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**STATE OF HAWAII | KA MOKU'ĀINA O HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ**  
**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | KE'ENA HO'OLANA 'ENEHANA**  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

March 29, 2026

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

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

A handwritten signature in blue ink, appearing to read "Christine M. Sakuda".

Christine M. Sakuda  
Chief Information Officer  
State of Hawai'i

Attachments (2)



# State of Hawaii Department of Health INSPIRE-Plus Project

## Monthly IV&V Report

December 2025

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



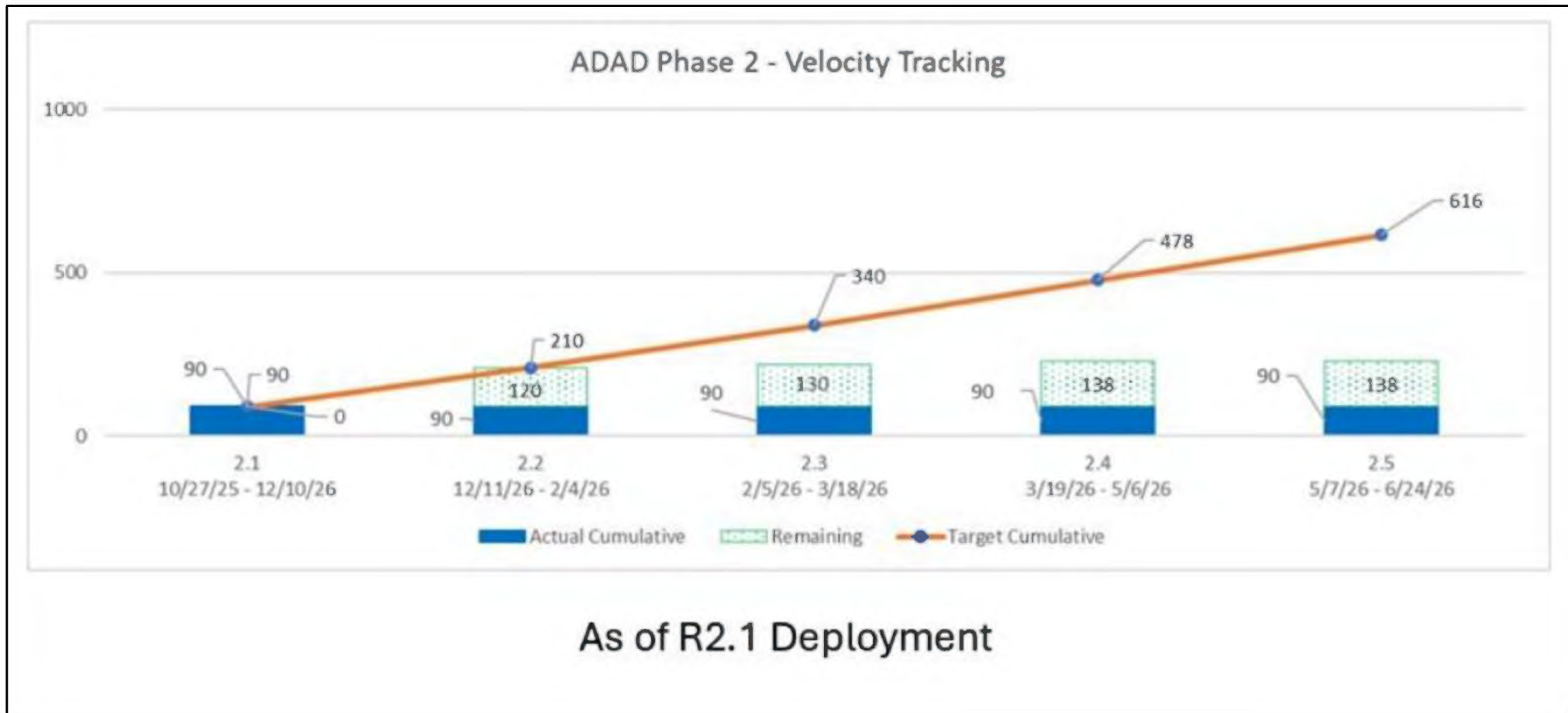
# Executive Summary – December 2025



## Inspire+ MVP Go-Live

- Release 2.1 was deployed on December 10 as planned with no significant issues encountered.
- All Release 2.1 related development and testing activities were completed on schedule, and all user stories targeted for the release successfully passed co-located testing.
- Post-deployment stabilization for Release 2.1 is progressing as expected. The team continues to actively work through post-implementation items, with steady resolution throughput and no critical or systemic issues identified to date.
- Release 2.2 (Targeted for Early February) planning is underway, with business and financial enhancements being defined and prioritized as scope and continues to be refined.
- ✓ The project health remains **Satisfactory / Green** overall for December.

# Target Velocity Chart



# INSPIRE-Plus Project Health / Performance (WP 5)



## Assessment of Project Overall

| October 2025 | November 2025 | December 2025 |
|--------------|---------------|---------------|
| ●            | ●             | ●             |

## Project Areas / Task Groups

|                              | October 2025 | November 2025 | December 2025 |
|------------------------------|--------------|---------------|---------------|
| <b>Project Management</b>    | ●            | ●             | ●             |
| <b>Budget</b>                | ●            | ●             | ●             |
| <b>Schedule / Milestones</b> | ●            | ●             | ●             |
| <b>Scope</b>                 | ●            | ●             | ●             |
| <b>Requirements</b>          | ●            | ●             | ●             |
| <b>Staffing</b>              | ●            | ●             | ●             |

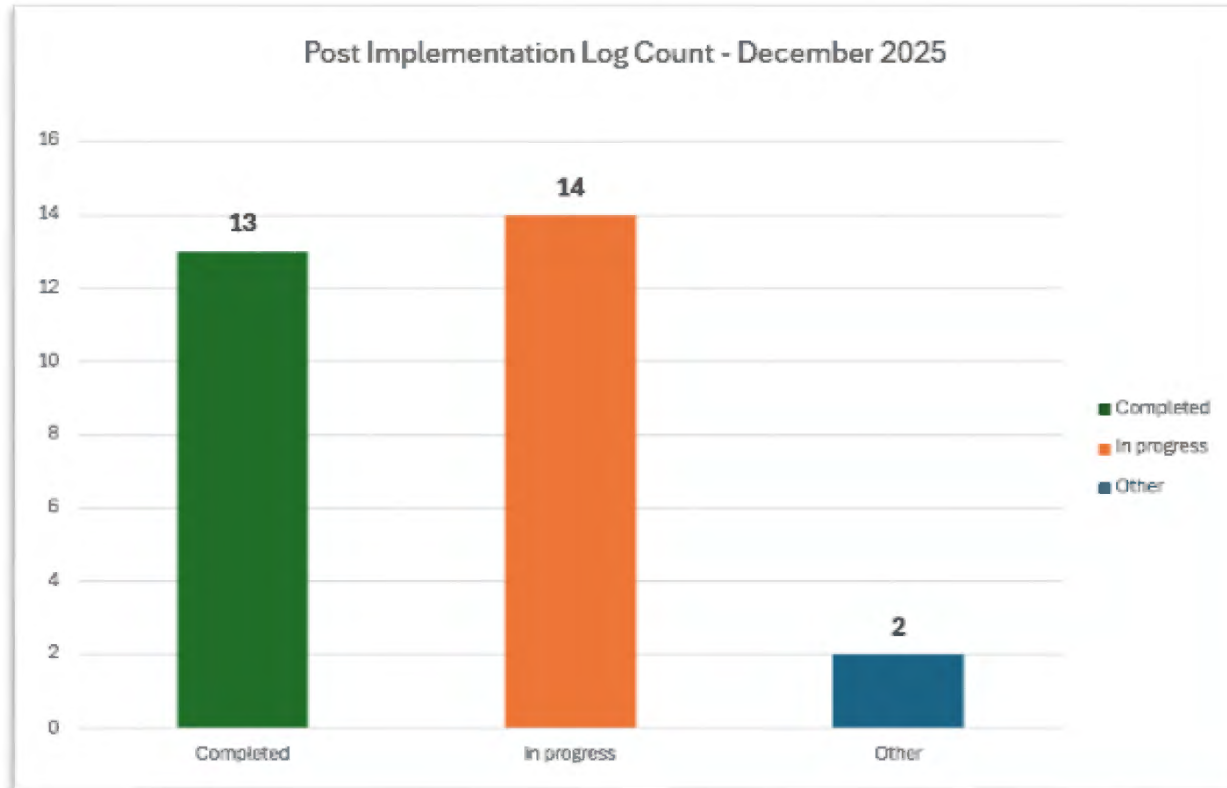
# INSPIRE-Plus Project Health / Performance (WP 5)



## Project Areas / Task Groups (continued)

|   | October 2025 | November 2025 | December 2025 |
|---|--------------|---------------|---------------|
| <b>Design</b>                           | ●            | ●             | ●             |
| <b>Configuration &amp; Development</b>  | ●            | ●             | ●             |
| <b>Testing</b>                          | ●            | ●             | ●             |
| <b>Interfaces &amp; Data Conversion</b> | ●            | ●             | ●             |
| <b>Integration</b>                      | ●            | ●             | ●             |
| <b>Solution Deployment</b>              | ●            | ●             | ●             |

# Post Implementation Response Log



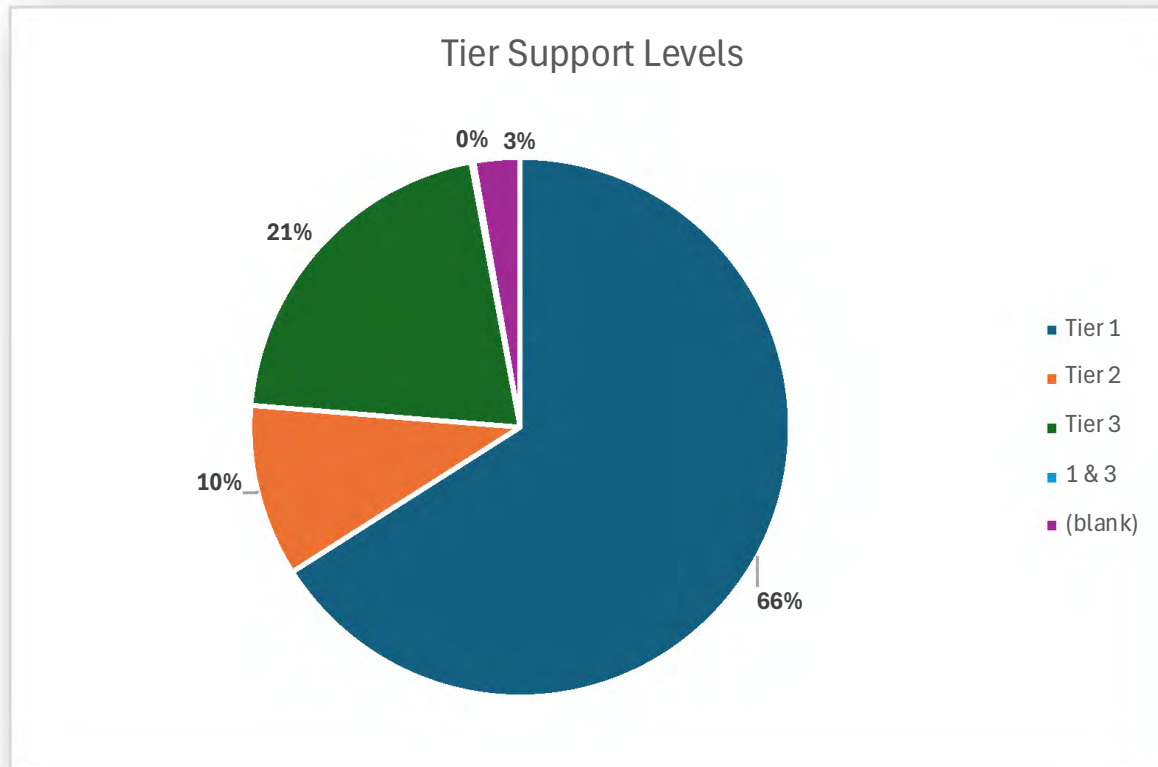
- **Active Workload**

- Nearly half of the items (**14**) remain "In Progress." This suggests a high level of ongoing activity as the team continues to stabilize the system two months after the October launch.

- **Resolution Rate**

- With **13** items "Completed," the team has successfully addressed approximately **45%** of the total log volume for the month.

# Tier Support Levels

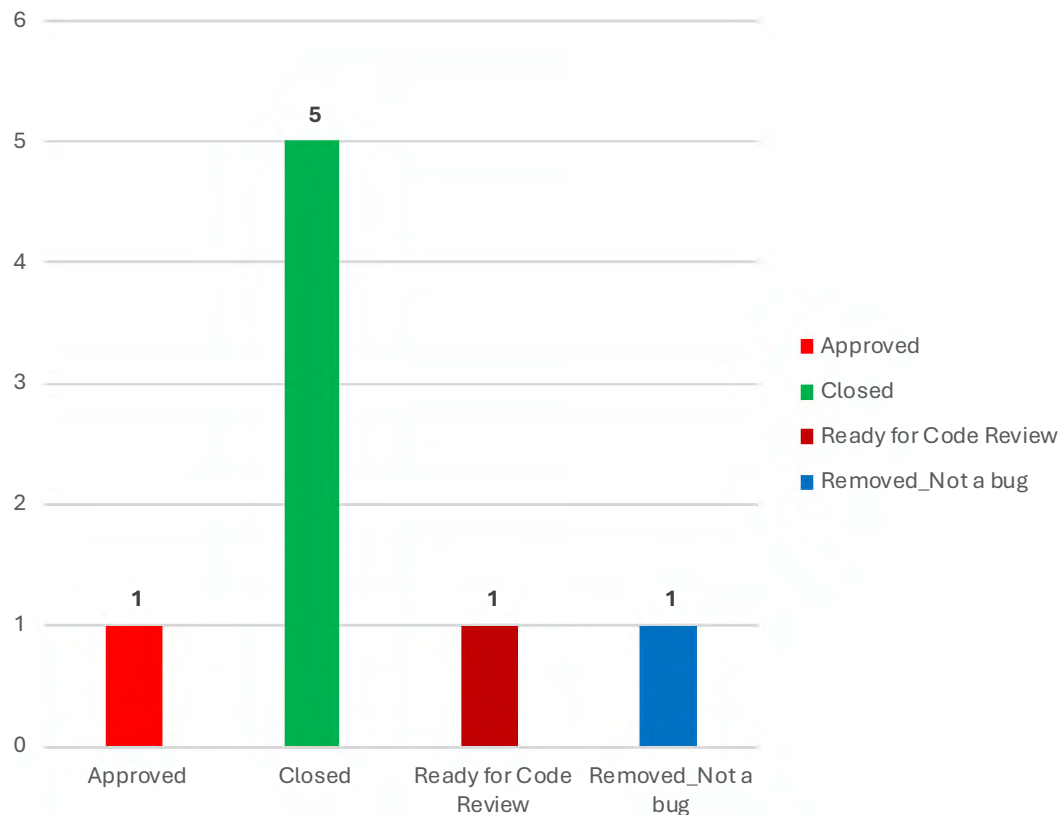


- **Tier 1 (66%):** This is the largest segment, representing two-thirds of the total data. This typically covers basic customer issues, general troubleshooting, and initial contact.
- **Tier 2 (10%):** This middle tier handles intermediate issues but represents the smallest of the three main functional segments.
- **Tier 3 (21%):** Interestingly, the highest level of technical support represents the second-largest category, indicating that over one-fifth of the issues require advanced expert intervention.

# Project Bugs – December 2025



Bug Counts - December 2025



- **Total Bug Volume:** 8 bugs reported and processed during the period.
- **Resolution Efficiency:** 5 bugs successfully **Closed** and implemented as part of the Mid-sprint deployment.
- **Development Pipeline:**
  - **1 Approved:** Queued for upcoming development cycles.
  - **1 Ready for Code Review:** Development complete; currently in the final QA/peer review stage.
- **Status Distribution:** 63% of monthly bug reports reached a "Closed" state by the end of December.

# Monthly IV&V Report: New Findings & Major Updates (WP 5) - December 2025

Priority 1 and 2 only: *No open P1 or P2 findings in December 2025*



| No. | Type | Category | Title, Date, Description | Priority | Source | Significance | Recommendation |
|-----|------|----------|--------------------------|----------|--------|--------------|----------------|
| N/A | N/A  | N/A      | N/A                      | N/A      | N/A    | N/A          | N/A            |

# Monthly IV&V Risk Identification Report (WP 7) - December 2025

Newly Identified Risks and/or Issues and Major Updates



No new items were identified for December 2025

# Monthly IV&V Status Report (WP 10) - December 2025



| Meetings Attended / SI Activities Observed            | Date(s)  |
|---|--|
| ADAD Twice Weekly Issues Meeting                      | 12/1, 12/3, 12/8, 12/10, 12/15, 12/17, 12/22   |
| ADAD Weekly Program Status Meeting                    | 12/2, 12/9, 12/16, 12/23   |
| Release 2.1 Co-Located Testing                        | 12/2, 12/3, 12/4   |
| ADAD INSPIRE+ Response Center – Week 5                | 12/2, 12/3, 12/9, 12/10, 12/16, 12/17, 12/23   |
| US 41643 Co-Located Testing                           | 12/17  |
| ADAD Daily Scrum Meeting Phase 2                      | 12/3, 12/4, 12/5, 12/8, 12/9, 12/10, 12/11, 12/12, 12/15, 12/16, 12/17, 12/18, 12/19, 12/22, 12/23 |
| Review of Fiscal Requests for R 2.2                   | 12/16  |
| Review Invoicing Roadblocks/Areas for Improvement     | 12/18  |
| DOH BAH IT Solution Project – Steering Committee 2025 | 12/9   |

# Monthly IV&V Status Report – December 2025

RSM Artifacts Reviewed by IV&V (WP-9)



| RSM Artifact Name   | Date Reviewed                                |
|---|--|
| Risks, Issues, Assumptions, Decisions (RAID) Log ( <i>in and after Twice-weekly Issues meetings</i> ) | 12/1, 12/3, 12/8, 12/10, 12/15, 12/17, 12/22 |
| ADAD – Weekly Status Reports ( <i>in and after Weekly Status meetings</i> )                           | 12/2, 12/9, 12/16, 12/23                     |
| D-13 System Security Plan   | 12/2   |
| D9 Updated Technical Architecture Blue Print  | 12/1   |

# Monthly IV&V Status Report (WP 10) - December 2025

## Planned Activities and Deliverable Reviews for November



| Description                                  | Comments  |
|--|---|
| Attend ADAD Twice Weekly Issues Meetings     | IV&V attends as available; reviews documentation  |
| Attend ADAD Weekly Program Status Meetings   | IV&V attends all; reviews documentation   |
| Attend Steering Committee Meeting            | Present Monthly IV&V Reports  |
| Review RSM Deliverables and submit feedback  | D9 Updated Technical Architecture BluePrint<br>D13 System Security Plan<br>Approved on 12/1<br>Approved on 12/2 |
| Attend other project meetings as appropriate |   |

# INSPIRE-Plus Project Health / Performance Trend (WP 5)



| Project Health Trend          | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Assessment of Project Overall | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Project Areas / Task Groups   | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 |
| Project Management            | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Budget                        | ◆      | ◆      | ◆      | ◆      | ◆      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Schedule / Milestones         | ●      | ●      | ●      | ▲      | ▲      | ▲      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Scope                         | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Requirements                  | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Staffing                      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Design                        | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Configuration & Development   | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Testing                       | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Interfaces & Data Conversion  | ◆      | ◆      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      | ●      |
| Integration                   | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ●      | ●      | ●      | ●      |
| Solution Deployment           | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ◆      | ●      | ●      | ●      |
| Total Open Findings           | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 |
| Preliminary Concerns          | 1      | 1      | 1      | 2      | 1      | 2      | 1      | 4      | 4      | 2      | 0      | 0      | 0      |
| Risk - Low                    | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      |
| Risk - Medium                 | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      |
| Risk - High                   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      |
| Issue - Low                   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Issue - Medium                | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Issue - High                  | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |

# Appendix A: Ratings Definitions

## Risks

**Impact**  
*How severe would the outcomes be if the risk occurred?*

→




|                  | Insignificant<br>1 | Minor<br>2 | Significant<br>3 | Major<br>4   | Severe<br>5  |
|------------------|--------------------|------------|------------------|--------------|--------------|
| 5 Almost Certain | Medium 5           | High 10    | Very high 15     | Extreme 20   | Extreme 25   |
| 4 Likely         | Medium 4           | Medium 8   | High 12          | Very high 16 | Extreme 20   |
| 3 Moderate       | Low 3              | Medium 6   | Medium 9         | High 12      | Very high 15 |
| 2 Unlikely       | Very low 2         | Low 4      | Medium 6         | Medium 8     | High 10      |
| 1 Rare           | Very low 1         | Very low 2 | Low 3            | Medium 4     | Medium 5     |

Probability  
What is the likelihood the risk will happen?





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# Appendix B: Ratings Definitions

## IV&V Findings

| Indicator  | Priority   | Description  | Criteria   |
|--|------------|--|--|
|    | Priority 1 | Preliminary Concerns and Observations ranked as Priority 1 are those opportunities that IV&V expects will yield <b>significant</b> opportunities for improvement or corrective action for the INSPIRE-PLUS Project.  | Critical that the Project resolve immediately and that pose a <b>significant</b> threat or impact to the project.  |
|    | Priority 2 | Preliminary Concerns and Observations ranked as Priority 2 are these opportunities that IV&V expects will yield <b>moderate</b> opportunities for improvement or corrective action for the INSPIRE-PLUS Project.   | Essential that the Project resolve as soon as possible and that pose a <b>moderate</b> threat or impact to the project.  |
|  | Priority 3 | Observations and Concerns ranked as Priority 3 are these opportunities that IV&V expects will yield <b>minor</b> opportunities for improvement or corrective action for the INSPIRE-PLUS 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 <b>minor or limited</b> threat or impact to the project. |

## Task Group Measurement Criteria

| Legend for Task Group Assessment  |   |   |   |   |   |   |  |
|---|---|---|---|---|---|---|--|
|  | <p><b>Satisfactory</b> – No corrective actions necessary.</p> <p>All life cycle activities conform to requirements.</p> <p>Standards, practices and conventions are satisfactory.</p> <p>Risks or issues may exist and contain appropriate mitigation or resolution steps and the project is adequately addressing them.</p> <p>The current risk to the project and software quality is <b>low</b>.</p> |  | <p><b>Caution</b> – There may be a need for corrective action now or quite soon.</p> <p>Some life cycle activities are not in alignment with requirements.</p> <p>Standards, practices and conventions may require process improvement to achieve desired outcomes.</p> <p>Risks or issues are often <u>not identified</u> or contain stale mitigation or resolution steps.</p> <p>The current risk to the project and software quality is <b>moderate</b>.</p> |  | <p><b>Critical</b> – Escalated for immediate action.</p> <p>Many life cycle activities are not in alignment with requirements.</p> <p>Many standards, practices and conventions require corrective action to achieve desired outcomes.</p> <p>Risk mitigation is not <u>effective</u> or issue resolution is not timely. Critical processes are not effective and are resulting in delays or rework.</p> <p>The current risk to the project and software quality is <b>significant</b>.</p> |  | <p>Not enough data is available to make a <u>determination</u> about project health.</p> |



# Appendix C: 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.

Phase 1 has been completed, and the project is currently in Phase 2, with plans to proceed through Phase 4 to develop and implement the remaining functionality.



# Mahalo Nui



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