


Monthly Status Report

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| Reporting Month: | January 2025 |
| Report Number: | 016 |
| Submission Date: | 02/04/2025 |
| Project: | State of Nevada Full Suite Advantage 4 System Integration |
| Project Leadership: | <p>██████████ [Program Director, CORE.NV Project]</p> <p>██████████ [Project Manager, CGI]</p> |
| Author: | ██████████ [PMO Lead] |
| Project Status:  | <p>The team successfully brought CORE.NV Financial live and operational on January 1, 2025. The WAR room was set up on site in Nevada during the first week in production, headed jointly by OPM and CGI teams, on expedited issue resolution. In the subsequent weeks, CGI continued to provide critical issue support and knowledge sharing.</p> <p>The HRM team successfully initiated the first parallel payroll testing; and continued in efforts in preparation for UAT.</p> |

*Green – On Track | Yellow – At Risk | Red – Off Track

Summary

On January 1, 2025, the CORE.NV Financial system officially went live. By the end of the day January 2, there were over 600 transactions processed by end users from 157 unique departments. Hypercare and War room procedures were enacted for the period ending January 12, 2025, and onsite resources provided coverage for user support ticketing, application and cycle performance monitoring. Teams provided continued remote support during weeks 3 and 4 (January 13 – 26, 2025), a State’s release manager was appointed, and release management process was drafted for on-going operations. The teams focused on production issue resolution, interface monitoring, and user access refinement. The CGI team began transitioning to an updated Leadership structure and communicated changes to the teams. Concurrently, Phase 1B work such as UAT planning and script-writing, scope refinement on Forms, Reports, and Interfaces, and PI7 planning preparation are underway.

Project Management Office (PMO) Activities

The PMO focused on January deliverables to fulfill contractual requirements, schedule management activities, and PMO operations. We received approval to postpone the delivery of the December monthly status report to allow the teams to focus on go-live and Hypercare support. PMO continues to work on P1B schedule updates and defining P1B NDOT deliverables.

PMO Operations

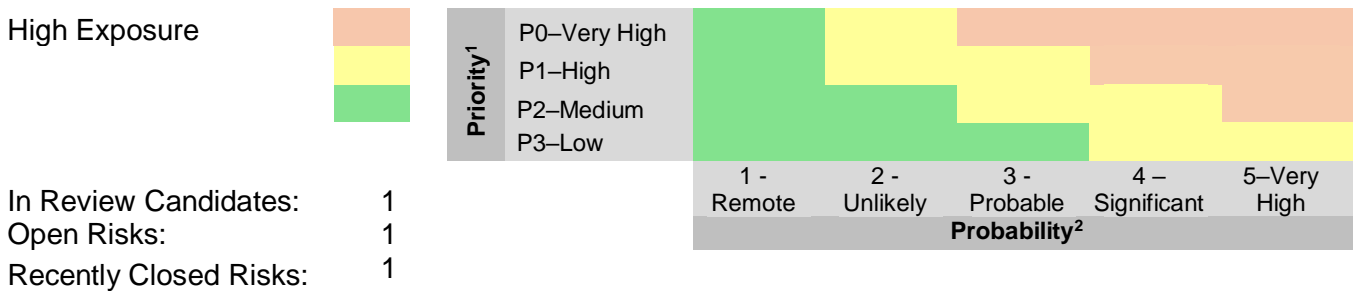
- CGI PMO onboarded and offboarded CGI project staff for the project:
 - Onboards (3)

- Transition Operations Support (3)
 - Offboards (1)
 - OCM Lead – Backfill, in progress.
- We continue to collect fingerprinting documentation and background checks. Identification badges are in process for the newest onboards.
- PM Governance is working on refining the Issues, Risks, and Decision processes within Jira. Leveraging user-story nomenclature to define our requirements. Berry Dunn and CGI PMO completed an initial refinement of the decision process, which will be reviewed by PM Governance. The update focused on clarifying roles and responsibilities, workflow efficiency, and adjusting decision issue types for improved visibility.

Project Risks and Project Issues

Project Risks and Project Issues are logged and maintained in Jira. Metrics and Heat Map figures were pulled on 01/31/2025.

Project Risk Heat Map and Register

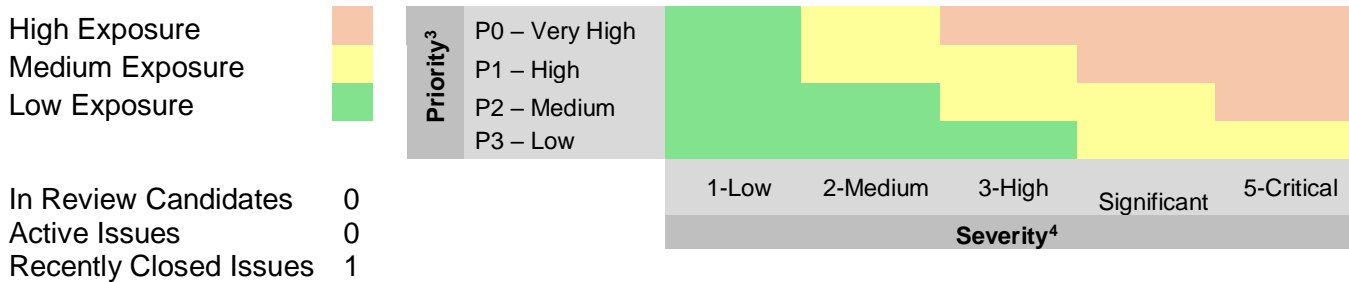


| Risk # | Description | Status | Response Status | Priority | Probability | Severity |
|------------|-------------|------------|-----------------|------------|-------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

¹ Risk Priority: A metric that conveys the severity of a Risk so that agents can react accordingly. It identifies the relative importance of a Risk with the Risk Impact Level.

² Risk Probability: Likelihood or chance that a specific risk will occur.

Project Issue Heat Map and Register



Project Decisions

Project Decisions are logged and maintained in Jira. Figures were pulled on 01/31/2025.

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|--------------------------|---|
| In Review Candidates | 0 |
| Active Decisions | 0 |
| Recently Closed Decision | 1 |

Schedule Management & Deliverables

- The following January project deliverables were submitted or approved by OPM:
 - P1A Readiness Assessment – 1/1/2025
 - P1A Achieve Stage Complete – 1/6/2025
 - Monthly Status Report Month 15 – Submission 1/21/2025
 - EUT Monthly Progress Report – December – Approval 1/8/2025
 - P1A Performance Test Execution Results – Approval 1/3/2025
 - P1A Hypercare Support – Month 1 – Approval 1/31/2025
- The following Deliverables are Delayed:
 - P1B Performance Test Plan – Submission delayed as the teams work to refine the P1B schedule.

Scope Management

- The following Change Requests were submitted or are in progress:
 - CR015 – NeoGov LMS change request in progress. CGI is working on alignment with the vendor based on feedback from OPM on initial proposal.
 - CR019 – Debt Collection Module on hold.

³ Issue Priority: A metric that conveys the severity of an Issue so that agents can react accordingly. It identifies the relative importance of an incident and is usually based on the impact and urgency.

⁴ Issue Severity: The degree of harm or potential harm caused by the incident/problem.

Financial

The focus for the Financial team was to provide support for the January 1 go-live. The team traveled to Carson City, NV, and provided on-site support for OPM and other areas such as Purchasing, SCO, and STO during the first two weeks after go-live. This also began the Hypercare period.

- Accounts Payable:
 - Provided on-site support for SCO during the first two weeks of go-live.
 - Created job-aids for AP processes as needed.
 - Made needed adjustments to nightly cycle (timing/sequence of jobs).
 - Made updates to [REDACTED].
 - Supported troubleshooting Jira tickets submitted post go-live and made necessary updates in production to resolve.
 - Supported conversion team for Check Reconciliation updates (check numbers, current/prior year conversion of disbursements).
- General Accounting:
 - Provided on-site support for STO during the first two weeks of go-live.
 - Supported requested updates related to Deposit Reconciliation process.
 - Supported troubleshooting Jira tickets submitted post-go-live and make necessary updates in production to resolve.
- Security & Workflow:
 - Provided on-site support for Security & Workflow during go-live.
 - Supported requested updates related to user access and workflow.
 - Assisted in installing new workflows for budget override transactions.
 - Supported troubleshooting Jira tickets submitted post-go-live and make necessary updates in production to resolve.
- Fixed Assets:
 - Provided on-site support for STO during the first two weeks of go-live.
 - Supported troubleshooting Jira tickets submitted post-go-live and make necessary updates in production to resolve.
 - Supported any additional changes or troubleshoot configurations needed for final conversion efforts.
- Procurement:
 - Provided on-site support for STO during the first two weeks of go-live.
 - Supported the troubleshooting Jira tickets submitted post-go-live and made necessary updates in production to resolve.
 - Supported any additional changes or troubleshoot configurations needed for final conversion efforts.
- Blockers with Resolution Plan:
 - None

Human Resource Management (HRM)

This month, the HRM team's focus was supporting all efforts surrounding the first iteration of Parallel Payroll. The first two weeks of the month were spent validating configuration and conversion. The last half of the month was spent doing iterative testing utilizing the Preliminary functionality to execute multiple Gross To Net (GTN) runs to find, document, analyze and mitigate differences. The other big focus was supporting the Technical, EUAT and Training teams as they turn their focus from Phase 1A to

Phase 1B for forms, reports, interfaces and training. We have also started to map out our approach to Phase 2 workshops.

Major Accomplishments:

- Successfully completed Preliminary GTN runs as part of Parallel Payroll Iteration 1.
- Identified 13 differences in deductions and pay processing as part of Parallel Payroll Iteration 1.
- Outlined a schedule for EUAT.
- Outlined a potential schedule for Phase 2 Discovery Workshops that consider the same SMEs will also be heavily involved in EUAT.
- Supported the Phase 1A go-live and Hypercare effort.

Blockers with Resolution Plan:

- At least one HRM 2x table is not being fully extracted for conversion. State Tech resources are working with the CGI Tech resources to identify the issue and work on a resolution approach.
- The NEOGOV CR is not yet signed, this was supposed to be a 9-month implementation with an October 1, 2025, go-live date. The teams are working on final revisions to get signatures so this work can get started and complete as scheduled.

Technical

The Technical team successfully executed the go-live cutover for Phase 1A and travelled to Carson City, NV, to provide Hypercare support. The team focused on resolving several production issues and supporting the state during the Hypercare period.

Major Accomplishments:

- FIN – Conversion:
 - Executed Manual Disbursement corrections.
 - Completed deposit exception table conversion.
 - Executed Reporting Table updates.
 - Completed go-live Financial Cutover.
 - Development, Testing, and Validation of Open Balances and Prior Year Actuals and Disbursements is in progress.
- HRM – Conversion:
 - The Conversion of tables required for HRM Parallel Payroll is completed.
 - Support for HRM Parallel Payroll-1 and refinement of HRM Conversion Maps.
- FIN – Interfaces
 - Completed a special cycle executed in the daytime, to catch up on NDOT Interfaces that were paused during blackout period.
 - Post go-live support for Interface issues reported in Production for the interfaces like ITF009 – BOA Interfaces, ITF004 – DHRM Payment Vouchers, ITF027 – DETR Interfaces.
 - Started the development of Phase 1B budget interfaces.
- HRM – Interfaces
 - Conducted meetings with the State to Identify the list of Interfaces for Phase 1B for CGI to build.
- FIN and HRM – Forms
 - Completed defect fixes on the ██████████ forms.
 - Development of PO form is in progress.

- Developed and finalized the list of HRM forms for Phase 1B.
- FIN Reports
 - Phase 1A reports delivered to Financial Production.
 - ██████████ Reports in development and testing with updated logic.

Blockers with Resolution Plan:

- The Open Balances and Prior Year Actuals Conversion requires additional validation and will be completed the weekend of 2/15/2025.

Environment and Legacy Operations

The Operations team continued to support NEATS and HR Data Warehouse tickets. Support for data conversion mapping transitioned to Phase 1B effort.

The Environments team provided ongoing support to the Tech Team for Phase 1A conversion efforts in January and conducted several walkthroughs for transition to Steady State on Environment, Release and Container Management.

Major Accomplishments:

- Legacy Operations:
 - Continue to support NEATS and HR Data Warehouse.
 - Supported HRM Conversion Mapping.
- Environment – FIN Conversion:
 - Refreshed Environments with Production backup: ██████████
 - Deployed Interim Container #4 to ██████████
 - Submitted Production Cutover Deliverable.
- Nightly Cycle:
 - Developed Interfaces were added to the Production Nightly Cycle.
 - Active monitoring during Hypercare.
 - Updated start time for Nightly Cycle is from 6:00 pm to 8:00pm PST, which provided 2 additional hours of application availability.
- Provided support for preparation and checklist for Phase 1a Conversion of Disbursements, Open Balances and Prior Year records.

Blockers with Resolution Plan:

- Production Environment encountered the following issues:
 - Users were intermittently kicked out of application and had application restart issues.
 - Root Cause Analysis report submitted along with walkthrough

Testing

The Testing team is preparing for upcoming HRM EUAT activities with testing scheduled to start at the end of February. The team is actively working on the following:

- Preparing for the EUAT test environment.
- Creating HRM test scripts.
- Converting and validating data to be used for EUAT.

- Identifying the Beta group participants.

Major Accomplishments:

- Confirmed HRM EUAT testing schedule for both Alpha and Beta testing participants
- Confirmed HRM EUAT Alpha group participants.

Blockers with Resolution Plan:

- HRM Security Roles and Workflows might not be fully developed when EUAT begins. We will continue with EUAT as scheduled but will add an additional EUAT session for testers to test the Security Roles and Workflows when they are complete.

APM (Agile Project Management)

The Agile Project Management (APM) team led the broader team through a critical month of activities and accomplishments in January 2025, focusing on the Advantage platform go-live and subsequent support.

Major Accomplishments:

- Go-live Support & War-room Planning:
 - The team successfully supported the go-live process and established a war-room for effective planning, organization, and support during critical events.
- Incident & Release Management Transition:
 - The team streamlined incident and released transitions to the State, ensuring smooth and efficient operations.
- Release Planning & Reporting:
 - The team meticulously planned and reported on data points related to P1B releases, enabling informed decision-making and progress tracking.
- PI6 Review & Completion Report:
 - The team conducted a thorough review of P16 and compiled a comprehensive Completion Report, working collaboratively to gather all necessary information.
- PI7 Planning:
 - The team-initiated planning for P17, laying the groundwork for future success. The team has scheduled placeholders for upcoming events, determine and effective and efficient agenda positing the team to be successful in the event.
- Mural & Documentation:
 - The team initiated the Mural board for the upcoming PI7 planning event to maintain comprehensive documentation to facilitate collaboration, knowledge sharing, and project transparency.
- Schedule & Agenda:
 - The team effectively managed the schedule and agenda for various activities, ensuring timely execution and efficient resource allocation.

These accomplishments demonstrate the APM team's commitment to Agile principles, effective communication, and proactive project management, contributing significantly to the successful launch and support of the Advantage platform

Blockers with Resolution Plan:

- None.

Organizational Change Management (OCM) and Communications

Major Accomplishments:

- Revised and finalized the CORE.NV is Now Live communications memo.
- Crafted the CORE.NV Go-live Reminder communications memo.
- Drafted and finalized the [REDACTED] communication memo.
- Drafted the [REDACTED] communications memo.
- Created and revised the CORE.NV Job Aid on Budget Override Workflow.
- Crafted, revised, and finalized the January Newsletter.
- Created small set of Change Agent Network (CAN) slides for email delivery.
- Restructured the SharePoint site with new sitemap format and content.
- Conducted SharePoint maintenance.
- Continued OCM/TECH Support cadence and restructured meeting approach for Phase 1B.
- Conducted stakeholder monthly maintenance to ensure CORE.NV stakeholder lists are up to date and accurate.
- Captured January 2025 metrics.
- Captured registered Phase 1A ADV4 users (873).
- Identified HRM users for Phase 1B (1222).
- Created and revised the Pulse Check Survey, along with writing an accompanying memo.
- Evaluated the status of FIN and HRM change impacts.
- Developed Agency Summary Sheets for Phase 1B, including the Top 15 spending agencies and other agencies with a significant role in Phase 1B.

Blockers with Resolution Plan:

- The CAN may not have the right level of membership to be effective. We continue to evaluate the membership list, along with the strategic approach, to determine the way forward for the CAN in 2025.

Training

Major Accomplishments

- Facilitated development of Phase 1B ILT training materials review schedule and ILT training schedule including reserving Las Vegas, Carson City, and NDOT training locations.
- Onboarded HRM State Trainer team.
- Created working plan for NDOT Phase 1B FIN training materials development/revision and ILT training schedule.
- Continued support of NVeLearn eLearning courses, [REDACTED]
- Reorganized the Training portion of the CORE.NV SharePoint site.
- Created and finalized the following CORE.NV Job Aids:
 - Manual Disbursement for Hand Typed Check
 - Manual Disbursement for Vendor Payment
 - Manual Disbursement for Wire Transfer
 - Wild Card Searches
 - Cancel an AD or EFT Transaction
 - [REDACTED] Tables

- Disbursement Printing Batch Job
- Disbursement Request Modification (DRM) Transaction
- Reprint a Disbursement
- Transaction Cancellation – Bank Code 01
- Search for EFT

Blockers with Resolution Plan:

- GFO Phase 1A training was cancelled. GFO end-users will be directed to NVeLearn CORE.NV courses.

30, 60, and 90-Day Look Ahead (Deliverables)*

* The Look Ahead details are subject to P1B schedule updates.

February 2025

- Monthly Status Report #16 – Submission 2/4/2025
- EUT Monthly Progress Report January – Submission 2/13/2025
- P1B Implementation Assessment Document – Submission 2/19/2025
- PI6 Completion Report – Submission 2/25/2025
- P1A Hypercare Support Month 2 - 2/28/2025
- P1B Training Support Month 2 - 2/28/2025

March 2025

- Monthly Status Report #17 – Submission 3/4/2025
- P1B Build Stage Complete – 3/11/2025
- EUT Monthly Progress Report February – Submission 3/13/2025
- P1B Readiness Assessment Checklist – Submission 3/20/2025
- P1B UAT Support Month 1 – 3/21/2025
- P1B Performance Test Execution Month 1 – 3/28/2025
- P1B Training Support Month 3 – 3/31/2025

April 2025

- Monthly Status Report #18 – Submission 4/2/2025
- EUT Monthly Progress Report March – Submission 4/10/2025
- P1B UAT Support Month 2 – 4/18/2025
- P1B Performance Test Execution Month 2 – 4/18/2025
- P1B Cutover Plan and Checklist - Submission 4/29/2025

High Level Status:

- Overall Project Timeline
 - P1A Financial Management
 - P1B Financial Management NDOT
 - P1B Human Resource Management

