



September 23, 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 eighteen (18) 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.

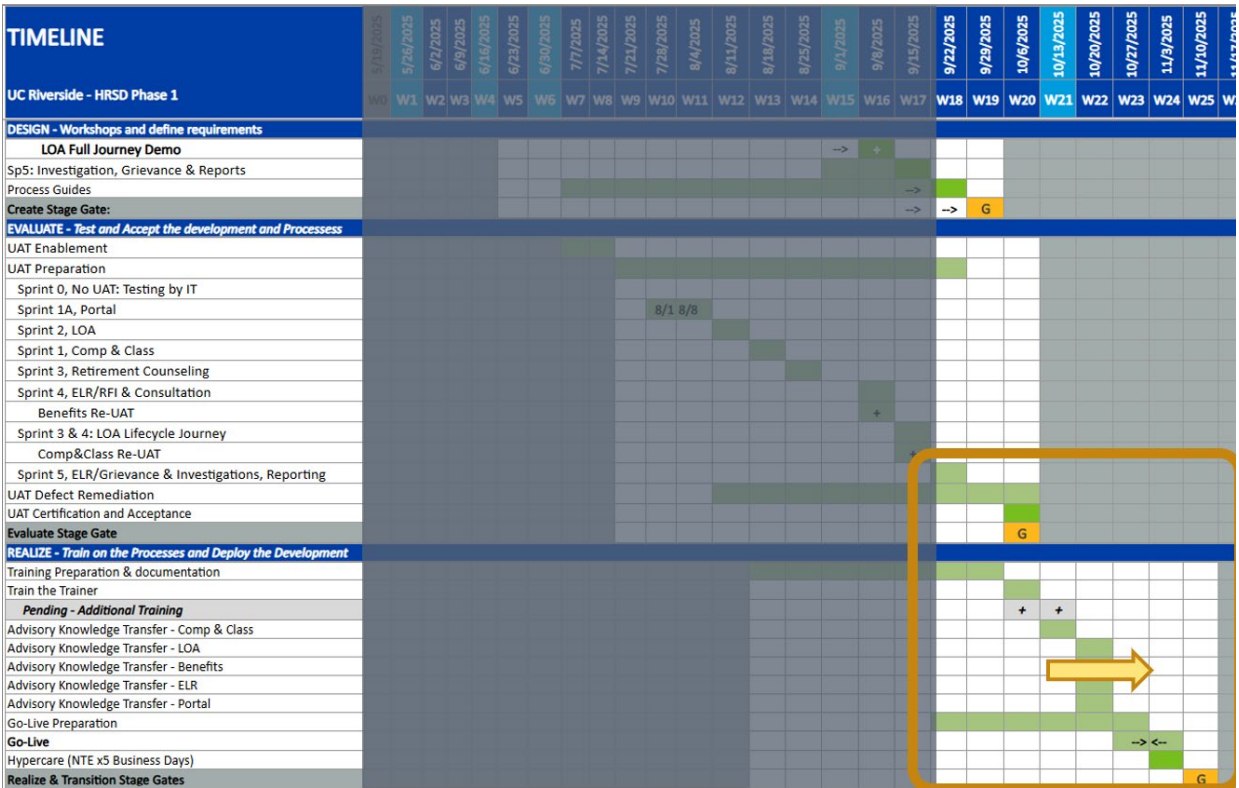
As it stands, we are in a state of Yellow, trending Green. Our get-to-green requires final signature on Change Order #1: Additional time and effort for Training, and delay of last deployment/hypercare.

Project Related Links:

[Avanti Project Information](#)

Sessions This Week			
LOA	Reporting Demo/UAT	Combined Demo and UAT session for LOA Reporting	9/22 @ 10am PT
Comp & Class	UAT Re-Testing (END)	Final check-in for testing of the Services	9/22 @ 12:30pm ET
ELR	Reporting Demo & UAT Investigation Grievance RFI Consultation	Combined Demo and UAT session for all ELR Reporting	9/22 @ 3pm PT
Benefits	UAT Re-Testing (END)	Final check-in for testing of the Service	9/22 @ 4:30pm 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	Reporting Demo & UAT	Combined Demo and UAT session for Comp & Class Reporting	9/23 @ 11am PT
LOA	Reporting UAT	Check-in for LOA Reporting UAT	9/23 @ 4pm PT
ELR	Reporting UAT Investigation Grievance RFI Consultation	Check-in for all ELR Reporting UAT	9/24 @ 1pm PT
Benefits	Reporting Demo & UAT	Combined Demo and UAT session for Benefits	9/24 @ 3pm PT
Program	ServiceNow Team Sync	Weekly Sync on ServiceNow Project State, blockers, and next steps	Thursdays @ 1pm PT
Comp & Class	Reporting UAT	Check-in for Comp & Class Reporting UAT	9/25 @ 2pm PT
LOA	Reporting UAT	Check-in for LOA Reporting UAT	9/25 @ 3pm PT
Benefits	Reporting UAT	Check-in for Benefits Reporting UAT	9/25 @ 4:30pm PT
Comp & Class	Reporting UAT	Last session and close of Reporting UAT for Comp & Class	9/26 @ 9am PT
LOA	Reporting UAT	Last session and close of Reporting UAT for LOA	9/26 @ 11am PT
ELR	Reporting UAT Investigation Grievance RFI Consultation	Last session and close of Reporting UAT for ELR	9/26 @ 2:30pm PT
Portal	Content Follow-up	Re-schedule of the Content Follow-up Call	TBD
Program	Governance & Program	Road mapping Session for Phase 2 and beyond	TBD



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