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DEPT. COMM. NO. 368

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

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, 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 2025

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

TMS
TECHNOLOGY MANAGEMENT SOLUTIONS

Executive Summary – November 2025

Inspire+ MVP Go-Live

- Post-production stabilization continued and progressed effectively, with several iterations of mid-sprint deployments addressing stabilization defects.
- The temporary Response Center established for post-release support has been effective, closing ~83% (459 of 554) of total items, and responsibilities are now transitioning to the Help Desk as part of normal operations.
- The project has transitioned out of stabilization phase and into a predictable Release 2 cadence, as all outstanding stabilization defects have now been successfully resolved.
- Release 2.1 (Scheduled for December 10) focuses on final stabilization items, fiscal corrections, and compliance issues.
- Release 2.2 (Early February) will include broader fiscal and business-process improvements along with updated consent workflows required for February compliance deadlines.

✓ The project health remains Satisfactory / Green overall for November.

INSPIRE-Plus Project Health / Performance (WP 5)

Assessment of Project Overall

September 2025	October 2025	November 2025
		

Project Areas / Task Groups

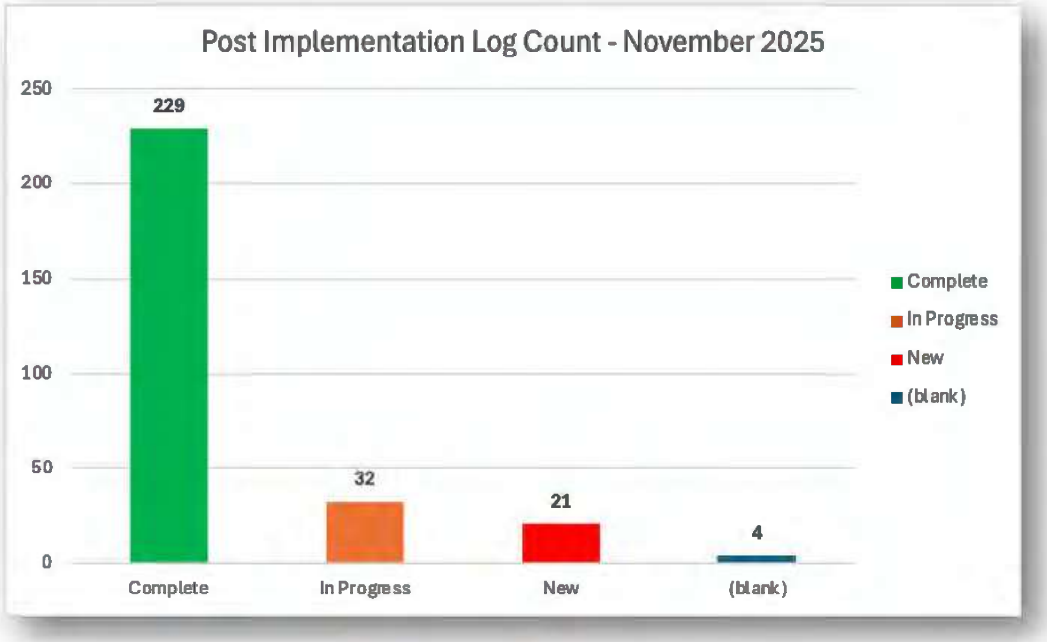
	September 2025	October 2025	November 2025
Project Management			
Budget			
Schedule / Milestones			
Scope			
Requirements			
Staffing			

INSPIRE-Plus Project Health / Performance (WP 5)

Project Areas / Task Groups (continued)

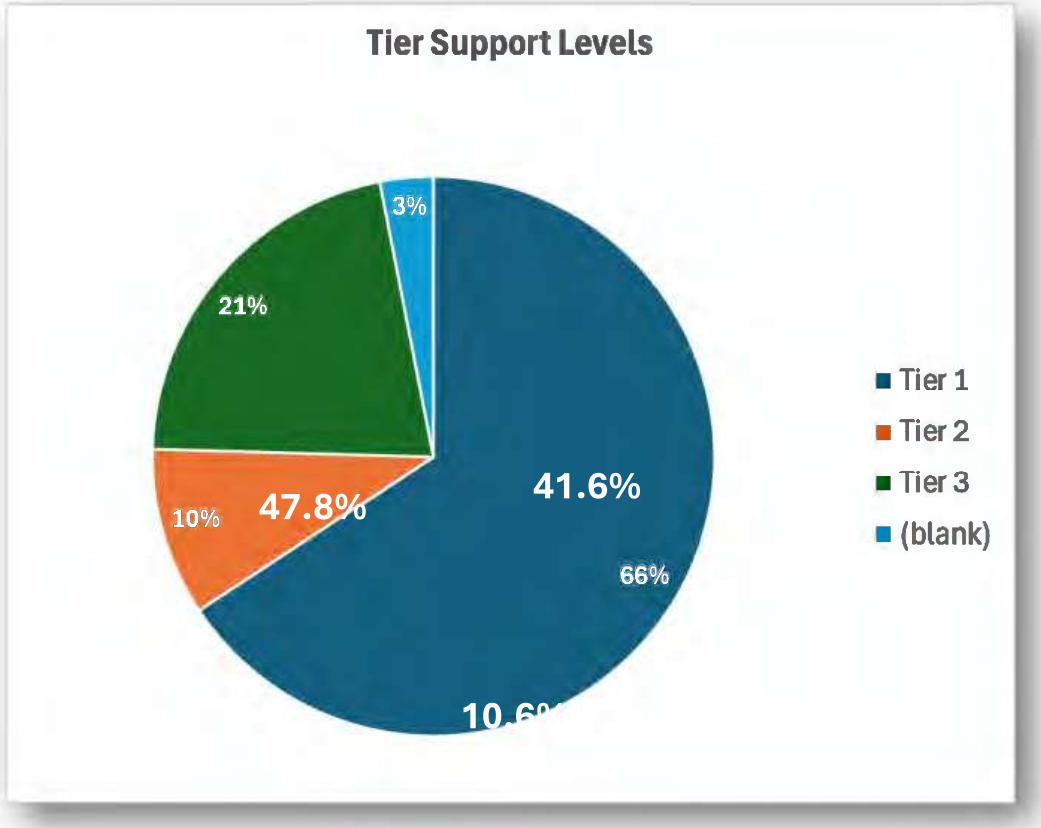
	September 2025	October 2025	November 2025
Design			
Configuration & Development			
Testing			
Interfaces & Data Conversion			
Integration			
Solution Deployment			

Post Implementation Response Log – 11/1 - 11/30



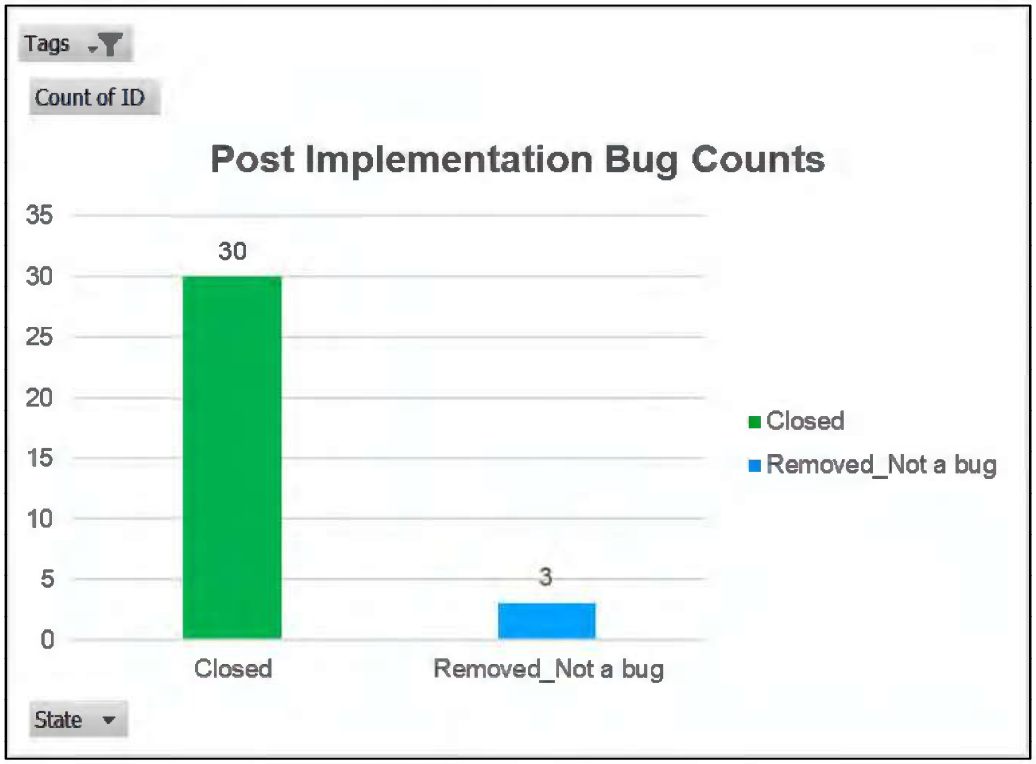
- In Nov, 229 (80%) of Total 286 Recorded Items completed
- The system shows strong signs of stabilization, with call volume dropping from **32 per day** after go-live in October (256 total issues) to about **9 per day** in November (286 total call), and an overall closure rate of 82%.

Overall Tier Support Levels



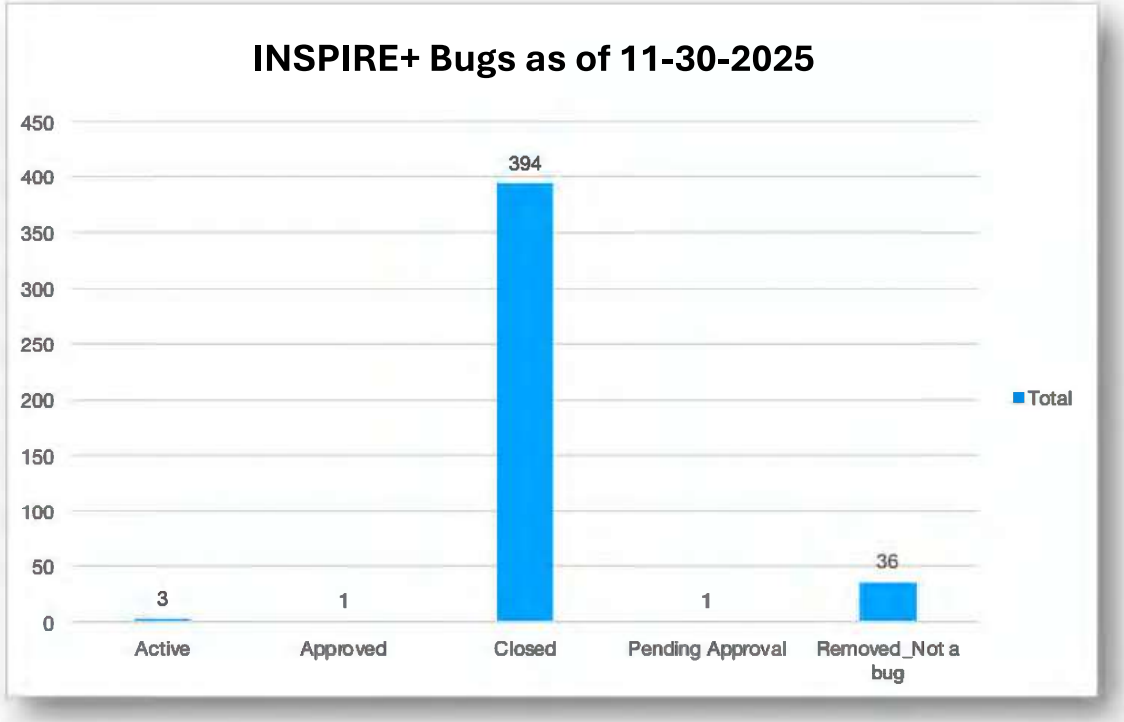
- **PMO Staff Handled Majority of Support:** Internal PMO staff (**Tier 1** and **Tier 2**) managed a combined **76%** of all post-implementation support requests, demonstrating strong internal ownership and readiness.
- **Strong Tier 1 Resolution Rate: Tier 1** staff resolved the overwhelming majority of calls, accounting for **66%** of total support, which speaks to effective training and the stability of the new system.
- **Minimal Vendor Escalation:** The SI vendor (**Tier 3**) was involved in a relatively low **21%** of support cases, indicating that most of questions are being addressed internally rather than immediately escalated to the vendor.

Post Implementation Bugs as of 11/30/2025



- A total of 30 bugs were identified, all of which have been resolved
- The final four fixes were deployed to production on 11/22/2025.

Initial MVP Bug Status



- **Significant Bug Closure Rate:** A substantial majority of reported bugs are now **Closed** (394), reflecting a highly effective resolution effort during the initial MVP phase.
- **Minimal Active Issues:** Only a small number of bugs remain active (3 Active, 1 Approved, 1 Pending Approval), indicating that the system is approaching stability and readiness for the next phase.

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

Priority 1 and 2 only: *No open P1 or P2 findings in November 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) - November 2025

Newly Identified Risks and/or Issues and Major Updates

No new items were identified for November 2025

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

Meetings Attended / SI Activities Observed	Date(s)
ADAD Twice Weekly Issues Meeting	11/3,11/5, 11/10, 11/12, 11/17, 11/19, 11/24, 11/26
ADAD Weekly Program Status Meeting	11/18, 11/25
ADAD INSPIRE+ Response Center Office Hours - Week 3	11/3, 11/4, 11/5, 11/6, 11/7, 11/10, 11/11,11/12,11/13, 11/14
DEBRIEF WEEK 3 - INSPIRE+ Response Center	11/3, 11/4, 11/5, 11/6, 11/7, 11/10, 11/11,11/12,11/13, 11/14, 11/17, 11/18, 11/19, 11/20, 11/21
IV&V Deliverable Review Approach	11/25

Monthly IV&V Status Report - November 2025

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

RSM Artifact Name	Date Reviewed
Risks, Issues, Assumptions, Decisions (RAID) Log *(in and after Twice-weekly Issues meetings)*	11/3,11/5, 11/10, 11/12, 11/17, 11/19, 11/24, 11/26
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	11/18, 11/25
D19 Data Conversion and Migration Test Results Report	11/7, 11/8
Phase 2 - Backlog Release Plan	11/10
D16 – Defect Log	11/13
D8 Requirements Traceability Matrix	11/13
O-Additional-1 Updated Test Strategy document	11/17
D9 Technical Architecture Blueprint v_2.0 FINAL	11/21

Monthly IV&V Status Report (WP 10) - November 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	D16 Defect Log O-Additional-1 D8 Requirement Traceability Matrix D9 Updated Technical Architecture Blue Print	Approved on 11/13/25 Approved on 11/17/25 Approved on 11/13/25 Received on 11/25
Attend other project meetings as appropriate		

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

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

Probability
What is the likelihood the risk will happen?

	Insignificant 1	Minor 2	Significant 3	Major 4	Severe 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

Appendix B: Ratings Definitions

IV&V Findings

Indicator	Priority	Description	Criteria
1	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	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	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							
	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**.		**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**.		**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**.		Not enough data is available to make a determination about project health.

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

