Modernization Program Quality Management Plan

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TABLES AND FIGURES

Document Maintenance

This document is maintained by the Modernization team and will be reviewed annually to determine whether revisions are necessary. Periodic process reviews assess the effectiveness of program plans and processes. Any identified changes or improvements are incorporated in program processes and reflected within revisions to these program plans. All program plans are stored within the program's file share here: \\WPOEDFILL04\Modernization\00 Program Management\Program Plans\

Version	Date	Author	Change Description
V1.0	12/2018	Jennifer Hannan, Modernization Program Manager	Initial version of the document.
V2.0	07/2019	Shirlene Gonzalez, Modernization Quality and Risk Analyst Jennifer Hannan, Modernization Program Manager	Updated to reflect consistency with related plans, and role of OSCIO as Authorized Representative for iQMS.
V2.1	7/2020	Alex Kasner, Modernization Senior Quality and Risk Analyst	Updated to reflect consistency with related plans, and role of EIS-QA as Authorized Representative for iQMS.
V3.0	5/2022	Alex Kasner, Modernization Senior Quality and Risk Analyst Martin Kraal, Modernization Business Analyst	Updated to reflect consistency with related plans and to incorporate PFMLI.

Program Overview

The Employment Department's Modernization Program is a multi-year initiative focused on transforming the agency's business processes and core technology systems. Computer systems supporting receipt of unemployment insurance (UI) taxes and paid family and medical leave insurance (PFMLI) contributions, payment of UI and PFMLI benefits, and delivery of employment services will be replaced or established. Further, business processes will be transformed to take advantage of opportunities and benefits available through new system capabilities.

Document Purpose

This plan defines relevant quality planning, quality assurance, quality control, as well as independent verification and validation activities. Additionally this plan defines the process for quality reviews and acceptance processes of internal deliverables and work products. In the context of modernization, "internal" refers to deliverables and work products generated by agency employees. Vendors should consider this process before submitting a deliverable as part of their work contract. The acceptance process for vendor deliverables and work products is described in the vendor's contract and the program's Contract Management Plan.

Document Audience

This document is intended for these primary audiences:

- **Program sponsors and steering committee members** – to understand the processes that will be followed to ensure quality work products and deliverables are produced by the Modernization team and associated vendors. Program sponsors and steering committee members also have a responsibility to ensure processes are appropriate and are enforced.

- **Internal and external oversight entities** – to monitor whether appropriate processes are in place and continue to be followed.

- **Program and project team members and vendor staff** – to understand the processes that will be followed.

- **Agency employees and external stakeholders** – to reference for general awareness.

Document Relationships

This plan is an extension of the Modernization Program Management Plan. It is expected that all modernization projects will adhere to the processes and details described herein. This plan also relies upon or references these other plans.

- Modernization Program Management Plan and sub-plans – provides the overall framework for the program and the program management plans covering each specific process.

- UI Modernization Project Management Plan – provides the overall framework for the UI Modernization Project and the project management plans covering each specific process.

- Modernization Program Risk and Issue Management Plan – this plan describes the risk and issue management process; the risk registry contains risks identified for each project management process.

- Modernization Program Contract Management Plan - this plan describes the processes that will be used to guide contract management activities to ensure both vendor and state compliance for each executed contract under the Modernization Program.

- Modernization Program Document Registry – this registry provides a list of program and project plans and artifacts, capturing items such as the reviewers, approvers, version history, and annual review quarter.

Risks, Assumptions, and Constraints

RISKS

Risks related to quality management and other project management process groups are described and managed through the program's risk and issue process. See the program's Risk and Issue Management Plan for further details on the risk and issue process.

ASSUMPTIONS

- The independent quality management services (iQMS) vendor will effectively contribute to Modernization quality management.

- The iQMS vendor reviews and reports project quality independently from the Modernization team.

- Vendor staff will actively participate in quality assurance, including quality reviews of their work products and processes before submission.

CONSTRAINTS

- The program has a limited budget for iQMS which support quality management through contracted services in addition to our Modernization Quality and Risk Analyst role within the Program.

Roles and Responsibilities

Significant roles and responsibilities involved in these processes are described below.

Table 1 – Roles and Responsibilities

Role	Responsibilities
Modernization Program Sponsor (Modernization Director)	Accountable for the quality delivered for all modernization projects.
	Contract Administrator for iQMS vendor contract.
	Reviews iQMS deliverables, provides feedback, and decides to approve or not approve considering recommendations from Deputy Modernization Director and Enterprise Information Services (EIS) Project Portfolio Performance (P3) Oversight Analyst.

Role	Responsibilities
Deputy Modernization Director	Works with the Modernization Program Manager and Modernization Senior Quality and Risk Analyst on quality management processes.
	Meets with iQMS vendor to provide information as assessments are conducted.
	Reviews iQMS deliverables, provides feedback, and recommends approval or to not approve.
Modernization Program Manager	Develops the quality management strategy, and works with Modernization Senior Quality and Risk Analyst to develop sufficient quality management processes.
	Meets with iQMS vendor to provide information as assessments are conducted.
Modernization Senior Quality and Risk Analyst	Responsible for quality oversight of all modernization projects. Acts as the Quality Assurance Coordinator for Modernization.
	Develops and maintains the quality management plan.
	Ensures quality processes are incorporated with modernization processes.
	Facilitates iQMS vendor's ability to review program and project plans and activities, and acts as the point of contact for questions raised by the iQMS vendor.
	Meets with iQMS vendor to provide information as assessments are conducted.
	Reviews internal documents and work products to ensure the documents meet program and project standards for quality and content.
	Reviews iQMS deliverables and provides feedback to iQMS vendor.
	Prepares and submits iQMS deliverables to EIS-P3 Oversight Analyst for review and feedback.
	Monitors and facilitates management of quality related risks.
	Prepares quarterly reports for submission to EIS Quality Assurance (QA) Program as required for Major IT Project Update reporting.
iQMS vendor	Conducts independent quality assurance and quality control reviews of program and project management processes and project deliverables.
	Conducts product verification and validation activities.
	Conducts risk assessments and provides recommendations on mitigation strategies.
	Prepares monthly and quarterly reports per contract for submission to Modernization Director.

Role	Responsibilities
EIS-P3 Oversight Analyst	Reviews, provides feedback, and provides recommendation for approval or to not approve iQMS vendor deliverables.
	Provides quality guidance and oversight to Modernization Program.
EIS-QA Program	Provides quality guidance and oversight to Modernization Program.
Vendors	Responsible for quality oversight of their work products, deliverables, and vendor teams, ensuring modernization quality standards are considered before submission of deliverables.

Quality Management Overview

Quality management is essential to success for all large projects. Failing to meet required quality standards can have far reaching and significant consequences. The project scope, schedule and budget can all be effected negatively, if the proper quality planning, assurance and control processes are not in place and being properly utilized. The benefits to creating and managing a robust quality management program, which includes quality planning, assurance, control, and independent verification and validation, far outweigh the cost.

The four main components of quality management are:

- Quality planning
- Quality assurance
- Quality control
- Independent verification and validation

QUALITY PLANNING

Quality planning includes identification and monitoring of quality standards relevant to a project (or program), as well as determining how to satisfy them within the constraints of the project schedule, available resources, and applicable agency policies, Oregon Revised Statutes, Oregon Administrative Rules, and statewide policies and standards.

The initial product of quality planning is this Quality Management Plan. The Modernization team has worked with the iQMS vendor to produce additional artifacts, including requisite quality standards, quality checklists, quality assurance report templates, and quality control and quality assurance processes. Such artifacts are used in quality reviews of major documents and processes for the program and project(s). This includes reviews of the program and project management plans, schedules, resources, processes, and products. Quality checklists developed by the iQMS vendor and are incorporated in this plan in Appendix A.

The iQMS vendor has provided quality standards, as a deliverable, that indicate how these standards relate to the quality standards established by EIS-QA Program.

QUALITY ASSURANCE (QA)

Quality assurance includes the periodic review of key project (or program) processes, documentation, and interviews with key business and technical staff. Quality assurance also includes evaluating, identifying, and recommending adjustments to the activities or tasks that must be performed to provide

confidence that the modernization project(s) will satisfy the relevant quality standards. Quality assurance activities focus on processes used to manage and deliver the project deliverables and objectives. Quality assurance standards require an evaluation of overall project performance on a regular basis.

iQMS are required by the State of Oregon for IT initiatives exceeding certain thresholds. The Modernization Program partnered with EIS-QA to contract services of an iQMS vendor, CSG Government Solutions, to review project processes and work products, prepare monthly and quarterly reports, and provide updates to EIS-QA, EIS-P3, and the Legislative Fiscal Office (LFO). See Appendices B-D for examples of the EIS-QA Major IT Project Update quality reporting templates.

Significant processes subject to quality assurance are listed in the table below. This is not an exhaustive list. Additional quality assurance activities will take place.

Table 2 – Significant Processes Subject to Quality Assurance

Process	Quality Standard	QA Activity	Frequency	Performer
Develop or update program and project management plans and artifacts	Meet or partially meet all related quality standards	Quality assurance reviews and reports	As outlined within the Modernization Program Document Registry or vendor contract	Modernization Program Manager |Modernization Team iQMS vendor Solution vendor
Execute and control project per plan(s)	Green health or short-period yellow health	Project reports	Monthly	Modernization Program Manager Solution vendor
		Quality assurance reviews and reports	Monthly	iQMS vendor
Develop or update project schedule	Meet or partially meet all related quality standards	Quality assurance reviews and reports	Monthly	iQMS vendor
		Reviews of project schedule	Weekly/monthly	Modernization Schedule Project Manager | Modernization team Solution vendor
Execute and control program/project per schedule	Green health	Project reports	Monthly	Modernization Program Manager Solution vendor

Process	Quality Standard	QA Activity	Frequency	Performer
		Quality assurance reviews and reports	Monthly	iQMS vendor
Code reviews	Meet or partially meet all related quality standards	Quality assurance reviews	Prior to promotion to a staging environment	Solution vendor
Conduct lessons learned sessions	Initially meet or partially meet all related quality standards	Quality assurance review and report	After each project rollout, phase or at project closeout	iQMS vendor
	Subsequently show improvement toward all related quality standards	Project closeout report	Once post project or phased rollout	Modernization Program Manager Solution vendor
Close project	Meet all related quality standards	Project closeout report	Once post project	iQMS vendor Modernization Program Manager

QUALITY CONTROL

Quality control tasks involve monitoring project results to determine if they comply with stated program and project requirements and foundational strategies. Project results include both work product results (notably deliverables) and project management results (notably schedule, scope, and cost performance).

Quality control activities are performed continually to verify that internal project management and vendor deliverables are of high quality, meet State of Oregon quality standards, and meet contractual thresholds for deliverable acceptance. This includes review of completed deliverables to determine whether they conform to project critical success factors as defined in the project charter, and meet business, functional, and technical requirements. Quality control helps uncover causes of unsatisfactory results, and identifies lessons learned to avoid similar issues in subsequent phases or projects. Quality control also corresponds to improvements in the processes in place, leading to higher quality processes and outputs. Quality control includes identifying quality improvements, and recommending and tracking changes that realize those improvements.

Quality control for the projects will include the following techniques:

- **Initial assessment** – Review of key project documentation and interviews with key project, business, and technical staff.

- **Peer review and work product review** – Modernization team members will assign peer reviewers for significant work products.

- **Software testing** – Modernization project teams, including the solution vendor, will perform testing activities as detailed in the project testing plans. Oregon Employment Department (OED) may contract with third parties specializing in testing.

- **Independent verification and validation (IV&V)** – iQMS may conduct software testing and other quality control activities. These activities are discussed in further detail later within this plan.

The iQMS vendor will assist with identification of quality risks and issues relating to project management processes and deliverable work products. Internal reviews will further ensure project and product quality.

The major deliverables subject to quality control are listed in the table below. This is not an exhaustive list. Additional quality control activities will take place.

Table 3 – Major Deliverables Subject to Quality Control Review

Process	Quality Standard	QA Activity	Frequency	Performer
iQMS deliverables	Deliverable expectation document Contractual expectations High professional standards for distribution to external stakeholders including the legislature	iQMS vendor internal review Modernization team review EIS-P3 Analyst review	Per quality schedule Upon receipt of deliverable expectation document and upon receipt of submitted deliverable (per contract and/or project schedule)	iQMS vendor Designated OED Modernization deliverable reviewer(s) EIS-P3 Oversight Analyst

Process	Quality Standard	QA Activity	Frequency	Performer
Solution vendor deliverables	Deliverable expectation document Contractual expectations Quality checklist (when applicable)	Solution vendor internal review Modernization team review EIS-P3 Analyst review iQMS vendor review (as scheduled)	Two levels of review per implementation schedule Upon receipt of deliverable expectation document and upon receipt of submitted deliverable (per contract and/or project schedule) Per quality schedule (upon receipt of submitted deliverable)	Solution vendor Designated OED Modernization deliverable reviewer(s) EIS-P3 Oversight Analyst iQMS vendor
Agency internal deliverables and work products	High professional standards for distribution to external stakeholders including the legislature	Modernization team review EIS-P3 Analyst review iQMS vendor review (as scheduled)	Per project schedule	Appropriate peer; assigning manager or delegate EIS-P3 Oversight Analyst iQMS vendor

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

The iQMS vendor may perform independent verification and validation, in the review and verification of the technical artifacts, the system, and its components, as delivered by the solution vendor. This verification and validation is to assure that all artifacts, and the system and its components are accurate, functional, stable, and secured as defined by approved requirements of the modernization project.

The iQMS vendor may be asked to review the solution vendor plans, to assure they include the following elements:

- Identification of potential high risk or new code areas
- Test definition and test matrix
- Detailed test script development procedure
- Detailed configuration and build control procedure
- Testing procedure
- Testing environment
- Test scripts

- Testing metrics and reporting

Deliverable Acceptance Criteria

During the planning stage of each project, the Modernization team and key stakeholders will agree on major deliverable acceptance criteria. The process for establishing acceptance criteria for deliverables produced by a vendor is described in the program's Contract Management Plan, as well as the specific vendor contracts. These processes will be used to evaluate final deliverable results before deliverables are formally approved. In the event vendor products do not meet quality requirements, the appropriate contractual clauses may be exercised.

Deliverable Approval Process

Deliverables and work products will follow a process through various stages to reach acceptance. Each stage will start with an assignment and end with an approval. Because of their significance, deliverables (i.e. program and project plans, design specification, key documents, key events) are expected to pass through each stage. In addition to deliverables, many work products will be developed that do not require the same formality at each stage. Deliverables and work products will be stored in the Modernization Program's file share, and documented for future reference purposes. The process below outlines the key stages.

- **Assignment** – A manager, team lead, or designee assigns a deliverable or expected work product. The assignment may reference a checklist, developed by either the agency or the iQMS vendor, describing the deliverable contents and granularity needed.

- **Delivery process** – Deliverables can be delivered in stages; for example, chapters of a report or system components, or may be of the type where they can only be delivered when fully completed. The process for submitting the deliverable for review and acceptance will be defined at time of assignment. This process may be further clarified with a deliverable expectations document.

- **Review stages** – The assignment should indicate any stage(s) where the deliverable will require a review of "in progress" work. When the review is completed, the reviewer sends an email indicating they have reviewed.

- **Deliverable acceptance** – Once the deliverable is reviewed and determined to be acceptable, there will be a communication, email, or more formal notification from a manager or designee indicating approval of the deliverable which is stored in the project's file share.

The reviewers, approvers, and version history of documents are described within the Modernization Program Document Registry. The processes for contract deliverable review and acceptance are described within the program's Contract Management Plan.

Quality Management Coordination

QUALITY PLAN INTEGRATION

Quality plans include this quality management plan, as well as plans from the iQMS vendor and solution vendors. To avoid duplication of effort, the Modernization Senior Quality and Risk Analyst will work with each of the vendors to address specific scope and span of control of their quality plans.

QUALITY ASSURANCE COORDINATOR

The Modernization Senior Quality and Risk Analyst is the program point of contact for the iQMS vendor, and performs the following tasks:

- Meets regularly with iQMS vendor and solution vendor to review progress and updates associated with the project(s).

- Participates in iQMS vendor debriefing sessions.

- Reviews iQMS vendor monthly and quarterly reports, provides feedback to vendor, and edits or coordinates the collection of feedback from other project team members.

- Drafts a response to concerns, risks, or issues raised by iQMS vendor in their monthly and quarterly reports, and collects feedback from project team members to include in the response for the Risk and Issue Management Team.

- Coordinates risk and issue response activities, such as risk mitigation plans or issue corrective action plans, with risk and issue owners and project managers.

- Compiles and provides required Major IT Project Update quarterly reports to EIS-QA and EIS-P3.

Additionally, the Modernization Senior Quality and Risk Analyst performs internal quality coordination tasks:

- Reviews documents and work products to ensure the documents meet agency and program and project standards for quality and content. Work products may include, and are not limited to, meeting minutes, status updates, plans, and future project contracts.

- Works with agency subject matter experts involved in review of deliverables.

Lessons Learned

The Modernization team will conduct a lessons learned exercise at the completion of each project implementation phase. The resulting lessons learned document is developed for an internal audience. Modernization managers, team leads, business team, technical team, program management team, and vendor staff will participate in developing the lessons learned document for each project implementation phase. With lengthy phases, there may be focused lessons learned gathered for specific areas, which will be combined into a summary lessons learned document. Program and project management plans are then updated to reflect adjustments to address challenges and improvements identified.

The Modernization Program Manager may schedule process reviews (assessments) at regular intervals or adhoc. Improvements or clarifications identified as a result of these assessments will be incorporated into program and project management plans.

A lessons learned deliverable may also be requested of the iQMS vendor at the end of each project implementation phase. This lessons learned document is at a higher level and designed for an external audience (i.e. EIS-QA, EIS-P3, LFO).

Quality Metrics

In support of quality assurance and quality control activities, metrics will be established and monitored to ensure project success. Quality metrics around budget management, scope management and schedule management including variance to baselines will be provided in required quarterly Major IT Project Update reporting to EIS-QA.

MAJOR PROGRAM QUALITY AREAS

Budget Metrics

The budget management process is described within the Modernization Program Budget Management Plan. Budget reports are included within the modernization monthly status reporting process.

The Modernization Budget Analyst prepares a quarterly budget variance report required by EIS-QA.

Schedule Metrics

The schedule management process is described within the Modernization Program Schedule Management Plan. Schedule reports are included within the modernization monthly status reporting process.

The Modernization Schedule Project Manager also prepares a quarterly schedule variance report required by EIS-QA.

Scope Metrics

The scope management process is described within the Modernization Program Scope Management Plan. Scope is tracked at the project level, and the specific scope components that will be measured will be identified as the project is initiated. During the project's planning phase, these scope components will be baselined and measured throughout the project.

OTHER PROGRAM QUALITY AREAS

Quality metrics for other program areas, as listed below, will be determined and updated as needed during the projects.

Change Control Metrics

The change control process is described within the Modernization Program Change Control Plan. A program business analyst will produce monthly change control metrics showing change requests reviewed by the program's change control board. These metrics are reported monthly within the modernization monthly status reporting process.

Organizational Change Management Metrics

The organizational change management process is described within the Modernization Program Organizational Change Management Plan, along with specific project-level change plans. Readiness assessments will be conducted at different intervals throughout the project. The results of these assessments are intended to be used to help prepare tactics and methods to ensure employees are prepared for changes resulting from modernization projects.

Communications Metrics

Planned and executed communication activities are tracked in the Modernization Communications Registry.

Decision Metrics

The program's decision process, including documentation of decisions, is described within the Modernization Program Governance Plan.

Defect Metrics

Metrics regarding system defects will be outlined within each project's testing plan.

Deliverable Metrics

A deliverables registry is maintained for each vendor contract, which is updated regularly by the Modernization Contract Analyst. Vendor deliverable metrics are described in the Modernization Program Contracts Management Plan.

Objective Metrics

Program goals, objectives, and supporting metrics are described within the Modernization Program Charter. The objectives and metrics pertaining to the individual modernization projects are described within the respective project's charter and may be detailed in a project's metric scorecard. These metrics will be gathered and reported at the completion of each project implementation phase.

Risk and Issue Metrics

The risk and issue management process is described within the Modernization Program Risk Management Plan. Risk and issue metrics are included within the modernization monthly status reporting process.

The Modernization Senior Quality and Risk Analyst also prepares a quarterly Major IT Project Update report for submission to EIS-QA. The last section of the report lists top project risks and mitigations.

Training Metrics

Metrics regarding training, including training material design and development, registration, and evaluation processes, will be outlined within each project's training plan.

Approving Authorities

Renee Royston
Renee Royston (May 2, 2022 18:42 PDT)

Renee Royston, Modernization Program Sponsor   Date
Modernization Director

David B Ford
David B Ford (May 2, 2022 11:51 PDT)

David Ford, Modernization Program Manager   Date

Alex Kasner
Alex Kasner (May 2, 2022 09:37 PDT)

Alex Kasner, Modernization Senior Quality and Risk Analyst   Date
UI Modernization Project Business Manager

Appendix A- Quality Checklists

Draft quality checklists developed by the iQMS vendor are available in the Modernization Q drive:

..\..\Contract Management\Contracts-Limited Access\CSG\Deliverables\Del 2.2 Quality Checklists

The following quality checklists have been used as of the finalization of the Modernization Quality Management Plan V3.0:

- General Quality Checklist

- Detailed Business Case Quality Checklist

- Essential RFP Elements for the Solicitation of the Prime Solution Provider Quality Checklist

- Functional and Non-Functional Solution Requirements Quality Checklist

- Prime Solution Provider Solicitation Requirements Quality Checklist

- Proposed Statement of Work (SOW) for the Prime Solution Provider Quality Checklist

- Overall Integrated Project Plan Quality Checklist

- Communication Management Plan Quality Checklist

- Change Readiness Assessment Quality Checklist

- Configuration Management Plan Quality Checklist

- Contract Management Plan Quality Checklist

- Cost/Financial Management Plan Quality Checklist

- Decision Management Plan Quality Checklist

- Deliverable Acceptance Plan Quality Checklist

- Governance Plan Quality Checklist

- Human Resource/Staffing Management Plan Quality Checklist

- Interagency Coordination Plan Quality Checklist

- Issue Management Plan Quality Checklist

- Organizational Change Management Plan Quality Checklist

- Procurement Management Plan Quality Checklist

- Project Charter Quality Checklist

- Project Management Status Report Quality Checklist

- Quality Management Plan Quality Checklist

- Requirements Management Plan Quality Checklist

- Requirements Refinement Plan Quality Checklist

- Risk Management Plan Quality Checklist

- Schedule Management Quality Checklist

- Scope Change Management Plan Quality Checklist

- Scope Management Plan Quality Checklist

- Training Plan Quality Checklist

- Prime Solution Provider's Overall Project Plan Quality Checklist

- Prime Solution Provider's Communication Management Plan Quality Checklist

- Prime Solution Provider's Cost/Financial Management Plan Quality Checklist

- Prime Solution Provider's Human Resource/Staffing Management Plan Quality Checklist

- Prime Solution Provider's Issue Management Plan Quality Checklist

- Prime Solution Provider's Quality Management Plan Quality Checklist

- Prime Solution Provider's Risk Management Plan Quality Checklist

- Prime Solution Provider's Schedule Management Quality Checklist

- Prime Solution Provider's Training Plan Quality Checklist

- Detailed Requirements Quality Checklist

- Requirements Traceability Matrix Quality Checklist

- Prime Solution Provider's Fit-Gap Analysis Quality Checklist

- Primary Solution Provider's Architecture and Design Deliverable Quality Checklists

- Enterprise Architecture Plan (EAP) Quality Checklist

- Entity Relationship Diagram Quality Checklist

- Functional System Design Quality Checklist

- Hardware and Software Plan Quality Checklist

- Hosting, Interface, and Infrastructure Roadmap Quality Criteria

- Interfaces Quality Checklist

- Production Environment Documentation Quality Checklist

- System Security Plan Quality Checklist

- System Architecture Document Quality Checklist

- Design Document Quality Checklist

- Technical System Design Quality Checklist

- Test Environment Documentation Quality Checklist

- Training Environment Documentation Quality Checklist

- Data Conversion and Migration Test Results Report Quality Checklist

- Performance Test Documentation and Test Results Report Quality Checklist

- System Test Documentation and Test Results Report Quality Checklist

- Test Plan Quality Checklist

- User Acceptance Test (UAT) Results Report Quality Checklist

Additional quality checklists may be incorporated in later versions of this plan.

Appendix B – EIS-QA Quarterly Reporting: Project Status Update Report Template

MAJOR IT PROJECT UPDATE

Project Name:		
Project Name Abbreviation:	Agency Name:	
*Project Description: (Please use fewer than 255 characters.)		
Project Sponsor:	Start Date:	QA Contractor:
Project Manager:	Original End Date:	Last QA Report Date:
Program Manager:	Current End Date: Date Revised/End Date:	Development Contractor:

PROJECT FINANCIALS

Fund Sources	Approved Amount	FEDERAL SHARE Approved Amount	STATE SHARE Approved Amount
Project Development Costs	$	$	$
Software/Hardware Costs	$	$	$
*Agency Staff Costs (including S&S)	$	$	$
*Other Costs	$	$	$
Total Budget:	$	$	$
Current Budget Funds Expended:	$	$	$
Expenditures Previous Releases:	$	$	$
Project Spending Totals:	$	$	$

Note: Total Budget is defined as the sum of development costs (including contract services), software/hardware costs, agency staff costs (including S&S), and other costs.

Project Information

Background

Purpose of the Project

Benefits

Major Accomplishments

Brief Narrative on major milestones, scheduled vs. actual completion date, status.

Significant Delays or Project Changes (since last reporting period)

Brief Narrative on significant delays or project changes to budget, schedule, scope, etc. since the last reporting period.

Project Risks and Mitigation

*Note: The top risks identified here should align with the most recent independent QA report. Please limit description of each risk and associated mitigation to one sentence.

Risk #1	
Mitigation #1	
Risk #2	
Mitigation #2	
Risk #3	
Mitigation #3	

Appendix C – EIS-QA Quarterly Reporting: Project Assessment Report Template Version 2.3

		Rating	Rating	Explanation	Rating Scale^
	Project Name:				
	Agency Name:				
	Person completing this form and affiliation:				
	Date when form was completed:				
	Technology Description				
	Platforms:				
	% custom:				
	Funding Description				
		Rating	Rating	Explanation	Rating Scale^
1	**Overall Project Health**	(rear view)	(fwd view)		Red, yellow, green*
1a	Total Cost (Budget)				Red, yellow, green*
1b	Schedule				Red, yellow, green*
1c	Scope				Red, yellow, green*
1d	Resource				Red, yellow, green*
1e	Deliverables (Work Products) Quality				Red, yellow, green*
2	**Overall Delivery Risk**				high, medium, low*
2a	Technology	N/A			high, medium, low*
2b	Financial & Business Case	N/A			high, medium, low*
2c	Business Transition	N/A			high, medium, low*
2d	Funding	N/A			high, medium, low*
3	**O&M Risk**				
3a	Long-Term Supportability	N/A			high, medium, low*
3b	Long-Term Maintainability	N/A			high, medium, low*

Note: Refer to notes in templates spreadsheet when completing.

Appendix D – EIS-QA Quarterly Reporting: Project Variance Report Template Version 2.3

Project	Report as of Date	Actual Expenditures	Planned Expenditures	Variance Amount	Variance Percentage	Date Baseline Occurred	Baseline Budget	Estimate At Complete	Variance Amount	Variance Percentage	Comments
Budget Variance											
		Current Budget Variance				**Projected Budget Variance at Completion**					
Project A				$ -	0%				$ -	0.0%	
Project B				$ -	0%				$ -	0.0%	
Project C				$ -	0%				$ -	0.0%	
Project D				$ -	0%				$ -	0.0%	

Budget Variance Key	
	At or under Original or Re-baselined Cost Estimate
	Within 0-15% of Original or Re-baselined Cost Estimate
	More than 15% of Original or Re-baselined Cost Estimate

Project	Project Start Date	Actual Date	Earned Date	Variance Amount (Days)	Variance Percentage	Date Baseline Occurred	Baseline End Date	Projected End Date	Variance Amount (Days)	Variance Percentage	Comments
Schedule Variance											
		Current Schedule Variance				**Projected Schedule Variance at Completion**					
Project A				0	0%				0	0.0%	
Project B				0	0%				0	0.0%	
Project C				0	0%				0	0.0%	
Project D				0	0%				0	0.0%	

Schedule Variance Key	
	At or under Original or rebaselined schedule
	0-15% of Original or rebaselined schedule
	More than 15% of Actual or Baseline Date

Modernization Quality Management Plan V3.0

Final Audit Report   2022-05-03

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