

June 24, 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 three (4) of roughly twenty-three (23) the first implementation phase of ServiceNow's HR Service Delivery in support of the Avanti Program at UC Riverside.

Project Related Links: <u>Avanti Project</u> Information

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

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						
Comp	Contract Review Design Workshop (2)	Follow-on from last week's working session to review system capabilities and define requirements for the new services to be built.	6/23 @ 11am PT						
Program	HR Leave Admin	A Session for the overall program leads to discuss current state	Tuesdays @ 10am PT						

Comp	Policy Salary Review Design Workshop (2)	Follow-on from last week's working session to review system capabilities and define requirements for the new services to be built.	6/24 @ 11am PT		
Benefits	Retirement Counseling Workshop (1)	Working session to review system capabilities and define requirements for the new services to be built.	6/24 @ 1:30pm PT		
Benefits	Retirement Counseling Workshop (2)	Follow-on from the previous working session to review system capabilities and define requirements for the new services to be built.	6/24 @ 1:30pm PT		
Comp	Agent Workshop	Review the purpose and best-practice use of Agent Workspace for HR Case management, and define the Comp & Class requirements for same.	6/25 @ 2pm PT		
Portal	Final Design Story Approval	Review the final concept design and stories to support it. Approval in-session.	6/26 @ 10am PT		
Comp	Final Service Design Story Approval	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.	6/26 @ 2pm PT		

We are continuing with the Design Phase this week, and will begin the Create Phase in parallel, next week.

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	9/8/2025	9/15/2025	9/22/2025
UC Riverside - HRSD Phase 1		S W1	√9 ₩2			59 W5	6/3 W6				도 W10		& W12				ें W16	-	-
Kick-off Meetings							110									1115			
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																G			
CREATE - Development of requirements and processes						SPRIN	то	SPRI	NT 1	SPRIN	IT 2	SPRIN	NT 3	SPRIN	т4	SPRIN	Т 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																		0	
Create Stage Gate:																		1	
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																			

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