

Office of the State CIO

Statewide Policy on Independent Quality Management Services for Information Technology Policy #: 107-004-030

Exhibits A thru F March 2019 Update*

*This March 2019 Update supersedes all previous versions of these exhibits.

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- Exhibit A – Excerpts from ORS 276A.223 (“Independent QA Act”) and OSCIO Guidance on Reports Distribution
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Exhibit A

This Exhibit A has two sections, Section 1 Excerpts from ORS 276A.223 and Section 2 OSCIO Guidance on Reports Distribution.

Section 1. Excerpts from ORS 276A.223

(1) As used in this section:

(a)

(A) **“Information technology initiative”** means a project to develop or provide, with the state contracting agency’s or public corporation’s own personnel and resources, or to obtain by means of a procurement or set of related procurements:

- (i) New hardware, software or services for data processing, office automation or telecommunications;
- (ii) An overhaul, upgrade or replacement of a substantial portion of the hardware or software in an existing data processing, office automation or telecommunications system; or
- (iii) A substantial expansion of existing data processing, office automation or telecommunications services.

(B) **“Information technology initiative” does not include:**

- (i) A procurement for preliminary quality assurance services or quality management services;
- (ii) A routine update to or purchase of hardware or software within an existing data processing, office automation or telecommunications system;
- (iii) A renewal of an existing contract for data processing, office automation or telecommunications services under terms and conditions that are substantially the same as in the existing contract; or
- (iv) A replacement of a component of an existing data processing, office automation or telecommunications system that is not essential for the system to function as designed or that occurs at the end of the component’s anticipated life cycle.

(b)

“Preliminary quality assurance services” means a set of services in which a contractor provides an independent and objective review of a state contracting agency’s or a public corporation’s plans, specifications, estimates, documentation, available resources and overall purpose for an information technology initiative, including services in which the contractor evaluates a proposed information technology initiative against applicable quality standards and best practices from private industry and other sources.

(c)

“**Procurement**” has the meaning given that term in ORS 279A.010.

(d)

(A) “**Public corporation**” means a corporation:

- (i) The operations of which are subject to control by this state or by an agency or instrumentality of this state, or by officers of this state or of an agency or instrumentality of this state;
- (ii) That is organized, at least in part, to serve a public purpose; and
- (iii) That receives public funds or other support from an entity described in sub-subparagraph (i) of this subparagraph.

(B) “**Public corporation**” does not include:

- (i) A person or entity described in ORS 174.108 (3);
- (ii) A city, county, local service district, school district, education service district, community college district or community college service district or a university listed in ORS 352.002; or
- (iii) An administrative subdivision of an entity described in sub-subparagraph (ii) of this subparagraph.

(e)

“**Quality management services**” means a set of services in which a contractor provides an independent and objective review and evaluation of a state contracting agency’s, a public corporation’s or another contractor’s performance with respect to an information technology initiative, such as services in which the contractor:

(A) Identifies quality standards that apply or should apply to the information technology initiative;

(B) Suggests methods and means by which the state contracting agency, the public corporation or the other contractor may meet quality standards identified in subparagraph (A) of this paragraph;

(C) Reviews and evaluates the state contracting agency’s, the public corporation’s or the other contractor’s performance regularly as the information technology initiative progresses from start to finish;

(D) Identifies omissions or gaps in the state contracting agency’s, the public corporation’s or the other contractor’s planning, execution, control, methodology, communication or reporting as the information technology initiative progresses from start to finish;

(E) Identifies risks in the state contracting agency's, the public corporation's or the other contractor's plans or approach to designing, developing or implementing the information technology initiative and suggests methods to reduce, mitigate or eliminate the risks;

(F) Assists the state contracting agency or the public corporation in testing or otherwise evaluating the hardware, software or services that are developed, provided or obtained as part of an information technology initiative to determine whether the hardware, software or services conform with the quality standards identified in subparagraph (A) of this paragraph;

(G) Advises the state contracting agency or the public corporation as to whether the hardware, software or services that are developed, provided or obtained as part of an information technology initiative meet the contracting agency's or the public corporation's needs, specifications or expectations and otherwise enable the state contracting agency or the public corporation to achieve the objectives for the information technology initiative; or

(H) Identifies unsatisfactory performance and suggests methods the state contracting agency, the public corporation or the other contractor might use to eliminate the causes of unsatisfactory performance.

(f)

“State contracting agency” has the meaning given that term in ORS 279A.010 (Definitions for Public Contracting Code).

(2)

(a)

A state contracting agency or a public corporation that implements an information technology initiative shall obtain quality management services from a qualified contractor if the value of the information technology initiative exceeds \$5 million, unless the State Chief Information Officer determines that the quality management services are not necessary. The State Chief Information Officer may require quality management services for an information technology initiative the value of which does not exceed \$5 million if the information technology initiative meets criteria or standards that the State Chief Information Officer specifies in rule or policy. The State Chief Information Officer not later than December 31 of each year shall submit to the Legislative Fiscal Officer a report that identifies information technology initiatives for which:

(A) The value exceeds \$5 million; and

(B) The State Chief Information Officer determines that quality management services are not necessary.

(b)

A state contracting agency or public corporation may, subject to ORS 279B.040, procure preliminary quality assurance services from a contractor if the information technology initiative meets the criteria set forth in paragraph (a) of this subsection or if the state contracting agency or public corporation otherwise believes that the preliminary quality assurance services will enable the contracting agency or public corporation to implement an information technology initiative successfully.

(5)

(a)

If a state contracting agency or a public corporation awards a contract for preliminary quality assurance services or quality management services, the contract must provide that at the same time a contractor provides a preliminary or final report to the contract administrator, the contractor shall also provide a copy of the report to:

(A) The State Chief Information Officer;

(B) The Director of the Oregon Department of Administrative Services;

(C) The Legislative Fiscal Officer; and

(D) As appropriate for the specific information technology initiative, to:

(i) The director of the state contracting agency or, if a board or commission sets policy for the state contracting agency, to the board or commission; or

(ii) The governing body of the public corporation.

(b)

The state contracting agency or public corporation shall provide the contractor with names, addresses and other contact information the contractor needs to comply with paragraph (a) of this subsection.

(end of excerpt from ORS 276A.223)

Section 2. OSCIO Requirements on Reports Distribution

Not all Projects will require the same level of Quality Management Services. Therefore, the types of preliminary (draft) reports and final reports produced by the Independent Quality Management Services contractors will depend on the scope of Quality Management Services that OSCIO requires for a particular Project.

OSCIO establishes rules, policies, procedures, criteria and standards related to Quality Management Services. As ORS 276A.223 does not include definitions or descriptions of relevant reports and does not make a distinction between the types of reports that need to be shared with parties identified within ORS 276A.223 or with other parties identified within this Policy, OSCIO provides the following policy & procedure guidance on reports distribution.

Guidance on Reports Distribution. As part of normal project governance, the Project's project manager, the Project's executive sponsor, and other parties designated by the Covered Organization or the OSCIO would likely receive Quality Management Services contractor deliverables. Regardless of the specific details of the Project's governance processes, Covered Organization's Authorized Representative / contract administrator of Quality Management Services contracts must do the following:

1. Ascertain that all contractual requirements are met by the Quality Management Services contractor, including the distribution of reports to persons required by Clause (5)(a) of ORS 276A.223 and as directed by Table 1 below.
2. Inspect or maintain business records or other evidence (such as email headers of contractor emails used for electronic distribution) for report distributions by the contractor.
3. In relation to (1) and (2) above, submit an "Independent Contractor Deliverables Distribution Report" for all deliverables as described in Table 1, using a report template as described in Table 2.

Table 1. Distribution requirements for Independent Contractor deliverables.

Report	State CIO	Director of DAS	Director of Covered Organization	Legislative Fiscal Officer
Task 1 - Risk Assessment, All Deliverables				
<i>Preliminary (draft) versions</i>	X	X	X	X
<i>Final version</i>	X	X	X	X
Task 2 - Quality Management Planning, All Deliverables				
<i>Preliminary (draft) versions</i>	X	X	X	X
<i>Final version</i>	X	X	X	X
Task 3 - Quality Control, All Deliverables				
<i>Preliminary (draft) versions</i>	X	X	X	X
<i>Final version</i>	X	X	X	X
Task 4 - Quality Assurance, All Deliverables				
<i>Preliminary (draft) versions</i>	X	X	X	X
<i>Final version</i>	X	X	X	X
Task 5 - Independent Solution Testing, All Deliverables				
<i>Preliminary (draft) versions</i>	X	X	X	X
<i>Final version</i>	X	X	X	X

Table 1 legend:

- “Deliverable” and “Task” are as specified in the Scope of Services (Exhibit B).
- “Report” means all preliminary (draft) versions and the final version of a Quality Management Services Deliverable.
- “Preliminary Report” means draft version of a Quality Management Services Deliverable before State acceptance.

Table 2. Independent Contractor Deliverables Distribution Report template.

Deliverable Number	Deliverable Name	Version Number	Date Sent to Persons as Required by ORS 276A.223 (5)
			Add lines as needed.

Section 3. Quarterly Reporting Requirements and Templates

OSCIO requires submission of quarterly reports for major IT projects currently in execution (Implementation Stage). On dates specified, agency must submit the following reports:

1. Project Status Update Report
2. Project Assessment Report
3. Project Variance Report
4. Independent Contractor Deliverables Distribution Report

For submission details and templates, see Exhibit E.

Exhibit B: INDEPENDENT QUALITY MANAGEMENT SERVICES - SCOPE OF SERVICES

See the Independent Quality Management Services - Scope of Services:

https://www.oregon.gov/das/OSCIO/Documents/2_MPSA_Attachment_A_Scope_of_Services.pdf

For related documents, see:

<https://www.oregon.gov/das/OSCIO/Pages/IndependentQA.aspx>

Exhibit C: Stage Gate Review Process

See Guidance on Stage Gate Review as provided by Enterprise IT Governance of OSCIO: <https://www.oregon.gov/das/OSCIO/Pages/StrategyStageGate.aspx>

Exhibit D: Quality Assurance Rating Criteria

Key Color	Schedule	Budget	Risk	Business Case
Green	Estimated Completion Date is at or before approved schedule baseline	Budget Estimate at Completion is at or under approved budget baseline	<p>Projects are rated on eleven risk metrics in three categories:</p> <p><u>Project Health</u> Total Cost (Budget) Schedule Scope Resources Deliverables Quality</p> <p><u>Delivery Risk</u> Technology Financial & Business Case Business Transition Funding</p> <p><u>Operations and Maintenance</u> Long Term Maintainability Long Term Supportability</p> <p>Level of risk is qualitatively rated Low (Green), Medium (Yellow), or High (Red) for each risk metric</p>	<u>On Track</u> - No reason to think that the business case and ROI targets that exist cannot be achieved.
Yellow	Estimated Completion Date is delayed with project duration 0% to 15% above approved schedule baseline	Budget Estimate at Completion is within 0% to 15% above approved budget baseline	<p><u>Operations and Maintenance</u> Long Term Maintainability Long Term Supportability</p> <p>Level of risk is qualitatively rated Low (Green), Medium (Yellow), or High (Red) for each risk metric</p>	<u>Uncertain</u> - Some reason to think that the business case and ROI targets that exist cannot be achieved OR business case revision underway
Red	Estimated Completion Date is delayed with project duration more than 15% above approved schedule baseline	Budget Estimate at Completion is more than 15% above approved budget baseline	<p>Level of risk is qualitatively rated Low (Green), Medium (Yellow), or High (Red) for each risk metric</p>	<u>Off Track</u> - Many reasons to think that the business case and ROI targets that exist cannot be achieved AND business case revision has not yet been initiated

Exhibit E: Quality Assurance Reporting Templates

- For Agency use in Quarterly Reporting to OSCIO, see the following page: <https://www.oregon.gov/das/OSCIO/Pages/Reporting.aspx>
- For Independent Contractor use in Quality Management Services, see the following page: <https://www.oregon.gov/das/OSCIO/Pages/IndependentQA.aspx>

Exhibit F: Quality Standards

See Appendix A and related appendices used by Independent Contractor in Quality Management Services:

https://www.oregon.gov/das/OSCIO/Documents/5_iQMS_SOW_Appendix_A.thru_E_Version3.1.pdf