City of Portland

Public Safety Systems Revitalization Program

Regional Justice Information Network Project

Periodic QA Evaluation Report

For the Month of May 2013
Deliverable: RegJIN.C.7

V2.0 FINAL
6/14/2013

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Incorporated

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Appendix A – CASE Associates Status Report A

Version	Date	Comments
V1.2	6/5/2013	Version for PSSRP review
V1.3	6/12/2013	Incorporate PSSRP POM Comments
V2.0	6/14/2013	Final Version

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Executive Summary

Executive Steering Watch List

This section identifies potential issues that ESC should be watching closely. The "watch list" documents program related concerns that have come to CAI's attention but have not yet been completely assessed. As of this report, the following are on the watch list:

1. The IGA issue's impact on the project's implementation plans and schedule (see the Project QA Overview below).

Project Status and Progress

The PSSRP Regional Justice Information Network (RegJIN) Records Management System (RMS) Project is to replace the existing Portland Police Data System (PPDS) and the Clark County Records Management and Electronic Police Reporting systems (CRMS and EPR). RegJIN will also increase integration between the various system components and enhance their core capabilities.

CASE Associates Inc. (CAI) was selected to perform the independent QA on the City of Portland PSSRP which includes the RegJIN Project. This is the seventh monthly RegJIN Periodic QA Evaluation Report intended to assess the health of the project and provide independent observations (positive or negative) and recommendations for avoiding and/or responding to any future negative impacts.

Project QA Overview

Contract negotiations with Versaterm were completed. The documents were forwarded to the City Procurement Office, the City Attorney and outside legal Counsel for review. The goal was to receive the authorization to execute the contract on May 29. The contract execution date and project start date were moved to June 12 to coincide with the City Council presentation. The project will start immediately following contract execution.

The Master IGA and the draft Participant IGA (P-IGA) were completed and distributed to the partner agencies for review. Clark County and the City of Vancouver identified an issue that requires a change to the IGA. The public records disclosure law differs between Washington and Oregon. Attorneys from the City and Clark County are determining the best solution. Research and discussion of alternative solutions continues. The impact is unknown at this time. The RegJIN Project Manager plans to hold meetings with the other partner agencies to discuss their concerns after the Clark County issues are resolved.

CAI reviewed the draft Statement of Work and other plans developed during the contract negotiations. The plans are more detailed and thorough than one typically finds at this stage of a project.

The go-live date remains December 7, 2014 because of slack (contingency time) built into the schedule. A December go-live requires that training start in September 2014. If December 2014 is not possible, then go-live must be moved to March 2015. Since training takes 10 weeks and needs to be completed prior to go-live, the training would begin in January 2015 as the prerequisite to a March 2015 go-live.

The first Configuration Workshop is scheduled with Versaterm in July 2013. The Business Process Review Workgroup identified and prioritized topics to be discussed at the Workshops. The purpose is to discuss RegJIN Business Process topics, review alternatives, and make system configuration decisions. With Versaterm's assistance the actual systems configuration will take place between workshops. It is possible that these discussions could identify some customizations to the Versaterm base product even though the goal is to not have any customizations.

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CASE Associates Watch List

This section identifies potential issues/risks that CAI will monitor closely. The "watch list" documents program related concerns that have come to CAI's attention but have not yet been completely assessed. As of this report, the following are on the watch list:

1. Receiving Authorization from the City Council to execute the Versaterm contract.

   Status: City Council meeting is scheduled for June 12.

2. Developing the Master Project Plan from the WBS/SOW in the Versaterm contract.

   Status: Finalizing the agreed to schedule will be based on the contract execution date.

3. Resolving Public Record Disclosure Request Law differences between Washington and Oregon.

   Status: Research and discussion of alternative solutions continue.

4. UASI Grant Fund must be spent by March 2014. Completing the tasks funded by the grant.

   Status: An estimated budget for the UASI grant funds allocated to RegJIN has been submitted.

5. Finalizing the Implementation Team participants. Are the right people going to be available?

   Status: The Implementation Team participants are identified. They will form as a group after the June 12 City Council meeting.

6. Possible customizations resulting from the Configuration Workshops.

   Status: Topics for the Configuration Workshops are completed.

7. The Interface Control Documents (ICDs) and Enterprise Service Bus (ESB) specifications being developed by Online Business Services (OBS).

   Status: The draft ICDs were completed by OBS and are under review by the project team.

8. Finalization of the Change Management Plan and the Sustainment Staffing Plan.

   Status: The Sustainment Plan is being finalized. The Change Management Plan is still being developed.

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Overall Project QA Health

Overall Rating: Stable

The overall health of the project is based on the three main areas described in the table below:

Health Factor	Rating	Comments
Schedule	Stable	The Work Breakdown Structure and the Statement of Work have been finalized in the Versaterm Contract. Developing the Master Project Plan will begin after the contract is executed. The go-live date is planned for December 7, 2014.
Budget	Stable	The project has a budget that is more than the Versaterm's proposal and the negotiated contract. A rise in system sustainability costs could impact partner agency participation. Additional costs may result from the decisions resulting from the business process workflow changes in the Configuration Workshops in June 2013 (see Scope below). City Council authorization to execute the contract with Versaterm is anticipated to occur on June 12.
Scope	Stable	The product scope was clearly defined in the RFP. Scope was verified and validated with Versaterm during contract negotiations. Scoping Sessions with Versaterm occurred the week of January 14. Decisions regarding system requirements resulting from the scoping sessions were documented. The business process workflows affected by the new system will be discussed with Versaterm in the Configuration Workshops scheduled in June 2013.

Quality Focal Points Rated Alert

NONE - No Quality Focal Points are impacting the project at this time.

Quality Focal Points Rated Attention

NONE - No Quality Focal Points need attention so they won't impact the project.

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Quality Focal Point Summary Chart[1]

Quality Focal Point	Impact	Prior as of: 4/3/13	Prior as of 5/6/13	Current as of 6/5/13	Next Month[2]
1. Meeting Milestones	High	Stable	Stable	Stable	⇔
Quality Planning	**Impact**				⇔
2. Requirements Management	High	Stable	Stable	Stable	
3. Project Schedule	High	Stable	Stable	Stable	
4. Communications	Medium	Stable	Stable	Stable	
5. Risk and Issue Management	Low	Stable	Stable	Stable	
6. IT Acquisition	Low	Stable	Stable	Stable	
7. Tech. Transition and Business Proc. Re-engr'g	Medium	Stable	Stable	Stable	
Quality Assurance / Quality Control	**Impact**				⇔
8. Project Organization and Leadership	High	Stable	Stable	Stable	
9. Project Resources	High	Stable	Stable	Stable	
10. Project/Quality Management and Reporting	Medium	Stable	Stable	Stable	
11. Budget Planning and Tracking	High	Stable	Stable	Stable	
12. Scope and Change Control	High	Stable	Stable	Stable	
13. Roles, Responsibilities and Communications	High	NR[3]	NR	NR	
14. IT Architecture	Low	NR	NR	NR	
15. IT Acquisition Management	Low	NR	NR	NR	
16. Project Library and Configuration Mgt.	Low	Stable	Stable	Stable	
System Delivery	**Impact**				⇔
17. System Definition Process	Medium	NR	NR	NR	
18. System Design Process	Medium	NR	NR	NR	
19. Data Conversion/Migration	High	NR	NR	NR	
20. Configuration/Construction	High	NR	NR	NR	
21. Testing (Functional, Capacity, Performance)	High	NR	NR	NR	
22. User Acceptance, Business Process Transition	High	NR	NR	NR	
23. Training	High	Stable	Stable	Stable	
24. Implementation Process	High	NR	NR	NR	
25. Deployment Process	High	NR	NR	NR	

[1] The Quality Focal Point ratings are explained on the next page.
[2] The Next Month arrows are explained on the next page.
[3] "NR" indicates Not Rated for this report.

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Definition of Risk Factors:

Stable - The Quality Focal Point is stable and not currently impacting the project.

CAI may include a **Suggestion** in a QFP rated as Stable. CAI rated the QFP as stable because it is not impacting the project at this time. The suggested action is a preventive measure to keep the QFP stable.

Attention - The Quality Focal Point needs some improvement so it won't impact the project.

CAI includes a **Recommendation** for every QFP rated Attention. The recommended action is a corrective measure to improve the QFP so it won't impact the project.

Alert - The Quality Focal Point is impacting the project and needs immediate attention.

CAI includes a **Recommendation** for every QFP rated Alert. The recommended action is a corrective measure to improve the QFP that is currently impacting the project.

Definition of Next Month Indicators:

The next month indicators signify expected changes in the QFP ratings.

⇔ - This Quality Focal Point (or group of QFPs) is expected to have the same rating in next month's Periodic QA Evaluation.

- Risk is decreasing on the Quality Focal Point. It may be upgraded to Stable in next month's evaluation.

- Risk is decreasing on the Quality Focal Point. It may be upgraded to Attention in next month's evaluation.

- Risk is increasing on the Quality Focal Point. It may be downgraded to Attention in next month's evaluation.

- Risk is increasing on the Quality Focal Point. It may be downgraded to Alert in next month's evaluation.

⇔

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Quality Focal Points

1	Milestones **Project milestones are being met on schedule.** The Milestone QFP assesses the scheduled completion of interim and major project milestones and their impact on overall project completion. **Risk Level** Stable / Attention / Alert
1.1	Are interim project milestones being met so far? **Finding**: YES –As of April 30, the contract negotiations with Versaterm were completed. The documents were forwarded to the City Procurement Office, the City Attorney and outside legal Councel for review. The goal was to receive the authorization to execute the contract on May 29. However, during week ending May 17, the contract execution date and project start date were moved to June 12 to coincide with the City Council presentation. The goal of the presentation is to receive authorization to execute the contract with Versaterm. The project will start immediately following contract execution. The City Attorney has completed the Master IGA and the draft Participant IGA (P-IGA) and associated exhibits. Both the Master IGA and the draft P-IGA were distributed to the partner agencies for review and feedback. Discussions are underway to resolve issue and changes requested by Clark County and the City of Vancouver. The issue is the public records disclosure law differences between Washington and Oregon. Attorneys from the City and Clark County are meeting to determine the best solution. Research and discussion of alternative solutions continues. The impact on the project is unknown at this time. There are plans to hold meetings with the other partner agencies to discuss their concerns after the Clark County issues are resolved.
1.2	Are major project milestones being met so far? **Finding:** YES - See the RegJIN Weekly Project Status Report dated 05/31/2013. Project Initiation is planned to occur after the Versaterm Contract is executed.
1.3	Is there sufficient time (with appropriate slack) to complete the project before the committed completion date? **Finding:** TBD – The project will not have a committed completion date until the contract with Versaterm is executed and the Master Project Plan developed and approved.

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2	Requirements Management **The Requirements Management process is appropriate and thorough.** **Risk Level** Stable / Attention / Alert
2.1	Are the System and Business Requirements understood and confirmed? **Finding:** YES – Business and Technical Requirements were defined and documented in the RFP. These requirements and the project's scope were verified and validated as part of the negotiation process with Versaterm. Approved customizations were included in the contract. Scoping Sessions were conducted with Versaterm in January to address all subjects that impact costs, scope and timing. The business process workflows affected by the new system will be discussed with Versaterm in the Configuration Workshops scheduled in June 2013.
2.2	Are requirements traceable to design? **Finding:** TBD - Requirements traceability helps define the scope and rigor of acceptance testing. How this is defined in the SOW will subsequently impact QFP #21 – Testing and QFP #22 – User Acceptance.
2.3	Are requirement change impacts understood and documented? **Finding:** Discussions are underway as a result of the scope sessions with Versaterm.
2.4	Are test conditions defined to validate requirements compliance? **Finding:** TBD
Suggestion: The affected business processes and desired changes based on the new system should be further reviewed by the RegJIN Project Manager with the Business Process Review Workgroup and the project team to avoid a possible change order/contract amendment later.	

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3	Project Schedule **The project is appropriately planned.** The Planning QFP provides an assessment of the breadth and depth of project planning, scope definition, scheduling and identification of external dependencies. **Risk Level** Stable / Attention / Alert
3.1	Are all appropriate tasks identified in the work breakdown structure (WBS) and/or project plan? **Finding:** The contract negotiations with Versaterm were completed. The contract includes the WBS and SOW. The SOW developed with Versaterm has sufficiently detailed WBS. Using the contract's WBS and SOW, a detailed project schedule can be prepared. The schedule includes the tasks for the contract negotiations with Versaterm. The detailed Master Project Schedule cannot be finalized until the contract with Versaterm is executed. If the contract is executed June 12, the planned go-live date is December 7, 2014.
3.2	Are dependencies among tasks identified, including decision dependencies? **Finding:** TBD
3.3	Has a schedule been established and is it reasonable based on resources (budget), productivity assumptions and dependencies? **Finding:** TBD
3.4	Is the plan clear and detailed enough to monitor progress? **Finding:** TBD
3.5	Is the project plan used to track progress and updated on a regular basis? **Finding:** TBD
3.6	Are external project dependencies identified in the plan? **Finding:** TBD
3.7	Have appropriate interim and major milestones been defined? **Finding: TBD**
3.8	Has the project plan been reviewed, approved and signed off by the project Stakeholders? **Finding:** TBD
3.9	Is there an appropriate process for updating the project schedule with actuals and tracking project progress? **Findings: TBD**
3.10	Are reasonable plans available to manage the Project? **Finding**: YES – The RegJIN Project Manager has comprehensive plan and schedule for managing the negotiation process. The negotiation process was completed on schedule. The contract has sufficient detail for creating the Master Project Plan.

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4	Communications **The project communications are effective and adequately controlled.** Assessment of the Communications QFP examines the project status reporting and communication processes for task completion and budget. **Risk Level** Stable / Attention / Alert
4.1	Have communications been planned, identified and documented? **Finding:** Yes, in the Communications Plan**.**
4.2	Is the Communications Plan being followed? **Finding:** YES
4.3	Does the project receive appropriate and timely executive and project sponsor attention? **Finding:** YES
4.4	Are project status and activities being monitored and reported in enough detail and with enough frequency to ensure early detection of problems or schedule slippage? **Finding:** YES - The Project Manager prepares a comprehensive Project Status Report every week and posts the Status Report on the RegJIN website. PAC Meeting presentations and minutes are also posted on the RegJIN website.

5	Risk and Issue Management **Project risks are identified and appropriately managed.** The Risk Management QFP provides an assessment of the risk identification, mitigation strategy and contingency planning for high probability and/or high impact risks. It also assesses the continuing validity of high impact assumptions. **Risk Level** Stable / Attention / Alert
5.1	Are project risks and issues identified and categorized as to likelihood and impact? **Finding:** YES, in the RegJIN Risk Register. The RegJIN Project Risks are presented and discussed at the PSSRP Executive Steering Committee Meetings.
5.2	Are appropriate risk and issue mitigation strategies in place with appropriate monitoring measures? **Finding**: YES
5.3	For high probability or high impact risks, are contingency plans developed in case the risk mitigation strategy fails? **Finding**: YES
5.4	Are ongoing risk identification, assessment and management processes in place and operating effectively? **Finding**: YES
5.5	Have project assumptions been verified & appropriate monitoring measures been put in place to ensure failed assumptions do not become risks? **Finding**: Not yet. Assumptions will be incorporated in the Project Plan and Risk Management Plan as necessary.

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6	IT Acquisition **The IT Acquisition is adequately planned and executed.** The IT Acquisition QFP assesses the breadth and depth of the project's procurement process, RFP and vendor contract. **Risk Level** Stable / Attention / Alert
6.1	The RFP was prepared per City Procurement Office guidelines**. Finding:** YES
6.2	The RFP defines deliverables that meet the business requirements. **Finding:** YES
6.3	The RFP included appropriate scoring and evaluation instructions. **Finding**: YES
6.4	Is the Pre-Award Plan completed and understood by Evaluation Team? **Finding**: YES it was. The apparent successful vendor was announced in October 2012.
6.5	Is the Pre-Award Plan being followed? **Finding**: YES it was.
6.6	Are contract negotiations proceeding as planned? **Finding**: Contract negotiations with Versaterm officially started November 29 and 30, 2012 and have proceeded as planned. The Contract Negotiation Team met to review exceptions and deviations in the Versaterm proposal. The next negotiation and scoping sessions with Versaterm occurred the week of 1/14/2013. Site visits to discuss the use of the Versaterm RMS took place December 2012, January 2013and February 2013. The goal was to complete Versaterm contract negotiations by early April. The contract negotiations were completed in April. The documents were forwarded to the City Procurement Office, the City Attorney and outside legal Councel for review. The goal was to receive the authorization to execute the contract on May 29. However, during week ending May 17, the contract execution date and project start date were moved to June 12 to coincide with the City Council presentation. The goal of the presentation is to receive authorization to execute the contract with Versaterm. The project will start immediately following contract execution.

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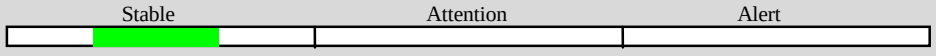
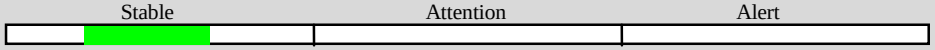
7	Technical Transition and Business Process Re-Engineering **The Technical Transition is adequately planned.** This QFP assesses the preparation for managing and conducting the technical transition. **Business Process Re-engineering is adequately planned.** This QFP assesses the preparation for managing and conducting the business transition. **Technical Transition Risk Level**  **Business Process Re-Engineering Risk Level** 
7.1T	Has the Technical Transition Plan been defined? **Finding:** To be developed as a result of contract negotiations. Currently a RegJIN System Sustainment Plan is being refined. In the Baseline Evaluation interviews, concern about available resources to support new technology while also supporting the current PPDS was expressed several times.
7.2T	Has the Technical Transition Plan been reviewed and approved? **Finding:** TBD - The System Sustainment Plan will be reviewed and approved when completed.
7.3T	Has the COTS vendor's architecture been assessed relative to the City's architecture? **Finding:** TBD during contract negotiations.
7.4T	Are there appropriate resources to implement the Plan? **Finding:** TBD during contract negotiation.
7.5B	Has the Business Process Re-engineering Plan been defined? **Finding:** In process. The PAC Business Process Review Workgroup is reviewing and documenting the "as is" processes to be compared with Versaterm's "to-be" processes and is identifying affected business processes and desired changes based on the new system. The Workgroup is preparing topics to present/discuss during the Configuration Workshops in June 2013. In the Baseline Evaluation interviews, workflow changes and end-user resistance were the most common concerns expressed.
7.6B	Has the Business Process Re-engineering Plan been reviewed and approved? **Finding:** TBD
7.7B	Has the COTS vendor's workflow been assessed relative to changes from the City's "as-is" processes? **Finding:** TBD
7.8B	Are there appropriate resources to implement the Plan? **Finding:** TBD after contract negotiations are completed.
Suggestion: The affected business processes and desired changes based on the new system should be further reviewed by the RegJIN Project Manager with the Business Process Review Workgroup and the project team.	

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8	Project Organization and Leadership **The project is appropriately organized.** The Organization QFP assesses the breadth and depth of the project's organization and the commitment to the project within the organization. This determines if the project's organizational structure can manage both tactical and strategic project issues. **Risk Level** Stable / Attention / Alert
8.1	The Steering Committee is comprised of executive decision-makers and is functioning? **Finding:** Yes – The Executive Steering Committee (ESC) meets regularly. The Governance, including the Executive Steering Committee was redefined in August 2012. The PSSRP Program Office is revising the reporting to the ESC to better facilitate project decision making and issue resolution.
8.2	Executive Sponsors have been designated? **Finding:** YES – The Executive Sponsor is represented by the Captain of the Records Division. Captain Burke was promoted to Commander of the Detectives Division. His replacement is Captain John Brooks. A smooth transition in Executive Sponsorship has occurred.
8.3	Project Management roles and responsibilities with lines of authority and accountability have been defined, assigned and agreed upon? **Finding**: YES – in the Project Charter and Project Governance documents.
8.4	Management is committed to the project. **Finding:** YES
8.5	RegJIN Staff and Partners are committed to the project. **Finding**: YES there is active involvement in the Project Team, the RegJIN PAC, and the several subcommittees of the PAC and Project Team.
8.6	There is Stakeholder Support and Buy-in. **Finding**: YES, however, the concerns of the Unions must be addressed proactively. It is not known at this time if there will be a loss of partner agency participation due to unacceptable terms and conditions in the Master and/or Partner IGAs or due to a rise in system sustainability costs. In the Baseline Evaluation, interviewees cited loss of political support and opposition from unions as project risks.
8.7	Has a Change Management Plan been prepared? **Finding**: TBD after contract negotiations with Versaterm.
8.8	Are there appropriate resources to implement the Change Management Plan? **Finding:** TBD
8.9	Is the Change Management Process adequately supported by Agency Management? **Finding:** TBD

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9	Project Resources **The project is appropriately resourced.** The Resources Quality Focal Point assesses three resource components: The capacity and skill set of the assigned project staff, supporting tools and facilities, and budget or financial resources. **Risk Level** Stable / Attention / Alert
9.1	Is the level of effort estimated planned for each project deliverable at an appropriate activity level; and, is it reasonable? **Finding:** TBD after the contract with Versaterm is executed. The contract includes the work breakdown structure and statement of work. With the WBS and SOW, a complete, detailed project schedule and resource plan can be prepared.
9.2	Are appropriate staff resources (skill set and quantity) available and assigned to complete the project? **Finding:** TBD – During the Baseline Evaluation respondents indicated concerns about resources to complete the project. They cited partner agencies and their resource commitments. They also cited City resources and the potential need for significantly more resources that are currently assigned. This will be difficult to address until the vendor contract is executed. Then the project and the vendor can clearly define the needed City and partner agency resources.
9.3	Are appropriate staff support resources (skill and quantity) available and assigned to provide on-going operations support? **Finding:** TBD
9.4	Are appropriate tools and other necessary facilities available and effectively utilized? **Finding:** TBD
9.5	Is the Budget (financial resources) sufficient to support the RegJIN Project? **Finding:** TBD during contract negotiations. See QFP #11.

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10	Project & Quality Management and Reporting **The project is appropriately managed and quality controlled.** Assessment of the Project Management, Quality Assurance and Quality Control Processes and Plans. Are the Plans in place and followed to ensure project deliverables meet requirements and are accomplished on time and within budget? **Risk Level** Stable / Attention / Alert
10.1	Have formal Project Management and Quality Management Plans been developed? **Finding:** CAI prepared a Quality Assurance Management Plan (QAMP). The formal Project Management documents will be updated as a result of the contract with Versaterm. The RegJIN Project Manager updated the Project Charter and Project Governance documents.
10.2	Are the Plans being followed? **Finding:** CAI is following its QAMP. The overall project PMP and QAMP will be assessed after contract negotiations are finished.
10.3	Have appropriate metrics and processes been put in place to successfully manage the project? **Finding:** Will be defined as a result of the contract negotiations.
10.4	Have objective quality metrics been put in place for project deliverables? **Finding:** Not Yet.
10.5	Are Project Progress and Deliverables measured against the metrics? **Finding:** Not Yet.
10.6	Are the results of the metric measurements reported to the appropriate sponsor, users, and other stakeholders? **Finding:** Not Yet.
10.7	Are appropriate corrective actions put in place when measurements are not acceptable? **Finding:** TBD
10.8	Are appropriate status reports prepared for tracking and monitoring all project tasks? **Finding:** YES - Currently the RegJIN Project Manager prepares comprehensive weekly Project Status Reports.

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11	Budget Planning and Tracking **The project budget is appropriately planned, managed and tracked.** Assessment of the Project Budget Planning and Tracking Processes. Are the Plans in place and followed to ensure project deliverables meet requirements and are accomplished on time and within budget? **Risk Level** Stable / Attention / Alert
11.1	Do the RegJIN Project Manager and the Project Sponsor meet on a regular basis? **Finding:** YES
11.2	Is the RegJIN Project Budget thoroughly planned and Budget to Actuals reported in a timely manner? **Finding:** YES for the procurement/acquisition/negotiation phase of the project. After the contract with Versaterm is executed, the contract will include the work breakdown structure and statement of work. With the WBS and SOW a complete, detailed project budget can be prepared along with a project resource plan. The resource plan will address both the City's and partner agency's resource needs. It is not known at this time if there will be a loss of partner agency participation due to a rise in system sustainability costs.
11.3	Are the appropriate funds budgeted in order to conduct required activities and complete and support the project? **Finding:** YES
11.4	Does the Project Manager maintain a tracking report of expenditure? **Finding:** YES in the Weekly Status Reports.

12	Scope and Change Control **The project scope is appropriately controlled.** Scope and Change Control assesses the implementation and adherence to change requests. **Risk Level** Stable / Attention / Alert
12.1	Scope is being adhered to? Note: Changes in scope usually impact budget. **Finding:** Defining the project's scope was an important part of the contract negotiations with Versaterm. Scoping sessions were conducted with Versaterm to verify and validate the project's scope during the week of January 14, 2013. Decisions and action items (tasks) resulting from the scoping sessions have been documented. The notes were reviewed and discussions took place with Versaterm to finalize the requirements and the system's functionality. The business process workflows affected by the new system will be discussed with Versaterm in the Configuration Workshops scheduled in June 2013. These discussions could result in scope changes or customization to the base Versaterm product.
12.2	Are change requests appropriately identified, escalated, and resolved in a timely manner? **Finding:** TBD – the processing of change requests are to be part of the contract with Versaterm.
12.3	Are change requests effectively recognized, analyzed for impact, and approved prior to inclusion in the project scope? **Finding:** TBD
Suggestion: The affected business processes and desired changes based on the new system should be further reviewed by the RegJIN Project Manager with the Business Process Review Workgroup and the project team to avoid a possible change order/contract amendment later.	

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13	**Roles and Responsibilities and Communications** **The project is staffed with appropriate roles and responsibilities. Communications are effective.** Assessment of the Monitoring and Control QFP examines the project status reporting and communication processes. **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME *This QFP is similar to QFP #4 that focuses on Communications Planning. This QFP will be assessed when the Communications Plan is revised and executed based on the outcome of the contract negotiations.*
13.1	Has a formal Communications Plan been developed? **Finding:**
13.2	Is the Communications Plan being executed? **Finding**
13.3	Are communications identified in the plan and produced by the Project effective? **Finding:**
13.4	Are the external project communication dependencies included in project status reporting? **Finding:**
13.5	Are the project roles and responsibilities documented and understood by all parties? **Finding"**

14	**IT Architecture** **The project adheres to architecture standards.** Verification that the Project conforms to IT Architecture standards. **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
14.1	The computing environment supports connectivity, portability, scalability, and interoperability. **Finding:**
14.2	The Project supports the Architecture Framework? **Finding:**
14.3	The Project supports the Architecture Framework strategic objectives? **Finding:**

15	**IT Acquisition Management** **The vendor deliverables meet the Project requirements and standards per the Contract Terms and Conditions.** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME

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16	Project Library and Configuration Management **The project has an appropriate Project Library in place to support Project Management and a Configuration Management Process in place to support System Delivery.** **Risk Level** Stable / Attention / Alert
16.1	A Secure library has been defined? **Finding:** YES
16.2	Procedures are documented for configuring and maintaining the library? **Finding:** TBD - CAI will verify in a subsequent Periodic QA Evaluation Report.
16.3	Procedures are documented for checking items in and out of the library? **Finding**: TBD - CAI will verify in a subsequent Periodic QA Evaluation Report.
16.4	There are contractor controls and monitoring in place. **Finding:** TBD after Versaterm's contract is executed.
16.5	There are procedures for reviewing changes to items in the library? **Finding**: TBD

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SYSTEM DELIVERY - Quality Focal Points

17	System Definition Process **The system analysis and definition process are appropriate and thorough.** **Risk Level** Stable / Attention / Alert NOT APPLICABLE AT THIS TIME
17.1	Are the System and Business Requirements understood and confirmed? **Finding:**
17.2	Are requirements traceable to design? **Finding:**
17.3	Are requirement change impacts understood, documented and incorporated in the Project Plan. **Finding:**
17.4	Are test conditions defined to validate requirements compliance? **Finding:**

18	System Design Process **The system design process is appropriate and thorough.** **Risk Level** Stable / Attention / Alert NOT APPLICABLE AT THIS TIME
18.1	Are specifications/designs in agreement with the system/business requirements? **Finding:**
18.2	Are the application specifications reasonable and acceptable? **Finding:**
18.3I	Is the system architecture reasonable and acceptable? **Finding:**
18.4	Are the Database Conversion and Migration specifications reasonable and acceptable? **Finding:**
18.5A	Are the Interface specifications reasonable and acceptable? **Finding:**

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19	Data Conversion and Migration **The data conversion and migration process is appropriate for migrating data to the new system** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
19.1	Are the Data Conversion/Migration Strategy and Plans reasonable? **Finding:** TBD In the Baseline Evaluation interviews, Data migration from the current systems was a commonly cited risk.
19.2	Do the plans include data cleanup, testing, and user acceptance criteria **Finding:**
19.3	Is the Data Migration complete? **Finding:**
19.4	Has the converted/migrated data been tested to verify they function according to the specifications? **Finding:**
19.5	Are the unit test scripts are complete and thorough with respect to the business processes. **Finding:**

20	Configuration and Construction Process **The configuration and development of the new system are appropriate.** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
20.1	The configuration specifications have been verified to meet RegJIN Project requirements. **Finding:**
20.2	The Development Methodology is appropriate and is followed. **Finding:**
20.3	The Test Plans have been updated to reflect the configuration specifications **Finding:**
20.4	The specific system modules are tested to verify they function according to the specifications. **Finding:**
20.5	Has the converted/migrated data been tested to verify they function according to the specifications? **Finding:**
20.6	Are the unit test scripts are complete and thorough with respect to the business processes. **Finding:**

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21	Testing (Functional, Capacity, and Performance) **The project is appropriately tested.** Appropriate functional, capacity and performance acceptance testing processes and plans are in place and meet the operational needs of the system and verify and validate acceptable compliance to requirements. **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
21.1	Has a formal Test Management Plan been developed? **Finding:**
21.2	Is the Plan being followed? **Finding:**
21.3	Do the documented functional specifications meet the business needs? **Finding:**
21.4	Are the business users involved in establishing the functional acceptance testing scope and standards? **Finding:**
21.5	Are the functional acceptance test processes appropriate and are results monitored and tracked? **Finding:**
21.6	Do the capacity and performance specifications match operational needs? **Finding:**
21.7	Are the capacity and performance acceptance test processes appropriate and are results monitored and tracked? **Finding:**
21.8	Is comprehensive end-to-end functional, capacity and performance acceptance testing planned and performed for all software, hardware, and telecommunication components? **Finding:**
21.9	Are infrastructure conditions (down to the computing hardware level) that may affect the application being considered, tested and resolved? **Finding:**
21.10	Was a defect log maintained and effective corrective actions taken? **Finding:**

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22	User Acceptance Process and Business Process Transition **The User Acceptance Process is appropriate and defines the methods, test plans, test procedures, and test results required to ensure the delivered system meets customer requirements.** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
22.1	A User Acceptance Test Plan has been prepared. **Finding:**
22.2	The acceptance test scripts are complete. **Finding:**
22.3	Testing standards are understood and followed. **Finding:**
22.4	A defect log was maintained and corrective actions were effective. **Finding:**
22.5	The Business Process Changes have been effectively tested. **Finding:**
22.6	User acceptance criteria have been met. **Finding:**

23	Training **The project staff and system users are appropriately trained in a timely manner.** Assessment of training plans and materials. **Risk Level** Stable / Attention / Alert
23.1	Has a formal Training Plan been developed? **Finding:** Yes - In the Baseline Evaluation interviews, effective and timely training for Law Enforcement Officers (LEOs) and records technicians were concerns. CAI is concerned that the timeframe for training may be too short. During the SOW development, the PM is taking steps to enhance the training process. Items reviewed with Versaterm were: • "Super User" training session. These Super Users become the in-house experts for the new system. • "Train the Trainers" sessions. The Super Users train the trainers at each of the agencies. Versaterm to be onsite to critique and support the Super Users during the first "Train the Trainer" sessions. • The End User training to span 10 weeks. Note that at this point, many LEO's will already be using the Mobile Report Entry (MRE) in the field. The final SOW will include a Training Plan.
23.2	Are the Plans being followed? **Finding: TBD**

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24	Implementation Process **The new system has been successfully moved into the production environment.** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
24.1	The installation specification is complete and reasonable. **Finding:**
24.2	The training plans and the new Business Processes (workflows and procedures) are complete and acceptable. **Finding:**
24.3	The actual training was acceptable. **Finding:**
24.4	System documentation is complete and acceptable. **Finding:**
24.5	The implementation acceptance criteria have been met. **Finding:**

25	Deployment Process **The new system has been successfully deployed.** **Risk Level** Stable / Attention / Alert — NOT APPLICABLE AT THIS TIME
25.1	Deployment Plans are complete and reasonable. **Finding:**
25.2	Training City staff was complete and acceptable. **Finding:**
25.3	User documentation is complete and acceptable. **Finding:**
25.4	Deployment acceptance criteria have been met. **Finding:**

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Appendix A – CASE Associates Status Report

This section summarizes activities and deliverables completed for the Regional Justice Information Network Project.

When applicable, it includes:

- A list of any delayed items
- A description of the problem
- Schedule impact
- A recommended solution

Such items will be carried over to subsequent reports until the problem is resolved.

As of May 2013, this section replaces the "Quality Assurance Status Report." In prior months this section was delivered as a separate report.

Meetings Attended

RegJIN Project Team Meeting, 5/8/2013, 5/15/2013, 5/29/2013
RegJIN PAC Meeting, 5/22/2013

Documents Reviewed

20130503 RegJIN RMS project status report – Project Manager's Status Report
20130510 RegJIN RMS project status report
20130517 RegJIN RMS project status report
20130524 RegJIN RMS project status report
130426 Exhibit B - Schedule 1 Project Schedule V9
130404 Exhibit B - Schedule 2 Training Plan V4
130403 Exhibit B - Schedule 3 Acceptance Test Plan V9
130501 Exhibit B - Schedule 4 Interface Control Document Final
130425 Exhibit B - Schedule 5 Integration Design Document V6
130404 Exhibit B - Schedule 6 Conversion Plan V5
130506 Exhibit B - Statement of Work Final
Exhihit B - Schedule 9 Sample Certificate of Acceptance
Exhihit B - Schedule 7 Sample Change Order

Documents Delivered

RegJIN CAI Periodic QA Evaluation Report for April 2013, deliverable *RegJIN.C.6*

Documents in Process

RegJIN CAI Periodic QA Evaluation Report for May 2013, deliverable *RegJIN.C.7*

Delayed Items

Item	Description of problem	Schedule Impact	Recommended Solution
None			

Other Issues/Problems/Concerns

CAI is expecting PSSRP to draft an amendment to combine the monthly Periodic Evaluation and the Monthly Status Report and to add a subcontractor.