JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA

KEITH A. REGAN
COMPTROLLER
KA LUNA HO'OMALU HANA LAULĀ

CHRISTINE M. SAKUDA
CHIEF INFORMATION OFFICER
LUNA 'ENEHANA

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

May 8, 2025

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 ten 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 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 Hawai'i

Attachments (2)

State of Hawaii
Department of Health
INSPIRE-Plus Project

Monthly IV&V Report
April 2025

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

Executive Summary – April 2025

Major activities in April:

- RSM continued progress on Data Migration preparation activities.
- RSM completed Iteration 3 development and demonstrated several functionality areas for Treatment, Providers, and Finance modules to stakeholders.
- RSM provided Iteration 4 Plan and began development (Iteration 4 end scheduled for 6/9/25).
- ADAD and RSM agreed on a tentative Go-Live date of 10/27/25.
- Discussions continued on projected ADAD resource needs, facilitated by RSM.
- OCM activities included kickoffs with "Change Champions" and Iteration 3 Survey.
- RSM developed and presented a "heat map" to graphically show development progress for functional areas (example on Slide 6).
- RSM maintained their Schedule health rating at ==Yellow==.

(Continued on next slide)

Executive Summary – April 2025 - continued

The IV&V team:

- Participated in User Account Set-up Process development meetings, Data Migration meetings, and ADAD Resource Requirements Forecast meetings and provided input.
- Reviewed and assessed ADAD Requirements and User Stories (deliverables D10 and D11 from RSM) and provided feedback.
- Submitted IV&V WP #3, Iteration 3 Transition Readiness Assessment Report, based on the Iteration 3 demonstration and supporting artifacts.
- Facilitated Organizational Maturity Assessment with ADAD and provided results (4/17 – 4/30/25)

✓ The project health remains Satisfactory / Green overall for the month of April.

INSPIRE-Plus Project Health / Performance (WP 5)

Assessment of Project Overall

February 2025	March 2025	April 2025
🟢	🟢	🟢

Project Areas / Task Groups

	February 2025	March 2025	April 2025
Project Management	🟢	🟢	🟢
Budget	🔷	🔷	🔷
Schedule / Milestones	🟢	🟢	🔺
Scope	🟢	🟢	🟢
Requirements	🟢	🟢	🟢
Staffing	🟢	🟢	🟢

TECHNOLOGY MANAGEMENT SOLUTIONS

INSPIRE-Plus Project Health / Performance (WP 5)

Project Areas / Task Groups (continued)

	February 2025	March 2025	April 2025
Design	🟢	🟢	🟢
Configuration & Development	🟢	🟢	🟢
Testing	🟢	🟢	🟢
Interfaces & Data Conversion	🔷	🔷	🟢
Integration	🔷	🔷	🔷
Solution Deployment	🔷	🔷	🔷

INSPIRE-Plus Development Progress

Legend on next slide
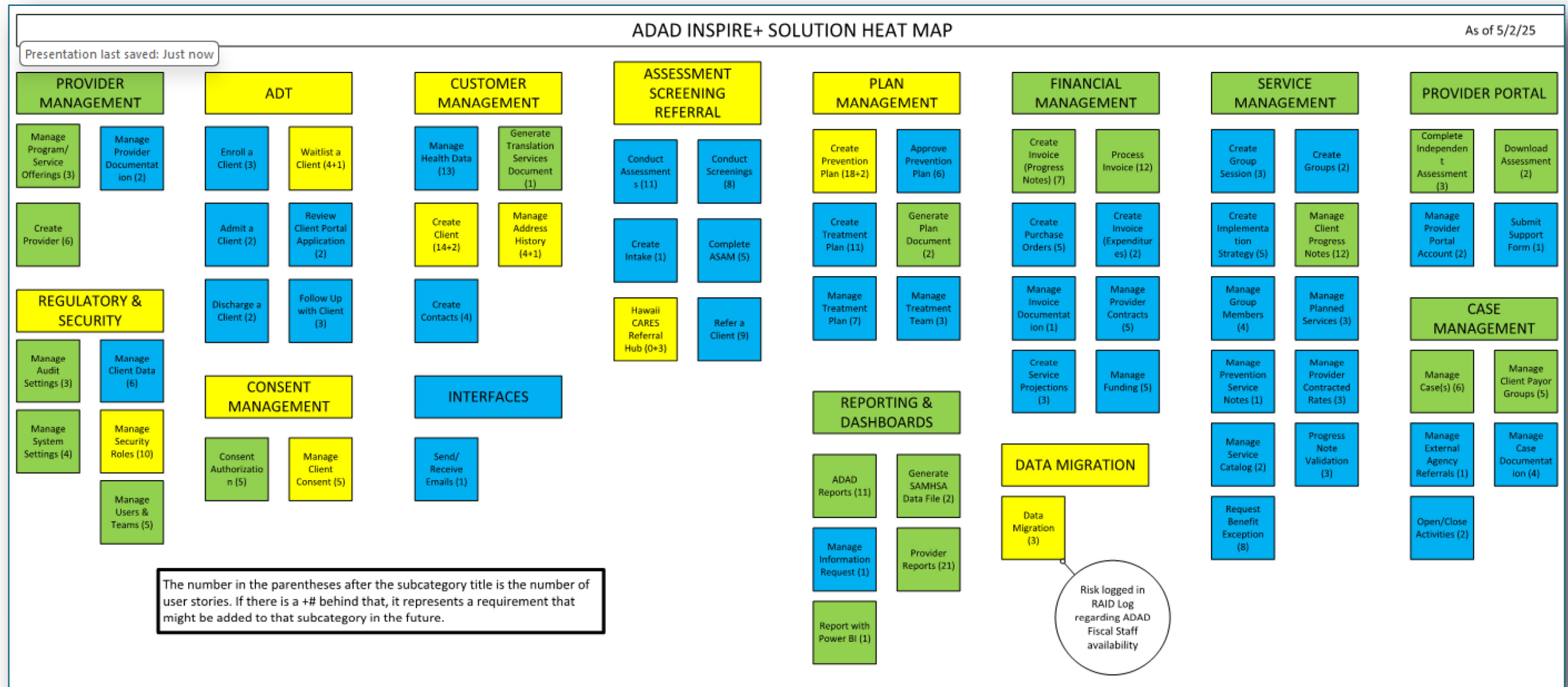
INSPIRE-Plus Development Progress - Legend

Heat Map on previous slide

|	
Blue	• Blue: Development and functional testing complete
Green	• Green: Requirements are known with no new requests identified as a Priority 1. No open significant issues (i.e., no Severity 1 or 2 defects). Development and testing not yet complete, but on schedule.
Yellow	• Yellow: Requirements are known with at least one new request identified as a Priority 1 OR there is at least one open significant issue (i.e., Severity 1 or 2 defect). Development and testing timeline risk is medium or low.
Red	• Red: Requirements are unclear or unknown, with at least one new request identified as a Priority 1 that requires further discovery OR there is more than one significant issue (i.e., Severity 1 or 2 defect). Development and testing timeline risk is high.

Courtesy of RSM

INSPIRE-Plus User Story Points Burndown Charts
as of 5/1/2025
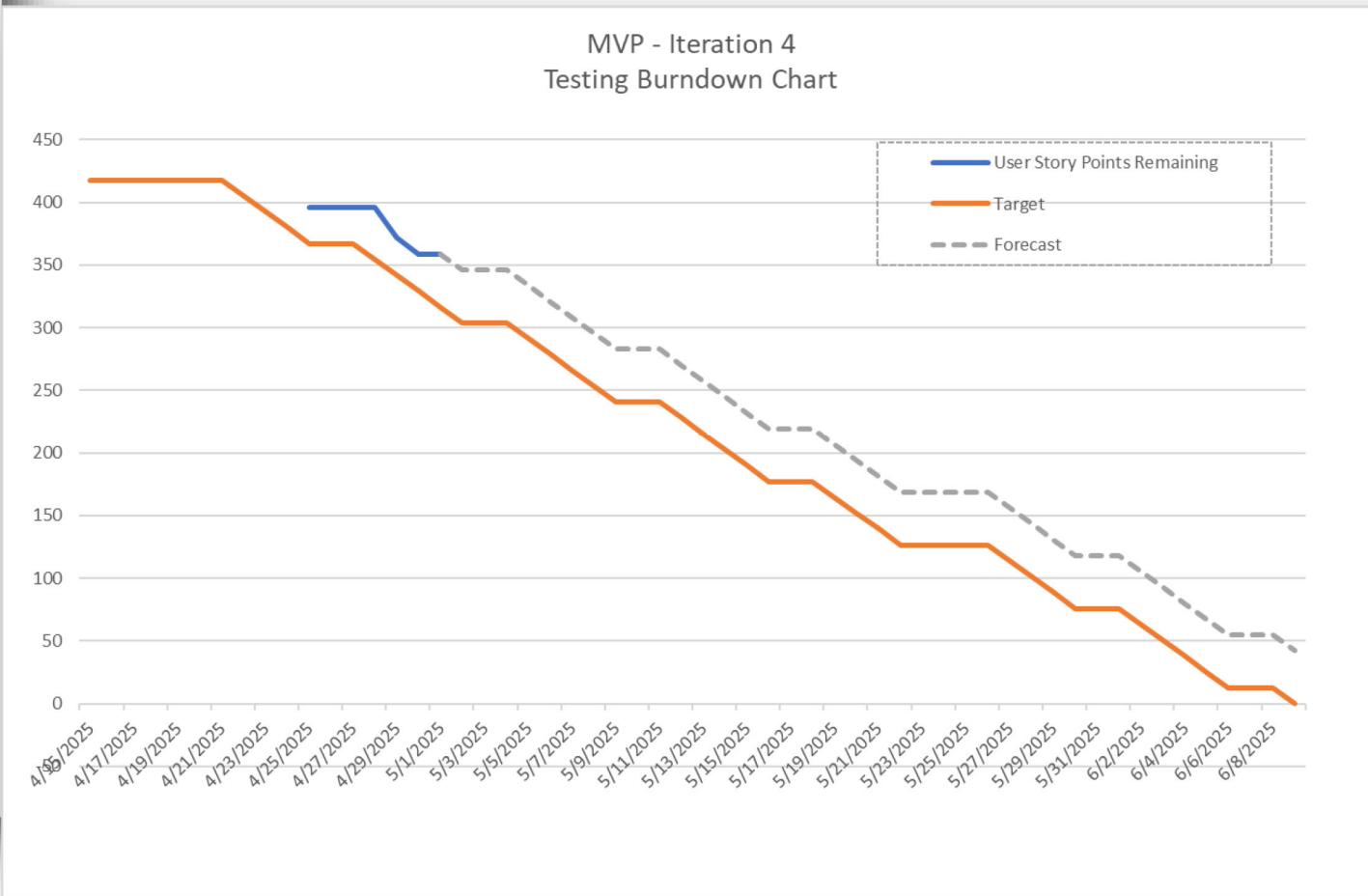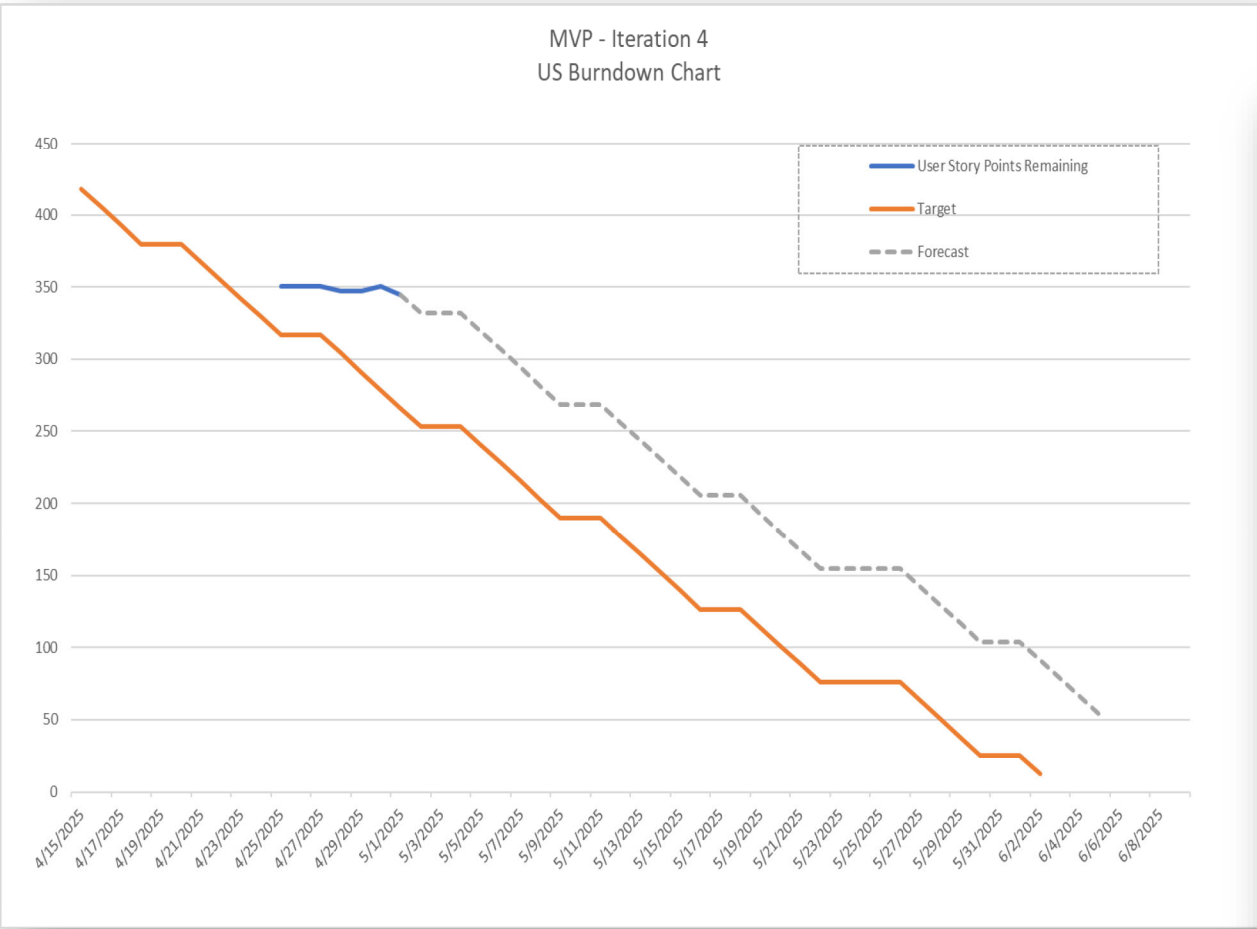
Graphs from RSM
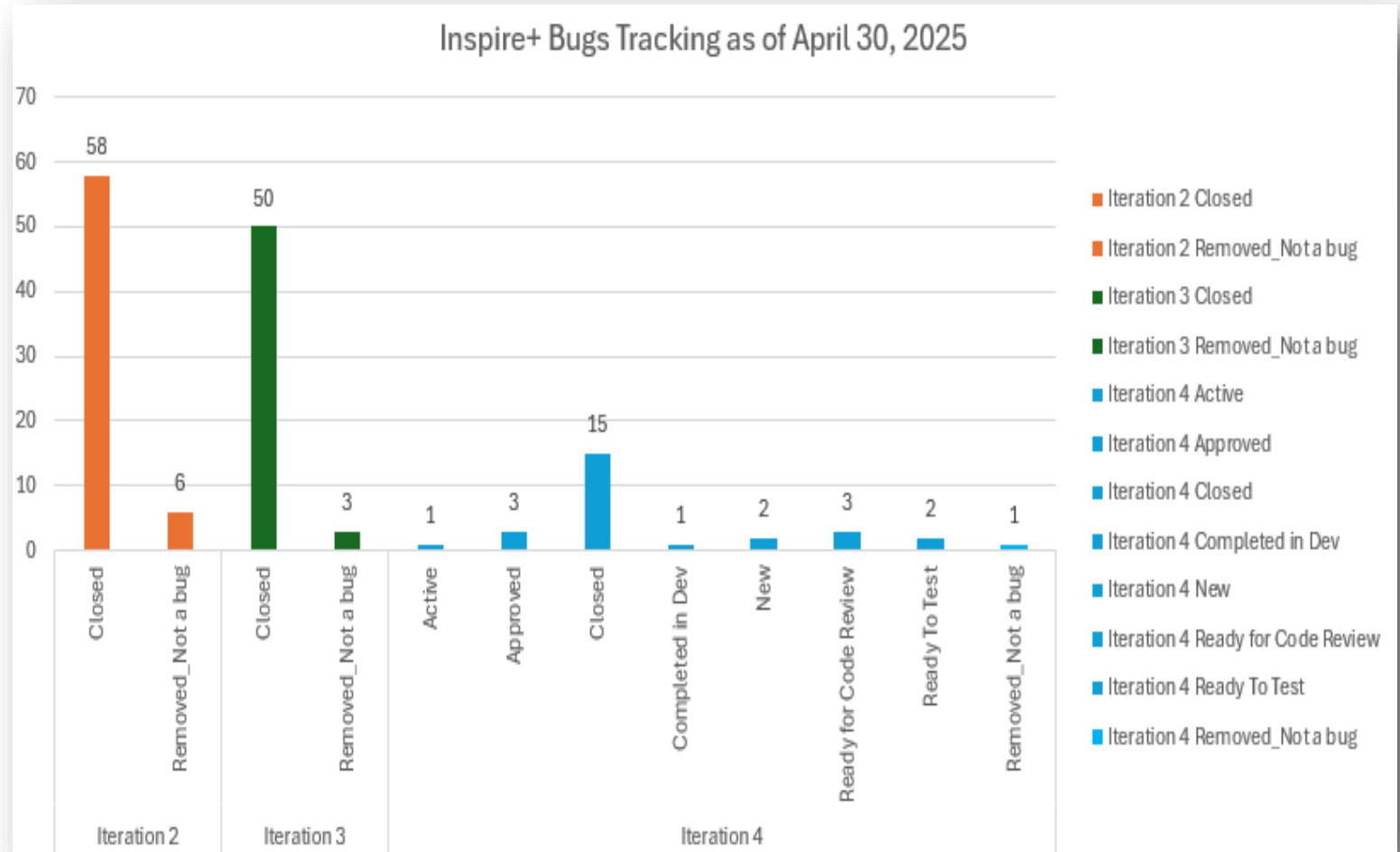
INSPIRE-Plus User Story Points

4/25/2025
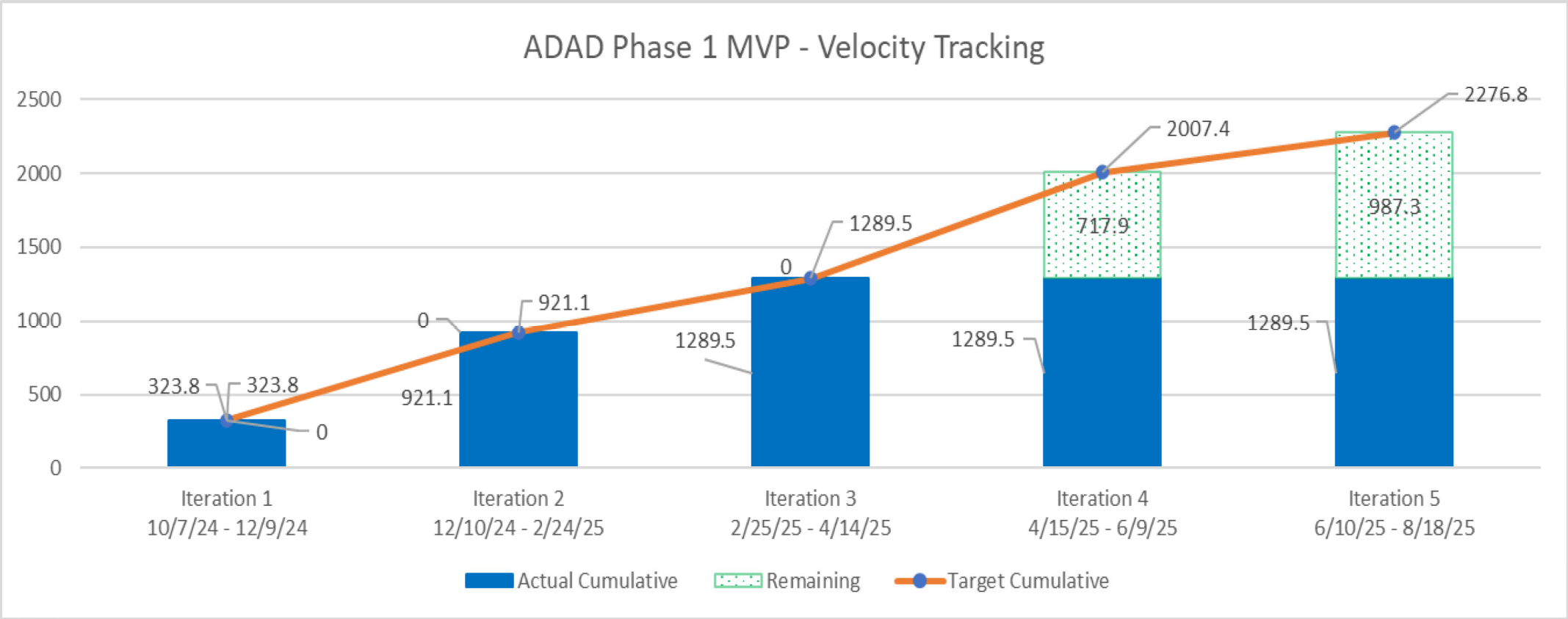
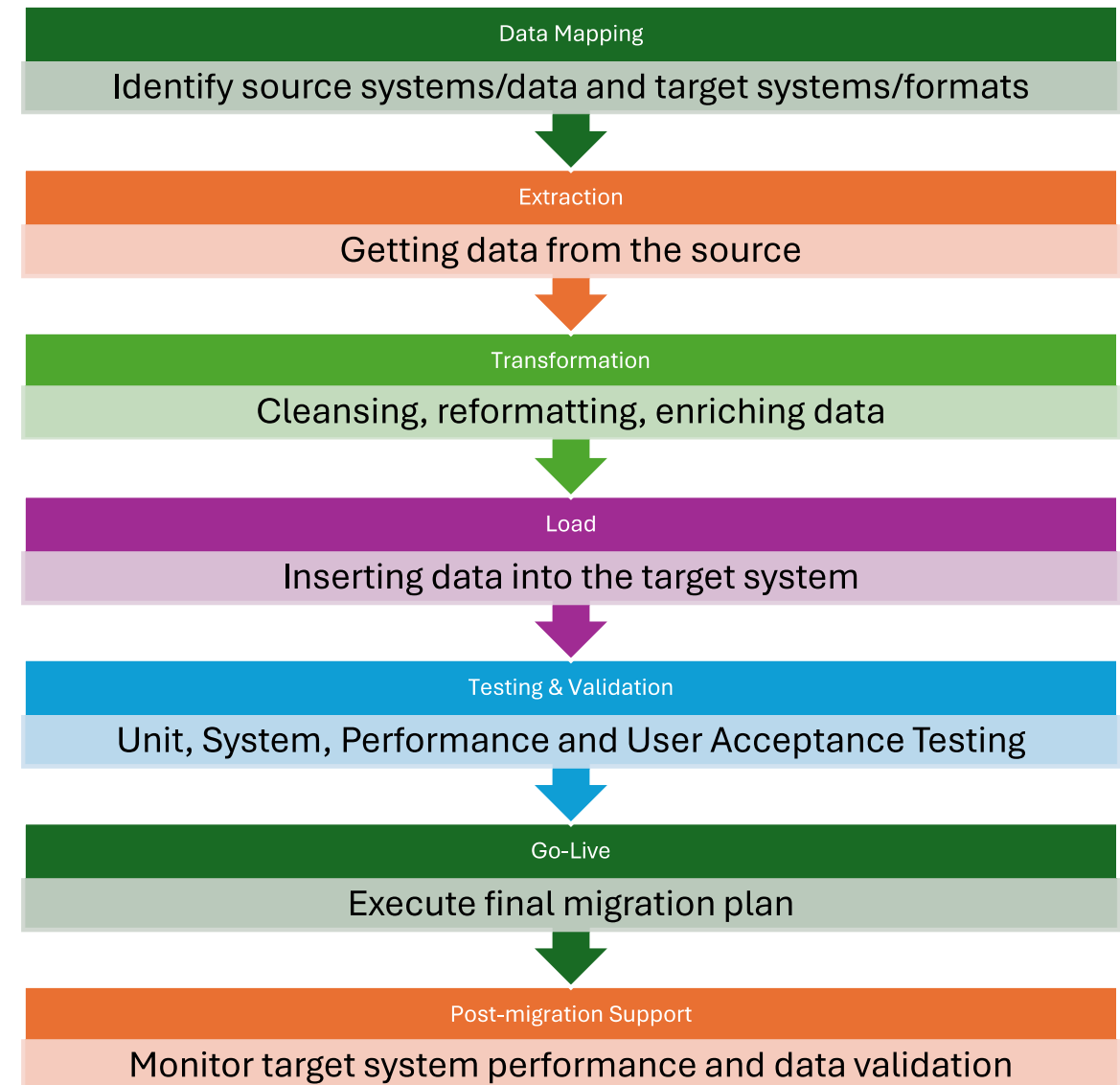Graph from RSM

INSPIRE-Plus Project Bug Count

- The monthly bug tracking chart reflects the status of bug management across several iterations, totaling 145 identified items.

- Iterations 1, 2, and 3 are now fully resolved, with no indication of any recurring issues.

- Iteration 4 commenced on April 15, 2025, and is underway. It has 28 identified items in various stages of resolution:

  - 22 of 28 are either closed, in development, waiting for code review, or in the testing phase.

Inspire+ Bugs Tracking as of April 30, 2025

Legend:
- Iteration 2 Closed
- Iteration 2 Removed_Not a bug
- Iteration 3 Closed
- Iteration 3 Removed_Not a bug
- Iteration 4 Active
- Iteration 4 Approved
- Iteration 4 Closed
- Iteration 4 Completed in Dev
- Iteration 4 New
- Iteration 4 Ready for Code Review
- Iteration 4 Ready To Test
- Iteration 4 Removed_Not a bug

Iteration 2: Closed 58, Removed_Not a bug 6
Iteration 3: Closed 50, Removed_Not a bug 3
Iteration 4: Active 1, Approved 3, Closed 15, Completed in Dev 1, New 2, Ready for Code Review 3, Ready To Test 2, Removed_Not a bug 1

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INSPIRE-Plus Data Conversion and Migration Process

- Field mapping is 91% complete as of April 30, 2025.

- RSM is actively meeting with key stakeholders to work on data templates.

- Represents the largest User Story in Iteration 4 – 175 USP
  - ETL Phase

- Validation of data mapping is planned during Iteration 5

Data Mapping
Identify source systems/data and target systems/formats

Extraction
Getting data from the source

Transformation
Cleansing, reformatting, enriching data

Load
Inserting data into the target system

Testing & Validation
Unit, System, Performance and User Acceptance Testing

Go-Live
Execute final migration plan

Post-migration Support
Monitor target system performance and data validation

INSPIRE-Plus Data Mapping Progress

as of 4/30/2025

Legend:
- Excel Data Map - Need to Meet with ADAD Finance
- Multiple Questions/Fields Remain to Field Complete Mapping
- Very Few Fields/Questions Remain to Complete Field Mapping
- Field Mapping is Complete

| Target Table	Data Load	Phase	Field Mapping Progress	Technical Development Progress
Client	ETL Conversion from WITs to INSPIRE+	1	100%	100%
Funding Source	ETL Conversion from WITs to INSPIRE+	1	100%	0%
Service	Excel Data Import	1	100%	0%
Provider	ETL Conversion from WITs to INSPIRE+	1	100%	100%
Branch/Office	Excel Data Import	1	100%	100%
Level of Care	Excel Data Import	2	100%	0%
Case	ETL Conversion from WITs to INSPIRE+	2	100%	100%
Intake	ETL Conversion from WITs to INSPIRE+	2	100%	100%
Client Contact	ETL Conversion from WITs to INSPIRE+	2	100%	100%
Contact	ETL Conversion from WITs to INSPIRE+	2	100%	100%
Diagnosis Code	Excel Data Import	2	100%	100%
Provider Contract	ETL Conversion from WITs to INSPIRE+	2	100%	100%
Facility	Excel Data Import	2	100%	100%
Funding Award	Excel Data Import	2	50%	0%
Level of Care Determination	ETL Conversion from WITs to INSPIRE+	3	100%	0%
DENS-ASI	ETL Conversion from WITs to INSPIRE+	3	100%	0%
ADAD Assessment	ETL Conversion from WITs to INSPIRE+	3	100%	100%
Consent	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Medication	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Diagnosis	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Allergy	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Contract Period	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Contract Funding Source	Excel Data Import	3	25%	0%
Branch Funding Allocation	Excel Data Import	3	25%	0%
Purchase Order	Excel Data Import	3	25%	0%
Prevention Plan	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Service Rate	ETL Conversion from WITs to INSPIRE+	3	90%	0%
Facility Staff	Excel Data Import	3	50%	0%
Facility Program	Excel Data Import	3	100%	0%
Facility Language	Excel Data Import	3	100%	0%
Screening (DAST-10)	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Screening (CAGE-AID)	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Client Payor Group	ETL Conversion from WITs to INSPIRE+	3	95%	0%
Screening (BH/BI)	ETL Conversion from WITs to INSPIRE+	3	100%	0%
Disclosed Record	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Provider Referral	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Purchase Order Funding Allocation	Excel Data Import	4	50%	0%
Group	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Planned Strategy	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Outcome	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Problem/Related Behavior	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Factor/Condition	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Program Enrollment	ETL Conversion from WITs to INSPIRE+	4	100%	0%
Funding Award Amendment	Excel Data Import	5	25%	0%
Indicator Measure	ETL Conversion from WITs to INSPIRE+	5	100%	0%
Provider Group	ETL Conversion from WITs to INSPIRE+	5	100%	0%
Treatment Plan	ETL Conversion from WITs to INSPIRE+	5	100%	0%
Group Member	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Expenditure Detail	ETL Conversion from WITs to INSPIRE+	7	100%	0%
Progress Note (Implementation Strategy)	ETL Conversion from WITs to INSPIRE+	6	90%	0%
Progress Note (Group Session)	ETL Conversion from WITs to INSPIRE+	6	90%	0%
Group Session Attendee	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Provider Group Members	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Treatment Team Member	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Needs	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Goals	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Objectives	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Intervention	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Treatment Team Group	ETL Conversion from WITs to INSPIRE+	6	100%	0%
Provider Invoice	ETL Conversion from WITs to INSPIRE+	7	75%	0%
Household	ETL Conversion from WITs to INSPIRE+		100%	100%
Household Member	ETL Conversion from WITs to INSPIRE+		100%	100%
Plan Service	ETL Conversion from WITs to INSPIRE+		85%	0%
Substance Use	ETL Conversion from WITs to INSPIRE+		100%	100%

Overall Completion 0.918

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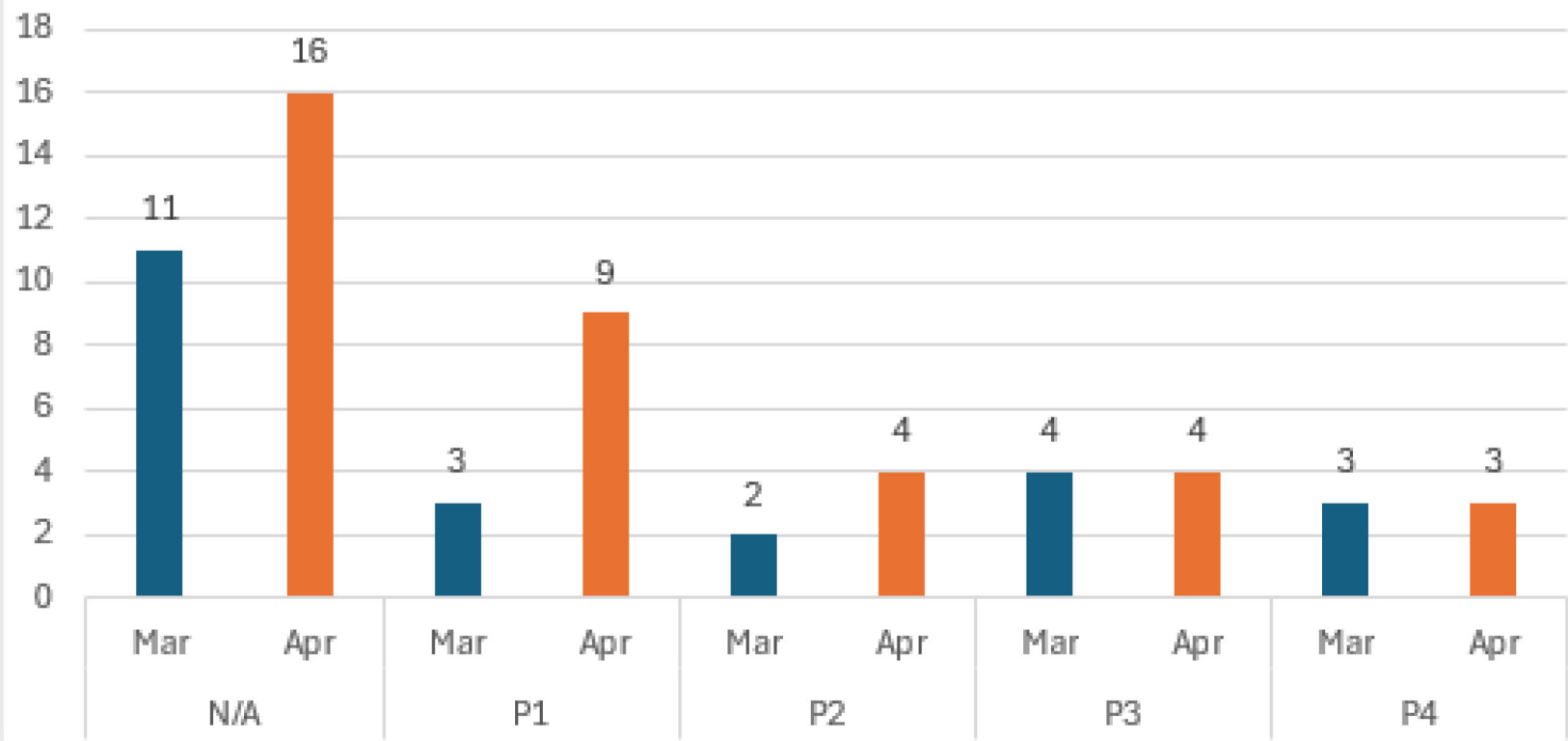# INSPIRE-Plus Technical Progress: Data Migration

4/30/2025
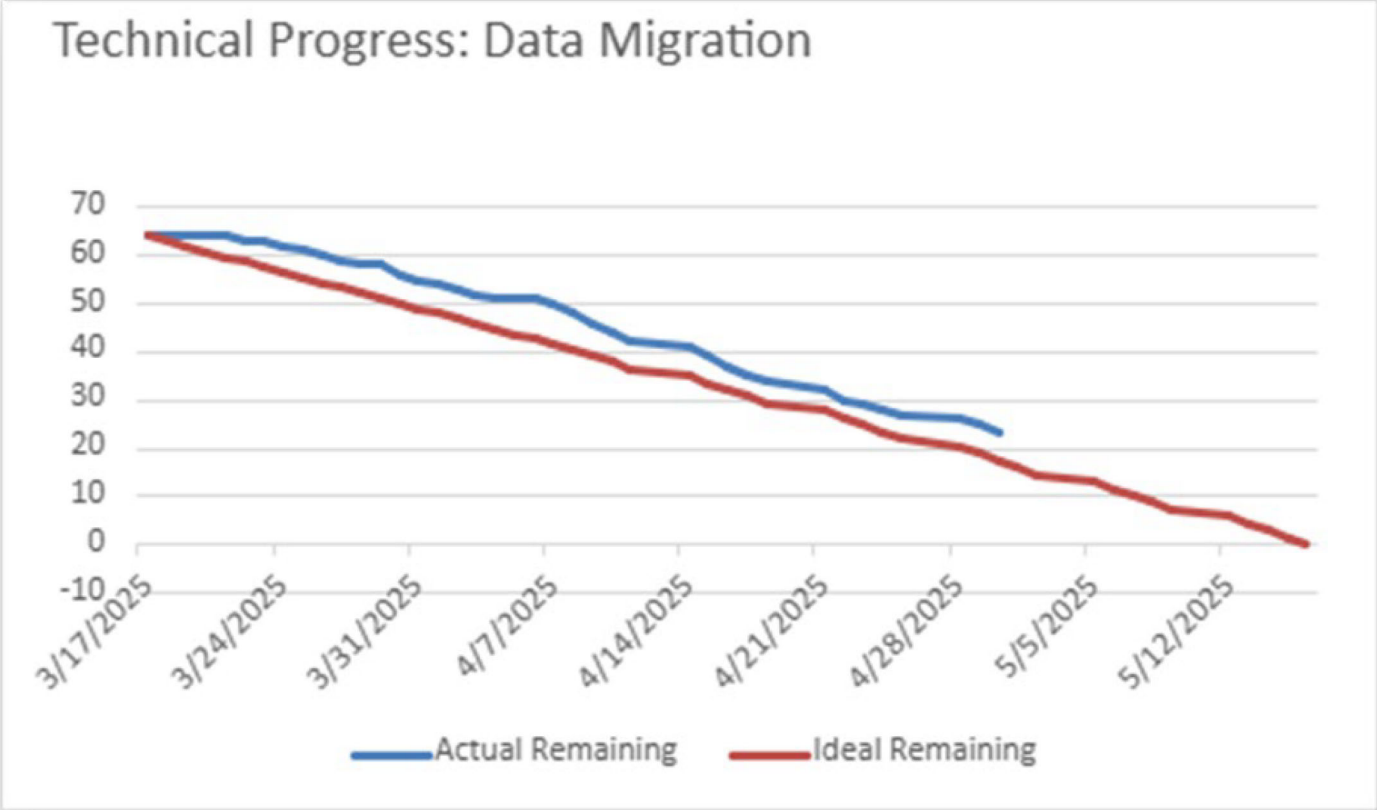
Graph from RSM

INSPIRE-Plus Change Requests
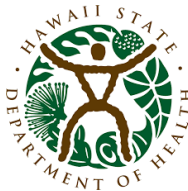## as of 4/30/2025

Inspire+ CCB Counts by Priority

- A busy month for the Change Control Board, dealing with an influx of change requests, a greater proportion of which were deemed high priority.

- The mid- and low-priority request counts remained relatively stable, and a smaller increase was observed.

- The number of unprioritized requests increased and remains the highest.

Monthly IV&V Report: New Findings & Major Updates (WP 5) - April 2025
(As the project progresses, this will become Priority 1 findings only if necessary)

No.	Type	Category	Date: Title. Description	Priority	Source	Significance	Recommendation
202504 -01	N/A	Risk/Issue Management	4/29/25: RSM has the following on their RAID Log at this time: • 1 Risk, not affecting Phase 1 • 10 Decisions awaiting information • 4 Open Action Items • 0 Issues	N/A	Bi-weekly Issues Meeting	This is informational only; RSM and ADAD continue to work to resolve the Decisions and Action Items that are open.	IV&V continues to monitor progress during project meetings.
202503 -01	Preliminary Concern	Schedule	**4/30/25:** No change; progress continues to be monitored closely. **3/28/25:** Development delays. Potential delays if information gathering is not timely for User Story clarification.	2	IV&V Meeting	While not causing delays at this time, as implementation nears there is less flexibility in the schedule to move development tasks (User Stories) to later Iterations while waiting for information needed to complete current User Stories.	• Ensure deadlines are given for getting answers. • Increase frequency of follow-up activities while awaiting answers. • Schedule health has been changed to YELLOW to highlight this concern.

As of April 30, 2025, are no Findings of Priority 1. IV&V observes that the project teams address concerns as they arise in a timely manner. Meetings are well run and productive, and communication is open and clear.

Monthly IV&V Risk Identification Report (WP 7) - April 2025

Newly Identified Risks and/or Issues *

Number	Date Identified	Risk or Issue	Brief Description	Probability (1 Low, 5 High)	Impact (1 Low, 5 High)	Exposure (Prob x Impact)	Mitigation Recommendation
			<No new risks were identified in April 2025.>				

Updates to Existing Risks and/or Issues *

Number	Risk or Issue	Brief Description *and* Date of Update	Probability (1 Low, 5 High)	Impact (1 Low, 5 High)	Exposure (Prob x Impact)	Mitigation Recommendation

*   All Risks and Issues are listed as "Observations" and identified as either Risk or Issue on the IV&V Findings Detailed Report.

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Monthly IV&V Risk Identification Report (WP 7) - April 2025

Decisions and Action Items from Monthly Risk Management Meetings

Date	Decision	Project Area	Approved By

Date	Action Item	Owner	Due Date
N/A	N/A	N/A	N/A

TMS is participating in the Bi-weekly Issues meeting facilitated by the SI vendor; no additional Risk Management meetings are deemed necessary at this point in the project. Any decisions or action items for IV&V-identified risks would be included here.

Monthly IV&V Status Report (WP 10) - April 2025

Meetings Attended / SI Activities Observed	Date(s) Attended
ADAD Daily Scrum	4/1, 4/2, 4/3, 4/4, 4/7, 4/8, 4/9, 4/10, 4/11, 4/14, 4/15, 4/16, 4/18, 4/21, 4/22, 4/23, 4/25, 4/28, 4/29, 4/30
ADAD Twice Weekly Issues Meeting	4/2, 4/7, 4/9, 4/14, 4/16, 4/21, 4/23, 4/28, 4/30
ADAD Weekly Program Status Meeting	4/1, 4/8, 4/15, 4/22, 4/29
BHA IT Solution Projects Steering Committee Meeting	4/8
Project Alaka'I – OCM Recurring Touchpoints	4/9, 4/16
Process Mapping: High Level User Account Set Up	4/1
ADAD Resource Mapping (w/RSM)	4/2, 4/10, 4/16
INSPIRE+ Question | Tracking Services at a Particular Level of Care	4/2
INSPIRE+ Data Migration Meetings	4/7, 4/9, 4/14, 4/21
INSPIRE+ Iteration 3 Demonstration	4/17
ADAD Organizational Maturity Assessment working meeting	4/17
Project Alaka'I – INSPIRE+ Change Network Kickoff	4/23
RSM Project Director & IV&V Project Manager meeting	4/25

Monthly IV&V Status Report (WP 10) - April 2025
RSM Artifact Reviews by IV&V (WP-9)

RSM Artifact Name	Date Reviewed
ADAD Burndown and Testing Logs *(in and after Daily Scrum meetings)*	Throughout the month
Risks, Issues, Assumptions, Decisions (RAID) Log *(in and after Twice-weekly Issues meetings)*	Throughout the month
ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	4/1, 4/8, 4/15, 4/22, 4/29
D10 User Stories	4/2 – 4/9/2025
D11 ADAD Requirements	4/2 – 4/9/2025

D-Additional 5 Iteration 3 Show and Tell
    Inspire 3 Demo PowerPoint presentation
D-Additional 6 Iteration 3 Delivered User Stories
    Full Backlog after I3
    US to TC for I3
    I3 User Stories to Bugs
	4/17 – 4/25/2025
	
	4/18 – 4/25/2025
	
	As part of IV&V Transition Readiness Assessment Report for Iteration 3 (WP #3)

Iteration 4 Plan	4/26/2025
OCM Materials (e.g. Surveys, Plans, Communication pieces, etc.)	Throughout the month

Monthly IV&V Status Report (WP 10) - April 2025
Planned Activities and Deliverable Reviews for May

Description	Planned Start	Comments
Observe ADAD Daily Scrums	5/1/2025	IV&V attends as available; reviews documentation
Attend ADAD Twice Weekly Issues Meetings	5/5/2025	IV&V attends as available; reviews documentation
Attend ADAD Weekly Program Status Meetings	5/6/2025	IV&V attends all; reviews documentation
Attend Project Alaka'I – OCM Recurring Meetings	5/7/2025	Weekly Meeting; IV&V attends as available; reviews documentation as needed
Attend ADAD – OCM Touchpoints	5/1/2025	Bi-weekly meeting with ADAD Project Director; IV&V attends as available; reviews related documentation
Attend Steering Committee Meeting	5/13/2025	Present Monthly IV&V Reports
Attend other project meetings as appropriate		Schedule Review as part of 5/6/2025 Weekly Status Meeting; others as they arise
Update and submit IV&V Management Plan	5/6/2025	IV&V Work Product #2

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

Project Health Trend	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Assessment of Project Overall	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Project Areas / Task Groups	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**
Project Management	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Budget	🔷	🔷	🔷	🔷	🔷	🔷	🔷	
Schedule / Milestones	🟢	🟢	🟢	🟢	🟢	🔺	🔺	
Scope	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Requirements	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Staffing	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Design	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Configuration & Development	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Testing	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Interfaces & Data Conversion	🔷	🔷	🔷	🔷	🟢	🟢	🟢	
Integration	🔷	🔷	🔷	🔷	🔷	🔷	🔷	
Solution Deployment	🔷	🔷	🔷	🔷	🔷	🔷	🔷	
Total Open Findings	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**
Preliminary Concerns	2	2	1	1	1	2	1	
Risk - Low	0	1	0	1	0	0	0	
Risk - Medium	0	0	0	0	1	0	0	
Risk - High	0	0	0	0	0	0	0	
Issue - Low	0	0	0	0	0	0	0	
Issue - Medium	0	0	0	0	0	0	0	
Issue - High	0	0	0	0	0	0	0	

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Ratings Definitions
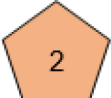
Risks

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

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Ratings Definitions

IV&V Findings

Indicator	Priority	Description	Criteria
1 (red square)	Priority 1	Concerns and Observations ranked as Priority 1 are those that IV&V expects will yield **significant** opportunities for improvement or corrective action for the HANA project.	Critical that the Project resolve immediately and that pose a **significant** threat or impact to the project.
2 (orange pentagon)	Priority 2	Concerns and Observations ranked as Priority 2 are those that IV&V expects will yield **moderate** opportunities for improvement or corrective action for the HANA project.	Essential that the Project resolve as soon as possible and that pose a **moderate** threat or impact to the project.
3 (yellow circle)	Priority 3	Concerns and Observations ranked as Priority 3 are those that IV&V expects will yield **minor** opportunities for improvement or corrective action for the HANA project and are focused primarily on conforming 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 the project.

Task Group Measurement Criteria

Legend for Task Group Assessment

(green circle)	(yellow triangle)	(red hexagon)	(blue diamond)
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 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. 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 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 risk to the project and software quality is **significant**.	Not enough data is available to make a determination about project health.

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INSPIRE-Plus Change Control Board (CCB)

Change Request Priority Levels

P1	Critical application functionality
P2	Important application functionality
P3	Increased Efficiency application functionality
P4	Nice-to-Have application functionality

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.

This Project has two Phases or Increments. Phase 1 has 5 Iterations (sprints) for verification and validation. The Solution will be implemented after Phase 1, with functionality added to in Phase 2.

TECHNOLOGY MANAGEMENT SOLUTIONS

Mahalo Nui