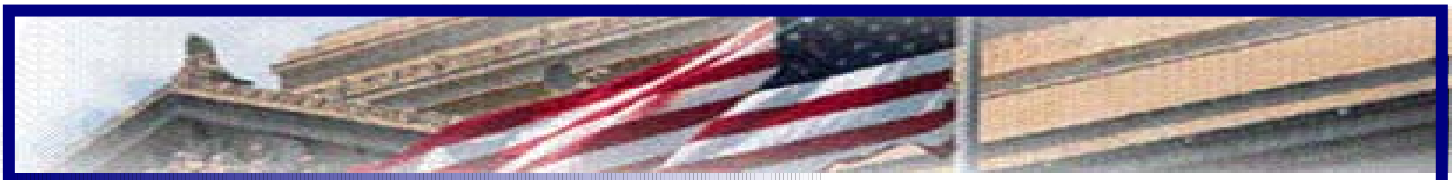

MANAGEMENT CONSULTING
FOR
STATE AND LOCAL
GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

Quality Assurance Spotlight Report

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

Vendor Preparation Activities

September 30, 2012

Prepared by
Bluecrane, Inc.

bluecrane ®

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1. EXECUTIVE SUMMARY

1.1 Introduction

This "QA Spotlight Report" is the second ad-hoc report prepared by Bluecrane, Inc. ("*bluecrane*"), the Quality Assurance Professional for the Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project. (The first dealt with the risks associated with the then impending departure of Jeff Hall.)

The purpose of this QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed ***prior to arrival of the SC-CMS vendor***. Vendor preparation activities ensure that:

- Processes are in place for successful management of the vendor.
- The vendor has the information necessary to begin work on various aspects of the project.
- The project team and subject matter experts (SMEs) are prepared to participate in the vendor requirements validation and design sessions.

1.2 Assessment Results

The key observations and conclusions of this report are:

- There are numerous activities underway at AOC to prepare for the SC-CMS vendor. "Inventorying" those activities in a single report such as this provides valuable insight into the extent of those activities.
- The SC-CMS Project team is doing an admirable job of preparation.
- Of the thirty-one (31) areas of activity that *bluecrane* assessed, twenty-eight (28) are assessed as "No Identified Risk."
- Risks were identified in three areas and are related to:
    - Lack of business analysts with deep court business process knowledge, and
    - Delay in utilization of the selected requirements management tool due to unavailability of AOC enterprise processes.

  These risks have been documented in *bluecrane's* September month-end QA report to AOC.

1.3 Dashboard Summary of Assessment

Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Infrastructure and Data Preparation				
AOC Preparation				
AOC Infrastructure	No Identified Risk	No Identified Risk	Not Started	**Observation:** No risk identified
AOC Interfaces to internal applications	Risk	No Identified Risk	Not Started	**Observation:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.
AOC Interfaces to outside agencies	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
AOC Applications	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
AOC Data preparation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Information Technology Standards	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Courts Preparation				
Pilot Identification	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
County rolling wave implementation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court Infrastructure	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court Interfaces	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court applications	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court data preparation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court business processes	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified

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Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Integrated Management				
Project Management				
Project Management Processes	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Project Governance	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Project Communication	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Contract and Deliverable Management				
Pre-defined Acceptance Criteria	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Deliverable Review and Approval Process	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Defect Tracking Process	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Tracking Tools				
Project Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Requirements Tracking	Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Deliverable Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Defect Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Test Script Tracking	Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Project Library	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified

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Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Requirements, System Functionality and Business Processes Preparation				
Baseline Business Process Cohesion	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Business Process Documentation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
UAT Test Scripts	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Reporting, Forms, and Correspondence	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Security Functionality	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
User Interface Standards	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Facilities Preparation				
Office Space	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Meeting rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Testing Rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Training Rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.

2. Assessment Methodology

2.1 Stage of Delivery

As with the monthly QA report, for each area of the assessment, we assess activities in the following three stages of delivery:

- **Planning (P) –** is the project doing an acceptable level of planning?
- **Executing (E) –** assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results (R) –** are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, results are what the project is all about!)

2.2 Risk Assessment Ratings

For each area of assessment, we classify our observations, identified risks, and identified issues into one of the following five groups rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	**Extreme Risk:** a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Risk	**Risk:** a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”

Assessed Status	Meaning
Risk Being Addressed	**Risk Being Addressed:** a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Identified Risk	**No Risk:** "All Systems Go" for this item
Not Started/ Not Assessed	**Not Started:** this particular item has not started yet or is not yet assessed
Completed or Not Applicable	**Completed/Not Applicable:** this particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes

3. Detailed Risk Assessment

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Infrastructure and Data Preparation						
AOC Preparation						
AOC Infrastructure			No Identified Risk	No Identified Risk	Not Started	**Observation:** No risk identified
	Prepare infrastructure including network, servers, desktop workstations, and printers at AOC	COTS-Prep Infrastructure				**Status** Planning, analysis, and implementation activities continue. AOC is working with Consolidated Technology Services (CTS) to increase network capacity to several counties. Currently identifying Service Level Agreements (SLA) that will be analyzed for adequacy. Some activities are on hold until vendor requirements are known.
AOC Interfaces to internal applications			Risk	No Identified Risk	Not Started	**Observation:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
	Add or modify AOC application interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	COTS-Prep Application Inter-Networking Hub (INH)				**Status** **COTS-Prep:** Planning and analysis activities are continuing. Currently documenting existing systems that will potentially interface with SC-CMS and identifying data items that may need transformation due to format or content changes. Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities. Some activities are on hold until vendor system interface requirements are known.
						INH: Continuing with design and implementation activities. Potential technical resource constraints are being addressed. Some SC-CMS requirements are being reviewed to confirm that they will be met by INH components that are under development. Approaches are being developed for data items identified by COTS-Prep that will require transformation. Examples are 1) the case type field which may likely have a different format or may have additional case types and 2) name field which is one field in JIS but may be three separate fields in SC-CMS.
AOC Interfaces to outside agencies			**No Identified Risk**	**Not Started**	**Not Started**	**Observation:** No risk identified
	Add or modify AOC interfaces to external agencies to support SC-CMS. Prepare documentation to provide to vendor for each interface.	INH				**Status** Planning and analysis activities are continuing. Some interfaces to outside agencies will not change because they are linked to JIS. Some interfaces will be provided by INH. AOC IT Operations maintains a list of integrations with outside agencies.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
AOC Applications			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modify AOC applications as necessary to support SC-CMS	COTS-Prep Application				**Status** Identifying known and potential impacts to applications and associated data repositories as noted above in status of AOC Interfaces.
AOC Data preparation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Initiate data preparation for incorrect data, invalid data, and missing data	Data Quality Coordinator				**Status** The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in the data stored in JIS. These efforts will be coordinated with the data transformation activities identified for the interface and application areas above.
Information Technology Standards			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Document architecture and software development standards with which the vendor must comply	SC-CMS Architect				**Status** AOC has defined system architecture and application standards in the SC-CMS RFP. The system architecture will be defined in detail by the vendor after the vendor contract has been awarded.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Courts Preparation						
Pilot Identification			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Identification of Pilot Courts	Business Liaison				**Status** A solicitation will be conducted to identify courts that are interested in participating as one of the two courts that will pilot the SC-CMS application prior to beginning the full rollout of the courts.
County rolling wave implementation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Coordination of preparation activities and responsible parties in courts for the rolling wave implementation	Organizational Change Management (OCM)				**Status** The Organization Change Management (OCM) team is responsible for coordinating both OCM and technical readiness activities at the courts. OCM activities focus on helping users of the new system understand and accept the changes and impacts to their work. Technical readiness activities focus on making modifications to the local court infrastructure, applications, and interfaces that are necessary to implement SC-CMS. A readiness tool was sent to courts in January, 2012 to help courts plan for the upcoming implementation. The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court Infrastructure			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Prepare infrastructure of network, servers, desktop, and printers prior to vendor arrival	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.
Local court Interfaces			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Add or modify court and/or county interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court applications			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modify court and county applications to support SC-CMS	Courts OCM (coordinate) CBO				**Status** The OCM team is coordinating efforts at AOC to establish a single point of contact at AOC and a single point of contact at each of the counties that would focus communications, requests, and activities that involve court personnel so that courts do not receive similar or conflicting requests for information or participation from separate areas in AOC. The CBO in collaboration with OCM and the SC-CMS Architect is looking to help with the coordination of soliciting and collecting information from the courts regarding local court applications to get a complete picture of the court's systems and IT environment. This information will be used to possibly determine the court's characteristics for the purposes of configuring the SC-CMS and in the selection of a possible pilot court.
Local court data preparation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Initiate data preparation in court and/or county applications for incorrect data, invalid data, and missing data	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court business processes			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modification of court business processes required to implement SC-CMS and for desired process improvements	Courts CBO (coordinate)				**Status** The Court User Work Group (CUWG) is being formed and the first meeting has been targeted for early November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline information to then develop the To-Be business processes. The To-Be business processes will include the requirements describing the desired features and functions. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Integrated Management						
Project Management						
Project Management Processes			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop the approach for merging AOC project management processes with vendor project management processes	SC-CMS Project Office				**Status** The current set of project management plans will be updated to include vendor participation after the SC-CMS vendor contract has been awarded.
Project Governance			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop the approach for project, system functionality, and technical decision-making in conjunction with vendor	SC-CMS Project Office CBO				**Status** **Project Office:** The current Governance Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded. **CBO:** The CUWG Charter identifies a consensus model for making system functionality decisions during the vendor requirements validation and design sessions. If multiple simultaneous vendor sessions are required the CUWG will modify the decision model to accommodate multiple CUWG groups.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Project Communication			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement regular, routine meetings and status reports providing integrated updates of vendor and state activities and milestones	SC-CMS Project Office				**Status** The current Communication Management Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded.
Contract and Deliverable Management						
Pre-defined Acceptance Criteria			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Prepare outlines and initial drafts of deliverable expectation documents	SC-CMS Project Team				**Status** The SC-CMS project team will prepare Deliverable Expectation Documents (DEDs) for each vendor deliverable. The DEDs will describe the requirements that each deliverable must meet to be approved.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Deliverable Review and Approval Process			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define and document roles and processes to review and accept vendor deliverables including software and documents	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will describe the process how members of the SC-CMS project team, the CBO, the CUWG, SC-CMS sponsors, AOC staff and management and other stakeholders will participate in review and approval of vendor deliverables. The Deliverable Management Plan will contain a RACI matrix showing the level of participation by SC-CMS stakeholders.
Defect Tracking Process			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop approach for tracking defects for software and other deliverables and monitoring progress with specific metrics	SC-CMS Project Office				**Status** The Deliverable Management Plan will describe the process for recording, tracking, and managing deliverable defects.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Tracking Tools						
Project Tracking			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement tools for tracking schedule, budget, changes, risks, issues, resources, and decisions	SC-CMS Project Office				**Status** The tools that will be used to support project management processes for the SC-CMS project are being implemented. The same set of tools will be used when the vendor joins the project.
Requirements Tracking			Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
	Implement a tool for tracking changes to requirements, status of requirements, and traceability of requirements	CBO				**Status** Rational Requirements Composer (RRC) has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. However, there is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which have not been defined yet. At this time, the CBO and SC-CMS Project are not able to use RCC because the AOC requirements management processes have not been fully defined. If the enterprise requirements management process can be defined in a short relatively short period of time (2-4 weeks), then the impact to the project should be minimal. If defining the AOC processes is expected to take longer, then significant delays to project milestones may ensue if the use of RRC is delayed.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Deliverable Tracking			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a tool for tracking of software, document, and service deliverables - receipt, review, approval, status, etc. to support the deliverable management process	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will identify a tool to be used to track deliverables. The implementation of the deliverable tracking tool is planned for prior to vendor arrival.
Defect Tracking			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a tool for tracking defects identified for software, documents, and service deliverables to support the deliverable management process	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will identify a tool to be used to track defects. The implementation of the defect tracking tool is planned for prior to vendor arrival.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Test Script Tracking			Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
	Implement a tool to document, manage, and track User Acceptance Testing test scripts	SC-CMS Quality Assurance Lead				**Status** The Quality Assurance (QA) team will develop UAT test scripts to test that the RFP requirements have been met. The test scripts will be managed using the Rational Requirements Composer (RCC) tool. As noted above in the Requirements Tracking section, the SC-CMS project is not able to use the RCC tool until the enterprise requirements process has been developed and implemented.
Project Library			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a project library tool for management of project documents including those developed both by state and vendor resources	SC-CMS Project Office				**Status** Microsoft SharePoint has been selected as the tool to manage project documentation. The SC-CMS Project Office and Organizational Change Management teams are designing changes to the SC-CMS SharePoint site to incorporate structure for state and vendor deliverables.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Requirements, System Functionality and Business Processes Preparation						
Baseline Business Process Cohesion			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Obtain agreement by subject matter experts (SMEs) on baseline requirements, system functionality, and business processes prior to vendor arrival	CBO Court User Workgroup (CUWG)				**Status** The members of the CUWG have been designated as the SMEs who will participate in the vendor requirements validation sessions and SC-CMS design sessions and have been given authority to make all decisions regarding requirements, system functionality, and business processes. CUWG meetings are planned starting in November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline information to then develop the To-Be business processes.

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
						The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Business Process Documentation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop baselined court business process documentation	CBO CUWG				**Status** As noted above in the Business Process Cohesion section, the CBO and the CUWG will review and validate the As-Is business processes and subsequently develop and baseline the To-Be business processes. The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
UAT Test Scripts			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop User Acceptance Test (UAT) test scripts that will be given to vendor at the beginning of requirements validation to define vendor accountability criteria, enable agreement by SMEs on requirements and functionality	SC-CMS Quality Assurance Lead				**Status** As noted above, the QA team will develop UAT test scripts that will be used during UAT to validate that the requirements have been met.
Reporting, Forms, and Correspondence			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define and document report layouts and identify a set of forms and correspondence layouts prior to vendor arrival	CBO, SC-CMS BAs, and CUWG				**Status** In October, the CBO and the SC-CMS Business Analysts will begin obtaining an inventory of reports that will be incorporated into the As-Is business model and will be reviewed as part of the development of the To-Be business model. Similarly, the CBO and the SC-CMS Business Analysts will obtain an inventory of forms or correspondence generated by the current systems that will be incorporated in the As-Is business models and will be reviewed as part of the development of the To-Be business models.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Security Functionality			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define user roles and a security profile for each user role	CBO, SC-CMS BAs, and CUWG				**Status** User roles will be defined as part of the As-Is and To-Be process model development.
User Interface Standards			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop look-and-feel and keyboarding requirements	CBO and CUWG				**Status** The RFP contains several keyboarding requirements that will be addressed during the design and configuration of SC-CMS. Because SC-CMS will be a Commercial Off-the-Shelf (COTS) implementation, there may be little or no ability to modify the user interface.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Facilities Preparation						
Office Space			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Acquire adequate office space for state staff and vendor staff prior to vendor arrival. This will eliminate the potential for lack of office space to be used by the vendor for delays in the planned timeline.					**Status** This area will be assessed in October.
Meeting rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Ensure there are adequate meeting rooms for vendor requirements validation sessions and subsequent SC-CMS design sessions. There should be allowances for the possibility for multiple simultaneous vendor sessions.					**Status** This area will be assessed in October.

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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Testing Rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Reserve adequate space for performing system and user acceptance testing					**Status** This area will be assessed in October.
Training Rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Reserve adequate space for performing training					**Status** This area will be assessed in October.