September 15, 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 seventeen (17) of roughly twenty-three (23) for 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 Yellow, trending Red. Our get-to-green requires remediating all currently open issues and closing all pending decisions with impact to the engagement: Training, and final promotion / hypercare.
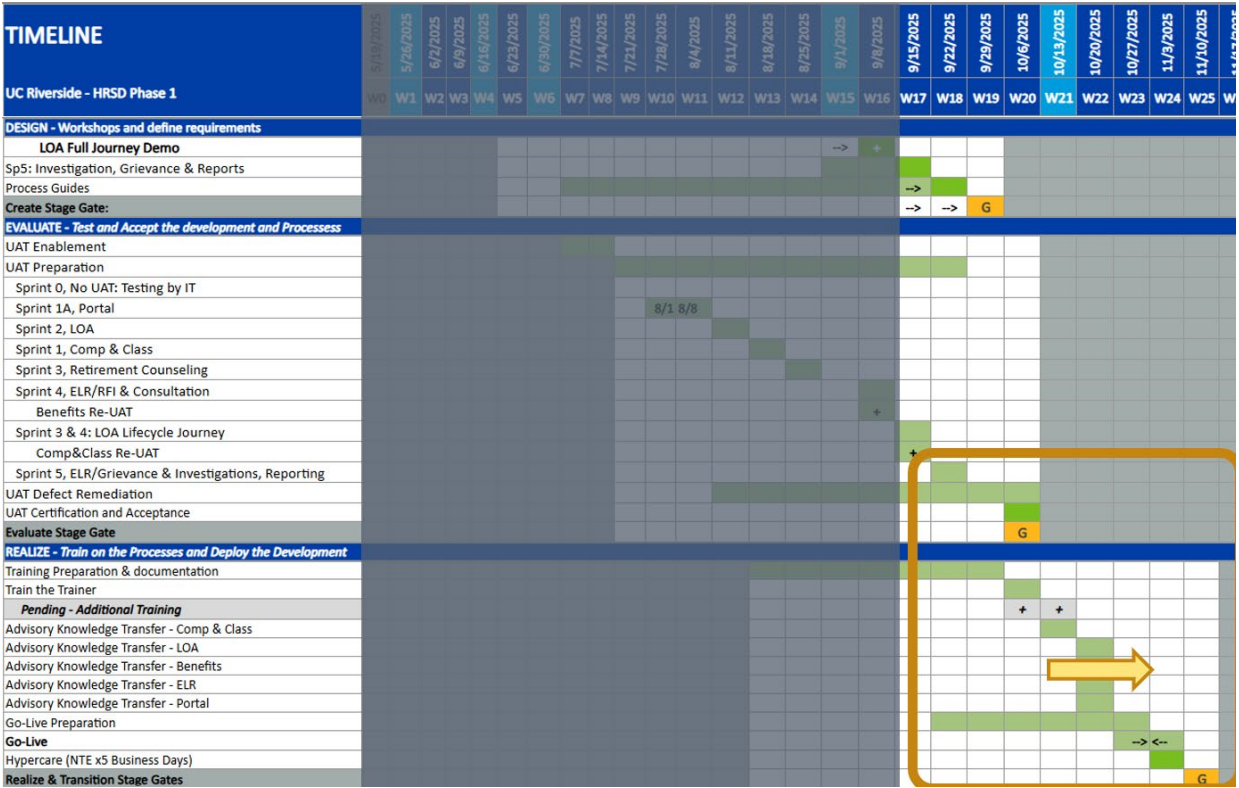
Project Related Links:
[Avanti Project Information](#)

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**
Portal	**Content**	Follow-up to the 9/8 content call with continued hands-on review of how to update the R' Portal content	**9/15 @ 10am PT**
ELR	**UAT** **RFI** **Consultation**	Check in and Formal End to UAT for RFI and Consultation	**9/15 @ 11:30am PT**
LOA	**UAT Mandatory Testing Session**	Formal start and in-session (mandatory for SMEs) testing for the LOA Lifecycle	**9/15 @ 1:30pm 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**
Comp & Class	**UAT Retesting**	Formal start to the retesting for both Comp & Class Services.	**9/16 @ 11:30am PT**
ELR	**Sprint Demo Grievance Investigation**	Review completed sprint development to verify story acceptance criteria has been achieved and functionality works as required	**9/16 @ 1pm PT**
Benefits	**UAT Retesting**	Formal start to the retesting of the Benefits Service	**9/16 @ 3pm PT**
ALL	**Sprint Demo: Reporting LOA Comp & Class Benefits ELR (All)**	Review completed sprint development to verify story acceptance criteria has been achieved and functionality works as required	**9/17 @ 10am PT**
LOA	**UAT Mandatory Testing Session**	In-session (mandatory for SMEs) testing for the LOA Lifecycle	**9/17 @ 1:30pm PT**
Comp & Class	**UAT Retesting**	Check-in on testing progress, clearance of blockers, and testing Q&A.	**9/17 @ 4pm PT**
Benefits	**UAT Retesting**	Check-in on testing progress, clearance of blockers, and testing Q&A.	**9/18 @ 10am PT**
Program	**ServiceNow Team Sync**	Weekly Sync on ServiceNow Project State, blockers, and next steps	**Thursdays @ 1pm PT**
LOA	**UAT Mandatory Testing Session**	Final in-session (mandatory for SMEs) testing for the LOA Lifecycle	**9/17 @ 1:30pm PT**
Project	**Governance**	Governance Session	**TBD**
Program	**Governance & Program**	Road mapping Session for Phase 2 and beyond	**TBD**
Program	**CVDM Phase Gate Design**	End of the Design Phase of the engagement with formal concurrence by UCR that all requirements have been approved and locked for the remainder of the engagement.	**TBD**

TIMELINE

UC Riverside - HRSD Phase 1

Task	Dates / Weeks
	5/19/2025 (W0), 5/26/2025 (W1), 6/2/2025 (W2), 6/9/2025 (W3), 6/16/2025 (W4), 6/23/2025 (W5), 6/30/2025 (W6), 7/7/2025 (W7), 7/14/2025 (W8), 7/21/2025 (W9), 7/28/2025 (W10), 8/4/2025 (W11), 8/11/2025 (W12), 8/18/2025 (W13), 8/25/2025 (W14), 9/1/2025 (W15), 9/8/2025 (W16), 9/15/2025 (W17), 9/22/2025 (W18), 9/29/2025 (W19), 10/6/2025 (W20), 10/13/2025 (W21), 10/20/2025 (W22), 10/27/2025 (W23), 11/3/2025 (W24), 11/10/2025 (W25), 11/17/2025
DESIGN - Workshops and define requirements	
LOA Full Journey Demo	--> +
Sp5: Investigation, Grievance & Reports	
Process Guides	-->
Create Stage Gate:	--> --> G
EVALUATE - Test and Accept the development and Processess	
UAT Enablement	
UAT Preparation	
Sprint 0, No UAT: Testing by IT	
Sprint 1A, Portal	8/1 8/8
Sprint 2, LOA	
Sprint 1, Comp & Class	
Sprint 3, Retirement Counseling	
Sprint 4, ELR/RFI & Consultation	
Benefits Re-UAT	+
Sprint 3 & 4: LOA Lifecycle Journey	
Comp&Class Re-UAT	+
Sprint 5, ELR/Grievance & Investigations, Reporting	
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	
Pending - Additional Training	+ +
Advisory Knowledge Transfer - Comp & Class	
Advisory Knowledge Transfer - LOA	
Advisory Knowledge Transfer - Benefits	
Advisory Knowledge Transfer - ELR	
Advisory Knowledge Transfer - Portal	
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