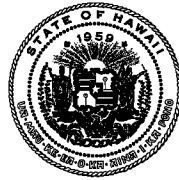


JOSH GREEN, M.D.
GOVERNOR
KE KIA ĀINA



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LUNA 'ENEHANA

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

April 6, 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 Integrated Case Management System Project.

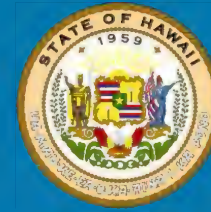
In accordance with HRS section 93-16, this report may be viewed electronically at <http://ets.hawaii.gov> (see "Reports").

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)



Hawaii BHA Integrated Case Management System Project – *Phase 4*

*IV&V Report for the period of
February 1 – February 28, 2026*

Final Submitted: March 10, 2026

Agenda

Executive Summary

IV&V Findings & Recommendations

Appendices

- A – Rating Scales
- B – Inputs
- C – Project Trends
- D – Acronyms and Definitions
- E – List of Production Defects



Executive Summary

The project remains on schedule, highlighted by the successful bi-monthly Release 4.16 deployment on February 4, 2026. The release focused on claims processing enhancements and improved payment status visibility, supported by targeted preparation activities, including mid-sprint deployment (MSD) to validate the deployment pipeline. Post-Go-Live efforts for the Document Scanning Project continue as the team transitions to steady-state support.

Automated deployment and regression automation efforts remain temporarily deprioritized to support higher-impact priorities. The team continues to effectively manage shifting demands while maintaining release stability.

One new medium-severity production defect was identified this month, and remediation of a previously reported high-severity defect continues. Post-Go-Live Document Management Scanning defects were addressed through hotfixes.

Backlog management practices continue to mature, with incremental story decomposition improving predictability and coordination across initiatives such as Grievances and Mortality Reviews. Manual regression testing for Release 4.16 was completed successfully. Automation efforts remain paused pending schedule alignment and completion of the Tosca license upgrades.



Executive Summary

Dec	Jan	Feb	Category	IV&V Observations
L	L	L	Sprint Planning	BHA is advancing incremental story decomposition across major initiatives, improving predictability and visibility by breaking large efforts into smaller user stories. Clarifying dependencies during refinement will be key to smoother sprint execution and more consistent delivery.
L	L	L	User Story (US) Validation	There is an active preliminary concern in the User Story (US) Validation category, which remains Green (low criticality) for this reporting period. IV&V will continue to monitor the US development and validation process in the upcoming reporting periods.
M	M	M	Test Practice Validation	CAMHD and DDD will continue manual regression testing for upcoming releases while working toward automation. DDD automation remains paused pending schedule confirmation, and CAMHD automation is on hold awaiting Tosca license upgrade validation. BHA is strengthening system reliability by increasing test coverage in high-risk areas.



Executive Summary

Dec	Jan	Feb	Category	IV&V Observations
M	M	M	Release / Deployment Planning	Release 4.16 was successfully deployed, with continued improvements in deployment consistency. A mid-sprint deployment confirmed claims pipeline stability. Capacity supports ongoing releases, though contingency bandwidth remains unchanged, and automation remains deprioritized.
L	L	L	On-The-Job-Training (OJT) and Knowledge Transfer (KT) Sessions	This category remains Green (low criticality) for the February reporting period with no active findings.
L	L	L	Targeted KT	This category remains Green (low criticality) for the February reporting period. IV&V will continue to monitor.
L	L	L	Project Performance Metrics	There are no findings regarding project performance metrics for the February reporting period. IV&V will keep this category's criticality rating Green (low criticality) and will continue to monitor.
L	L	L	Organizational Maturity Assessment (OMA)	This category remains Green (low criticality) for the February reporting period. There are no outstanding findings in this category, and IV&V will continue to monitor.



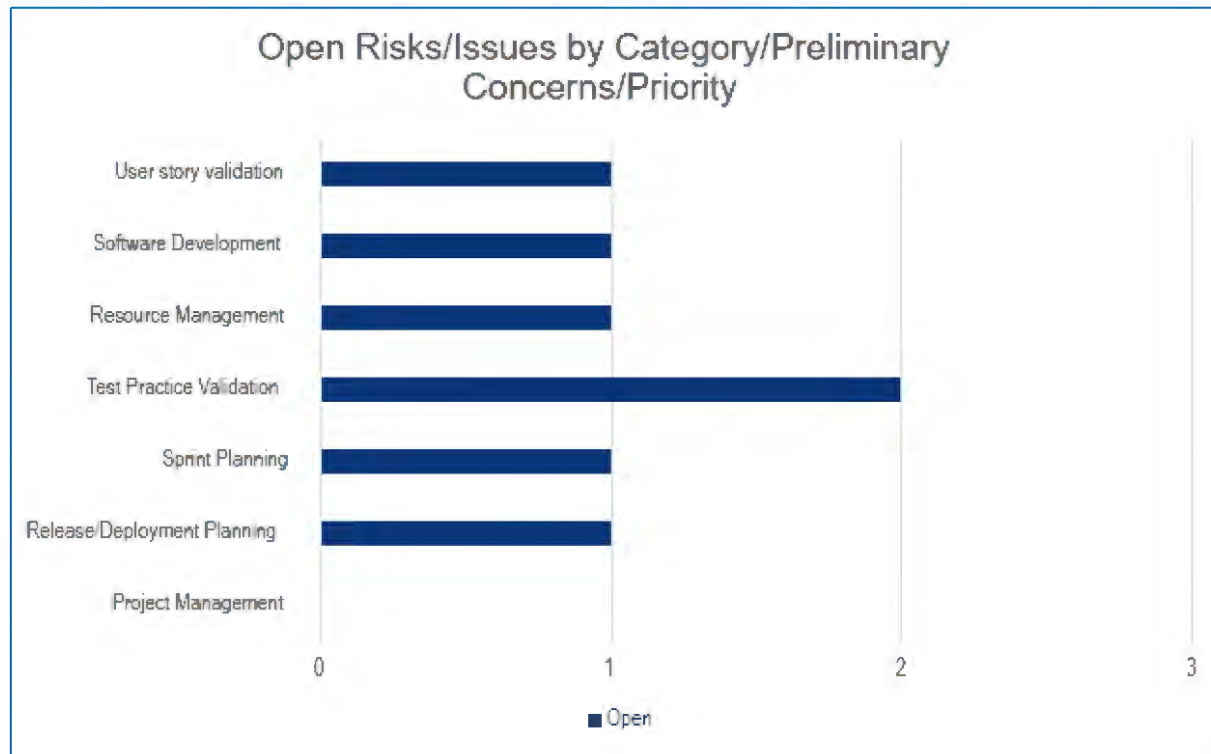
Executive Summary

Dec	Jan	Feb	Category	IV&V Observations
L	L	L	Project Management	The project remains on schedule, highlighted by the successful deployment of Release 4.16 on February 4, 2026. The release delivered claims processing enhancements, including improvements to payment handling and status visibility to increase accuracy and transparency.
M	M	M	Resource Management	BHA continues to advance even while navigating reliance on specialized team members. Role transitions are still pending, with the level of involvement to be finalized. Deployment resourcing continues without modification.



Executive Summary

As of the February 2026 reporting period, seven (7) open findings. Four (4) Medium Issues, One (1) Low Issue, One (1) Low Risk, 1 Preliminary Concern spread across the Release/Deployment Planning, Test Practice Validation, Sprint Planning, Project Management, Resource Management, Software Development, User Story Validation assessment areas are currently open.





IV&V Findings & Recommendations

IV&V Findings & Recommendations

Assessment Categories

Throughout this project, IV&V verifies and validates activities performed in the following process areas:

- Sprint Planning
- User Story Validation
- Test Practice Validation
- Release / Deployment Planning
- On-the-Job Training (OJT) and Knowledge Transition (KT) Sessions
- Targeted Knowledge Transition (KT)
- Project Performance Metrics
- Organizational Maturity Assessment
- Project Management
- Resource Management



IV&V Findings & Recommendations

Sprint Planning (cont'd)


#	Key Findings	Criticality Rating
41	<p>Low Risk: The absence of separate dedicated product backlog review meetings can lead to unclear priorities, misalignment with stakeholders, inadequate refinement, and an increased risk of scope creep.</p> <p>Update: BHA continues applying incremental story decomposition across key initiatives, including Document Management and Grievances-related work. Larger efforts are increasingly being broken into smaller user stories to improve sprint predictability and visibility. As larger initiatives (e.g., mortality reviews) are decomposed, questions have emerged regarding story dependencies and whether items can be promoted independently or must move together. Clarifying these dependencies during backlog refinement and decomposition may further support smoother sprint execution, improved release coordination, and more consistent incremental delivery.</p>	L

Recommendations	Status
BHA continues to conduct these meetings regularly and mature the practice over time, as they provide tangible value in sustaining project velocity and reducing rework.	In Progress
CAMHD and DDD implement a structured feedback management process with a prioritization framework to ensure that all new requests are thoroughly evaluated and aligned with project goals before being added to the backlog.	In Progress
Separate dedicated product backlog review meetings (during Sprints) would allow clarifying any ambiguities or uncertainties, re-prioritization, estimation and refinement of backlog items. This would allow the project team to avoid situations where decisions about including items mid-Sprint would have to be taken.	In Progress
IV&V recommends scheduling separate dedicated product backlog review meetings (during Sprints) where all relevant stakeholders are invited to review the product backlog and scheduled at the appropriate time(s) such that there is sufficient time to plan the design, development, and implementation (DDI) of the next release(s).	In Progress



IV&V Findings & Recommendations

Test Practice Validation

#	Key Findings	Criticality Rating
2	<p>Medium Issue: The lack of comprehensive automated regression testing has likely led to post-production defects, causing user frustration.</p> <p>Finding Update: DDD and CAMHD are performing manual regression testing. DDD's automated testing is paused until the updated project schedule is finalized. CAMHD's automation depends on external prerequisites, completing pre-installation validation and enabling updated Tosca licenses. CAMHD will rescan automated test steps once licenses are updated. Current licensing includes two implementation licenses and one administrative license; DDD does not need an additional administrative license. Testing is proceeding without impacting production, but progress on automation depends on coordination with the license management team.</p>	

Recommendations	Status
<p>To ensure effective Tosca testing, it is crucial for both divisions to align on a unified resource allocation strategy. Given the limited availability of resources, open communication and consensus-building are essential for optimizing tester utilization.</p> <p>By collaborating to prioritize testing efforts, share critical test cases, and identify overlapping areas, the divisions can achieve comprehensive regression testing without overburdening a single resource. This collaborative approach will balance workloads, streamline processes, and enhance test coverage, minimizing delays and bottlenecks. Ultimately, it will enable both divisions to meet their testing objectives efficiently.</p>	Open
<p>A balanced approach that combines manual and automated regression testing to ensure broad test coverage and flexibility.</p>	In-Progress



IV&V Findings & Recommendations


Test Practice Validation (cont'd)

Recommendations	Status
Having board(s) in Azure DevOps or a document on SharePoint that provides information about the status of regression testing automation, to facilitate visibility and transparency to BHA project personnel and stakeholders.	In Progress
Schedule priorities should be reevaluated by distributing the work according to the resource bandwidth. This will ensure that the schedule is not impacted and that the work is done efficiently between regression testing and Golden Record (GR) tasks.	In Progress
Pursue and complete additional formal training in Azure DevOps and Tricentis for test automation as soon as possible and complete efforts to automate the two primary regression test scripts.	In Progress
IV&V recommends DDD and CAMHD to develop a common and consistent approach across divisions for performing regression testing.	In Progress
Determine if current regression testing timeframes are adequate, and if not, add more time to the pre-production regression test efforts for all release deployments.	In Progress



IV&V Findings & Recommendations

Test Practice Validation (cont'd)

#	Key Findings	Criticality Rating
40	<p>Low Issue: Limited testing processes can lead to poor-quality software, project delays, and extended user acceptance testing.</p> <p>Finding Update: Following Release 4.16, no unexpected system-view changes to the Provider Portal were observed compared to the prior cycle, indicating reduced risk of undetected user interface impacts for the release. The test team and deployment team continue discussions to ensure that any testing-related notes or items to monitor in Production are communicated proactively. BHA is continuing to assess high-risk areas of the system to identify opportunities where expanded test coverage may provide added value, aligned with current priorities and timeline.</p>	

Recommendations	Status
<p>IV&V recommends enhancing testing scripts to better align with high-risk and business-critical workflows. This may include incorporating a broader range of testing techniques such as negative testing (e.g., invalid inputs or edge cases), boundary testing, role-based scenario testing, and end-to-end workflow validation. Expanding the scope of testing in this way will help uncover hidden defects, improve system robustness, and reduce the likelihood of post-deployment issues.</p> <p>As part of this effort, it may be helpful to review recent production defects to identify areas where test coverage could be improved. Expanding smoke test scenarios to include key functional paths with a history of defects, along with exploring opportunities for automation, can contribute to more efficient and consistent post-deployment validation. These enhancements are intended to support stronger release readiness and help minimize the risk of post-deployment issues.</p>	<p>In Progress</p>



IV&V Findings & Recommendations


Test Practice Validation (cont'd)

Recommendations	Status
<p>Make efforts to implement a streamlined Root Cause Analysis (RCA) process to identify the causes of defects and prevent recurrence. Due to project resource constraints, propose timeboxing RCA efforts for each defect introduced into production. Timeboxing involves allocating a fixed period (e.g., 1-2 hours per defect or a set number of hours per week) for focused Root Cause Analysis (RCA) activities. These activities may include quickly gathering defect context, analyzing potential causes, and proposing corrective actions, all within the specified timeframe. Project PM(s) can oversee the tracking of corrective actions to ensure completion.</p>	In Progress
<p>IV&V recommends that, after fixing a defect, the SI incorporate relevant test cases to validate these fixes in subsequent releases.</p>	In Progress
<p>IV&V has requested an overview of the testing process, with a focus on process such as tracking test coverage and requirements traceability.</p>	In Progress
<p>A Stakeholder Register helps identify and understand all project stakeholders, ensuring needs are met and risks are managed through effective communication. A RACI matrix clarifies roles and responsibilities, improving collaboration, decision-making, and resource management, which are all critical for the success of IT projects.</p>	In Progress
<p>Identify stakeholders (output is Stakeholder Register) and develop a RACI matrix for testing.</p>	In Progress
<p>Review the overall testing process and implement any needed improvements identified.</p>	Open



IV&V Findings & Recommendations

Release / Deployment Planning (cont'd)

#	Key Findings	Criticality Rating
39	<p>Medium Issue: Due to on-going deployment processes and technical execution issues, the Project may continue to encounter defects and challenges, e.g., when releases are in production or in meeting projected timelines for production and non-production deployments.</p> <p>Finding Update: Release 4.16 was successfully deployed on 2/4/26. The deployment team continues to utilize the deployment template, with ongoing improvements to deployment details for consistency and execution quality. A mid-sprint deployment (MSD) was completed on 2/16/26, confirming that a claims pipeline was operating as expected. Resource capacity remains unchanged and continues to support MSDs, with contingency capacity still limited. Automated deployments remain deprioritized due to higher-priority initiatives.</p>	

Recommendations	Status
<p>IV&V recommends that the project consider targeted efforts to reduce recurring defects, which may include performing Root Cause Analysis (RCA) on all post-production defects.</p>	Open
<p>The project team is recommended to develop and document a formal Root Cause Analysis (RCA) protocol that includes defined triggers for initiating an RCA such as severity 1 or 2 production defects, recurring issues, or stakeholder-reported impacts. The protocol should also establish clear roles and responsibilities for conducting RCAs and reviewing outcomes, along with setting timeframes for completing RCAs following defect identification or release.</p> <p>Additionally, incorporating standardized templates or tools for documenting RCA findings and associated corrective actions, as well as implementing a tracking mechanism to ensure those actions are carried out and monitored for effectiveness, will strengthen the process. Formalizing these elements will help ensure RCA practices are applied consistently, improve visibility into root causes, and support long-term defect reduction across future releases, including those related to FHIR, MSDs, and AER.</p> <p>www.publicconsultinggroup.com</p>	In Progress

IV&V Findings & Recommendations

Release / Deployment Planning (cont'd)

Recommendations	Status
Implement a streamlined Root Cause Analysis (RCA) process to identify deployment causes and prevent recurrence. To manage resource constraints, consider timeboxing RCA efforts—e.g., 1–2 hours per defect or a set number of hours weekly. Within this timeframe, focus on gathering context, analyzing causes, and proposing corrective actions. Project PMs can track these actions to ensure follow-through.	In Progress
The project should consider automating deployments for resource savings, increased efficiency, consistency, faster time to market, improved collaboration and reliability, scalability, version control integration, and rollback capability.	In-Progress
Ensure there are adequate and qualified resources to support the current deployment processes. This may require support from SI resources to provide assistance and knowledge transfer for some more complex deployment components.	Open
As appropriate, consult with the SI on best practices that BHA could employ to support deployment.	In Progress
Request the assistance of the SI's Solution Architect in reviewing and correcting issues associated with the consistency of configurations across environments, ensuring that the test environment is capable of testing ALL functions of any given release without the need for using multiple test environments.	In Progress
Request assistance from the SI's Solution Architect in reviewing deployment scripts to double-check for accuracy and completeness before commencing deployment activities.	In Progress



IV&V Findings & Recommendations


Release / Deployment Planning (cont'd)

Recommendations	Status
The Project Team should consider evaluating potential changes to improve/enhance existing processes and communications to address current release/deployment shortfalls.	In Progress
IV&V recommends performing a Root Cause Analysis (RCA) in collaboration with SI for the continued concerns surrounding environment differences.	In Progress
IV&V recommends updating the Project's Configuration Management Plan to address the current needs of the Project. This should include specific checklists geared at ensuring repeatable promotional processes by DOH.	In Progress
Look at implementing 'hard' code freeze dates as well as test environment deployment dates to ensure that testing and deployment activities are not rushed.	In Progress
Ensure an operational and fully functional test environment is available to effectively conduct end-to-end regression testing prior to deploying a release to production.	In Progress
Develop a plan to institutionalize the execution of smoke testing for promotions to non-production and production environments. This will help to ensure that all components needed to test have been properly deployed prior to the actual execution of test activities.	In Progress



IV&V Findings & Recommendations

Resource Management

#	Key Findings	Criticality Rating
34	<p>Medium Issue: A shortage of BHA project resources could lead to reduced productivity and project delays.</p> <p>Finding Update: BHA continues to advance work across design, deployment support, and claims processing while coordinating around evolving priorities. Efforts are underway to distribute design responsibilities more broadly. Deployments are progressing with technical staff support, and while certain provisioning and security-related tasks rely on specific individuals, no immediate delivery impacts have been observed. Backup coverage within claims and eligibility processing remains limited amid shifting roles, though workstreams continue to move forward.</p>	
Recommendations		Status
<p>Consider identifying key security-related activities such as policy development, monitoring, or access oversight that could benefit from additional support. This could help provide clarity for discussions regarding the potential adjustment of existing roles or exploration of alternative solutions. A high-level overview of these activities may assist leadership in evaluating and addressing any potential gaps over time.</p>		Open
<p>BHA implement a structured knowledge transfer process when key personnel retire, including cross-training and documenting critical knowledge in the Dynamics Help Desk system. Regular updates to the knowledge base will maintain its accuracy, preserve essential information, and support smooth operational continuity.</p>		Open
<p>Utilizing peer-to-peer knowledge sharing, allowing experienced team members to informally share their expertise during team meetings. Additionally, creating internal documentation that outlines best practices and processes for developing security policies would serve as a self-service resource for the team.</p>		In Progress



IV&V Findings & Recommendations


Resource Management (cont'd)

Recommendations	Status
DDD and CAMHD have further discussions to optimize resource utilization between the two divisions.	Open
BHA should explore options for offloading project team members' daily responsibilities to other staff.	In Progress
BHA should work quickly to create new positions and receive State approval.	In Progress
BHA should identify tasks and duties that they can ask the SI to assume, as permitted by the contract, which are presently being handled by BHA members.	In Progress
BHA should explore the use of contractors to fulfill the functions for open project positions.	In Progress



IV&V Findings & Recommendations

Software Development

#	Key Findings	Criticality Rating
14	<p>Medium Issue: Due to multiple quality concerns, the project may continue to face impactful system defects.</p> <p>Finding Update: During the last reporting period, one (1) new Medium-Severity Production defect was identified. In addition, one (1) previously reported High-Severity defect remains open and is actively being addressed by the project team. Hotfixes for the recently deployed Document Management Scanning functionality have been implemented, and the project team continues remediation efforts to resolve remaining defects.</p>	

Recommendations	Status
Closer collaboration between divisions to review reported defects, ensuring a shared understanding and alignment, particularly regarding the severity and priority of production defects.	Open
Consider exploring tools and practices that support continuous code quality improvements that could help to establish quality standards and assure high-quality code that is secure and can be easily maintained.	In Progress
The project increases comprehensive testing prior to joint testing to reduce the burden on BHA testers and reduce post-production defects.	Open
The SI vendor add a "Found In" column to the daily scrum file to indicate the environment where each defect was identified.	In Progress
The SI vendor provides the total number of defects in production and reports these numbers regularly to BHA.	In Progress
Evaluate existing project staff skills and experience levels to ensure they meet BHA support requirements.	Closed

IV&V Findings & Recommendations

Software Development (cont'd)

Recommendations	Status
Perform CAMHD revenue neutrality fiscal balance testing on a quarterly basis to ensure revenues are as expected.	In Progress
The project monitor implemented improvements for effectiveness.	In Progress
Performing an RCA in collaboration with the SI after all future release deployments for continual quality improvements.	In Progress
BHA and the SI collaborate on the necessary revisions to the submitted design deliverables to increase level of detail and quality.	In Progress



IV&V Findings & Recommendations

User Story Validation

#	Key Findings	Criticality Rating
56	<p>Preliminary Concern: There is an opportunity to strengthen the user story development process through more consistent and structured engagement among the configurator, requesting user, and business analyst (BA). While BHA engages users on more complex features, this isn't applied consistently across stories that do need business input. Since not all stories require business participation, establishing clear criteria for when input is needed would help ensure that business-impacting stories receive proper validation and reduce the risk of misalignment.</p> <p>Finding Update: IV&V has noted inconsistent engagement of user requestors (business owners) during user story development and testing. Limited user involvement could increase the occurrence of misinterpreted requirements and functionality that does not fully meet business needs. IV&V will continue to monitor related scenarios and report on impacts as they emerge.</p>	



IV&V Findings & Recommendations

Project Performance Metrics

Metric	Description	IV&V Observations	IV&V Updates					
Velocity	<ul style="list-style-type: none"> Review and validate the velocity data as reported by the project Verify the project is on pace to hit the total target number of US/USP 	<p>February: R4.16 was successfully deployed on 2/4/2026.</p>	Velocity Metric Trends:					
			<table border="1"> <thead> <tr> <th>Release</th> <th>Planned velocity</th> <th>Actual velocity</th> <th>Percentage attained</th> </tr> </thead> <tbody> <tr> <td>4.16</td> <td>126</td> <td>85</td> <td>67%</td> </tr> </tbody> </table>	Release	Planned velocity	Actual velocity	Percentage attained	4.16
Release	Planned velocity	Actual velocity	Percentage attained					
4.16	126	85	67%					

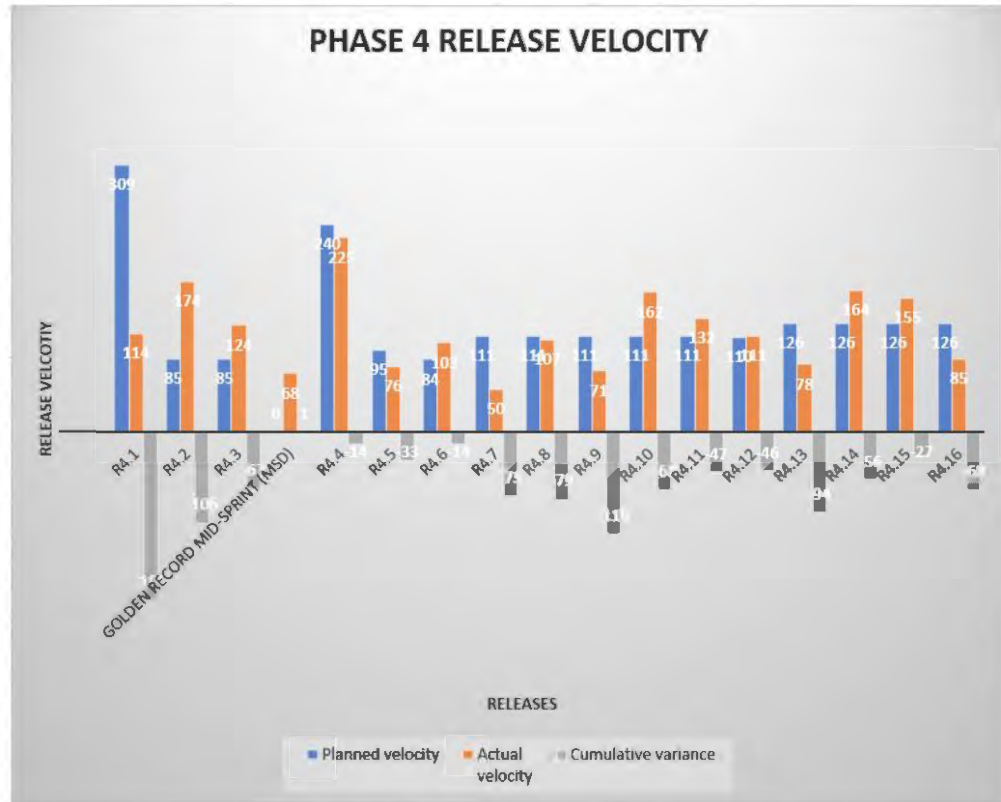


IV&V Findings & Recommendations

Project Performance Metrics

Phase 4 Releases Cumulative Variance

Release	Planned velocity	Actual velocity	Cumulative variance
R4.1	309	114	-195
R4.2	85	174	-106
R4.3	85	124	-67
Golden Record Mid-Sprint (MSD)	0	68	1
R4.4	240	225	-14
R4.5	95	76	-33
R4.6	84	103	-14
R4.7	111	50	-75
R4.8	111	107	-79
R4.9	111	71	-119
R4.10	111	162	-68
R4.11	111	132	-47
R4.12	110	111	-46
R4.13	126	78	-94
R4.14	126	164	-56
R4.15	126	155	-27
R4.16	126	85	-68



Note: The SI has been working on areas not currently reflected in the velocity numbers shown in the table above. Once the SI provides those velocity figures, IV&V can incorporate them into the table.

IV&V Findings & Recommendations

Project Performance Metrics (cont'd.)

Metric	Description	IV&V Observations	IV&V Updates
Defect Metrics	Understand and track the following: <ul style="list-style-type: none"> Defects by category (bug fixes) USPs assigned to defects in a release vs. USPs assigned to planned US in a release 	February – Velocity was estimated at 126 USPs for R4.16, 85 USPs were promoted to production on 2/4/26. <ul style="list-style-type: none"> •88% of the USPs were associated with user stories and requests. •12% of the total USPs were associated with defects encountered during the release effort or pulled from the defect backlog. 	N/A

Note*: This defect percentage does not include defects under warranty that are assigned zero (0) User Story Points.



Appendix A: IV&V Rating Scales

Appendix A

IV&V Rating Scales

This appendix provides the details of each finding and recommendation identified by IV&V. Project stakeholders are encouraged to review the findings and recommendations log details as needed.

- See Findings and Recommendations Log (provided under separate cover)
- IV&V Assessment Category Rating Definitions

G

The assessment category is under control and the current scope can be delivered within the current schedule.

The assessment category's risks and issues have been identified, and mitigation activities are effective. The overall impact of risk and issues is minimal.

The assessment category is proceeding according to plan (< 30 days late).

Y

The assessment category is under control but also actively addressing resource, schedule or scope challenges that have arisen. There is a clear plan to get back on track.

The assessment category's risk and/or issues have been identified, and further mitigation is required to facilitate forward progress. The known impact of potential risks and known issues are likely to jeopardize the assessment category.

Schedule issues are emerging (> 30 days but < 60 days late).

Project leadership attention is required to ensure the assessment category is under control.

R

The assessment category is not under control as there are serious problems with resources, schedule, or scope. A plan to get back on track is needed.




The assessment category's risks and issues pose significant challenges and require immediate mitigation and/or escalation. The project's ability to complete critical tasks and/or meet the project's objectives is compromised and is preventing the project from progressing forward.

Significant schedule issues exist (> 60 days late). Milestone and task completion dates will need to be re-planned.

Executive management and/or project sponsorship attention is required to bring the assessment category under control.

Appendix A

Finding Criticality Ratings

Criticality Rating	Definition
 H	A high rating is assigned if there is a possibility of substantial impact to product quality, scope, cost, 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.
 M	A medium rating is assigned if there is a possibility of moderate impact to product quality, scope, cost, or schedule. Some disruption is likely, and a different approach may be required. Mitigation strategies should be implemented as soon as feasible.
 L	A low rating is assigned if there is a possibility of slight impact to product quality, scope, cost, or schedule. Minimal disruption is likely, and some oversight is most likely needed to ensure that the risk remains low. Mitigation strategies should be considered for implementation when possible.

The background is a solid blue color. It features several abstract geometric shapes, including squares and rounded rectangles, in various shades of blue and white. Some shapes are solid, while others are outlined. They are scattered across the page, with a higher concentration on the left side. The text 'Appendix B: Inputs' is positioned in the lower-left quadrant.

Appendix B: Inputs

Appendix B

Inputs

This appendix identifies the artifacts and activities that serve as the basis for the IV&V observations.

Meetings attended during the February 2026 reporting period:

1. Daily Scrum Meetings
2. Daily Design Meetings
3. Twice-Weekly Project Issues Meetings
4. Weekly BHA-ITS Program Status Meeting
5. Bi-Weekly Check-in: CAMHD
6. Bi-Weekly Check-in: DDD
7. BHA (CAMHD & DDD) IV&V Joint Meeting
8. IV&V Draft IV&V Status Review Meeting with DOH
9. DOH BHA IT Solution Project – Steering Committee

Artifacts reviewed during the February 2026 reporting period:

1. Daily Scrum Notes
2. Twice Weekly Issues Meeting Notes
3. Weekly BHA-ITS Program Status Report
4. Release 4.15 Release Notes
5. IV&V Interviews
6. Updating Project Trends
7. RACI Matrix

Eclipse IV&V® Base Standards and Checklists





Appendix C: Project Trends

Appendix C

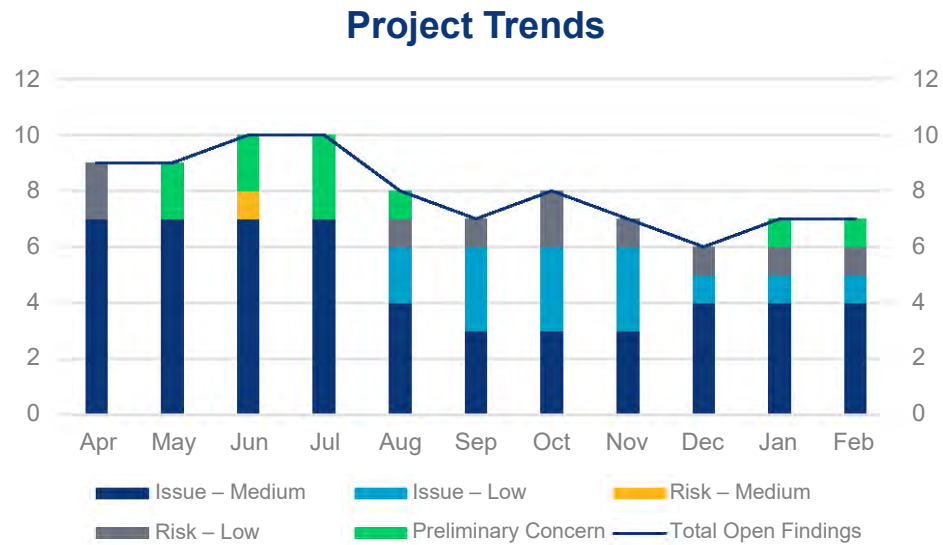
Project Trends

	May	June	July	August	September	October	November	December	January	February
User Story Validation										
Test Practice Validation										
Sprint Planning										
Release / Deployment Planning										
OJT and KT Sessions										
Targeted KT										
Project Performance Metrics										
Organizational Maturity Metrics										
General Project Management										
Resource Management										
Total Open Findings	10	10	10	8	7	8	7	7	7	7
Issue - high	0	0	0	0	0	0	0	0	0	0
Issue - medium	7	7	7	4	3	3	3	4	4	4
Issue - low	0	0	0	2	3	3	3	1	1	1
Risk - high	0	0	0	0	0	0	0	0	0	0
Risk - medium	0	0	0	0	0	0	0	0	0	0
Risk - low	1	1	1	1	1	1	1	1	1	1
Preliminary Concern	1	2	2	1	0	1	0	1	1	1



Appendix C

Project Trends



Appendix D

Acronyms and Definitions

Acronyms	Definition
DOH	Department of Health
BHA	Behavioral Health Services Administration
CAMHD	Child & Adolescent Mental Health Division
FHIR	Fast Healthcare Interoperability Resources
DDI	Design Development Implementation
DDD	Developmental Disabilities Division
SI	System Integrator
USP	User Story Points
SME	Subject Matter Expert
SIT	System Integration Testing
MS	Microsoft
MSD	Mid Sprint Deployment
ADO	Azure DevOps
SLA	Service Level Agreement
RCA	Root Cause Analysis
UAT	User acceptance testing
OJT	On-the-Job Training
KT	Knowledge Transition
SFTP	Secure File Transfer Protocol
IV&V	Independent Verification and Validation
MQD	Med-QUEST Division
CMS	Centers for Medicare & Medicaid Services
AER	Adverse Events Report



Appendix E

List of Production Defects

ID	Work Item	Division	Title	State	Priority	Severity	Found In	Created Date
41550	Bug	CAMHD	CAMHD - Creation of Document Location record failed due to long folder name	Active	2	2 - High	PROD	12/1/2025 12:49
41506	Bug	DDD	DDD - "SIS Status" in Assessment record not getting updated from Survey Answers	New	1	3 - Medium	PROD	11/20/2025 6:28
37733	Bug	DDD	DDD - Incorrect Columns displaying on Provider Plan subgrid (Action Plan tab of ISP)	Evaluated	1	3 - Medium	PROD	2/5/2025 7:37
42051	Bug	DDD	DDD - AER - Dashboard semantic layer error - Missing Customer	New	2	3 - Medium	PROD	2/16/2026 8:07
40891	Bug	DDD	DDD - Power Automate flow bug - Community Living: Create Document Location	Active	2	3 - Medium	PROD	8/25/2025 10:53
40855	Bug	DDD	DDD - Calculator one-time mid-year change ISP report discrepancy	New	2	3 - Medium	PROD	8/20/2025 7:49
40776	Bug	DDD	DDD - Calculator Objective unchecking problem	Active	2	3 - Medium	PROD	8/6/2025 12:46
40521	Bug	DDD	DDD - Alert - Found in Latest Claims Refresh not returning any data to send emails from	New	2	3 - Medium	PROD	7/10/2025 10:59
37793	Bug	DDD	DDD - ISP Report Generation Issues	New	2	3 - Medium	PROD	2/10/2025 12:06
36383	Bug	DDD	DDD - Calculator problem with paid base and add on	New	2	3 - Medium	PROD	9/26/2024 12:19
35450	Bug	DDD	DDD - Calculator not printing correctly	Approved	2	3 - Medium	PROD	7/26/2024 11:36
35317	Bug	DDD	DDD - Plan Services with no Provider Plan	Active	2	3 - Medium	PROD	6/24/2024 12:06
34238	Bug	CAMHD	CAMHD - Assessment Entity Initial Save Time - IMHE	Evaluated	2	3 - Medium	Prod	8/17/2023 5:33
30726	Bug	DDD	Portal signature fields do not accept touchscreen input	Evaluated	2	3 - Medium	PROD	9/17/2021 12:07
34242	Bug	DDD	Bug - Case Merge - Contact Notes not merging; Permissions error	New	3	3 - Medium	PROD	8/17/2023 11:44
34110	Bug	DDD	Bug - Individual Budget unlinking from Service Authorizations	New	3	3 - Medium	PROD	7/27/2023 18:40
33841	Bug	DDD	DDD - Calculator 3.0 - Users able to schedule service past ISP end date again	Approved	3	3 - Medium	PROD	5/17/2023 11:22
33550	Bug	CAMHD	Bug: "Progress Notes Associated to Invoices" page not loading	New	3	3 - Medium	PROD	3/31/2023 20:11
30634	Bug	CAMHD	CAMHD Bug - Credentialing documents not copied into PROD during Data Migration	Completed	3	3 - Medium	PROD	2/16/2021 17:45





Solutions that Matter