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DEPT. COMM. NO. 412

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

March 2026

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

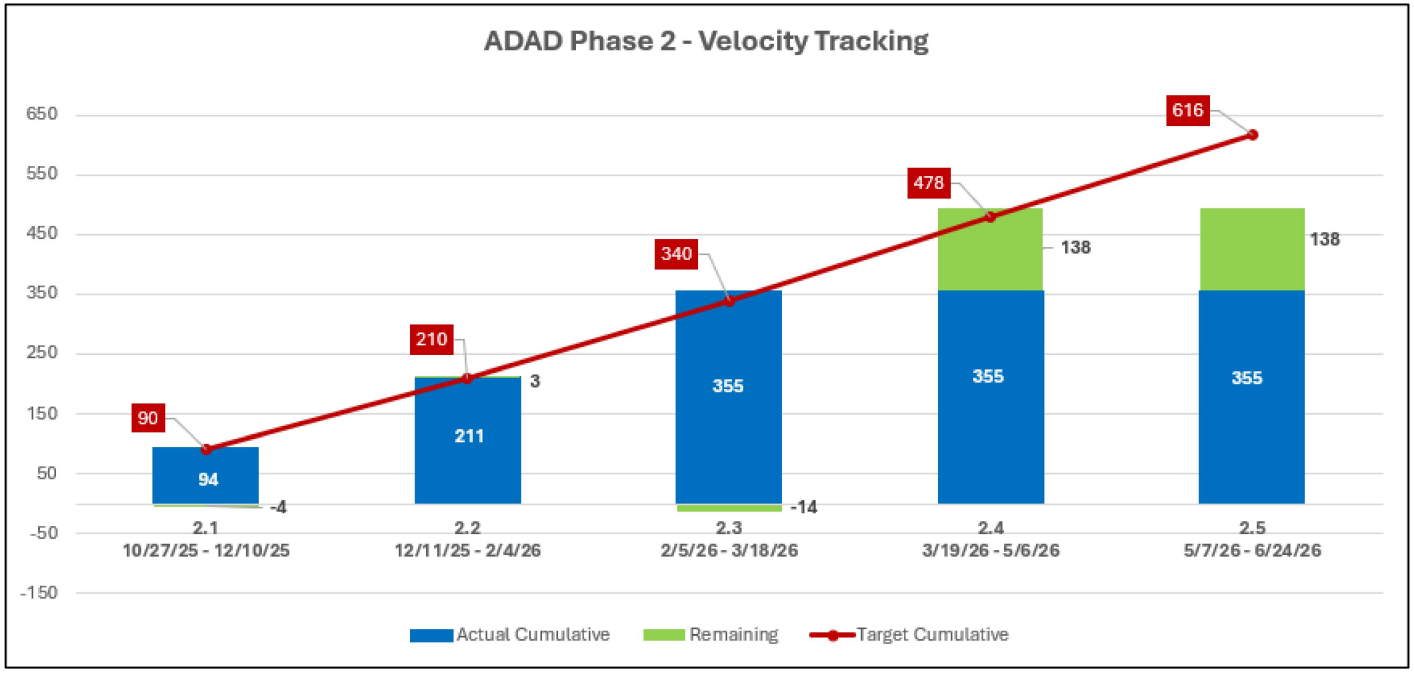
TMS
TECHNOLOGY MANAGEMENT SOLUTIONS

Executive Summary – March 2026

- Release 2.3 was deployed on March 19 with no significant issues observed in production.
  - Not all planned functionality delivered in this cycle (~60% of planned implemented)
  - Deferred items largely related to fiscal functionality (28% of total planned scope)
  - Deferred items are expected to be incorporated into next releases
- HI-WITS (Web Infrastructure for Treatment Services) Decommissioned at End of March
  - Final step prior to decommissioning: Secure high-fidelity back up for occasional legacy reporting requests, and audit and judicial inquiry needs
  - Minimal risk to business continuity as back up usage expected to be low-frequency and ad-hoc
  - ADAD and SI have been collaborating to facilitate the technical back up process, with some remaining works to be completed – Storing back-up copies on designated servers and document data retrieval process
- Release 2.4 is in progress with Deployment scheduled for 5/6/26

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

Target Velocity Chart



During Release 2.3, the SI delivered a total of 144 story points, representing an 18% increase in velocity compared to the previous release. At this pace, the team remains on track to meet the projected cumulative total of 616 story points. However, only ~ 60% of this work was deployed in this release highlighting a portion of completed developmental work has not yet been realized in the operational environment.

INSPIRE-Plus Project Health / Performance (WP 5)

Overall Project Health – Last 3 Months

Jan 2026	Feb 2026	Mar 2026
		

Project Areas / Task Group

	Jan 2026	Feb 2026	Mar 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)

	Jan 2026	Feb 2026	Mar 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

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

Priority 1 and 2 only: 1 new issue for March Reporting Period

No.	Type	Category	Title, Date, Description	Priority		Source	Significance	Recommendation
2026-01-01	Issue	Testing	Fiscal-related items were repeatedly deferred due to late and insufficient testing participation and the need to tailor testing practice to accommodate current workflow. **41 of total 144 story point for Rel 2.3 were not deployed due to insufficient testing sessions and limited stakeholder involvement. This accounts for 28% of the total user story points worked on during the release cycle. Some of these undeployed story points originated in Rel 2.2, marking a 2nd deferral.** **To facilitate timely deployment, the SI proposed conducting UAT earlier in the release cycle. However, the project proceeded with guided co-located testing due to difficulty finding time. Testing sessions were delayed until just before code freeze. During testing, the Fiscal Team requested additional time and more comprehensive UAT which was SI's initial recommendation ultimately resulting in another deferral.**	2		Co-located Testing	28% of completed work not being deployed reduces realized business value and creates downstream schedule and cost impacts	**IV&V recommends tailor testing process specifically for the stakeholder based on the assessment of stakeholder readiness to operate within the current project delivery process** **The process should include:** **1) A realistic and clearly defined level of effort (time commitment) provided by Fiscal team that reflects their operational workload, so expectation is achievable and enforceable** **2) Clear decision-making framework: IV&V understands the Fiscal team prefers a consensus-based decision making. It would be helpful to discuss with Fiscal Team how decisions can be finalized within project timelines. For example, scheduling testing early enough to allow decisions to be made at their pace.**

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

Priority 3: No open P3 findings in March 2026

No new items were identified for March 2026

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

Meetings Attended / SI Activities Observed	Date(s)
ADAD Twice Weekly Issues Meeting	3/2, 3/4, 3/9, 3/11, 3/16, 3/18, 3/23, 3/25, 3/30
ADAD Weekly Program Status Meeting	3/3, 3/10, 3/17, 3/24, 3/31
Co-Located Testing	3/4, 3/5, 3/6, 3/9, 3/27
ADAD Daily Scrum Meeting Phase 2	3/2, 3/3, 3/4, 3/5, 3/6, 3/9, 3/10, 3/11, 3/12, 3/16, 3/17, 3/18, 3/19, 3/20, 3/23, 3/24, 3/25, 3/26, 3/27, 3/30, 3/31
ADAD Fiscal Testing Process	3/17

Monthly IV&V Status Report – March 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)*	3/2, 3/4, 3/9, 3/11, 3/16, 3/18, 3/23, 3/25, 3/30
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	3/3, 3/10, 3/17, 3/24, 3/31
Release 2.3 Deliverable Set – Release Note, Defect Log, and Security Matrix	3/28

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

