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DEPT. COMM. NO. 413

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

April 2026

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

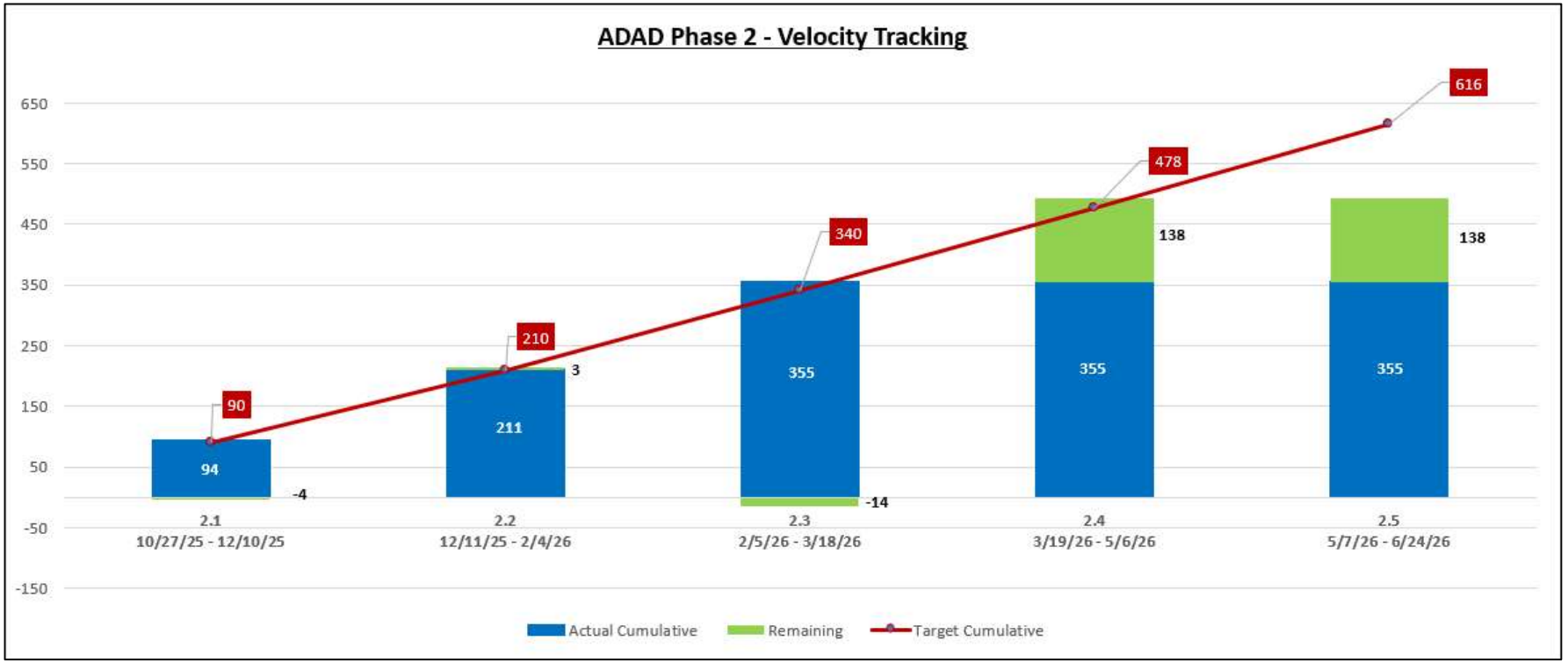
TMS
TECHNOLOGY MANAGEMENT SOLUTIONS

Executive Summary – April 2026

- Release 2.4 is nearly complete with deployment on track for 5/6
  - As of the end of the reporting month, testing and code freeze activities were complete
  - A total of 131 story points are currently planned to be deployed
- SAMHSA TEDS reporting related data clean up
  - Ongoing reconciliation of legacy WITS client data for accurate reporting
  - Duplicate WITS ID mappings pose challenges to completing of TEDS reporting
  - Ongoing discussions to define and implement rules for merging duplicate data going forward
- Release 2.5 related activities are currently ongoing
  - One of the major items is a security redesign to allow providers to access multiple business units
  - A total of 138 story points are targeted for implementation, with Go-live date planned for 6/25

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

Target Velocity Chart



During Release 2.4 the SI will deliver a total of 138 story points. At this pace, the team remains on track to meet the projected cumulative total of 616 story points by the end of release 2.5.

INSPIRE-Plus Project Health / Performance (WP 5)

Overall Project Health – Last 3 Months

Feb 2026	Mar 2026	Apr 2026
		

Project Areas / Task Group

	Feb 2026	Mar 2026	Apr 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)

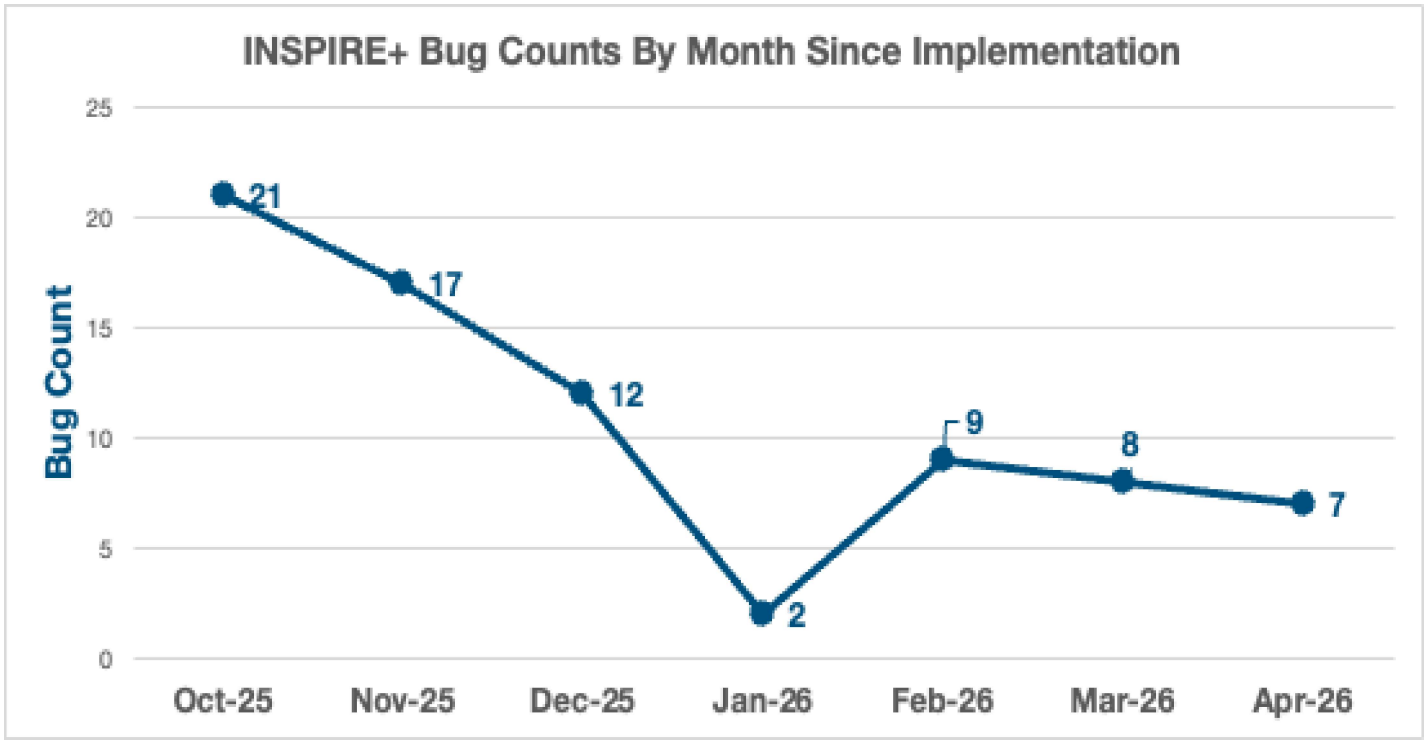
Project Areas / Task Groups (continued)

	Feb 2026	Mar 2026	Apr 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



April 2026 reporting period recording a total of 7 bugs. Notably, one of the seven April entries was subsequently reclassified as "not a bug," further confirming that the platform is maintaining a reliable operational steady-state.

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

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

No.	Type	Category	Title, Date, Description	Priority	Source	Significance	Recommendation
2026-03-30	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. **Update (4/30/2026): One deferred user story from last Release (2.3), Divide Branch Funding Allocation by Funding Type, has been successfully tested and is planned for deployment as part of Release 2.4.** **Additionally, in response to last month's concern regarding the lack of shared understanding in the release process, both the SI and Fiscal teams have invested significant effort to establish an agreed-upon workflow. IV&V has noted meaningful improvements in the Fiscal team's engagement and participation during the April reporting period.**	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 tailoring the 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 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) - April 2026

Priority 3: No open P3 findings in April 2026

No.	Type	Category	Title, Date, Description	Priority	Source	Significance	Recommendation
2026-04-14	Issue	Testing	**Structured Error-Handling Gap Leading to Unresolved Timeout Errors** **An isolated system failure was identified in which a specific process was unable to keep up with the volume of data being processed. When a timeout occurred, the system lacked the error-handling logic to manage the failure gracefully, making the issue difficult to detect and diagnose.** **Without a structured error-handling mechanism in place, these timeouts left background processes in an unresolved state, creating cascading disruptions for other users.** **The SI has since optimized the process and implemented error-handling logic so the system can fail gracefully and log issues for review. While these actions reduce the likelihood of recurrence, they do not fully eliminate the risk. The intermittent timeouts suggest the system is approaching a performance threshold that may require a broader review as data volumes continue to grow.**	3	Scrum meeting	This failure raises a broader concern. If one area of INSPIRE+ is vulnerable to data volume and insufficient error handling, other parts of the system likely carry the same underlying risk. As the system continues to grow, similar intermittent failures may become more frequent, and because they are difficult to detect and diagnose, they tend to frustrate end users and erode confidence in the system over time.	To address this proactively, the SI should audit other high-volume processes to ensure proper error-handling logic is in place before additional failures occur. This includes reviewing whether other data tables are approaching volume thresholds that could trigger similar timeouts. Additionally, system logging should be strengthened so that when failures do occur, the technical team can identify and resolve them before users are impacted.

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

Meetings Attended / SI Activities Observed	Date(s)
ADAD Daily Scrum Meeting Phase 2	4/1, 4/2, 4/6, 4/7, 4/8, 4/9, 4/13, 4/14, 4/15, 4/16, 4/17, 4/20, 4/21, 4/22, 4/23, 4/24, 4/27, 4/28, 4/29, 4/30
ADAD Twice Weekly Issues Meeting	4/1, 4/2, 4/6, 4/8, 4/13, 4/15, 4/20, 4/22, 4/27, 4/29
ADAD Weekly Program Status Meeting	4/7, 4/14, 4/21, 4/28
Co-Located Testing	4/1, 4/6, 4/8, 4/17, 4/22, 4/24
DOH BHA IT Solution Project	4/14
Discuss Client Merging in INSPIRE+ | SAMHSA Reporting	4/29

Monthly IV&V Status Report – April 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)*	4/1, 4/2, 4/6, 4/8, 4/13, 4/15, 4/20, 4/22, 4/27, 4/29
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	4/7, 4/14, 4/21, 4/28
2.4 Release Notes (1st Draft)	4/30

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

Planned Activities and Deliverable Reviews for May

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

Mahalo Nui



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.