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DEPT. COMM. NO. 428

STATE OF HAWAI'I | *KA MOKU'ĀINA O HAWAI'I*
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | *KA 'OIHANA LOIHELU A LAWELAWE LAULĀ*

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | *KE'ENA HO'OLANA 'ENEHANA*

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

July 15, 2026

The Honorable Ronald D. Kouchi
President of the Senate
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawai'i 96813

The Honorable Nadine K. Nakamura
Speaker and Members of the
House of Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawai'i 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 10 days of receiving the report, please find attached the report the Office of Enterprise Technology Services received for the State of Hawai'i, Department of Attorney General (AG), Child Enforcement Agency (CSEA).

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 Hawai'i

Attachments (2)



CSEA OF HAWAII
DEPARTMENT OF THE ATTORNEY GENERAL (AG)
CHILD SUPPORT ENFORCEMENT AGENCY (CSEA)

KEIKI Replatform Off Mainframe (KROM) Project

MONTHLY IV&V REVIEW REPORT

May 29, 2026 | Version 0.1

ACCUITY

Table of Contents

EXECUTIVE SUMMARY

Background 3

IV&V Dashboard 4

Project Schedule History 5

IV&V Summary 6

Open Observation(s) Current Month Updates 13

IV&V OBSERVATIONS

Appendix A: IV&V Criticality and Severity Ratings 19

Appendix B: Industry Standards and Best Practices 21

Appendix C: Comment Log on Draft Report 24

Document History

DATE	DESCRIPTION	AUTHOR	VERSION
06/01/26	Monthly IV&V Review Report Draft created	Dawn Rose	0.0
06/25/26	Monthly IV&V Review Report Final created	Dawn Rose	0.1

BACKGROUND

The CSEA of Hawaii (CSEA), Department of Attorney General (AG), Child Support Enforcement Agency (CSEA) contracted Protech Solutions, Inc. (Protech) on October 2, 2023, to replatform the KEIKI System and provide ongoing operations support. Protech has subcontracted One Advanced and DataHouse to perform specific project tasks related to code migration, replatforming services, and testing. The agreement with DataHouse was terminated in February 2025. The Department of AG contracted Accuity LLP (Accuity) to provide Independent Verification and Validation (IV&V) services for the project. In November 2025, Accuity joined the Crete Professional Alliance (Crete). "Accuity" now operates under two entities Accuity LLP – a licensed CPA firm providing attest services and Accuity Advisors – offering tax and business consulting (not a CPA firm). Both work together under the Accuity brand in an alternative practice structure, following AICPA standards and applicable laws.

Our initial assessment of project health was provided in the first Monthly IV&V Review Report as of October 31, 2023. Monthly IV&V review reports will be issued through July 2026 and build upon the initial report to continually update and evaluate project progress and performance.

Our IV&V Assessment Areas include People, Process, and Technology. The IV&V Dashboard and IV&V Summary provide a quick visual and narrative snapshot of both the project status and project assessment as of May 29, 2026. Ratings are provided monthly for each IV&V Assessment Area (refer to Appendix A: IV&V Criticality and Severity Ratings). The overall rating is assigned based on the criticality ratings of the IV&V Assessment Categories and the severity ratings of the underlying observations.

PERSISTENCE

"Nothing in the world can take the place of persistence. Talent will not … Persistence and determination alone are omnipotent."

- Calvin Coolidge

PROJECT ASSESSMENT

MAY 2026

SUMMARY RATINGS

OVERALL RATING

Y

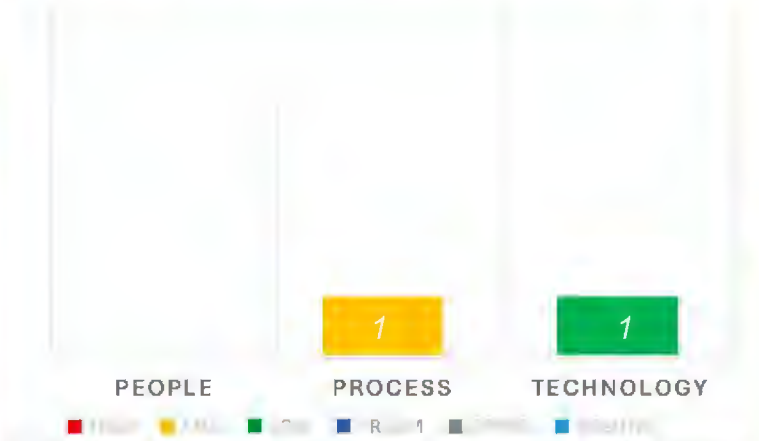
Deficiencies were observed that merit attention. Remediation or risk mitigation should be performed in a timely manner.

PEOPLE	G
PROCESS	Y
TECHNOLOGY	Y

CRITICALITY RATINGS

R HIGH | Y MEDIUM | G LOW | NA N/A

IV&V OBSERVATIONS



0	2	1	2
NEW OBSERVATIONS THIS MONTH	OPEN OBSERVATIONS TOTAL	CLOSED OBSERVATIONS THIS MONTH	OPEN RECOMMENDATIONS TOTAL

PROJECT BUDGET*



* Only includes contracts. IV&V is unable to validate total budget.

PROJECT PROGRESS

(Percent of the weighted duration of total tasks)



ACTUAL ACTIVITY PROGRESS

*** IV&V is unable to validate the progress percentage of the schedule as it does not include all project activities.

KEY PROGRESS & RISKS

Key Progress:

- *The project is reported at 93% overall completion, with System Testing at 99% and Acceptance Testing at approximately 97%, reflecting continued advancement toward project completion.*
- *Acceptance testing activities continued to progress, with UAT execution nearing completion and remaining efforts focused on final validation and defect resolution activities.*
- *Training readiness increased from 45% to 80% complete, while the Knowledge Transfer Plan advanced from 29% to 79% complete, supporting operational sustainment and transition readiness.*
- *Critical path activities shifted from environment build efforts toward implementation execution, operational readiness documentation, and production preparation activities as the project moved closer to go-live.*

Key Risk:

- *The project schedule reflects an 84-day variance and, as of May 27, 2026, a CPLI of 0.63, indicating continued schedule pressure and limited recovery against the approved baseline schedule. While not recovering in schedule, the project did advance and not add additional variance days. There were no reported additional schedule slips in May.*
- *Operational readiness activities remain in progress, including final approval of the System Test Results Report, Disaster Recovery Plan updates, operational documentation, and Go-Live readiness activities, creating execution risk as the project approaches the July 3, 2026, implementation date.*
- *Defect remediation and validation activities remain ongoing, with 23 functional defects remaining in UAT and additional fixes awaiting validation, requiring successful resolution and closure prior to production deployment.*

PROJECT SCHEDULE – Current Progress

(See next page for the current agreement and schedule history)



KROM PROJECT SCHEDULE HISTORY

A historical perspective of the three project timelines for the KROM project post kick-off.

1. *Project schedule as of DDI Project Management Plan, Deliverable 2 approval on January 8, 2024.*
2. *Project schedule based on the April 10, 2025, no-cost change request.*
3. *Project schedule based upon the August 29, 2025, change request PCR-8.*

PROJECT SCHEDULE – Approved January 8, 2024, Deliverable 2



PROJECT SCHEDULE – Revised April 10, 2025, Signed Agreement



PROJECT SCHEDULE - Revised August 29, 2025, Change Request PCR-8



MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report	Y	Y	*Overall*	

Project Schedule:

The project advanced to 93% overall completion during the May reporting period. The schedule remains under pressure, with a reported CPLI of 0.63 and an 84-day schedule variance. The project continues to track toward the planned July 3, 2026, Go-Live

The schedule shows Implementation at 83% complete, with Implementation Tasks at 51% complete and Perform Go-Live Activities at 9% complete. The project is now operating in a parallel execution model, where implementation, final readiness, stabilization, defect remediation, testing, data validation, and operational preparation are occurring at the same time.

The May schedule identifies several incomplete critical-path activities that require close executive monitoring. These include the build-out of the KEIKI Development Environment and KEIKI Test Environment, both scheduled to complete on June 15, 2026, along with related application and batch server build activities. The schedule also identifies the External Vulnerability Assessment (EVA) as a critical-path activity, scheduled from June 16, 2026, through July 9, 2026, including administrative review, assessment execution, penetration testing, remediation review, and submission of remediation results to CSEA.

System Integration Testing is 100% complete including SIT close out activities.

Remaining testing and readiness risk is therefore centered on final acceptance testing, implementation readiness, Go/No-Go validation, security assessment activities, and production readiness.

Updated Deliverables Status - May 2026

Deliverable	Complete %	Schedule Finish	Comments and Status
Deliverable #9 – Disaster Recovery Plan	98%	6/3/2026	Disaster Recovery Plan remains nearly complete. Prior submission, walkthrough, resubmission, and review activities are complete; remaining work is tied to State validation and final approval.
Deliverable #12 – Knowledge Transfer Plan	79%	6/3/2026	Knowledge Transfer Plan has advanced significantly from the prior reporting period. Development, submission, and CSEA review activities are complete; remaining work is tied to walkthrough, resubmission, State validation, and approval.
Deliverable #16 – System Administration Manual	76%	6/30/2026	System Administration Manual remains in progress. The legacy manual review is complete, and updates are underway to align the manual with finalized system changes, implementation activities, and operational support readiness.
Deliverable #21 – System Test Results Report	99%	5/29/2026	System Test Results Report is substantially complete. Development, submission, CSEA review, and walkthrough activities are complete; remaining schedule activity is tied to final validation and approval.

Project Costs:

As of the May project invoice receipt, the project remains within contractual cost.

MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report			Overall cont.	**Quality:** *Quality continues to trend positively for the May reporting period. The May schedule reflects System Testing at 99% completion, Acceptance Testing / UAT at 98% completion, and the System Test Results Report at 99% completion. Remaining quality activity is concentrated in final acceptance validation, defect retesting, and closure of the System Acceptance Test Results deliverable (D-13), which is 4% complete with a forecast finish of June 26, 2026.* **Project Success:** *The project remains positioned for success, with 93% overall completion, Implementation at 83%, System Testing at 99%, and Acceptance Testing / UAT at 98%. Go-Live preparation continued in May, with the Go-Live Playbook at 86%, Mock Go-Live at 50%, and the Go/No-Go Checklist at 75%. Success remains tied to timely closure of remaining acceptance documentation, defect validation, production readiness certification, and security assessment activities before the planned July 3, 2026, Go-Live.* **Risk Conclusion:** *The overall IV&V risk rating remains* ***yellow*** *due to continued schedule pressure, a CPLI of 0.63, and remaining critical-path readiness dependencies. Although the project advanced to 93% overall completion, with System Testing at 99% and Acceptance Testing / UAT at 98%, several readiness items remain open, including D-13 at 4%, D-18 at 0%, and security assessment activities extending through July 9, 2026. The planned July 3, 2026, Go-Live remains achievable if remaining testing, defect validation, security, and certification activities close within the forecast schedule.*

MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report	G	G	*People* *Team, Stakeholders, & Culture*	**Team:** *The project team continued to demonstrate strong execution across implementation, acceptance testing, defect validation, training, data validation, security preparation, and Go-Live planning activities. Team performance supported measurable May progress, including Implementation at 83%, Acceptance Testing at 98%, Training at 80%, and the Knowledge Transfer Plan at 79%. Cross-functional participation remained active as project workstreams advanced toward the planned July 3, 2026, Go-Live.* **Stakeholders:** *Stakeholder engagement remained active and aligned during May. Executive sponsors, CSEA leadership, business owners, technical teams, vendor leadership, security stakeholders, and production support participants continued to support decision-making and readiness activities. Stakeholder involvement is reflected in continued progress on the Go-Live Playbook at 86%, Mock Go-Live at 50%, and Go/No-Go Checklist at 75%.* **Culture:** *The project culture continued to reflect collaboration, transparency, and shared accountability. Teams remained engaged in defect review, testing validation, implementation planning, knowledge transfer, and Go-Live readiness activities. The continued progress across testing, training, implementation, and readiness workstreams reflects a constructive project environment and sustained focus on completing the transition to production.* **Risk Summary:** *The People risk rating is **green** during the May 2026 reporting period. No specific people-related risks were identified in May, and project team performance and stakeholder participation continued to support testing, implementation, defect resolution, knowledge transfer, and Go-Live preparation. Continued coordination remains important through Go-Live, but current reporting reflects strong collaboration and positive execution across the People assessment area.*

MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report			Process Approach & Execution	***Process:*** *During the May 2026 reporting period, project processes continued to support implementation, acceptance testing, defect management, Go-Live planning, and production readiness activities. The project is reporting 93% overall completion, with continued schedule pressure reflected by a CPLI of 0.63. Key process activities remained active across readiness planning, defect validation, final acceptance documentation, and Go/No-Go preparation.* ***Approach:*** *The project approach in May shifted further into parallel execution, with implementation activities occurring while final testing, defect retesting, documentation, and readiness activities remained in progress. The schedule reflects Implementation at 83% complete, Implementation Tasks at 51% complete, and Perform Go-Live Activities at 9% complete. Go-Live readiness planning also advanced, with the Go-Live Playbook at 86% complete, Mock Go-Live at 50% complete, and the Go/No-Go Checklist at 75% complete.* ***Execution:*** *Execution during May focused on acceptance testing, defect remediation, implementation readiness, and Go-Live preparation. Acceptance Testing is 98% complete, with remaining activity tied to final validation, defect retesting, and completion of the System Acceptance Test Results deliverable (D-13), which is 4% complete with a forecast finish of June 26, 2026. Defect management remains active, with Rework/Retest Corrected Defects at 65% complete and 23 functional defects remaining in UAT, while implementation execution continued in parallel with readiness and certification activities for the planned July 3, 2026, Go-Live.* ***Risk Conclusion:*** *The Process risk rating remains* ***yellow*** *for the May reporting period. The project made measurable progress across implementation, acceptance testing, defect management, and Go-Live readiness; however, the CPLI of 0.63 indicates limited schedule flexibility. Remaining process risk is concentrated in the compressed sequencing of defect retesting, final acceptance documentation, Go-Live Playbook execution, Mock Go-Live completion, Go/No-Go checklist closure, production readiness certification, and implementation activities against the planned July 3, 2026, Go-Live.*

MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report	Y	Y	*Technology* *System, Data, & Security*	*As of the end of May 2026, the overall status of technical activity milestones was reported as follows:*

KEIKI Technical Dependency Impact Summary - May 2026

Technical Activity / Milestone	Approved Finish	Forecast Finish	Variance	% Complete	Dependency / Impact Summary
System Installation Phase	12/5/2025	6/3/2026	+180	99%	Remaining activity is tied to final installation closeout and readiness confirmation supporting implementation and Go-Live preparation.
System Testing (SIT)	12/10/2025	5/29/2026	+170	99%	SIT closeout is complete, and final closure is aligned to completion of the System Test Results Report (D-21).
KMS: System Integration Testing	11/12/2025	3/16/2026	+124	100%	Milestone is complete and removes SIT as an active dependency for remaining readiness activities.
Interface File Transfer Process	9/22/2025	2/27/2026	+158	100%	Completion supports interface-related validation and reduces dependency risk for remaining acceptance testing activities.
Acceptance Test Phase (UAT)	2/26/2026	6/26/2026	+120	98%	Remaining dependency is tied to acceptance test results documentation, final validation, State review, and approval of Deliverable #13.
Acceptance Testing (Execution)	1/29/2026	6/5/2026	+127	98%	Groups 1--7 are at 99%, Group 8 Interface Testing is at 96%, and Rework/Retest Corrected Defects is at 65%. Remaining impact is concentrated in final defect retest and validation activities.
System Test Results Report (D-21)	12/10/2025	5/29/2026	+170	99%	Deliverable supports formal closure of system testing and readiness evidence for Go/No-Go activities.
System Acceptance Test Results (D-13)	2/26/2026	6/26/2026	+120	4%	Remaining work includes Acceptance Test Results Report DED activities, validation of results, submission, CSEA review, walkthrough, resubmission, State validation, and final approval.
Implementation Phase	3/18/2026	7/20/2026	+124	83%	Implementation Tasks are 51% complete, while Go-Live preparation activities remain in progress, including Go-Live Playbook at 86%, Mock Go-Live at 50%, and Perform Go-Live Activities at 9%.
Training	2/11/2026	7/1/2026	+140	80%	The Knowledge Transfer Plan (D-12) is 79% complete, while execution activities remain open, including KT session scheduling, functional training execution, and the technical knowledge transfer presentation.
Go-Live / Go-No-Go (D-18)	3/3/2026	7/3/2026	+122	0%	Completion is dependent on final readiness evidence, execution of the Go-Live Playbook, and certification of production environment readiness. The Go/No-Go decision is scheduled for 6/29/2026.

Dependency Impact Summary

The May schedule shows substantial progress across technical milestones, with System Installation at 99%, System Testing at 99%, SIT completion at 100%, and the Interface File Transfer Process at 100%. Acceptance Testing is also near completion at 98%, while remaining execution impacts are concentrated in Group 8 Interface Testing at 96% and Rework/Retest Corrected Defects at 65%. Key readiness deliverables remain open, including System Acceptance Test Results (D-13) at 4%, Go-Live / Go-No-Go (D-18) at 0%, and implementation activities continuing at 83%. Overall, the primary dependency impact is the compressed sequencing of final acceptance documentation, defect retesting, training, Go-Live readiness certification, and implementation activities against the planned July 3, 2026, Go-Live.

MAY 2026 - KROM PROJECT

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report	Y	Y	*Technology* *System, Data, & Security Cont.*	**System:** *The project is reporting 93% overall completion and has moved into parallel execution, with implementation now active while final validation and readiness activities continue. The May schedule reflects Implementation at 83% complete, Implementation Tasks at 51% complete, and Perform Go-Live Activities at 9% complete.* *System testing is substantially complete. The May schedule shows System Testing at 99% completion and Deliverable #21- System Test Results Report at 99% completion, with a scheduled finish date of May 29, 2026.* *SIT closeout is complete, with System Integration Testing reflected at 100% completion in the schedule. Remaining system validation is therefore concentrated in final Acceptance Testing (UAT), readiness confirmation, defect disposition, and Go-Live execution activities.* *Acceptance Testing (UAT) is 98% complete, indicating that most planned business validation has been executed. The remaining acceptance testing activities are occurring while implementation work is already underway, including final acceptance documentation, validation of test results, and closure of the System Acceptance Test Results deliverable (D-13), which is 4% complete with a forecast finish of June 26, 2026.* *Go-Live readiness activities remain in progress. The Go-Live Playbook is 86% complete, the Mock Go-Live is 50% complete, and the Go/No-Go Checklist is 75% complete. These activities remain directly tied to the planned July 3, 2026, Go-Live and serve as key indicators of production readiness.* ***Data:*** ***Data Extracts and Validation:*** *Data extract and validation activities are reflected through completed mainframe and file transfer validation tasks. The schedule shows CSEA Test Mainframe Transfer Process at 100% complete, File Transfer Validation (Mainframe) at 100% complete, DLIR - Packed Binary at 100% complete, and DHS - Negative Value at 100% complete. These completed tasks support the project's data exchange readiness position.* ***Mainframe Data Exchange and Cyberfusion:*** *Mainframe data exchange activities show measurable completion in the May schedule. The CSEA Test Mainframe Transfer Process, File Transfer Validation (Mainframe), DLIR - Packed Binary, and DHS - Negative Value activities are each reported at 100% complete. This reflects completion of key mainframe transfer validation activities supporting data exchange readiness. CyberFusion related readiness remains connected to production security and compliance validation. The schedule reflects Pub 1075 Compliance Scans for the production environment at 27% complete, with Perform Initial Nessus scans and deliver reports to DDI at 75% complete. Remaining production security scan tasks include CSEA review of Nessus reports, remediation of failed compliance findings, and validation through Nessus rescan, with the production scan activity forecasted through June 9, 2026.*

MAR	APR	MAY	IV&V ASSESSMENT AREA	IV&V SUMMARY
No report	Y	Y	*Technology* *System, Data, & Security Cont.*	***Data cont.:*** ***Data Performance and Replication:*** *Data performance and replication activities continued to progress during the May reporting period. The schedule reflects completion of several data movement and interface-related activities, including the Interface File Transfer Process at 100% complete and Deploy SQL to SQL Replication in Production forecasted for completion on June 2, 2026. Production replication activities remain tied to final implementation readiness, with Deploy SQL to SQL Replication and Capture Lessons Learned for future reference both reflected as remaining implementation tasks. Acceptance testing continues to provide validation of data-dependent business processes. The May schedule shows Acceptance Testing at 98% complete, with Groups 1 through 7 at 99% complete and Group 8 - Interface Testing at 96% complete. Remaining data-related validation is concentrated in final interface testing, defect retesting, and acceptance test results documentation.* ***Data Readiness and Ongoing Tasks:*** *Data readiness remains active as implementation, UAT, defect retesting, and Go-Live preparation continue in parallel. The schedule reflects Implementation at 83% complete, Implementation Tasks at 51% complete, and Perform Go-Live Activities at 9% complete, indicating that final readiness work is occuring during active implementation execution. Data readiness is therefore linked to completion of final validation, production replication activities, acceptance test closure, and Go/No-Go evidence. The System Acceptance Test Results deliverable (D-13) remains open at 4% complete, with a forecast finish of June 26, 2026. Related tasks include the Acceptance Test Results Report DED at 20% complete, validation of acceptance test results, submission, CSEA review, walkthrough, resubmission, State validation, and final approval. These activities remain the primary documentation path for confirming final acceptance results before production readiness closure.* ***Security****: The May schedule identifies the External Vulnerability Assessment (EVA) as a critical-path activity at 0% complete, with a forecast finish of July 9, 2026. EVA activities include scope review, administrative review, NIST 800-53 information collection, policy and procedure review, gap analysis, external infrastructure review, penetration testing, remediation review, and submission of remediation results to CSEA. Production compliance scan activities are also still in progress. Pub 1075 Compliance Scans for the production environment are 27% complete, with initial Nessus scans and delivery of reports to DDI at 75% complete. Remaining activities include review of Nessus scan reports from CSEA, remediation of failed compliance findings, and validation of remediation through Nessus rescan. Security schedule timing remains a key impact. Penetration testing and remediation review are scheduled into the final Go-Live readiness period, with EVA completion forecast beyond the planned July 3, 2026, Go-Live. This creates a dependency between production security findings, remediation status, production readiness certification, and the Go/No-Go decision.* ***Risk Conclusion****: Technical status for May is yellow. System and interface progress are strong, with System Installation at 99%, System Testing at 99%, SIT completion at 100%, and Interface File Transfer Process at 100%; however, readiness remains dependent on final acceptance documentation, defect retesting, production security assessment work, and Go-Live certification activities. The primary technology risk is the compressed sequencing of remaining validation, security, data, and implementation activities against the planned July 3, 2026,,Go-Live, particularly with System Acceptance Test Results (D-13) at 4%, Go-Live / Go-No-Go (D-18) at 0%, and EVA activities continuing through July 9, 2026.*

OPEN OBSERVATIONS - Current Month Updates

OBSERVATION #: 2025.09.001	STATUS: CLOSED	TYPE: RISK	SEVERITY: Moderate

TITLE: **PROJECT MANAGEMENT SCHEDULE REPORTING**

Observation: *Project Management Schedule Reporting: Currently, the project is in the User Acceptance Testing (UAT) phase. A MOU was signed on August 29, 2025, outlining the remaining System Integration Testing activities that are outstanding and expected completion dates. In addition, other issues, such as critical-severity defects, have been identified and must be resolved prior to go-live. These SIT activities and defects are not clearly visible in the project schedule.*

Industry Standards and Best Practices: *PMBOK® 7th Edition Section 2.4.7 CSEA's changes should follow a change control process, reprioritizing the backlog, or rebaselining the project.*
Section 2.4.9 Alignment states that there should be an integrated project management plan.
Analysis: *Tracking of important dates and deadlines should be centralized and reflected in the project schedule for maintenance, tracking ng, and visibility purposes. These dates and deadlines could be missed, or issues remain unresolved.*

Recommendation(s): *To mitigate these risks, the following are recommended:*

CLOSED: 2025.09.001.R1- Add MOU Activities to the Project Schedule or Other Presented Project Documents

- *Add PCR-9's MOU activities to the Project Schedule or any of the presented project documents. Where feasible, activities may be aggregated and reported as a percentage complete. Use clear, descriptive labels (e.g., SIT defect, MOU 2.2, etc.) to ensure easy identification and traceability.*

CLOSED: 2025.09.001.R2- Assess Critical Path Impact of MOU Activities

- *The MOU specifies activities that are due by December 18th. Confirm whether any activities are on the critical path, especially since UAT ends on January 2, 2026. Update the Project Schedule, as necessary.*

CLOSED: 2025.09.001.R3-Tracking of critical severity/major priority defects

- *Add critical severity/major-priority defects and related timelines to the Project Schedule or related presented project documents. Include the defect number for tracking purposes. And include any staff or team members that are assigned to the defects or activities.*

CLOSED: 2025.09.001.R4- Defects Reporting for Parent-Child Rollups

- *For UAT defects, enhance Jira reporting to include parent-child rollup defect counts (to show root cause across multiple test scripts). Also, add whether it is currently maintained and feasible, the estimated resolution date or time, the defect discovery date, and linkage to schedule impacts for critical-severity, highest-priority, "show-stopper" defects. Add or include this Jira report to any of the regularly presented project documents as part of the defect management process.*

OBSERVATION #: 2025.09.001	STATUS: CLOSED	TYPE: RISK	SEVERITY: Moderate

TITLE: **PROJECT MANAGEMENT SCHEDULE REPORTING CONT.**

Status Update: 5/29/2026

2025.09.001.R3 - Critical Severity/Major Priority Defects **Status**: *CLOSED*

This recommendation is closed based on evidence that critical and major priority defects are being tracked in Jira and the CSEA tracking log, which serve as related project-tracking documents. May status reporting also reflects defect-related schedule visibility through Rework/Retest Corrected Defects at 65%, Acceptance Testing - Execution at 98%, and continued UAT validation activities. Although the project schedule does not list each defect individually, defect tracking is maintained through appropriate defect management tools and related documentation, providing traceability for defect status, resolution, and impact on readiness.

OBSERVATION #: 2025.08.001	STATUS: OPEN	TYPE: RISK	SEVERITY: Moderate

TITLE: IMPLEMENTATION PHASE GATING

Observation: *Implementation Phase Gating: System Installation Testing (SIT) should be completed with no open defects prior to entering UAT. PCR-9 allows for the project to enter the Implementation Phase prior to completing SIT activities, including unresolved defects and untested batch jobs.*

Industry Standards and Best Practices: *SWEBOK v3.0, Chapter 5, recommends that System testing be performed before acceptance testing to ensure the system meets its specified requirements.*
ISO/IEC 27001 Annex A.14.2.9 CSEAs that System acceptance testing procedures must be completed and reviewed to ensure all functional and security requirements are met before user acceptance tests are conducted.

Analysis: *Initiating UAT while system testing is still underway introduces risk. Although ProTech has assured CSEA that there will be no conflicts with UAT, higher-priority or more severe defects may be uncovered during UAT and interfere with completing the SIT defects on schedule. This dual focus strains resources, as teams are forced to juggle defect resolution and UAT execution simultaneously, leading to inefficient use of personnel and delays.*

Recommendation(s): *To mitigate these risks, the following are recommended:*

2025.08.001.R1-Define Plans and Set Up Checkpoints to Monitor Progress

- *As deadlines have been assigned, ensure that there are defined plans and set up checkpoints to ensure the assignees have a road map and progress can be monitored.*

CLOSED: 2025.08.001 R2- Track Defects and Prioritize

- *Track defects rigorously, prioritizing resolution to stabilize the system as quickly as possible*

CLOSED: 2025.08.001 R3- Prepare to Deploy Staffing Upon SIT Completion

- *Adjust the UAT schedule and staffing to ensure resources are deployed effectively once the system is ready.*

CLOSED 2025.08.001.R4-Prepare UAT Documentation and SIT Contingency Plan(s)

- *Prepare test teams with updated documentation, defect status reports, and contingency plans to resume UAT efficiently once the system testing is complete.*

OBSERVATION #: 2025.08.001	STATUS: OPEN	TYPE: RISK	SEVERITY: Moderate

TITLE: IMPLEMENTATION PHASE GATING CONT.

Status Update: 5/29/2026

2025.08.001.R1- Define Plans and Set Up Checkpoints to Monitor Progress **Status**: *Remains open*

While monitoring and reporting processes are active, the May artifacts do not yet demonstrate that defined checkpoints and recovery controls have fully mitigated the implementation gating risks identified in the original observation. Therefore, Recommendation R1 remains open.

CLOSED 2025.08.001.R4- Prepare UAT Documentation and SIT Contingency Plan(s) **Status**: *Closed*

This recommendation is closed based on the May schedule status. SIT completion is reflected at 100%, System Testing is 99% complete, and UAT / Acceptance Testing has advanced to 98% complete, demonstrating that acceptance testing resumed and progressed after SIT completion. The remaining UAT work is now concentrated in final acceptance results documentation, validation, review, and approval rather than unresolved SIT contingency planning.

OBSERVATION #: 2024.03.001	STATUS: OPEN	TYPE: RISK	SEVERITY: Low

TITLE: **INTERFACE PLANNING AND FLEXIBILITY**

Observation: *The timing of other CSEA of Hawaii modernization projects impacts the ability to properly design KEIKI system interfaces and will necessitate the need for interface modifications after its deployment, which can lead to additional costs, delays, and disruption to the system.*

Industry Standards and Best Practices: *N/A*

Analysis: *CSEA's KEIKI system currently relies on a legacy cyberfusion system running on CSEA's mainframe for system file and data exchanges with multiple CSEA of Hawaii agencies. The timing of multiple agencies moving off the mainframe at different times will result in the need to modify KEIKI system interfaces after the system has been deployed. Until other CSEA modernization projects are completed, the KEIKI project cannot perform server-based data exchanges and will need to continue to interface via the mainframe.*

In addition, as the KEIKI project involves integrating a modernized child support system with existing legacy systems, there may be other technological and architectural gaps that arise. These gaps can include differences in technology stacks, such as programming languages, database systems, and operating environments, as well as the absence of modern application programming interfaces (APIs) in the legacy systems. Based on the timing of concurrent CSEA of Hawaii modernization projects and upgrades, the end-to-end testing of the KEIKI system may require additional tasks, the allocation of additional resources, and coordination efforts.

Recommendation(s): *To mitigate these risks, the following are recommended:*

CLOSED: 2024.07.001.R1 – *It was recommended that CSEA meet with the new Chief Data Officer and also meet with the EFS team to identify any potential impacts to CSEA and align with IT policies.*

CLOSED: 2024.03.001.R1 – *CSEA should coordinate regular meetings with impacted CSEA of Hawaii agencies.*

- *Roles, responsibilities, expectations and interface requirements should be clearly defined to ensure information and project t status is proactively communicated for the various modernization efforts.*

OBSERVATION #: 2024.03.001	STATUS: OPEN	TYPE: RISK	SEVERITY: Low

TITLE: **INTERFACE PLANNING AND FLEXIBILITY CONT.**

Recommendation(s) cont.:

2024.03.001.R2 – *The projects should properly plan for interfaces so that they are flexible enough to accommodate future changes and are compatible with other agencies.*

- *Clearly identify all the interfaces that the system will interact with and how they will communicate.*
- *Develop interfaces and data structures that are flexible enough to accommodate changes to the interfaces.*
- *Detailed testing will be required as the various departments upgrade their systems to ensure compatibility.*

Status Update: 5/29/2026

Status: *Remains open*

2024.03.001.R2- Interface execution and validation activities

May 2026 reporting shows continued progress in interface execution and validation activities. The schedule reflects the Interface File Transfer Process at 100% complete, CSEA Test Mainframe Transfer Process at 100% complete, File Transfer Validation (Mainframe) at 100% complete, DLIR – Packed Binary at 100% complete, and DHS – Negative Value at 100% complete. These completed activities demonstrate that current interface and mainframe exchange validation has advanced and that key file transfer processes have been executed successfully. However, Recommendation R2 remains open because the underlying risk is broader than current interface execution. The recommendation addresses the need for interfaces to remain flexible enough to accommodate future changes and compatibility needs associated with other CSEA of Hawaii agency modernization efforts. Since those external modernization dependencies remain outside the direct control of the KEIKI project, the recommendation should remain open as a low-severity monitoring item until there is evidence that long-term interface flexibility, future compatibility planning, and cross-agency change impacts have been fully addressed.

Appendix A: IV&V Criticality and Severity Ratings

IV&V CRITICALITY AND SEVERITY RATINGS

Criticality and severity ratings provide insight on where significant deficiencies are observed, and immediate remediation or risk mitigation is required. Criticality ratings are assigned to the overall project as well as each IV&V Assessment Area. Severity ratings are assigned to each risk or issue identified.

Criticality Rating

The criticality ratings are assessed based on consideration of the severity ratings of each related risk and issue within the respective IV&V Assessment Area, the overall impact of the related observations to the success of the project, and the urgency of and length of time to implement remediation or risk mitigation strategies. Arrows indicate trends in the project assessment from the prior report and take into consideration areas of increasing risk and approaching timeline. Up arrows indicate adequate improvements or progress made. Down arrows indicate a decline, inadequate progress, or incomplete resolution of previously identified observations. No arrow indicates there was neither improving nor declining progress from the prior report.

TERMS

RISK
An event that has not happened yet.

ISSUE
An event that is already occurring or has already happened.



*A **RED**, high criticality rating is assigned when significant severe deficiencies were observed, and immediate remediation or risk mitigation is required.*



*A **YELLOW**, medium criticality rating is assigned when deficiencies were observed that merit attention. Remediation or risk mitigation should be performed in a timely manner.*



*A **GREEN**, low criticality rating is assigned when the activity is on track and minimal deficiencies were observed. Some oversight may be needed to ensure the risk stays low and the activity remains on track.*



*A **GRAY** rating is assigned when the category being assessed has incomplete information available for a conclusive observation and recommendation or is not applicable at the time of the IV&V review.*

Severity Rating

Once risks are identified and characterized, Accuity will examine project conditions to determine the probability of the risk being identified and the impact to the project, if the risk is realized. We know that a risk is in the future, so we must provide the probability and impact to determine if the risk has a Risk Severity, such as Severity 1 (High), Severity 2 (Moderate), or Severity 3 (Low).

While a risk is an event that has not happened yet, an issue is something that is already occurring or has already happened. Accuity will examine project conditions and business impact to determine if the issue has an Issue Severity, such as Severity 1 (High/Critical Impact/System Down), Severity 2 (Moderate/ Significant Impact), or Severity 3 (Low/Normal/Minor Impact/ Informational).

Observations that are positive, preliminary concerns, or opportunities are not assigned a severity rating.



SEVERITY 1: *High/Critical level*



SEVERITY 2: *Moderate level*



SEVERITY 3: *Low level*

TERMS

POSITIVE
Celebrates high performance or project successes.

PRELIMINARY CONCERN
Potential risk requiring further analysis.

Appendix B: Industry Standards and Best Practices

STANDARD	DESCRIPTION
ADA	*Americans with Disabilities Act*
ADKAR®	*Prosci ADKAR: Awareness, Desire, Knowledge, Ability, and Reinforcement*
BABOK® v3	*Business Analyst Body of Knowledge*
CMMI-DEV v2.0	*CCMI ® - Integrated performance solution framework*
DAMA-DMBOK® v2	*DAMA International's Guide to the Data Management Body of Knowledge*
PMBOK® v7	*Project Management Institute (PMI) Project Management Body of Knowledge*
SPM	*PMI The Standard for Project Management*
PROSCI ADKAR®	*Leading organization providing research, methodology, and tools on change management practices*
SWEBOK v3	*Guide to the Software Engineering Body of Knowledge*
IEEE 828-2012	*Institute of Electrical and Electronics Engineers (IEEE) Standard for Configuration Management in Systems and Software Engineering*
IEEE 929-2012	*Institute of Electrical and Electronics Engineers (IEEE) Standard for Software and System Test Documentation*
IEEE 1062-2015	*IEEE Recommended Practice for Software Acquisition*
IEEE 1012-2016	*IEEE Standard for System, Software, and Hardware Verification and Validation*
IEEE 730-2014	*IEEE Standard for Software Quality Assurance Processes*
ISO 9001:2015	*International Organization for Standardization (ISO) Quality Management Systems – Requirements*
ISO/IEC 25010:2011	*ISO/International Electrotechnical Commission (IEC) Systems and Software Engineering – Systems and Software Quality Requirements and Evaluation (SQuaRE) – System and Software Quality Models*
ISO/IEC 16085:2021	*ISO/IEC Systems and Software Engineering – Life Cycle Processes – Risk Management*
IEEE 16326-2019	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Life Cycle Processes – Project Management*
IEEE 29148-2018	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Life Cycle Processes – Requirements Engineering*

STANDARD	DESCRIPTION
IEEE 15288-2023	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – System Life Cycle Processes*
IEEE 12207-2017	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Software Life Cycle Processes*
IEEE 24748-1-2018	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Life Cycle Management – Part 1: Guidelines for Life Cycle Management*
IEEE 24748-2-2018	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Life Cycle Management – Part 2: Guidelines for the Application of ISO/IEC/IEEE 15288 (System Life Cycle Processes)*
IEEE 24748-3-2020	*IEEE Guide: Adoption of ISO/IEC TR 24748-3:2011, Systems and Software Engineering – Life Cycle Management – Part 3: Guide to the Application of ISO/IEC 12207 (Software Life Cycle Processes)*
IEEE 14764-2021	*ISO/IEC/IEEE International Standard for Software Engineering – Software Life Cycle Processes – Maintenance*
IEEE 15289-2019	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Content of Life Cycle Information Items (Documentation)*
IEEE 24765-2017	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Vocabulary*
IEEE 26511-2018	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Requirements for Managers of Information for Users of Systems, Software, and Services*
IEEE 23026-2015	*ISO/IEC/IEEE International Standard – Systems and Software Engineering – Engineering and Management of Websites for Systems, Software, and Services Information*
IEEE 29119-1-2021	*ISO/IEC/IEEE International Standard – Software and Systems Engineering – Software Testing – Part 1: Concepts and Definitions*
IEEE 29119-2-2021	*ISO/IEC/IEEE International Standard – Software and Systems Engineering – Software Testing – Part 2: Test Processes*
IEEE 29119-3-2021	*ISO/IEC/IEEE International Standard – Software and Systems Engineering – Software Testing – Part 3: Test Documentation*
IEEE 29119-4-2021	*ISO/IEC/IEEE International Standard – Software and Systems Engineering – Software Testing – Part 4: Test Techniques*
IEEE 1484.13.1-2012	*IEEE Standard for Learning Technology – Conceptual Model for Resource Aggregation for Learning, Education, and Training*
ISO/IEC TR 20000-11:2021	*ISO/IEC Information Technology – Service Management – Part 11: Guidance on the Relationship Between ISO/IEC 20000-1:2011 and Service Management Frameworks: ITIL®*
ISO/IEC 27002:2022	*Information Technology – Security Techniques – Code of Practice for Information Security Controls*
ITIL v4	*PeopleCert- ITIL ® Foundation – IT governance and service management*

STANDARD	DESCRIPTION
FIPS 199	*Federal Information Processing Standard (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems*
FIPS 200	*FIPS Publication 200, Minimum Security Requirements for Federal Information and Information Systems*
NIST 800-53 Rev 5	*National Institute of Standards and Technology (NIST) Security and Privacy Controls for Federal Information Systems and Organizations*
NIST Cybersecurity Framework v1.1	*NIST Framework for Improving Critical Infrastructure Cybersecurity*
LSS	*Lean Six Sigma*

Appendix C: Comment Log on Draft Report



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