

## July 16, 2025

| To:   | HR Campus Partners                                   |
|-------|--|
| From: | CASK, CHR & ITS                                      |
| Re:   | UCR/Cask Weekly Project Update: Avanti, HRSD Phase 1 |

Dear Colleagues,

We are currently in week eight (8) of roughly twenty-three (23) 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 this week.

Major Update -

- 1. Sprint 1's goals were split into two separate sprints:
  - Sprint 1: Policy Salary Review
    - We are currently in the latter half of Sprint 1, with Demo expected next Wednesday (7/23).
  - Sprint 1A: Out of Box, Basic Portal
    - Sprint 1A has started slowly and will ramp-up at the end of this week and into the next, and will remain off cycle.

## 2. Final Requirements Confirmed:

- 1. Policy Salary Review
- 2. Contracts Review
- 3. Retirement Counseling
- 4. Out of Box Basic Portal

## Project Related Links:

Avanti Project Information

| Upcoming Sessions This Week |                 |  |   |  |  |  |  |  |  |  |  |
|-----------------------------|-----------------|--|---|--|--|--|--|--|--|--|--|
| SCRUM                       | Daily Stand-Ups | What did you accomplish yesterday?<br>What will you accomplish today? What's<br>blocking you from completing either? | Daily through<br>development @<br>9:30am PT |  |  |  |  |  |  |  |  |

|              |   | Will all stories be completed within the timebox?   |                         |  |  |  |
|--------------|---|---|-------------------------|--|--|--|
| LOA          | LOA Workshop  | Working session to review system capabilities and define requirements for the new services to be built.   | 7/14 @ 10am PT          |  |  |  |
| Program      | ServiceNow Team<br>Sync                             | Weekly Sync on ServiceNow Project<br>State, blockers, and next steps  | Tuesdays @<br>9:15am PT |  |  |  |
| Program      | HR Leave Admin                                      | A Session for the overall program leads to discuss current state  | Tuesdays @<br>10am PT   |  |  |  |
| LOA          | LOA Agent<br>Workshop (1/2)                         | Discussion and advisement regarding<br>the purpose and best practice use of<br>Agent Workspace for HR Case<br>management  | 7/15 @ 1pm PT           |  |  |  |
| LOA          | LOA Agent<br>Workshop (2/2)                         | Discussion and advisement regarding<br>the purpose and best practice use of<br>Agent Workspace for HR Case<br>management  | 7/16 @ 10am PT          |  |  |  |
| UAT          | UAT Guidance  | TBD   | 7/17 @ 10am PT          |  |  |  |
| LOA          | LOA Story Approval<br>and Requirements<br>Lock      | The Cask delivery team will share the design of services based on documentation and current state assessment, workshops, completed homework & action items, and decisions made to date. | 7/17 @ 1pm PT           |  |  |  |
| ELR<br>(All) | ELR Workshop -<br>Demo & Security<br>Considerations | Working session for demo, discovery<br>and requirements gathering for the new<br>services to be built.  | 7/18 @ 10am PT          |  |  |  |
| SCRUM        | Sprint 2 Refinement                                 | Story Refinement for Sprint 2: LOA (1/2)<br>and Contract Review   | 7/18 @ 12:30pm<br>PT    |  |  |  |

|   | 25        |           | 5        |       |    |          | 25        | 55        | 25        | 5        | 52        | 22        | 25        |           | 5        | 25        | 25        | 25        | 25        | 25           | 25            |
|---|-----------|-----------|----------|-------|----|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|--------------|---------------|
| TIMELINE  | 5/19/2025 |           | 6/9/2025 |       |    |          | 7/14/2025 | 7/21/2025 | 7/28/2025 | 8/4/2025 | 8/11/2025 | 8/18/2025 | 120       | 9/1/2025  | 9/8/2025 | 9/15/2025 | 9/22/2025 | 9/29/2025 | 10/6/2025 | 3/20         | 0/20          |
| JC Riverside - HRSD Phase 1   | 0% 5/15   | C/9<br>W2 |          |       |    |          | -         |           | ¥10       |          |           |           | 8/25/2025 | रू<br>W15 |          |           |           |           |           | § 10/13/2025 | 22 10/20/2025 |
| ick-off Meetings  |           |           |          |       |    | NAL CONT |           |           | in o      |          |           |           |           |           |          |           |           |           |           |              |               |
| urrent State Assessments  |           | >         |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| Discover Stage Gate   |           |           | G        |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| ESIGN - Workshops and define requirements                           |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| mployee Center Pro Design   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| IRSD Service Design Workshops: Compensation                         |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| IRSD Service Design Workshops: Benefits                             |           |           |          |       |    |          |           |           | -         | - î      |           |           |           |           |          |           |           |           |           |              |               |
| OA Service Design Workshops   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| IRSD/ER Service Design Workshops: ELR - Request for Information (RF | 1)        |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| RSD/ER Service Design Workshops: ELR - Consultation                 |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| RSD/ER Service Design Workshops: ELR - Investigation                |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| IRSD/ER Service Design Workshops: ELR - Grievance                   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| teporting Workshops   |           |           |          |       |    |          |           |           | -         |          |           |           |           |           |          |           |           |           |           |              |               |
| Design Stage Gate   |           |           |          |       |    |          |           |           |           |          | _         |           |           | G         |          |           |           |           |           |              |               |
| REATE - Development of requirements and processes                   |           | _         |          | SPRIN | ro | SPRIN    | 11        | SPRIN     | T 2       | SPRIN    | тз        | SPRIN     | T 4       | SPRINT    | 15       |           |           |           |           |              |               |
| print Stand Ups   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| IRSD Set-up and Technical Enablement                                |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| p1: Policy Salary Review  |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| Sp1(A): OOB Basic Portal  |           |           |          |       |    |          | Sp        | rint 1 (  | (A)       |          |           | _         |           |           |          |           |           |           |           |              |               |
| p2: LOA & Contract Review   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| p3: LOA & Retirement Counceling                                     |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          | -         |           |           |           |              |               |
| p4: ROI & Consultation  |           |           |          |       |    |          |           |           | 2         |          |           |           |           |           |          |           |           |           |           |              |               |
| p5: Investigation, Grievance & Reports                              |           |           |          |       |    |          |           |           |           | )<br>I   | _         |           | _         |           |          |           |           |           |           |              |               |
| rocess Guides and Technical Knowledge Transfer Documentation        |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| reate Stage Gate:   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          | G         |           |           |           |              |               |
| VALUATE - Test and Accept the development and Processess            |           |           |          | _     |    | _        |           |           |           |          |           |           |           |           | 1        |           |           | _         |           |              |               |
| JAT Enablement  |           |           |          |       |    |          |           |           |           |          | · · · ·   |           |           |           |          |           |           |           |           |              |               |
| JAT Preparation & Execution (UCR)                                   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          | 1         |           | -         |           |              |               |
| JAT Defect Remediation  |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| JAT Certification and Acceptance                                    |           |           |          |       |    |          |           |           |           |          |           |           |           | 1 1       |          |           |           | -         |           |              |               |
| valuate Stage Gate  |           |           |          |       |    |          |           |           |           | 1        |           |           |           |           |          |           |           |           |           | G            |               |
| EALIZE - Train on the Processes and Deploy the Development          |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| raining Preparation & Execution                                     |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           | 1            |               |
| rain the Trainer  |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| o-Live Preparation  |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| io-Live   |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           | TBD          |               |
| typercare (NTE x5 Business Days)                                    |           |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           |              |               |
| ransition Support   |           |           |          |       |    |          |           |           |           | 1        |           |           |           |           |          |           |           |           |           |              |               |
| tealize & Transition Stage Gates                                    | 1         |           |          |       |    |          |           |           |           |          |           |           |           |           |          |           |           |           |           | _            |               |

If you have any questions or concerns, please do not hesitate to reach out to hrpolicy@ucr.edu