

July 7, 2025

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

Dear Colleagues,

We are currently in week 6 of roughly twenty-three (23) the first implementation phase of ServiceNow's HR Service Delivery in support of the Avanti Program at UC Riverside.

There were a few re-schedules last week due to outstanding requirements as well as illness. We thank you for your patience and partnership as we continue. As it stands we are currently in a state of Green and look to maintain that through this week.

Today begins **Sprint 1: OOB Basic Portal and Policy Salary Review**, and we are looking forward to locking requirements for **Benefits' Retirement Counseling Service**.

Project Related Links: Avanti Project Information

Upcoming Sessions This Week									
SCRUM	Daily Stand-Ups	What did you accomplish yesterday? What will you accomplish today? What's blocking you from completing either? Will all stories be completed within the timebox?	Daily through development @ 9:30am PT						
Benefits	LOA Workshop Demo & Security Considerations	Working session to Review the security considerations of the LOA Lifecycle, Demo ServiceNow capabilities, and begin formal requirements gathering activities	7/7 @ 9am PT						
Program	HR Leave Admin	A Session for the overall program leads to discuss current state	Tuesdays @ 10am PT						
Benefits	Final Design Story Approval	The Cask delivery team will share the design of services based on documentation and current state assessment,	7/8 @ 11am PT						

		workshops, completed homework & action items, and decisions made to date.	
UAT	UAT Guidance: Alignment	Review the Roles, Responsibilities, and Activities for Testing as part of the Engagement.	7/9 @ 12pm PT
LOA	LOA Workshop	Working session to review system capabilities and define requirements for the new services to be built.	7/9 @ 10am PT
UAT	UAT Guidance: The Foundation	: Discussion and working session to review Sprint and UAT testing	7/10 @ 12:30pm PT
LOA	LOA Workshop	Working session to continue refining requirements related to the Leave of Absence workstream.	7/11 @ 12pm PT

TIMELINE	1025	1025	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
TIMELINE	5/19/202			2/6/				20	4/2	21/2	28/2	412	112	18/2	25/7	2	87	15/2	22/2	29/7	16/2	/IB/	20/
UC Riverside - HRSD Phase 1								۲ W7				60 W11				w15							Q W22 W
Kick-off Meetings						115																	
Current State Assessments			>																				
Discover Stage Gate				G																			
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																G							
CREATE - Development of requirements and processes					1	SPRIN	го	SPRI	NT 1	SPRIN	Т2	SPRIN	гз	SPRINT	14	SPRINT	5						
Sprint Stand Ups																							
HRSD Set-up and Technical Enablement																							
Sp1: Portal & Policy Salary Review																							
Sp2: LOA & Contract Review													-										
Sp3: LOA & Retirement Counceling																							
Sp4: ROI & Consultation																							
Sp5: Investigation, Grievance & Reports																							
Process Guides and Technical Knowledge Transfer Documentation											-		1										
Create Stage Gate:																		G					
EVALUATE - Test and Accept the development and Processess																							
UAT Enablement																							
UAT Preparation & Execution (UCR)																							
UAT Defect Remediation																							
UAT Certification and Acceptance																							
Evaluate Stage Gate																						G	
REALIZE - Train on the Processes and Deploy the Development																							
Training Preparation & Execution																							
Train the Trainer																							
Go-Live Preparation																							
Go-Live																						TBD	-
Hypercare (NTE x5 Business Days)																							
Transition Support																							
Realize & Transition Stage Gates																							

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