ITPAS 2 Services Description

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What is ITPAS 2?

- Information Technology Project Assurance Services (ITPAS 2) replaces the previous ITPAS contract.

- It is for projects with budgets higher than $100K.

- It is a GTA-managed contract that provides the agencies in the State of Georgia with qualified contractors to perform the following services:
  - Independent Verification and Validation (IV&V)
  - Portfolio, Program, Planning and Project Management (PM) Support (*new*)
  - Quality Assurance and Testing (QA&T) (*new*)

What is IV&V?

- Independent Verification and Validation (IV&V) is a set of Verification and Validation activities performed by a certified entity that is <u>not</u> under the control of the organization that is developing the software.

    o Verification: Ensuring the product is built right.
    o Validation: Ensuring the right product is built.

- IV&V services must be provided, managed and financed by organizations that are technically, managerially, and financially independent of the development project.

What is IV&V?

- GTA is required to provide Project Assurance/Independent Verification and Validation Services for Executive Branch Agency IT Projects > $1M

  - *(O.C.G.A Section 45-12-70 et seq.; Section 50-5-51 (1), (2) and (11); Section 50-25-1(b)(14); Section 50-25-1(c); Section 50-25-4(a)(10); Section 50-25-5.1(b)(3). The authority for IV&V is provided from **House Resolution 1263** and **Senate Resolution 754**.*

When should IV&V be engaged?

- Is your project large, complex, or mission-critical?

- Is your project manager and/or project team working with new technology or new methodologies?

- Do your customers expect a high level of accuracy and quality in the final product(s) of your project?

- Is your project of high visibility? Will it be scrutinized and used as a template for future projects?

- Do you require or desire validation of a project for your management or external group?

What is the IV&V approach?

A high-level outline of the process followed includes:

1) An in-depth review of the foundational project documents (charter, scope statement, business case justification, selection criteria)

2) A review of the project status document, meeting minutes, etc.

3) A review of the various planning documents (project plan, communication plan, risk management information, regulatory compliance plans, test plans, and acceptance criteria, etc.)

4) Interviews with the project sponsor, stakeholders, and various team members

What are the benefits of IV&V?

Though there are many benefits of performing IV&V on a software project, we routinely cite three primary benefits:

1) **Early detection:** IV&V identifies both problems and opportunities for improvement to processes and work products early on, so that corrections and improvements can be made before the consequences become major.

2) **Improved quality:** IV&V improves the quality of project work products and processes. These improvements come not only through early detection of errors, but through proactive prevention of errors.

3) **Lower cost:** By detecting errors, problems and opportunities for improvement at the earliest possible points, IV&V can significantly reduce the overall cost of an IT project.

Who performs IV&V for Georgia?

1. The North Highland Company
2. First Data Government Solutions, LP
3. KPMG, LLP
4. CSG Government Solutions
5. Public Consulting Group
6. Berry Dunn
7. Cambria
8. Cognosante
9. Ernst & Young
10. The Prinzo Group
11. NTT Data
12. HKA Strategy

How much does IV&V cost?

- The IV&V engagement is indirectly paid for by the agency.
  - IV&V invoices are paid by GTA, and GTA is reimbursed by the agency. This helps maintain the independence of the IV&V engagement.

- Historical cost estimates:
  - Project Budgets > $10M = about 2% to 3%
  - Project Budgets > $2.5M = about 4%
  - Project Budgets > $1M = about 8%

IV&V in Conclusion

- Independent Verification and Validation is a process that can identify issues in a project based on written requirements.

- It is more than just a simple checklist – when conducted properly, it helps ensure a project will be successful, delivering what is required (not just what is documented).

- It is a way to demonstrate progress to interested parties.

- It is a way to know for sure when things are really going well.

What is Portfolio, Program, Planning and Project Management (PM) Support?

- A qualified project-manager resource is provided to the organization to support the agency PMO or specific project initiatives.

- Other areas include agency business process analysis and reengineering efforts by analysis and redesign of workflows within and between enterprises in order to optimize end-to-end processes and automate non-value-added tasks.

Who performs PM Support for Georgia?

1. Accenture
2. CSG
3. Deloitte
4. First Data
5. Gartner
6. HKA
7. Navigator
8. North Highland
9. PCG
10. Prinzo Group

What is Quality Assurance and Testing (QAT)?

- QAT helps organizations achieve greater operational efficiency and performance by ensuring alignment between business and IT units.

- Rigorous testing identifies quality and performance deficiencies.

Who performs QA&T for Georgia?

1. Cambria
2. CSG
3. First Data
4. Navigator
5. NTT Data