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DEPT. COMM. NO. 370

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

January 2026

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

TECHNOLOGY MANAGEMENT SOLUTIONS

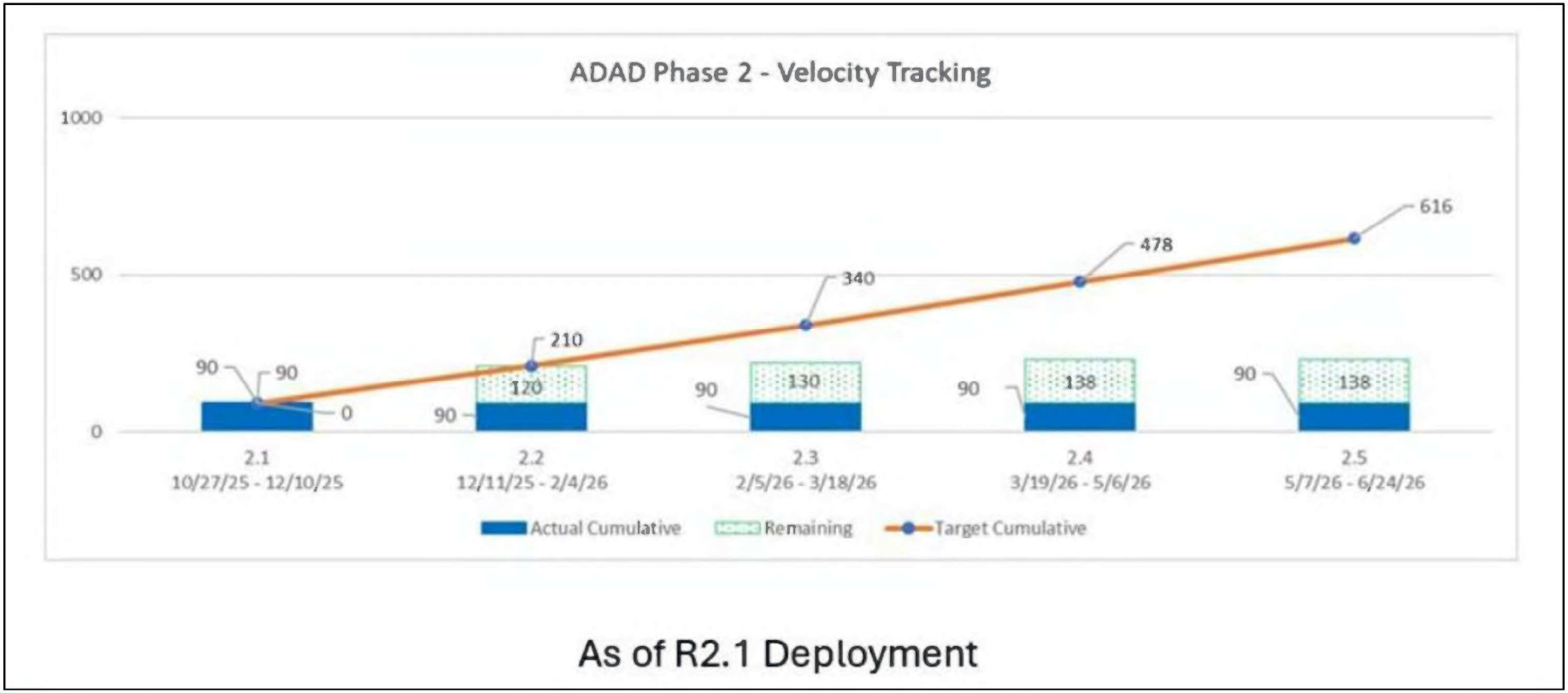
Executive Summary – January 2026

Inspire+ MVP Go-Live

- Production stability: Priority 1 Bug 41555 (blank Service Rate mapping in Progress Notes and Planned Service Records) was fixed, tested, and deployed to production on January 15.
- Release 2.2 advanced toward code freeze and deployment finalization
  - R 2.2 development and co-located testing continued throughout the period
  - Soft code freeze was achieved on January 22, followed by continued stabilization in preparation for hard code freeze, deployment finalization, and regression testing environment readiness
- Due to delivery and funding constraints, the scope was reduced and reprioritized, resulting in a leaner MVP. Lower-priority user stories were deferred or removed to maintain delivery within scope.

Bottom Line: The project health remains Satisfactory / Green overall for January, as the project continues to demonstrate steady and disciplined scope control, testing and release management.

Target Velocity Chart



As of R2.1 Deployment

INSPIRE-Plus Project Health / Performance (WP 5)

Assessment of Project Overall

November 2025	December 2025	January 2026
		

Project Areas / Task Groups

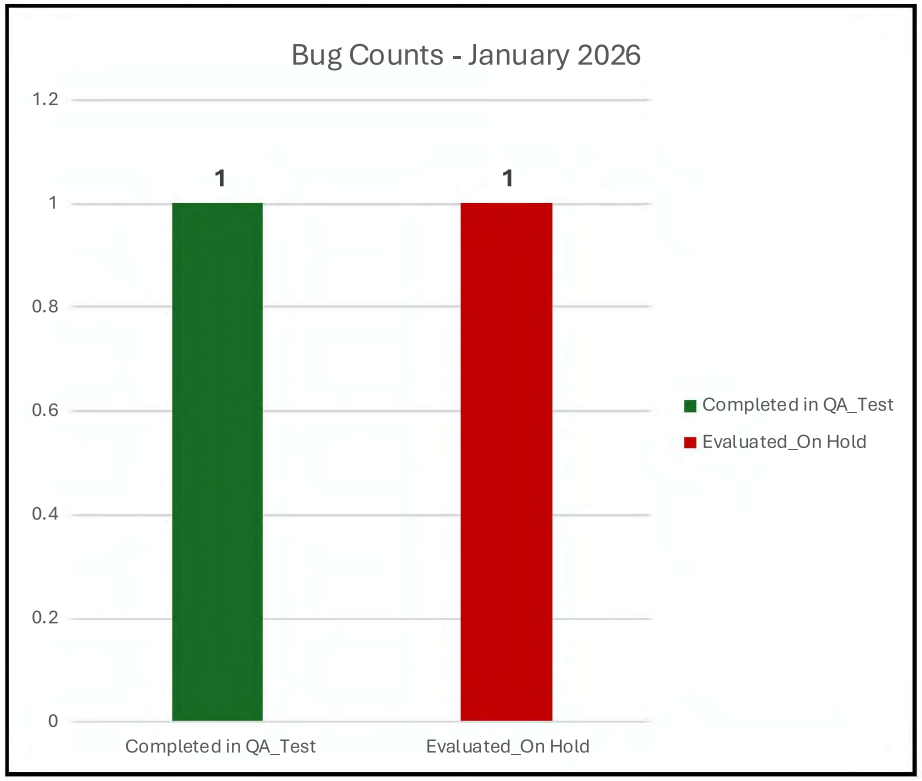
	November 2025	December 2025	January 2026
Project Management			
Budget			
Schedule / Milestones			
Scope			
Requirements			
Staffing			

INSPIRE-Plus Project Health / Performance (WP 5)

Project Areas / Task Groups (continued)

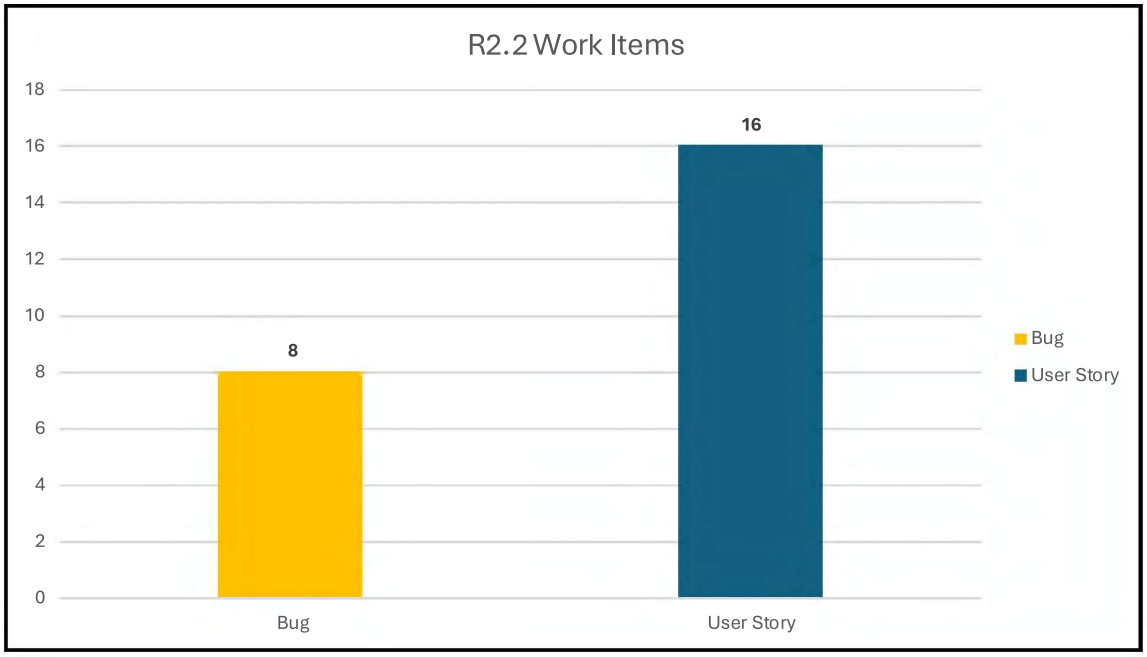
	November 2025	December 2025	January 2026
Design			
Configuration & Development			
Testing			
Interfaces & Data Conversion			
Integration			
Solution Deployment			

Project Bugs – January 2026



- **Total Bug Volume:**
  - 2 bugs reported and processed during the period.
    - 1 Bug will be implemented in R2.2

R2.2 Work Items



- **117 User Story Points**
- **7 Bugs identified during the last reporting period will be implemented in R.2.2**

Monthly IV&V Report: New Findings & Major Updates (WP 5) - January 2026

Priority 1 and 2 only: *No open P1 or P2 findings in January 2026*

No.	Type	Category	Title, Date, Description	Priority	Source	Significance	Recommendation
2026-01-01	Preliminary Concern	Testing	Project Resource Availability and Backup Preparedness During the Release 2.2 development cycle, a replacement resource was used for co-location testing due to the unavailability of primary staff. While testing proceeded, the replacement resource required additional alignment with the original approver before providing final approval, which could not be completed within the Release 2.2 testing window. As a result, approval was deferred to a subsequent release.	3	Co-located Testing	Discontinuity in primary verification and approval resources can disrupt project continuity. Without a formal approach to identify and prepare alternate resource, completed testing may not be approved within the release window, resulting in rework when the functionality is carried into the next releases.	Formalize Backup Identification: Document a list of secondary resources for each functional area who can step in for co-location testing. Standardize Onboarding: Create a brief "Testing Orientation" package for replacement resources to ensure they understand the virtual co-location environment and approval expectations prior to the start of a session. Knowledge Sharing: Encourage "shadowing" opportunities where secondary resources can observe testing to build the necessary comfort level for independent approval in the future. Provide better advance notice of planned co-located testing meetings so that secondary resources can be properly briefed and assigned.

Monthly IV&V Risk Identification Report (WP 7) - January 2026

Newly Identified Risks and/or Issues and Major Updates

No new items were identified for January 2026

Monthly IV&V Status Report (WP 10) - January 2026

Meetings Attended / SI Activities Observed	Date(s)
ADAD Twice Weekly Issues Meeting	1/5, 1/7, 1/12, 1/14, 1/21, 1/26, 1/28
ADAD Weekly Program Status Meeting	1/13, 1/20, 1/27
Release 2.2 Co-Located Testing	1/7, 1/14, 1/16, 1/21, 1/22, 1/23, 1/30
ADAD Daily Scrum Meeting Phase 2	1/4, 1/5, 1/6, 1/7, 1/8, 1/9, 1/12, 1/13, 1/14, 1/15, 1/16, 1/20, 1/21, 1/22, 1/23, 1/26, 1/27, 1/28, 1/29, 1/30
Review 22 Progress Notes in Production | 41555	1/20
DOH BAH IT Solution Project – Steering Committee 2025	1/13

Monthly IV&V Status Report – January 2026

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)*	1/5, 1/7, 1/12, 1/14, 1/21, 1/26, 1/28
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	1/13, 1/20, 1/27

Monthly IV&V Status Report (WP 10) - January 2026

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	None
Attend other project meetings as appropriate	Review 22 Progress Notes in Production | 41555

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

Project Health Trend	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Assessment of Project Overall	●	●	●	●	●	●	●	●	●	●	●	●	●
Project Areas / Task Groups	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25**	**Jan-26**
Project Management	●	●	●	●	●	●	●	●	●	●	●	●	●
Budget	◆	◆	◆	◆	●	●	●	●	●	●	●	●	●
Schedule / Milestones	●	●	▲	▲	▲	●	●	●	●	●	●	●	●
Scope	●	●	●	●	●	●	●	●	●	●	●	●	●
Requirements	●	●	●	●	●	●	●	●	●	●	●	●	●
Staffing	●	●	●	●	●	●	●	●	●	●	●	●	●
Design	●	●	●	●	●	●	●	●	●	●	●	●	●
Configuration & Development	●	●	●	●	●	●	●	●	●	●	●	●	●
Testing	●	●	●	●	●	●	●	●	●	●	●	●	●
Interfaces & Data Conversion	◆	●	●	●	●	●	●	●	●	●	●	●	●
Integration	◆	◆	◆	◆	◆	◆	◆	◆	●	●	●	●	●
Solution Deployment	◆	◆	◆	◆	◆	◆	◆	◆	◆	●	●	●	●
Total Open Findings	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25**	**Jan-26**
Preliminary Concerns	1	1	2	1	2	1	4	4	2	0	0	0	1
Risk - Low	1	0	0	0	0	0	0	1	0	0	0	0	0
Risk - Medium	0	1	0	0	0	0	1	0	0	0	0	0	0
Risk - High	0	0	0	0	0	0	0	0	1	0	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

