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LUNA 'ENEHANA

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

December 2025

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

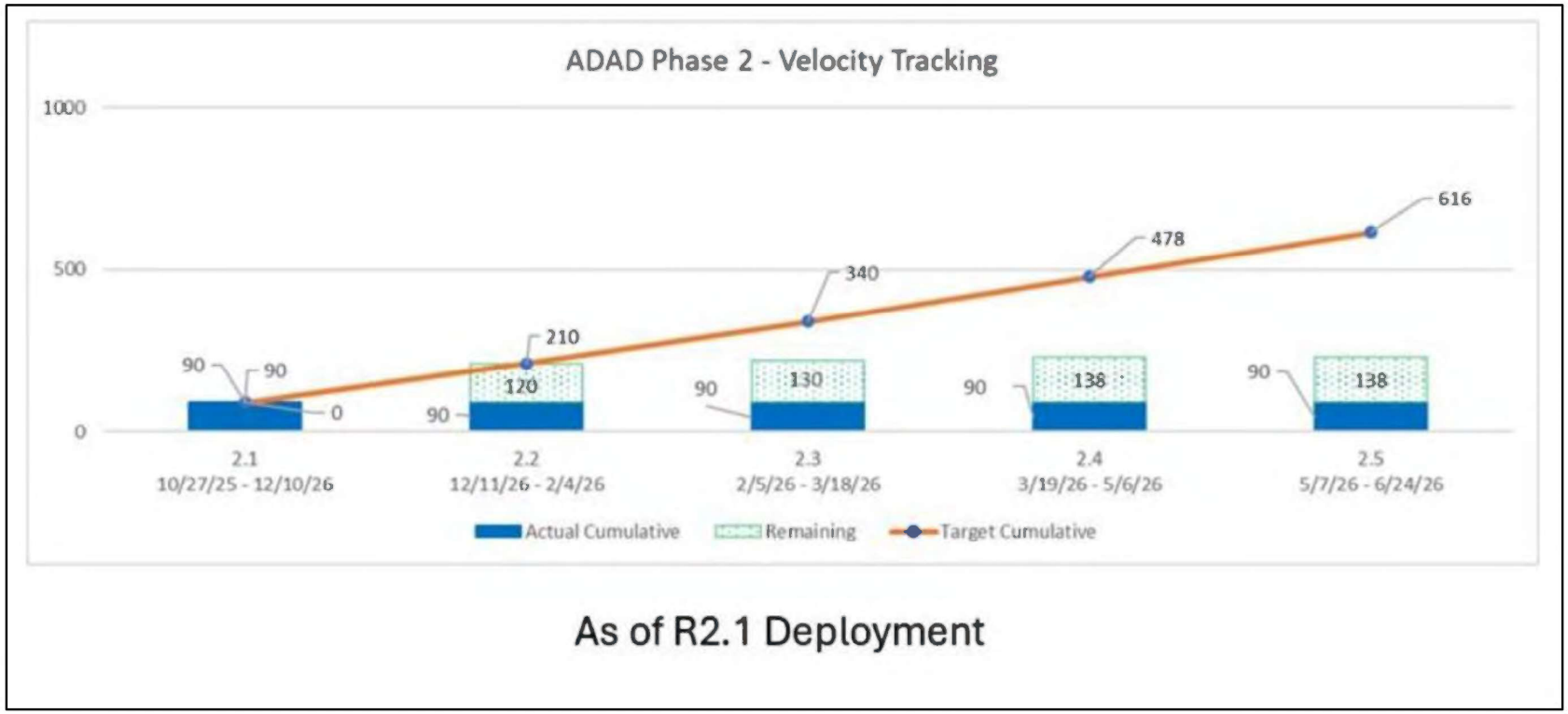
TECHNOLOGY MANAGEMENT SOLUTIONS

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

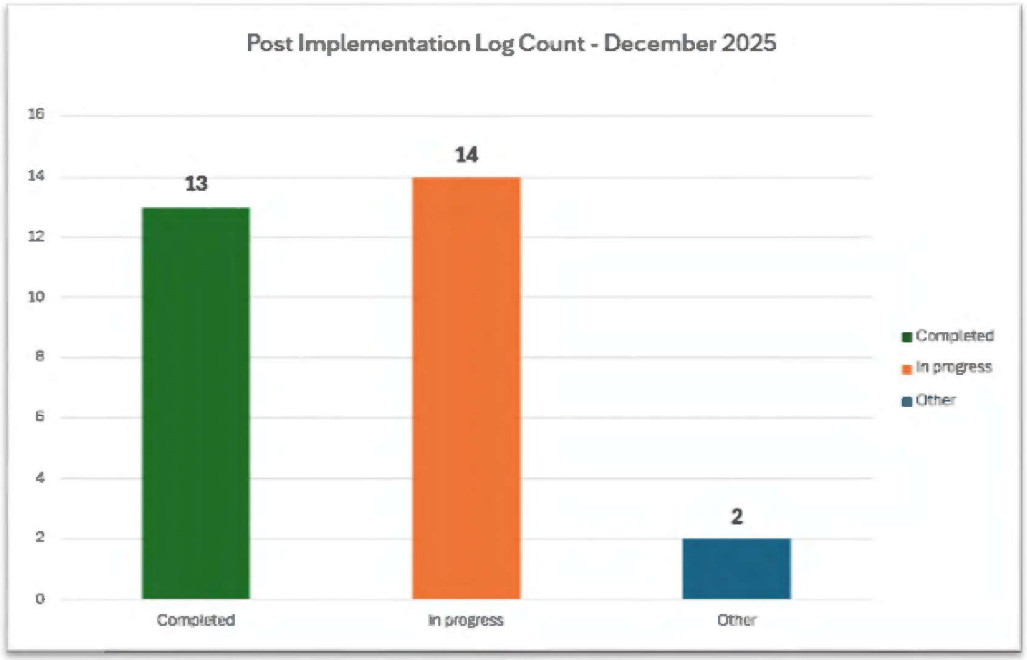
	October 2025	November 2025	December 2025
Project Management			
Budget			
Schedule / Milestones			
Scope			
Requirements			
Staffing			

INSPIRE-Plus Project Health / Performance (WP 5)

Project Areas / Task Groups (continued)

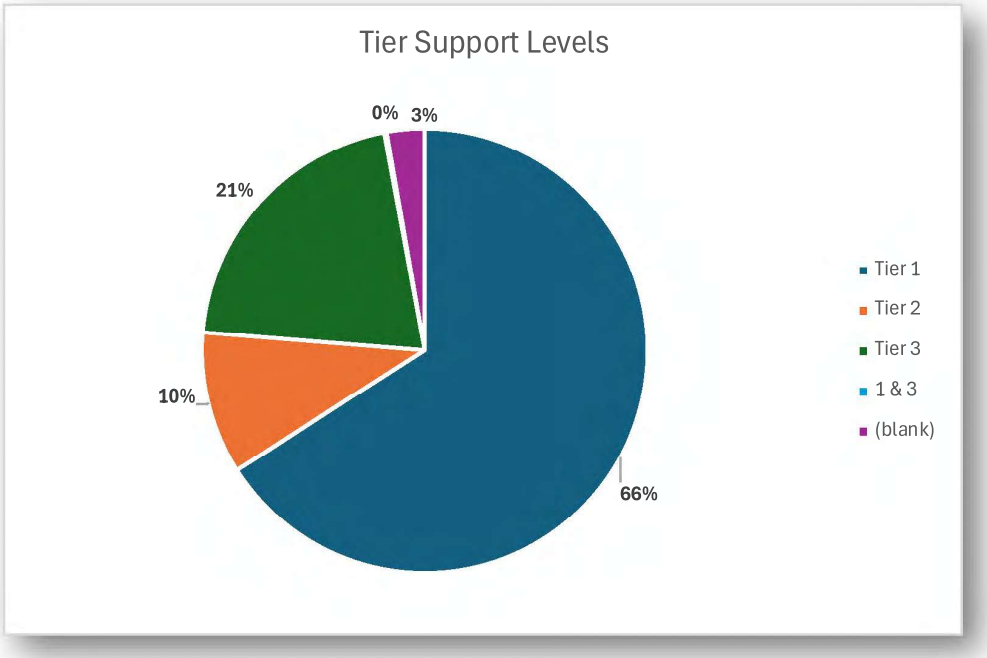
	October 2025	November 2025	December 2025
Design			
Configuration & Development			
Testing			
Interfaces & Data Conversion			
Integration			
Solution Deployment			

Post Implementation Response Log



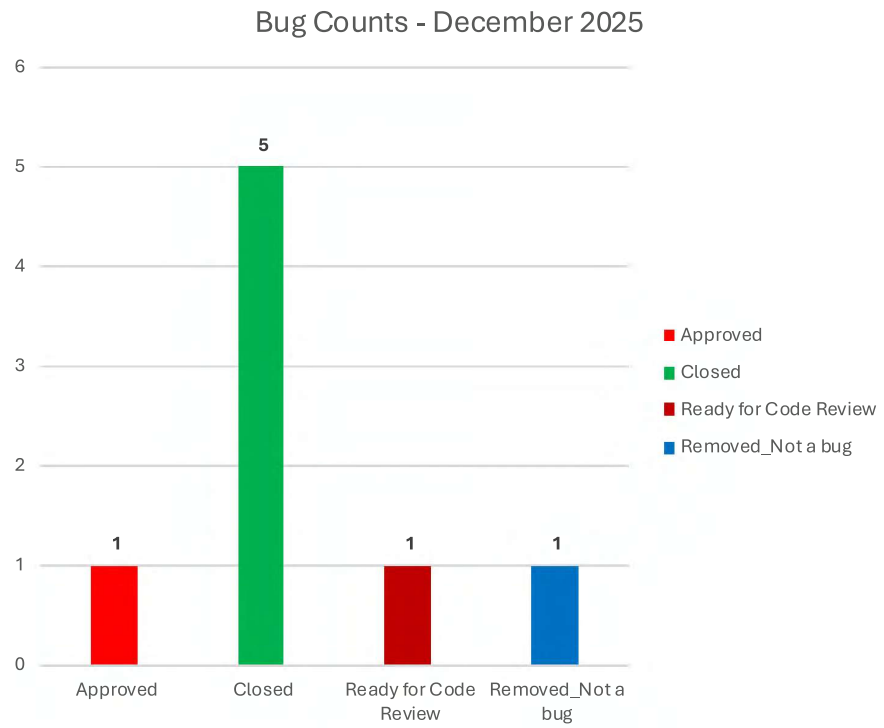
- **Active Workload**
  - Nearly half of the items (**14**) remain "In Progress." This suggests a high level of ongoing activity as the team continues to stabilize the system two months after the October launch.
- **Resolution Rate**
  - With **13** items "Completed," the team has successfully addressed 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



- **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 *(in and after Twice-weekly Issues meetings)*	12/1, 12/3, 12/8, 12/10, 12/15, 12/17, 12/22
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	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 D13 System Security Plan	Approved on 12/1 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?

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

