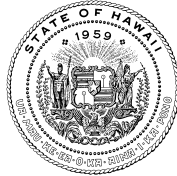**JOSH GREEN, M.D.**
GOVERNOR
KE KIAʻĀINA

KEITH A. REGAN
COMPTROLLER
KA LUNA HOʻOMALU HANA LAULĀ

CHRISTINE M. SAKUDA
CHIEF INFORMATION OFFICER
LUNA ʻENEHANA

STATE OF HAWAIʻI | *KA MOKUʻĀINA O HAWAIʻI*
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | *KA ʻOIHANA LOIHELU A LAWELAWE LAULĀ*

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | *KEʻENA HOʻOLANA ʻENEHANA*
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

February 11, 2025

The Honorable Ronald D. Kouchi
President of the Senate
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawaiʻi 96813

The Honorable Nadine K. Nakamura
Speaker and Members of the
House of Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawaiʻi 96813

Aloha Senate President Kouchi, Speaker Nakamura, 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 Hawaiʻi, Department of Health, BHA ADAD INSPIRE-PLUS Case Management Solution Project.

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

Sincerely,

Christine M. Sakuda
Chief Information Officer
State of Hawaiʻi

Attachments (2)

State of Hawaii
Department of Health
INSPIRE-PLUS Project

Monthly IV&V Report

November 2024

- Work Product 5: IV&V Report
- Work Product 7: Risk Identification Report
- Work Product 10: Status Report

Executive Summary – November 2024

- The Inspire-Plus project is very well managed both from the SI vendor (RSM) and the State side. Development activity is on target for completing Iteration One on time, and some developers have started working on Iteration Two user stories. Testing is also on track to be ready to demonstrate the Iteration One capabilities on the scheduled date, December 9.

- IV&V has reviewed all RSM-submitted deliverables and work products to date and has had only minor recommendations for improvement or questions, all of which have been addressed by RSM.

- IV&V had initial concerns regarding system security. The System Security Plan submitted by RSM addressed those concerns with the procedures RSM and Microsoft follow to ensure system confidentiality, integrity, and availability are maintained.

Ratings Definitions

IV&V Findings

Indicator	Priority	Description	Criteria
1 (red square)	Priority 1	Concerns and Observations ranked as Priority 1 are those that IV&V expects will yield **significant** opportunities for improvement or corrective action for the HANA project.	Critical that the Project resolve immediately and that pose a **significant** threat or impact to the project.
2 (orange pentagon)	Priority 2	Concerns and Observations ranked as Priority 2 are those that IV&V expects will yield **moderate** opportunities for improvement or corrective action for the HANA project.	Essential that the Project resolve as soon as possible and that pose a **moderate** threat or impact to the project.
3 (yellow circle)	Priority 3	Concerns and Observations ranked as Priority 3 are those that IV&V expects will yield **minor** opportunities for improvement or corrective action for the HANA project and are focused primarily on conforming to existing standards or processes.	Important that the Project resolve within a reasonable timeframe, given other project priorities, and that pose a **minor or limited** threat or impact to the project.

Task Group Measurement Criteria

Legend for Task Group Assessment

(green circle) **Satisfactory** – No corrective actions necessary.

All life cycle activities conform to requirements.

Standards, practices and conventions are satisfactory.

Risks or issues may exist and contain appropriate mitigation or resolution steps and the project is adequately addressing them.

The current risk to the project and software quality is **low**.

(yellow triangle) **Caution** – There may be a need for corrective action now or quite soon.

Some life cycle activities are not in alignment with requirements.

Standards, practices and conventions may require process improvement to achieve desired outcomes.

Risks or issues are often not identified or contain stale mitigation or resolution steps.

The current risk to the project and software quality is **moderate**.

(red hexagon) **Critical** – Escalated for immediate action.

Many life cycle activities are not in alignment with requirements.

Many standards, practices and conventions require corrective action to achieve desired outcomes.

Risk mitigation is not effective or issue resolution is not timely. Critical processes are not effective and are resulting in delays or rework.

The current risk to the project and software quality is **significant**.

(blue diamond) Not enough data is available to make a determination about project health.

INSPIRE-PLUS Project Health / Performance (WP 5)

- Assessment of Project Overall

[2 Months Prior]	October 2024	November 2024
N/A	🟢	🟢

- Project Areas / Task Groups

	[2 Months Prior]	October 2024	November 2024
Project Management	N/A	🟢	🟢
Budget	N/A	🔷	🔷
Schedule / Milestones	N/A	🟢	🟢
Scope	N/A	🟢	🟢
Requirements	N/A	🟢	🟢
Staffing	N/A	🟢	🟢

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INSPIRE-PLUS Project Health / Performance (WP 5)

- Project Areas / Task Groups (continued)

	[2 Months Prior]	October 2024	November 2024
Design	N/A	🟢	🟢
Configuration & Development	N/A	🟢	🟢
Testing	N/A	🟢	🟢
Interfaces & Data Conversion	N/A	🔷	🔷
Integration	N/A	🔷	🔷
Solution Deployment	N/A	🔷	🔷

INSPIRE-PLUS Project Health / Performance (WP 5)

Project Health Trend	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Assessment of Project Overall	🟢	🟢					
Project Areas / Task Groups	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**
Project Management	🟢	🟢					
Budget	🔷	🔷					
Schedule / Milestones	🟢	🟢					
Scope	🟢	🟢					
Requirements	🟢	🟢					
Staffing	🟢	🟢					
Design	🟢	🟢					
Configuration & Development	🟢	🟢					
Testing	🟢	🟢					
Interfaces & Data Conversion	🔷	🔷					
Integration	🔷	🔷					
Solution Deployment	🔷	🔷					
Total Open Findings	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**
Preliminary Concerns	2	2					
Risk - Low	0	1					
Risk - Medium	0	0					
Risk - High	0	0					
Issue - Low	0	0					
Issue - Medium	0	0					
Issue - High	0	0					

Monthly IV&V Report: New Findings & Major Updates (WP 5) - November 2024
(As the project progresses, this will become Priority 1 findings only)

No.	Type	Category	Date: Title. Description	Priority	Source	Significance	Recommendation
202410-01	Preliminary Concern	Requirements Security	10/14/24: Security Availability – Although requirements for Confidentiality and Integrity were included in the documented requirements, there was nothing covering Availability.	2	Deliverable Review	An important aspect of System Security is "availability" of the system, such as high availability, redundancy, and business continuity.	**UPDATE:** The System Security Plan indicates that availability is monitored by Microsoft as part of their ongoing Cloud and Security procedures. Ensure requirements are documented to address system availability.
202410-02	Preliminary Concern	Integration	10/15/24: Data Sharing Agreement(s) – It was noted that a DSA will be needed to allow Providers to access data on the system.	2	Interviews	Data Sharing Agreements can take a long time to finalize with the inherent bureaucracy involved in getting all parties aligned and approvals obtained.	**UPDATE:** DOH indicates they have begun work on this activity. Begin work on obtaining contacts and templates for potential Data Sharing Agreements as soon as possible to avoid project delays.
202411-01	Observation - Risk	Security Testing	11/22/24: Penetration Testing – iFrames are identified in the Technical Architecture Blueprint as being used for development; they are susceptible to cross-site scripting attacks.	2	Deliverable Review	Penetration Testing is a crucial security practice to help identify and address vulnerabilities in a system before malicious actors can exploit them.	**CLOSED:** The System Security Plan indicates that Microsoft performs penetration testing as part of its ongoing security strategy.

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Monthly IV&V Risk Identification Report (WP 7) - November 2024

Newly Identified Risks and/or Issues *

Number	Date Identified	Risk or Issue	Brief Description	Probability (1 Low, 5 High)	Impact (1 Low, 5 High)	Exposure (Prob x Impact)	Mitigation Recommendation
202411-01	11/22/2024	Risk	Penetration Testing is not listed in the Test Strategy document.	3	1	3	Closed: The Security Plan indicates that Microsoft conducts penetration testing as part of its ongoing security procedures.

Updates to Existing Risks and/or Issues *

Number	Risk or Issue	Brief Description *and* Date of Update	Probability (1 Low, 5 High)	Impact (1 Low, 5 High)	Exposure (Prob x Impact)	Mitigation Recommendation
N/A	N/A	N/A	N/A	N/A	N/A	N/A

* All Risks and Issues are listed as "Observations" and identified as either Risk or Issue on the IV&V Findings Detailed Report.

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Monthly IV&V Risk Identification Report (WP 7) - November 2024

Decisions and Action Items from Monthly Risk Management Meetings

Date	Decision	Project Area	Approved By
N/A	N/A	N/A	N/A

Date	Action Item	Owner	Due Date
N/A	N/A	N/A	N/A

TMS is participating in the Bi-weekly Issues meeting facilitated by RMS; no additional Risk Management meetings are deemed necessary at this point in the project.

Monthly IV&V Status Report (WP 10) - November 2024

Meetings and SI activities	Date	Meetings and SI activities	Date
ADAD Daily Scrum	11/1/2024	TMS Internal Deliverables Review	11/14/2024
ADAD Daily Scrum	11/4/2024	ADAD Daily Scrum	11/15/2024
ADAD Twice Weekly Issues Meeting	11/4/2024	ADAD Daily Scrum	11/18/2024
ADAD Daily Scrum	11/5/2024	ADAD Twice Weekly Issues Meeting	11/18/2024
ADAD Daily Scrum	11/6/2024	ADAD Daily Scrum	11/19/2024
ADAD Twice Weekly Issues Meeting	11/6/2024	ADAD Weekly Program Status Meeting	11/19/2024
ADAD Daily Scrum	11/7/2024	ADAD Daily Scrum	11/20/2024
ADAD Daily Scrum	11/8/2024	ADAD Twice Weekly Issues Meeting	11/20/2024
ADAD Security Discovery Meeting	11/8/2024	ADAD Daily Scrum	11/21/2024
ADAD Daily Scrum	11/11/2024	ADAD Daily Scrum	11/25/2024
ADAD Daily Scrum	11/12/2024	ADAD Twice Weekly Issues Meeting	11/25/2024
ADAD Weekly Program Status Meeting	11/12/2024	TMS Internal Review of Deliverables	11/25/2024
ADAD Daily Scrum	11/13/2024	ADAD Daily Scrum	11/26/2024
ADAD Twice Weekly Issues Meeting	11/13/2024	ADAD Daily Scrum	11/27/2024
ADAD Daily Scrum	11/14/2024	ADAD Twice Weekly Issues Meeting	11/27/2024

Monthly IV&V Status Report (WP 10) - November 2024
RSM Artifact Reviews by IV&V (WP-9)

RSM Artifact Name	Date Reviewed
Kickoff Presentation (D3)	11/04/2024
Project Management Plan (D1)	11/06/2024
High-Level Project Gantt (D-Additional 1) and Updated High-Level Gantt Final (D-Additional 3)	11/06/2024 11/11/2024
Test Strategy (D-Additional 2)	11/05/2024
Configuration Management Plan (D15)	11/07/2024
Configuration Coding Standards	11/05/2024
Updated Technical Architecture Blueprint FINAL v2.0 (D9)	11/13/2024
System Security Plan (D13)	11/22/2024
ADAD Burndown and Testing Logs *(in Daily Scrum meetings)*	11/01 — 27/2024
Risks, Issues, Assumptions, Decisions (RAID) Log *(in Twice-weekly Issues meetings)*	11/04 — 27/2024
ADAD – Weekly Status Reports *(in Weekly Status meetings)*	11/05 — 26/2024

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Monthly IV&V Status Report (WP 10) - November 2024
Planned Activities and Deliverable Reviews for Next Month

Description	Planned Start	Comments
Observe ADAD Daily Scrums	12/2/2024	IV&V attends as available
Attend ADAD Twice Weekly Issues Meetings	12/2/2024	IV&V attends as available
Attend ADAD Weekly Program Status Meetings	12/3/2024	IV&V attends all
Attend Steering Committee Meeting	12/10/2024	
Attend other project meetings as appropriate	12/2/2024	
Review RSM responses to findings on comment logs as needed	12/2/2024	
Review and Assess newly-submitted RSM deliverable(s)	TBD	To be determined based on RSM submission(s)

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INSPIRE-PLUS Project Summary

TMS is providing IV&V services to the State of Hawaii Department of Health, Alcohol and Drug Abuse Division (ADAD) for the Behavioral Health Administration's (BHA) Information Technology Solution Project (INSPIRE-PLUS) to meet State and Federal requirements. IV&V is for all of the Design, Development & Implementation (DDI) phase of the INSPIRE-PLUS solution for the ADAD.

The associated prior INSPIRE Project was designed to replace the legacy databases and information systems of the Developmental Disabilities Division (DDD) and the Child and Adolescent Mental Health Division (CAMHD). This INSPIRE-PLUS Project is intended to replace the legacy databases and information systems of the ADAD.

The Solution is planned to deliver seamless and transparent care information via shared technology solutions and secure data sharing. Striving to implement an integrated service delivery approach, the Solution will encompass program eligibility and enrollment; case processing; service delivery; and healthcare services payment processing, with a foundation of data sharing and analysis for efficient, metrics-driven quality care across programs.

This Project includes numerous and frequent deliveries of software (i.e. sprints) for verification and validation.

Mahalo Nui