

City of Portland

# Public Safety Systems Revitalization Program

## Radio Replacement Project



# Periodic QA Evaluation Report

For August 2013

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**Prepared By:**



Clifford Smith, PMP, Lead Quality Assurance Consultant

David Sharon, QA Consultant and Engagement Manager

Peter van den Berg, Quality Assurance Consultant

Contract # 30002849

# Periodic QA Evaluation Report

## For August 2013

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Version	Date	Comments
V1.0	9/4/2013	Initial Version for PSSRP Review.
V1.1	9/9/2013	Incorporate feedback from POM. Version for PM review.
V2.0	9/11/2013	Incorporate PM Feedback. Final Version.

# Periodic QA Evaluation Report

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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 planned microwave tower at Walter’s Hill to cover Gresham and East county, with a loop back to BOEC.

**Status:** The Gresham Mayor and a number of Gresham residents are concerned about the tower height to replace the existing 40’ telephone pole. It is likely that the tower construction meets the land use requirements established by the City of Gresham. The tower replacement is a BTS project (not PSSRP). BTS has been working on it for some time. PSSRP briefed the Executive Steering Committee at the 6/19/2013 meeting.

The Radio project’s conceptual design included a microwave tower location on Walters Hill and the schedule is dependent on this tower to complete the east side microwave loop. Alternatives may be risky, expensive, and delay the Radio project. PSSRP is actively addressing this significant risk.

**NEW**

BTS filed an application for a land use permit on August 13 to construct a 140’ tower.

Portland engaged an engineering consultant to look into alternative sites and coverage predictions.

Gresham has indicated they are seeking a consultant to identify and assess alternatives that would allow the Gresham Butte antenna to remain below the tree line.

- 2 The Acquisition Phase schedule.

**NEW**

**Status:** Contract negotiations are proceeding as planned. The project can tolerate some months of slippage before it affects the overall project schedule. PSSRP plans to present the contract to the City Council in October 2013.

- 3 Subscriber Units purchase from Motorola.

The project is considering an offer from Motorola to purchase the subscriber units. Such a decision could obviate the solicitation process for subscriber units.

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### Project Status and Progress

The PSSRP Radio Replacement Project is to replace the current City of Portland Public Safety radio communications system with a modern all digital P25 Phase I compliant system.

This is the tenth monthly Radio Replacement Project 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.

The Radio Replacement Project is in two major phases:

1. Phase I - Infrastructure. The project is in this phase. This Periodic QA Evaluation Report focuses on this phase.
2. Phase II - Subscriber Units. CAI will include reviews of this phase when appropriate. PSSRP plans to release the RFP in mid-2014 unless a decision is made to purchase the subscriber units at the same time as the infrastructure contract is approved (See watch list #3)

### Overall Project QA Status

Contract negotiations with Motorola, the successful vendor, started in June 2013. To help develop the contract, PSSRP has recent contract samples from other Motorola clients. The Radio team also went on a site visit to Spokane. Contract negotiations are expected to last through August 2013. When the contract is reviewed by all necessary parties, including legal counsel and Procurement Services, PSSRP will seek approval from the City Council to execute the contract. PSSRP will present the contract to Council in October 2013.

The Bureau of Technology Services (BTS) completed the street-level coverage analysis. This data is necessary for the contract negotiations and will be used as a baseline against which to compare the new system.

**NEW**

Motorola completed its tower site visits. This survey will determine the readiness of each tower to receive the new equipment. Any needed improvements to a tower will be the city's responsibility. Motorola has not indicated when they will provide the resulting reports for each site.

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

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

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### 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
<b>Schedule</b>	<b>Stable</b>	The project is proceeding according to expectations. Some project risks could affect the schedule. To address this, QFP #3 and QFP #5 are rated as needing attention. A final schedule will be available after a Detailed Design Review (DDR), expected in January or February 2014. A “high confidence” schedule will be available at a project kickoff, a few weeks after contract signature.
<b>Budget</b>	<b>Stable</b>	The project has a budget and contingency. Most expenditures will be planned during and shortly after contract negotiations. CAI and PSSRP will review the budget and payment plan in October.
<b>Scope</b>	<b>Stable</b>	The project scope is clearly defined in the RFP and the Project Charter.

### 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 at this time.

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### Quality Focal Point Summary Chart<sup>1</sup>

Quality Focal Point	Impact	Prior as of: 7/7/13	Prior as of: 8/7/13	Current as of: 9/9/13	Next Month <sup>2</sup>
1. Meeting Milestones	High	Stable	Stable	Stable	↔
<b>Planning</b>					↔
2. Requirements Management	High	Stable	Stable	Stable	
3. Project Schedule	High	Stable	Stable	Stable	
4. Communications	High	Stable	Stable	Stable	
5. Risk and Issue Management	High	Stable	Stable	Stable	
6. Radio System Acquisition	High	Stable	Stable	Stable	
7. Tech Transition	High	NR <sup>3</sup>	NR	NR	
8. Operational Transition	High	NR	NR	NR	
<b>Monitoring and Control</b>					↔
9. Project Organization and Leadership	High	Stable	Stable	Stable	
10. Project Resources	High	Stable	Stable	Stable	
11. Project/Quality Management and Reporting	Medium	NR	NR	NR	
12. Budget Planning and Tracking	Medium	Stable	Stable	Stable	
13. Scope and Change Control	High	NR	NR	NR	
14. Radio System Architecture	High	NR	Stable	Stable	
15. Radio System Acquisition Management	High	Stable	Stable	Stable	
16. Project Library and Configuration Management	Medium	Stable	Stable	Stable	
<b>Delivery</b>					↔
17. System Design Process	High	Stable	Stable	Stable	
18. Testing (Non-Functional)	High	NR	NR	NR	
19. User Acceptance Process	High	NR	NR	NR	
20. Training	High	NR	NR	NR	
21. Implementation & Integration Process	High	NR	NR	NR	

<sup>1</sup> The Quality Focal Point ratings are explained on the next page.

<sup>2</sup> The Next Month arrows are explained on the next page.

<sup>3</sup> "NR" indicates Not Rated for this report.

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### Definition of QFP 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.

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### Quality Focal Points

<b>1</b>	<h3>Milestones</h3> <p><b>Project milestones are being met on schedule.</b> The Milestone QFP assesses the scheduled completion of interim and major project milestones and their impact on overall project completion.</p> <p><b>Risk Level</b> <span style="display: inline-block; width: 100px; border-bottom: 1px solid black; position: relative;"> <span style="position: absolute; left: 0; top: -10px;">Stable</span> <span style="position: absolute; left: 33%; top: -10px;">Attention</span> <span style="position: absolute; left: 66%; top: -10px;">Alert</span> <div style="position: absolute; left: 15%; width: 15%; height: 10px; background-color: green;"></div> </span></p>
<b>1.1</b>	<p>Are project milestones being met so far? <b>Finding:</b> Yes –The project announced that Motorola received the award. The announcement was 5/22/13, nine days ahead of schedule. Contract negotiations began on 6/12/13, on schedule. The negotiations continued through August 2013. Legal counsel and the City Procurement Services will then review the contract. PSSRP will present the final contract for approval to the City Council in October 2013.</p>
<b>1.2</b>	<p>Is there sufficient time (with appropriate slack) to complete the project before the committed completion date? <b>Finding:</b> TBD – The project schedule will be developed during negotiations with the selected vendor. Contract Negotiations with the vendor are scheduled for June through August 2013. Within a few weeks of contract signature, PSSRP will be able to present a “high confidence” schedule.</p>
<b>2</b>	<h3>Requirements Management</h3> <p><b>The Requirements Management process is appropriate and thorough.</b></p> <p><b>Risk Level</b> <span style="display: inline-block; width: 100px; border-bottom: 1px solid black; position: relative;"> <span style="position: absolute; left: 0; top: -10px;">Stable</span> <span style="position: absolute; left: 33%; top: -10px;">Attention</span> <span style="position: absolute; left: 66%; top: -10px;">Alert</span> <div style="position: absolute; left: 15%; width: 15%; height: 10px; background-color: green;"></div> </span></p>
<b>2.1</b>	<p>Are the System and Business Requirements understood and confirmed? <b>Finding:</b> Yes –The requirements are clearly articulated in the RFP, “Functional Requirements” chapter. The Radio Project Charter contains high-level project objectives.</p>
<b>2.2</b>	<p>Are requirements traceable to design? <b>Finding:</b> Yes – The requirements are traceable to the Conceptual Design provided by the project consultants, Federal Engineering. The City accepted the requirements and conceptual design. The RFP contained requirements for the proposal. When the SOW and system design are developed they will be compared to the RFP to maintain traceability.</p>
<b>2.3</b>	<p>Are requirement change impacts understood and documented <b>Finding:</b> TBD</p>
<b>2.4</b>	<p>Are test conditions defined to validate requirements compliance? <b>Finding:</b> TBD</p>











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<b>7</b>	<h3 style="margin: 0;">Technical Transition</h3> <p style="margin: 0;"><b>The Technical Transition is adequately planned.</b></p> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="margin-right: 10px;"><b>Risk Level</b></div> <div style="flex-grow: 1; border-bottom: 1px solid black; position: relative;"> <div style="position: absolute; top: -10px; left: 20%; font-size: small;">Stable</div> <div style="position: absolute; top: -10px; left: 40%; font-size: small;">Attention</div> <div style="position: absolute; top: -10px; left: 60%; font-size: small;">Alert</div> </div> <div style="margin-left: 10px; border: 1px solid black; padding: 2px 5px; background-color: #e0e0e0;">NOT APPLICABLE AT THIS TIME</div> </div>
<b>7.1</b>	Has the Technical Transition Plan been defined? <b>Finding:</b> TBD – A Technical Transition Plan will not be available until after the radio vendor and the City sign a contract.
<b>7.2</b>	Has the Technical Transition Plan been reviewed and approved? <b>Finding:</b>
<b>7.3</b>	Has the Radio vendor’s Radio System architecture been assessed relative to the City’s current Radio System architecture? <b>Finding:</b>

<b>8</b>	<h3 style="margin: 0;">Operational Transition</h3> <p style="margin: 0;"><b>The Operational Transition is adequately planned.</b></p> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="margin-right: 10px;"><b>Risk Level</b></div> <div style="flex-grow: 1; border-bottom: 1px solid black; position: relative;"> <div style="position: absolute; top: -10px; left: 20%; font-size: small;">Stable</div> <div style="position: absolute; top: -10px; left: 40%; font-size: small;">Attention</div> <div style="position: absolute; top: -10px; left: 60%; font-size: small;">Alert</div> </div> <div style="margin-left: 10px; border: 1px solid black; padding: 2px 5px; background-color: #e0e0e0;">NOT APPLICABLE AT THIS TIME</div> </div>
<b>8.1</b>	Has the Business Process Re-engineering Plan been reviewed and approved? <b>Finding:</b> There will be no BPR for this project.
<b>8.2</b>	Are there appropriate resources to implement the Change Management Plan? <b>Finding:</b>
<b>Note:</b> This QFP will be removed from future reports.	



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<b>10</b>	<p><b>Project Resources</b></p> <p><b>The project is appropriately resourced.</b> 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.</p> <p><b>Risk Level</b> <span style="display: inline-block; border-bottom: 1px solid black; width: 150px; margin-left: 10px;"> <div style="display: inline-block; width: 25%; background-color: green; height: 10px;"></div> <div style="display: inline-block; width: 50%; height: 10px;"></div> <div style="display: inline-block; width: 25%; height: 10px;"></div> </span></p> <p style="text-align: center; margin-left: 10px;"> <span style="margin-right: 40px;">Stable</span> <span style="margin-right: 40px;">Attention</span> <span>Alert</span> </p>
<b>10.1</b>	<p>Is the level of effort planned for each project deliverable at an appropriate activity level; and, is it reasonable? <b>Finding:</b> Yes for the RFP phase. TBD for the implementation phase. The vendor will do most of the system installation, accompanied by COP staff. Staffing levels will be finalized in a project schedule.</p>
<b>10.2</b>	<p>Are appropriate staff resources (skill set and quantity) available and assigned to complete the project? <b>Finding:</b> Yes for the RFP phase. The PSSRP Program Office Manager will lead the Contract Negotiation Team.</p> <p>TBD for the implementation phase. The PM will meet with BTS Communications and the Radio Shop to review staffing needs and availability to complete the project.</p>
<b>10.3</b>	<p>Are appropriate staff support resources (skill and quantity) available and assigned to provide on-going operations support? <b>Finding:</b> TBD – COP staff will require training to use and support the new system. The staffing levels necessary to support the new system is not yet determined.</p>

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<b>11</b>	<p><b>Project &amp; Quality Management and Reporting</b></p> <p><b>The project is appropriately managed and quality controlled.</b> Assessment of the Project Management and Quality Management Processes and Plans.</p> <p style="text-align: center;"> <span style="margin-right: 100px;">Stable</span> <span style="margin-right: 100px;">Attention</span> <span>Alert</span> </p> <p><b>Risk Level</b> <span style="display: inline-block; width: 150px; border-bottom: 1px solid black; margin-left: 20px;"></span> <b>NOT APPLICABLE AT THIS TIME</b></p>
<b>11.1</b>	Have formal Project Management and Quality Management Plans been developed? <b>Finding:</b> TBD
<b>11.2</b>	Are the Plans being followed? <b>Finding:</b>
<b>11.8</b>	Are appropriate status reports prepared for tracking and monitoring all project tasks? <b>Finding:</b>
<p><b>Suggestion:</b> The project should develop a detailed and formal Quality Management Plan (QMP). The City and the vendor will collaboratively develop the QMP. The plan will describe reviews and Quality Control and Quality Assurance steps to ensure that the vendor is progressing according to the City's needs.</p> <p>The QMP does not need to be a separate document and plan. It can be contained in another document, or all QM plans can be described in various other documents. For instance, design reviews and product reviews could be described in a Testing Plan. Likewise, Quality reporting could also be described in a Communication Plan.</p> <p>The QMP should be finalized shortly after contract negotiations are complete.</p>	



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12	<h3 style="margin: 0;">Budget Planning and Tracking</h3> <p><b>The project budget is appropriately planned, managed and tracked.</b> 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?</p> <p style="text-align: center;"> <span style="margin-right: 100px;">Stable</span> <span style="margin-right: 100px;">Attention</span> <span>Alert</span> </p> <p><b>Risk Level</b> <span style="display: inline-block; width: 150px; border: 1px solid black; margin-left: 5px;"> <div style="width: 20%; background-color: green;"></div> </span></p>
12.1	<p>Is the Radio Budget thoroughly planned and Budget to Actuals reported in a timely manner? <b>Finding:</b> TBD – The project has a Payment Plan. It will be finalized during contract negotiations. CAI and PSSRP will review the Budget and Payment Plan in October.</p>
12.2	<p>Are the appropriate funds budgeted in order to conduct required activities and complete and support the project? <b>Finding:</b> TBD - Most expenditures will be planned during and shortly after contract negotiations.</p>
12.3	<p>Does the Project Manager maintain a tracking report of expenditure? <b>Finding:</b> Yes – Budget management and tracking is performed by the city’s finance office in consultation with the PM and providing regular budget reports to the PM.</p>



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15	<h3 style="margin: 0;">Radio System Acquisition Management</h3> <p style="margin: 0;"><b>The vendor deliverables meet the Project requirements and standards per the Contract Terms and Conditions.</b></p> <p style="margin: 0;"><b>Risk Level</b> <span style="display: inline-block; width: 150px; border-bottom: 1px solid black; position: relative; top: -10px;"> <span style="position: absolute; left: 20px; top: -10px;">Stable</span> <span style="position: absolute; left: 40%; top: -10px;">Attention</span> <span style="position: absolute; left: 80%; top: -10px;">Alert</span> <span style="position: absolute; left: 20%; width: 10%; background-color: green; height: 10px;"></span> </span> </p>
15.1	Procedures are defined and documented to monitor and track vendor deliverables. <b>Finding:</b> Yes, for the RFP phase. The RFP is explicit regarding the Proposal content. The project defined and is following the RFP process.
15.2	Procedures are defined and documented to measure vendor deliverables against project requirements and standards per the contract. <b>Finding:</b> TBD - The project is defining a Testing Plan during contract negotiations. It includes specifics for capacity and coverage. It uses the street level measurements recorded for the current system as a baseline.
15.3	Project staff understands and follows documented procedures regarding vendor deliverables requirements. <b>Finding:</b> TBD for the Implementation phase.

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16	<p><b>Project Library and Configuration Management</b></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><b>Risk Level</b> <span style="display: inline-block; width: 150px; border-bottom: 1px solid black; margin-left: 10px;"> <div style="display: inline-block; width: 25%; background-color: green; height: 10px;"></div> <div style="display: inline-block; width: 50%; text-align: center; border-bottom: 1px solid black; margin: 0 5px;">Stable</div> <div style="display: inline-block; width: 25%; text-align: center; border-bottom: 1px solid black; margin: 0 5px;">Attention</div> <div style="display: inline-block; width: 25%; text-align: center; border-bottom: 1px solid black; margin: 0 5px;">Alert</div> </span></p>
16.1	A Secure library has been defined? <b>Finding:</b> Yes – The Radio project uses a hierarchical file system to manage all project related documentation. Access is limited to people with appropriate system accounts.
16.2	Procedures are documented for configuring and maintaining the library? <b>Finding:</b> Yes - Project uses standard IT system administration procedures for configuring and maintaining the file system which holds all project related documentation.
16.3	Procedures are documented for checking items in and out of the library? <b>Finding:</b> No – The project does not have a check-in-and-out process. A standardized document content and management procedures would support version controls.
16.4	There are contractor controls and monitoring in place. <b>Finding:</b> Yes – These are based on IT general contractor system access rules.
16.5	There are procedures for reviewing changes to items in the library? <b>Finding:</b> No – The file system has no procedures for reviewing changes in the library.

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17	<h3 style="margin: 0;">System Design Process</h3> <p style="margin: 0;"><b>The system design process is appropriate and thorough.</b></p> <p style="margin: 0;"><b>Risk Level</b> <span style="display: inline-block; width: 150px; border-bottom: 1px solid black; margin-left: 10px;"> <div style="display: inline-block; width: 20px; height: 10px; background-color: green; border: 1px solid black;"></div> <span style="margin-left: 10px;">Stable</span> <span style="margin-left: 50px;">Attention</span> <span style="margin-left: 50px;">Alert</span> </span></p>
17.1	Are radio system specifications/designs in agreement with the system/business requirements? <b>Finding:</b> Yes – Requirements are clearly defined in the RFP.
17.2	Are the radio system specifications reasonable and acceptable? <b>Finding:</b> Yes – The specifications are in accordance with generally accepted industry standards, such as P25 Phase 1 and future Phase 2. The project engaged an engineering firm, Federal Engineering, to validate the specifications.
17.3	<p>Is the current Public Safety Radio system infrastructure (towers, shelters, microwave, power, etc.) able to support the new voice communication Public Safety Radio? <b>Finding:</b> TBD –The vendor and the City conducted site survey to confirm that the current infrastructure will support the new Radio system. Those visits concluded in August. The results are not yet available. When the results are available, the City will plan any necessary remediations and/or design changes.</p> <p>BTS along with support from PSSRP are actively addressing an issue with Walter’s Hill. The Gresham Mayor and a number of Gresham residents are concerned about the tower height to replace the existing 40’ telephone pole. It is likely that the tower construction meets the land use requirements established by the City of Gresham. The tower replacement is a BTS project (not PSSRP) and they have been working on it for some time. PSSRP briefed the Executive Steering Committee at the 6/19/2013 meeting.</p> <p>The Radio project’s conceptual design included a microwave tower location on Walters Hill and the schedule is dependent on this tower to complete the east side microwave loop. Alternatives may be risky, expensive, and delay the Radio project.</p>
17.4	Does the radio system architecture allow for full interoperability among Portland and other metro area jurisdictions? <b>Finding:</b> TBD – This will be determined in the DDR (January of February 2014) and verified in testing.

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<b>18</b>	<p><b>Testing (Non-Functional)</b></p> <p><b>The project is appropriately tested.</b> Appropriate functional and performance acceptance testing procedures and plans are in place and meet the operational needs of the system and verify and validate acceptable compliance to requirements.</p> <p style="text-align: center;">Stable                      Attention                      Alert</p> <p><b>Risk Level</b> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <b>NOT APPLICABLE AT THIS TIME</b></p>
<b>18.1</b>	Has a formal Test Management Plan been developed? <b>Finding:</b> TBD – A high-level testing approach is being developed during contract negotiations. The Motorola proposal includes a formal Testing plan/approach. The test plan will address coverage, capacity and any other requirements from the contract. CAI will review the Test Plan when it is available.
<b>18.2</b>	Is the Plan being followed? <b>Finding:</b>
<b>18.3</b>	Are the end users involved in establishing the functional acceptance testing scope and standards? <b>Finding:</b> TBD
<b>18.4</b>	Are the functional, capacity, and performance acceptance test procedures appropriate and are results monitored and tracked? <b>Finding:</b>
<b>18.5</b>	Do the functional, capacity, and performance specifications match operational needs? <b>Finding:</b>
<b>18.6</b>	Is comprehensive end-to-end functional, capacity, and performance acceptance testing planned and performed for all Radio System components, including supporting infrastructure? <b>Finding:</b>
<b>18.7</b>	Are infrastructure conditions that may affect the radio system being considered, tested and resolved? <b>Finding:</b>
<b>18.8</b>	Was a defect log maintained and effective corrective actions taken? <b>Finding:</b>

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<b>19</b>	<p><b>User Acceptance Process</b></p> <p>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.</p> <p style="text-align: center;"> <span style="margin-right: 100px;">Stable</span> <span style="margin-right: 100px;">Attention</span> <span>Alert</span> </p> <p><b>Risk Level</b> <input type="text"/> <input type="text"/> <input type="text"/> <b>NOT APPLICABLE AT THIS TIME</b></p>
<b>19.1</b>	A User Acceptance Test Plan has been prepared. <b>Finding:</b> TBD – A high-level testing approach will be determined during contract negotiations. A detailed Test Plan will be developed later in the project. . The test plan will address coverage, capacity and any other requirements from the contract. CAI will review the Test Plan when it is available.
<b>19.2</b>	The acceptance test procedures are complete. <b>Finding:</b>
<b>19.3</b>	Testing standards are understood and followed. <b>Finding:</b>
<b>19.4</b>	A defect log was maintained and corrective actions were effective. <b>Finding:</b>
<b>19.5</b>	User acceptance criteria have been met. <b>Finding:</b>

<b>20</b>	<p><b>Training</b></p> <p>The radio system technical staff and end users are appropriately trained in a timely manner. Assessment of training plans and materials.</p> <p style="text-align: center;"> <span style="margin-right: 100px;">Stable</span> <span style="margin-right: 100px;">Attention</span> <span>Alert</span> </p> <p><b>Risk Level</b> <input type="text"/> <input type="text"/> <input type="text"/> <b>NOT APPLICABLE AT THIS TIME</b></p>
<b>20.1</b>	Have formal end user and technical Training Plans been developed? <b>Finding:</b> TBD – The RFP requires the vendor to address training. A Training Plan will be developed during contract negotiations. The project will take a Train-the-Trainer approach. Motorola will train lead trainers from COP Bureaus and external agencies. Those training leaders will then be responsible for training users in their own organizations. Training will include end users and BTS support staff. CAI will review the Training Plan when it is available.
<b>20.2</b>	The actual training was acceptable. <b>Finding:</b> TBD
<b>20.3</b>	Are the Plans being followed? <b>Finding:</b> TBD

## Periodic QA Evaluation Report For August 2013

<b>21</b>	<p><b>Implementation &amp; Integration Process</b></p> <p>The new system has been successfully moved into the production environment.</p> <p style="text-align: center;">Stable                      Attention                      Alert</p> <p><b>Risk Level</b> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <b>NOT APPLICABLE AT THIS TIME</b></p>
<b>21.1</b>	The installation specification is complete and reasonable. <b>Finding:</b> TBD – The vendor will install the system. Installation instructions are not likely to be a problem.
<b>21.2</b>	System documentation is complete and acceptable. <b>Finding:</b>
<b>21.3</b>	Is there an appropriate Operations & Maintenance Plan in place to assure the new system is appropriately supported in accordance with (to be?) established Service Level Agreements (SLAs)? <b>Finding:</b>



## Periodic QA Evaluation Report For August 2013

### Appendix A – CASE Associates Status Report

This section summarizes activities and deliverables completed for the Radio Replacement Project during August 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 Project Managers and POM 8/14/13

Meeting with PM 8/30/13

Meeting with the POM (telephone) 8/27/13

#### Documents Reviewed

Project Schedule with Radios (pdf, at summary level)

COP Radio Status report weeks ending Aug 2 9 16 2013 Final – Project Managers’ Report

#### Documents Delivered

Radio CAI Periodic QA Evaluation Report for July 2013, deliverable *Radio.C.9*

#### Documents in Process

Radio CAI Periodic QA Evaluation Report for August 2013, deliverable *Radio.C10*

#### Delayed Items

Item	Description of problem	Schedule Impact	Recommended Solution
None			

#### Other Issues/Problems/Concerns

None