



Florida PALM Project  
**IV&V Assessment Report – December 2020**  
Deliverable IVV2.2

Presented by:

Information Services Group Public Sector

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# 1 IV&V Monthly Assessment

## 1.1 Executive Summary

ISG began independent verification and validation (IV&V) services for the Design, Development and Implementation phase (DDI) of the Florida PALM Project (Project) with the July 2018 reporting period. IV&V observations are made by participating in project meetings and deliverable review processes, examining project work products, and conducting IV&V specific interviews with the Project Team and stakeholders.

### December 2020 IV&V Summary

*Overall, the Project continues to be assessed in a green status when measured against standardized project management criteria contained in Section 2.3 of this report.*

*IV&V continues to assess the Project to be in a yellow status in one area: Project Time Management. This is due to schedule risks and issues logged by the Project and described in Sections 2.1 and 2.2 of this report.*

*In summary, the Project continues to proactively manage production of deliverables and provide agencies, partner system organizations, and third parties with information needed to assess impacts, understand timelines, and act. No design conflicts or insurmountable technical challenges have emerged that would prevent or cause reconsideration of the practicality of implementing Peoplesoft as contained in the Florida PALM solution.*

*IV&V has continued to observe regular contact and productive meetings wherein design details are identified, clarified, and confirmed. These interactions have not generated objections by stakeholders or agencies. In addition to verification of project activities and work products, IV&V has also observed agencies and partner organizations reporting progress toward their own Florida PALM related design and development objectives.*

*Challenges have been addressed and follow-up activities have been consistently pursued. Major issues requiring urgent resolution have been rare. At the end of December, the Project had two active issues logged:*

- *As reported in the prior period, Issue 25 was logged to address the implementation of interfaces with DFS Treasury's new investment portfolio data provider as part of the CMS Wave.*
- *Late in December, Issue 26 was logged to address the implementation of interfaces to support the accounting of DFS Treasury banking activity as it pertains to the use of subaccounts and concentration accounts.*

*Because they represent unexpected work that requires focused effort and have caused the need to reschedule testing activities with third parties and agencies, each of these issues affect the Project Time Management assessment and are discussed further in Sections 2.1 and 2.2 of this report.*

*The Project maintains a long-range plan and uses progressive elaboration to develop detailed activity schedules for near-to-midterm tasks.*

#### ***Inherent Schedule Risk***

*As reported earlier, schedule risk is inherent in the overall Florida PALM wave approach that requires a large and diverse organization to align to implement a broad scope of business functionality in multiple phases/waves some of which need to be executed in parallel. This topic is presented in detail in Project Risks Section 2.1 of this report.*

#### **CMS Wave Testing Update**

Interface and Integration Test Cycle 2 was initiated during the month of December. As of the end of December, one (1) Highest/Critical, five (5) High and four (4) Medium priority SIRs are open pending resolution.

*IV&V observes 1 Highest/Critical SIR PALM-4238 “Unable to process WF sub-accounts from CMI003 file.” open for 17 days as of the end of December. All other High priority Interface and Integration SIRs have been open for 20 days or less as of the end of December.*

Mock 2 conversion was completed during the month of November. Three (3) Low priority SIRs remain open pending resolution during Conversion Test Mock 3 cycle.

Identity Access Management (IAM) Testing was initiated during the month of December. As of the end of December, one (1) Medium and one (1) Low priority SIRs remain open.

System Test Cycle 6 testing was completed during December. The Testing Team reports 100% of the 46 test scripts were executed; 98% passed and 2% failed. A total of forty-eight (48) SIRs were opened during System Test Cycle 6. As of the December 18 System Test Cycle 6 final status report, the Cycle 6 SIR statuses were fourteen (14) Open, four (4) are Ready to Test, and thirty (30) are Closed.

*IV&V observes, for all System Test Cycles, as of the end of December, 0 Highest/Critical, 0 High, 13 Medium and 1 Low priority SIRs remain open. System Test Exit Criteria requires that all Highest/Critical and High priority SIRs be resolved or have a mutually acceptable remediation plan.*

Overall, Florida PALM testing cycles continue to progress according to the project plan with few schedule and resource coordination challenges. As deviations from the project plan arise, IV&V observes they are addressed in accordance with the prescribed process. As of the end of December, two (2) Project Issues related to testing have been created and are actively being addressed: Issue 25 – ‘Deal Management Interface and Conversion Testing Does Not Align with Certain Project Milestone Dates’ and Issue 26 – ‘Bank Account Hierarchy for Wells Fargo is not Aligned with Florida PALM Configuration’.

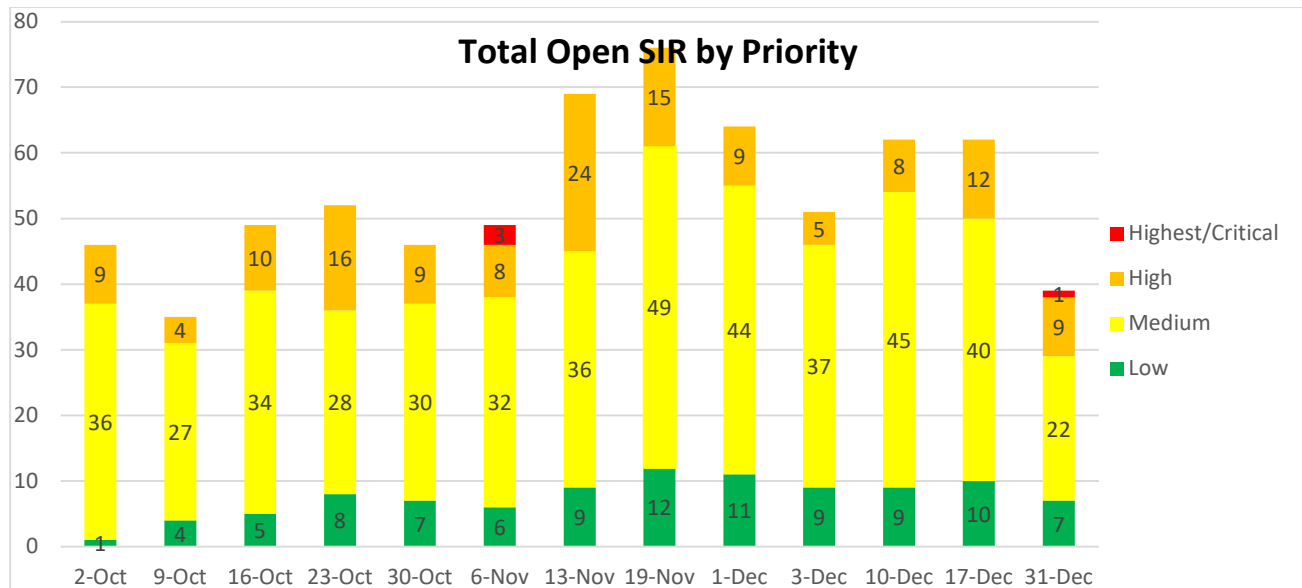
IV&V continues to observe a thorough, effective, and efficient triage process during current testing service execution. Meetings are held twice weekly with the Testing, BPS and SDS teams to review individual SIRs for priority and disposition classification as well as escalation paths as needed. The triage team is responsible for ensuring SIR priority is properly classified.

Without a documented production-viable workaround and/or business impact, the distinction between Critical/Highest, High, and Medium priority is not immediately apparent. IV&V recommends explicitly stating within the SIR description what the production viable workaround is for Medium and lesser SIRs. Further, we recommend that business impact be explicitly described for all SIRs to the extent that it supports the given priority. The absence of a production-viable workaround and existence of a justifiable business impact will support High and Highest/Critical SIRs.

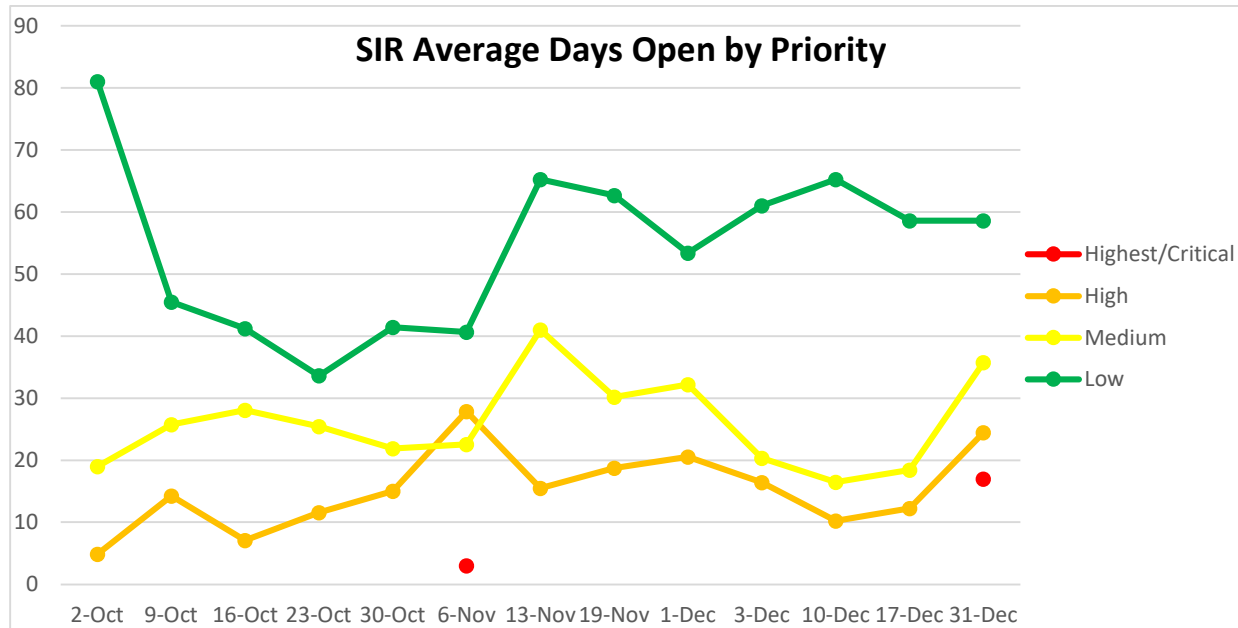
As of as of the end December, out of a total of 39 open (excluding 'On Hold' and 'Deferred' statuses) SIRs for all testing cycles, 1 SIR is prioritized as Highest/Critical (0 for System Test), 9 are categorized as High Priority (0 for System Test), 22 are categorized as Medium and 7 are categorized as Low priority. The average days open for Highest/Critical SIRs is 17 days, High SIRs is 24 days, and Medium is 36 days.

The following two charts show trends for three months prior to the end of December for Total Open SIRs and SIR Average Days Open.

Total Open SIRs trend shows a moderate and expected increase in Total Open SIRs with additional test cycles and test services taking place concurrently and a decrease with System Test cycles ending in December.



*SIR Average Days Open shows relatively stable resolution times for High and Medium SIRs with an increase during the holiday period.*



*Charts exclude SIR status of 'On Hold' or 'Deferred'.*

### Engagement Activities

The Project and some agencies continued to perform work remotely due to COVID-19 workplace restrictions and conduct touchpoint meetings by teleconference or video conference with organization representatives to manage activities contained in the Master Readiness Workplan (MRW).

*IV&V observed that the project reduced MRW tasks in December to accommodate the holiday schedule. Agencies and the Project Team worked remotely and effectively through touchpoints that focused on ongoing MRW tasks with limited new MRW activity. Agencies continued to engage with the project on activities associated with both CMS Wave and Central Wave. In December, agencies or select agencies continued to participate in Interface Connectivity Testing and Reporting Workshops. IV&V observed the project capturing agency questions and input and leveraging project management processes and tools to resolve or monitor any resulting action items, risks, or issues.*

The Project continued to communicate with the Florida PALM community through multiple channels including Florida PALM website, the CCN, and via the Florida PALM email account.

*In December, the project rolled out a new website using the tool Sitefinity. The project communicated key areas of change to the community through released communications and agency touchpoints. IV&V observed the coordination and communication required to complete the Interface Connectivity testing went well and leveraged a secure transfer method. In the future, the project plans to leverage other tools, such as Smartsheet to facilitate secure exchange. Readiness Coordinators (RCs) worked with agency liaisons to understand their existing use of Smartsheet at their agency and determine next steps in orienting agencies for future use.*

During December, agencies continued to submit their Agency Status Reports per the Proviso.

*IV&V continues to observe varied levels of detail across agencies in how they report status. Where agencies may have different levels of impact for each wave which may affect the amount of information, IV&V would expect more consistency in what is being reported. For example, some agencies are not reporting staff counts and others provide more robust staff impacts in their reports.*

*IV&V has also observed some discrepancies in interfaces included in status reports versus those identified by agencies on the inventory. IV&V encourages agencies to continue to update the status report as updates are made to inventories. For example, as follow up to the project decision around the Information Warehouse (IW) continuing through the Central Wave, some transitional interfaces included in the initial inventory were no longer needed. IV&V observed the project working with agencies through touchpoints to communicate, assess impact, and update the connections inventory accordingly. Agencies should also update status reports to reflect changes in interfaces.*

*IV&V recognizes that the status reports should come from the agencies; however, the project may be able to provide guidance and suggest improvements as RCs have visibility across the agencies. Agencies also have the ability to view other agencies' status reports from the Florida PALM website.*

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The following pages contain the IV&V monthly assessment in which ISG provides independent observations using an evidence-based rating method applied to fifteen standard project areas listed in the following table. Further information regarding ISG's IV&V methodology can be found in deliverable IVV2.1, the Florida PALM IV&V Management Plan.

Project Areas		
General Project Management	Project Scope Management	Project Time Management
Project Cost Management	Project Quality Management	Project Human Resources
Project Communications & Readiness	Project Change Control	System Capability
Project Stakeholder Management	Project Risk & Issue Management	Project Procurement
System and Acceptance Testing	Project Vendor Management	Project Training




The ratings are calculated using a five-point scoring range designed to objectively assess conditions in each project area based on evidence observed and examined. Each assessment is given a score between 1 and 5, with 1 being the highest severity and 5 to indicate no material findings.

Assessment Scoring					
Blank	1	2	3	4	5
Not Active	Catastrophic	Critical	Moderate	Minor	No Material Findings























Ratings are applied to multiple tasks or deliverables in each project area to calculate an average score for the area. The resulting score for each area is used to determine a status based on the commonly used scale of green, yellow, or red, as defined in the table below and indicated by an icon for each project area in the IV&V Dashboard.









Color	Icon	Description
Green		The assessment category or area is on track without material issues. The Project Team should consider any recommendation offered by the IV&V Team as process improvement opportunities only.
Yellow		The assessment category or area faces a challenge or set of challenges that could, if left unmanaged, negatively impact the Project's outcome in terms of schedule, cost, or quality in the future. The Project Team should prioritize corrective action.
Red		The assessment category or area faces a challenge or set of challenges that threatens the Project's outcome in terms of schedule, cost, or quality. The Project Team should take corrective action immediately.
White		During the project life cycle some project areas may not have activities underway. Project areas not assessed will be reported using a white icon.

## 1.2 IV&V Overall Risk Summary

Overall Status			
Current Period	Prior Period	Overall Trend	Observations <i>Based on standardized IV&amp;V scoring</i>
			<ul style="list-style-type: none"> <li>The DDI Phase has been rescheduled to adjust phases. Activities are underway for CMS Wave, Central Wave, and Departmental Wave.</li> <li>Issue 25 was logged to address schedule risks involving the development of interfaces with DFS Treasury's provider of investment portfolio data.</li> <li>During December, Issue 26 was logged to address the need to develop unforeseen functionality to support Treasury bank interfaces.</li> <li>During December, Contract Amendment 3 was approved and executed to ratify the schedule of deliverables and costs as approved by the Executive Steering Committee.</li> <li>Observed planning activities are consistent with the Project Management Plan and standard practices.</li> <li>As part of a multi-faceted organizational change management program, the Project regularly conducts proactive communications to stakeholders, including partner system organizations such as FFMIS/STMS and state agencies.</li> <li>The rescheduling has been intended in part to enable agencies to learn, prepare and pursue funding for internal work and to secure commitment from enterprise partner system organizations and agencies to fulfill critical dependencies.</li> <li>Risks and Issues are being managed proactively and with an appropriate sense of urgency. The Project is actively managing risk to execution of project activities and the implementation schedule.</li> <li>The risk of turnover in key positions remains high. The multi-year, multi-phase implementation approach increases the probability of occurrence.</li> <li>The project's managerial and reporting structure supports staff development, process definition, quality assurance, and other functions necessary for project success.</li> <li>Cost management and resource allocation are monitored closely by Track Managers and PMO.</li> <li>Quality control, financial control, and vendor processes are established and consistently executed.</li> <li>Collaboration between the State Project Team and Accenture Team continues to produce acceptable results.</li> <li>The Project trend is stable as work toward executing the statement of work and producing deliverables is proceeding according to plan.</li> </ul>

### 1.3 IV&V Monthly Assessment Dashboard

IV&V Dashboard			CURRENT	PRIOR
	PROJECT AREA	PROJECT AREA DESCRIPTION	Rating	
1	<b>General Project Management</b>	Consistent and effective project management processes are being used and coordinated within the Project and with Project participants to achieve desired results.		
2	<b>Project Scope Management</b>	Effective scope management practices are evident.		
3	<b>Project Time Management</b>	The project schedule continues to be at risk due to the factors described in the Executive Summary and discussed in Section 2.1, Project Risks.		
4	<b>Project Cost Management</b>	The Project is routinely estimating, budgeting, managing, and controlling costs.		
5	<b>Project Quality Management</b>	The Project has defined quality measures and uses continuously improving processes to achieve intended results. The State expresses clear and thorough expectations for quality. Accenture responds positively to address concerns.		
6	<b>Project Stakeholder Management</b>	The Project has identified key individuals, groups or organizations that could impact/be impacted by the Project and uses consistent outreach strategies to ensure stakeholder engagement on Project decisions, effective governance, and productive sponsorship participation.		
7	<b>Project Communications &amp; Readiness</b>	The Project team routinely identifies internal and external stakeholders and supports timely, appropriate, and accessible communications.		
8	<b>Project Risk &amp; Issue Management</b>	The Project is effectively identifying, analyzing, prioritizing, and controlling project risks and issues.		
9	<b>Project Procurement Management</b>	The Project is appropriately managing the acquisition of products and services needed from outside the project team and is effectively managing the resulting contracts over the life of the contract.		
10	<b>Project Vendor Management</b>	The Project is monitoring vendors and subcontractors to confirm they meet all requirements and managing performance where needed.		
11	<b>Project Human Resource Management</b>	The Project is acquiring, developing, and managing appropriately skilled and adequately staffed project teams.		

IV&V Dashboard			CURRENT	PRIOR
	PROJECT AREA	PROJECT AREA DESCRIPTION	Rating	
12	<b>Project Change Control</b>	The Project is appropriately managing the change request process and potential impacts on project scope, project objectives and goals, and implications to the overall project plan.		
13	<b>System Capability Management</b>	The Project is effectively communicating technical process and security requirements (and changes to requirements), managing configuration/development activities, controlling software and environments to support project life cycle.		
14	<b>Project System and Acceptance Testing</b>	The Project has fully staffed the Testing Team and continues to identify use cases to support the development of test scripts to evaluate and accept the system and supporting deliverables. System Testing is underway without disruptions and/or significant technical issues causing risks to system designs or execution of testing. Interface testing is underway. Issue 25 and Issue 26 address situations contributing to schedule risk by isolating components of CMS Wave functionality and managing them on their own timeline.		
15	<b>Project Training Management</b>	The Project continues to build training material for the CMS wave and began sharing sample modules with the agency Training Liaisons. The Central Wave Training Needs Assessment responses are in review and the creation of the curriculum is in process.		

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## 2 IV&V Detail Reporting

### 2.1 Project Risks

The assessment score for Project Time Management remains in a yellow status to reflect challenges presented to the Project Schedule include the following factors:

- Potential misalignment of development and test schedules with the enterprise system partner MFMP. The Project and DMS/MFMP have collaborated on defining and qualifying the risk and show commitment to continued cooperation to develop a mitigation plan.
- CMS Wave functionality related to DFS Treasury's transition of investment portfolio data services may require near-term CMS Wave schedule changes (Issue 25).
- Design changes are required for CMS Wave functionality related to interfaces supporting DFS Treasury's accounting for banking activity pertaining to the use of subaccounts and concentration accounts (Issue 26).
- The multi-wave/multi-phase approach to implementation has inherent risks to the schedule due to the complexities of managing wave activities in parallel and the resulting potential to exceed resource capacity limits. This risk is described further in this section.

A rating of yellow indicates a challenge that could, if left unmanaged, negatively impact the Project's outcome in terms of schedule, cost, or quality. The Project Team has prioritized corrective action, as described below.

	PROJECT AREA	PROJECT AREA DESCRIPTION	RATING	
			Current	Prior
3	Project Time Management	The schedule has been revised to provide additional time for partner systems and agencies to prepare for and adapt respective systems to operate with Florida PALM. The Project has communicated schedule revisions and design details for interface layouts. The Project needs firm commitment from critical partner systems (DFS and DOR for CMS Wave) to the project schedule.		

Schedule risk is inherent in the overall Florida PALM wave approach that requires a large and diverse organization to align to implement a broad scope of business functionality in multiple phases/waves, some of which need to be executed in parallel.

The waves are designed to limit the amount of change introduced at one time. However, the approach makes the Project and the State dependent on the prolonged use of the FLAIR system and requires FLAIR to be modified to facilitate business processing using a hybrid of FLAIR / Florida PALM between the implementation of Central Wave and the completion of Departmental Wave.

Furthermore, to facilitate FLAIR/PALM hybrid operations, the Project will need to translate chart of accounts data from FLAIR to Florida PALM and vice versa daily and potentially on a transaction-by-transaction basis. This translation is needed to complete intricate business processing of individual transactions, to maintain synchronization between the two systems, and to provide Florida PALM data in FLAIR legacy format to agency business systems, enterprise partners, and the DFS Information Warehouse (and the numerous enterprise reporting services that depend on it) via interfaces. This represents a significant effort to implement and will require constant attention to quality management while hybrid operations are in place between the implementation of Central Wave and until Departmental Wave is completed.

This solution to an interim challenge also carries another risk that has the potential of enabling resistance to change. Already, IV&V has observed participants ask, “If Florida PALM is able to translate its data into legacy formats, doesn’t that lessen the need for downstream system updates and reporting changes?” The Project intends to cease intermediary data translation from Florida PALM to FLAIR legacy values upon completion of the Departmental Wave. At that point, organizations dependent on accounting and other data processed in Florida PALM will need to be able to access and consume data in the Peoplesoft format.

Resistance to change can actively manifest in behaviors such as requesting continual data translation. Resistance can also take a passive form through lack of action to analyze, prepare for, and adapt agency business systems to the new data to be presented by Florida PALM.

**The Risk Log lists thirty-five (35) open risks in the following statuses as of December 31, 2020:**

- Mitigating: Twenty-nine (29) are being actively mitigated by project management techniques, including the activities that address the risk directly or that enhance already planned activities to avoid or otherwise prevent the risk from affecting project outcomes.
- Monitoring: Six (6) are being monitored to identify when their probability of affecting the Project increases to the point that mitigation is required.
- Under Evaluation: There are no risks currently in Under Evaluation status (risks being evaluated and awaiting plan development).

**During December, there were seventeen (17) new risks added to the log:**

*IV&V notes that risks #226 through #242 were each entered into the log on 12/16/20. These risks were identified and added per Contract Amendment 3 documentation. They all pertain to Go/No-Go Decisions scheduled as part of the governance process as prescribed in the Project Management Plan (PMP). Due dates for these risks range from 4/30/21 for risks #236 and #237 to 12/15/25 for Risk #242. The Project is utilizing the process defined in the PMP to manage the Project and complete deliverables in accordance with the Project Schedule.*

**Risk #226:** If there is an inability to obtain the ESC approval for D175 Central Ready for Interface Testing Go/No-Go Decision in July 2021, then it could cause delays in the Project.

**Risk #227:** If there is an inability to obtain the ESC approval for D215 Central Ready for User Acceptance Testing UAT Go/No-Go Decision in January 2022, then it could cause delays in the Project.

**Risk #228:** If there is an inability to obtain the ESC approval for D233 Central Ready to Deploy Go/No-Go Decision in June 2022, then it could cause delays in the Project.

**Risk #229:** If there is an inability to obtain the ESC approval for D258 Departmental Ready for Interface Testing Go/No-Go Decision in March 2023, then it could cause delays in the Project.

**Risk #230:** If there is an inability to obtain the ESC approval for D273 Payroll Ready to Start RICEFW Build Go/No-Go Decision in December 2022, then it could cause delays in the Project.

**Risk #231:** If there is an inability to obtain the ESC approval for D290 Departmental Ready for User Acceptance Testing UAT Go/No-Go Decision in December 2023, then it could cause delays in the Project.

**Risk #232:** If there is an inability to obtain the ESC approval for D313 Payroll Ready for Interface and Conversion Testing Go/No-Go Decision in February 2021, then it could cause delays in the Project.

**Risk #233:** If there is an inability to obtain the ESC approval for D317 Departmental - Ready to Deploy Go/No-Go Decision in February 2021, then it could cause delays in the Project.

**Risk #234:** If there is an inability to obtain the ESC approval for D336 Payroll - Ready for User Acceptance Testing Go/No-Go Decision in February 2021, then it could cause delays in the Project.

**Risk #235:** If there is an inability to obtain the ESC approval for D354 Payroll - Ready to Deploy Go/No-Go Decision in December 2023, then it could cause delays in the Project.

**Risk #236:** If there is an inability to obtain the ESC approval for D471 Departmental - Ready to start RICEFW Build Go/No-Go Decision in April 2021, then it could cause delays in the Project.

**Risk #237:** If there is an inability to obtain the ESC approval for D502 Central Ready for Conversion Testing Go/No-Go Decision in April 2021, then it could cause delays in the Project.

**Risk #238:** If there is an inability to obtain the ESC approval for D505 Departmental - Ready for Conversion Testing Go/No-Go Decision in January 2023, then it could cause delays in the Project.

**Risk #239:** If there is an inability to obtain the ESC approval for D389 Phase 2 Ready to Start RICEFW Build Go/No-Go Decision in January 2025, then it could cause delays in the Project.

**Risk #240:** If there is an inability to obtain the ESC approval for D405 Phase 2 Ready for Interface and Conversion Testing Go/No-Go Decision in May 2025, then it could cause delays in the Project.

**Risk #241:** If there is an inability to obtain the ESC approval for D415 Phase 2 Ready for User Acceptance Testing Go/No-Go Decision in September 2025, then it could cause delays in the Project.

**Risk #242:** If there is an inability to obtain the ESC approval for D428 Phase 2 Ready to Deploy Go/No-Go Decision in December 2025, then it could cause delays in the Project.

There were four (4) risks removed from the Risk Log:

**Risk #218:** Inability to have 3rd party auditor's fingerprinted and on-boarded may impact CMS Wave Production Support Mobilized activities.

*IV&V notes Risk #218 was closed and removed from the log on December 17, 2020 as the Auditor has been on-boarded and the audit has been received.*

**Risk #225:** The Project has committed work in the schedule that aligns with ESC approval of implementation approach but some work is defined/modified by Amendment 3.

*IV&V notes Risk #225 was closed and removed from the log on December 17, 2020 as Amendment 3 has been finalized.*

**Risk #197:** If the Project is unable to secure enough trainers for Train-the-Trainer and to support end user training across the State, the desired or needed quantity of classroom, instructor-led training may not be provided to end users for the wave.

*Risk #197 was closed and removed from the Risk Log on December 2, 2020. IV&V notes the monitoring activities are complete as Florida PALM can provide sufficient trainers for CMS Wave.*

**Risk #198:** If the Project is unable to secure enough training facilities for end user training across the State prior to go live, the desired or needed quantity of classroom, instructor-led training may not be provided to end users for the wave.

*IV&V notes Risk #198 was closed and removed from the log on December 2, 2020 as facilities and/or virtual training will be available to support training needs.*

## 2.2 Project Issues

There are two open issues logged as of December 31, 2020, one new issue was logged during the month.

**Issue #25:** Deal Management Interface and Conversion Testing Does Not Align with Certain Project Milestone Dates.

*IV&V notes the former risk (Risk #223: Completion of interface and conversion testing at risk due to potential inability to obtain data needed prior to Mock 2 conversion testing.) was moved to Issue status during a cross track meeting on November 5, 2020.*

*The title was updated to more accurately describe the issue. A revised mitigation plan describing the impacts to existing project activities to allow for the revised design, build, and test of Bloomberg interfaces, configuration, and report updates has been created and is being actively worked by the Project Team.*



*The goal is to bring these activities current with the overall Deal Management schedule by the beginning of UAT, March 22, 2021.*

In late December Issue 26 was logged:

**Issue #26:** Bank Account Hierarchy for Wells Fargo is not Aligned with Florida PALM Configuration and Processing.

*Issue #26 was created on December 17, 2020. IV&V notes an action plan has been developed and put into place to complete functional designs to create two new extensions and one new report.*

*In each case (Issue 25 and Issue 26), once the issue was identified, the impact and requirements were readily analyzed, and the work necessary to resolve the issue was quickly determined. This enabled the Project Team to develop a plan to resolve the issues.*

*Because each issue is isolated to specific interfaces and does not impact application functionality, the resolution plans are able to discretely set a course of action that does not disrupt broader activities across the project. This approach dovetails resolution into the regular project schedule prior to User Acceptance Testing, which will ensure full end-to-end testing. It is relevant to note that the Project Team has successfully resolved earlier issues by following similar methods and demonstrated the ability to do so according to the plans detailed in the Issues Log.*

## 2.3 IV&V Detailed Assessment Scorecards

### AREA: General Project Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
GPM - 1	Verify and assess project management and organization, verify that lines of reporting and responsibility provide adequate technical and managerial oversight of the project.	5	The Project Director, Project Management Office, Track Managers and Team Leads regularly conduct joint and separate team meetings and demonstrate hierarchical support and accountability on activities, schedule and delivery.
GPM - 2	Evaluate the project's system's change request and defect tracking processes.	5	All teams are observed to adhere to the prescribed change control processes for requirements, designs, and tools to be used to implement the solution. Change control decisions are made according to the prescribed process.
GPM - 3	Verify the creation and approval of high-level plans.	5	PMO conducts regular planning sessions with Track Managers and Accenture to create and maintain the project plan, schedule activities and deadlines, commit resources, and gain necessary approvals of high-level plans.
GPM - 4	Verify that a Project Management Plan and procedures are developed, communicated, followed, monitored and completed.	4	The DDI PMP is approved and updated as needed following the prescribed process. The Project uses a discrete plan for each Wave. The Project is observed to manage critical path by means of select milestones aligned to ESC Go/No Go Decisions encompassing select Deliverables. Where tasks entail the production of multiple work units, the Project uses discrete hillclimber tracking spreadsheets to avoid needlessly elongating the project schedule with subtasks and to enable team members to report progress daily by directly updating the hillclimbers. The PMP should be updated to provide an explicit description of method used to manage the project's critical path beyond the use of Microsoft Project functionality.
GPM - 5	Verify project status is accurately traced against milestones and completion dates via project reports and metrics.	5	Deadlines and work progress are monitored, and status is updated regularly by use of status reports, the project schedule, critical path stage gates/milestones, and detailed day-to-day inventories of select work units using hillclimber charts.

AREA	TASK	SCORE	IV&V OBSERVATIONS
GPM - 6	Verify use of a project issue tracking mechanism that documents issues as they arise, enables communication of issues to proper stakeholders, documents mitigation strategies as appropriate, and tracks the issue to closure.	5	The RAIDL process is in place and used to identify, vet, monitor and manage risks, action items, issues, decisions, and lessons learned on a recurring and regular basis.
GPM - 7	Evaluate the effectiveness of the system's life-cycle development methodology (waterfall, agile, evolutionary spiral, rapid prototyping, incremental, etc.) and deployment process.	3	The project has undergone a comprehensive re-planning to shift from an approach that was phased incrementally by both functions and by organizations to one that is phased by functions. The new approach is more streamlined but retains multiple phases (Waves), requires an interim period dependent on FLAIR, and requires temporary solutions and translation of legacy FLAIR data to new Florida PALM data and vice versa to support business processing. The waves-based schedule includes concurrent multi-wave activities of analysis, configuration, and development. There are inherent risks associated with this deployment approach due to the complexity of managing multiple Waves in parallel.
GPM - 8	Verify that the project's managerial and reporting structure supports training, process definition, independent quality assurance, configuration management, product evaluation, and any other functions critical for the project's success.	5	The project's managerial and reporting structure supports staff development, process definition, quality assurance, configuration management, and other functions necessary for project success.
GPM - 9	Assess coordination and management to verify agencies and departments are not working independently of one another and following the communication plan.	3	The project has created a Change Champion Network to facilitate project-to-agencies and agencies-to-project communications. The CCN is also intended to foster agency-to-agency peer-to-peer communications. Despite the Project's efforts to communicate plan expectations and important details needed for agencies to take action to ready themselves, some agencies indicate less than full awareness of what information is available and express expectations of Project resource involvement in internal analysis of changes that the Project may not be able to fulfill. The Project Sponsor has initiated recurring communication with Agency Sponsors to improve awareness and increase engagement.

## AREA: Project Time Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
TME - 1	Evaluate the estimating and scheduling process of the project to assess if the project budget and resources are adequate for the work-breakdown structure and schedule.	3	The rescheduling effort to rephase the overall project is completed and has been communicated to stakeholders. The envisioned Florida PALM solution is dependent on timely completion of system modifications and/or new interface development by FLAIR, LAS/PBS, MFMP, STMS, and People First. IV&V was able to independently confirm commitment of FLAIR, LAS/PBS, STMS and People First to complete these activities according to the current project schedule. The Project and MFMP continue to engage to align activities and schedules.
TME - 2	Review that project milestones are realistic and meaningful and aid in managing project performance.	3	Deliverable Expectation Documents are inclusive of timelines to inform the project schedule. Deliverable deadlines and milestones have been sufficient in most cases. Issues causing slippage have been resolved without adversely affecting the critical path. Milestones are used to set and manage the critical path in a manual manner. Functional designs for Central Wave were underway and slightly behind schedule.
TME - 3	Review schedules to verify that adequate time and resources are assigned for planning, development, review, testing and rework.	3	FFMIS partners and STMS have not expressed objections to the replanned schedule. Schedule details communicated provide information needed for FFMIS/STMS partners to affirm or decline a commitment to the project schedule. The project continues to execute work in accordance with Contract Amendment 3, for which new deliverables and cost increases received ESC approval during November and was executed in December.
TME - 4	Evaluate that the project team is taking full advantage of time savings and resource flexibilities available in the project schedule, managing lead times and float.	5	The consistent attention paid to the project schedule results in increased awareness of planned activity starts and deadlines for completion.

AREA	TASK	SCORE	IV&V OBSERVATIONS
TME - 5	Examine relevant supporting data to determine if the project team has accurately estimated the time required for system configuration and/or software development efforts.	4	Some deliverables have taken longer to complete than originally planned. The delayed completion of CMS Wave functional designs adversely affected the start and completion of some development activities. However, the SDS team has been able to complete tasks pursuant to the resolution plan.
TME - 6	Review Project Team meeting process for tight agendas focusing on proactive issues (e.g., problem solving, risk identification, meaningful analysis) and relevant progress reports.	5	Agendas are used and meetings are focused and productive.

## AREA: Project Scope Management

AREA	TASK	SCORE	Comments
SCP - 1	Verify that the project scope is clearly documented; look for items listed as out of scope.	3	<p>Project scope as defined in the SOW is communicated and affirmed. No potentially out-of-scope items have emerged. The phased approach to implementation creates a prolonged dependency on FLAIR. A hybrid design relying on FLAIR and PALM is to be in service between implementation of Central Wave and implementation of Departmental Wave.</p> <p>As of this reporting period, the changes to FLAIR required of Central Wave, the functional designs for those, and the plan to complete those have not been fully documented by DFS OIT and the Project. The implications of modifying FLAIR and relying on FLAIR-to-PALM and PALM-to-FLAIR data translations present risks to execution of design and development objectives as well as production operations requiring data translation.</p>
SCP - 2	Review the procedure/process to evaluate the impact of scope changes to the project, including trade-offs, is unambiguous, e.g. objectives, schedule, cost, resources.	5	Changes in Scope are adequately managed through Project Decisions and/or Project Change Requests.
SCP - 3	Evaluate that assumptions made to support scope change requests are fully checked and vetted.	5	Project Decisions and/or Project Change Requests affecting project scope are fully vetted by subject matter experts and reviewed in Sponsor Meetings and as needed with the Executive Steering Committee according to criteria established in the governance structure.
SCP - 4	Project sponsors and stakeholders demonstrate a clear understanding of scope control and participate in the scope control and management process.	5	The Project routinely takes a painstaking approach to sharing detailed information with stakeholders, sponsors, and governance entities. Attention to and absorption of such information by all parties has demonstrably improved over time as evidenced by increased interactions, dialogs and the completion of tasks prescribed by the Project.
SCP - 5	Evaluate the thoroughness of scope control communications including project team, sponsors, and stakeholders.	5	The Project routinely takes a painstaking approach to sharing detailed information with stakeholders, sponsors, and governance entities.

## AREA: Project Cost Management

AREA	TASK	SCORE	Comments
CST - 1	Review and evaluate the Project Cost Management Plan to assess its reasonableness related to the project.	5	Project Management consistently demonstrates attention to detail and cost management practices.
CST - 2	Examine relevant supporting data to determine if the project team has accurately estimated the labor and cost of software deployment efforts.	5	Execution of planned work, fulfillment of deliverables and work products, and adherence to protocols have been evident without any indications that the levels of effort are greater or significantly less than available resources are able to accomplish.
CST - 3	Review the basis for cost forecasts and assess their accuracy.	4	The original contract is fixed price fixed duration. IV&V has observed discussions concerning cost containment and project leadership has worked to minimize any new costs associated with the re-plan. As of November 30, the new deliverables and costs associated with Contract Amendment 3 were approved by the ESC. The amendment was executed in December.
CST - 4	Verify that State staff are tasked to monitor project costs and the allocation of resources according to resource estimates and plans.	5	The Project Director's office and PMO team demonstrate regular prospective and actual cost analysis and management practices.

## AREA: Project Quality Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
QAL - 1	Verify the project's Quality Assurance plans, and procedures are comprehensive and complete.	5	The Project has adopted quality assurance processes that assure vendor accountability and help to ensure quality upon delivery/submission. The Project has also established a well-organized State Testing team that has demonstrated insight, thoroughness, and a highly effective approach to engaging with Track teams and creating plans and supporting documents for test efforts.
QAL - 2	Verify QA is following the QA plan and procedures by performing checks of system documentation, and monitoring products produced by the project with formal reviews and sign-offs.	4	The collaborative review process combined with individual quality review steps are effective in detecting and resolving quality issues prior to final submission for acceptance. However, as activities to support multiple waves in parallel increase, intensive, pre-submission collaborative reviews may not occur due to competing demands for resources.
QAL - 3	Evaluate if appropriate mechanisms are in place for project self-evaluation and that measures are continually taken to improve the process.	3	Written deliverables have routinely required significant efforts pre and post-submission to attain approval. Although Accenture has made efforts to improve pre-collaboration and pre-submission quality reviews to make the prescribed process more efficient, State reviews continue to generate a high volume of revisions, edits, and rework in some cases. Collaborative reviews have been invoked to lessen handoffs; however, these demand resources that are already assigned to other work.
QAL - 4	Verify that QA has an appropriate level of independence to raise concerns, make recommendations on the project's Quality Assurance plans, procedures and organization and is acknowledged by project management.	5	No Material Findings
QAL - 5	Verify that QA is monitoring all major development process definitions and standards for completeness, clarity, up-to-date, consistent in format, and easily available to project personnel.	5	The State Testing team is organized to monitor cross-track activities and changes to deliverables and work products that affect test planning, design, and execution.
QAL - 6	Verify that the processes and standards are followed and compatible with each other and with the system development methodology.	5	There has been no indication of variances. On the contrary, the Project overall adheres to a very disciplined approach to prescribed processes.



## AREA: Project Stakeholder Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
STK -1	Verify that executive sponsorship supports all changes which impact project objectives, cost, or schedule.	5	Sponsorship has steadily improved. Sponsors are fully engaged, inquisitive, and active within their respective organizations. Sponsors generally demonstrate a high level of commitment to the Project.
STK -2	Verify that there is a Project Governance Plan and an active Executive Steering Committee (ESC) whose role it is to oversee changes impacting project objectives, cost, or schedule.	5	The governance plan and ESC are in place and active on a regular basis. The individual members of the ESC express a common understanding of their role and expectations of work demands as approvers of major project deliverables.
STK -3	Verify that project is in compliance with the State of Florida's Enterprise Architecture, Information Security and other IT policies and Guidelines	5	The Department has engaged fully in the process of planning and assessing the design of infrastructure, network connectivity, and security of the cloud-based solution.
STK -4	Assess to assure stakeholder participation, support and commitment, and that open pathways of communication exist among all stakeholders.	5	Internal and external stakeholders are consistently communicated with, engaged in project activities, and encouraged to contribute feedback as project plans and designs are shared.
STK -5	Verify that stakeholder expectations match the project objectives and deliverables.	4	The Project regularly conducts proactive communications to and interaction with stakeholders and uses stakeholder feedback to improve where needed. Feedback from stakeholders indicates a high degree of satisfaction with project support. The Project and MFMP continue to work together to confirm schedule commitments to ensure the development and testing of key interfaces can be accomplished by DMS. As of December, alignment of the Project schedule with the DMS MFMP Next Generation project schedule continues.

## AREA: Project Communications Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
COM - 1	Confirm communication plans and strategies are established, accessible and being used.	5	The project continues to maintain a comprehensive, multi-channel communication planning log. The OCM team has created a comprehensive communication strategy.
COM - 2	Verify communication plans and strategies are effective and support communications and work product sharing between all project stakeholders.	4	<p>Stakeholder assessments have been used to gauge effectiveness. Responses indicate widespread awareness and consistent levels of engagement with few exceptions.</p> <p>The Project routinely publishes targeted communications and makes materials available online. IV&amp;V has observed agency liaisons leveraging published online material and the quarterly communications package to create internal content for meetings and other forms of communication (e.g., SharePoint, newsletters, agency site).</p> <p>Some agencies indicate a need for detailed information to assess the impact of Florida PALM on their agency business systems, operations, and demand for technical resources to complete preparations. As of November, the Project is taking steps to expedite details concerning the Departmental Wave to facilitate those impact assessments. The Project continually assesses its communications practices and creates alternative communications to inform agencies on where to find the details they seek.</p>
COM - 3	Review that mechanisms to capture informal communications and feedback are active and effective for informing project team of stakeholder and end-user needs.	5	The Project has established a Change Champion Network designed to channel informal communications to various agency-based liaisons prior to contacting Project resources directly. This helps to ensure ad hoc communications are received, treated by the appropriate resources, and responded to in a consistent manner.

## AREA: Project Risk Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
RSK - 1	Verify that the project is managing project risk through plans and procedures to identify, quantify, report, log and act upon reducing risk through contingency plans and communication.	5	The project has a long-established process to manage risks and consistently monitors and assesses potential risks. The project to date has logged a small number of issues that have been resolved without negative impacts to the plan or objectives. More details are provided in Section 2 of the IV&V Monthly Assessment.
RSK - 2	Verify that the project is managing project issues and actively acting to resolve.	5	The project has a long-established process to manage issues and is consistently monitoring and assessing risks that present emergent issues. More details are provided in Section 2 of the IV&V Monthly Assessment.
RSK - 3	Verify that Risk Plans include indicators for executive commitment and support.	5	Risks and Issues are regularly reviewed with Executive Sponsors and the Executive Steering Committee.
RSK - 4	Verify the Risk Plan recognizes multiple aspects of integrated project risk: processes, systems, organizations, culture and knowledge.	5	No Material Findings
RSK - 5	Verify the Risk Plan includes a review of technical components for quality factors including stability, availability, scalability, usability, security and extensibility and identifies specific risks in components.	5	Contractual performance standards address quality, stability, availability, scalability, usability, security, and extensibility.

## AREA: Project Procurement Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
PRC - 1	An inventory of necessary services and resources for completion of the project has been created and maintained.	5	The contract amendment needed to ratify the re-planning was approved and executed during December. This preserves the integrity of the schedule and concepts agreed to through the re-planning effort and should enable OIT and FMIS partners to provide firm commitments.
PRC - 2	Necessary timeframes and specifications for project resources are identified and monitored.	5	No material findings
PRC - 3	Vendors and suppliers are identified to provide resources that meet the criteria.	5	There is no foreseen need to change vendors or suppliers because of the re-planning effort.
PRC - 4	Contracts have been secured following State requirements and conditions for the selected vendors.	5	Contracts are in effect and compliant.

## AREA: Project Vendor Management

TASK #	TASK	SCORE	Comments
VND - 1	Verify the obligations of vendors (including sub-contractors) are clearly defined under the statement of work, requirements, standards, development milestones, acceptance criteria, delivery dates, etc.	5	Statement of Work is comprehensive. Roles and responsibilities are clear. The Project maintains a disciplined approach to the development of Deliverable Expectation Documents that include scope, timeframes, and acceptance criteria.
VND - 2	Verify that vendor's services are delivered in a manner compatible with the project's standards and work environment.	4	Adaptation of vendor service delivery practices to meet project standards is an ongoing process.
VND - 3	Verify the vendor has and maintains the required skills and resource capacity, procedures and supervisory standards to meet their commitments	4	Vendor resource issues require ongoing management to prevent risk. Turnover remains an area of focus.
VND - 4	Verify that any proprietary tools used by vendor do not restrict the future maintainability, portability, and reusability of the system.	5	Infrastructure and application designs have been reviewed by the State Project team and Department stakeholders.

## AREA: Project Human Resource Management

AREA	TASK	SCORE	IV&V Observations
HUM - 1	Evaluate the project staffing plan and verify that adequate human resources will be available for project activities.	5	After encountering delays in onboarding resources due in part to COVID-19 logistical issues, Accenture has deployed additional resources to help resolve the delay in completion of CMS Wave functional design documents and subsequent development activities.
HUM - 2	Verify skills and experience of project resources are adequate for the job assignments.	5	Track management and PMO demonstrate clear accountability and performance management practices are in place and exercised.
HUM - 3	Verify the Project Team allows for staffing adjustments to schedule and cost e.g. learning curves when team members need to acquire new skills.	5	Project Staff are provided training and lead time as new skills are required. Staff are added to the schedule aligning with the need for resources.
HUM - 4	Assess team morale and any potential effects on project progress.	5	Morale remains steady without evident issues. As COVID-19 causes extended telecommuting situations, the Project has taken steps to connect with staff and gauge morale. Deadlines continue to be met in most areas and teams continue to maintain productivity.

## AREA: Project Change Control

AREA	TASK	SCORE	IV&V OBSERVATIONS
CNG - 1	Verify that a Change Control Plan is created with procedures to evaluate/approve change requests and verify they are developed, communicated, implemented, monitored, and complete.	5	Change control processes are included in the PMP and System Analysis and Design documents.
CNG - 2	Verify that appropriate processes and tools are in place to manage system changes, including formal logging of change requests and the review, prioritization, and timely scheduling of maintenance actions.	5	No Material Findings
CNG - 3	Verify that mechanisms are in place to prevent unauthorized changes being made to the system and to prevent authorized changes from being made to the wrong version.	5	No Material Findings
CNG - 4	Verify that changes are communicated to stakeholders in advance of decisions, participation of stakeholders is sufficient to increase awareness of proposed changes and provide for adequate input.	5	The Project Change Control and Decision Processes adequately inform stakeholders and solicit involvement with stakeholders.
CNG - 5	Review the change requests received by the Project and the documentation to approve/reject the change.	5	Project Change Requests are reviewed and approved by Project Management.
CNG - 6	Assess the project's analysis of approved changes for reasonableness and impact to existing requirements, schedule, cost, quality and complexity.	5	Project Management adequately manages the Project Change Control Process.

## AREA: Project Capability Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
CAP - 1	Assess the configuration management (CM) plans and procedures for clarity and completeness.	5	Configuration management controls are defined in deliverables and evident in daily project activities.
CAP - 2	Evaluate the project's process and procedures for managing requirements.	5	The Project has confirmed mutual understanding of requirements and associated each requirement with functionality in the system to be used to fulfill the requirements.
CAP - 3	Verify that business/technical requirements can be traced through design and test phases to verify that the system is configured/developed and performs as intended.	5	The Requirements Traceability Matrix is designed to facilitate traceability to requirements and tests.
CAP - 4	Evaluate project policies and procedures for ensuring that the system is secure, and that the privacy of client data is maintained.	5	The strategy for data protection (D499) was accepted.
CAP - 5	Evaluate the project policies and procedures for security on user access to the system and data.	5	Standard Accenture procedures for assignment of user security can be adapted to comply with State requirements.
CAP - 6	Evaluate the project policies and procedures for security and risk analysis.	5	Accenture's use of Oracle Cloud Infrastructure has been evaluated by DFS OIT and the buildout and planned ongoing operations comply with State requirements.
CAP - 7	Verify that performance requirements (e.g., timing, response time and throughput) are completely specified.	5	System performance requirements are defined as part of the Service Levels Expectations deliverable.
CAP - 8	Verify that user's maintenance requirements for the system are completely specified.	5	The contract stipulates maintenance agreements and includes State requirements.



AREA	TASK	SCORE	IV&V OBSERVATIONS
CAP - 9	Verify that all system interfaces are identified, and specifications are defined.	3	The Project has provided standard interface layouts and is in the process of working with agencies and partner systems to test functionality for the CMS Wave. Issue 25: Provider limitations in DFS Treasury's newly contracted investments data service have introduced the need to re-evaluate some interface designs to fulfill functional requirements. Issue 26: Unanticipated work is needed to resolve interface format conflicts with standard functionality to support Treasury banking interfaces.
CAP - 10	Verify approved interface specifications are documented and available and that appropriate relationships (such as interface working groups) are in place with all agencies and organizations supporting the interfaces.	3	The Project has shared CMS Wave and Central Wave interface layouts and has confirmed specifications for CMS Wave. Based on observations and feedback from engagement activities for Central Wave, it is unclear that all agencies are independently assessing impacts to their agency business systems to identify resources needed to prepare for the changes to data and processes that will result from Florida PALM Central Wave. In some cases, there are inconsistencies in what an agency will include in status reports and what's indicated in their interface inventory.
CAP - 11	Verify that the processes and tools are in place to identify software versions within environments and to rebuild system configurations based on predecessors.	5	No Material Findings
CAP - 12	Verify that sufficient software instances and environments are available for training, test, and production and that formal control procedures are in place to avoid conflicting demands.	5	No Material Findings

## AREA: Project Testing Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
TST - 1	Evaluate the plans, environment, procedures, and acceptance criteria to be used for system testing of the software.	5	The State Testing team is organized and leveraging all available information to develop plans, scenarios, and test scripts.
TST - 2	Evaluate interface testing plans and procedures for compliance with industry standards.	5	No Material Findings
TST - 3	Review and evaluate cutover and go-live plan.	5	Cutover planning for CMS Wave has begun.
TST - 4	Acceptance criteria for each deliverable of business functionality and technical component must be defined, reviewed, and approved prior to test and the results of the test must be documented. Acceptance procedures must also address the process by which any software product that does not pass acceptance testing will be corrected.	5	Deliverable Expectation Documents have all included detailed acceptance criteria.
TST - 5	Verify that a sufficient level of system test coverage is achieved by the test cases/scenarios and execution, that test results are verified, and that the test results are documented.	5	During December System Test was completed. Test cases/scenarios produced findings that are documented, triaged, and being addressed in an orderly fashion. There are no apparent risks to meeting exit criteria for System Test.
TST - 6	Verify that a sufficient level of integration test coverage is achieved by the test cases/scenarios and execution, that test results are verified, and that the test results are documented.	4	Interface Testing is underway. Except for the interfaces involved in Issue 26, testing is proceeding without disruption. Test cases/scenarios are producing findings that are documented, triaged, and addressed in an orderly fashion.
TST - 7	Verify that the test organization has an appropriate level of independence from the software configuration/development organization.	5	The State has organized a Testing team consisting of full-time testers. The team is organized under SDS Track management.
TST - 8	Verify that a sufficient number and type of case scenarios are used to ensure comprehensive but manageable testing and that tests are run in a realistic, real-time environment.	5	No Material Findings
TST - 9	Verify that test scripts are complete, with step-by-step procedures, required pre-existing events or triggers, and expected results.	5	No Material Findings

AREA	TASK	SCORE	IV&V OBSERVATIONS
TST - 10	Verify that test results are verified, that the correct code configuration has been used, and that the test runs are appropriately documented, including formal logging of errors found in testing.	5	No Material Findings SIR resolution management may be enhanced by documenting justification of priority with explicit business impact and a workaround statement described within the SIR.
TST - 11	Verify that appropriate acceptance testing based on the defined acceptance criteria is performed satisfactorily before acceptance of software products.		Pending
TST - 12	Verify that the acceptance test organization has an appropriate level of independence from the software configuration/development organization.		Pending

## AREA: Project Training Management

AREA	TASK	SCORE	IV&V OBSERVATIONS
TRN - 1	Verify that all necessary policy, process and standards documentation is easily available to resources responsible for configuration/development of software.	5	Cross-track accessibility to information and coordination for assistance is in place.
TRN - 2	Verify that all necessary policy, process, procedures and standards documentation is easily available to state systems administrators		Pending
TRN - 3	Assess curriculum and delivery plan for training to be provided to state system administrators. Verify sufficient knowledge transfer for maintenance and operation of the new system.	5	Training curriculum is under development. CMS Wave training units are in design and build.
TRN - 4	Verify that training for users is instructor-led and hands-on and is directly related to the business process and required job skills.	5	The plan includes all facets. End-user training for CMS Wave is in design and build.
TRN - 5	Verify that training materials including policies and processes along with help desk services are easily available to all users.		Pending
TRN - 6	Verify that all training is given on-time and is evaluated and monitored for effectiveness, with remedial training provided as needed.		Pending
TRN - 7	Verify that developer/configuration training is technically adequate, appropriate for the development phase, and available at appropriate times.	5	The Project maintains an extensive program of Knowledge Transfer to ensure project staff are trained on how to maintain and update the system.

AREA	TASK	SCORE	IV&V OBSERVATIONS
TRN - 8	Verify that systems administrator training is technically adequate, appropriate for the development phase, and available at appropriate times.	5	The Project maintains an extensive program of Knowledge Transfer to ensure project staff are trained on how to operate and maintain the system.
TRN - 9	Verify that training in using the contractor-supplied software is ongoing throughout the development process, especially if the software is to be turned over to state staff for operation.		Pending

## 2.4 IV&V Other Activities

During this period, IV&V observed and participated in activities involving the following topics as part of our ongoing role in the quality assurance process.

Subject	Activities	Description
D094	Ongoing validation	Interface and Integration Testing Plan
D105	Review and observations on schedule	Workflow Administration Guide
D112	Ongoing review and observations	Training Deployment Management Plan
D116	Ongoing review and observations	Master Readiness Workplan
D120	Ongoing validation	Help Desk Strategy
D127	Ongoing validation	Production Support Strategy
D134	Review and observations on deliverable	Disaster Recovery Testing Plan
D172	Ongoing review and observations on schedule	Project Schedule
D465	Ongoing review and observations on deliverable	CMS Wave Master Readiness Workplan
I-D21	Review and observations on internal deliverable	Help Desk Mobilization Plan
I-D190	Ongoing review and observations on internal deliverable	Training Needs Assessment
WP65	Ongoing validation	Role Learning Plans
WP301	Review and observations on work product	Change Champion Network Quarterly Townhall
WP326	Ongoing review and observations on work product	Production Support Roles & Responsibilities
WP362	Ongoing review and observations on work product	Help Desk Mobilization Plan
IV&V	Review of procedures	Project Deliverable Quality Control Process
IV&V	Ongoing validation	Project/Department engagement activities
IV&V	Ongoing validation	Project phasing approach and resourcing

### 3 IV&V Contact Information

ISG (Information Services Group) (NASDAQ: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

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