

Monthly Status Report

Reporting Month:	November 2025
Report Number:	026
Submission Date:	12/02/2025
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:	██████████ [Deputy Project Manager, PMO Lead]
Project Status: ●	The project team completed the first month of Hypercare. Both the Financial (FIN) and Human Resource Management (HRM) teams resolved tickets, responded to inquiries, and supported ongoing stabilization activities. The HRM Team managed several non-standard payroll runs due to holiday schedules and delayed payments associated with the cyber incident. The FIN Team also advanced planning for the upcoming Phase 2 discovery sessions.

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

Summary

The CORE.NV Project remained on track during November with stable project health and no active issues or decisions. Two medium-priority risks continue to be monitored. Project Management Office (PMO) activities included onboarding two training resources, offboarding three team members, and progressing background check requirements.

Operational efforts focused on Phase 1 Hypercare. FIN, HRM, and Technical teams supported payroll, nightly cycles, Nevada Department of Transportation (DOT) Go-Live stabilization, and environment refreshes. Testing activities advanced automation development and began early Phase 2 User Acceptance Testing (UAT) planning.

The Agile Project Management (APM) Team coordinated issue triage, stakeholder communication, and Program Increment (PI) Planning preparation. Organization Change Management (OCM) Team delivered targeted communications, updated job aids, and began Phase 2 readiness and Change Agent Network (CAN) analysis. Training finalized Phase 1 materials, delivered State Controller’s Office (SCO) 1099 Instructor Led Training (ILT) sessions, and initiated Phase 2 onboarding and planning. Overall, the project sustained steady Hypercare progression while preparing for Phase 2.

Project Management Office (PMO)

The PMO Team onboarded two training resources and offboarded a Conversion Lead, Scrum Master, and PMO Intern. Supplemental background checks and fingerprinting continued, and identification badges for new staff are in progress.

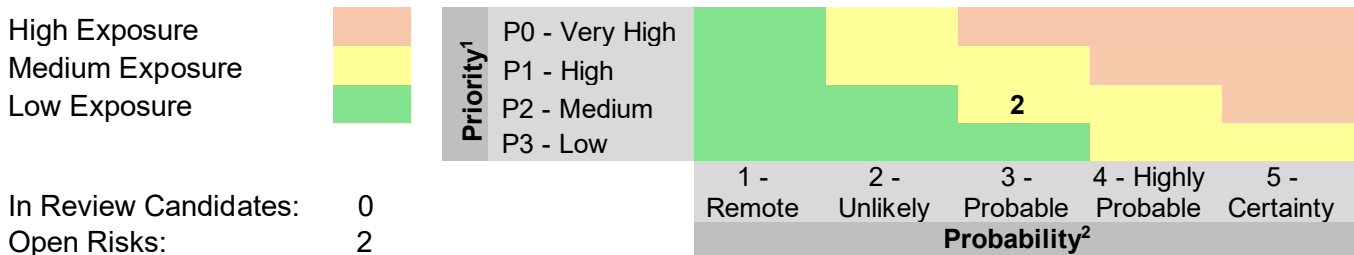
Two project risks remain open, with no active issues or decisions this month. Approved deliverables included the November End-User Training (EUT) Progress Report and Monthly Status Report #25. No new change requests were initiated.

PMO Operations:

- CGI PMO onboarded and offboarded CGI project staff for the project:
 - Onboards (2)
 - Training Developer (1)
 - Training Analyst (1)
 - Offboards (3)
 - Conversion Lead (1)
 - Scrum Master – HRM (1)
 - PMO Intern (1)
- PMO continues to facilitate OPM’s supplemental background checks. Identification badges are in process for the newest onboards.

Project Risks and Project Issues:

Project Risks and Project Issues are logged and maintained in Jira. Metrics and Heat Map figures were pulled on November 28, 2025.

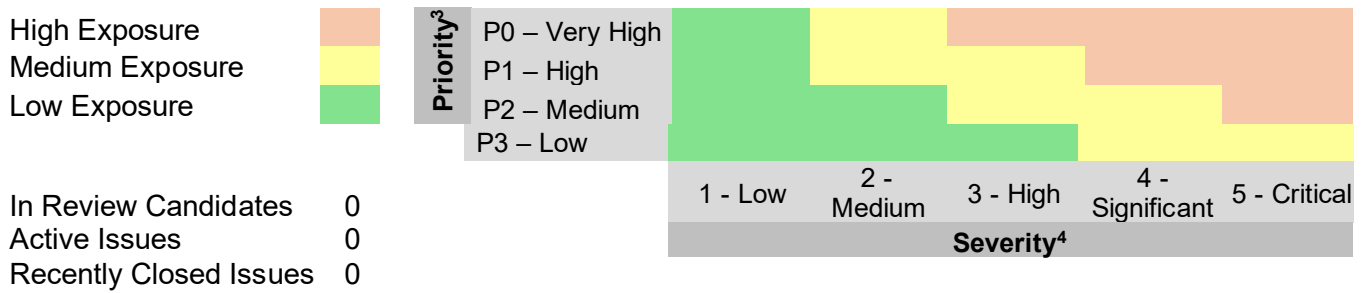


Risk #	Description	Status	Response Status	Priority	Probability	Severity
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[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 November 28, 2025.

Schedule Management & Deliverables:

- The following November project deliverables were approved by OPM:
 - EUT Monthly Progress Report October – Approval 11/6/2025
 - Monthly Status Report #25 – Approval 11/18/2025
 - P1B Hypercare Support Month 1 – Approval 11/26/2025

Scope Management:





- In Progress Change Requests:
 - None

Financial

The Financial Team focused on the NDOT Phase 1C Go-Live Hypercare activities. This included recurring meetings with OPM and NDOT teams to discuss any issues and questions. In addition, CGI and OPM worked to resolve submitted tickets as reflected in the accomplishments section below.

Major Accomplishments:

Phase 1A Ongoing Support:

- Accounts Payable:
 - 
 - Worked with OPM to correct checks in CORE.NV that were incorrectly marked as Stale on the  table and not reconciled due to  files being missed during the January Go-Live.
 - 

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.

- Worked with OPM to solution updating error messages on the [REDACTED] table that were preventing disbursements from being created in CORENV.
 - [REDACTED]
 - Provided functional support to the Training Team for the 1099 process which included assisting the application process and reviewing training materials.

Phase 1C (NDOT) Hypercare:

- Accounts Payable – Phase 1C Go-Live:
 - [REDACTED]
 - Successful processing of SCO's printing job for Bank [REDACTED], [REDACTED]
 - [REDACTED]
 - Provided functional support for NDOT nightly cycle updates for Interfaces and Batch Jobs. This includes ensuring interfaces and jobs needed for NDOT were added/updated and providing any help to the OPM and CGI Tech Teams as they developed the interfaces.
 - [REDACTED]
 - Supported including addressing any issues that arose, answering any staff questions related to Accounts Payable such as processing transactions and navigation in CORENV.
 - [REDACTED]
 - Worked with OPM to create record to resolve issues with Phase 1C transaction for Contractor Payments. It needed a record on the [REDACTED] [REDACTED] to allow associated AD and EFT disbursement transactions to release payments.
- Accounts Receivable:
 - [REDACTED]
 - Provided ongoing support for NDOT Go-live.
 - [REDACTED]
 - Tested the fix successfully in [REDACTED] and migrated it to [REDACTED].
 - [REDACTED]
 - Continued testing and implementation in [REDACTED]
 - [REDACTED]
 - Added Prefixes [REDACTED] for [REDACTED] transactions for NDOT.
 - [REDACTED]
 - Updated BORULE successfully.
 - [REDACTED]
 - Updated [REDACTED] to allow department [REDACTED] to use posting code [REDACTED]
 - [REDACTED]
 - Prepared outline for AR Phase 2.
 - Initiated presentation slides for discovery sessions.
 - [REDACTED]
 - Delivered payment plan presentation to NDOT on November 18, 2025. Slide deck and sample payment plans forms provided to NDOT and OPM.
- Security & Workflow:
 - Supported Go-Live Activities:
 - Assisted moving [REDACTED] tables from [REDACTED] into [REDACTED] prior to cutover.
 - Assisted in creating the [REDACTED] document to load users.
 - Assisted migrating [REDACTED] changes into [REDACTED].

- Agreements:
 - Phase 2 Prep & Planning:
 - Continued preparing templates for SIT scripts & Discovery PowerPoints.
 - Go-Live Support:
 - Ticket creations, tracking, and support:
 - [REDACTED]
 - Completed.
 - [REDACTED]
 - Still in progress.
 - [REDACTED]
 - Completed.
 - [REDACTED]
 - Completed.
 - [REDACTED]
 - Completed.
 - [REDACTED]
 - Completed.
- Cost Accounting:
 - Provided virtual (NDOT) Hypercare support to the NDOT Financial Management and Project Accounting staff.
 - Met with NDOT teams on a recurring basis to discuss any post go-live issues and answer questions.

Blockers with Resolution Plan:

- None

Human Resources Management (HRM)

The HRM Team focused on the Phase 1B (HRM) Hypercare activities. This included working on issues assigned by the Help Desk for analysis and resolution, reviewing nightly cycle results and adjusting nightly cycles as needed and picking up NEOGOV activities for Phase 2 delivery.

Major Accomplishments:

- Paid out overdue overtime to 90 firefighters.
 - Utilized Supplemental to pay out overdue overtime owed to firefighters. Processed overdue overtime payments for 90 firefighters related to the cyber-attack.
- HRM Cycle:
 - Completed payroll for [REDACTED]
 - Updated cycle schedule to include an Online Cycle on non-payroll weeks.
 - Made the [REDACTED] cycle an ad hoc cycle.
 - Updated timesheet interface for load and validation but did not submit the NEATs timesheets until day before payroll runs.
 - Combined the preliminary and deadline cycles to allow for additional time to prepare the deduction interface files [REDACTED]
- Fully transitioned from Financial HTC to HRM OCHK to generate hand-typed checks for employees.
 - 104 Checks were printed via the HRM OCHK process.
- Continued Hypercare Support.

Blockers with Resolution Plan: None.

Technical

The Technical Team continued to provide Hypercare for the project with focus on Nightly Cycles, Payroll, and Interfaces.

Major Accomplishments:

- Coordinated with CGI Cloud Team in scheduling and executing two Regular Payrolls in November.
- Analyzed Nightly Cycle Behavior and the Payroll Cycle and made changes in the cycle to accommodate the State's Business requirements. The Regular Cycle, Deadline Cycles, Online and Supplemental Cycles were adjusted to accommodate the State's business needs working in coordination with the State and CGI Cloud Teams.
- Implemented Performance Enhancement Changes to improve Nightly Cycle Performance with Paycheck Processor Job.
- Supported Delayed Printing of Checks and Transmissions of EFTS based on the State's request.
- Changed [REDACTED] Interfaces to accommodate the updated requirements from the State.
- Initiated handover of Phase 1 HRM Interfaces to the OPM Technical team with completion expected in December.

Blockers with Resolution Plan:

- None

Environment and Legacy Operations

Following the successful Phase 1 Go-Live, November was dedicated to transitioning environments into a Steady State to ensure stability and reliability. At the same time, preparations completed to support Hypercare activities, enabling rapid response and issue resolution. These efforts were completed in parallel with ongoing environment support and Phase 2 preparation.

Major Accomplishments:

- Environments:
 - Refreshed environment [REDACTED] with [REDACTED] backup as of November 10, 2025.
 - Refreshed following environments [REDACTED] with Go-Live backup.
- Phase 2 Environment Support:
 - Continued testing for [REDACTED] Payroll cycle testing prior to actual [REDACTED] execution for seamless payroll.
 - Completed [REDACTED] Container deployment to [REDACTED].
 - Continued support of Discovery sessions.

Blockers with Resolution Plan: None

Testing

The Testing Team focused on test script automation support, and early planning efforts for Phase 2 UAT activities.

Major Accomplishments:

- Test Automation (Test Savvy):
 - Continued CGI Testing as a Service (TaaS) team activities.
 - Included 300 automated test scripts for TaaS initial automation effort.
 - 244 scripts identified by OPM (125 FIN scripts and 119HR scripts).
 - 52 of these OPM approved test designs have been automated by the TaaS team.
 - 56 automation test designs yet to be identified by OPM. This activity continues to make progress each week.

Blockers with Resolution Plan: None

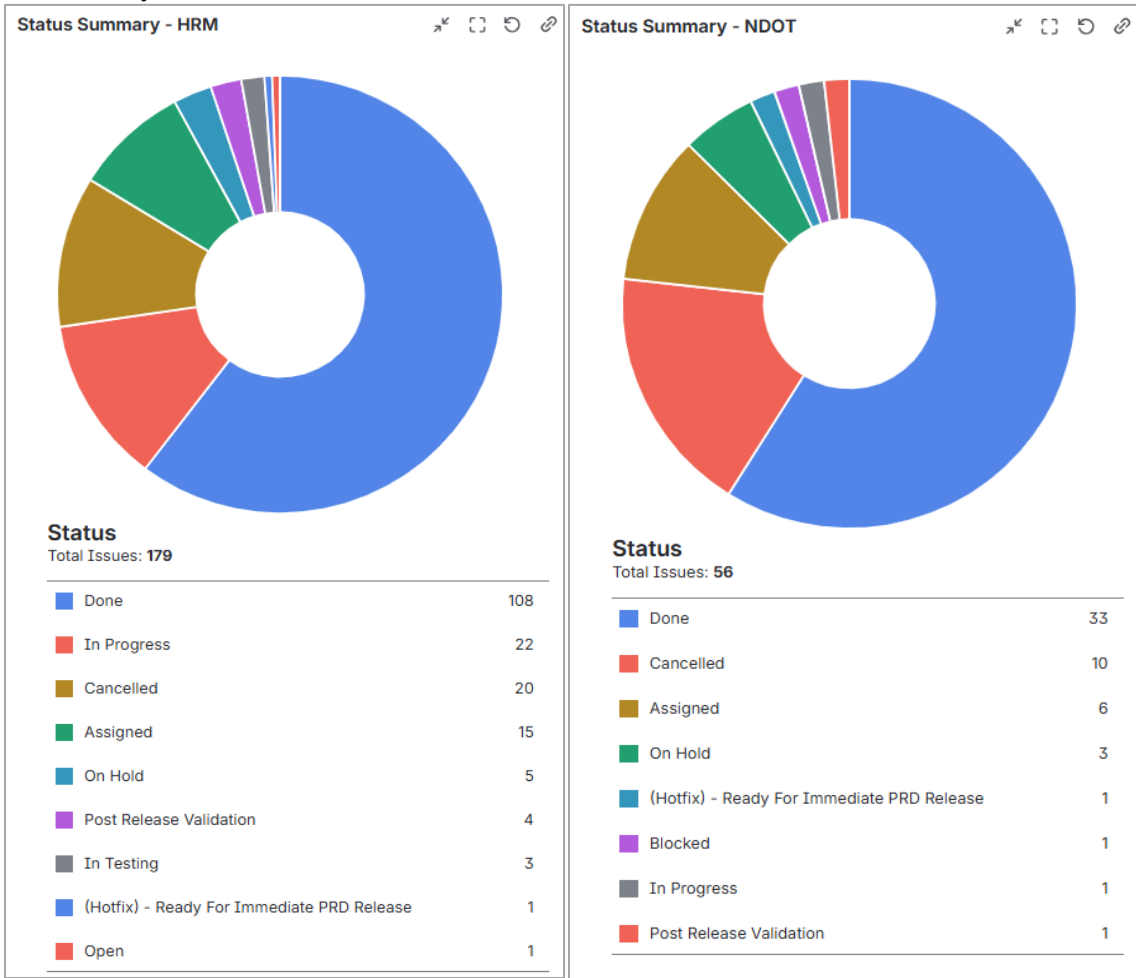
Agile Project Management (APM)

The APM Team focused on supporting the FIN and HRM teams through Go-Live and subsequent Hypercare phase. The emphasis was on ensuring teams got support they needed to resolve tier 4, & 5 level issues, and working with leads to on communication back to stakeholders as issues were resolved.

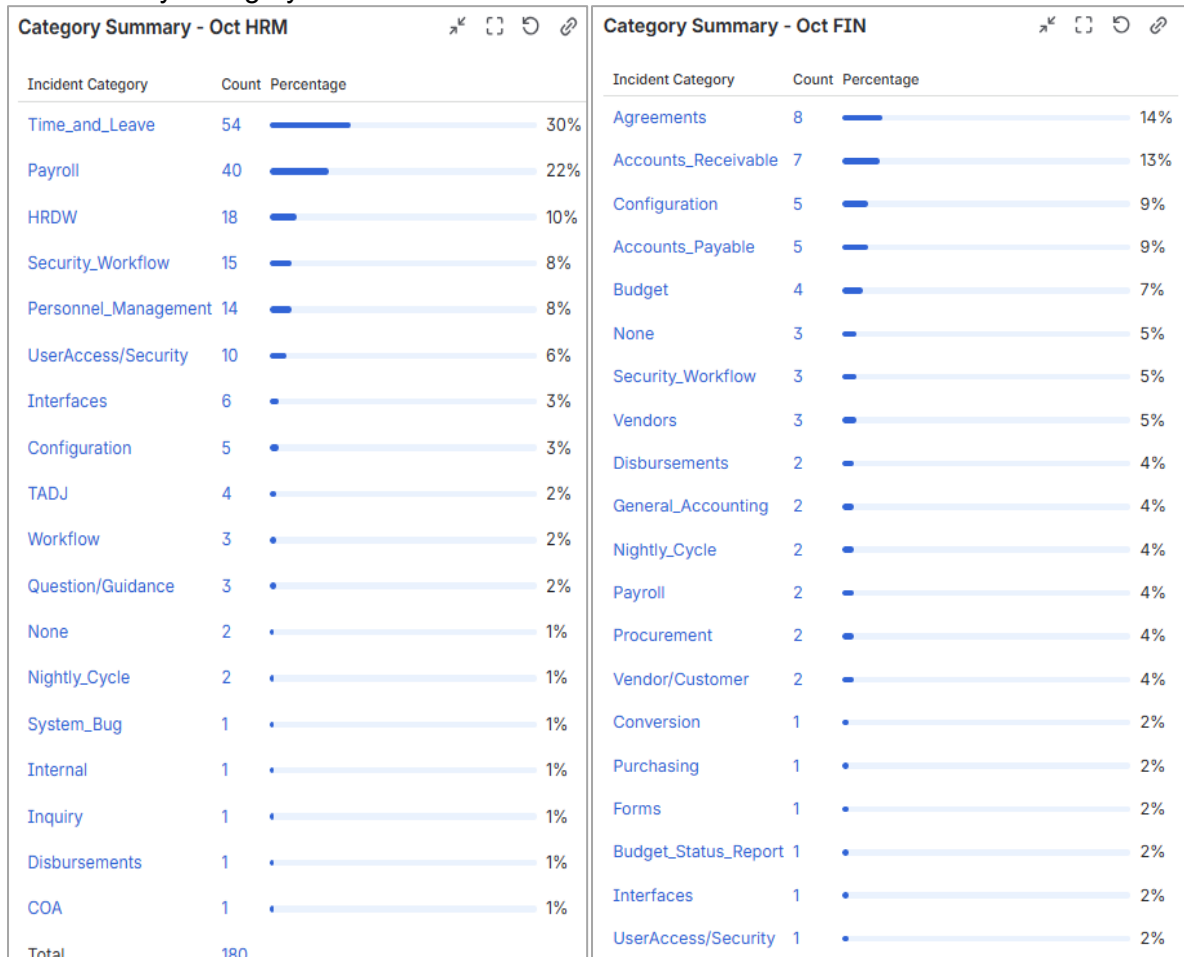
Major Accomplishments:

- Go-Live Hypercare:
 - Facilitated issue triage and coordinated timely escalations during the initial two weeks post-launch.
 - Monitored system stability metrics and worked closely with the support and technical teams to reduce incidents.
- Team & Stakeholder Support:
 - Supported team ceremonies (PI Planning prep, sprint reviews, retrospectives).
 - Maintained clear communication between FIN and HRM leads for issue prioritization and capacity management by using standups and weekly lead meetings.

- Metrics
 - Issues by Team:



o Issues by Category:



- Next Steps / November Focus:
 - o Transition Hypercare activities to standard support, mainly conducted by the LSS team.
 - o Prepare for PI Planning, create murals, and PowerPoint content.
 - o Conduct a lesson-learned session to refine release readiness.
 - o Support backlog refinement for upcoming feature releases.

Blockers with Resolution Plan: None

Organizational Change Management (OCM) and Communications

The OCM Team focused on executing communication, supporting end-user system adoption, and aligning with cross-functional teams as the project focus shifts towards Phase 2. The team delivered a variety of updates to leadership and general end-users to summarize Phase 1 information, highlight Phase 2 details, and provide essential project news. The team expanded the support library by creating and refining job aids that offer clear, detailed guidance for navigating the CORE.NV system. The team also compiled metrics summarizing OCM activities, NDOT Instructor Led Training (ILT) attendance, and survey results. Additionally, a Change Agent Network (CAN) Survey was distributed and analyzed to help shape Phase 2 CAN efforts.

Major Accomplishments:

- Communications Sent Out:
 - API Integration Survey Memo
 - CORE.NV Sign-On Work Around
 - Cost Accounting & Grants Lifecycle Management SME Contact Form & Memo
 - EC Thank You Letter
 - FIN Job Aid Memo
 - Press Release
 - Quarterly Leadership Meeting Invite
 - Quarterly Leadership Newsletter
 - SNOW Metrics slide
- Job Aids Created:
 - Accessing & Querying the Budget Journal (JBUD)
 - Cancel an AD, EFT, or MD
 - Catastrophic (CAT) Leave Donation Job Aid
 - Create a MISC Deduction
 - Create the Employee Address
 - Create the Employee Status Maintenance (ESMT) Transaction for Secondary Appointment
 - Designate a Beneficiary
 - Employee Profile Management (EPM) & Payroll Management (PAYM) General Navigation
 - Modify a MISC Deduction
 - POSM
 - Timesheet Adjustment (██████) for Overtime Correction
 - Voya MISC
- OCM Metrics:
 - Compiled and shared October OCM centric progress on the CORE.NV project to provide measurable insights, establish standards, and inform data-driven actions.
- NDOT Instructor Led Training (ILT) Metrics:
 - Compiled and shared attendance data, sentiment analysis, and quantitative metrics from NDOT Instructor Led Training (ILT) to show how NDOT end-users engaged with the training and help identify opportunities to improve future sessions.
- Change Agent Network (CAN) Lessons Learned Survey & Analysis:
 - Distributed a survey to CAN members to gather feedback on Phase 1 activities and collect suggestions for Phase 2.
 - Created a deck that summarized survey sentiment, key themes, overall results, and recommended next steps for Phase 2.

Blockers with Resolution Plan: None

Training

The Training Team delivered SCO 1099 Tax Reporting ILTs and finalized three Phase 1 job aids, a complementary video, and the Cost Accounting course recording. Along with completing the final Phase 1 training materials, the team held a Phase 1 training retrospective to support Phase 2 planning and organization that included outcomes, next steps, and knowledge transfer needs.

The team is now focused on Phase 2 planning, which include auditing Phase 1 content, onboarding new training resources, and establishing timelines.

Major Accomplishments:

- Phase 1C (NDOT):
 - Cost Accounting Course Recording: 6 lessons in 3 parts
 - Job Aids
 - How to Create a Cost Accounting Cash Receipt (CACR) Transaction job aid
 - How to Create a Cost Accounting Cash Receipt (CACR) short video
- Phase 1 Tax Reporting (SCO):
 - 1099 Tax Reporting Course
 - Attendance: 14
 - 1099 Tax Reporting – How to Print job aid
 - 1099 Tax Reporting – How to Apply Corrections
- Planning and Coordination:
 - Continue preparation for Phase 2.

Blockers with Resolution Plan: None

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

* The Look Ahead details are subject to Phase 2 schedule updates.

December 2025:

- Monthly Status Report #26 – Submission 12/2/2025
- EUT Monthly Progress Report November – Submission 12/11/2025
- Program Increment Objective 10 – Submission 12/15/2025
- P1B Hypercare Support Month 2 – 12/22/2025
- Program Increment Completion Report 9 – Submission 12/30/2025

January 2026:

- Monthly Status Report #27 – Submission 1/5/2026
- EUT Monthly Progress Report December – Submission 1/8/2026

February 2026:

- Monthly Status Report #28 – Submission 2/3/2026
- EUT Monthly Progress Report January – Submission 2/12/2026

High Level Status:

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

2023						2024						2025																				
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

State of Nevada Advantage Cloud Upgrade

