

City of Portland

Public Safety Systems Revitalization Program

Fire Information Systems Re-Platform Project



Periodic QA Evaluation Report

For the Month of May 2013

Deliverable: FIS.C.7

V2.0 FINAL

6/13/2013

Prepared By:



Clifford Smith, PMP, Project Lead, Quality Assurance Consultant

David Sharon, QA Consultant and Engagement Manager

Dick Sperry, PMP, QA Consultant

Contract # 30002849

Periodic QA Evaluation Report

For May 2013

Table of Contents

Executive Summary	3
EXECUTIVE STEERING WATCH LIST	3
Project Status and Progress	3
OVERALL PROJECT QA STATUS	3
WATCH LIST	3
OVERALL PROJECT HEALTH	4
QUALITY FOCAL POINTS RATED ALERT	4
QUALITY FOCAL POINTS RATED ATTENTION	ERROR!
BOOKMARK NOT DEFINED.	
Quality Focal Point Summary Chart	5
Quality Focal Points	7
Milestones	7
Requirements Management	8
Project Schedule	9
Communications	11
Risk and Issue Management	12
Technical Transition and Business Process Re-Engineering	13
Project Organization and Leadership	14
Project Resources	15
Project & Quality Management and Reporting	16
Budget Planning and Tracking	18
Scope and Change Control	19
Roles and Responsibilities and Communications	20
IT Architecture	21
Project Library and Configuration Management	21
System Design Process	22
Data Conversion and Migration	22
Configuration and Construction Process	23
Testing (Functional, Capacity, and Performance)	24
Training	25
Implementation Process	25
Deployment Process	26
Appendix A – CASE Associates Status Report	A

Version	Date	Comments
V1.2	6/5/2013	For PSSRP Review
V1.3	6/12/2013	Incorporate PSSRP POM Comments
V2.0	6/13/2013	Final

Periodic QA Evaluation Report

For May 2013

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. There are no issues requiring Executive action.

Project Status and Progress

The PSSRP Fire Information Systems (FIS) Re-Platform Project is to port the Portland Fire and Rescue’s (PF&R’s) FIS to a current and supported platform.

CASE Associates Inc. (CAI) was selected to perform the independent QA on the City of Portland PSSRP which includes the FIS Project. This is the seventh monthly FIS 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.

Overall Project QA Status

With the new Project Plan and schedule, the FIS project has a schedule that accomplishes the agreed-to scope within budget.

PF&R and BTS agreed to an approach for end user testing. Testers received training on 5/20/2013. Testing began immediately following training. The development staff is supporting the testers as they report issues and defects.

The development staff continues work on the remaining four modules.

All Quality Focal Points (QFP) are rated **Stable**.

The Overall Health rating is also **Stable**, reflecting that the project is well run and requires no immediate intervention.

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. The amount and severity of reported defects in the Personnel system.

Periodic QA Evaluation Report For May 2013

Overall Project Health

Overall Rating: **Stable**

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

Health Factor	Rating	Comments
Schedule	Stable	Testing activities are defined and assigned for the Personnel System. They are in separate test planning documents. The main schedule requires some task assignments in the "Post Re-Platform Project Activities" section.
Budget	Stable	PSSRP received money for the FIS project. PSSRP does not expect additional funds for the project. The current schedule indicates that the project will be completed within the budget.
Scope	Stable	The scope has been decreased to eliminate the Fires2000 system. Scope now includes five modules. The project also established strict scope control measures.

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 to avoid impacting the project.

Periodic QA Evaluation Report For May 2013

Quality Focal Point Summary Chart¹

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

Periodic QA Evaluation Report

For May 2013

Definition of Quality Focal Point Ratings:

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.

Periodic QA Evaluation Report For May 2013

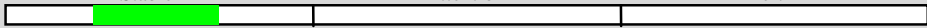
Quality Focal Points

1	<p>Milestones</p> <p>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.</p> <p>Risk Level Stable Attention Alert</p>
1.1	<p>Are project milestones being met so far? Finding: The project refined the WBS into an accepted schedule. The schedule contains milestones to effectively monitor progress. The new schedule begins with the Incident system.</p> <p>Coding and BTS testing of the Personnel system completed in April. Then the Personnel system was delivered to PF&R for review by Training. Testers were trained on 5/20/2013, testing started immediately following.</p>
1.2	<p>Is there sufficient time (with appropriate slack) to complete the project by the committed completion date? Finding: Yes – BTS is gaining experience with the new development platform. The team is comfortable with the completion dates.</p>
<p>Recommendation: For the project to reliably track its progress against milestones, the project should take a collaborative planning approach and refine the current Work Breakdown Structure (WBS) into a project schedule. A refined project schedule should contain tasks to complete the project objectives within the budget.</p> <p>Status 2/5/13 – The new PM is developing a Replatform Plan and a new schedule.</p> <p>Status 3/4/13 – The PM is working with BTS and PF&R to develop the approach for the project. Decisions to be made are: (1) When to add new tracking functionality to the Incident system, (2) Whether to remove one system from the project scope to reduce development time and costs, (3) Whether to deploy the system in a phased implementation or a big bang approach, (4) Which reports to include in the day-1 release of the Personnel system. After PF&R, BTS, and the PM make these decisions the PM can develop a Replatform Plan and develop the project schedule, including Milestones.</p> <p>Status 4/8/13 – PSSRP, BTS, and PF&R finalized the decisions listed in the February report: (1) No new functionality will be added to the Incident system, (2) The Fires2000 system is removed from scope, (3) The replatformed systems will be deployed all at once, (4) Day-1 reports for Personnel are determined. The project has an approved schedule. The next milestone is the 5/6/13 delivery of the Personnel system to PF&R. The delivery date for Personnel is consistent with prior plans. This QFP is now rated as Stable.</p> <p>Status 5/14/13 – This Recommendation is now closed.</p>	

Periodic QA Evaluation Report For May 2013

2	<h3 style="margin: 0;">Requirements Management</h3> <p style="margin: 0;">The Requirements Management process is appropriate and thorough.</p> <p style="margin: 0;">Risk Level Stable Attention Alert </p>
2.1	Are the System and Business Requirements understood and confirmed? Finding: Yes – The project removed the Fires2000 system from scope. Any changes to the legacy system are also out of scope. BTS will incorporate any changes to the legacy system that must be reflected in the replatformed. This will be completed as ongoing system support and not funded by the FIS project. PSSRP, BTS, and PF&R all agree to this approach.
2.2	Are requirements traceable to design? Finding: TBD – The design document is not developed.
2.3	Are requirement change impacts understood and documented? Finding: Yes – The project expects no requirement changes. BTS will incorporate any requirement changes to the legacy system into the replatformed system as part of ongoing system support (non-project time).
2.4	Are test conditions defined to validate requirements compliance? Finding: Yes – The Test Planning and Test Cases are focused on the existing system and the end users’ knowledge of the functionality. They are not detailed, nor are they traceable to specific requirements. However, this is a reasonable approach for this project because: 1) the project includes no functional enhancements, and 2) the users are expert in the use of the legacy systems.
<p>Recommendation: The project should define future approved enhancements to be included in the requirements document. (Some used the term “stub out the architecture.”) The users cite expectations that should be verified.</p> <p>In future reports CAI will monitor the Requirements Management process and verify that future enhancements are included in project documentation.</p> <p>Status 2/5/13 – The new PM is planning with PF&R and the BTS development team. This should give the PM better control over the requirements for the new systems.</p> <p>Status 3/4/13 – BTS has an established Change Control process that the PM will apply to the FIS project. The new data tracking and reporting requests for the Incident system will go through this process.</p> <p>Status 4/8/13 – PSSRP, BTS, and PF&R agreed to strict controls on requirements.</p> <p>This QFP is now rated as Stable.</p> <p>Status 5/14/13 – This Recommendation is now closed.</p>	

Periodic QA Evaluation Report For May 2013

3	<p>Project Schedule</p> <p>The project is appropriately planned. The Planning QFP provides an assessment of project planning, scope definition, scheduling and external dependencies.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level </p>
3.1	<p>Are all appropriate tasks identified in the work breakdown structure (WBS) and/or schedule? Finding: Yes – The schedule includes developer and PF&R tasks. It includes some integration with project management tasks and other end user tasks. Further detail is defined in a separate document where resources are assigned to testing tasks.</p>
3.2	<p>Are dependencies among tasks identified, including decision dependencies? Finding: Partially - Most task dependencies are at a high level.</p>
3.3	<p>Has a schedule been established and is it reasonable based on resources (budget), productivity assumptions and dependencies? Finding: Yes – The schedule is established. PSSRP, BTS, and PF&R considered resource and productivity constraints when developing the schedule.</p>
3.4	<p>Is the schedule clear and detailed enough to monitor progress? Finding: Partially - The schedule assigns resources to the developer tasks. It does not assign resources to other tasks, particularly in the “Post-Replatform Project Activities” section. Task dependencies are assigned to group-level tasks. Dependencies at this level make the schedule more difficult for project monitoring and control.</p>
3.5	<p>Is the schedule used to track progress and updated on a regular basis? Finding: TBD – The newly-approved schedule begins after conclusion of the Personnel system. The work on the Personnel system is not included.</p>
3.6	<p>Are external project dependencies identified in the schedule? Finding: N/A</p>
3.7	<p>Has the schedule been reviewed, approved and signed off by the project Stakeholders? Finding: Yes – The Sponsor approved the schedule, as well as the Governance and Charter, in April.</p>
3.8	<p>Is there an appropriate process for updating the project schedule with actuals and tracking project progress? Findings: TBD – The project has not begun maintaining the schedule. It begins after the Personnel system development is complete.</p>
3.9	<p>Is the schedule reasonable to manage the project? Finding: Partially – The developer tasks are defined and resources assigned. The task dependencies are at a high level. Monitoring and Control would be more effective with the dependencies at a lower level.</p>

Periodic QA Evaluation Report For May 2013

3	<h3 style="margin: 0;">Project Schedule</h3> <p>The project is appropriately planned. The Planning QFP provides an assessment of project planning, scope definition, scheduling and external dependencies.</p> <p style="text-align: center;"> Stable Attention Alert </p> <p>Risk Level </p>
<p>Recommendation: The WBS should be refined to a schedule that includes task dependencies, resources and effort. Scheduling assumptions should be collaboratively reviewed and accepted. The schedule should be supported by the project budget.</p> <p>The project must develop a clear description of the project approach. This should be developed collectively with BTS, PF&R and PSSRP. Participants should include a system architect, developers, end users, trainers, testers, and deployment staff. The approach should include discussions of requirements, development, deployment (including phased deployments), testing, training, support, and retirement of the old system. The approach may include other sections. This document should be detailed enough to be used as input to the schedule.</p> <p>Status 2/5/13 – PSSRP and BTS made personnel changes and committed to a more collaborative project. The PM is working on the Replatform Plan and the refined schedule. They are not yet complete.</p> <p>Status 3/4/13 – The PM is working with BTS and PF&R to develop the approach for the project. Decisions to be made are: (1) When to add new tracking functionality to the Incident system, (2) Whether to remove one system from the project scope to reduce development time and costs, (3) Whether to deploy the system in a phased implementation or a big bang approach, (4) Which reports to include in the day-1 release of the Personnel system. After PF&R, BTS, and the PM make these decisions the PM can develop a Replatform Plan and develop the project schedule, including Milestones.</p> <p>Status 4/8/13 - PSSRP, BTS, and PF&R finalized the decisions listed last month: (1) No new functionality will be added to the Incident system, (2) The Fires2000 system is removed from scope, (3) The replatformed systems will be deployed all at once, (4) Day-1 reports for Personnel are determined. The project has an approved schedule. The schedule should include resource assignments in the Post-Replatform Project Activities. Task dependencies should be at a lower level to facilitate project Monitoring and Control.</p> <p>This QFP is now rated as Attention.</p> <p>Status 5/14/13 – The schedule has more dependencies, at a lower level. This will make the schedule somewhat easier to maintain. The testing tasks for the Personnel system will be defined and assigned in a separate document. BTS and PF&R are completing the testing assignments in separate documents. This QFP will be re-rated to “Stable” when the tasks and assignments are finalized.</p> <p>Status 6/5/13 – The testing tasks for the Personnel system are assigned in a separate document: an Excel matrix with functions cross-referenced to the person assigned. Tasks in the Post-Replatform Project Activities of the main schedule will be assigned as the dates become closer.</p> <p>This QFP is now rated as Stable.</p>	

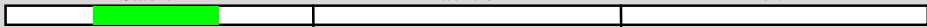
Periodic QA Evaluation Report For May 2013

6	<p>Technical Transition and Business Process Re-Engineering</p> <p>The Technical Transition is adequately planned. This QFP assesses the preparation for managing and conducting the technical transition.</p> <p>Business Process Re-engineering is adequately planned. This QFP assesses the preparation for managing and conducting the business transition.</p> <p>Technical Transition Risk Level </p> <p>Business Process Re-Engineering Risk Level N/A</p>
6.1T	Has the Technical Transition Plan been defined? Finding: In Progress – This plan is part of the Project Plan. The BTS Project Manager was responsible for this plan. The PSSRP PM will take responsibility for developing this document.
6.2T	Has the Technical Transition Plan been reviewed and approved? Finding: No
6.3T	Has the architecture been assessed relative to the City’s architecture? Finding: Yes- the project is using the current City’s architecture.
6.4T	Are there appropriate resources to implement the Technical Transition Plan? Finding: Yes – Resource requirements for a Technical Transition are minimal.
6.5B	Has the Business Process Re-engineering Plan been defined? Finding: N/A to this project.
6.6B	Has the Business Process Re-engineering Plan been reviewed and approved? Finding: N/A to this project.
6.7B	Has the COTS vendor’s workflow been assessed relative to changes from the City’s “as-is” processes? Finding: N/A to this project.
6.8B	Are there appropriate resources to implement the Plan? Finding: TBD

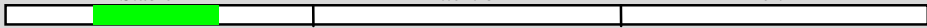
Periodic QA Evaluation Report For May 2013

9	<p>Project & Quality Management and Reporting</p> <p>The project is appropriately managed and controlled. Assessment of the Project Management, Quality Assurance and Quality Control Processes and Plans.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level </p>
9.1	Have formal Project Management (PMP) and Quality Management Plans (QMP) been developed? Finding: Yes - The project has an accepted PMP to describe the approach to analysis, development, testing, deployment, and support for the new products. The project does not have a distinct QMP. But the critical elements are addressed in the testing approach and the Project Plan.
9.2	Are the Plans being followed? Finding: Yes - The project developed a detailed schedule for the systems. Staff is assigned and delivered the first of five systems.
9.3	Have objective quality metrics been put in place for project deliverables? Finding: No - Quality Gates have not been defined for the development or testing process. Product issues and defects will be tracked in a Freeware database.
9.4	Are Project Progress and Deliverables measured against the metrics? Finding: Yes - The project is tracking progress against the schedule.
9.5	Are the results of the metric measurements reported to the appropriate sponsor, users, and other stakeholders? Finding: TBD
9.6	Are appropriate corrective actions put in place when measurements are not acceptable? Finding: TBD
9.7	Are status reports prepared and accurately tracking all project tasks? Finding: TBD – The project has an accepted schedule that starts after the Personnel system. The project delivered the Personnel system for user testing. Now that the developers are developing the next module, the e schedule will be used for tracking progress.
<p>Recommendation: The Project Manager should have the necessary authority and should finalize the PMP, QMP, OCMP, and Replatform Plan. These will all have significant input to the project schedule.</p> <p>Status 2/5/13, 3/4/13 – Recent personnel changes give more authority and responsibility to the Project Manager. The Project Manager should complete the QMP, the PMP, and the Replatform Plan. These will provide significant input to the project schedule.</p> <p>Status 4/8/13 – The Replatform Plan is approved. The PM should develop the Testing Plan to help PF&R further define activities for the Personnel system.</p> <p>Status 5/14/13 – The project team agreed to a testing approach for the Personnel system. This approach includes testing responsibilities for the Personnel system. Though the project does not have a distinct QMP, the test plan, in concert with the Project Plan, contain the critical components of a QMP. Now that the developers are developing the next module, the schedule will be used for tracking progress.</p> <p>This QFP is now rated as Stable.</p> <p>Status 6/5/13 – This Recommendation is now closed.</p>	

Periodic QA Evaluation Report For May 2013

9	<h3>Project & Quality Management and Reporting</h3> <p>The project is appropriately managed and controlled. Assessment of the Project Management, Quality Assurance and Quality Control Processes and Plans.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level </p>
<p>Recommendation: The project should refine the WBS into a schedule. The schedule should be a primary tool for tracking and reporting progress.</p> <p>Status 2/5/13 – The new PM is planning with PF&R and the BTS development team. When they have a complete Replatform Plan and schedule, the project will be able to report progress against the plan and schedule.</p> <p>Status 3/4/13 – The PM is working with BTS and PF&R to develop the approach for the project. Decisions to be made are: (1)When to add new tracking functionality to the Incident system, (2) Possibly removing one system from the project scope to reduce development time and costs, (3)Phased implementation vs. a big bang approach, (4)The list of go-live reports for the Personnel system. After PF&R, BTS, and the PM make these decisions the PM can develop a Project Approach narrative and develop the project schedule, including Milestones.</p> <p>Status 4/8/13 - The Project Plan and schedule are approved. They describe how the project will proceed. The schedule should include additional resource assignments and some task dependencies should be defined at a lower level. The schedule starts after delivery of the Personnel system. Then it can be used for tracking and reporting purposes.</p> <p>Status 5/14/13 – The schedule has some dependencies defined at a lower level. Now that the Personnel system is delivered for testing and the developers moved on to the next systems, the schedule can be used for tracking and reporting. The project is using a separate document for test definition and assignments, BTS and PF&R are finalizing this document. This testing schedule will be used to monitor testing progress.</p> <p>This QFP is now rated as Stable.</p> <p>Status 6/5/13 – This Recommendation is now closed.</p>	

Periodic QA Evaluation Report For May 2013


11	<p>Scope and Change Control</p> <p>The project scope is appropriately controlled. Scope and Change Control assesses the implementation and adherence to change requests.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level </p>
11.1	<p>Is Scope being adhered to? Note: Changes in scope usually impact budget. Finding: Yes - PSSRP, BTS, and PF&R agreed to reduced scope as well as strict scope control measures.</p>
11.2	<p>Are change requests appropriately identified, escalated, and resolved in a timely manner? Finding: TBD – No new change requests have been submitted since the parties agreed to the new scope.</p>
11.3	<p>Are change requests effectively recognized, analyzed for impact, and approved prior to inclusion in the project scope? Finding: TBD – No new change requests have been submitted since the parties agreed to the new scope.</p>
<p>Recommendation: The project should finalize the product scope.</p> <p>Status 2/5/13 – The new PM is planning with PF&R and the BTS development team. This should give the PM better control over the requirements for the new systems.</p> <p>Status 3/4/13 – The Sponsor directed that the Incident system be changed to include roughly 50-60 new fields. The project does not yet know what reporting or other processing is included. The PM is directing that the project use the established BTS Change Control process to track, analyze and estimate these changes.</p> <p>Status 4/8/13 – PSSRP, BTS, and PF&R agreed to reduced scope as well as strict scope control measures.</p> <p>This QFP is now rated as Stable.</p> <p>Status 5/14/13 – This Recommendation is now closed.</p>	

Periodic QA Evaluation Report For May 2013

13	<p>IT Architecture</p> <p>The project adheres to architecture standards. Verification that the Project conforms to IT Architecture standards.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
13.1	The computing environment supports connectivity, portability, scalability, and interoperability. Finding: Yes – The .NET architecture is a standard architecture that will improve connectivity, portability, scalability, and interoperability.
13.2	The Project supports the Architecture Framework? Finding: Yes - The .NET architecture is a standard architecture that will improve connectivity, portability, scalability, and interoperability.
13.3	The Project supports the Architecture Framework strategic objectives? Finding: Yes – With the new architecture, PF&R will eventually be able to implement their Mobile applications.

14	<p>Project Library and Configuration Management</p> <p>The project has an appropriate Project Library in place to support Project Management and a Configuration Management Process in place to support System Delivery.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> NOT ASSESSED IN THIS REPORT</p>
14.1	A Secure library has been defined? Finding:
14.2	Procedures are documented for configuring and maintaining the library? Finding:
14.3	Procedures are documented for checking items in and out of the library? Finding:
14.4	There are contractor controls and monitoring in place. Finding:
14.5	There are procedures for reviewing changes to items in the library? Finding:

Periodic QA Evaluation Report For May 2013

17	<h3 style="margin: 0;">Configuration and Construction Process</h3> <p style="margin: 0;">The configuration and development of the new system are appropriate.</p> <p style="margin: 0; text-align: center;"> Stable Attention Alert </p> <p style="margin: 0;">Risk Level </p>
17.1	The configuration specifications have been verified to meet project requirements. Finding: Yes – The configuration specifications have been verified by several proof of concept and demonstration versions.
17.2	The Development Methodology is appropriate and is followed. Finding: Yes – The System Architect is leading the development effort and the team is following the methodology.

Periodic QA Evaluation Report For May 2013

19	<p>Training</p> <p>The project staff and system users are appropriately trained in a timely manner. Assessment of training plans and materials.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
19.1	Has formal Training Plan been developed? Finding: In Progress – PF&R is developing the Training Plan.
20.2	Are the Plans being followed? Finding: TBD

20	<p>Implementation Process</p> <p>The new system has been successfully moved into the production environment.</p> <p style="text-align: center;">Stable Attention Alert</p> <p>Risk Level <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> NOT APPLICABLE AT THIS TIME</p>
20.1	The installation specification is complete and reasonable. Finding: TBD – BTS, PF&R, and the PM are finalizing decisions that will impact system implementation.
21.2	The training plans and the new Business Processes (workflows and procedures) are complete and acceptable. Finding:
21.3	The actual training was acceptable. Finding:
21.4	System documentation is complete and acceptable. Finding:
21.5	The implementation acceptance criteria have been met. Finding:

Periodic QA Evaluation Report For May 2013

21	<p>Deployment Process</p> <p>The new system has been successfully deployed.</p> <p style="text-align: center;"> Stable Attention Alert </p> <p>Risk Level <input style="width: 100%; height: 15px;" type="text"/> NOT APPLICABLE AT THIS TIME</p>
21.1	Deployment Plans are complete and reasonable. Finding: TBD – BTS, PF&R, and the PM are finalizing decisions that will impact system deployment.
22.2	Training City staff was complete and acceptable. Finding: TBD
22.3	User documentation is complete and acceptable. Finding: TBD
22.4	Deployment acceptance criteria have been met. Finding: TBD

Periodic QA Evaluation Report For May 2013

Appendix A – CASE Associates Status Report

This section summarizes activities and deliverables completed for the Fire Information Systems Re-Platform Project during April 2013.

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

Meeting with the FIS Project Manager 5/9/2013, 5/13/2013, 5/16/2013
Project Advisory Committee Meeting 5/23/2013

Documents Reviewed

Fire Systems Project Status Report May 3 and May 10, 2013, May 17, 2013, May 24, - Project Manager’s reports
PFB Replatform Project Phase II Adjusted 4-29-13 MBT – Project Schedule
4-26-13 FIS User Test Planning meeting notes
20130514_DRAFT_PS_Testing_Roles
20130521_PS_Testing_Roles_Assignments

Documents Delivered

FIS CAI Periodic QA Evaluation Report for April 2013, deliverable *FIS.C6*

Documents in Process

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

Delayed Items

Item	Description of problem	Schedule Impact	Recommended Solution
None			

Other Issues/Problems/Concerns

None