Administrative Office of the Courts

Quality Assurance Consulting Services

Integrated Solutions Group LLC

Judicial Information System Committee (JISC) Kickoff Presentation

April 15th, 2016

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QA Engagement Overview

Presentation

- Introduction of ISG and the QA team — 5 min.
- QA Project Approach — 10 min.
- Methodology and Framework — 10 min.
- Baseline and Periodic Assessment reports — 10 min.

Closing/Questions

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Background

- Large Scale IT Project Leadership
- Semi-Autonomous Project Stakeholder Engagement
- High Risk Project Mitigation
- Steering Committee Governance
- Funding/Legislative Support

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Experience

- Quality Assurance
- Requirements Verification, Business Analysis and Design
- Testing Management
- Deployment and Stabilization
- Initiation and Start-up
- Organizational Readiness
- Periodic Project Assessments
- Post Implementation Assessments
- Procurement Process Analysis, Design, Implementation
- Project Management
- Technical Writing

Washington State Department of Social & Health Services
Transforming lives

amazon

Washington State Health Care Authority

Microsoft

Washington State Department of Health

PROVIDENCE Health & Services

Weyerhaeuser

Washington Health Benefit Exchange

COSTCO WHOLESALE

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Team Qualifications

John Anderson

AOC - Overall Quality Assurance Program Oversight

- Certified Project Management Professional (PMP)
- Experienced stakeholder management and presentation skills for internal and external audiences at all levels
- Proven project manager with large-scale, enterprise projects in Washington State involving multiple agencies and stakeholder groups

Gena Cruciani

AOC - Lead Quality Assurance Consultant

- Certified Project Management Professional (PMP)
- Highly experienced in Quality Assurance (QA) services for government contracts in Washington, Oregon, Idaho and Wyoming
- Effective project manager with proven track record managing large-scale, high-profile, high-risk Washington State projects
- Excellent risk manager and problem solver focusing on practical, real life solutions
- Excellent communication and presentation skills for executives, managers and public constituencies

Tom Boatright

AOC - Quality Assurance Framework and Methodology Lead

- Extensive QA and Program Management experience
- Technical assessment and evaluation framework development expertise
- Information Management Systems expertise and experience
- Technical assessment process reporting and presentation expertise
- Enterprise Systems SDLC and development experience
- Vendor contract management expertise
- Professional services administration tools expertise

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Project Approach

ISG Assessment Framework

- Planning Oversight
- Project Management
- Quality Management
- Training
- Requirements Management
- Operating Environment
- Development Environment
- Software Development
- System and Acceptance Testing
- Data Management
- Operations Oversight

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Project Approach

Initiation Phase (March 7 – April 15)

- Conduct Steering Committee Kick-Off
- Develop QA Work Plan
- Review Steering Committee Charter
- Finalize QA Assessment Report Template

Assessment Phase - Baseline (March 14 – May 13)

- Gather Project Documentation and Information
- Conduct Interviews with Steering Committee and Critical Staff
- Draft Baseline Assessment based on proposed methodology
- Present Baseline Assessment to Steering Committee
- Finalize Baseline Assessment

Assessment Phase - On-Going Assessments #2 - #10 (thru June 2017)

- Re-evaluate project health
- Draft QA Assessments
- Present to Steering Committee and Finalize

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High-level Schedule

Steering Committee Deliverable

March | April | May | June | July | September | November | January | March | April | May | June

Contract Agreement 3/7

Initiation Phase 3/7 – 4/15

Kickoff Meeting 3/11

Assessment

Analyze and Report

Communicate

Recommendations

Project Plan
Draft 4/1 Final Work Plan due on 4/15

Baseline QA Assessment Report 3/14 – 5/13

Draft Baseline QA Report 5/6
Baseline QA Report presentation to Steering Committee on 5/13

Re-Assessment

Analyze and Report

Communicate

Recommendations

Follow-on QA Reporting

Draft Follow-on Reports first Monday - Presentation to Steering Committee on third Friday of Month

QA Final Report

Initiation Phase | Baseline Assessment Phase | Follow-on Reporting Phase

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ISG QA Methodology

1. Initiation
2. Requirements and Information Gathering
3. Quality Assurance Analysis
4. Quality Assurance Reporting
5. QA Outcomes and Recommendations

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QA Assessment Framework

- Planning Oversight
- Project Management
- Quality Management
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- Development Environment
- Software Development
- System and Acceptance Testing
- Data Management
- Operations Oversight

✓ 11 categories, 48 sub-category, 168 evaluation elements

Assessment

Analyze and Report

Communicate

Recommendations

Re-Assessment

- ✓ PMI PMBOK, ISO Standard 31000:2009
- ✓ CMMI
- ✓ ITIL

- ✓ ISG Consulting Team Benchmark Data
- ✓ Industry Benchmark Data

- ✓ Risk
- ✓ Mitigation
- ✓ Contingency

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Baseline Assessment

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QA Assessment Framework

- Planning Oversight
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- Operations Oversight

Work Plan(s) – Comprehensive

✓ Quality Assurance Focused on INH EDE Project Management

Project Risk and Issues Management Plans

✓ Quantitative and Qualitative review of deliverables

Communications Plan

✓ Stakeholder/customer involvement and effectiveness

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QA Report Format

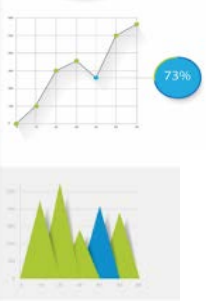
1. Executive Summary
   - Summary Level (Budget, Scope, Schedule, Risk)
   - Trending w/metrics for high-risk areas

2. Summary Category Reporting
   - Initial, trending, trending w/timeline (findings)

3. Detailed Category Reporting

Summary level narratives for (Scope, Schedule, Budget and Risk)

QA Category	Risk	Mitigation	Contingency	Actions
❑Planning Oversight		Narrative for area	Narrative for area	Narrative for area
❑Project Management		Narrative for area	Narrative for area	Narrative for area
❑Quality Management		Narrative for area	Narrative for area	Narrative for area
❑Training		Narrative for area	Narrative for area	Narrative for area
❑Requirements Management		Narrative for area	Narrative for area	Narrative for area
❑Operating Environment		Narrative for area	Narrative for area	Narrative for area
❑Development Environment		Narrative for area	Narrative for area	Narrative for area
❑Software Development		Narrative for area	Narrative for area	Narrative for area
❑System and Acceptance Testing		Narrative for area	Narrative for area	Narrative for area
❑Data Management		Narrative for area	Narrative for area	Narrative for area
❑Operations Oversight		Narrative for area	Narrative for area	Narrative for area



Task Item	Task #	QA/IV&V	Task Description	Risk	Mitigation	Contingency	Action(s) Recommended
Quality Assurance	QA-1		Evaluate and make recommendations on the project's Quality Assurance plans, procedures and organization.				
Quality Assurance	QA-2		Verify that QA has an appropriate level of independence from project management.				

	QA process has not identified issues for escalation with Project Plan.		QA process has identified issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.		QA process has identified critical issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.

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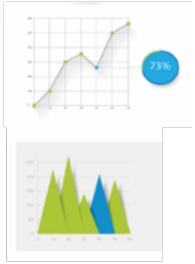
Follow-on reporting

Baseline Report

Summary level narratives for (Scope, Schedule, Budget and Risk)

QA Category	Risk	Previous	Trending
❑Planning Oversight			
❑Project Management			
❑Quality Management			
❑Training			
❑Requirements Management			
❑Operating Environment			
❑Development Environment			
❑Software Development			
❑System and Acceptance Testing			
❑Data Management			
❑Operations Oversight			



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INH EDE Project Management Team/Vendors

ISG Assessment Framework

- ❑ Planning Oversight
- ❑ Project Management
- ❑ Quality Management
- ❑ Training
- ❑ Requirements Management
- ❑ Operating Environment
- ❑ Development Environment
- ❑ Software Development
- ❑ System and Acceptance Testing
- ❑ Data Management
- ❑ Operations Oversight

- ✓ Project Management performance effectiveness
- ✓ Deliverables produced by vendors contracted by AOC
- ✓ Stakeholder/ customer involvement and effectiveness

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Close and Questions

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