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DEPT. COMM. NO. 411

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

June 26, 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

February 2026

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

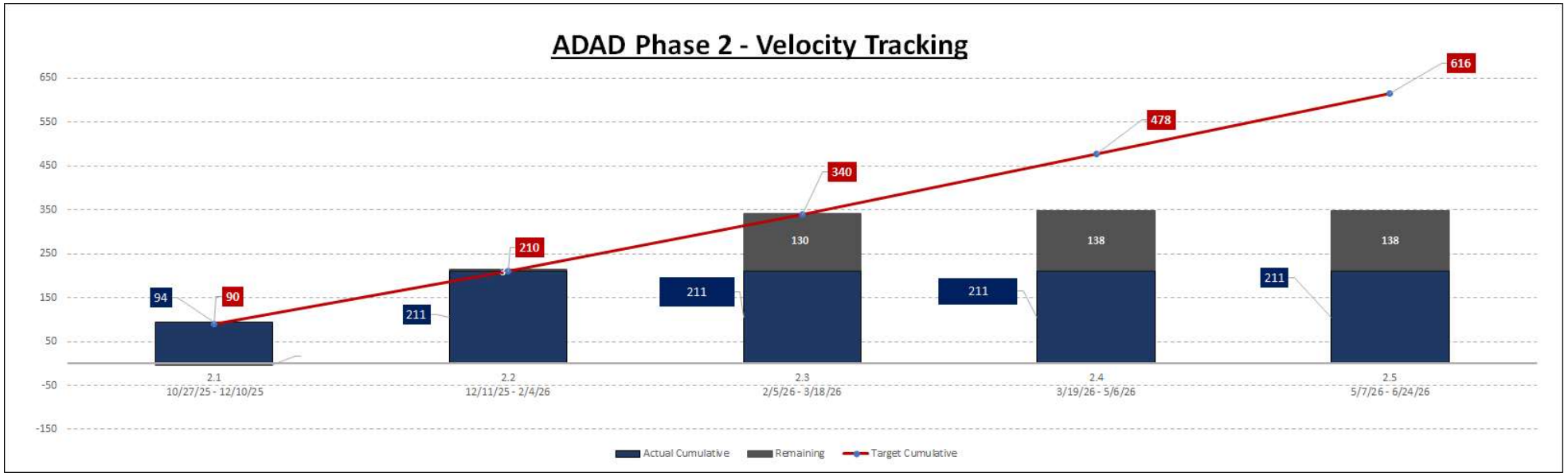
TMS
TECHNOLOGY MANAGEMENT SOLUTIONS

Executive Summary – February 2026

- Release 2.2 was successfully deployed on February 5 as planned without significant issues.
  - All Release 2.2 development activities were completed on schedule. All user stories targeted for the release successfully passed co-located testing, with the exception of one item that was deferred to a subsequent release due to approval timing.
- Release 2.3 activities ongoing, with a target go-live date of March 18
  - R 2.3 development and co-located testing continued throughout the February period.
    - One Finance-related item was deferred to R2.3 due to approval not being finalized within the R2.2 testing window. The SI offered a mini-UAT alternative to allow additional review time; however, the Finance team decided to continue with the co-located testing approach. As of the end of February reporting period, the item remains in "ready to test" status pending final approval. The target date for completion of testing is 3/6.
  - Despite ongoing scheduling coordination challenges, Release 2.3 continues to progress steadily with no critical issues identified.

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

Target Velocity Chart



During R2.2 deployment, **120** story points were delivered, brining the total of 210 story points to date. Delivery velocity is planned to increase in subsequent releases, with R2.3 targeting **130** story points - target the project has met, with delivery aligned to expectations. Looking ahead, velocity is expected to ramp gradually to approximately **130 - 138** story points, per release, through R2.5, targeting a cumulative total of **616** story points.

INSPIRE-Plus Project Health / Performance (WP 5)

Overall Project Health – Last 3 Months

Dec 2025	Jan 2026	Feb 2026
		

Project Areas / Task Group

	Dec 2025	Jan 2026	Feb 2026
Project Management			
Budget			
Schedule / Milestones			
Scope			
Requirements			
Staffing			

LEGEND FOR ASSESSMENT

	**Satisfactory –** No Corrective Actions Needed
	**Caution –** Possible Corrective Actions Needed
	**Critical –** Escalated for immediate action
	Not enough data is available

INSPIRE-Plus Project Health / Performance (WP 5)

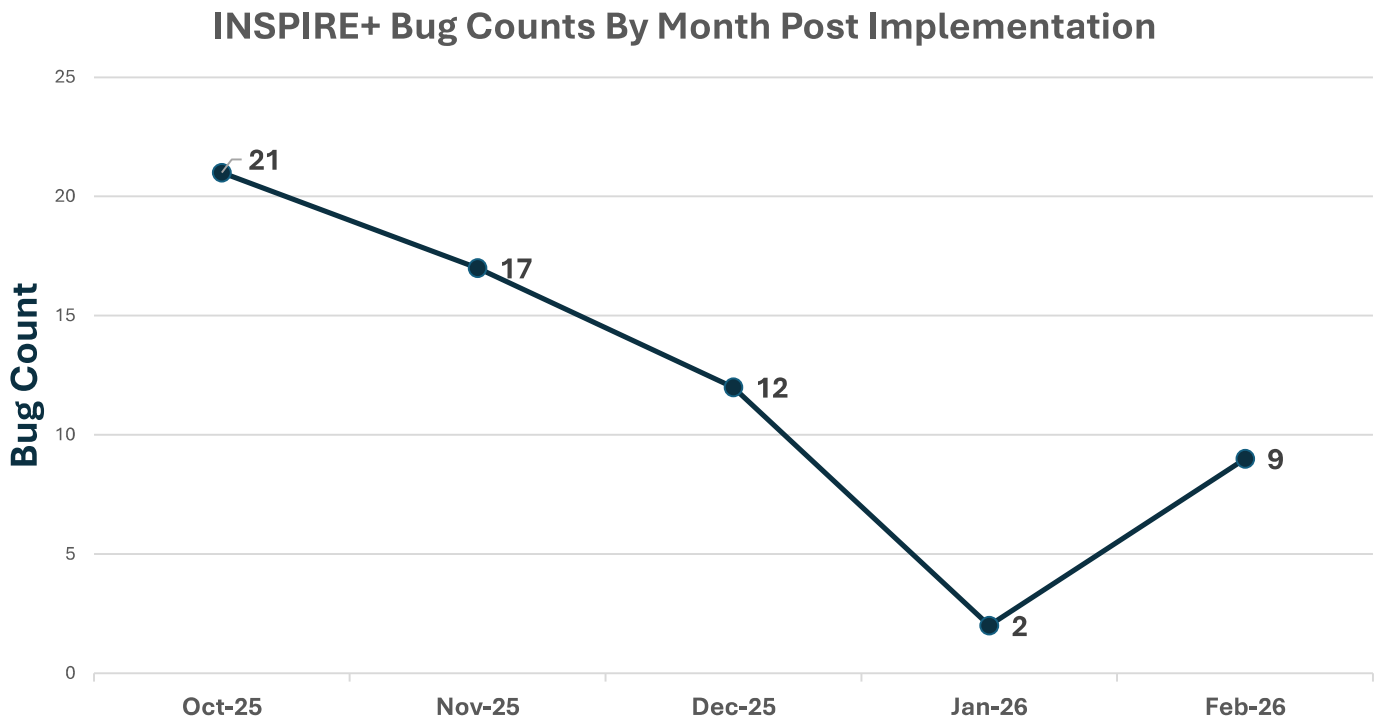
Project Areas / Task Groups (continued)

	Dec 2025	Jan 2026	Feb 2026
Design	●	●	●
Configuration & Development	●	●	●
Testing	●	●	●
Interfaces & Data Conversion	●	●	●
Integration	●	●	●
Solution Deployment	●	●	●

LEGEND FOR ASSESSMENT

●	**Satisfactory –** No Corrective Actions Needed
▲	**Caution –** Possible Corrective Actions Needed
⬢	**Critical –** Escalated for immediate action
◆	Not enough data is available

INSPIRE+ Bug Counts By Month Post Implementation



Bug count by month post implementation indicates a downward trend from 21 bugs in October 2025 to a low of 2 in January 2026, followed by a modest increase to 9 bugs in February 2026.

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

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

No new items were identified for February 2026

Monthly IV&V Risk Identification Report (WP 7) - February 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. **2/28/2026: In February, IV&V observed that the SI has made good-faith efforts to mitigate testing resources schedule constraints. The SI offered alternative mini-UAT sessions to allow for more comprehensive reviews and proactive about coordinating testing schedules in advance.**	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) - February 2026

No.	Type	Category	Title, Date, Description	Priority	Source	Significance	Recommendation
2026-02-26	Preliminary Concern	Deployment	Temporary system configuration for prod deployment not restored Following the identification of Bug #42085, which noted that auditing remained disabled on four tables (Client, Progress Note, ADAD Assessment, and Client Contact) post-migration, a Root Cause Analysis (RCA) was successfully conducted. The RCA provided a clear technical explanation regarding the KingswaySoft configuration used to optimize data load speeds.	3	Co-located Testing	While the Bug #42085 has been technically resolved, improving preventative controls may reduces operational risk that comes with temporary configuration changes made during deployment that must be restored to their original setting	A. Broad-Base Verification IV&V recommends project team consider performing a one-time, system-wide status check of all production entities to confirm that all tables designated for auditing in the System Design Document are currently active. B. Process Enhancement: Post-Migration "Smoke Test" To ensure a smooth transition in future data loads, consider updating the Migration Playbook to include a configuration verification step that includes: Metadata Validation: A quick script-based check to confirm IsAuditEnabled = True for all required entities. Routine Health Check: A recurring (e.g., monthly) automated report to flag any deviations in audit settings.

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

Meetings Attended / SI Activities Observed	Date(s)
ADAD Twice Weekly Issues Meeting	2/2, 2/4, 2/11, 2/18, 2/23, 2/25
ADAD Weekly Program Status Meeting	2/3, 2/10, 2/17, 2/24
Release 2.2 Co-Located Testing	2/11, 2/13, 2/17, 2/25, 2/27
ADAD Daily Scrum Meeting Phase 2	2/2, 2/3, 2/4, 2/5, 2/6, 2/10, 2/11, 2/12, 2/13, 2/17, 2/18, 2/19, 2/20, 2/23, 2/24, 2/25, 2/26, 2/27
Request 41239: Divide Branch Funding Allocations by Funding Type	2/2
Discovery for High Priority Fiscal Request	2/13, 2/20, 2/23

Monthly IV&V Status Report – February 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)*	2/2, 2/4, 2/11, 2/18, 2/23, 2/25
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	2/3, 2/10, 2/17, 2/24

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

Planned Activities and Deliverable Reviews for March

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	None

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

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

LEGEND FOR ASSESSMENT

●	**Satisfactory** – No Corrective Actions Needed
△	**Caution** – Possible Corrective Actions Needed
⬢	**Critical** – Escalated for immediate action
◆	Not enough data is available

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 A - Ratings Definitions

IV&V Findings

Indicator	Priority	Description	Criteria
1	Priority 1	Findings 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+ project.	Critical that the project resolve immediately and that poses a **significant** threat or impact on at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.
2	Priority 2	Findings 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+ project.	Essential that the project resolve as soon as possible and that pose a **moderate** threat or impact on at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.
3	Priority 3	Findings and Observations ranked as Priority 3 are these opportunities that IV&V expects will yield **minor** opportunities for improvement or corrective action for the INSPIRE+ Project and are focused primarily on confirming 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 at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.

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 technical 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. Some 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 technical 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 technical risk to the project and software quality is significant.		Not enough data is available to decide 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

