Administrative Office of the Courts

Quality Assurance Consulting Services

Integrated Solutions Group LLC

INH-EDE Steering Committee Interim Report #2

August 12, 2016

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INH EDE – QA Report Interim Findings Report #2

–Introduction	5 min.
–Process Overview	5 min.
–Assessment	30 min.

Closing/Questions

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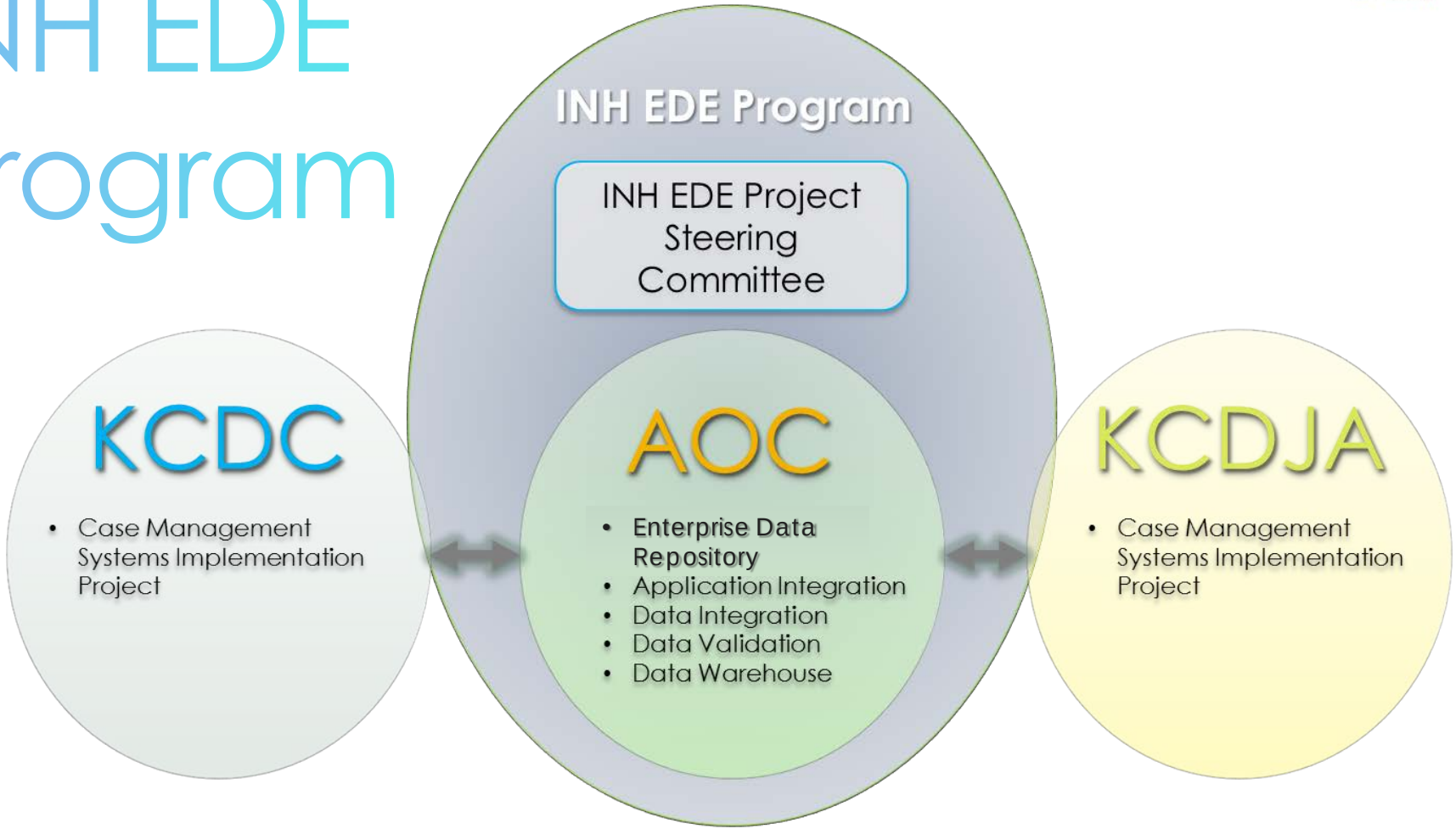
INH EDE Program



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Process for Report #2

- ✓ Assessment Interviews
- ✓ Documentation Discovery
- ✓ Operational Meetings and Observations

ISG Assessment Framework

1. Planning Oversight
2. Project Management
3. Quality Management
4. Requirements Management
5. Software Development
6. System and Acceptance Testing
7. Data Management
8. ❑ Operations Oversight

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Process for Report #2

Completed Interviews

1. Eric Kruger
2. Chau Nguyen
3. Daniel Belles
4. Kevin Ammons
5. Christine Cook
6. Sree Sundaram
7. Sriram Jayarama

Upcoming Interviews

8. Bill Kehoe
9. Shuyi Hu (KCCO)
10. Othniel Palomino (KCDC)
11. Enrique Kuttemplon(KCDC)
12. Latasha Battle (KCDC)
13. Kanani Johnson (KCDC)
14. Kumar Yajamanam
15. Vonnie Diseth

Documentation/Observation

1. INH EDE Integrated Program Schedule
2. Draft PMP
   - Project Governance
   - Risk Management
   - Issue Management
3. INH-EDE Project Steering Committee reporting
4. Steering Committee Meeting Minutes
5. Expedited Data Exchange Budget Status Report
6. Application Integration High Level Schedule
7. Project Track Schedules
8. Project Track monthly reports
9. KCCO Requirements on Bulk Data Upload to EDR
10. INH EDE Program Town hall
11. EDE Technical Workshop - Meeting with AOC, KC and JTI
12. EDE Weekly Status Review Meeting
13. JIS System Change Governance Committee

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Baseline Assessment

ISG Quantitative Analysis System

Green – 1 through 3 impact weighting – Best practices, expected processes, procedures and policy, and active application of management controls. No or very little adverse impact is anticipated.

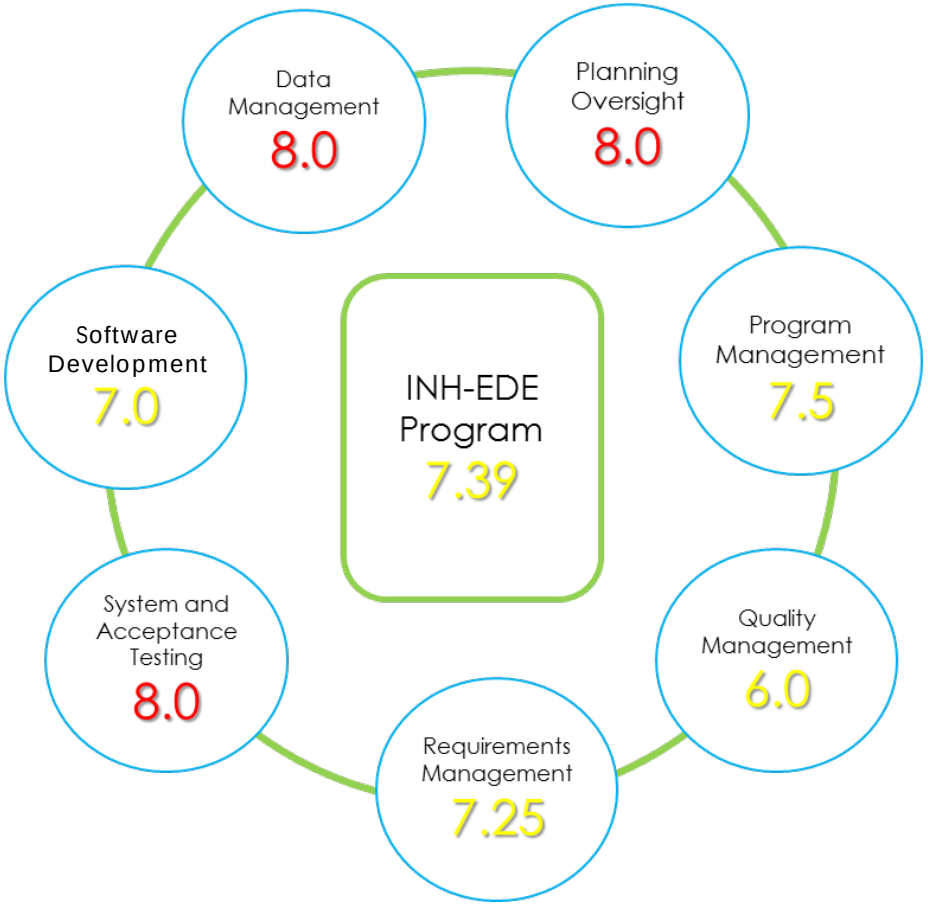
1 to 3

Yellow – 4 through 7 impact weighting – practices, procedures, processes and policy analysis yield findings that could adversely impact project outcomes; recommendations for correction or remediation are warranted.

4 to 7

Red – 8 through 10 impact weighting – practices, procedures, processes and policy analysis yield findings that have a high likelihood to adversely impact program outcomes. Recommendations for correction or remediation are time sensitive and prioritized as needing immediate attention.

8 to 10



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Executive Summary

Accomplishments

- Integrated Program Schedule (IPS) development
  - Joint effort by AOC, KCDC and KCCO
- Program Manager leadership
- First Draft of PMP under review
  - Governance
  - Issue Management
  - Risk Management
- Communication and coordination improvements
- Data Integration (DI) procurement completion

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Executive Summary, cont.

In Progress/Opportunities

- Operationalizing the IPS
  - Monitoring and maintaining dates with each PM/Lead
  - Aligning Steering Committee status reports with IPS key activities
  - Implementing formal deliverable approval process
- Resource Management
  - Procurement, BA, and Application Track PM limitations
- Requirements Management
  - Formalizing requirements identification and management across tracks
- Test Plan Development
  - Aligning integration points across orgs
- Data Management Plan
  - Agreement on data migration

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Planning Oversight: 8.0 =

Observations

- Additional resources within the procurement team have relieved some workload issues
- Procurement resources assigned to specific procurements has potential for workload efficiencies
- DI Procurement Project was completed successfully
- AOC Alternative acquisition models (e.g., convenience contracts for range of personnel needs) are not available for Program utilization

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Program Management: 7.5

Observations

- Program Management Plan (PMP) is under development with target completion in August
- Program Manager is leading development of key deliverables and communication mechanisms that are improving program operations and reducing risk
- Communication across program is improving due to Integrated Program Schedule (IPS) and regularly scheduled meetings
  - Program Project Managers meeting
  - AOC Project Managers Meeting
  - Town Hall Meetings
- Unexpected Application Lead/Project Manager availability limitations

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Quality Management: 6.0

Observations

- Critical deliverables highlighted in the IPS should be subject to a formal review and approval process to ensure business needs and quality objectives are being met
  - PMP should include a simple process and standard timeline for approving formal deliverables in the IPS including identification of reviewers and approvers by deliverable

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Requirements Management: 7.25

Observations

- Requirements are understood and formally defined inconsistently across project tracks
- PMP should define a standard Requirements Management Plan so that requirements are sufficiently addressed
- Business Analysis (BA) resources within AOC is a risk that Program Manager has escalated to the Program Sponsors

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Software Development: 7.0 ↑

Observations

- ↑ Requirements Management and Configuration Management should be defined in PMP to ensure final product meets business needs

System and Acceptance Testing: 8.0 =

Observations

- ↑ Program Test Plan is under development and targeted to be completed in early September

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Data Management: 8.0

Observations

- Program Data Management Plan is being drafted and targeted to be completed in early September

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QA Project Team Next Steps

- Complete Program interviews through week of September 12th
- Continue documentation review through week of September 12th
- Present interim report #2 to JISC on 8/26
- Draft copy of final report #2 and review with SC sponsors 9/16
- Present final report #2 to EDE SC 9/23

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Close and Questions

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