OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HAWAI'I 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
ETS.HAWAII.GOV

January 31, 2023

The Honorable Ronald D. Kouchi
President of the Senate
  and Members of the Senate
Thirty-Second State Legislature
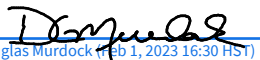State Capitol, Room 409
Honolulu, Hawai'i 96813

The Honorable Scott K. Saiki
Speaker and Members of the
  House of Representatives
Thirty-Second State Legislature
State Capitol, Room 431
Honolulu, Hawai'i 96813

Aloha Senate President Kouchi, Speaker Saiki, and Members of the Legislature:

Pursuant to HRS section 27-43.6, which requires the Chief Information Officer to submit applicable independent verification and validation (IV&V) reports to the Legislature within ten days of receiving the report, please find attached the report the Office of Enterprise Technology Services received for the State of Hawai'i, Department of Transportation, Highways Division, Financial Management System Project.

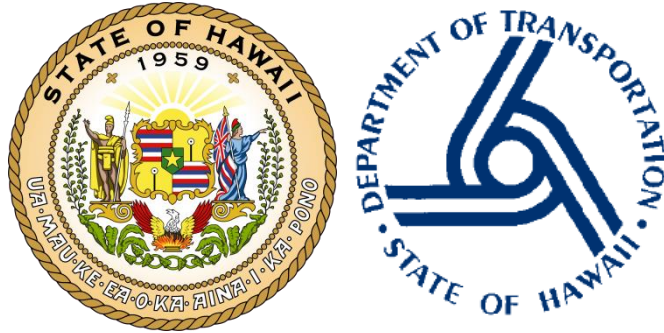In accordance with HRS section 93-16, this report may be viewed electronically at http://ets.hawaii.gov (see "Reports").

Sincerely,

Douglas Murdock (Feb 1, 2023 16:30 HST)

Douglas Murdock
Chief Information Officer
State of Hawai'i

Attachments (2)

Monthly Project Assessment Report – December 2022

Independent Verification and

Validation (IV&V) for the Implementation of the Highways

Financial Management System Project

Author:	Ohanasoft/IV&V Project Team
Creation Date:	January 10, 2023
Last Updated:	January 15, 2023
Version:	Final

Version History

Version Number	Updated By	Revision Date	Description of Change
1.0	IV&V Project Team	1/15/2023	Final

Table of Contents

I. Introduction and Summary

A. Introduction

Department of Transportation Highways (DOTH) manages the planning, construction, and maintenance of the State of Hawaii's approximate 2,675 lane miles of highway on Oahu, Kauai, Maui, Lanai, Molokai, and Hawaii. DOTH's mission is to provide a safe, efficient, and accessible highway system through the utilization of available resources in the maintenance, enhancement, and support of land transportation facilities. DOTH's primary function is to plan, design, and supervise the construction and maintenance of the State's highway system.

DOTH commissioned an ERP System Integrator (hereinafter referred to as "SI"), in March 2021 to provide an accounting system solution that would modernize certain State of Hawaii, Department of Transportation, Highways Division (DOTH) IT systems, associated systems, and business processes, including fully replacing DOTH's legacy Highways Financial Accounting System (HWYAC) and certain software components of DOTH Districts' AS400 systems.

The new DOTH Financial Management System (H4) will utilize SAP S/4HANA Cloud ERP and will cover DOTH Business Processes of Budget, General Ledger, Accounts Payable, Accounts Receivable, Lease Management, Fixed Assets, Procurement, Project & Grant, Federal Billing, Human Resources, Time and Labor, Payroll, Inventory Management, Plant Maintenance, Reporting, and Analytics.

DOTH also acquired a contract with IT Management Consulting Firm, Ohanasoft (hereinafter referred to as "IV&V"), to provide information technology independent verification and validation consulting services for the implementation of the DOTH Highways Financial Management System. The IV&V contractor's role is to provide an objective, neutral, third-party view of the implementation of the Highways Financial Management System with the intent of protecting the State's interests for success of the project. Throughout the system implementation, the IV&V team will perform ongoing project IV&V activities and will identify issues/deficiencies/risks with the System implementation project, provide feedback and recommendations for mitigation and improvement, and provide on-going reporting on project activities.

The observation, feedback, and recommendations provided by IV&V are IV&V's own opinions, and IV&V is not a decision-maker of any activities in the H4 project implementation. IV&V makes no assurance, guarantee, or other promises as to the success of H4 project and is not responsible and not liable for the outcome of the H4 Project.

B. Summary

The overall status of the project has not changed a lot since November. The H4 Project has a new target Go-Live date of July 1st, 2023. This is 12 months later than the original Go-Live target date. The H4 Project Plan still has not been completed and there is limited visibility into project resources and timelines. There is a high level of concern that the new Go-Live date will not be met due to the remaining number of tasks, however the Project will have better accountability once the Project Plan is established.

The Requirements Traceability Matrix (RTM) document has not been finalized yet. Federal Billing and Projects and Grants were reviewed in December and DOTH is waiting for updates. It is critical to complete the RTM first before reviewing and validating Fit/Gap because Fit/Gap is based on information discussed in RTM. Without RTM completion, Fit/Gap may be incomplete and may need re-working.

Functional Specification Documents (FSDs) are being developed for WRICEF items. As of the end of December, approximately 52 FSDs were submitted for review. However, FSDs are heavily dependent on RTM and Fit/Gap which have not been completed and have not been approved by DOTH. This could potentially require re-working FSDs once RTM and Fit/Gap are finalized. As FSDs are being prepared, reports are closely examined, and we continue to observe that some details were missing from the report related FSDs. These reports requirements should have been covered in detail during RTM, Fit/Gap, and especially for Analysis of Reporting Requirements (ARR), however these documents do not provide sufficient information to cover all the details of the reports. Reports are often the final desired outcome of an activity and detail discovery is essential.

FSD review is challenging because of lack of SAP knowledge of terms and processes. It is recommended that SI provide more structured hands-on project team member training with training materials and knowledge transfer on how to navigate and process basic transactions. This will help the DOTH project team better understand SAP functions and connect DOTH requirements and business processes to SAP features for RTM, Fit/Gap, and FSD.

It is observed that meeting minutes or action items from the project discussions are not always provided. This makes it difficult to track the progress as a project team and also challenging to collaborate among project team members. There are still occasions where DOTH requirements and processes need to be re-explained; this has been reobserved during FSD sessions. More coordination, collaboration, and cohesive leadership are needed to design and develop an integrated solution. Continued efforts are required for more feedback, participation, and collaboration during the meetings and deliverable reviews. Since meeting sessions are being recorded, H4 Project Team members should take advantage of these recordings to further understand DOTH processes and the upcoming H4 system.

As stated in previous reports, many changes to the H4 Project have been discussed and new announcements were made. It is recommended that SI and DOTH come to an agreement on the future direction of the project -- including a revised project plan, schedule, requirements, scope, training, and any contractual consequences of delaying the Go-Live date -- and prepare a written change order. The project is currently being implemented with fewer consultants than the initial plan. This poses a higher risk for the project as the remaining consultants must cover modules with DOTH requirements and workflows even though they have not worked with DOTH subject matter experts as their counter-partner consultants from the beginning of the project. This creates a burden for the remaining consultants and extra transfer of knowledge will be required from DOTH. SI proposed an Assistant PM candidate, however qualifications were not met and SI is continuing to search for a candidate. It is recommended that a new Assistant Project Manager and other vacant consultant positions be filled as soon as possible to prevent further delay in deliverables and expedite the project implementation.

II. IV&V Dashboard

A. Subject Category

IV&V Dashboard – Subject Category		Impact	
Subject Area	**Subject Category**	**Previous Month**	**Current Month**
Project Management	Schedule Management	H	H
	Resource Management	H	H
	Quality Management	H	H
	Risk/Issue Management	M	M
	Organization Change Management	✓	✓
	Communication Management	M	M
	Contract Management	M	M
	External Impact Management	N/A	N/A
System Implementation	Requirement Management (Processes, Requirements and Fit/Gap)	H	H
	Solution Design and Configuration	H	H
	Interface and Integration	N/A	N/A
	Reports and Analytics	H	H
	Security	N/A	N/A
	Data Conversion	M	M
	Documentation	M	M
	System Testing	N/A	N/A
	Training and Knowledge Transfer	H	H
	Production Migration	M	M

B. Observation, Risk, Issues, Subject Category

IV&V Dashboard – Observation, Risk, Issues, Subject Category

Number of Total Observation, Risk, and Issues
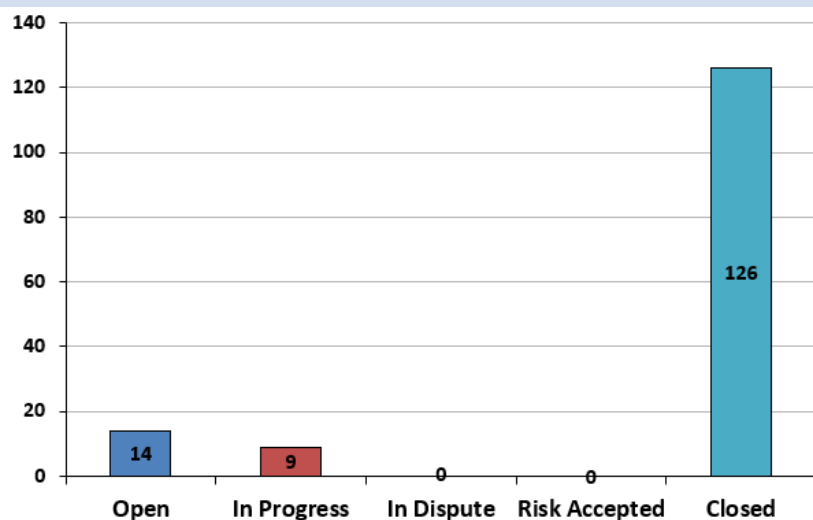
Number of Observation, Risk, and Issues by Status
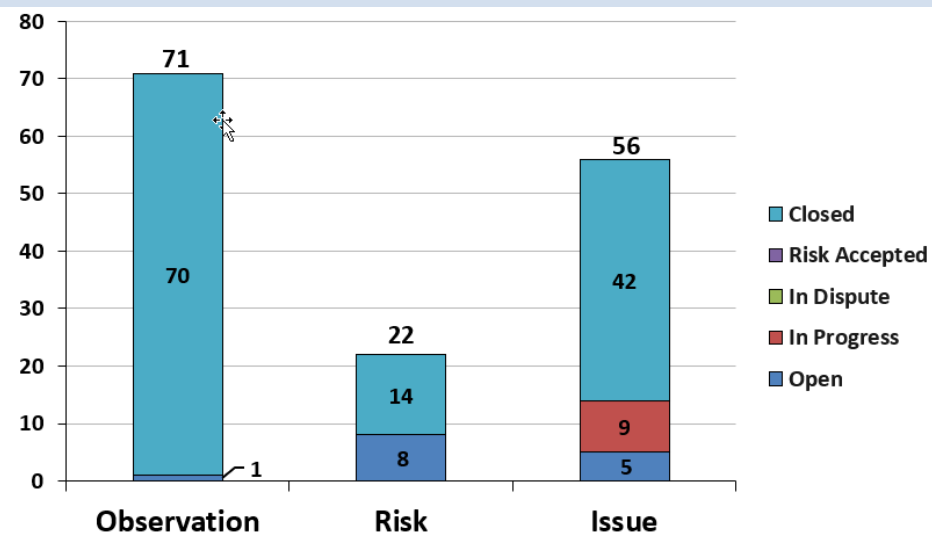
Number of Observation, Risk, and Issues by Subject Category

C. Total Budget vs. Inception to Date Expenditure, Project Timeline

IV&V Dashboard – Total Budget vs. Inception to Date Expenditure and Project Timeline

Total Budget Vs. Inception to Date (ITD) Expenditure	**Number of Observation, Risk, and Issues by Status**
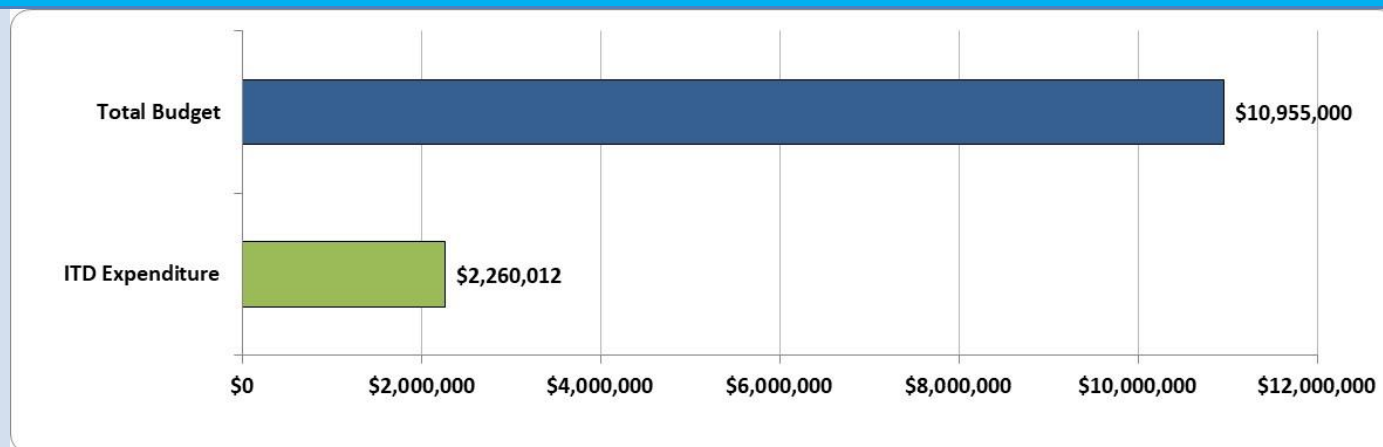
- Original Go-Live date: 7/1/2022
- New Go-Live date: 7/1/2023
- Remaining Months (including post-Go-Live support): 9
- Completed Months: 20
- Percentage of Completed Months vs. Total Months: 68.97%
- Percentage of ITD Expenditure vs. Total Budget: 20.63%
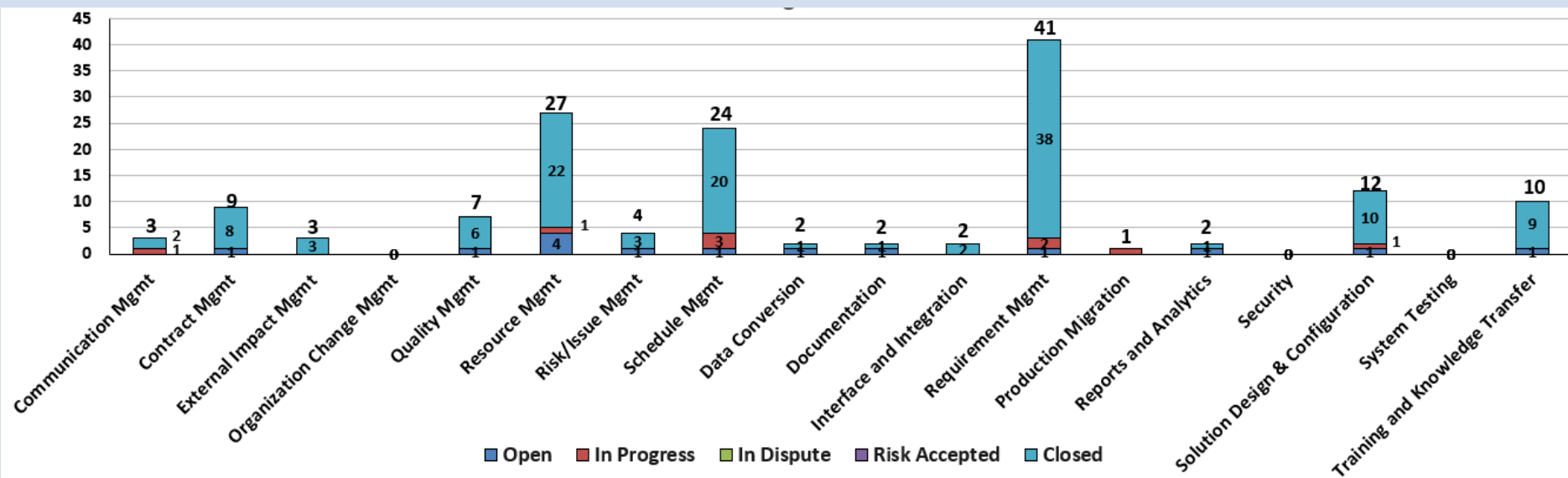- Remaining Budget Balance: $8,694,988

Project Timeline

DOTH Financial Management System (Wave I)	Mar-21	Apr-21	May-21	Jun-21 - May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Phase						Original Go Live											New Go Live			
Prepare																				
Explore																				
Realize																				
Deploy																				
Production										DOTH FMS										

H4 is in the Explore Phase. The Explore Phase has been extended and the current target date is "asap". New Go-Live date is July 1, 2023. A few realize phase activities are in progress.

- Prepare Phase: Define Strategy, Project Initiation, Project Standards, Technical Requirements.
- Explore Phase: Business Workshops and Requirements, Fit-Gap Analysis, Technical Solution Design, Testing Strategy, Training Strategy
- Realize Phase: Functional Specification, Organization Alignment, Knowledge Transfer, Build, Development, Unit Test, Integration Test
- Deploy Phase: Support Plan, Training Delivery, Cutover Plan, User Acceptance, Simulations, Go/No-Go Decision
- Production: Cutover, Go-Live, Hypercare Support, Transition to Operations, Project Closeout

III. IV&V Findings – Observations, Risk, Issue and Feedback/Mitigation

A. Subject Category: Schedule Management

Schedule Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-210531-02 The final Project Plan/Implementation Schedule has not been approved by DOTH and the deliverable is not completed. This is a foundational document for a project management and scheduling, and it is one of the most critical deliverables. Delay in the Project Plan and Implementation Schedule pose decreased confidence in being able to manage project resources efficiently and meet the final Go-Live date. Also, without the Project Plan and the Implementation Schedule DOTH has limited project visibility and it will impact schedule and resource management. It is currently unknown, at a detail level, if the number of resources are adequate to complete the project on schedule. Earlier versions of the Project Plan were not accepted partly because of oversubscribed resources and incorrect dates (i.e., one consultant or DOTH team member working more than 40 hours in a week, etc.)	**H**

Feedback/Mitigation/ Updates
It is recommended that SI complete Project Plan/Implementation Schedule as soon as possible. Project Plan/Implementation Schedule Submission History: 11/16/2020, 12/21/2020, 4/26/2021: The initial project plan was submitted and returned back to SI after DOTH review due to incompleteness. 6/3/2021: The New Target Date for Project Plan/Implementation Schedule is set to 6/11/21 by SI. 6/14/2021: Updated project plan was submitted by SI but returned back to SI due to incompleteness. 7/1/2021: It is currently unknown, at a detail level, if the number of resources are adequate to complete the project on schedule. Earlier versions of the Project Plan were not accepted partly because of oversubscribed resources and incorrect dates (i.e., one consultant or DOTH team member working more than 40 hours in a week, etc.). Updated project plan was submitted by SI but returned back to SI after DOTH review due to incompleteness. Revised Acceptance Date: 8/31/2021 9/02/2021: No updates have been submitted to DOTH. 9/16/2021: DOTH interviewed an assistant project manager candidate on 9/7/2021. 9/30/2021: No updates have been submitted to DOTH. 10/5/2021: SI Assistant Project Manager submitted the revised project plan. DOTH has a meeting with the SI Assistant Project Manager and requested a revision due to the project plan being incomplete. 10/13/2021: SI Assistant Project Manager submitted the revised project plan and DOTH will hold a review meeting on 10/22/2021. 10/25/2021: DOTH had a meeting with the SI Assistant Project Manager to review Project Plan/Implementation Schedule. Progress has been made, however some data such as the dates and % completion need to be corrected. 11/10/2021: SI Assistant Project Manager submitted the revised project plan and DOTH will hold a review meeting on 11/24/2021. 11/24/2021: SI Assistant Project Manager and DOTH Project Manager worked together via Teams and updated and fixed the Project Plan. There will be a follow up meeting. 12/31/2021: SI Assistant Project Manager and DOTH Project Manager worked together via Teams and updated and fixed the Project Plan. It is still not complete. 1/31/2022: No new major update. The document is making incremental progress, however it is not completed yet. 2/28/2022: No new major update. It is still incomplete. 3/31/2022: The Assistant Project Manager left H4 implementation project. The Project Manager will continue to work on Project Plan/Implementation Schedule. 4/29/2022: No major updates. A new Go-Live date will be set after PDDs are approved by DOTH. 5/31/2022, 6/30/2022, 7/31/2022: No major updates. 8/31/2022: The new assistant project manager will be revising Project Plan/Implementation Schedule with updated Go-Live Date of 7/1/2023. 9/30/2022: No major updates. 10/31/2022: It is recommended that SI complete the Project Plan/Implementation Schedule as soon as possible since the absence of the Project Plan/Implementation Schedule prevents from proper resource planning, meeting schedules, and integrated solution development and this causes issues and inefficiency. The project meetings are not being held cohesively and the project focus is scattered 11/30/2022: It was expected that after the new Go-Live date was set a revised Project Plan/Implementation Schedule would be prepared, however there is no update to the Project Plan. It is recommended that SI complete the Project Plan/Implementation Schedule as soon as possible. 12/31/2022: Project Plan/Implementation Schedule still has not been submitted to DOTH.

Schedule Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-210930-01 SI extended the Explore Phase one month to complete the explore workshops and deliverables including Document Fit/Gap Analysis, Process Design Documents (PDD), and Requirements Traceability Matrix. This item also impacts the subject category of Risk/Issue Management and Data Conversion.	**H**

Feedback/Mitigation/ Updates
Schedule should be reviewed and adjusted as needed. 10/15/2021: No major updates. 10/31/2021: It is extended again to the middle of November 2021. 11/18/2021: The Explore Phase has not been completed yet. 12/2/2021: The Explore Phase has not been completed yet. There is no specific target date forecasted by SI. 12/31/2021: The Explore Phase has not been completed yet. There is no specific target date forecasted by SI. 1/31/2022: There is progress made with PDD, however Fit/Gap and RTM are being worked on as lower priority. Not completing RTM is leading to missed requirements that need additional explore sessions. 2/28/2022: PDD priorities were created and PDD reviews and validations are in progress. 3/31/2022: PDD reviews and validations are in progress. There is no specific target date forecasted by SI. 4/29/2022: A target date for Explore Phase closure was determined to be 5/31/2022. SI will schedule RTM meetings starting on the week of 5/9/2022. 5/31/2022: PDDs are still being reviewed. The first RTM review was held on 5/25/2022. 6/30/2022: Plant Maintenance, FHWA, and AR PDDs are still being reviewed and updated. The RTM review is in progress. 7/15/2022: Plant Maintenance and FHWA are still being reviewed and updated. The RTM review is in progress. 8/15/2022: Plant Maintenance PDDs have been conditionally approved. RTM is making progress. 9/30/2022: FHWA PDD is being reviewed and updated. RTM and Fit/Gap documents still need to be completed. 10/10/2022: FHWA PDD was conditionally approved by DOTH. Equipment, Gas and Oil, Stores (EGS) and DMR Interface PDDs remain to be completed. 10/31/2022: EGS PDD and Labor PDD are being discussed and updated. 11/30/2022: All PDDs have been conditionally approved by DOTH. Other deliverables are still in progress. 12/15/2022: Fit/Gap document has been reviewed and is being updated. RTM is being updated based on the last review.

Schedule Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-220331-02 The Go-Live date of Wave 2 for Budget and Planning (SBP) has not been set yet.	**H**

Feedback/Mitigation/ Updates
The Go-Live of Wave 2 for Budget and Planning (SBP) needs to be set as soon as possible because it impacts the project plan, resource scheduling, and project management. It is recommended to weigh the pros and cons of merging Wave 1 and Wave 2 given that there is significant delay in the project progress. 4/29/2022: No major updates. In accordance with meetings and discussions, it should be carefully considered that SBP goes live with other modules at once because it will eliminate any additional reconciliation process and streamline the whole end-to-end budget procedures if SBP goes live at the same time as FM. 5/31/2022: The issue of not discovering SBP functions and incorporating them into the current solution design was discussed again during the Project System PDD review. It is recommended that SBP functions and features need to be reviewed and considered when developing solution designs for Fund Management, Project System, FHWA requirements. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: SI will provide additional information for SBP or its replacement application, because SBP is planned to be unsupported in the near future. 10/14/2022: SI stated that Wave 2 would start in November 2022. However, the Go-Live date of Wave 2 has yet to be determined. 11/15/2022: SI is working with DOTH resources and preparing for a Kickoff meeting. 12/21/2022: Wave 2 SPB Budgeting Kick-off meeting was held.

Schedule Management: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: R-221031-01 New Go-Live date is set to 7/1/2023 but it is at high risk due to many deliverables remaining and delay in implementation.	**H**

Feedback/Mitigation/Updates
11/30/2022: New Go-Live date of 7/1/2023 appears to be at risk; DOTH and SI should discuss feasibility of the Go-Live date. 12/31/2022: It is recommended to discuss the Go-Live date of 7/1/2023 as it is an improbable target date to achieve.

B. Subject Category: Resource Management

Resource Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-220131-02 A few SI consultants are missing some DOTH requirements and PDD documents are not covering all the DOTH processes and requirements. Certain information is incorrect in the PDDs and it is unsure whether SI consultants have a full understanding of DOTH processes and requirements. Some consultants seemed to have limited experience with DOTH and FHWA and need more time to understand information related to DOTH and FHWA processes.	**M**
Feedback/Mitigation/Updates	
SI and DOTH should confirm that the consultants meet the qualifications as stated in the RFP equivalent work experience. 2/28/2022: A high turnover on top of the limited DOT experiences of the consultants has been an issue that makes the project more challenging to be implemented. Another consultant (FHWA Billing) left the H4 project. SI found a replacement consultant, but he has not come to DOTH on-site yet. 3/31/2022: A new FHWA Billing consultant joined the H4 project and started to work on AR and FHWA Billing. Waterfall funding and FHWA solution are still in development. If there is turnover, it should be ensured that the consultant meets the qualification stated in the RFP. Consultants who are unfamiliar with FHWA and DOTH requirements should attend other relevant meetings, especially including FHWA, to bridge the FHWA and DOTH knowledge gaps. 4/29/2022: No major updates. Consultants including the new FHWA Billing resource continue to develop FHWA solution design. 5/31/2022: RTM review started on 5/25/2022 with HCM, Payroll, and Timesheets. RTM review will ensure that consultants cover all the requirements. 6/30/2022: The limited DOTH experience on FHWA and the high turnover of consultants are causing multiple and duplicate discovery sessions over and over again, e.g., there were DOTH lead whiteboard/discussion sessions explaining Waterfall Funding, Split, End to End Process, FHWA scenario-based requirements, etc. on 9/14/2021, 11/17/2021, 12/8/2021, 1/31/2022, 4/12/2022. 7/31/2022: Progress has been made through additional meetings and discussions. 8/31/2022: Meetings for Plant Maintenance, FHWA PDD, and Charge Codes mapping were held and more requirements were discovered and discussed. 9/30/2022: A few consultants still do not seem to fully understand DOTH business requirements and terminologies. 10/31/2022: Lack of DOTH requirements and terminologies understanding by a few consultants continues to be an issue. 11/30/2022: It was observed during some FSD sessions that SI consultants are still in the process of discovering and understanding the details of DOTH requirements. 12/31/2022: FSD meetings were held and requirements need to be discussed and clarified in more detail.	

Resource Management: Observation, Risk, Issue and Feedback/Mitigation

Risk	Impact
ORI ID: R-220825-01 The Project Manager is supposed to be a full-time project manager for H4 Project. However, the current Project Manager will be managing another project - State of Hawaii Financial Management System (FAMIS Replacement Project).	**M**

Feedback/Mitigation/Updates
The H4 contract states the project manager position to be a full-time position. It is recommended that SI and DOTH have a discussion to see if this is allowable/acceptable and it does not cause conflict of interest and schedule. 9/30/2022: SI Project Manager is attending fewer meetings than before. 10/31/2022: No major updates. 11/30/2022: No major updates. 12/31/2022: Other SI consultants have filled in the gap for PMO meetings due to PM unavailability.

Resource Management: Observation, Risk, Issue and Feedback/Mitigation

Risk	Impact
ORI ID: R-220930-03 Procurement Consultant left the H4 project.	**H**

Feedback/Mitigation/Updates
It is recommended that SI find replacement consultant. 10/31/2022: No major updates. 11/30/2022: No major updates. 12/31/2022: The vacant procurement consultant position still has not been filled.

Resource Management: Observation, Risk, Issue and Feedback/Mitigation

Risk	Impact
ORI ID: R-221006-01 Three SI consultants are rolling off the H4 project.	**H**

Resource Management: Observation, Risk, Issue and Feedback/Mitigation
Feedback/Mitigation/Updates
It is recommended that DOTH requests additional resources from SI to adequately support the project. 10/31/2022: H4 project started with 12 consultants and now there are eight consultants assigned to the H4 project even though the project's scope of work did not change. These may be insufficient resources for the project. This may overload the remaining consultants with the quantity of work and also consultants may need to work with modules that fall outside of their expertise and may impact the project quality. 11/30/2022: It is recommended to monitor that proper knowledge transfer takes place and to find replacement resources for the H4 Project. 12/31/2022: The three vacant consultant positions still have not been filled.

Resource Management: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: O-221020-01 Assistant Project Manager is rolling off the H4 project on 11/4/2022.	**M**
Feedback/Mitigation/Updates	
It is recommended that SI find replacement Assistant Project Manager. 11/30/2022: It is recommended that SI search for a replacement for Assistant Project Manager. 12/31/2022: SI proposed an Assistant PM candidate, however qualifications were not met and SI is continuing to search for a candidate.	

C. Subject Category: Quality Management

Quality Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-221025-01 SI deliverables have tended to contain errors and misinformation such as incorrect project name, other client's system architecture, missing/incomplete contents, etc. DOTH recently received a DED from SI, but it turned out that the DED was for another client. These errors and missing information are causing delays in the deliverable review and approval process.	**H**
Feedback/Mitigation/Updates	
It is recommended that deliverables are more carefully prepared, reviewed and proofread by SI document quality team before submitting to DOTH for review. 12/31/2022: Formatting and content issues that could be easily prevented (e.g., big gaps in the document without good reasons, improper bullet pointing, inconsistency between sections, and incorrect/incomplete information thus impacting legibility and accuracy) are continuously observed.	

D. Subject Category: Risk/Issue Management

Risk/Issue Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-221130-02 Some items from Issue/Risk Log are being discussed without detailed resolution or follow-up.	**M**
Feedback/Mitigation/Updates	
The risks and issues of the H4 Project need to be more proactively managed and respective SMEs should be more engaged regarding the details to ensure the success of the project. 12/31/2022: No major updates.	

E. Subject Category: Communication Management

Communication Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-220131-08 There are some requirements and processes that impact multiple modules, including waterfall funding, FHWA, etc. However, information often are siloed and it seems to be not communicated to the other consultants frequently. This results in multiple consultants asking for the information on a same topic each time at different meetings.	**M**
Feedback/Mitigation/Updates	
It is recommended: More coordination and collaboration is needed to design and develop an integrated solution. Proactively communicate with other consultants on topics that may be relevant for another consultant. Meeting recordings should be utilized to understand the relevant topic for the related process in another module. All key project team members to attend the meetings related to critical core requirements such as waterfall funding. Analyze each meeting's agenda to see if there are other consultants that should attend for related information. 2/28/2022: There is another consultant who is leaving the project and a replacement consultant has not participated in a meeting, and these turnovers are adding difficulty to the current communication issue. 3/31/2022: More collaboration is expected among SI consultants where it requires integrated solutions such as Waterfall Funding, FHWA Billing, Labor, etc. When DOTH staff inquiries about solutions that integrate across two or more functions between H4 modules, DOTH staff should also be provided with the integrated solution answer as opposed to separate or siloed bits of information of each H4 module. 4/29/2022: Efforts were made to improve communication and collaboration. (E.g., Rules of Engagement prepared by SI) 5/31/2022: Collaboration made progress. For example, some requirements that impact multiple areas have been referenced by multiple PDDs of different areas. However, there are still some communication improvements to be made between SI consultants. 6/30/2022: More coordination and collaboration could be made where cross module interaction is needed. 7/31/2022: More coordination and collaboration were present during the PDD reviews. 8/31/2022: Some DOTH requirements that were presented and discussed previously were asked to be revisited again in the meetings. 9/30/2022: Improvements still need to be made in communication and collaboration between SI consultants.	

Communication Management: Observation, Risk, Issue and Feedback/Mitigation
10/31/2022: Communication and collaboration still need to improve between SI consultants, especially with three consultants leaving the project. 11/30/2022: It has been observed that during FSD meetings information is not being shared between modules, including basic information which impacts multiple modules. Since this information is not being shared among team members, DOTH has to re-explain basic information multiple times. 12/31/2022: More communication and collaboration are needed for integrated solution design. There have been siloed activities and approaches observed.

F. Subject Category: Contract Management

Contract Management: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: R-221130-02 The project is extended beyond the original due date. There was a lot of work done for items outside the project scope such as Plant Maintenance Inventory, which did not manifest. There have been no change orders for these items that are impacting important parts of the H4 Project.	**M**
Feedback/Mitigation/Updates	
It is recommended to examine the contract, the schedule, and analyze the fit/gap to make necessary adjustments with change orders as needed. 12/31/2022: No major updates.	

G. Subject Category: Requirement Management (Processes, Requirements and Fit/Gap)

Requirement Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-211028-02 The Requirements Traceability Matrix was delayed and has not been completed.	**H**
Feedback/Mitigation/Updates	
It is recommended that SI complete the deliverable as soon as possible. 11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. Not going through the full DOTH requirements and not completing RTM before PDDs are completed is causing some requirements to be missed and it is causing multiple issues. 2/28/2022: No major updates. 3/31/2022: No major updates. 4/29/2022: SI is targeting RTM to be completed by 5/31/2022. 5/31/2022: The first RTM review was held on 5/25/2022 and topics covered were HR, Payroll, and Time Sheets. 6/30/2022: No major updates. 7/31/2022: The AR RTM was reviewed. 8/2/2022: The Purchasing RTM was reviewed. 9/16/2022: Feedback was provided for multiple-modules RTM. The PO RTM was reviewed. 10/31/2022: FHWA RTM was reviewed.	

Requirement Management: Observation, Risk, Issue and Feedback/Mitigation
11/30/2022: FHWA RTM is being reviewed and updated. It is noticed that RTM is still being updated by SI. Therefore, it is recommended that SI finalize RTM first and submit it officially for DOTH's review. 12/31/2022: The RTM review for Federal Billing and Projects and Grants were conducted and DOTH is waiting for the updates.

Requirement Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-211028-09 The Document Fit/Gap Analysis was delayed and has not been completed.	**H**
Feedback/Mitigation/Updates	
It is recommended that SI complete the deliverable as soon as possible. 11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. This is directly impacting the project schedule. 2/28/2022: No major update. 3/31/2022: No major updates. 4/29/2022: SI is targeting Fit/Gap Analysis to be completed by 5/31/2022. 5/31/2022: No major updates. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: No major updates. 10/31/2022: No major updates. 11/30/2022: Since RTM is not finalized and it is being continuously updated, it is difficult to review and validate Fit/Gap with the incomplete RTM. It is recommended that RTM be completed accurately and thoroughly as soon as possible. It is concerning that WRICEF items have not been discussed and validated in detail with DOTH which may lead to incorrect specification of WRICEF; it is impacting Fit/Gap and FSD where requirements are incorrectly understood. 12/1/2022: Fit/Gap meeting was held to make progress on the deliverable.	

Requirement Management: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-220731-01 RTM reports are being submitted by each module. There is difficulty cross-checking the information with supporting documents because of missing information. This item also impacts the subject category of Reports and Analytics.	**H**

Requirement Management: Observation, Risk, Issue and Feedback/Mitigation
Feedback/Mitigation/Updates
WRICEF ID Number information does not specify what PDD document the WRICEF item is in and it is difficult to cross check and find the corresponding WRICEF information in PDD. It is not possible to review and validate the Reports items because the reports information such as column fields names or sample reports have not been provided to DOTH. 8/31/2022: PDDs and RTM are being updated so that WRICEF items are cross-checked efficiently. 9/30/2022: No major updates. 10/31/2022: FHWA RTM was reviewed. Updates are needed for cross-checking information of RTM and PDDs. 11/30/2022: Reviewing and validating RTM continues to be an issue because of missing or inadequate references for cross-checking between RTM and PDDs. 12/31/2022: No major updates. Reviewing and validating RTM continues to be challenging.

H. Subject Category: Solution Design and Configuration

Solution Design and Configuration: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-220114-01 SI presented the Waterfall Funding solution with three options: Front-End Split, Back-End Split, and Hybrid. These options were already presented and discussed during the procurement process and, currently, nine-months into the project there is still no solid resolution or decision regarding the Waterfall Funding requirement.	**H**
Feedback/Mitigation/Updates	
Waterfall funding is a Critical Core Requirement and design solution should be completed as soon as possible, especially since it impacts multiple areas of the System, and it may also impact the schedule. 2/10/2022: A Waterfall Funding meeting was held and the H4 Project Team discussed three options, improvement types, and programs codes. Review and updates are in progress. 3/31/2022: No major updates. SI and DOTH need to collaborate to decide on the solution design. 4/27/2022: More Waterfall Funding and Billing meetings were held. DOTH is waiting for FHWA PDD. 5/24/2022: FHWA and Waterfall Funding PDD meeting was held and the PDD is being reviewed. 6/30/2022: FHWA PDD is being reviewed and updated. 7/26/2022: FHWA PDD meeting was held and the PDD is being updated. 8/31/2022: FHWA PDD meeting were held and the PDD is being reviewed and updated. 9/8/2022: FHWA PDD meeting was held and utility agreement was discussed. 9/30/2022: FHWA PDD meeting was held and FHWA solution designs for various business cases were reviewed and discussed. 10/10/2022: FHWA PDD was conditionally approved by DOTH. Key Design Document (KDD) addressing Waterfall Funding solution designs is being created by SI for DOTH review and approval. 11/30/2022: There were a few Key Design Document (KDD) meetings held. KDD is being reviewed and updated. 12/31/2022: No major updates.	

Solution Design and Configuration: Observation, Risk, Issue and Feedback/Mitigation
Observation
ORI ID: O-221206-01 There was a meeting to discuss how to improve FSD process, because there are more than 200 documents that need discussion and approval. The proposed method is to group similar topic FSDs in a batch to discuss in a same meeting.
Feedback/Mitigation/Updates
It is recommended to create a plan with FSD groups in advance for efficient and prioritized reviews and meetings.

I.   Subject Category: Reports and Analytics

Reports and Analytics: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: R-221130-03 RTM and FSD are being prepared without in-depth reports discussion and Analysis of Reporting Requirements (ARR) does not provide sufficient information to cover all the details of the reports. Reports are often the final desired outcome of an activity and detail discovery is essential.	**H**
Feedback/Mitigation/Updates	
It is recommended that SI conduct detailed discovery of DOTH reports to ensure all the necessary information for input and output are covered. 12/31/2022: During the FSD discussions, additional details that need to be on the reports have been discovered.	

J.   Subject Category: Data Conversion

Data Conversion: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: R-221130-04 Data Conversion strategy and plan documents have not covered the details such as source/target, cleansing, dependencies, and validations. These activities have been deferred to the Realize Phase from the Explore Phase causing delays, rework, or additional work later. WRICEF and detailed data conversion work deferred from the Explore Phase are discussed and performed during FSD sessions.	**M**
Feedback/Mitigation/Updates	
It is recommended to catch up on work deferred from the Explore Phase and to explore Data Conversion materials in detail to finalize the Data Conversion WRICEF in FSD. 12/31/2022: Data conversion discussions are making progress. However, familiarity of H4 terminologies, functions, and processes by DOTH will be needed to adequately review and complete data conversion FSDs.	

K. Subject Category: Documentation

Documentation: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-221130-03 It is observed that meeting minutes or action items from the project discussions are not always provided. To-Do lists and summaries of the meetings may have been gathered on individual levels, but this makes it difficult to track the progress as a project team and also challenging to collaborate between project team members.	**M**
Feedback/Mitigation/Updates	
It is recommended to prepare meeting summaries and/or to-do lists from the meetings to efficiently prepare, plan, and navigate the follow up activities and hold efficient meetings. 12/31/2022: No major updates.	

L. Subject Category: Training and Knowledge Transfer

Training and Knowledge Transfer: Observation, Risk, Issue and Feedback/Mitigation	
Risk	**Impact**
ORI ID: R-221031-01 DOTH project team members have not been sufficiently provided instruction and training to actively access H4 and familiarize themselves with H4 functions and processes.	**H**
Feedback/Mitigation/Updates	
It is recommended that SI provide training and instruction on how to navigate and process basic transactions so that the project team members can be more experienced with H4 and get ready for the System testing, verification, and validation. 11/15/2022: No major updates. It is recommended that DOTH test availability of Dev environment from on and off DOTH network. 12/21/2022: Orientation meeting for Subject Matter Leader Knowledge Transfer was held. No dates for the trainings have been set yet.	

M. Subject Category: Production Migration

Production Migration: Observation, Risk, Issue and Feedback/Mitigation	
Issue	**Impact**
ORI ID: I-211028-07 The Initial Deployment Plan was delayed and has not been completed.	**M**

Production Migration: Observation, Risk, Issue and Feedback/Mitigation
Feedback/Mitigation/Updates
It is recommended that SI complete the deliverable as soon as possible. 11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. 2/28/2022: No major updates. 3/31/2022: No major updates. 4/29/2022: No major updates. 5/31/2022: No major updates. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: No major updates. 10/31/2022: SI stated that they will follow up and get back to DOTH with updates. 11/30/2022: No major updates. 12/31/2022: The Initial Deployment Plan still has not been submitted to DOTH.

IV. Meetings and Discussions Participated for the Month of December 2022

Meetings and Discussions			
Meeting ID	Meeting Date	Meeting Title	Meeting Description
M221201-1	12/1/2022	Weekly Project Status Meeting	A Weekly Project Status meeting was held to report project management status, key milestones, high-level activities, and deliverable status.
M221201-2	12/1/2022	Discuss Fit Gap and RTM	A meeting was held to review Fit Gap document.
M221201-3	12/1/2022	Verification on Allotment Balance	An internal DOTH meeting was held to discuss conversion of budget including appropriation and allotment.
M221202-1	12/2/2022	Discuss LSI Issue List	An internal DOTH meeting was held to review the project issue list.
M221205-1	12/5/2022	H4 FHWA Status meeting	A meeting was held with FHWA for SI to present H4 design and major functionalities: Waterfall Funding, Bridget Credits, FMIS to H4 Reconciliation.
M221205-2	12/5/2022	Discuss Improvement types, budgeting, encumbrances	A meeting was held to discuss budgets and budgetary control on Improvement Types.
M221205-3	12/5/2022	Discuss Bond Schedule - Proforma FSD	A meeting was held to discuss Bond Schedule.
M221206-1	12/6/2022	FSD Approach	A meeting was held to discuss how best H4 Project Team can review and validate FSDs.
M221207-1	12/7/2022	Discuss Conversion for Budget Balance (WRICEF Object FM-C001)	A meeting was held to discuss bond schedule.
M221208-1	12/8/2022	Weekly Project Status Meeting	A Weekly Project Status meeting was held to report project management status, key milestones, high-level activities, and deliverable status.
M221212-1	12/12/2022	Discuss response to SPB/FM Budget Issue #6	A meeting was to held to discuss and review SBP integration with FM and other modules and questions regarding A-15, A-19, A-21, JA/PSD, and other SBP related items.
M221214-1	12/14/2022	Internal PMO discussion	An internal DOTH meeting was held to discuss PMO slides: project resources and timeline.
M221215-1	12/15/2022	Weekly Project Status Meeting	A Weekly Project Status meeting was held to report project management status, key milestones, high-level activities, and deliverable status.
M221219-1	12/19/2022	Discuss SBP Kickoff	A meeting was to held to discuss SBP Kickoff and timeline.
M221219-2	12/19/2022	Internal discussion FAMIS related GL FSDs	An internal DOTH meeting was held to discuss which data to send to FAMIS in JV and SWV: CC, WBSE, IO.
M221220-1	12/20/2022	Discuss Conversion for CIP Budget Balance (WRICEF Object FM-C001)	A meeting was held to discuss source of CIP budget and how to convert appropriations and allotments.

Meetings and Discussions			
Meeting ID	**Meeting Date**	**Meeting Title**	**Meeting Description**
M221220-2	12/20/2022	Review Grants Master Data Functional Spec MVSO and Grant Master Data Attributes' Spec	A meeting was held to discuss GM FSD - MVSO and Grant Master Data attributes.
M221220-3	12/20/2022	Interface AP-I002 Discuss Datamart exports for H4	A meeting was held to discuss inbound interface from Datamart to H4.
M221220-4	12/20/2022	FW: Review AP-W002 FSD	A meeting was held to discuss FSD AP-W002 (Non-PO based AP Invoice Workflow).
M221221-1	12/21/2022	FW: H4 SAP DOTH - SML Knowledge Transfer Orientation (Functional)	A meeting was held for SML Knowledge Transfer orientation.
M221221-2	12/21/2022	Wave 2 SPB Budgeting Kick-off meeting	SBP Kickoff meeting was held.
M221222-1	12/22/2022	Internal PMO discussion	An internal DOTH meeting was held to discuss PMO issues.
M221227-1	12/27/2022	Review updates to AP-W001 FSD	A meeting was held to review FSD AP-W001 PO Based Invoice Workflow.
M221229-1	12/29/2022	Wave 2 SPB Budgeting Kick-off meeting	A meeting was held to review Wave 2 Preparation Strategy documents.
M221229-2	12/29/2022	Review Temporary Assignment FSD PA-E002	A meeting was held to review FSD PA-E002 Temporary Assignment.

V. IV&V Deliverables, Reports and Meetings Completed

IV&V ID	IV&V Deliverable Name	SI Deliverable Name	SI Wave / Seq ID	Submission Date	Note
IVV1.0	IV&V Management Plan	N/A	N/A	4/20/2021	
IVV2.0	IV&V Project Schedule	N/A	N/A	4/20/2021	
IVV5.0	Verification and Validation of Project Deliverables – Issue and Risk Management Strategy	Issue and Risk Management Strategy	Wave 1 / #5, #6	4/24/2021	
IVV3.01	IV&V Mid-Month Assessment (May 2021)	N/A	N/A	5/14/2021	
IVV4.01	Monthly Project Assessment Report (May 2021)	N/A	N/A	6/3/2021	
IVV5.01	Verification and Validation of Project Deliverables – Project Charter	Project Charter	Wave 1 / #2	6/2/2021	
IVV3.02	IV&V Mid-Month Assessment (Jun 2021)	N/A	N/A	6/17/2021	
IVV4.02	Monthly Project Assessment Report (Jun 2021)	N/A	N/A	7/11/2021	
IVV3.03	IV&V Mid-Month Assessment (Jul 2021)	N/A	N/A	8/2/2021	
IVV4.03	Monthly Project Assessment Report (Jul 2021)	N/A	N/A	8/13/2021	
IVV3.04	IV&V Mid-Month Assessment (Aug 2021)	N/A	N/A	9/5/2021	
IVV4.04	Monthly Project Assessment Report (Aug 2021)	N/A	N/A	9/21/2021	
IVV3.05	IV&V Mid-Month Assessment (Sep 2021)	N/A	N/A	10/2/2021	
IVV5.03	Verification and Validation of Project Deliverables - Business Process Organizational Change Management (OCM) Plan	Business Process Organizational Change Management (OCM) Plan	Wave 1 / #12	10/6/2021	
IVV5.05	Verification and Validation of Project Deliverables - Communication Plan	Communication Plan	Wave 1 / #8	10/6/2021	
IVV4.05	Monthly Project Assessment Report (Sep 2021)	N/A	N/A	10/9/2021	
IVV3.06	Mid-Month Assessment (Oct 2021)	N/A	N/A	10/19/2021	
IVV5.06	Verification and Validation of Project Deliverables - Chart of Accounts Design	Chart of Accounts Design	Wave 1 / #11	10/25/2021	
IVV5.08	Verification and Validation of Project Deliverables - Enterprise Structure Design Documents	Enterprise Structure Design Documents	Wave 1 / #17	10/27/2021	
IVV4.06	Monthly Project Assessment Report (Oct 2021)	N/A	N/A	11/8/2021	
IVV5.07	Verification and Validation of Project Deliverables - Master Data Design Documents	Master Data Design Documents	Wave 1 / #18	11/8/2021	

IV&V Deliverables, Reports and Meetings Completed					
IV&V ID	IV&V Deliverable Name	SI Deliverable Name	SI Wave / Seq ID	Submission Date	Note
IVV5.13	Verification and Validation of Project Deliverables - End User Training Strategy	End User Training Strategy	Wave 1 / #19	11/19/2021	
IVV3.07	Mid-Month Assessment (Nov 2021)	N/A	N/A	11/30/2021	
IVV5.15	Verification and Validation of Project Deliverables - Interface Plan	Interface Plan	Wave 1 / #21	12/2/2021	
IVV4.07	Monthly Project Assessment Report (Nov 2021)	N/A	N/A	12/17/2021	
IVV3.08	Mid-Month Assessment (Dec 2021)	N/A	N/A	1/2/2022	
IVV4.08	Monthly Project Assessment Report (Dec 2021)	N/A	N/A	1/20/2022	
IVV5.09	Verification and Validation of Project Deliverables – Data Conversion Plan	Data Conversion Plan	Wave 1 / #22	1/31/2022	
IVV4.09	Monthly Project Assessment Report (Jan 2022)	N/A	N/A	2/15/2022	
IVV5.16	Verification and Validation of Project Deliverables - Technical Infrastructure Plan/Design	Technical Infrastructure Plan/Design	Wave 1 / #24	2/23/2022	
IVV3.10	Mid-Month Assessment (Feb 2022)	N/A	N/A	3/1/2022	
IVV4.10	Monthly Project Assessment Report (Feb 2022)	N/A	N/A	3/11/2022	
IVV3.11	Mid-Month Assessment (Mar 2022)	N/A	N/A	3/27/2022	
IVV4.11	Monthly Project Assessment Report (Mar 2022)	N/A	N/A	4/15/2022	
IVV3.12	Mid-Month Assessment (Apr 2022)	N/A	N/A	4/25/2022	
IVV4.12	Monthly Project Assessment Report (Apr 2022)	N/A	N/A	5/17/2022	
IVV3.13	Mid-Month Assessment (May 2022)	N/A	N/A	5/28/2022	
IVV4.13	Monthly Project Assessment Report (May 2022)	N/A	N/A	6/17/2022	
IVV3.14	Mid-Month Assessment (Jun 2022)	N/A	N/A	6/27/2022	
IVV4.14	Monthly Project Assessment Report (Jun 2022)	N/A	N/A	7/20/2022	
IVV3.15	Mid-Month Assessment (Jul 2022)	N/A	N/A	8/3/2022	
IVV4.15	Monthly Project Assessment Report (Jul 2022)	N/A	N/A	8/18/2022	
IVV3.16	Mid-Month Assessment (Aug 2022)	N/A	N/A	8/29/2022	
IVV4.16	Monthly Project Assessment Report (Aug 2022)	N/A	N/A	9/16/2022	
IVV3.17	Mid-Month Assessment (Sep 2022)	N/A	N/A	9/29/2022	
IVV4.17	Monthly Project Assessment Report (Sep 2022)	N/A	N/A	10/20/2022	

Section: IV&V Deliverables, Reports and Meetings Completed

IV&V Deliverables, Reports and Meetings Completed					
IV&V ID	IV&V Deliverable Name	SI Deliverable Name	SI Wave / Seq ID	Submission Date	Note
IVV3.18	Mid-Month Assessment (Oct 2022)	N/A	N/A	10/27/2022	
IVV4.18	Monthly Project Assessment Report (Oct 2022)	N/A	N/A	11/20/2022	
IVV3.19	Mid-Month Assessment (Nov 2022)	N/A	N/A	12/5/2022	
IVV4.19	Monthly Project Assessment Report (Nov 2022)	N/A	N/A	12/20/2022	
IVV3.20	Mid-Month Assessment (Dec 2022)	N/A	N/A	1/6/2023	
IVV4.20	Monthly Project Assessment Report (Dec 2022)	N/A	N/A	1/23/2023	

VI. IV&V Deliverables, Reports and Meetings Planned To be Completed in Explore Phase

IV&V Deliverables, Reports, Meetings Planned To Be Completed in Explorer Phase					
IV&V ID	IV&V Deliverable Name	LSI Deliverable Name	LSI Wave / Seq ID	Estimated Submission Date	Note
IVV5.10	Verification and Validation of Project Deliverables - Initial Deployment Plan	Initial Deployment Plan	Wave 1 / #23	Jan-2023	Waiting for SI's submission
IVV5.12	Verification and Validation of Project Deliverables - Requirements Traceability Matrix	Requirements Traceability Matrix	Wave 1 / #16	Jan-2023	RTM is being reviewed module by module.
IVV5.17	Verification and Validation of Project Deliverables - Document Fit/Gap Analysis	Document Fit/Gap Analysis	Wave 1 / #25	Jan-2023	Fit/Gap is being reviewed and updated.

VII. Appendix

A. Impact Definition

Value	Legend	Description
N/A	N/A	Not Applicable
No Impact	✔	No Impact
Low	L	A priority of **Low** is assigned if there is a possibility of low impact to product quality, scope, cost, and/or schedule. Minimal disruption is possible and some monitoring is likely needed to ensure priority does not increase.
Medium	M	A priority of **Medium** is assigned if there is a possibility of moderate impact to product quality, scope, cost, and/or schedule. Some disruption is likely and a different approach may be required. Mitigation strategies should be implemented as soon as feasible.
High	H	A priority of **High** is assigned if there is a possibility of substantial impact to product quality, scope, cost, and/or schedule. A major disruption is likely and the consequences would be unacceptable. A different approach is required. Mitigation strategies should be evaluated and acted upon immediately.

B. Status Definition

Status	Description
Open	Observation, risk, or issue is created.
In Progress	Observation, risk, or issue is addressed and is being worked on by the implementation team.
In Dispute	Observation, risk, or issue is not acknowledged or accepted by the implementation team.
Risk Accepted	Observation, risk, or issue is acknowledged or accepted by implementation team but is not being worked on now.
Closed	Observation, risk, or issue is closed.

C. Subject Category Definition

Subject	Subject Category	Description
Project Management	Schedule Management	Identify and assess risks and issues that may impact the project completion schedule. This may include analysis of the scale and complexity required, work breakdown and assignments, and assessment of proper planning regarding scope, budget, resources, etc.
	Resource Management	Identify and assess risks and issues associated with allocating proper resources (e.g. time and expertise) necessary to complete the project.
	Quality Management	Identify and assess risks and issues to quality, specifically software, functionality, testing, documents, etc. via implementation of internal and external measures and processes established to regulate quality level as needed.
	Risk/Issue Management	Identify and assess risks and issues to software and deliverables. This may include considering and/or implementing processes to identify, monitor, communicate regarding, and mitigate potential items that could negatively impact the project.
	Organization Change Management	Identify and assess risks and issues involved in implementing changes necessary to optimize benefits of the new system. This may include end-user education of updated procedures, roles, responsibilities, technology, etc.
	Communication Management	Identify and assess risks and issues that prevent stakeholders from communicating effectively by assessing their key objectives, developing, and implementing procedures to communicate purposes clearly, and analyzing methods to obtain feedback.
	Contract Management	Identify and assess risks and issues that could impact the project team's ability to deliver on its contractual commitments such as cost, scope, size, etc.
	External Impact Management	Identify and assess risks and issues external to DOTH, IV&V, and SI that could impact the following: subcontractors, regulatory, market, customer, weather, etc.
Implementation	Requirement Management (Processes, Requirements and Fit/Gap)	Identify and assess risks and issues to business process, system software requirements, and fit/gap of process and available functionalities of the software.
	Solution Design and Configuration	Identify and assess risks and issues to solution design and configuration of the software implementation of the system.
	Interface and Integration	Identify and assess risks and issues that relate to functionalities that interact with outside system or software.
	Reports and Analytics	Identify and assess risks and issues to reporting and analytics functionality of the system.
	Security	Identify and assess risks and issues to security of the system such as authentication, user access control, encryption, or any other items that relate to keeping the information secure.
	Data Conversion	Identify and assess risks and issues to data conversion process or resulting data when moving data from the old system to the new system.

Subject	Subject Category	Description
	Documentation	Identify and assess risks and issues in documentation deliverables.
	System Testing	Identify and assess risks and issues related to testing the functionalities of the system for the requirements.
	Training and Knowledge Transfer	Identify and assess risks and issues with training and knowledge transfer of the new system and its use for DOTH business.
	Production Migration	Identify and assess risks and issues to the system migrating from test environment to production environment.

D. Observation, Risk, and Issues List

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-210330-01	Observation	M210330-1	3/30/2021	Schedule Management	N/A	Aggressive Project Plan and Go Live Date	The Prepare Phase was started in March 2021. The major activities in the Prepare Phase are the Project Charter, the Project Plan, the Communication Plan, the Project Team Training Plan, the Project Team Training, the COA Design Workshop, the Organization Change Management Plan, and the ENV Preparation. After completion of the Prepare Phase, starting the Explore phase in June leaves only 13 months to Go-Live and this can be an aggressive project plan.	DOTH/SI	Closed	N/A	N/A	PMO and IV&V should check and monitor project status and activities to ensure the project is on schedule. June is the busiest month for DOTH preparing for Fiscal Year end and SI should be cognizant of it when scheduling the Explore Phase tasks.		6/30/2021	6/30/2021		
O-210407-01	Observation	Email-Ron-210407	4/7/2021	Resource Management	N/A	Replacement of SI Project Manager	The project manager, Matthew was replaced by John on 4/7/2021. Matthew was involved in contract scope of work, project plan and discussions with DOTH until he left SI.	SI	Closed	N/A	N/A	PMO and IV&V should check and monitor if there's a smooth transition in roles and responsibility of SI PM.		5/31/2021	5/31/2021		
O-210429-01	Observation	M210429-1	4/29/2021	Resource Management	N/A	In progress of identifying SI Organization Change Management Lead	SI is currently trying to secure an Organization Change Management Lead personnel.	SI	Closed	N/A	N/A	PMO and IV&V should check and monitor to ensure SI brings the Organization Change Management Lead into the project as soon as possible according to the staffing plan (June).	7/1/2021: Organization Change Management Lead will join the implementation team on 7/6/2021.	6/30/2021	6/30/2021		
O-210429-02	Observation	M210429-1	4/29/2021	Schedule Management	N/A	Updating SI project plan	SI is currently updating project plan with correct date and resource assignment. "Updated Project Plan and Implementation Schedule" was returned to SI for more completed document with updates to dates and resource assignment, etc.	SI	Closed	N/A	N/A	PMO and IV&V should check and monitor SI project plan updates.	5/14/2021: IV&V Mid Month Meeting: IV&V and DOTH agreed that the project plan should be delivered as soon as possible for project management and schedule. Per meeting, expected updated Project Plan delivery date is 5/21/2021. 5/28/2021: This observation became an issue.	5/31/2021	5/31/2021	I-210531-02	
O-210505-01	Observation	M210504-1	5/5/2021	Contract Management	N/A	FMS Kick Off Meeting	Kick Off meeting was held on 5/5/2021 and the presentation was well organized and delivered nicely.	SI	Closed	N/A	N/A	N/A		5/31/2021	5/31/2021		
O-210505-02	Observation	M210504-2	5/5/2021	Training and Knowledge Transfer	GL	SAP S/4 ERP Essential Concepts for the DOTH FMS	Overall training went well, however there were some people who couldn't log in and were not able to follow the training and that was not addressed during the training. There also were some minor technical difficulty with switching screen (or may have been switching between presentation decks).	DOTH/SI	Closed	N/A	N/A	There needs to be a process in place where participants are monitored for questions or issues during training. There may need some general training for MS teams presentation (including meeting settings setup, monitoring participants, sharing screen, muting/unmuting participants) usage.		5/31/2021	5/31/2021		
O-210505-03	Observation	M210505-1	5/5/2021	Resource Management	PG	Retirement of HYWAC Resource in Dec 2021	A key DOTH personnel, Chuck for HYWAC will retire in Dec 2021.	DOTH	Closed	N/A	N/A	DOTH should ensure to have a proper knowledge transfer and transition to his successor. DOTH already hired another employee and she's getting trained and prepared to be responsible for HYWAC maintenance and support.		5/31/2021	5/31/2021		
O-210512-01	Observation	M210512-2	5/12/2021	Training and Knowledge Transfer	N/A	Generic Training without focus of DOTH requirements	Project Team Training were conducted by SI based on generic functionalities of SAP. However, SI's proposal stated "Functional project team training will take place as a Explore activity, and will be delivered by SI functional consultants. This is a differentiator, because the training is not centered on a generic system with a universe of capabilities, but will be focused on DOTH's system functionality as delivered"	SI	Closed	N/A	N/A	SI project manager stated that there would be more Discovery Workshop that will review and discuss DOTH's specific requirements and learn how SAP's functionalities will meet DOTH's requirements. It needs to be confirmed in which deliverable that these workshop will be performed in the plan.		5/31/2021	5/31/2021		
O-210513-01	Observation	M210513-1	5/13/2021	Resource Management	N/A	In progress of identifying SI Payroll/HR/Time & Attendance Lead	SI is currently trying to secure a SI Payroll/HR/Time & Attendance Lead.	SI	Closed	N/A	N/A	The Payroll/HR/Time & Labor Leads are currently not identified and PMO and IV&V should check and monitor to ensure SI brings resources into the project by July according to the staffing plan.		7/31/2021	7/31/2021		
O-210513-02	Observation	Email-Ron-20210513	5/13/2021	Schedule Management	N/A	Project Team Training Plan document hasn't submitted by SI.	Project Team Training (SI Wave1/Seq Id: 9) was started without Project Team Training Plan Document submitted to DOTH (SI Wave1/Seq ID: 10).	SI	Closed	N/A	N/A	PMO and IV&V should check and monitor to ensure SI delivers Team Training Plan Document (SI Wave1/Seq ID: 10).	DOTH and SI agreed to skip the training plan since SI conducted the Project Team Training already.	5/31/2021	5/31/2021	O-210617-01	
O-210514-01	Observation	M210514-2	5/14/2021	Training and Knowledge Transfer	N/A	SAP Terminology	DOTH project team members stated that during the SAP project team training (Introduction to SAP), DOTH project team members had difficulty understanding SAP's terminology and relating SAP's terminology and standard functions to DOTH's requirements. The introduction to SAP training was mostly centered around SAP standard functionality and did not strongly correlate to DOTH's requirements.	DOTH/SI	Closed	N/A	N/A	SI consultants need to learn and be more familiar with DOTH's business requirements along with DOTH's terminology and processes as listed in RFP and SI's proposal. Also DOTH project team members should learn and be more familiar with SAP terminologies as well. SI should start to dive into DOTH's requirements and conduct the training with DOTH's specific requirements, not only generic SAP standard functions. Cross reference of terminology (SAP & DOTH terminology glossary) would help DOTH project team members to understand how SAP functionality will work for DOTH's requirements.		5/31/2021	5/31/2021		
O-210514-02	Observation	M210520-1	5/14/2021	Resource Management	N/A	DOTH Project Team Availability	DOTH project team members stated that June through September are the busiest months of the year and expressed concerns around project participation. Fiscal (HWY-SF) is the busiest in June and July, Budget (HWY-SB) is the busiest in September and October, and Project/Grants (HWY-SM) is the busiest in August and September. Each department of DOTH has particularly busy times in a year, but not all at the same time.	DOTH/SI	Closed	N/A	N/A	SI and DOTH should determine the busy season of the year and the availabilities of SMEs to schedule the meetings around those availabilities of SMEs for efficient and effective use of meeting time without impacting DOTH's regular business activity. DOTH is waiting for the Project Plan so that DOTH can schedule their time accordingly.		6/30/2021	6/30/2021		
O-210527-01	Observation	Email-Ron-210527	5/27/2021	Quality Management	N/A	SAP Support Website	DOTH purchased SAP software license. As of 5/26, there is no established account and access for SAP support website. IV&V brought up that DOTH purchased software licenses and that they should be provided access to the SAP support website that including product information, troubleshooting and direct SAP support.	SI	Closed	N/A	N/A	It is recommended that SI support and follow up with SAP for DOTH to gain access to the SAP support website.	9/2/2021: As of 9/2/2021, there is no established account and access for SAP support website. SI stated that it will be available after Development environment is installed. 9/8/2021: SI provided DOTH with access to SAP support website.	9/16/2021	9/16/2021	O-210923-01	
I-210531-01	Issue	M210527-1	5/31/2021	Schedule Management	N/A	Delay in Deliverables	As of 5/31/2021, the deliverables of the Communication Plan, the Chart of Accounts Design, the Business Process Organizational Change Management (OCM) Plan, the Project Management Plan (PMP) and the Project Team Training have not been submitted to DOTH or completed yet. They were due on or prior to 5/31/2021, which was the end of the Prepare Phase.	SI	Closed	Low	N/A	SI should complete the Communication Plan, the Chart of Accounts Design, the Business Process Organizational Change Management (OCM) Plan, the Project Management Plan and submit to DOTH for review as soon as possible.	6/3/2021: The New Target Dates for the following deliverables are set to by SI: - Communication Plan: 6/11/2021 - Chart of Accounts Design: 7/2/2021 - Business Process Organizational Change Management (OCM) Plan: 6/11/2021 - Project Management Plan (PMP): 6/18/2021 - Project Team Training: 6/18/2021	6/30/2021	6/30/2021	O-210615-01	Closed and recreated as I-210615-01

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-210531-02	Issue	M210527-1	5/31/2021	Schedule Management	GENERAL	Project Plan and Implementation Schedule	The final Project Plan/Implementation Schedule has not been completed and submitted to DOTH. This is a foundational document for project management and scheduling and one of the most critical deliverables. Delay in the Project Plan and Implementation Schedule pose decreased confidence in being able to meet the final Go-Live date. Also, without the Project Plan and the Implementation Schedule DOTH has limited project visibility and it will impact schedule and resource management.	SI	In Progress	High	N/A	SI should complete Project Plan/Implementation Schedule as soon as possible.	11/16/2020, 12/21/2020, 4/28/2021: The initial project plan was submitted and returned back to SI after DOTH review due to incompleteness. 6/3/2021: The New Target Date for Project Plan/Implementation Schedule is set to 6/11/21 by SI. 6/14/2021: Updated project plan was submitted by SI but returned back to SI due to incompleteness. 7/1/2021: It is currently unknown, at a detail level, if the number of resources are adequate to complete the project on schedule. Earlier versions of the Project Plan were not accepted partly because of oversubscribed resources and incorrect dates (i.e. one consultant or DOTH team member working more than 40 hours in a week, etc.). Updated project plan was submitted by SI but returned back to SI after DOTH review due to incompleteness. Revised Acceptance Date: 8/31/2021 9/02/2021: No updates have been submitted to DOTH. 9/16/2021: DOTH interviewed an assistant project manager candidate on 9/7/2021. 9/30/2021: No updates have been submitted to DOTH. 10/5/2021: SI Assistant Project Manager submitted the revised project plan. DOTH has a meeting with the SI Assistant Project Manager and requested a revision due to the project plan being incomplete. 10/13/2021: SI Assistant Project Manager submitted the revised project plan and DOTH will hold a review meeting on 10/22/2021. 10/25/2021: DOTH had a meeting with the SI Assistant Project Manager to review Project Plan/Implementation Schedule. Progress has been made, however some data such as the dates and % completion need to be corrected. 11/30/2021: SI Assistant Project Manager submitted the revised project plan and DOTH will hold a review meeting on 11/24/2021. 11/24/2021: SI Assistant Project Manager and DOTH Project Manager worked together via Teams and updated and fixed the Project Plan. There will be a follow up meeting. 12/31/2021: SI Assistant Project Manager and DOTH Project Manager worked together via Teams and updated and fixed the Project Plan. It is still not complete. 1/31/2022: No new major update. The document is making incremental progress, however it is not completed yet. 2/28/2022: No new major update. It is still incomplete. 3/31/2022: The Assistant Project Manager left H4 implementation project. The Project Manager will continue to work on Project Plan/Implementation Schedule. 4/29/2022: No major updates. A new Go-Live date will be set after PDDs are approved by DOTH. 5/31/2022, 6/30/2022, 7/31/2022: No major updates. 8/31/2022: The new assistant project manager will be revising Project Plan/Implementation Schedule with updated Go-Live Date of 7/1/2023. 9/30/2022: No major updates. 10/31/2022: It is recommended that SI complete the Project Plan/Implementation Schedule as soon as possible since the absence of the Project Plan/Implementation Schedule prevents from proper resource planning, meeting schedules, and integrated solution development and this causes issues and inefficiency. The project meetings are not being held cohesively and the project focus is scattered 11/30/2022: It was expected that after the new Go-Live date was set a revised Project Plan/Implementation Schedule would be prepared, however there is no update to the Project Plan. It is recommended that SI complete the Project Plan/Implementation Schedule as soon as possible. 12/31/2022: Project Plan/Implementation Schedule still has not been submitted to DOTH.	12/31/2022			
O-210610-01	Observation	M210610-1	6/10/2021	Schedule Management	N/A	Explore Workshop - Schedule	The Explore As-Is on-site workshops are scheduled for three hours each to cover one or two business areas. These sessions might not be enough time for through review and discussion. No on-site or off-site sessions are scheduled for Thursday afternoons and Fridays even though DOTH staff is available and contractors are expected to be available for work during DOTH business hours.	SI	Closed	N/A	N/A	SI and DOTH should facilitate and run workshops effectively to cover all the processes with sufficient details within the allotted time. SI may need to engage during DOTH working hours including Thursday afternoon and Friday based on project needs, especially for on-site or off-site workshops since DOTH staff is available during those times.		6/30/2021	6/30/2021		
O-210610-02	Observation	M210610-1	6/10/2021	Schedule Management	N/A	Start Date of Explore Workshop	The Explore Workshop that includes As-Is, To-Be, Requirements Analysis are scheduled to start on 6/21/2021. June is the last month of a Fiscal Year and it is the busiest month of the year and last couple weeks of June are the busiest weeks of the year. Ideally, June should have been avoided for DOTH time consuming activities. If these activities had to be scheduled in June, it could have at least started in the first week of June when SMEs were less busier than latter part of June. It was observed that DOTH staff was not able to fully focus on the Explore Workshop due to legislative deadline that DOTH had to meet for the fiscal year end.	SI	Closed	N/A	N/A	PMO should check and monitor project scheduling where DOTH personnel are required to ensure that disruption to DOTH's daily task is minimized. June is the busiest month for DOTH preparing for Fiscal Year end and SI should be cognizant of DOTH's busy times when scheduling the DOTH time consuming tasks.		7/31/2021	7/31/2021		
O-210610-03	Observation	M210610-1	6/10/2021	Solution Design and Configuration	N/A	VPN Connection	VPN connection between SI AWS and DOTH is being established and tested. It should thoroughly reviewed and tested for compatibility with the State network to ensure all expected features are functioning properly, including what steps are required for users to activate VPN to access SAP, how SAP sends print jobs to DOTH printers in the state network, etc.	SI	Closed	N/A	N/A	N/A		7/31/2021	7/31/2021		
O-210610-4	Observation	M210610-1	6/10/2021	Schedule Management	N/A	SAP Standard Process	DOTH expressed concerns about overall progress of the project. The concerns included not starting DOTH's requirements analysis in the beginning of the Explore Phase and not starting SAP standard processes analysis and fit/gap analysis earlier.	SI	Closed	N/A	N/A	N/A		7/31/2021	7/31/2021		
I-210615-01	Issue	DOTH FMS Change Request Form #1	6/15/2021	Schedule Management	N/A	Delay in Deliverables	SI requested a change request and DOTH approved it. The completion of following deliverables will be delayed until the Explore Phase. #3 Project Management Plan #7 Updated Project Plan and Implementation Schedule #8 Communication Plan #9 Project Team Training Plan #10 Project Team Training #11 Chart of Accounts Design #12 Business Process Organization Change Management (OCM) Plan	SI	Closed	Low	N/A	It is recommended that SI complete these deliverables and submit to DOTH for review as soon as possible. As these deliverables are postponed to the Explore Phase, workload in the Explore Phase has been increased. The Implementation Team needs to monitor the Explore Phase to ensure on time completion of the deliverables to minimize and eliminate potential risks with timeline due to more deliverables and more workload in the Explore Phase.	7/1/2021: - Communication Plan: Submitted 6/15/21 for DOTH's review. DOTH reviewed and found a few issues. - Chart of Accounts Design: Target date =7/2/2021 - Business Process Organizational Change Management (OCM) Plan: Submitted 6/15/21 for DOTH's review. - Project Management Plan (PMP): Target Date=TBD. Strategy documents are being worked on. - Project Team Training: Target Date=TBD 7/31/2021: #3 Project Management Plan: See I-210630-01. #7 Updated Project Plan and Implementation Schedule: See I-210531-02. #8 Communication Plan: TBD #9 Project Team Training Plan: TBD #10 Project Team Training: TBD #11 Chart of Accounts Design: TBD #12 Business Process Organization Change Management (OCM) Plan: TBD 9/2/2021: No changes. 9/16/2021: No changes. 9/30/2021: Communication Plan and Business Process Organization Change Management (OCM) Plan were submitted and approved by DOTH. Payment was made for Project Team Training. No changes to other documents and the estimated delivery dates are 10/31/2021. 10/15/2021: No changes. 10/31/2021: Chart of Account Design document was submitted and being reviewed by DOTH.	10/31/2021	10/31/2021	I-211028-10	
O-210617-01	Observation	M210617-1	6/17/2021	Schedule Management	N/A	Project Team Training Plan Document	DOTH and SI agreed to skip the Project Team Training Plan on 5/15/2021 since SI already conducted the Project Team Training without Project Team Training Plan. However, SI decided to work on Project Team Training Plan Document (SI Wave1/Seq ID: 10) and submit to DOTH by June 2021 for review.	SI	Closed	N/A	N/A	PMO and IV&V should check and monitor to ensure SI delivers Project Team Training Plan Document (SI Wave1/Seq ID: 10).	6/17/2021: New Observation, O-210617-01 is created from O-210513-01.	7/31/2021	7/31/2021	O-210513-01	

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-210624-01	Observation	M210624-1	6/24/2021	Resource Management	N/A	DOTH Requirements	During the Explore Workshop (As-Is), it was noticed that SI consultants may have different levels of expertise and understanding of their respective responsible business areas and general government sector requirements.	SI	Closed	N/A	N/A	SI consultants should become familiarize as soon as possible with general DOTH information and requirements that were provided in RFP and other documents.		6/30/2021	6/30/2021		
O-210624-02	Observation	M210621-1	6/24/2021	Communication Management	N/A	Virtual Meeting	During the Explore Workshop (As-Is), there was a technical difficulty with microphone in Teams meeting. The remote participants in Teams had a hard time hearing the meeting discussion.	DOTH	Closed	N/A	N/A	Given the environment where virtual meetings will be common, these type of technical difficulty should be resolved as soon as possible.		6/30/2021	6/30/2021		
O-210624-03	Observation	M210701-1	6/24/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Updated As-Is	DOTH provided updated As-Is business flows to SI for individual business area for the Explore Workshop and utilized these business flows to explain DOTH processes and procedures.	DOTH	Closed	N/A	N/A	N/A		6/30/2021	6/30/2021		
O-210624-04	Observation	M210624-1	6/24/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Explore Workshop	There are some core business processes that are not covered yet in the first Explore Workshops including split cost for federal billing, waterfall funding, link project cos tot specific state appropriation, labor compression, county pass-through and MVSO.	DOTH/SI	Closed	N/A	N/A	Both DOTH and SI should proactively convey and explore the As-Is processes to ensure all the business processes are covered for the requirements. There should be a continuation of further exploring and understanding of DOTH business process. It is encouraged that SI consultants to review requirements in detail to maximize information gathering and to not miss business process areas for the Explore Workshops.		7/31/2021	7/31/2021		Closed and created as DOTH Critical Core Requirements.
I-210630-01	Issue	DOTH FMS Change Request Form #2	6/30/2021	Schedule Management	N/A	Delay in Deliverables	SI requested a change request and DOTH approved it. The completion of following deliverables will be delayed until the Explore Phase. #17 Quality Assurance and Testing Strategy #18 Project RACI Strategy #24 Workflow Strategy #25 Reporting Strategy #26 Integration Strategy #27 Conversion Strategy #28 Enhancement Strategy #29 Form Strategy #40 RTMs mapped to Workshops / SAP Modules #53 Preliminary WRICEF Inventory	SI	Closed	Low	N/A	SI should complete these deliverables and submit to DOTH for review as soon as possible. As these deliverables are pushed to the Explore Phase, work load in the Explore Phase has been increased and the risk of completion on time in the Explore Phase needs to be properly addressed and monitored.	7/31/2021: #17 Quality Assurance and Testing Strategy: Submitted by SI on 7/20/2021 and being reviewed by DOTH. #18 Project RACI Strategy: Submitted by SI on 7/7/2021 and returned to SI with comments. #24 Workflow Strategy: Submitted by SI on 7/7/2021 and returned to SI with comments. #25 Reporting Strategy: Submitted by SI on 7/7/2021 and returned to SI with comments. #26 Integration Strategy: TBD. #27 Conversion Strategy: Submitted by SI on 7/20/2021 and being reviewed by DOTH. #28 Enhancement Strategy: Submitted by SI on 7/7/2021 and returned to SI with comments. #29 Form Strategy: Submitted by SI on 7/7/2021 and returned to SI with comments. #40 RTMs mapped to Workshops / SAP Modules: TBD #53 Preliminary WRICEF Inventory: TBD 9/2/2021: No changes. 9/16/2021: No changes. 9/30/2021: Conversion Strategy, Enhancement Strategy, Form Strategy, and Workflow Strategy are submitted and approved by DOTH. 10/15/2021: No changes. 10/31/2021: Project RACI Strategy was submitted and approved by DOTH.	10/31/2021	10/31/2021	I-211028-02, I-211028-10	
O-210708-01	Observation	M210708-1	7/8/2021	Resource Management	BD	Replacement of SI Fund Management Consultant	Fund Management consultant left SI and SI brought on a new consultant to DOTH FMS project team.	SI	Closed	N/A	N/A	N/A		7/31/2021	7/22/2021		
O-210708-03	Observation	M210708-1	7/8/2021	External Impact Management	GL	New UCOA of Statewide Financial System	DOTH FMS is required to be compatible with DAGS's future statewide financial system. However, the new UCOA is still under development at DAGS and the incomplete UCOA at DAGS could cause DOTH some rework after Go-Live.	DOTH/SI	Closed	N/A	N/A	It is recommended that DOTH and SI hold a meeting with DAGS to find out future plan and timeline of implementing UCOA. It is also important to obtain latest UCOA contents, changes, updates, etc. compared to the FAMIS account codes.	9/2/2021: A meeting with DAGS was held on 8/12/2021. DOTH and DAGS discussed the new UCOA. Additional meetings need to be scheduled for further discussion and clarification of the new UCOA.	9/2/2021	9/2/2021	R-210812-01	Closed and recreated as R-210812-01
R-210812-01	Risk	M210812-3	8/12/2021	External Impact Management	GL	New UCOA of Statewide Financial System	DOTH FMS is required to be compatible with DAGS's future statewide financial system. A meeting with DAGS was held on 8/12/2021 and DOTH and DAGS discussed the new UCOA. However, the new UCOA is still under development at DAGS and the incomplete UCOA at DAGS could cause DOTH some rework after the new statewide financial system goes live. The implementation project for statewide the financial management system hasn't started yet and Go-Live date has not been determined either.	DOTH/SI	Closed	Low	Low	It is recommended that additional meetings need to be scheduled for further discussion and clarification of the new UCOA including the latest UCOA contents, changes, updates, etc. compared to the FAMIS account codes.	9/16/2021: No additional meetings with DAGS were scheduled. 9/30/2021: No updates. 10/15/2021: No updates. 10/31/2021: No updates. 11/18/2021: SI and DOTH discussed if UCOA is the best fit for DOTH. Another meeting is scheduled on 11/29/2021. 11/30/2021: SI and DOTH discussed H4 COA and agreed that SI will perform more analyses and update/fix H4 COA. 12/16/2021: SI and DOTH had a meeting to review H4 COA numberings. Another meeting was scheduled to work on H4 COA. 12/28/2021: SI and DOTH had a meeting and agreed on H4 COA: numberings, digits. and parent accounts. SI will schedule with DOTH to perform mapping and complete H4 COA 1/31/2022: H4 COA will be based on the current DOTH system and process. It is still being finalized but a general agreement is made.	12/31/2021	1/31/2022		
O-210708-02	Observation	M210708-1	7/8/2021	External Impact Management	GL	Interface with FAMIS	Feasibility of Inbound and outbound FAMIS interfaces need to be discussed with and confirmed by DAGS.	DOTH/SI	Closed	N/A	N/A	It is recommended that DOTH and SI hold a meeting with DAGS to find out if DAGS allows DOTH to interface files to FAMIS (DOTH Outbound Interface) and DAGS can interface files to DOTH (DOTH Inbound Interface).	9/2/2021: No meetings or discussions were held. 9/16/2021: No meetings or discussions were held. 9/20/2021: A meeting with ETS was held and found out that GL Interface is not currently available in FAMIS. 10/15/2021: There will be a meeting, but no date has been set. 10/22/2021: SI and DOTH had a meeting with DAGS to discuss FAMIS interface. 11/4/2021: SI and DOTH/ETS had a meeting with DAGS to discuss FAMIS interface. ETS confirmed that there is no JV interface and no outbound interface from FAMIS available and no plan to develop it.	11/18/2021	11/18/2021		DOTA receives FAMIS files. It's recommended that the H4 Project Team find more information about possibility of extracting financial data from the FAMIS files in DOTA. Another option for extracting financial data is from DataMart.

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-210722-01	Issue	M210722-1	7/22/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Explorer Workshop	The Explorer Workshops are conducted from SAP point of view. Consultants are introducing and explaining generic functions and features of SAP products before completing a thorough analysis of DOTH requirements listed in RFP with DOTH project team members. Some of the functional examples or concepts from the Explorer Workshops were too generic or not directly related to DOTH processes and requirements. Therefore, DOTH project team members are having difficult time understanding SAP functionalities and connecting SAP functionalities to DOTH processes and requirements.	SI	Closed	Low	N/A	It is recommended that SI hold additional sessions and/or utilize the remaining Explore Workshops to review and confirm the DOTH business terminologies, processes, and requirements to effectively communicate with DOTH and to propose DOTH specific solutions.	7/31/2021: More DOTH requirements have been reviewed and discussed during the Explore workshops. However, DOTH project team members are still having difficulty understanding and connecting SAP functions and features to DOTH requirements. 9/2/2021: There were improvements, but many instances are observed where the DOTH team members were having difficult time understanding the workshops. 9/30/2021: There were continuous improvements, but there are some areas where DOTH team members were having difficult time understanding the workshops. 10/15/2021: No major updates. 10/31/2021: No major updates. There were two Integrated Scenario Playback sessions on Oct 13 and Oct 27 2021.However, DOTH project team expressed they need more training and more DOTH requirements specific demo to better understand SAP.	11/18/2021	11/18/2021		This issue is no longer applicable for the Explore phase.
I-210722-02	Issue	M210722-1	7/22/2021	Resource Management	N/A	SI Consultants On-Site	SI core team consultants are currently on-site less than 20%, less than one week per month during Explore Phase, whereas the contract states SI consultants are supposed to be on-site more than 60%. SI acknowledged the issue and is taking action for more on-site availability.	SI	Closed	Low	N/A	N/A	9/2/2021: SI consultants' on-site availability increased.	9/2/2021	9/2/2021		
O-210722-01	Observation	M210722-1	7/22/2021	Resource Management	N/A	Assistant Project Manager	Assistant Project Manager was no longer with the project and SI identified a replacement resource who will join the project soon.	SI	Closed	N/A	N/A	N/A	9/2/2021: SI identified an assistant project manger and is in the process of hiring him.	9/2/2021	9/2/2021		
O-210729-08	Observation	M210729-1	7/29/2021	Risk/Issue Management	N/A	Status Rating on Dashboard	Status ratings on Dashboard of Project Status Report are all set to green, however there were two change orders issued to postpone deliverables to the next phase and the project plan is still under development.	SI	Closed	N/A	Low	It is recommended that DOTH discuss with SI to ensure Dashboard Status are agreed by both parties. (i.e., while the anticipated project Go-Live date hasn't changed, many other deliverables are already delayed)	9/2/2021: DOTH and SI will coordinate to ensure that they agree on Dashboard Status.	9/2/2021	9/2/2021		
O-210729-01	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Inventory, Payroll and Plant Maintenance	Some requirements may be directly or indirectly related to Inventory, Payroll, and Plant Maintenance modules. However, the typical core requirements of these modules, Inventory, Payroll, and Plant Maintenance were not included in the DOTH RFP requirements.	DOTH/SI	Closed	N/A	N/A	It is recommended that DOTH discuss with SI and determine the implementation scope of Inventory, Payroll and Plant Maintenance modules for 7/1/2022 Go-Live.	9/2/2021:The implementation scope of Inventory, Payroll, and Plant Maintenance aren't finalized. DOTH and SI need to make a decision on which functions/features will be implemented to meet DOTH requirements. 9/30/2021: SI presented Pros and Cons of implementing Plant Maintenance modules vs. keeping AS400.	10/15/2021	10/15/2021	O-211014-01	
O-210729-02	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "Split Cost for Federal Billing" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021: No updates were reported to DOTH. 9/14/2021: SI proposed a solution for the requirement of "Split Cost for Federal Billing". More discussion and review are needed. 9/30/2021: No major updates. 10/15/2021: Infrastructure Type requirement was discussed for the first time during the Scenario Demo, however there was a gap between SI's understanding and DOTH's requirement for the "Split Cost for Federal Billing" requirement. This highlights the need for better and earlier requirements discussion to correctly understand DOTH's requirements and eliminate any gaps. SI should continue to make progress with confirming the understanding of the requirement and ensuring the underlying assumption is the correct DOTH business process. 10/31/2021: No major updates.	11/18/2021	11/18/2021	I-211115-01	This observation has been closed and recreated as an issue.
O-210729-03	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "Waterfall Funding" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021:No updates were reported to DOTH. 9/14/2021: SI proposed a solution for the requirement of "Waterfall Funding". More discussion and review are needed. 9/30/2021: No major updates. 10/15/2021: Infrastructure Type requirement was discussed for the first time during the Scenario Demo, however there was a gap between SI's understanding and DOTH's requirement for the "Waterfall Funding" requirement. This highlights the need for better and earlier requirements discussion to correctly understand DOTH's requirements and eliminate any gaps. SI should continue to make progress with confirming the understanding of the requirement and ensuring the underlying assumption is the correct DOTH business process. 10/31/2021: No major updates.	11/18/2021	11/18/2021	I-211115-01	This observation has been closed and recreated as an issue.
O-210729-04	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "Link Project Cost to Specific State Appropriation" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021: No updates were reported to DOTH. 9/30/2021: There were discussions in Explore Workshops and preliminary design is being developed. 10/15/2021: No major updates. 10/31/2021: No major updates. 11/18/2021: Discussions are in progress. No major updates. 12/2/2021: Discussions are in progress. No major updates. 12/31/2021: DOTH held a workshop and presented again how DOTH processes Waterfall funding/Spilt on 12/31/2021: DOTH held a workshop and presented again how DOTH processes Waterfall funding/Spilt on 12/8/2021. A high-level solution has started but not completed yet. 1/31/2022: This requirement is very closely related to Waterfall Funding and this item will be triaged/combined with R-220114-01.	12/31/2021	12/31/2021		
O-210729-05	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "Accounting for Appropriated, Allotted, and Cash Authority" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021: No updates were reported to DOTH. 9/30/2021: There were discussions in Explore Workshops and preliminary design is being developed. 10/15/2021: Discussions are in progress. No major updates. 10/31/2021: Discussions are in progress. No major updates. 11/18/2021: Discussions are in progress. No major updates. 12/2/2021: Discussions are in progress. No major updates. 12/31/2021: DOTH held a workshop and presented again how DOTH processes Waterfall funding/Spilt on 12/8/2021. A high-level solution has started but not completed yet. 1/31/2022: Full solution is not developed yet. This item will be closed and it is triaged to an Issue: I-220131-5.	1/31/2022	1/31/2022	I-220131-3	

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-210729-06	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "Labor "Compression" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021: No updates were reported to DOTH. 9/30/2021: There were discussions in Explore Workshops and preliminary design is being developed. Payroll interface was discussed in the meeting with ETS on 9/28/2021. 10/15/2021: Discussions are in progress. No major updates. 10/31/2021: Discussions are in progress. No major updates. 11/18/2021: HIP Interface discussions with ETS are in progress. 12/2/2021: Discussions are in progress. No major updates. 12/31/2021: Discussions are in progress. A high-level solution has started but not completed yet. 1/31/2022: Full solution is not developed yet. This item will be closed and it is triaged to an Issue: I-220131-6.	1/31/2022	1/31/2022	I-220131-4	
O-210729-07	Observation	M210729-1	7/29/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	DOTH Critical Core Requirement	DOTH critical core requirement, "The State Financial Accounting System" started being discussed in Explore Workshops, however there are more details to be covered. Explore is in progress. A high level solution design is scheduled to be developed and confirmed by DOTH in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021: No updates were reported to DOTH. 9/20/2021: There was a FAMIS Interface discussion with ETS. 10/15/2021: Discussions are in progress. No major updates. 10/22/2021: SI and DOTH had a meeting with DAGS to discuss FAMIS interface. Email correspondents were exchanged as follow-up. 11/4/2021: SI and DOTH had a meeting with DAGS and ETS to discuss interface between FAMIS and H4. 11/10/2021: DOTH had a meeting with DataMart SI to discuss possibility of downloading FAMIS data from DataMart. 12/2/2021: No major updates. 12/15/2021: AP PDD meeting was held to discuss FAMIS. A high-level solution has started but not completed yet. 1/31/2022: Full solution is not developed yet. This item will be closed and it is	1/31/2022	1/31/2022	I-220131-5	
O-210804-01	Observation	M210804-2	8/4/2021	Resource Management	BD	Participation of Budget and Planning Consultant	Budget and Planning module in Wave 2 is schedule to go live in 8/1/2022 one month after Wave 1 Go-Live. However, a consultant for Budget and Planning (SBP) module has not participated in the O&M and CIP budget sessions in the Explore Phase.	DOTH/SI	Closed	N/A	N/A	SI may consider a Budget and Planning (SBP) consultant participate in O&M and CIP budget As-Is, To-Be and Requirements Analysis sessions in the current Wave I Explore Phase instead of waiting for the scheduled Wave II explore phase. This may minimize duplicated effort for both SI and DOTH, prevent possible rework of solution design and configuration, and assist budget preparation and execution to have seamless integration.	9/2/2021:SI suggested SBP consultant does not need to participate in the current sessions. Because the go-live dates are only one month apart, it may be suggested that SI and DOTH revisit the schedule to coordinate a simultaneous go-live. 9/30/2021: SI Project Manager stated that the Go-Live dates of Wave I and Wave II were set based on the DOTH budget preparation cycle and the different activities between SBP and FM. 10/15/2021: No major updates. 10/31/2021: SBP resource will join the project soon.	10/31/2021	10/31/2021		
O-210811-01	Observation	M210810-2	8/11/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	New Requirements, Fit / Gap	New requirements are discussed in various explore workshops including Inventory, Plant Maintenance, HR, Grant Management and Payroll modules.	DOTH/SI	Closed	N/A	N/A	Any new requirements discussed during the explore workshops should be documented and included in the Requirement Traceability Matrix. If DOTH and SI decides to implement full blown Inventory, Plant Maintenance, HR, Grants Management and Payroll modules, DOTH should establish sets of requirements first before establishing requirements through ad hoc discussions.	9/30/2021: Functions and features of SAP that are not directly related to DOTH's RFP requirements are reviewed and discussed in the following business areas: Inventory, Plant Maintenance, HR, Grants Management, and Payroll. Implementation scopes need to be discussed and determined as soon as possible. 10/28/2021: SI project manager stated during review of logistics master data that no new requirements can be created at this point. Requirements need to be clarified and discrete so that they can be effectively mapped to testing and training for verification and validation. DOTH and SI should ensure the implementation scope and requirements clarification are agreed upon. There may need to be additional discussions. 11/18/2021: SI consultants will clarify existing and document any new requirements regarding Inventory, Plant Maintenance, HR, Grant Management and Payroll modules in the RTM.	11/18/2021	11/18/2021		
O-210811-02	Observation	M210811-1	8/11/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Core Requirements for FHWA and DAGS/B&F	The main goal of the DOTH FMS project is to implement a new financial management system in compliance with FHWA and the state of Hawaii, DAGS/B&F, and replace the obsolete current mainframe system HWYAC. The Go-Live is set to 7/1/2022, which is a very aggressive plan, and the project team needs to prioritize and focus on must-have requirements.	DOTH/SI	Closed	N/A	N/A	N/A	9/2/2021:The core critical requirements have not been receiving prioritized attention. 9/30/2021: Progress is being made with discussions revolving around core critical requirements, however there are still elements of core critical requirements that need prioritized attention and further discussion about how they will be implemented in SAP. 10/15/2021: No major updates.	10/31/2021	10/31/2021	R-211028-01	
O-210826-01	Observation	M210826-4	8/26/2021	Resource Management	BD	Budget and Planning (SBP) Go-Live and availability of SBP consultant	According to SI responses to the requirements of Budget Preparation and Budget execution, Budget and Planning (SBP) module was proposed. However, solution design is developed in Fund Management module because SBP will not be available when Wave I goes live on 7/1/2022. The SBP is scheduled to go live on 8/1/2022, one month after the Wave I Go-Live date.	SI	Closed	N/A	N/A	It's recommended that SI provide clear direction and roadmap for how FM will be used instead of SBP during the transition period between Wave I Go-Live and Wave II Go-Live.	10/15/2021: No major updates. 10/31/2021: No major updates. 11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates and SI plans to start SBP on a later date. Wave 2 was planned to start by now, however it is pushed back. SI plans to start Wave 2 after Wave I's PDD is completed and explore phase is done. This item is closed and will be tracked together with I-211108-01.	1/31/2022	1/31/2022	I-211108-01	
O-210826-02	Observation	M210826-5	8/26/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Solution Design before Completion of Reviewing Requirements.	A high-level solution design is being developed before all of DOTH requirements are reviewed.	SI	Closed	N/A	N/A	It is recommended that SI complete a thorough analysis of DOTH requirements with DOTH SMEs, ensure that consultants understand the DOTH requirements, and seek out additional clarification and explanation from DOTH as needed.	9/30/2021: Progress is made with requirements review and the activities to understand the requirements should be continued. 10/15/2021: General progress is being made. No major updates. 10/31/2021: General progress is being made. No major updates.	10/31/2021	10/31/2021	I-211021-02	
R-210902-01	Risk	M210901-2	9/2/2021	Schedule Management	N/A	Delay in Deliverables	Many SI deliverables have not been submitted for DOTH review/approval on time or they have been delayed. There are more than 20 deliverables scheduled to be completed by the end of the Explore Phase and less than 5 deliverables have been approved by DOTH.	SI	Closed	Low	Low	N/A	9/30/2021: Communication Plan and Organizational Change Management (OCM) Plan deliverables have been submitted and approved. No changes with other documents. 10/15/2021: No major updates.	10/31/2021	10/31/2021	I-211028-01 - I-211028-10	
O-210902-01	Observation	M210902-1	9/2/2021	Schedule Management	N/A	Meeting Schedule	There were few or no meetings occurred on Fridays despite Friday is still a work day for DOTH.	DOTH/SI	Closed	N/A	N/A	Fridays could be utilized for meetings and discussions.	9/30/2021: There have been occasional meetings on Fridays. 10/15/2021: No changes. 10/31/2021: More meetings occur on Friday.	10/31/2021	10/31/2021		
O-210902-02	Observation	M210902-1	9/2/2021	Schedule Management	N/A	Meeting Schedule	As of 9/2/2021, an access to Sandbox is not available to DOTH.	SI	Closed	N/A	N/A	It is recommended that an access to SAP Sandbox is provided to DOTH for DOTH users to familiarize themselves with SAP system functions and navigations.	9/17/2021: SI provided access to SAP Sandbox.	9/30/2021	9/30/2021		
O-210902-03	Observation	M210826-1	9/2/2021	Resource Management	N/A	Replacement of Billing Consultant	SI FHWA Billing Consultant is leaving the DOTH FMS project on 9/3/2021.	SI	Closed	N/A	N/A	It's recommended that SI replace FHWA Billing Consultant position ASAP and ensure a proper knowledge transfer.	9/9/2021: New AR/FHWA Billing consultant is hired and joining the project.	9/16/2021	9/16/2021		
O-210916-01	Observation	M210915-2	9/16/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Playback for each module only	Playback sessions are conducted by each module only and DOTH is having a difficult time understanding the full continuous process cycle in SAP.	SI	Closed	N/A	N/A	DOTH would like to review and validate how SAP processes the entire DOTH business cycle such as PR, PO, Invoice, Payment, to GL posting and reports, etc. in a continuous flow.	9/16/2021: SI and DOTH agreed that Playback will be conducted based on the DOTH business scenarios. 10/13/2021: SI consultants demonstrated how SAP processes DOTH requirements from a high level point of view. DOTH submitted its own demo scenarios on 9/30/2021 but they were not part of demonstration that SI delivered.	10/15/2021	10/15/2021		

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probab ility	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-210923-01	Observation	M210922-1	9/23/2021	Quality Management	N/A	SAP Support Website	DOTH has given access to SAP Support Website. However, no instructions were provided on how to navigate and use the site.	SI	Closed	N/A	N/A	It is recommended that SI provide an instruction of how to navigate and utilize the SAP Web Support Website.	10/15/2021: There is an orientation to SAP Web Support planned for 10/19/2021. 10/19/021: An orientation to SAP web Support meeting was held.	10/31/2021	10/31/2021		
I-210930-01	Issue	M210929-2	9/30/2021	Schedule Management	GENERAL	Extension of Explore Phase	SI extended the Explore Phase one month to complete the explore workshops and deliverables including Document Fit/Gap Analysis, Process Design Documents (PDD), and Requirements Traceability Matrix.	DOTH/SI	In Progress	High	N/A	Schedule should be reviewed and adjusted as needed.	10/15/2021: No major updates. 10/31/2021: It is extended again to the middle of November 2021. 11/18/2021: The Explore Phase has not been completed yet. 12/2/2021: The Explore Phase has not been completed yet. There is no specific target date forecasted by SI. 12/31/2021: The Exe Explore Phase has not been completed yet. There is no specific target date forecasted by SI. 1/31/2022: There is progress made with PDD, however Fit/Gap and RTM are being worked on as lower priority. Not completing RTM is leading to missed requirements that need additional explore sessions. 2/28/2022: PDD priorities were created and PDD reviews and validations are in progress. 3/31/2022: PDD reviews and validations are in progress. There is no specific target date forecasted by SI. 4/29/2022: A target date for Explore Phase closure was determined to be 5/31/2022. SI will schedule RTM meetings starting on the week of 5/9/2022. 5/31/2022: PDDs are still being reviewed. The first RTM review was held on 5/25/2022. 6/30/2022: Plant Maintenance, FHWA, and AR PDDs are still being reviewed and updated. The RTM review is in progress. 7/15/2022: Plant Maintenance and FHWA are still being reviewed and updated. The RTM review is in progress. 8/15/2022: Plant Maintenance PDDs have been conditionally approved. RTM is making progress. 9/30/2022: FHWA PDD is being reviewed and updated. RTM and Fit/Gap documents still need to be completed. 10/10/2022: FHWA PDD was conditionally approved by DOTH. Equipment, Gas and Oil, Stores (EGS) and DMR Interface PDDs remain to be completed. 10/31/2022: EGS PDD and Labor PDD are being discussed and updated. 11/30/2022: All PDDs have been conditionally approved by DOTH. Other deliverables are still in progress. 12/15/2022: Fit/Gap document has been reviewed and is being updated. RTM is being updated based on the last review.	12/31/2022			
I-211014-01	Issue	M211013-2	10/14/2021	Training and Knowledge Transfer	N/A	Training	SI provided DOTH key users with access to Sandbox, however, the users were not familiar with how to navigate and enter basic transactions. Project Team Trainings were held in May 2021 but they were more like introductions to SAP with screenshots of SAP data entries and reports. They were not designed to train DOTH Project Team on how to navigate and enter transactions in SAP and they did not include hands-on exercises.	SI	Closed	Medium	N/A	It is recommended that SI provide training and instruction on how to navigate and process basic transactions in the Sandbox. This will help DOTH project team to better understand SAP functions and assist with connecting DOTH requirements and business processes to SAP features.	10/19/2021: SI project manager stated that there won't be any more project team trainings scheduled. DOTH requested one-on-one training with SI consultants on ad-hoc basis and SI project manager approved it.	10/31/2021	10/31/2021	O-211028-03	
O-211014-01	Observation	M211014-1	10/14/2021	Requirement Management (Processes, Requirements and Fit/Gap)	INT, PM	Implementation Scope	SI provided information on available functionalities for Inventory and Plant Maintenance modules for DOTH to decide on the implementation scope.	DOTH	Closed	N/A	N/A	DOTH needs to make a decision on whether or not to implement full scope of Inventory and Plant Maintenance modules.	10/21/2021: DOTH requested that SI consultants provide more details on how DOTH process will change and what the impact will be for better decision-making. 11/3/2021: DOTH made a decision to include Inventory and Plant Maintenance modules in scope.	11/18/2021	11/18/2021		
O-211014-02	Observation	M211014-1	10/14/2021	Solution Design and Configuration	GM	Implementation Scope	DOTH supplied SI with full business cycle information on MVSO processes to confirm if GM module fits DOTH needs.	SI	Closed	N/A	N/A	It is recommended that SI provide input on the implementation scope of GM module or if an alternative solution is needed.	10/22/2021: SI consultant informed DOTH that he recommends GM to process MVSO requirements.	10/31/2021	10/31/2021		
I-211014-02	Issue	M211014-1	10/14/2021	Documentation	N/A	Tracking Action Items	Action items in "Open Items Tracker.xlsx" are not monitored or followed up as often as they should be. The last update date of this document was 8/23/2021 as of 10/15/2021.	SI	Closed	High	N/A	Open action items list needs to be updated and monitored regularly in a timely manner and followed through completely and consistently as part of the ongoing project management.	10/31/2021: Action items for both SI and DOTH should be logged with deadline and they need follow ups. 11/18/2021: No major updates. 12/2/2021: No major updates. It is difficult to get a accurate picture of open items. 12/31/2021: No major updates. 1/31/2022: This item will be triaged to I-220131-01 and tracked together with Issue Log.	12/31/2021	12/31/2021	I-220131-01	
I-211014-03	Issue	M211014-1	10/14/2021	Resource Management	N/A	Replacement of SI Financial Lead	SI financial lead is leaving DOTH H4 project. She has been engaged in this project for more than six months and is the main core consultant who championed DOTH requirements and developed waterfall funding and labor solutions.	SI	Closed	Medium	N/A	It is recommended that knowledge transfer take place as soon as possible to assist with a smooth transition.	10/25/2021: A new financial lead is onboard on-site and transition is in progress.	11/18/2021	11/18/2021		This issue is no longer applicable.
I-211021-01	Issue	M211021-1	10/21/2021	Interface and Integration	TL	H4 Inbound Interface from HIP	Interface from HIP to SAP for absences transactions and balances is currently not available and will have to be built by ETS upon approval. The request was submitted in Oct 2021 to ETS Governance Committee and ETS will assess the request and announce a result.	SI	Closed	Medium	N/A	N/A	10/25/2021: ETS informed that it may not feasible to add absence transactions and balances according to H4 timeline. 10/29/2021: ETS informed that the option of "Existing Interfaces with Modifications" was approved, however the other option of "New Interfaces" was not approved. 11/18/2021: No major updates. 12/1/2021: The H4 Project Team had a meeting with ETS/Payroll SI and resolved the current issue.	12/2/2021	12/2/2021		
I-211021-02	Issue	M211021-3	10/21/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	PDD	It is difficult for DOTH to determine if all of DOTH requirements are properly addressed and included in the correct sections in PDD since they are not cross-referenced in RTM and the requirements are not listed/referenced sequentially in PDD.	SI	Closed	Medium	N/A	It is recommended that when PDD is submitted the corresponding section/module of RTM needs to be completed for DOTH to track requirements coverage, since RTM is referencing PDD.	10/28/2021: SI project manager stated PDD is to be completed first and RTM is a result of PDD, also PDD is a living document and if there are requirements from RTM that were missed then they will be updated in PDD. 11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: RTM is not completed and it is being tracked by I-211028-02. This item will be combined with I-211028-02.	1/31/2022	1/31/2022	I-211028-02	

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-211021-03	Issue	M211021-4	10/21/2021	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	PDD	It is difficult for DOTH users to understand and validate PDD because: - Some requirements were not reviewed and some were not discussed in detail. Clarification and SAP solutions for requirements have not been properly documented. - The project team training was conducted, however it was a generic introduction to SAP using PowerPoint slides. It didn't address DOTH requirements directly. - There were not enough hands-on trainings to understand SAP functions and features. Therefore, DOTH users are having a difficult time applying them to DOTH requirements. - Some DOTH critical core requirements were not discussed early enough in detail and not documented properly.	SI	Closed	High	N/A	It is recommended that: - SI and DOTH should confirm whether all the requirements are reviewed, clarified, and included in PDD. - More training catered to DOTH should be provided. - Core requirements should be considered to be a higher priority.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: All the initially planned PDD documents are submitted at least once. Most of them are going through rounds of DOTH's reviews and discussions. There were difficulty with understanding the PDD from each of the module having a different style and format for the process description and it was not standardized. Most of the PDD documents were showing incomplete information and DOTH asked for a revision. PDDs for Waterfall Funding, FHWA Billing and Plant Maintenance are still not submitted. 2/28/2022: More PDD sessions took place and SI showed SAP functionalities and processes in Sandbox, which helped DOTH understand PDDs better. However, there are still concerns about not being able to fully understand the document and SAP functionalities. 3/31/2022: PDD sessions continued to take place but DOTH users were still having difficult time understanding PDDs. More training and knowledge transfer need to be delivered to the DOTH Project Team. 4/29/2022: PDDs review and discussion sessions continued to take place regarding Waterfall Funding/Split, Payroll, Billing including Flexible Match, Taper Match, Central Federal Land, and County Pass Through, etc. More training and knowledge transfer are needed. 5/31/2022: All PDDs including FHWA Billing and Waterfall Funding are submitted and they are being reviewed. 6/30/2022: DOTH is having difficulty understanding and reviewing Plant Maintenance and FHWA PDDs. 7/31/2022: There are improvements made and there are a few remaining PDDs. 8/31/2022: All PDDs are conditionally approved except FHWA and it is currently being reviewed and updated. 9/30/2022: A few more meetings were held to review and validate FHWA PDD, which is still in progress. 10/10/2022: FHWA PDD was conditionally approved by DOTH. AS400 Interface PDDs remain to be updated or submitted by SI. 10/31/2022: Equipment, Gas and Oil, Stores (EGS) PDD has been submitted for DOTH review. The Time Sheet PDD is being updated to reflect the AS400 interface that H4 project team decided to implement.	11/30/2022	11/30/2022		All PDDs have been approved by DOTH.
R-211028-01	Risk	M211028-1	10/28/2021	Schedule Management	GENERAL	PDD	The Go-Live date of 7/01/2022 may not be feasible due to: - Delays in deliverables. - Lack of solution design for DOTH critical core requirements - Lack of focus on DOTH critical core requirements. - Multiple core staff turnover (Project Manager, Fund Management Consultant, Two Assistant Project Managers, FHWA Billing Consultant, Financial/Integration Lead)	SI	Closed	High	High	It is recommended that: - Outstanding deliverables should be completed as soon as possible. - DOTH critical core requirements solution design needs to make progress. - DOTH critical core requirements should be higher priority. - Reasons for high turnover should be evaluated.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: Go-live date is planned to be discussed in mid-February. Go-Live date of 7/01/2022 is close to impossible to meet as of the assessment date. 2/28/2022: The new Go-live date was tentatively planned to be updated in mid-February, however it is not announced by SI and it will be discussed after PDDs are complete. Currently, there is no Go-Live date set. 3/31/2022: A new Go-Live date still has not been set by SI. SI suggested that once PDDs are completed and signed off, estimated Go-Live date can be established. DOTH requested that H4 project needs a new Go-Live date as soon as possible because project plan and resource scheduling requires a new Go-Live date. 4/29/2022: New Go-Live date will be re-assessed after PDDs are completed and accepted by DOTH in the Explore Phase. 5/31/2022: No major updates. 6/30/2022: The Go-Live dates of January 1, 2023, April 1, 2023, and July 1, 2023 were proposed by SI tentatively.	7/31/2022	7/31/2022		The Go-Live date has been extended.
I-211028-01	Issue	M211028-1	10/28/2021	Reports and Analytics	GENERAL	Delay in Deliverables	The Analysis of Reporting Requirements was delayed and has not been completed.	SI	Closed	High	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. 2/28/2022: No major updates. 3/31/2022: There was an Analysis of Reporting Requirement meeting held on 3/7/2022 and SI decided to start analyzing DOTH reports first and get back to DOTH with a list of Standard Reports and Custom Reports. 4/29/2022: No major updates. 5/31/2022: No major updates. 6/28/2022: Analysis of Reporting Requirements was submitted for DOTH's review. 7/12/2022: A meeting was held for discussion and a revision will be submitted. 7/31/2022: A meeting was held on 7/27 and a revision has been submitted. 8/3/2022: DOTH conditionally approved Analysis of Reporting Requirements.	8/15/2022	8/15/2022		Approved by DOTH.
I-211028-02	Issue	M211028-1	10/28/2021	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	Delay in Deliverables	The Requirements Traceability Matrix was delayed and has not been completed.	SI	In Progress	High	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. Not going through the full DOTH requirements and not completing RTM before PDDs are completed are causing some requirements to be missed and that is causing multiple issues. 2/28/2022: No major updates. 3/31/2022: No major updates. 4/29/2022: SI is targeting RTM to be completed by 5/31/2022. 5/31/2022: The first RTM review was held on 5/25/2022 and topics covered were HR, Payroll, and Time Sheets. 6/17/2022: The RTM reviews for GL, AP, FA, PS were conducted. DOTH needs to review and provide feedback for SI to make any necessary adjustments. 6/30/2022: No major updates. 7/5/2022: The RTM review for Grant Management was conducted. 7/31/2022: The AR RTM was reviewed. 8/2/2022: The Purchasing RTM was reviewed. 9/16/2022: Feedback was provided for multiple-modules RTM. The PO RTM was reviewed. 10/31/2022: FHWA RTM was reviewed. 11/30/2022: FHWA RTM is being reviewed and updated. It is noticed that RTM is still being updated by SI. Therefore, it is recommended that SI finalize RTM first and submit it officially for DOTH's review. 12/31/2022: The RTM review for Federal Billing and Projects and Grants were conducted and DOTH is waiting for the updates.	12/31/2022			1/31/2022: Updated to High impact.
I-211028-03	Issue	M211028-1	10/28/2021	Training and Knowledge Transfer	N/A	Delay in Deliverables	The End User Training Strategy was delayed and has not been completed.	SI	Closed	Low	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/2/2021: SI submitted End User Training Strategy and DOTH's review is being in progress. 12/2/2021: DOTH review is being in progress. 12/31/2021: DOTH accepted End User Training Strategy.	12/31/2021	12/31/2021		

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-211028-04	Issue	M211028-1	10/28/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Delay in Deliverables	The Process Design Documents (PDD) (Documented Business Process Model) was delayed and has not been completed.	SI	Closed	Low	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: This item will be tracked with I-211021-03.	1/31/2022	1/31/2022	I-211021-03	
I-211028-05	Issue	M211028-1	10/28/2021	Interface and Integration	N/A	Delay in Deliverables	The Interface Plan was delayed and has not been completed.	SI	Closed	Low	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 11/24/2021: SI submitted and DOTH is reviewing it. 12/2/2021: DOTH requested a revision. 12/31/2021: No major updates.	1/31/2022	1/14/2022		
I-211028-06	Issue	M211028-1	10/28/2021	Data Conversion	GENERAL	Delay in Deliverables	The Data Conversion Plan was delayed and has not been completed.	SI	Closed	Low	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: SI submitted draft and DOTH is reviewing. 2/28/2022: Data Conversion Plan review and updates are in progress. 3/31/2022: Data Conversion Plan review and updates are in progress. The Data Conversion Plan is supposed to contain more details according to the DED but H4 Project Team agreed that the details of Data Conversion such as data mapping, cleansing procedures, data extraction process, etc. can be included in the Functional Specification Documents. A follow-up meeting for project data conversion is scheduled for 4/4/2022. 4/4/2022: There was a meeting to clarify the outstanding data conversion plan items. Data Conversion Plan review and updates are in progress. 4/29/2022: No major updates. 5/22/2022: Data Conversion Plan was reviewed and approved by DOTH conditionally: Plant Maintenance Data Conversion is not included due to delay.	5/31/2022	5/31/2022		
I-211028-07	Issue	M211028-1	10/28/2021	Production Migration	GENERAL	Delay in Deliverables	The Initial Deployment Plan was delayed and has not been completed.	SI	In Progress	Medium	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. 2/28/2022: No major updates. 3/31/2022: No major updates. 4/29/2022: No major updates. 5/31/2022: No major updates. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: No major updates. 10/31/2022: SI stated that they will follow up and get back to DOTH with updates. 11/30/2022: No major updates. 12/31/2022: The Initial Deployment Plan still has not been submitted to DOTH.	12/31/2022			
I-211028-08	Issue	M211028-1	10/28/2021	Solution Design and Configuration	GENERAL	Delay in Deliverables	The Technical Infrastructure Plan/Design was delayed and has not been completed.	SI	Closed	Medium	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: SI submitted Technical Infrastructure Plan/Design and DED for DOTH's review. DOTH requested a revision due to the document being incomplete and inaccurate. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. 2/14/2022: Technical Infrastructure Plan/Design document was submitted with very generic information and it also included another client's implementation information. The document should be reworked and resubmitted. 3/31/2022: No major updates. 4/29/2022: No major updates. 5/31/2022: Technical Infrastructure Plan/Design was submitted on 5/19/2022 and is being reviewed. DOTH provided feedback on the document. It is recommended that SI hold a review session for the document. 6/17/2022: DOTH and SI reviewed Technical Infrastructure Plan/Design in the meetings. 6/21/2022: DOTH conditionally approved Technical Infrastructure Plan/Design.	6/30/2022	6/30/2022		6/21/2022: DOTH conditionally approved Technical Infrastructure Plan/Design.
I-211028-09	Issue	M211028-1	10/28/2021	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	Delay in Deliverables	The Document Fit/Gap Analysis was delayed and has not been completed.	SI	In Progress	High	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. This is directly impacting the project schedule. 2/28/2022: No major update. 3/31/2022: No major updates. 4/29/2022: SI is targeting Fit/Gap Analysis to be completed by 5/31/2022. 5/31/2022: No major updates. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: No major updates. 10/31/2022: No major updates. 11/8/2022: SI submitted a draft Fit/Gap for DOTH review. It is recommended that RTM and PDD be completed first before submitting Fit/Gap because RTM is a prerequisite of Fit/Gap. 11/30/2022: Since RTM is not finalized and it is being continuously updated, it is difficult to review and validate Fit/Gap with the incomplete RTM. It is recommended that RTM be completed accurately and thoroughly as soon as possible. It is concerning that WRICEF items have not been discussed and validated in detail with DOTH which may lead to incorrect specification of WRICEF; it is impacting Fit/Gap and FSD where requirements are incorrectly understood. 12/1/2022: Fit/Gap meeting was held to make progress on the deliverable.	12/31/2022			1/31/2022:Impact was raised to Medium.
I-211028-10	Issue	M211028-1	10/28/2021	Schedule Management	N/A	Delay in Deliverables	The Project Management Plan was delayed and has not been completed.	SI	Closed	Medium	N/A	It is recommended that SI complete the deliverable as soon as possible.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. 2/15/2022: SI submitted and DOTH approved the deliverable.	2/16/2022	2/16/2022		

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-211028-01	Observation	M211028-1	10/28/2021	Solution Design and Configuration	N/A	PDD	Implementation of Inventory and Plant maintenance modules have not been decided. Project Design Document (PDD) does not reflect System/Configuration alternatives on DOTH's decision of whether or not to carry out inventory and plant maintenance module with full implementation scope.	DOTH/SI	Closed	N/A	N/A	It is recommended that Project Design Document (PDD) include potential system/configuration solutions depending on DOTH's implementation scope decision.	11/3/2021: DOTH made a decision to include Inventory and Plant Maintenance modules in scope.	11/18/2021	11/18/2021		
O-211028-02	Observation	M211028-1	10/28/2021	Risk/Issue Management	N/A	Issue Log	Some items from issue log are being discussed without detailed resolution or follow-up.	DOTH/SI	Closed	N/A	N/A	It is recommended that the issue log be reviewed and discussed in more detail with proper SI resources and resolution should be discussed the PMO meeting. A separate meeting or inviting the proper SI resource during the PMO meeting may be required.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: This item will be triaged to I-220131-01 and tracked together with Issue Log.	1/31/2022	1/31/2022	I-220131-01	
O-211028-03	Observation	M211028-1	10/28/2021	Training and Knowledge Transfer	N/A	Training	DOTH project team members are not familiar with H4 system functions and features for PDD review and having difficulty applying them to DOTH's requirements.	DOTH/SI	Closed	N/A	N/A	It is recommended that DOTH project team members request DOTH-specific one-on-one, hands-on training and question and answer sessions for more familiarity with H4 because the project team training conducted by SI in May 2021 was based on generic and high-level non-DOTH specific requirements without much detail, nor live system demo with exercises.	11/18/2021: No requests for trainings have been made. Training for the project team members should be conducted as soon as possible. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: This item will be tracked with I-211021-03.	1/31/2022	1/31/2022	I-211021-03	
O-211031-01	Observation	M211028-1	10/31/2021	Resource Management	N/A	Resource Qualification	There are turnovers in SI project team members. Some team members need more time to understand information related to FHWA and DOT processes.	DOTH/SI	Closed	N/A	N/A	SI and DOTH should confirm that the consultants meet the qualifications as stated in the RFP, which includes FHWA experience and DOTH equivalent work experience.	11/18/2021: No major updates. 12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: This item will be triaged to I-220131-02 as issue.	1/31/2022	1/31/2022	I-220131-02	
O-211103-01	Observation	M211103-1	11/3/2021	Requirement Management (Processes, Requirements and Fit/Gap)	PM	PM Implementation	Plant Maintenance implementation should not affect Go-Live on 7/1/2021.	DOTH/SI	Closed	N/A	N/A	It is recommended that Plant Maintenance development is scheduled in order to not negatively impact Go-Live date for Wave I. It can go live with Wave II (or it can have its own schedule/Wave). Meanwhile, a manual upload of plant maintenance financial data to GL may need to be considered.	12/2/2021: SI is reviewing a solution for Plant Maintenance Go-Live date. 12/31/2021: No major updates. 1/31/2022: No major updates. Go-live date is likely to be revised due to current standing of the project irrespective of Plant Maintenance module. This item will be closed and re-addressed if necessary in the future.	1/31/2022	1/31/2022		
I-211108-01	Issue	M211108-1	11/8/2021	Requirement Management (Processes, Requirements and Fit/Gap)	BD	Budget and Planning (SBP)	Budget and Planning (SBP) is a part of the H4 solution and it is supposed to encompass budget transactions, including DOTH's budget prep, execution, A-15, A-19, and A-21. However, SI proposed that solution design for A-15, A-19, and A-21 will remain in Funds Management until Budget and Planning consultant is available in the future. The H4 Project Team with the SBP consultant will determine the best solution for processing budget maintenance requirements: A-15, A-19, and A-21.	DOTH/SI	Closed	Medium	N/A	It is recommended that H4 Project Team design a permanent solution that will best fit DOTH budget requirements from its first design by engaging the SBP consultant, instead of postponing designing the solution.	12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates and SI plans to start SBP in a later date. Wave 2 was planned to start by now, however schedule is postponed. SI plans to start Wave 2 after Wave I's PDD is completed and Explore phase is done. It is recommended to engage SBP consultant in the designing Budget related process and module. 2/28/2022: No major updates.	2/28/2022	2/28/2022		There was a discussion session for FM and SBP and implementation will take both modules in account. More details will be discussed in the future, especially since Wave I implementation is delayed and direct coordination with Wave 2 SBP could take place.
O-211115-01	Observation	M211115-1	11/15/2021	Requirement Management (Processes, Requirements and Fit/Gap)	PG	Waterfall Funding Solution	A back-end split waterfall funding solution for FHWA billing is generally more common in the Department of Transportation Highways. However, the Department of Transportation Highways in Hawaii runs on a front-end split waterfall funding with many funds/appropriations. During the procurement process of a new DOTH Financial Management System, SI proposed and confirmed that a front-end split waterfall funding would fit DOTH's requirements the best. When H4 project started, the financial lead took leadership and discussed a broad overview of how the future front-end split waterfall funding could work in SAP. Soon after, the financial lead left H4 project and SI confirmed again that a front-end split waterfall funding is still the best solution for DOTH.	SI	Closed	N/A	N/A	N/A	12/2/2021: No major updates. 12/31/2021: No major updates. 1/14/2022: This item is triaged to Issue: I-220114-01 with the current status and update.	1/31/2022	1/31/2022	I-220114-01	
I-211115-01	Issue	M211115-1	11/15/2021	Resource Management	FB	Consultants for FHWA	Waterfall funding/Spilt is a core critical requirement for H4, however Waterfall funding/Split was not discussed as much as it should be throughout the Explore Phase. It only started to be discussed recently as an integrated solution during FHWA Billing session.	SI	Closed	Medium	N/A	It is recommended that waterfall funding/Split solution be designed by SI as soon as possible.	12/2/2021: A whiteboard session is scheduled on 12/8/2021. DOTH held a workshop and presented again how DOTH processes Waterfall funding/Spilt. 1/31/2022: This item stems from Requirements not being discussed and that will be tracked with I-211028-02. Waterfall funding solution is being discussed is tracked with I-220114-01.	1/31/2022	1/31/2022	I-211028-02, I-220114-01.	
I-211115-02	Issue	M211115-1	11/15/2021	Resource Management	FB	Consultants for FHWA	Workshops related to Split/Waterfall funding require all consultants to participate because this requirement impacts the various DOTH requirements, including procurement, invoice, payroll, timesheet, project, etc. However, some consultants did not attend the Split/Waterfall-related workshops.	SI	Closed	Medium	N/A	FHWA Billing Process starts from cost collection where participation costs are incurred. It involves Fund Management, Requisitions, Purchase Orders, Accounts Payables, and General Ledger. Therefore, respective consultants should attend FHWA related meetings to collaborate and to develop an integrated solution for waterfall funding and FHWA billing.	12/2/2021: No major updates. 12/8/2021: Most consultants attended the 12/8 Split/Waterfall whiteboard meeting. Because this topic is a critical topic, continuous participation in the meetings related to this topic is a must. 1/31/2022: No major updates. 2/28/2022: Some progress has been made. However, continuous participation is needed to keep making progress. 3/31/2022: Continuous participation is needed to keep making progress.	4/29/2022	4/29/2022		This issue is closed because progress has been made. However, H4 Project Team will keep monitoring.
R-211118-01	Risk	M211118-1	11/18/2021	Solution Design and Configuration	FB	Waterfall Funding Solution	The consultants do not seem to have experience of FHWA with many appropriations and with front-end split. These are unique requirements that Hawaii DOTH have that adds to the difficulty of the project for the consultants to understand the process and design the solution. Some consultants have very limited experience in those fields and it amplifies the difficulty. Some explore sessions showed that there are still areas that require better understanding of the processes.	SI	Closed	Medium	Medium	There may need to be more sessions for a better and full understanding of the FHWA Billing, front-end split, waterfall funding, many-to-many relationship with appropriations and projects, along with any other module or area that need more information for PDD. The H4 Project Team should ensure the implementation consultants meet the qualifications discussed in the RFP.	12/2/2021: No major updates. 12/31/2021: No major updates. 1/31/2022: No major updates. Lack of experience with some consultants is becoming more apparent as the deliverables are submitted. This item is being triaged to Issue: I-220131-02	1/31/2022	1/31/2022	I-220131-02	

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probab ility	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-211202-01	Issue	M211202-1	12/2/2021	Quality Management	GENERAL	Errors, Omission, inaccuracy in Deliverables	Some SI Deliverables contained errors and misinformation such as incorrect project name, other client's system architecture, missing/incomplete contents, etc. E.g., Technical Infrastructure Plan/Design, Project Standard Strategy, Scope Management Strategy, etc.	SI	Closed	High	N/A	It is recommended that deliverables are more carefully prepared, reviewed and proofread by SI document quality team before submitting to DOTH for review.	1/31/2022: January has been mainly focused on PDD documents, however the documents were not well standardized. In addition, other documents showing untimely information and documents with noticeably templated information not specified for DOTH are frequently present. 2/14/2022: Technical Infrastructure Plan/Design document was submitted with very generic information and it also included another client's implementation information. The document should be reworked and resubmitted. 3/31/2022: Continuous monitoring is needed to improve quality of deliverable documents. 4/29/2022: Only PDDs and MDDs have been submitted and there has been some progress made, but other outstanding documents have not made progress. 5/31/2022: PDD and Technical Infrastructure Plan/Design were submitted and progress was made, but other outstanding documents have not made progress.	6/30/2022	6/30/2022		These issues have not been observed in recent deliverables.
I-211202-02	Issue	M211202-1	12/2/2021	Quality Management	N/A	Process Flow Formatting	Consultants worked on PDDs based on their responsible business areas. However, Process Flows Diagrams are not standardized in PDDs	SI	Closed	Low	N/A	N/A	1/31/2022: This item will closed and be tracked together with I-211021-03.	1/31/2022	1/31/2022	I-211021-03	
I-211216-01	Issue	M211216-1	12/16/2021	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	Level of Detail/Accuracy on PDD	SI and DOTH had different views on what information and level of details PDD should include. SI is looking at PDD from a higher level/summary perspective compared to DOTH and DOTH is requesting PDD to be more detailed in order to understand the document and the To-Be processes fully.	DOTH/SI	Closed	Medium	N/A	PDD should be developed and compiled based on the Deliverable Expectation Document and SI and DOTH should come to an agreement on where the discrepancies are with the expectations for the documents.	1/27/2022: The level of details and contents supposed to be included in PDD were discussed and the decision was made to follow the guidelines and instructions defined in PDD DED .	1/31/2022	1/31/2022		
I-220114-01	Issue	M220119-1	1/19/2022	Solution Design and Configuration	GENERAL	Waterfall Funding Solution	SI presented the Waterfall Funding solution with three options: Front-End Split, Back-End Split, and Hybrid. These options were already presented and discussed during the procurement process and, currently, nine-months into the project there is still no solid resolution or decision regarding the Waterfall Funding requirement.	SI	In Progress	High	N/A	Waterfall funding is a Critical Core Requirement and design solution should be completed as soon as possible, especially since it impacts multiple areas of the System, and it may also impact the schedule.	2/10/2022: A Waterfall Funding meeting was held and the H4 Project Team discussed three options, improvement types, and programs codes. Review and updates are in progress. 3/31/2022: No major updates. SI and DOTH need to collaborate to decide on the solution design. 4/12/2022: SI presented a Waterfall Funding solution overview and DOTH is waiting for FHWA documentation. 4/27/2022: More Waterfall Funding and Billing meetings were held. DOTH is waiting for FHWA PDD. 5/24/2022: FHWA and Waterfall Funding PDD meeting was held and the PDD is being reviewed. 6/30/2022: FHWA PDD is being reviewed and updated. 7/13/2022: FHWA PDD meeting was held and the PDD is being updated. 7/26/2022: FHWA PDD meeting was held and the PDD is being updated. 8/31/2022: FHWA PDD meeting were held and the PDD is being reviewed and updated. 9/8/2022: FHWA PDD meeting was held and utility agreement was discussed. 9/30/2022: FHWA PDD meeting was held and FHWA solution designs for various business cases were reviewed and discussed. 10/10/2022: FHWA PDD was conditionally approved by DOTH. Key Design Document (KDD) addressing Waterfall Funding solution designs is being created by SI for DOTH review and approval. 11/30/2022: There were a few Key Design Document (KDD) meetings held. KDD is being reviewed and updated. 12/31/2022: No major updates.	12/31/2022		M220412-3	Wave 2 SPB Budgeting Kick-off meeting was held.
I-220114-02	Issue	M220127-2	1/27/2022	Requirement Management (Processes, Requirements and Fit/Gap)	PO	RTM	The Blanket Encumbrance requirement was discussed in detail on 1/11/2022 for the first time. This is a result of not going over DOTH requirements first in the beginning of the project. This issue has been raised multiple times but was not resolved. Currently PDD is being developed before RTM is completed.	DOTH/SI	Closed	High	N/A	RTM needs to be completed as soon as possible to eliminate any requirements that may need more discovery and to confirm that all the requirements went through a proper explore process.		2/28/2022	2/28/2022		PDD was submitted and discussion session took place. PDD review by DOTH is in progress.
O-220114-01	Observation	M220127-1	1/14/2022	Contract Management	N/A	PDD Authority to Modify	The clauses under "Authority to Modify" section in PDD proposed by DOTH are rejected by Implementation Contractor even though the clauses are from the Contract.	SI	Closed	N/A	N/A		1/31/2022: SI will use DOTH proposed clause in the PDD documents.	1/31/2022	1/31/2022		
I-220114-03	Issue	M220127-1	1/27/2022	Schedule Management	GENERAL	Wave 2	According to the project timeline, Wave 2 was supposed to start in December 2021. However, there are currently no Wave 2 activities that IV&V team are aware of, including the Wave 2 Kick-off meeting.	SI	Closed	High	N/A	At the current rate of progress, a Go-Live date of July 1st, 2022 will be extremely difficult to meet. The project schedule is planned will be revisited in mid-February for possible updates in the schedule. Wave 2 is planned after the completion of the Wave I Explore phase. The Wave 2 schedule should be revisited at the same time as the Wave I schedule update.	2/28/2022: The new Go-live date was tentatively planned to be updated in mid-February, however it was not announced by SI and it will be discussed after PDDs are complete. Wave 2 is also postponed, however the new time frame has not been proposed yet. Currently, there are no Go-Live date or Wave 2 timeline. 3/31/2022: SI needs to set a new Wave 1 Go-Live date and Wave 2 timeline. 4/29/2022: No major updates. 5/31/2022: No major updates. The project may need a change order to accommodate the current status of the project. 6/30/2022: SI mentioned that Wave 2 will start in July, 2022. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/15/2022: SI shared information about SBP being replaced with a newer application in the near future and mainstream support will end in 2025 with optional two-year support extension. 9/30/2022: SI stated that additional information about SBP or its possible replacement application will be provided soon for DOTH review. 10/14/2022: DOTH decided to continue with the original scope of implementing SBP in Wave 2 instead of its possible replacement application. SI stated that Wave 2 would start in November 2022. 10/28/2022: Introductory SBP meeting was conducted with a Q&A session. 11/30/2022: SI is preparing the Wave 2 Kickoff meeting. 12/21/2022: Wave 2 SPB Budgeting Kick-off meeting was held.	12/31/2022	12/31/2022		Wave 2 SPB Budgeting Kick-off meeting was held.
R-220131-01	Risk	M220119-1	1/31/2022	Solution Design and Configuration	PG	Internal Order for Function Codes	SI initially proposed Internal Order (IO) to capture Infrastructure Type information for FHWA billing in September, 2021. However, SI recently revised the solution, a few months after their initial proposal, because SI discovered that IO cannot be a cost collector when Work Breakdown Structure (WSB) is used (IO and WSB can not be used as a cost collector simultaneously).	SI	Closed	High	High	This change in the FHWA billing solution design impacts multiple areas and a late change in design may consequently cause delays to the project schedule. The solution design should be finalized as soon as possible to minimize further impact.	2/28/2022: The Waterfall Funding solution is being developed. Currently, three high-level options have been presented, however more detailed discussion is needed. 3/31/2022: SI proposed that Function Codes will be recorded in Functional Area.	3/31/2022	3/31/2022		

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
R-220131-02	Risk	M220119-1	1/31/2022	Solution Design and Configuration	N/A	Program Codes	SI initially proposed Program Codes to be included in the Fund and it was rejected by DOTH because it will add unnecessary details and complexity to manage Appropriation codes and their balances. Program Codes are not tracked in GL financial reports nor in FAMIS.	SI	Closed	High	High	SI and DOTH need to explore possible options and weigh in pros and cons of each option as soon as possible to come up with a design resolution.	2/28/2022: A few internal DOTH meetings were held to discuss these options and more detailed discussion is needed.	2/28/2022	2/28/2022		This is consolidated with I-220114-01.
I-220131-01	Issue	M220128-1	1/31/2022	Risk/Issue Management	GENERAL	Open Items	Action items in "Open Items Tracker.xlsx" and "Issue Log" are not followed-up on or not reaching detailed resolution.	DOTH/SI	Closed	High	N/A	Open Items Tracker and Issue Log need to be consistently monitored and resolution needs to be sought after in order to minimize project issues and reduce project risks.	2/28/2022: No major updates. 3/31/2022: On 3/3/2022 PMO meeting, the previous Project Manager did not remember the "Open Items Tracker.xlsx" document and mentioned it is not being used or tracked. Issue Log still needs to be constantly reviewed, monitored and followed up. 4/28/2022: SI proposed to hold a meeting soon to review "Issue Log" list. 5/31/2022: During the PMO sessions, it was mentioned that H4 Project team will review and update with the current status and will follow up in the upcoming meetings. 6/30/2022: DOTH and SI reviewed and cleaned up Issue Log. There are 5 open issues.	6/30/2022	6/30/2022		
I-220131-02	Issue	M211028-1	1/31/2022	Resource Management	GENERAL	Resource Qualification	A few SI consultants are missing some DOTH requirements and PDD documents are not covering all the DOTH processes and requirements. Certain information is incorrect in the PDDs and it is unsure whether SI consultants have a full understanding of DOTH processes and requirements. Some consultants seemed to have limited experience with DOTH and FHWA and need more time to understand information related to DOTH and FHWA processes.	DOTH/SI	In Progress	Medium	N/A	SI and DOTH should confirm that the consultants meet the qualifications as stated in the RFP equivalent work experience.	2/28/2022: A high turnover on top of the limited DOT experiences of the consultants has been an issue that makes the project more challenging to be implemented. Another consultant (FHWA Billing) left the H4 project. SI found a replacement consultant, but he has not come to DOTH on-site yet. 3/31/2022: A new FHWA Billing consultant joined the H4 project and started to work on AR and FHWA Billing. Waterfall funding and FHWA solution are still in development. If there is a turnover, it should be ensured that the consultant meets the qualification stated in the RFP. Consultants who are unfamiliar with FHWA and DOTH requirements should attend other relevant meetings, especially including FHWA, to bridge the FHWA and DOTH knowledge gaps. 4/29/2022: No major updates. Consultants including the new FHWA Billing resource continue to develop FHWA solution design. 5/31/2022: RTM review started on 5/25/2022 with HCM, Payroll, and Timesheets. RTM review will ensure that consultants cover all the requirements. 6/30/2022: The limited DOTH experience on FHWA and the high turnover of consultants are causing multiple and duplicate discovery sessions over and over again, e.g., there were DOTH lead whiteboard/discussion sessions explaining Waterfall Funding, Split, End to End Process, FHWA scenario-based requirements, etc. on 9/14/2021, 11/17/2021, 12/8/2021, 1/31/2022, and 4/12/2022. 7/31/2022: Progress has been made through additional meetings and discussions. 8/31/2022: Meetings for Plant Maintenance, FHWA PDD, and Charge Codes mapping were held and more requirements were discovered and discussed. 9/30/2022: A few consultants still do not seem to fully understand DOTH business requirements and terminologies. 10/31/2022: Lack of DOTH requirements and terminologies understanding by a few consultants continues to be an issue. 11/30/2022: It was observed during some FSD sessions that SI consultants are still in the process of discovering and understanding the details of DOTH requirements. 12/31/2022: FSD meetings were held and requirements need to be discussed and clarified in more detail.	12/31/2022			
I-220131-03	Issue	M220131-1	1/31/2022	Requirement Management (Processes, Requirements and Fit/Gap)	PG	RTM	Utility Agreement requirement was discussed in detail on 1/31/2022 for the first time. This is a result of not going over DOTH requirements first at the beginning of the project. This issue has been raised multiple times but was not resolved. Currently PDD being developed before RTM is completed.	SI	Closed	High	N/A	RTM needs to be completed as soon as possible to eliminate any requirements that may need more discovery and to confirm that all the requirements went through a proper explore process.	1/31/2022: There was an Utility Agreement meeting and DOTH explained the Utility Agreement requirements and processes.	2/28/2022	2/28/2022		Project team needs to ensure that all the requirements have been covered.
I-220114-04	Issue	M220127-1	1/14/2022	Requirement Management (Processes, Requirements and Fit/Gap)	N/A	PDD/RTM	There are more than 40 PDDs by-processes and each module has multiple PDDs. In order to understand processes of one module, multiple PDD should be reviewed and validated, which makes it difficult to get a full picture of each module and end-to-end process integration. PDD focused on processes and DOTH requirements were not necessarily referenced by PDD documents. With multiple PDD documents covering each module, it is very difficult to know which requirements are covered by a PDD document and it makes it easy to miss a requirement.	DOTH/SI	Closed	High	N/A	It is suggested that Requirements are fully reviewed and RTM be completed first, or at least parallel to PDD. There are multiple requirements that were missed and had to have late explore sessions because the requirements were not reviewed in full and RTM was not completed.	1/31/2022: There are additional requirements still being discovered as addressed in I-220131-03, I-220131-04. Full review of requirements along with RTM should be treated as a high priority.	2/28/2022	2/28/2022		RTM is in progress and will be reviewed to ensure that all the requirements have been covered.
I-220131-05	Issue	O-210729-05	1/31/2022	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	DOTH Critical Core Requirement	A high-level solution for the DOTH critical core requirement, "Accounting for Appropriated, Allotted, and Cash Authority," is still being developed by SI and not approved by DOTH.	DOTH/SI	Closed	Low	N/A	This is a critical core requirement and the solution design needs to be completed as soon as possible as High Priority.	2/28/2022: PDDs are being reviewed and updated. 3/31/2022: PDDs are being reviewed and updated. E.g., Cash Authority is still being discussed for AP PDD. 4/14/2022: SI and DOTH agreed that a custom cash report will be developed to meet AP cash check requirement. PDD is being updated and reviewed.	4/29/2022	4/29/2022		AP PDD is approved with Cash Check solution design which is to develop a custom report equivalent to DOTH Cash Advice report.
I-220131-06	Issue	O-210729-06	1/31/2022	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	DOTH Critical Core Requirement	A high-level solution for the DOTH critical core requirement, "Labor Compression," is still being developed by SI and not approved by DOTH.	DOTH/SI	Closed	High	N/A	This is a critical core requirement and the solution design needs to be completed as soon as possible as High Priority.	2/28/2022: PDDs are being updated by SI. 3/10/2022: SI presented integration process from payroll to finance. There was a discovery session about how DOTH processes labor at FAMIS, DAGS, and HWYAC. The more detailed journal entries and processes need to be reviewed and clarified in the next meeting. 4/28/2022: Payroll meeting was held to review Payroll journals to develop its solution design. 5/31/2022: Payroll PDD was reviewed and approved by DOTH. However, there are a few remaining follow-up items that H4 Project Team needs to work on. E.g., 1. When to reclassify labor costs to Federal Appropriation, 2. Appropriation of Billing and Collection, 3. Temporary Appropriations for billing, etc. 6/30/2022: DOTH is in the process of reviewing journal entries. 7/18/2022: DOTH submitted questions and comments regarding payroll journals to SI. 8/31/2022: No major updates. 9/13/2022: DOTH received responses to the questions DOTH submitted regarding payroll journal entries.	9/30/2022	9/30/2022		It will be noted as an open item in the PDD and will be further reviewed in the Realize phase.
I-220131-07	Issue	O-210729-07	1/31/2022	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	DOTH Critical Core Requirement	A high-level solution for the DOTH critical core requirement, "The State Financial Accounting System," has not been finalized yet.	DOTH/SI	Closed	High	N/A	This is a critical core requirement and the solution design needs to be completed as soon as possible as High Priority.	2/28/2022: PDDs are being reviewed and updated. 3/31/2022: PDDs are being reviewed and updated. SI stated that the detailed solution will be created and implemented in Realize Phase.	3/31/2022			

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-220131-08	Issue	M220127-1	1/31/2022	Communication Management	GENERAL	Intra Team Communication	There are some requirements and processes that impact multiple modules, including waterfall funding, FHWA, etc. However, information is often siloed and it seems to not be communicated to the other consultants frequently. This results in multiple consultants asking for the same information on the same topic each time at different meetings.	SI	In Progress	Medium	N/A	More coordination and collaboration is needed to design and develop an integrated solution. Proactively communicate with other consultants on topics that may be relevant for another consultant. Meeting recordings should be utilized to understand the relevant topic for the related process in another module. All key project team members to attend the meetings related to critical core requirements such as waterfall funding. Analyze each meeting's agenda to see if there are other consultants that should attend for related information.	2/28/2022: There is another consultant who is leaving the project and a replacement consultant has not participated in a meeting, and these turnovers are adding difficulty to the current communication issue. 3/31/2022: More collaboration is expected among SI consultants where it requires integrated solutions such as Waterfall Funding, FHWA Billing, Labor, etc. When DOTH staff inquiries about solutions that integrate across two or more functions between H4 modules, DOTH staff should also be provided with the integrated solution answer as opposed to separate or siloed bits of information of each H4 module. 4/29/2022: Efforts were made to improve communication and collaboration. (E.g., Rules of Engagement prepared by SI) 5/31/2022: Collaboration made progress. For example, some requirements that impact multiple areas have been referenced by multiple PDDs of different areas. However, there are still some communication improvements to be made between SI consultants. 6/30/2022: More coordination and collaboration could be made where cross module interaction is needed. 7/31/2022: More coordination and collaboration were present during the PDD reviews. 8/31/2022: Some DOTH requirements that were presented and discussed previously were asked to be revisited again in the meetings. 9/30/2022: Improvements still need to be made in communication and collaboration between SI consultants. 10/31/2022: Communication and collaboration still need to improve between SI consultants, especially with three consultants leaving the project. 11/30/2022: It has been observed that during FSD meetings information is not being shared between modules, including basic information which impacts multiple modules. Since this information is not being shared among team members, DOTH has to re-explain basic information multiple times. 12/31/2022: More communication and collaboration are needed for integrated solution design. There have been siloed activities and approaches observed.	12/31/2022			
O-220131-01	Observation	M220127-1	1/31/2022	Schedule Management	GENERAL	System Configuration	SI started to configure H4 at risk before approval of PDD.	SI	Closed	N/A	N/A	N/A	2/28/2022: No major updates. 3/31/2022: According to Phase Gate approach, SI is not supposed to configure H4 before fully completing the Explorer Phase. SI is continuing with the configuration and that could be a risk for SI. 4/29/2022: No major updates. 5/31/2022: Most of the PDDs are approved at this point. Closing the observation.	5/31/2022	5/31/2022		
I-220201-04	Issue	M220201-1	2/1/2022	Requirement Management (Processes, Requirements and Fit/Gap)	PO	RTM	SI missed reviewing Contract Ledger requirement during Discovery session and recently requested a discussion for this requirement. This is a result of not going over DOTH requirements first in the beginning of the project. This issue has been raised multiple times but suggesting the review of DOTH requirements before or together with PDD was not accepted. Currently PDD is being developed before RTM is completed.	SI	Closed	Medium	N/A	RTM needs to be completed as soon as possible to eliminate any requirements that may need more discovery and to confirm that all the requirements went through a proper explore process.	2/1/2022: There was a discussion on the topic and PDD is being developed.	2/28/2022	2/28/2022		
O-220216-01	Observation	M220216-2	2/16/2022	Training and Knowledge Transfer	N/A	Navigation Training	SI provided H4 Navigation training on 2/9/2022. This was the first hands on training provided by SI. There were Project Team Training sessions in the beginning of the project, however these were overview of SAP (introduction to SAP) rather than hands on training for each module.	DOTH/SI	Closed	N/A	N/A	It is recommended to have continuous hands on training sessions.		2/28/2022	2/28/2022	It merged with I-211021-03.	
R-220223-01	Risk	M220223-2	2/23/2022	Requirement Management (Processes, Requirements and Fit/Gap)	AP	Decentralizing AP Process	It was discussed that employees who initiate purchase also enter AP invoices in the Branch. There are a few concerns with this approach: - training issue - employees have to learn new process and task - resource concern - resource shifting/reorganization may need to take place from change in workload - over decentralization and additional support - if there are any errors or if troubleshooting is needed then the System Accountant needs to support multiple people - control issue	DOTH	Closed	Low	Low	Further discussion is recommended to ensure the new process will be manageable for the Purchase Requisitioner position.	3/31/2022: No major updates. 4/26/2022: Two options for AP Invoice matching were presented by SI and preferred option turned out to be very error prone, which will have a negative impact on DOTH's decentralized AP invoice entry procedure. 5/31/2022: No updates 6/30/2022: No updates.	7/31/2022	7/31/2022		Invoice matching was addressed as an open item in AP PDD and will be discussed again during the Realize Phase.
I-220224-01	Issue	M220224-1	2/24/2022	Requirement Management (Processes, Requirements and Fit/Gap)	PO	Accounting Assignments	The project team discovered that expenditures cannot be charged to both Cost Center and Project at the same time. The current system allows to charge both Cost Center and Project simultaneously and tracks expenditures by Appropriation, Cost Center, Object Codes, and Charge Codes.	SI	Closed	High	N/A	Further discussions are recommended to ensure the expenditures are charged correctly according to DOTH's requirements.	3/31/2022: SI stated that Sub Division and Projects are recorded in Fund Center and WBSE respectively.	3/31/2022	3/31/2022		
O-220224-01	Observation	M220224-1	2/24/2022	Resource Management	GENERAL	Vacation Notice	Vacation notice should be provided at least two weeks in advance, if possible, to the related team members for meetings and resources planning purposes.	DOTH/SI	Closed	N/A	N/A	N/A	3/31/2022: No major updates.	3/31/2022	3/31/2022		
I-220301-01	Issue	M220301-1	3/1/2022	Requirement Management (Processes, Requirements and Fit/Gap)	AP	AP Invoice Matching	According to 3/1/2022 AP meeting, the current H4 does not have a functionality of matching invoices to a specific PO/Contract Suffix line(s) based on the user's need. SI proposed that DOTH creates PO/Contract line with only one suffix line.	SI	Closed	High	N/A	A single suffix line approach does not appear to be a feasible workaround for DOTH business process. An enhancement is needed if a standard functionality cannot meet invoice matching requirement.	3/31/2022: A solution is still being developed by SI. 4/26/2022: Two options for AP Invoice matching were presented by SI. The pros and cons were discussed and the option 1 seems preferable but customization is required to put data entry validation and to make data entry more user friendly. 5/31/2022: The issue was addressed as an open item in the PDD.	6/17/2022	6/17/2022		The PDDs open items will be reviewed during the realize phase.
I-220301-02	Issue	M220303-1	3/1/2022	Contract Management	GENERAL	New Go-Live Date	Original Go-Live date was no longer feasible and a new date was supposed to be set in mid-February. However, no revision has been done for the Go-Live date and currently there is no target date for Go-Live.	SI	Closed	Medium	N/A	A Go-Live date should be set to track progress and to allocate resource accordingly.		3/31/2022	3/31/2022		Consolidated with R-211028-01

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-220303-01	Issue	M220303-1	3/3/2022	Training and Knowledge Transfer	GENERAL	Training	DOTH requested weekly SAP training from SI, but SI stated that it is difficult due to resource constraints. SI suggested to bring up questions as needed to each respective consultant.	SI	Closed	High	N/A	One of the issues is the lack of SAP understanding that DOTH members have, and this makes it challenging to review PDDs and to make progress with the project. It is recommended that SI and DOTH both proactively work on bridging the knowledge gap for H4 by SI offering additional training sessions and DOTH requesting system training and information as needed. The training does not have to be a formal structured classroom session, but it could be an informal standing session once a week to keep DOTH users more familiar with H4 functionalities and features and to maintain the implementation momentum throughout the H4 project.	3/31/2022: SI started to have a standing meeting every week for discussion and Q&A on Fund Management module. For non-FM related questions and discussion, FM consultant will bring respective module consultants as needed and provide answers or resolutions. The first FM Q&A session took place on 3/28/2022. 4/15/2022: Weekly Q&A sessions have been held to discuss open items, questions, and issues. 4/29/2022: Weekly Q&A sessions have been continuing. 5/31/2022: There were Q&A sessions throughout the month except for the last week of the month. 6/17/2022: Q&A sessions have not been held during the first three weeks of June. 7/15/2022: Q&A sessions have not been held since the middle of June. 7/31/2022: DOTH and SI should follow up with each other to confirm the plan for Q&A sessions.	8/31/2022	8/31/2022		SI stated Q&A will resume during the Realize phase because PDDs and RTM need more attention and they need to be prioritized over other deliverables.
O-220310-01	Observation	M220310-2	3/10/2022	Requirement Management (Processes, Requirements and Fit/Gap)	AP	AP Invoice Payment	According to 3/10/2022 AP meeting, H4 does not have a standard functionality of selecting invoices to be paid based on a branch or a district.	SI	Closed	N/A	N/A	An enhancement is needed if a standard functionality cannot meet invoice selection requirement.	3/30/2022: SI consultant demonstrated how invoices can be selected for payment based on Business Area or user specific invoice selection criteria.	3/31/2022	3/31/2022		
O-220314-01	Observation	M220314-1	3/14/2022	Requirement Management (Processes, Requirements and Fit/Gap)	PM	Journals	DOTH currently first expenses out inventories and equipment purchases, and then the equipment is reclassified to fixed assets at the fiscal year-end. Inventories are not reflected on the Balance Sheet. SI proposed that purchases of inventories and equipment are charged to Asset account in FI and charged to Expense account in FM for the budgetary control purpose.	DOTH/SI	Closed	N/A	N/A	This proposed solution needs to be reviewed and validated by DOTH.	3/31/2022: No major updates. 4/29/2022: No major updates. 5/31/2022: H4 Project Team needs to review journal entries and come to an agreement. 6/30/2022: Journal Entries were included in PDDs as a question or comment. They are being reviewed and discussed in PDD. 7/31/2022: PDDs are being reviewed by DOTH. 8/3/2022: PM PDDs are conditionally approved, which includes Inventory and equipment journal entries.	8/15/2022	8/15/2022		Conditionally approved by DOTH
O-220316-01	Observation	M220316-2	3/16/2022	Requirement Management (Processes, Requirements and Fit/Gap)	IVT	Material Group	SI and DOTH need to work together to design UNSPSC values and level of detail as Material Group for both inventory and non-inventory items including goods and services in H4.	DOTH/SI	Closed	N/A	N/A	N/A	3/31/2022: No major updates. 4/29/2022: No major updates. 5/31/2022: No major updates.	6/30/2022	6/30/2022		UNSPSC will be implemented during the Realize Phase.
O-220328-01	Observation	M220328-2	3/28/2022	Requirement Management (Processes, Requirements and Fit/Gap)	GL	Journals	Journal Entries (JE) that H4 generates in the various business areas, such as procurement, payable, receivable, billing, fixed asset, payroll, etc., had not been reviewed. DOTH recently asked journal entry questions by submitting journal entry forms with DOTH business scenarios "Procure to Fixed Assets," and SI filled out the forms and did a presentation on 3/28/2022.	DOTH/SI	Closed	N/A	N/A	N/A	3/28/2022: SI and DOTH reviewed journal entries for procure to fixed asset cycle. Appropriations and Cost Centers Fixed Assets are charged to during acquisition need to be discussed in more detail because they may be reclassified to General Fixed Assets Account Group. 4/29/2022: DOTH needs to follow up on a few outstanding items. (E.g., Fixed Asset Appropriations, Sub-Divisions, etc.) 5/31/2022: H4 Project Team needs to discuss and resolve any issues or concerns regarding journal entries. 6/30/2022: Journal Entries are being reviewed and verified. 7/18/2022: DOTH submitted questions and comments regarding Procure to Fixed Assets journal entries to SI. 8/31/2022: No major updates. 9/14/2022: DOTH received responses to the questions DOTH submitted regarding Fixed Asset journal entries. 9/30/2022: DOTH submitted additional questions and provided comments. 10/31/2022: FA and FHWA PDDs addressing the journal entries have been conditionally approved. The journal entries will be discussed further in the next phase.	10/31/2022	10/31/2022		
O-220331-01	Observation	M220331-1	3/31/2022	Resource Management	GENERAL	Resource Turnover	The project manager and assistant project manager left the H4 implementation project. The Engagement Manager will assume the project manager position and started working on the project. There is no replacement assistant project manager identified at this point.	SI	Closed	N/A	N/A	Continuous staff turnover is a concern for this project.	4/15/2022: PMO meetings have been held with the new project manager.	4/29/2022	4/29/2022		The new project manager has been fully engaged and made a transition.
I-220331-01	Issue	M220331-1	3/31/2022	Schedule Management	GENERAL	Go-Live Date	SI stated during the PMO meeting in February 2022 that a Go-Live date of Plant Maintenance will be reassessed and proposed with consideration of a phased approach (going live without PM) instead of the Big Bang approach.	SI	Closed	High	N/A	SI needs to propose if Plant Maintenance module will be included in the Wave 1 Go-Live given the project is delayed and Plant Maintenance could take away the needed resources to be able to focus and complete Wave 1 implementation which will replace HWYAC.	4/29/2022: DOTH started to collect and compile Plan Maintenance, Inventory, and other AS400 requirements per SI's request. 5/27/2022: DOTH presented AS400 requirements and is working on the finalization of the RTM including DMR, Inventory, Complaints, Litigation, Meals, Overtime Requests, Gas & Oil, Motor Pool, etc. 6/30/2022: SI is analyzing Plant Maintenance Requirements and will present a few options to DOTH. 7/31/2022: SI stated during the PMO that PM Requirements analysis will be presented after PM PDDs are approved. 8/31/2022: Multiple Plan Maintenance meetings were held and H4 Project Team reviewed PM requirements. The H4 Project Team started to review the requirements marked Wave III and most of them were changed to Wave I by reassessing the requirements or by identifying workaround solutions. 9/30/2022: SI submitted two change orders with two different time lines and two different scopes for DOTH to evaluate. 10/6/2022: Two change orders were rejected by DOTH due to the additional budget request beyond DOTH's acceptable threshold.	10/14/2022	10/14/2022		
I-220331-02	Issue	M220331-1	3/31/2022	Schedule Management	GENERAL	Go-Live Date	The Go-Live date of Wave 2 for Budget and Planning (SBP) has not set yet.	SI	In Progress	High	N/A	The Go-Live of Wave 2 for Budget and Planning (SBP) needs to be set as soon as possible because it impacts on the project plan, resource scheduling, and project management. It is recommended to weigh the pros and cons of merging Wave 1 and Wave 2 given that there is significant delay in the project progress.	4/29/2022: No major updates. In accordance with meetings and discussions, it should be carefully considered that SBP goes live with other modules at once because it will eliminate any additional reconciliation process and streamline the whole end-to-end budget procedures if SBP is live at the same time as FM. 5/31/2022: The issue of not discovering SBP functions and incorporating them into the current solution design was discussed again during the Project System PDD review. It is recommended that SBP functions and features need to be reviewed and considered when developing solution designs for Fund Management, Project System, FHWA requirements. 6/30/2022: No major updates. 7/31/2022: No major updates. 8/31/2022: No major updates. 9/30/2022: SI will provide additional information for SBP or its replacement application, because SBP is planned to be unsupported in the near future. 10/14/2022: SI stated that Wave 2 would start in November 2022. However, the Go-Live date of Wave 2 has yet to be determined. 11/15/2022: SI is working with DOTH resources and preparing for a Kickoff meeting. 12/15/2022: There have been a few meetings for SBP clarification and in preparation of the Kickoff which is scheduled for 12/21/2022. 12/21/2022: Wave 2 SPB Budgeting Kick-off meeting was held.	12/31/2022			

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
O-220407-01	Observation	M220407-1	4/7/2022	Contract Management	GENERAL	PDD	There were discussions around approval of PDD. There was a supplementary DED providing additional information and conditions to make progress in finalizing PDDs.	DOTH/SI	Closed	N/A	N/A	N/A		4/29/2022	4/29/2022		The new DED was approved by DOTH.
O-220412-01	Observation	M220412-1	4/12/2022	Solution Design and Configuration	PG	Program Codes	DOTH and SI discussed a new Fund structure and decided not to combine Appropriations and Program Codes into the Fund field. Program Codes will be captured as part of Project Codes.	DOTH	Closed	N/A	N/A	N/A		4/29/2022	4/29/2022		Previously this item was identified as Risk: R-220131-02 and the risk item is closed.
R-220418-01	Risk	M220418-2	4/18/2022	Solution Design and Configuration	PO	PR Approval Hierarchy	The current approval hierarchy of Purchase Requisitions are complicated and has more than 10 levels. This may cause delays in approval and needs high maintenance.	DOTH/SI	Closed	High	High	It is recommended that DOTH review the process flow with SI and consider streamlining the approval process.	5/31/2022: No major updates. 6/30/2022: No major updates.	7/31/2022	7/31/2022		The PR PDD has been conditionally approved by DOTH and the PR approval hierarchies can be revisited during the Realize Phase.
I-220427-01	Issue	M220427-2	4/27/2022	Requirement Management (Processes, Requirements and Fit/Gap)	FA	FA PDD	Some basic standard functionality in Fixed Assets were not able to be presented due to Sandbox errors. E.g., Fixed Assets Transactions.	SI	Closed	High	N/A	It is recommended that Sandbox systems are maintained to be in working order to be able to review as needed to help PDD discussions.	5/15/2022: FA PDD was reviewed and approved by DOTH with a few open items. E.g., 1. Journal Entries from Procure to FA (Equipment/Vehicles), 2. Barcode process, etc.	5/31/2022	5/31/2022		5/31/2022: PDD document was continually approved thus closing the issue.
I-220428-01	Issue	M220428-1	4/28/2022	Requirement Management (Processes, Requirements and Fit/Gap)	FA	Barcode Solution	Barcode solution for physical inventory in H4 is still pending. Barcode software and hardware have not been proposed yet by SI.	SI	Closed	Low	N/A	It is recommended that Barcode solution needs to be developed as soon as possible.	5/31/2022: No major updates. 6/30/2022: Barcode solution for physical inventory is set as an open item in a PDD.	6/30/2022	6/30/2022		
O-220428-01	Observation	M220428-1	4/28/2022	Resource Management	GENERAL	New Resources	DOTH recently hired two additional system accountants and they are engaged with the H4 project.	DOTH	Closed	N/A	N/A	N/A		4/29/2022	4/29/2022		
O-220513-01	Observation	M220512-1	5/13/2022	Training and Knowledge Transfer	GENERAL	Training Project Team Members	DOTH and SI had multiple discussions regarding training guide for project team member training. DOTH's and SI's request and offering do not line up currently and they are working on coming to an agreement in PMO meetings.	SI	Closed	N/A	N/A	N/A	5/31/2022: The DED for training project team members is being reviewed.	6/30/2022	6/30/2022		DED has been approved.
O-220513-02	Observation	M220505-1	5/13/2022	Resource Management	N/A	Replacement of DOTH Procurement Officer	DOTH Procurement Officer departed the H4 Project.	DOTH	Closed	N/A	N/A	PMO and IV&V should check and monitor if there's a smooth transition in roles and responsibility of DOTH Procurement Officer.	5/31/2022: The position has not been filled but DOTH is managing it by allocating work to other HWY-SF personnel.	5/31/2022	5/31/2022		
O-220531-01	Observation	M220519-1	5/31/2022	Communication Management	GENERAL	Project Team Members	More participation and feedback from DOTH during the PDD review and meetings with SI will help identify and improve inefficient processes, automate the repetitive manual processes, and prioritize the functional capabilities of the SAP system.	DOTH	Closed	N/A	N/A	N/A		6/30/2022	6/30/2022		
O-220531-02	Observation	M220519-1	5/31/2022	Schedule Management	GENERAL	Postpone Tasks to Realize Phase	Some tasks that need to be completed in the Explorer Phases are pushed to the Realize Phase such as demonstrating functionality, solution design, and reports.	DOTH/SI	Closed	N/A	N/A	It is recommended that H4 Project Team conforms to the phase gate process and ensure that all of deliverables and tasks are completed before moving to the Realize Phase.	6/30/2022: There is progress being made. 7/31/2022: There is incremental progress being made on demonstrating functionality and solution design but not on reports. 8/31/2022: Review and assessment of H4 standard and custom reports were pushed to the Realize phase. IV&V sees this as a risk of rework and incorrect configuration in Realize phase.	8/31/2022	8/31/2022		Analysis of Reporting Requirements was approved.
R-220531-01	Risk	M220519-1	5/31/2022	Contract Management	PM	Plant Maintenance Module Scope	The detailed requirements of the Plant Maintenance module replacing AS400 are being identified and created by DOTH as SI requested.	DOTH/SI	Closed	Medium	Medium	It is recommended that H4 Project team define requirements and scope as soon as possible to minimize the overall project impact. The scope of Plant Maintenance implementation and the Go-Live approach need to be strategically reviewed and carried out to achieve the DOTH's intended goals and objectives of the H4: HWYAC replacement and Federal Billing.	6/30/2022: Requirements have been presented to SI.	6/30/2022	6/30/2022		
R-220601-01	Risk	M220601-1	6/1/2022	Solution Design and Configuration	GENERAL	Reports Analysis	Reports analysis - SI suggested that any report that can not be done will be handled as a WRICEF item during the Realize Phase.	SI	Closed	Medium	Medium	It is recommended to have a thorough analysis of reports to set up WRICEF items during the Explore Phase.	6/28/2022: Analysis of Reporting Requirements was submitted for DOTH's review. There was no separate meeting and discussion with DOTH and SI on the analysis of the reports. There may be some items that will require additional development among the ones that are identified as standard/configurable reports. 7/31/2022: A review meeting for Analysis of Reporting Requirements was held. SI submitted updated version and DOTH is in the process of reviewing it for approval.	7/31/2022	7/31/2022		
R-220617-01	Risk	M220616-1	6/17/2022	Contract Management	PM	Plant Maintenance Module Scope	SI is analyzing Plant Maintenance (PM) requirements that DOTH created to assess which requirements can be implemented for Wave 1 and later phase. SI proposed the following options and H4 Project Team decided to implement Proposal 1. - Proposal 1: Implement Plant (PM) features and functionalities in SAP - Proposal 2: Continue using AS400 for Maintenance, Build an Accounting interface (only Time, Costs, Material) to SAP for posting to various Cost Centers / Projects / General Ledgers	DOTH/SI	Closed	Medium	High	It is recommended to come to a scope agreement asap to ensure there are focused efforts toward the implementation with what is inside the scope.	6/17/2022: DOTH elected Proposal 1 for the PM implementation and AS400 replacement, however after reviewing DOTH requirements for AS400 replacement SI suggested that full implementation to meet all the PM requirements defined by DOTH is not doable with the current budget. SI is assessing the requirements that DOTH prepared and will be presenting with options on how to move forward. 7/31/2022: SI stated during the PMO that PM Requirements analysis will be presented after PM PDDs are approved. 8/31/2022: Plant Maintenance requirements are being reviewed and discussed during the multiple meetings this month. 9/16/2022: Multiple PM meetings were held to review and discuss PM requirements. 9/30/2022: SI submitted two change orders for DOTH to evaluate regarding the scope of Plant Maintenance implementation. 10/6/2022: Two change orders were rejected and the original scope of requirements and utilizing interface have been requested by DOTH. 10/31/2022: AS400 interface for equipment usage, gas and oil, stores, and timesheet labor costs will be implemented as part of the original scope.	10/31/2022	10/31/2022		
I-220617-01	Issue	M220616-1	6/17/2022	Quality Management	GENERAL	DED and Deliverable discrepancy	There are some discrepancies between the DED and the deliverable document from time to time and thus those documents are considered incomplete based on DED. The deliverable documents will be cross checked with the approved DED to ensure all planned content is covered.	SI	Closed	Medium	N/A	It is recommended that DEDs are properly followed in order for both parties to have accurate mutual expectations.	7/31/2022: H4 Project Team is working together to reach an agreement. 8/31/2022: DEDs are being reviewed and updated. 9/30/2022: DEDs are being reviewed and updated. 10/31/2022: Functional Specification Document (FSD) DED has been approved. Other DEDs are being updated and discussed for approval. 11/15/2022: Some FSDs do not follow Table of Contents (TOC) from FSD DED and are missing expected contents.	12/31/2022	12/31/2022		FSDs are following Table of Contents defined in DED.

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
I-220617-02	Issue	M220616-1	6/17/2022	Resource Management	GENERAL	Vacation Notice	Vacation notice should be provided at least two weeks in advance, if possible, to the related team members for meetings and resources planning purposes.	DOTH/SI	Closed	Medium	N/A	It is recommended that any SMEs and consultants provide vacation notice in advance for the meetings to be scheduled accordingly without holding inefficient meetings.		6/30/2022	6/30/2022		Vacation calendar is available in Teams.
R-220630-01	Risk	M220616-1	6/30/2022	Contract Management	GENERAL	Go-Live Date	SI needs to set a new Wave 1 Go-Live date and Wave 2 timeline. A change order is needed to address not being able to go-live on 7/1/2022 as originally scheduled.	DOTH/SI	Closed	Medium	Medium	It is recommended that SI and DOTH come to an agreement on future direction of the project including new Go-Live date, contractual consequences, etc. This agreement needs to be reflected on a written change order.	7/31/2022: No major updates. 8/31/2022: The new Go-Live date has been set to 7/1/2023.	9/30/2022	9/30/2022		
I-220731-01	Issue	Wave 1 Deliverable 16	7/31/2022	Requirement Management (Processes, Requirements and Fit/Gap)	GENERAL	RTM reports	RTM reports are being submitted by each module. There is difficulty cross-checking the information with supporting documents because of missing information.	SI	Open	High	N/A	WRICEF ID Number information does not specify what PDD document the WRICEF item is in and it is difficult to cross check and find the corresponding WRICEF information in PDD. It is not possible to review and validate the Reports items because the reports information such as column fields names or sample reports have not been provided to DOTH. 9/4/2022: It is recommended to add additional columns in RTM to provide WRICEF description and WRICEF justification information in order to efficiently track and manage WRICEF in relation to requirements.	8/31/2022: PDDs and RTM are being updated so that WRICEF items are cross-checked efficiently. 9/30/2022: No major updates. 10/31/2022: FHWA RTM was reviewed. Updates are needed for cross-checking information of RTM and PDDs. 11/30/2022: Reviewing and validating RTM continues to be an issue because of missing or inadequate references for cross-checking between RTM and PDDs. 12/31/2022: No major updates. Reviewing and validating RTM continues to be challenging.	12/31/2022			
O-220818-01	Observation	M220818-1	8/18/2022	Resource Management	GENERAL	Assistant Project Manager	Assistant Project Manager left the H4 project and a new Assistant Project Manager has joined the project.	SI	Closed	N/A	N/A	N/A		9/30/2022	9/30/2022		Assistant Project Manager is engaged and attending H4 meetings.
R-220825-01	Risk	M220825-1	8/25/2022	Resource Management	GENERAL	Full Time Project Manager	The Project Manager is supposed to be a full-time project manager for H4 Project. However, the current Project Manager will be managing another project - State of Hawaii Financial Management System (FAMIS Replacement Project).	SI	Open	Medium	Medium	The H4 contract states the project manager position to be a full-time position. It is recommended that SI and DOTH have a discussion to see if this is allowable/acceptable and it does not cause conflict of interest and schedule.	9/30/2022: SI Project Manager is attending fewer meetings than before. 10/31/2022: No major updates. 11/30/2022: No major updates. 12/31/2022: Other SI consultants have filled in the gap for PMO meetings due to PM unavailability.	12/31/2022			
R-220930-01	Risk	M220929-1	9/30/2022	Schedule Management	GENERAL	Function Specification Documents	Functional Specification Documents are being developed before DED is approved by DOTH.	SI	Closed	Medium	Medium	It is recommended that SI and DOTH come to mutual agreement of DED before starting FSD.	10/14/2022: FSD and Technical Final Documents (TFD) DEDs were approved by DOTH. However, SI stated that 67% of FSDs were already completed. These FSDs need to be updated according to the approved DEDs.	11/15/2022	11/15/2022		FSD DED is approved by DOTH.
R-220930-02	Risk	M220929-1	9/30/2022	Quality Management	GENERAL	Conference Room Pilot	SI stated that CRP will mainly consist of H4 functions and features demonstrations. It will not include DOTH hands on testing as part of the CRP.	SI	Closed	High	High	It is recommended that SI and DOTH come to mutual agreement of DED of CRP. It is recommended that there are more opportunities for DOTH to provide feedback for the developing H4 System during the CRP process. It is recommended that hands on testing is incorporated as part of the CRP process.	10/31/2022: No major updates.	11/30/2022	11/30/2022		Deliverable Expectation Document (DED) of CRP has been approved by DOTH.
R-220930-03	Risk	M220929-1	9/30/2022	Resource Management	GENERAL	Procurement Consultant	Procurement Consultant left the H4 project.	SI	Open	High	High	It is recommended that SI find replacement consultant.	10/31/2022: No major updates. 11/30/2022: No major updates. 12/31/2022: The vacant procurement consultant position still has not been filled.	12/31/2022			
O-220930-01	Observation	M220929-1	9/30/2022	Contract Management	GENERAL	Change Orders	SI submitted two Change Orders regarding implementation scope and timeline of Plant Maintenance module.	SI	Closed	N/A	N/A	It is recommended that SI and DOTH come to a mutual agreement regarding Change Orders to continue making progress on the H4 Project without any additional delay.	10/6/2022: Two change orders were rejected due to the additional funding request beyond DOTH's acceptable budget threshold. The original scope of requirements and utilizing interface have been requested by DOTH.	10/14/2022	10/14/2022		
R-221006-01	Risk	M221006-1	10/6/2022	Resource Management	GENERAL	PM, HR, Timesheet Consultants	Three SI consultants are rolling off the H4 project.	SI	Open	High	High	It is recommended that DOTH requests additional resources from SI to adequately support the project.	10/31/2022: H4 project started with 12 consultants and now there are eight consultants assigned to the H4 project even though the project's scope of work did not change. These may be insufficient resources for the project. This may overload the remaining consultants with the quantity of work and also consultants may need to work with modules that fall outside of their expertise and may impact the project quality. 11/30/2022: It is recommended to monitor that proper knowledge transfer takes place and to find replacement resources for the H4 Project. 12/31/2022: The three vacant consultant positions still have not been filled.	12/31/2022			
O-221020-01	Risk	M221020-1	10/20/2022	Resource Management	GENERAL	Assistant Project Manager	Assistant Project Manager is rolling off the H4 project on 11/4/2022	SI	Open	Medium	Medium	It is recommended that SI find replacement Assistant Project Manager.	11/30/2022: It is recommended that SI search for a replacement for Assistant Project Manager. 12/15/2022: A potential Assistant Project Manager was found but was assigned to another project. It is recommended that SI continue searching for a replacement for the Assistant Project Manager position. 12/31/2022: SI proposed an Assistant PM candidate, however qualifications were not met and SI is continuing to search for a candidate.	12/31/2022			
I-221025-01	Issue	M221027-1	10/25/2022	Quality Management	GENERAL	Deliverable Quality	SI deliverables have tended to contain errors and misinformation such as incorrect project name, other client's system architecture, missing/incomplete contents, etc. DOTH recently received a DED from SI, but it turned out that the DED was for another client. These errors and missing information are causing delays in the deliverable review and approval process.	SI	Open	High	N/A	It is recommended that deliverables are more carefully prepared, reviewed and proofread by SI document quality team before submitting to DOTH for review.	12/31/2022: Formatting and content issues that could be easily prevented (e.g., big gaps in the document without good reasons, improper bullet pointing, inconsistency between sections, and incorrect/incomplete information thus impacting legibility and accuracy) are continuously observed.	12/31/2022			
R-221031-01	Risk	M221027-1	10/31/2022	Schedule Management	GENERAL	New Go-Live Date	New Go-Live date is set to 7/1/2023 but it is at high risk due to many deliverables remaining and delay in implementation.	DOTH/SI	Open	High	High	It is recommended that DOTH and SI discuss a resolution for delayed deliverables and develop a detailed plan to meet the new Go-Live date.	11/30/2022: New Go-Live date of 7/1/2023 appears to be at risk; DOTH and SI should discuss feasibility of the Go-Live date. 12/31/2022: It is recommended to discuss the Go-Live date of 7/1/2023 as it is an improbable target date to achieve.	12/31/2022			
I-221031-01	Issue	M221027-1	10/31/2022	Training and Knowledge Transfer	GENERAL	Team Training	DOTH project team members haven't been sufficiently provided instruction and training to actively access H4 and familiarize themselves with H4 functions and processes.	SI	Open	High	N/A	It is recommended that SI provide training and instruction on how to navigate and process basic transactions so that the project team members can be more experienced with H4 and get ready for the System testing, verification, and validation.	11/15/2022: No major updates. It is recommended that DOTH test availability of Dev environment from on and off DOTH network. 12/21/2022: Orientation meeting for Subject Matter Leader Knowledge Transfer was held. No dates for the trainings have been set yet.	12/31/2022			
I-221130-02	Issue	M221117-1	11/30/2022	Risk/Issue Management	GENERAL	Go-Live Date	Some items from Issue/Risk Log are being discussed without detailed resolution or follow-up.	DOTH/SI	Open	Medium	N/A	The risks and issues of the H4 Project need to be more proactively managed and respective SMEs should be more engaged regarding the details to ensure the success of the project.	12/31/2022: No major updates.	12/31/2022			

Observation, Risk and Issues (ORI) 12/31/2022

ORI ID	Type	SI Deliverable / ORI Source	Creation Date	Subject Area	Modules	Summary	Description	Responsible Party	Status	Impact	Probability	Feedback / Mitigation	Updates	Review / Target Date	Close Date	Reference ID/Doc	Comments
R-221130-02	Risk	M221117-1	11/30/2022	Contract Management	GENERAL	Contract Schedule and Scope	The project is extended beyond the original due date. There was a lot of work done for items outside the project scope such as Plant Maintenance Inventory, which did not manifest. There have been no change orders for these items that are impacting important parts of the H4 Project.	DOTH/SI	Open	Medium	High	It is recommended to examine the contract, the schedule, and analyze the fit/gap to make necessary adjustments with change orders as needed.	12/31/2022: No major updates.	12/31/2022			
R-221130-03	Risk	M221117-1	11/30/2022	Reports and Analytics	GENERAL	Reports Requirements	RTM and FSD are being prepared without in-depth reports discussion and Analysis of Reporting Requirements (ARR) does not provide sufficient information to cover all the details of the reports. Reports are often the final desired outcome of an activity and detail discovery is essential.	SI	Open	High	High	It is recommended that SI conduct detailed discovery of DOTH reports to ensure all the necessary information for input and output are covered.	12/31/2022: During the FSD discussions, additional details that need to be on the reports have been discovered.	12/31/2022			
R-221130-04	Risk	M221117-1	11/30/2022	Data Conversion	GENERAL	Data Conversion Preparedness	Data Conversion strategy and plan documents have not covered the details such as source/target, cleansing, dependencies, and validations. These activities have been deferred to the Realize Phase from the Explore Phase causing delays, rework, or additional work later. WRICEF and detailed data conversion work deferred from the Explore Phase are discussed and performed during FSD sessions.	DOTH/SI	Open	Medium	High	It is recommended to catch up on work deferred from the Explore Phase and to explore Data Conversion materials in detail to finalize the Data Conversion WRICEF in FSD.	12/31/2022: Data conversion discussions are making progress. However, familiarity of H4 terminologies, functions, and processes by DOTH will be needed to adequately review and complete data conversion FSDs.	12/31/2022			
I-221130-03	Issue	M221117-1	11/30/2022	Documentation	GENERAL	Meeting Minutes/Follow Up Lists	It is observed that meeting minutes or action items from the project discussions are not always provided. To-Do lists and summaries of the meetings may have been gathered on individual levels, but this makes it difficult to track the progress as a project team and also challenging to collaborate between project team members.	DOTH/SI	Open	Medium	N/A	It is recommended to prepare meeting summaries and/or to-do lists from the meetings to efficiently prepare, plan, and navigate the follow up activities and hold efficient meetings.	12/31/2022: No major updates.	12/31/2022			
O-221206-01	Observation	M221206-1	12/6/2022	Solution Design and Configuration	GENERAL	FSD Review	There was a meeting to discuss how to improve FSD process, because there are more than 200 documents that need discussion and approval. The proposed method is to group similar topic FSDs in a batch to discuss in a same meeting.	DOTH/SI	Open	N/A	N/A	It is recommended to create a plan with FSD groups in advance for efficient and prioritized reviews and meetings.		12/31/2022			