at UC Riverside.

As it stands, we are currently in a state of Green and look to maintain that through next week.

Upcoming Sessions This Week			
Program	HR Leave Admin	A Session for the overall program leads to discuss current state	Tuesdays @ 10am PST
Portal	Future State Vision Workshop	The Cask delivery team will share what we have learned to date regarding the current state processes, define high-level end state (goals), and discuss any process changes identified to date that will be included in the end state. We will also go over any and all "homework/action items" that must be completed in order to keep the engagement on schedule.	6/10 @ 11am PST
ELR	Current State Assessment Grievance	<as above, by topic>	6/11 @ 10:30am PST
IT	Technical Sync	Review and concurrence on Development, Deployment, and other technical work in support of the project.	6/12 @ 10am PST
ELR	Current State Assessment Investigations	The Cask delivery team will share what we have learned to date regarding the current state processes, define high-level end state (goals), and discuss any process changes identified to date that will be included in the end state. We will also go over any and all "homework/action items" that must be completed in order to keep the engagement on schedule.	6/12 @ 1pm PST

Project	DISCOVER Gate	Project Phase Gate Review and Approval to Proceed to the Design Phase.	6/13 @ 10am PST
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We expect to be wrapping up with the first phase of our engagement (Discover) this week, and thank you all for your support, participation, and guidance as we review with you what we've learned from your prior documentation and efforts in prep for this program. With this foundation of shared understanding, we're going to be starting our journey into the next phase (Design) where we discuss and finalize the requirements for end state: both in processes and the technology to support them.

TIMELINE	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	
UC Riverside - HRSD Phase 1	W0	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	V
Kick-off Meetings																	
Current State Assessments																	
Discover Stage Gate																	
DESIGN - Workshops and define requirements																	
Employee Center Pro Design																	
HRSD Service Design Workshops: Compensation																	
HRSD Service Design Workshops: Benefits																	
LOA Service Design Workshops																	
HRSD/ER Service Design Workshops: ELR - Request for Information (RFI)																	
HRSD/ER Service Design Workshops: ELR - Consultation																	
HRSD/ER Service Design Workshops: ELR - Investigation																	
HRSD/ER Service Design Workshops: ELR - Grievance																	
Reporting Workshops																	
Design Stage Gate																	
CREATE - Development of requirements and processes																	
Sprint Stand Ups																	
HRSD Set-up and Technical Enablement																	
Sp1: Portal & Contract Review																	
Sp2: LOA & Policy Salary Review																	
Sp3: LOA & Retirement Counseling																	
Sp4: ROI & Consultation																	
Sp5: Investigation, Grievance & Reports																	
Process Guides and Technical Knowledge Transfer Documentation																	
Create Stage Gate:																	
EVALUATE - Test and Accept the development and Processess																	
UAT Enablement																	
UAT Preparation & Execution (UCR)																	
UAT Defect Remediation																	
UAT Certification and Acceptance																	
Evaluate Stage Gate																	
REALIZE - Train on the Processes and Deploy the Development																	
Training Preparation & Execution																	
Train the Trainer																	
Go-Live Preparation																	
Go-Live																	
Hypercare (NTE x5 Business Days)																	
Transition Support																	
Realize & Transition Stage Gates																	

Project Related Links:

- [Avanti Project Information](#)

