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DEPT. COMM. NO. 440

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

August 3, 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 June 2026 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

June 30, 2026 | Version 0.1

ACCUITY

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Document History

DATE	DESCRIPTION	AUTHOR	VERSION
07/01/26	Monthly IV&V Review Report Draft created	Dawn Rose	0.0
07/30/26	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 June 30, 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

At the finish line,
you ll realize how far
your determination
has taken you.

William Clark

PROJECT ASSESSMENT

JUNE 2026

SUMMARY RATINGS

OVERALL RATING

Y

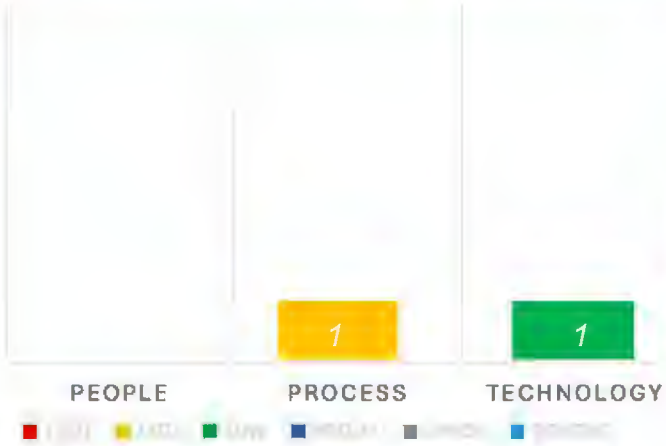
Deficiencies were observed that merit attention. Remediation or risk mitigation should be performed in a timely manner.

PEOPLE	G
PROCESS	Y
TECHNOLOGY	Y

CRITICALITY RATINGS

R	Y	G	NA
HIGH	MEDIUM	LOW	N/A

IV&V OBSERVATIONS



0	2	0	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:

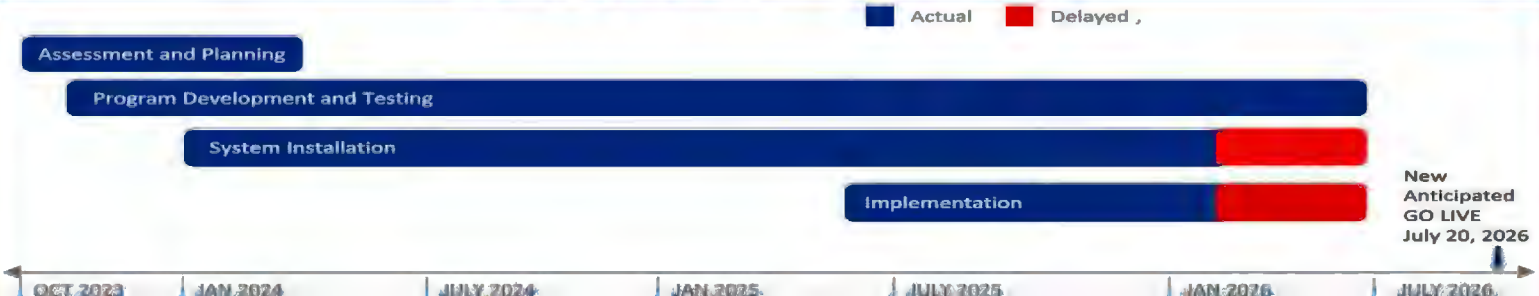
- *The critical path dated 6/24/26 reports that the project is at 94% overall completion, with implementation activities advancing toward the planned Go-Live.*
- *Deliverable #21 - System Test Results Report was approved, completing a major project milestone supporting production readiness.*
- *The Mock Go-Live exercise was completed, advancing operational readiness for the planned production implementation*
- *End-to-End testing was completed, providing validation of integrated business and technical processes in preparation for Go-Live.*
- *The project closed 18 defects during the reporting period, leaving one defect in System Testing and one defect ready for UAT.*

Key Risk:

- *The project schedule CPLI is 0.54 as of June 24, 2026, reflecting a 104-day variance, with the planned Go-Live date scheduled for July 20, 2026.*
- *Production readiness remains dependent upon completion of the remaining critical-path activities, including approval of the Disaster Recovery Plan, Knowledge Transfer Plan, corrected defect retesting, Nessus remediation, disposition or documented acceptance of June 30, 2026, scan results showing 14 high, 37 medium, and 5 low findings before final Go/No-Go readiness.*
- *Key operational documentation remains in progress, including the Operations Guide and System Administration Guide, which are required to support production operations.*
- *The project is entering its final implementation phase with Deliverable #18 - Letter Certifying Production Environment Readiness to Go Live remaining at 0% complete and scheduled for completion on July 20, 2026.*

PROJECT SCHEDULE – Current Progress

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

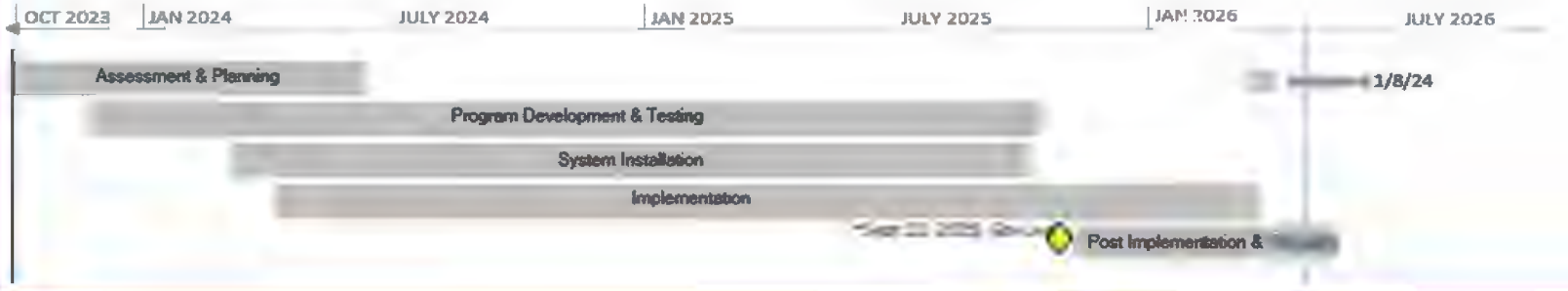


KROM PROJECT SCHEDULE HISTORY

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



JUNE 2026 - KROM PROJECT

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
Y	Y	Y	Overall	

Project Schedule:

As of June 24, 2026, the status report shows the project is reported at 94% overall completion and continues progressing toward the planned July 20, 2026, Go-Live. During the reporting period, the project achieved several significant milestones, including approval of the System Test Results Report (Deliverable #21), completion of the Mock Go-Live exercise, completion of End-to-End Testing, and closure of 18 defects, leaving one defect in System Testing and one defect Ready for UAT.

The project schedule reflects a 104-day schedule variance and a Current Performance Level Index (CPLI) of 0.54, indicating continued schedule pressure against the approved baseline. Remaining work is focused on production readiness activities, including completion of operational documentation, security remediation and validation activities, corrected defect retesting, Disaster Recovery Plan approval, Knowledge Transfer Plan approval, and Go/No-Go readiness activities supporting the planned July 20, 2026, implementation.

Updated Deliverables Status - June 2026

Deliverable	Complete %	Schedule Finish	Comments and Status
Deliverable #9 – Disaster Recovery Plan	98%	6/29/2026	Final review in progress. Prior submission, walkthrough, resubmission, and review activities are complete; remaining work is tied to State validation and final approval.
Deliverable #12 – Knowledge Transfer Plan	93%	6/26/2026	Final review in progress. Development, submission, CSEA review, and walkthrough activities are complete; remaining work is tied to State validation and final approval.
Deliverable #16 – System Administration Manual	76%	7/23/2026	In progress. The legacy manual review is complete, and updates are underway to align the manual with final system changes, implementation activities, and operational support readiness.
Deliverable #21 – System Test Results Report	100%	6/5/2026	Approved on June 5, 2026, completing *the deliverable and supporting production readiness.*
Deliverable #13 – System Acceptance Test Results	35%	7/15/2026	In progress. Deliverable is 35% complete; remaining scheduled activity includes report submission on 7/2/2026 and approval on 7/15/2026.
Deliverable #17 – Operations Guide	85%	7/24/2026	In progress. Operations Guide is in progress; internal review continues through 7/1/2026, with the overall *deliverable* scheduled to finish on 7/24/2026.
Deliverable #18 – Letter Certifying Production Environment Readiness to Go Live	0%	7/20/2026	Not started. Go/No-go *certification of production environment readiness is scheduled for 7/20/2026.*

Project Costs:

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

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
			Overall cont.	**Quality:** *Quality continues to trend positively for the June reporting period. The June 24 schedule reflects System Testing at 100% completion, Acceptance Testing at 99% completion, and Deliverable #21 - System Test Results Report at 100% completion, with final approval completed on June 5, 2026. Defect activity also improved during the reporting period, with one defect closed and only one open defect remaining in System Testing; the June 24 Weekly Status Report also shows 0 defects in Development, 0 in DDI Triage, 0 in UAT Validation, and 0 Ready for UAT. Remaining quality activity is concentrated in final SIT retest, rework and retest of corrected defects at 98% complete, and completion of Deliverable #13 - System Acceptance Test Results, which is 35% complete with approval scheduled for July 15, 2026.*

Project Success:

The project remains positioned for production implementation, with the June 24, 2026, schedule reporting 94% overall project completion, Implementation at 85%, Implementation Tasks at 56%, and Perform Go-Live Activities at 32%. The June 24 Weekly Status Report states that the Go-Live date is set for July 20, 2026, with Go-Live activities beginning on July 16, 2026, until the data extract process and final batch execution in legacy KEIKI scheduled for July 15, 2026. Success remains dependent on completing remaining production readiness activities, including final defect retesting, approval of the Disaster Recovery Plan, approval of the Knowledge Transfer Plan, completion of the Operations Guide and System Administration Guide, Nessus remediation validation, and final Go/No-Go readiness activities.

Risk Conclusion:

*The overall IV&V risk rating remains **yellow** due to continued schedule pressure, a 104-day schedule variance, and a reported CPLI of 0.54. Although the project advanced to 94% overall completion and Go-Live is set for July 20, 2026, remaining readiness activities are concentrated in the final weeks before implementation, including corrected defect rework and retest, final SIT retest activities reported as in progress, Disaster Recovery Plan approval, Knowledge Transfer Plan approval, Operations Guide completion, System Administration Guide completion, Nessus remediation validation, and final Go/No-Go readiness. The project remains positioned to proceed if these remaining readiness, documentation, security validation, and production certification activities are completed within the forecast.*

JUNE 2026 - KROM PROJECT

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
G	G	G	People Team, Stakeholders, & Culture	

Team:

During the June reporting period, the project team continued to support final production readiness activities, including finalizing the golden copy of mainframe objects, preparing Go-Live activities, supporting the final development KEIKI build, and progressing final SIT retest activities. The June 24 Weekly Status Report also identifies ongoing team work on operational documentation, including the Knowledge Transfer Plan, Disaster Recovery Plan, Operations Guide, and System Administration Guide.

Stakeholders:

CSEA and Protech continued coordination on Go-Live preparation, including finalizing the datasets that will be sent to KROM KEIKI for Go-Live and advancing approval activities for the Knowledge Transfer Plan and Disaster Recovery Plan. The recurring meeting structure remains active across weekly status meetings, steering committee meetings, risk reviews, interface meetings, DDI test team scrum, comment log reviews, and daily triage.

Culture:

CSEA and Protech continued coordination on Go-Live preparation, including finalizing the datasets that will be sent to KROM KEIKI for Go-Live and advancing approval activities for the Knowledge Transfer Plan and Disaster Recovery Plan. The recurring meeting structure remains active across weekly status meetings, steering committee meetings, risk reviews, interface meetings, DDI test team scrum, comment log reviews, and daily triage.

Risk Conclusion:

*The People risk rating is **green** during the June 2026 reporting period. The June 24 Weekly Status Report does not identify people-related resource constraints or stakeholder participation issues, and the project team continued coordinated execution across Go-Live preparation, defect resolution, operational documentation, dataset finalization, and recurring governance activities. Continued coordination between CSEA and Protech remains important through the July 20, 2026, Go-Live, and the current reporting does not identify a people-related risk requiring escalation.*

JUNE 2026 - KROM PROJECT

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
Y	Y	Y	Process Approach & Execution	

Process:

During the June reporting period, project processes continued to support Go-Live preparation, defect management, documentation review, security remediation, and production readiness activities. The June 24 Weekly Status Report identifies the current Go-Live date as July 20, 2026, with Go-Live activities beginning on July 16, 2026, through the data extract process and final batch execution in legacy KEIKI scheduled for July 15, 2026.

Approach:

The project approach is focused on final readiness execution, including finalizing the golden copy of mainframe objects, completing corrected defect rework and retest, completing operational documentation approvals, validating Nessus remediation, and preparing for the Go-Live Playbook execution. The June 24 Weekly Status Report identifies the Knowledge Transfer Plan and Disaster Recovery Plan as with CSEA for approval, while the Operations Guide and System Administration Guide remain in progress.

Execution:

Execution during the reporting period included closure of one defect, continued final SIT retest activity, completion of review of Nessus scan reports from CSEA, and completion of initial Nessus scans and delivery of reports to DDI. The June 24 Weekly Status Report also shows Rework and Retest Corrected Defects at 98% complete, Update System Administration Manual with Changes at 90% complete, Internal Review of Operations Guide at 71% complete. Security and compliance validation advanced through completion of Nessus scan activity at the end of June; however, the June 30 scan results continued to identify 14 High, 37 Medium, and 5 Low findings, along with 85 failed compliance checks requiring follow-up.

Risk Conclusion: *The Process risk rating remains **yellow** for the June reporting period. The June 24, 2026, Weekly Status Report shows continued execution progress, including finalization of Go-Live planning activities, one defect closed during the reporting period, Rework and Retest Corrected Defects at 98% complete, and Go-Live activities scheduled to begin on July 16, 2026, for the planned July 20, 2026, Go-Live. However, process risk remains due to the compressed sequencing of remaining readiness activities, including Disaster Recovery Plan approval, Knowledge Transfer Plan approval, Operations Guide completion, System Administration Guide completion, security/compliance remediation and Nessus rescan validation, final SIT retest activities reported as in progress, and Go/No-Go readiness activities.*

JUNE 2026 - KROM PROJECT

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
Y	Y	Y	Technology System, Data, & Security	As of the end of June 2026, the overall status of technical activity milestones was reported as follows:

KEIKI Technical Dependency Impact Summary - June 2026

Technical Activity / Milestone	Approved Finish	Forecast Finish	Variance	% Complete	Dependency / Impact Summary
System Installation Phase	12/5/2025	6/29/2026	+206	99%	Remaining activity is tied to final installation closeout and readiness confirmation supporting implementation and Go-Live preparation.
System Testing (SIT)	12/10/2025	6/5/2026	+177	100%	System Test Results Report was approved on 6/5/2026; one open System Testing defect remains and final SIT retest is reported in progress.
Disaster Recovery Plan (D-9)	10/8/2025	6/29/2026	+264	98%	Final review is in progress; remaining work is tied to State validation and final approval scheduled for 6/29/2026.
Acceptance Test Phase (UAT)	2/26/2026	7/15/2026	+139	99%	Remaining dependency is tied to approval of acceptance results, final validation, and completion of Deliverable #13.
Acceptance Testing (Execution)	1/29/2026	6/29/2026	+151	99%	Execution is substantially complete; remaining impact is concentrated in corrected defect rework and retest plus final validation activities.
System Test Results Report (D-21)	12/10/2025	6/5/2026	+177	100%	Deliverable was approved on 6/5/2026, providing formal closure of system testing and readiness evidence for Go/No-Go activities.
System Acceptance Test Results (D-13)	2/26/2026	7/15/2026	+139	35%	Remaining work includes report development, submission on 7/2/2026, CSEA review, walkthrough, State validation, and approval on 7/15/2026.
Knowledge Transfer Plan (D-12)	12/11/2025	6/26/2026	+197	93%	Knowledge Transfer Plan is with CSEA for approval; remaining work is tied to State validation and final approval on 6/26/2026.
Implementation Phase	3/18/2026	7/24/2026	+128	85%	Implementation is 85% complete; remaining work includes final documentation, production readiness, and Perform Go-Live Activities.
System Administration Manual (D-16)	12/12/2025	7/23/2026	+223	76%	System Administration Guide remains in progress; updates continue to align the manual with final system changes and operational support readiness.
Operations Guide (D-17)	12/16/2025	7/24/2026	+220	85%	Operations Guide remains in progress; internal review continues and completion supports production operations and Go-Live readiness.
Training	2/11/2026	7/20/2026	+159	87%	Training is 87% complete; knowledge transfer and remaining training execution activities support Go-Live readiness.
Go-Live / Go-No-Go (D-18)	3/3/2026	7/20/2026	+139	0%	Completion depends on final readiness evidence and production certification; Go-Live activities begin 7/16/2026 and the Go/No-Go decision is scheduled for 7/20/2026.

Dependency Impact Summary

The June 24, 2026, schedule shows continued technical progress, with the project at 94% overall completion, System Installation at 99%, System Testing at 100%, Acceptance Testing at 99%, and Implementation at 85%. Remaining dependencies are concentrated in final acceptance documentation, corrected defect rework and retest, operational readiness deliverables, Nessus remediation validation, and Go/No-Go certification. The primary schedule impact is the compressed sequencing of these remaining readiness activities against the planned July 20, 2026, Go-Live.

JUNE 2026 - KROM PROJECT

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
Y	Y	Y	*Technology* *System, Data, & Security Cont.*	**System:** *The project is reported at 94% overall completion as of the June 24, 2026, reporting period, with System Installation at 99%, System Testing at 100%, and Implementation at 85%. Deliverable #21 - System Test Results Report is complete and approved, with approval recorded on June 5, 2026. Remaining system readiness activity is focused on final installation closeout, corrected defect rework and retest, acceptance results documentation, operational documentation, and production readiness activities supporting the planned July 20, 2026, Go-Live.* *Acceptance Testing is reported as 99% complete, while Deliverable #13 - System Acceptance Test Results is 35% complete, with approval scheduled for July 15, 2026. The June 24, 2026, Weekly Status Report states that all UAT defects were resolved during the reporting period, with final retest of fixes, mock execution, and UAT phase activities listed as work in progress.* *Go-Live readiness remains active, with Go-Live activities scheduled to begin on July 16, 2026, through the data extract process and the Go-Live date set for July 20, 2026. The June 24, 2026, Weekly Status Report also identifies final batch execution in legacy KEIKI as scheduled for July 15, 2026.* ***Data:*** ***Data Extracts and Validation:*** *Data extract and validation activities continued through final Go-Live preparation. During the reporting period, Protech and CSEA met to finalize the datasets that will be sent to KROM KEIKI for Go-Live, while Protech continued finalizing the golden copy of mainframe objects, including PROCS, JCLs, datasets, and PDS members. The June 24, 2026, Weekly Status Report identifies July 15, 2026, as the final batch execution date in legacy KEIKI and states that Go-Live activities begin on July 16, 2026, with the data extract process.* ***Mainframe Data Exchange and Cyberfusion:*** *The project reflects continued preparation for production data exchange through finalization of Go-Live datasets and the golden copy of mainframe objects, including PROCS, JCLs, datasets, and PDS members. Final batch execution in legacy KEIKI is scheduled for July 15, 2026, and Go-Live activities are scheduled to begin July 16, 2026, with the data extract process.*

APR	MAY	JUN	IV&V ASSESSMENT AREA	IV&V SUMMARY
			Technology System, Data, & Security Cont.	**Data cont.:** **Data Performance and Replication:** Go-Live preparation for data movement and conversion activities. DDI replaced the OCSE 157 ad hoc jobs (OCSEDUMP, OCSELOAD, MGMTUJPDT, MGMTDUMP, and MGMTLOAD), with a SQL process, and the remaining work includes KEIKI Code and Data Conversion. The June 24, 2026, schedule also identifies Implementation tasks at 56% complete and Perform Go-Live Activities at 32% complete. Go-Live activities are scheduled to begin on July 16, 2026, with the data extract process, and the Go-Live Playbook is scheduled to run for 96 hours, concluding with cutover on July 20, 2026. **Data Readiness and Ongoing Tasks:** Data readiness activities are focused on finalizing the datasets for KROM KEIKI, completing the golden copy of mainframe objects, and preparing the final batch and extract sequence. The project identifies July 15, 2026, as the final legacy KEIKI batch execution date and July 16, 2026, as the start of the data extract process. **Security:** Security readiness advanced through completion of Nessus scan activity for five KROM Windows Server 2022 hosts. The June 30 scan showed 0 Critical, 14 High, 37 Medium, 5 Low, and 486 Informational findings, with 85 Compliance "FAILED" items remaining. A July 1 follow-up scan showed 0 Critical, 13 High, 37 Medium, 5 Low, and 497 Informational findings, with the failed compliance count remaining at 85. These results show progress in the absence of Critical findings but remaining High and Medium findings and failed compliance checks require remediation, disposition, or documented risk acceptance before final Go/No-Go readiness. **Risk Conclusion:** Technical status for June is **yellow.** The project continued technical progress with System Testing at 100%, Acceptance Testing at 99%, and Implementation at 85%; however, technical readiness remains dependent on completion of acceptance documentation, corrected defect rework and retest, operational documentation, KEIKI Code and Data Conversion, and disposition of remaining Nessus scan findings. End-of-June Nessus scan results showed no Critical findings, but open High and Medium findings and 85 failed compliance checks remained, requiring continued monitoring through production readiness and Go/No-Go decision activities.

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: 6/30/2026

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

The recommendation remains open for June. The June 24, 2026, reporting shows that the project has advanced into final readiness execution, with Go-Live set for July 20, 2026, and Go-Live activities beginning July 16, 2026, with the data extract process. However, several implementation gating activities remain active, including final SIT retest activities reported as in progress, corrected defect rework and retest at 98% complete, Disaster Recovery Plan approval, Knowledge Transfer Plan approval, Operations Guide completion, System Administration Guide completion, security/compliance remediation (Nessus rescan results disposition, validation, or documented acceptance), and Go/No-Go readiness. Because these readiness activities remain open during the final implementation window, IV&V has not yet observed sufficient evidence to close the checkpoint monitoring recommendation.

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: 6/30/2026

Status: *Remains open*

2024.03.001.R2- Interface execution and validation activities

June 2026 reporting shows continued progress in interface and data exchange readiness. The June 24 Weekly Status Report states that Protech and CSEA met to finalize the datasets that will be sent to KROM KEIKI for Go-Live, and that Protech continued finalizing the golden copy of mainframe objects, including PROCS, JCLs, datasets, and PDS members. The report also identifies final batch execution in legacy KEIKI for July 15, 2026, with Go-Live activities beginning July 16, 2026, through the data extract process.

Recommendation R2 remains open because the underlying risk is broader than the current project's interface execution and Go-Live data exchange preparation. 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. While June reporting shows progress in final dataset preparation, mainframe object finalization, and Go-Live data extract sequencing, the reporting does not provide evidence that long-term interface flexibility, future compatibility planning, or cross-agency modernization impacts have been fully resolved. Therefore, the recommendation remains open as a monitoring item.

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

Comment Log on Draft Report

KROM Project: IV&V Document Comment Log				
ID #	**Page #**	**Comment**	**Commenter's Organization**	**Accuity Resolution**
1				CSEA confirmed via email that no comments were submitted for the June IV&V Report
2				
3				
4				
5				
6				
7				
8				



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