



October 6, 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 twenty (20) now roughly twenty-six (26) 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 in a state of Green, trending Yellow.

Project Related Links:

[Avanti Project Information](#)

Sessions This Week			
Benefits	Remediation Validation (Start)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/06 @ 9:30am PT
Comp & Class	Remediation Validation (Start)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/06 @ 3:30pm PT
Program	ServiceNow Team Sync	Weekly Sync on ServiceNow Project State, blockers, and next steps	Tuesdays @ 9:15am PT
Program	HR Leave Admin	A Session for the overall program leads to discuss current state	Tuesdays @ 10am PT
Benefits	Remediation Validation (End)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/07 @ 11am PT

Training	Train the Trainer (1/2)	First of two training sessions for the UCR Training Teams	10/07 @ 1pm PT
ELR	Remediation Validation (Start)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/07 @ 3:30pm PT
Training	Train the Trainer (2/2)	Second of two training sessions for the UCR Training Teams	10/08 @ 1pm PT
Comp & Class	Mandatory Training	Mandatory training for each of the workstreams.	10/09 @ 9:30am
Program	ServiceNow Team Sync	Weekly Sync on ServiceNow Project State, blockers, and next steps	Thursdays @ 1pm PT
Comp & Class	Remediation Validation (Check-In)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/09 @ 2pm PT
LOA	Remediation Validation (Start)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/09 @ 2:30pm PT
ELR	Remediation Validation (Check-In)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/09 @ 3:30pm PT
Comp & Class	Remediation Validation (End)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/10 @ 9am PT
LOA	Remediation Validation (Check-in)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/10 @ 9:30am PT
ELR	Remediation Validation (End)	To review the list of recently completed fixes and provide the team with the necessary information to validate that the fixes are in.	10/10 @ 10am PT

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	

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