

Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611



Phone: (785) 296-3463
Fax: (785) 296-1168
oits.info@ks.gov

Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

April 25, 2023

Todd Herman, Director
Procurement and Contracts

Dear Mr. Herman:

The recast project plan for the Office of Information Technology Services ServiceNow ITBM Implementation II project is enclosed. Alex Wong is the primary contact for the project and can be reached at (785) 296-4947.

This letter constitutes approval of the recast project plan pursuant to K.S.A. 75-7209.

The next step for the agency will be to baseline this approved project Work Breakdown Structure (WBS) without alteration prior to execution. The baseline is a valuable tool to use as the project progresses. The baseline is used to track project progress and compare this progress to the approved plan. Project measures for reporting purposes will be determined using the recast plan.

This project has a total project cost of \$952,351.

Respectfully,

DocuSigned by:

670B8750658F441...
Jeff Maxon, Interim CITO
Executive Branch

cc: Kelly O'Brien, Judicial CITO
Alan Weis, CITO, Legislative Branch
Adam Proffitt, Director of the Budget
James Fisher, KLRD
JCIT Membership
Kelly Johnson, OPC
Brian Reiter, OITS
Alex Wong, CITA
Daniela Burkhart, OITS
Megan Burton, KSHS
Cole Robison, OITS
Sash Smith, OITS
Sara Spinks, KITO

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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

4/24/2023

Jeff Maxon
Interim Chief Information Technology Officer
Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Boulevard

Dear Mr. Maxon:

The Office of Information Technology Services (OITS) of Executive Branch Information Technology (EBIT) respectfully submits the recasted project plan documents for the OITS ITBM Implementation. The ServiceNow Software-as-a-Service (SaaS) is an essential tool that will allow agencies/state entities to more efficiently, consistently, and accurately execute project requests and reporting activities in accordance with State of Kansas Statutes and Information Technology Executive Council (ITEC) policies. The current manual system for IT project request/approval and reporting was developed 20+ years ago, is inefficient from a productivity perspective, and is prone to human error. Modernization of this process is critical to the growth, management, and oversight of IT projects, allowing for executive and legislative transparency to ensure informed budgetary decisions. Additionally, this system will be configured and made available to agencies who wish to use it as their primary project management tool for non-reportable projects.

Our implementation partner, Cask, previously completed a detailed technical review and business process analysis of the existing SPM solution, and this project will implement the Assessment's future state recommendations to "re-baseline" SPM to achieve identified business objectives, mitigate technical debt, improve both the OITS and customer experience and position SPM to scale across the state.

The documents enclosed are provided in accordance with the ITEC Policies 2400 and 2510, and they follow the guidelines established by KITO. The documents include:

- This Cover Letter
- State Entity Checklist for Detailed IT Project Plan
- DA518 Information Technology IT Project Plan
- DA519 Cost Benefit Statement
- Work Breakdown Structure (WBS)
- Work Product Identification (Form ITEC PM02-6)
- Architectural Statement (ITEC Policy 4010 and 9500)
- Privacy Statement (Privacy Act 1974)
- Security Statement (ITEC Policies 7230, 9500, 7300)
- Electronic Record Retention Statement
- Risk Identification Summary (Form ITEC PM02-11a)
- Risk Assessment Model (RAM) Summary – Detailed Plans

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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

Thank you for reviewing the recast documentation that support this important project.

Sincerely,

DocuSigned by:

Alex Wong

9368D9EC4382477

Alex Wong

Chief Information Technology Architect
Office of Information Technology (OITS)

INFORMATION TECHNOLOGY PROJECT REQUEST EXPLANATION -- DA 518																					
1. Project Title:				2. Project Priority		3. Estimated Dates															
OITS ServiceNow ITBM Implementation II				1		Planning Start:		4/26/2021													
Agency:						Execution Start:		7/26/2021													
Office of Information Technology Services (OITS)						Close-Out End:		8/18/2023													
4. Project Description and Justification:				Date Submitted:		4/13/2023															
Kansas Information Technology Office (KITO) provides approval and reporting framework and services for agencies / state entities requesting and conducting Information Technology (IT) projects. Legislature has requested increased visibility into the IT projects being requested by agencies / state entities, as well as transparency into the status of IT projects in process. Increased visibility and transparency to executives and leadership will result in the ability execute budgets, business plans, and IT strategic objectives for the state. At present, the approval and reporting process is a primarily manual process involving the completion of fillable documents and information uploads which are then transmitted by email. This manual process can result in inefficiencies in staff time, inconsistencies in reporting, project data that is difficult to interpret, insufficient reporting capabilities, and is prone to human error.																					
ServiceNow Information Technology Business Management solution was selected and initial execution began in July 2021. The system did not go live on schedule, as our implementation partner over-configured the solution, creating technical debt risks and challenges to scalability throughout the state. The project was placed on hold in Q3 2022 as OITS procured and engaged with a vendor, Cask, to perform an assessment to ensure the system is compatible for two use cases: 1. Approval and Reporting of IT Reportable Projects (KITO Process), and 2. The ability for state agencies to use the tool as a primary project management tool for their agency (both KITO reportable and non-reportable projects). This assessment engagement wrapped on December 21, 2022, and we received a detailed assessment, including recommendations and a future state roadmap for out-of-box functionality that will meet our statutory requirements for reportable projects. This was a successful engagement that has resulted in our OITS leadership selecting Cask to finalize the ITBM configurations and take the solution live for agency use. Statement of Work was completed and signed on March 3, 2023, project planning completed, and execution began on March 20, 2023. This project plan reflects the recast of the original project.																					
Is this an Infrastructure Project? (Y/N)								N													
Will Business Process Modeling be completed during the IT project and business design? (Y/N)								Y													
Will national and/or industry data standards be used? (Y/N)								N													
If yes, please specify.																					
List any collaboration that has taken place in the planning of the IT Project, and/or will take place during execution of the project. Include tools, methods, and best practices used for providing collaboration, user input, and continued social networking.																					
During the planning and executing stage of this project, the project team collaborated with a group of key stakeholders, representing agencies and state entities to assist in reviewing and assessing needs and focus on end-user requirements from a reportable project and general project management perspective.																					
Collaboration will continue with this team through execution, as system testing, validation, and acceptance procedures are performed.																					
5. Estimated Project Cost																					
Category		Cost		KITO Rate Structure				Project Quarterly KITO Fee													
Internal Cost (Salaries)		\$0		<table><tr><th colspan="2">Project Value Range</th><th>Quarterly Rate</th></tr><tr><td>\$250,000</td><td>\$10,000,000</td><td>0.00350</td></tr><tr><td>\$10,000,001</td><td>Greater</td><td>0.00050</td></tr><tr><td colspan="2">Infrastructure Projects</td><td>0.00035</td></tr></table>				Project Value Range		Quarterly Rate	\$250,000	\$10,000,000	0.00350	\$10,000,001	Greater	0.00050	Infrastructure Projects		0.00035	\$0	
Project Value Range		Quarterly Rate																			
\$250,000	\$10,000,000	0.00350																			
\$10,000,001	Greater	0.00050																			
Infrastructure Projects		0.00035																			
Contractual Services		\$952,351																			
Commodities		\$0																			
Capital Outlay		\$0																			
Sub-Total Project Costs		\$952,351																			
Total KITO Rate Fee		\$0																			
Total Project Costs		\$952,351																			
6. Project Subprojects (include name, start and end dates, and cost of each Subproject):																					
Subproject Name		Start Date		End Date		Internal Cost		External Cost		Total Cost											
Planning		4/16/2021		7/23/2021		\$0		\$0		\$0											
Execution																					
Project Execution		7/26/2021		12/31/2022		\$0		\$444,743		\$444,743											
Recast																					
Project Execution II		3/6/2023		7/28/2023		\$0		\$498,946		\$498,946											
Execution Sub-Total		3/6/2023		7/28/2023		\$0		\$943,689		\$943,689											
Close-Out		7/17/2023		8/18/2023		\$0		\$8,662		\$8,662											
Grand Internal, External, and Total Costs						\$0		\$952,351		\$952,351											
7. Amount by Source of Financing:																					
State Fiscal Years	1. SGF R&R	2. KITO		4.	5.	6.	7.	Total													
SFY 2022	\$444,743							\$444,743													
SFY 2023	\$357,608	\$150,000						\$507,608													
SFY 2024								\$0													
SFY 2025								\$0													
SFY 2026								\$0													
SFY 2027								\$0													
Total Project Costs	\$802,351	\$150,000	\$0	\$0	\$0	\$0	\$0	\$952,351													
Description of funds listed above																					
R&R - Renewal and Replacement																					
KITO = Kansas Information Technology Office																					

INFORMATION TECHNOLOGY PROJECT REQUEST EXPLANATION -- DA 519							
1. Project Title		2. Estimated Dates		Projected Months from			
OITS ServiceNow ITBM Implementation II		Planning Start:	4/26/2021	Execution to Close-Out			
		Execution Start:	7/26/2021	25			
		Close-Out End:	8/18/2023				
3. Agency		4. Project Director/Project Manager					
Office of Information Technology Services (OITS)		Daniela Burkhart					
5. Qualitative and Quantitative Savings Explanation							
Implementation of ServiceNow ITBM will significantly increase efficiencies in what are now a very manual, paper-driven process. The Kansas Information Technology Office (KITO) processes approximately 67 reportable project per year. The below information is based on that reportable project level. Efficiencies are broken out by KITO office efficiencies and agency/state entity efficiencies, respectively. Efficiencies year over year take overall reportable project number increasing, as well as efficiencies increasing over the first 3 years post implementation.							
Efficiencies in KITO staff time							
- It is estimated that the KITO Director spends an average of 80 hours/qtr. processing the quarterly reports. This includes the collection of information, assessing which projects have not yet reported, following up with those project managers, and compiling the information into a manual report. This is an estimated \$10,560 in Director time each year within the confines of the current system. With the automation of the process with ITBM, this time will be cut by roughly 50% in the first year.							
- It is estimated that the State Director of IT Accessibility spends an average of 5 hours per project reviewing project submittals and going through iterations of documentation with the agencies/state entities. This is an estimated \$11,055 in employee time being spent manually reviewing project documents in the current process. It is estimated there will be a 70% reduction in hours spent per project with the implementation of ServiceNow ITBM in the first year post-implementation.							
Efficiencies in Agency/State Entity staff time							
For each reportable project, each agency must submit a total of 15 documents at various stages throughout the approval lifecycle. It is estimated that each form, on average consumes 8 hours of project manager time. Following project approval, the agencies/state entities must submit 17 forms for each quarterly report that must be filed throughout the							
6. Qualitative and Quantitative Savings Estimate							
Description of Savings		SFY 2022	SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027
Cost Avoidance (Soft Dollars)							
KITO Staff Efficiency				\$13,124	\$14,436	\$15,157	
Agency/State Entity Staff Efficiency				\$34,270	\$37,697	\$39,581	
Subtotal	\$154,265	\$0	\$0	\$47,394	\$52,133	\$54,738	\$0
Cash Savings (Hard Dollars)							
Subtotal	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other (Include Intangible Benefits)							
Facilitate project transparency; improved reporting capabilities							
Increased accountability for reportable state IT projects							
Improved KITO customer service to state agencies/entities							
Improved enterprise portfolio analysis on a state level							
Scalability of solution across the state							
Subtotal	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quantitative Savings	\$154,265	\$0	\$0	\$47,394	\$52,133	\$54,738	\$0
7. Summary*		SFY 2022	SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027
Project Costs	Total	\$952,351	\$444,743	\$507,608	\$0	\$0	\$0
Net Cost Benefit	Total	-\$798,086	-\$444,743	-\$507,608	\$47,394	\$52,133	\$54,738
Cost Benefit per Month		\$6,171					
Calendar Months to Break Even		154					
8. Ongoing Cost		SFY 2022	SFY 2023	SFY 2024	SFY 2025	SFY 2026	SFY 2027
Operational Cost for three ensuing SFYs		\$0	\$0	\$50,076	\$50,076	\$50,076	\$0

* Project Costs = Total Cost of Project over all Fiscal Years from all Funding Sources

Net Cost Benefit = Total Qualitative & Quantitative Savings minus Total Project Costs

Cost Benefit per Month = Total Qualitative & Quantitative Savings divided by Length of Project in months

Calendar Months to Break Even = Total Project Costs divided by Cost Benefit per Month

Revised 2/21

Project Management Plan: Work Product Identification*Project: ServiceNow OITS ServiceNow ITBM Implementation II**Date: 4/5/23*

<i>Deliverable Name</i>	<i>Due Date</i>	<i>Date Delivered</i>	<i>Point of Contact</i>
Team Instantiation and Kickoff	3/16/23	3/16/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Completion of SPM – Foundational Data Working Sessions	3/27/23	3/27/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Demand Management & Related Reporting Working Session(s)	4/3/23	4/3/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Project Management & Related Reporting Working Session(s)	4/10/23	4/10/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Completion of SPM – Workflow & Approvals (Digital Transformation) Working Sessions(s)	4/21/23	4/21/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Completion of SPM – Funding & Related Reporting	4/21/23	4/21/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Completion of SPM – Consolidated Reporting Working Sessions	4/28/23	4/28/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Completion of SPM – Data Filtration Working Sessions	5/12/23	5/12/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com

Project Management Plan: Work Product Identification*Project: ServiceNow OITS ServiceNow ITBM Implementation II**Date: 4/5/23*

SPM Rebaseline Sprint 1 Demo Performed	4/14/23	4/14/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
SPM Rebaseline Sprint 2 Demo Performed	4/28/23	4/28/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
SPM Rebaseline Sprint 3 Demo Performed	5/12/23	5/12/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
SPM Rebaseline Sprint 4 Demo Performed	5/26/23	5/26/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Resolution of all critical and high defects, OITS Solution Acceptance	6/26/23	6/26/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Knowledge Transfer Sessions Completed	6/22/23	6/22/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Go Live Checklist Completed	6/22/23	6/22/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Go Live	6/23/23	6/23/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Training Series & Sessions Design Completed	6/16/23	6/16/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
KITO Training Series Completed	7/21/23	7/21/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com

Project Management Plan: Work Product Identification*Project: ServiceNow OITS ServiceNow ITBM Implementation II**Date: 4/5/23*

Non-KITO Training Series Completed	7/28/23	7/28/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Extended Hypercare Completed	7/14/23	7/14/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com
Project Closeout Meeting Completed	7/28/23	7/28/23	Daniela Burkhardt – Daniela.burkhardt@ks.gov James Bales – james.bales@caskllc.com

ID	Task Name	Duration	Work	Start	Finish	Predecessors	Resource Names	Miles
1	ServiceNow ITBM Implementation	375 days	0 hrs	Mon 7/26/21	Sat 12/31/22			No
2	Project Tracks - Completed	376 days?	1,029.89 hrs	Mon 7/26/21	Sat 12/31/22			No
18	Planning - Recast	40 days	480 hrs	Mon 3/6/23	Fri 4/28/23			No
19	Project Setup and Launch	5 days	200 hrs	Mon 3/6/23	Fri 3/10/23			No
20	Logistics Meeting Materials (1.1)	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
21	Logistics Meeting (1.2)	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
22	Project Plan (1.3)	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
23	Project Kickoff Meeting Materials (1.4)	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
24	Soft Kickoff	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
25	Project Monitoring & Controlling	5 days	120 hrs	Mon 3/6/23	Fri 3/10/23			No
26	Schedule Weekly Status Report (1.6)	5 days	40 hrs	Mon 3/6/23	Fri 3/10/23		PM	No
27	Schedule CA Governance Meeting (1.8)	5 days	80 hrs	Mon 3/6/23	Fri 3/10/23		PM,CA	No
28	Envision Gate Review & Approval (1.9)	10 days	80 hrs	Mon 3/6/23	Fri 3/17/23		PM	No
29	CITO Approval of Recasted Plan	10 days	80 hrs	Mon 4/17/23	Fri 4/28/23		SoK PM	No
30	Execution - Discover	60 days?	3,632 hrs	Mon 3/6/23	Mon 5/29/23			No
31	Project Kickoff Meeting (1.5)	1 day	8 hrs	Wed 3/15/23	Wed 3/15/23		PM	No
32	Current State Assessment & Architecture/Environment Review	2 days	64 hrs	Tue 3/14/23	Wed 3/15/23		BPC,Arc	No
33	Platform Re-Orientation	2 days	16 hrs	Tue 3/14/23	Wed 3/15/23		Dev	No
34	Prepare Workshop Agenda	3 days	24 hrs	Mon 3/6/23	Wed 3/8/23		BPC	No
35	ID Workshop Attendees	1 day	24 hrs	Thu 3/9/23	Thu 3/9/23	34	PM,KITC	No
36	Schedule Workshops	1 day	8 hrs	Fri 3/10/23	Fri 3/10/23	35	KITO PM	No
37	Process Design Workshops (2.1)	40 days?	2,040 hrs	Mon 3/20/23	Fri 5/12/23			No
38	Workshops Week 1	5 days?	240 hrs	Mon 3/20/23	Fri 3/24/23			No
39	SPM- Foundational Data Workshop 1	5 days	120 hrs	Mon 3/20/23	Fri 3/24/23		BPC,Arc	No
40	SPM- Foundational Data Workshop 2	5 days	120 hrs	Mon 3/20/23	Fri 3/24/23		BPC,Arc	No
41	Workshops Week 2	5 days	240 hrs	Mon 3/27/23	Fri 3/31/23			No
42	SPM - Demand Management & Related Reporting Workshop 1	5 days	120 hrs	Mon 3/27/23	Fri 3/31/23	40	BPC,Arc	No
43	SPM - Demand Management & Related Reporting Workshop 2	5 days	120 hrs	Mon 3/27/23	Fri 3/31/23	40	BPC,Arc	No
44	Workshops Week 3	5 days	240 hrs	Mon 4/3/23	Fri 4/7/23			No
45	SPM - Project & Program Management & Related Reporting Wor	5 days	120 hrs	Mon 4/3/23	Fri 4/7/23	43	BPC,Arc	No
46	SPM - Project & Program Management & Related Reporting Wor	5 days	120 hrs	Mon 4/3/23	Fri 4/7/23	43	BPC,Arc	No
47	Workshops Week 4	5 days	360 hrs	Mon 4/10/23	Fri 4/14/23	44		No

ID	Task Name	Duration	Work	Start	Finish	Predecessor	Resource Names	Miles
48	SPM - Workflow and Approvals (Digital Transformation) Workshop	5 days	120 hrs	Mon 4/10/23	Fri 4/14/23	46	BPC,Arc	No
49	SPM - Workflow and Approvals (Digital Transformation) Workshop	5 days	120 hrs	Mon 4/10/23	Fri 4/14/23	46	BPC,Arc	No
50	SPM - Workflow and Approvals (Digital Transformation) Workshop	5 days	120 hrs	Mon 4/10/23	Fri 4/14/23	46	BPC,Arc	No
51	Workshops Week 5	5 days	240 hrs	Mon 4/17/23	Fri 4/21/23			No
52	SPM - Workflow and Approvals (Digital Transformation) Workshop	5 days	120 hrs	Mon 4/17/23	Fri 4/21/23	50	BPC,Arc	No
53	SPM - Funding & Related Reporting Workshop	5 days	120 hrs	Mon 4/17/23	Fri 4/21/23	50	BPC,Arc	No
54	Workshops Week 6	5 days	240 hrs	Mon 4/24/23	Fri 4/28/23			No
55	SPM - Consolidated Reporting 1	5 days	120 hrs	Mon 4/24/23	Fri 4/28/23	53	BPC,Arc	No
56	SPM - Consolidated Reporting 2	5 days	120 hrs	Mon 4/24/23	Fri 4/28/23	53	BPC,Arc	No
57	Workshops Week 7	5 days	240 hrs	Mon 5/1/23	Fri 5/5/23			No
58	SPM - Data Filtration Workshop 1	5 days	120 hrs	Mon 5/1/23	Fri 5/5/23	56	BPC,Arc	No
59	SPM - Data Filtration Workshop 2	5 days	120 hrs	Mon 5/1/23	Fri 5/5/23	56	BPC,Arc	No
60	Workshops Week 8	5 days	240 hrs	Mon 5/8/23	Fri 5/12/23			No
61	SPM - Data Filtration Workshop 3	5 days	120 hrs	Mon 5/8/23	Fri 5/12/23	59	BPC,Arc	No
62	SPM - Data Filtration Workshop 4	5 days	120 hrs	Mon 5/8/23	Fri 5/12/23	59	BPC,Arc	No
63	SPM Documentation Revisions (2.2)	10 days	240 hrs	Mon 3/6/23	Fri 3/17/23		BPC,Arc	No
64	User Story Creation (2.3)	45 days	1,080 hrs	Mon 3/27/23	Fri 5/26/23		BPC,Arc	No
65	Discover Gate Review & Approval (2.4)	6 days	144 hrs	Mon 5/22/23	Mon 5/29/23	64	BPC,Arc	No
66	Execution - Design	40 days	840 hrs	Mon 3/27/23	Fri 5/19/23			No
67	User Story Review & Approval	40 days	840 hrs	Mon 3/27/23	Fri 5/19/23			No
68	Foundational Data Stories Created	2 days	48 hrs	Mon 3/27/23	Tue 3/28/23	40	BPC,Arc	No
69	Foundational Data Stories Approved	3 days	72 hrs	Wed 3/29/23	Fri 3/31/23	68	KITO Of	No
70	Demand Management Stories Created	2 days	48 hrs	Mon 4/3/23	Tue 4/4/23	43	BPC,Arc	No
71	Demand Management Stories Approved	3 days	72 hrs	Wed 4/5/23	Fri 4/7/23	70	KITO Of	No
72	Project & Program Management Stories Created	2 days	48 hrs	Mon 4/10/23	Tue 4/11/23	46	BPC,Arc	No
73	Project & Program Management Stories Approved	3 days	72 hrs	Wed 4/12/23	Fri 4/14/23	72	KITO Of	No
74	Workflow Approval Stories Created	2 days	48 hrs	Mon 4/24/23	Tue 4/25/23	52	BPC,Arc	No
75	Workflow Approval Stories Approved	3 days	72 hrs	Wed 4/26/23	Fri 4/28/23	74	KITO Of	No
76	Funding Stories Created	2 days	48 hrs	Mon 4/24/23	Tue 4/25/23	53	BPC,Arc	No
77	Funding Stories Approved	3 days	72 hrs	Wed 4/26/23	Fri 4/28/23	76	KITO Of	No
78	Consolidated Reporting Stories Created	2 days	48 hrs	Mon 5/8/23	Tue 5/9/23	59	BPC,Arc	No
79	Consolidated Reporting Stories Approved	3 days	72 hrs	Wed 5/10/23	Fri 5/12/23	78	KITO Of	No

ID	Task Name	Duration	Work	Start	Finish	Predecessors	Resource Names	Miles
80	Data Filtration Stories Created	2 days	48 hrs	Mon 5/15/23	Tue 5/16/23	62	BPC,Arc	No
81	Data Filtration Stories Approved	3 days	72 hrs	Wed 5/17/23	Fri 5/19/23	80	KITO Of	No
82	Execution - Create	60 days?	984 hrs	Mon 3/6/23	Fri 5/26/23			No
83	Development Sprints (4.1)	1 day?	24 hrs	Mon 3/6/23	Mon 3/6/23		BPC,Arc	No
84	Sprint 1	10 days	240 hrs	Mon 4/3/23	Fri 4/14/23			No
85	Sprint 1 Planning	1 day	24 hrs	Mon 4/3/23	Mon 4/3/23		BPC,Arc	No
86	Sprint 1 Development	8 days	192 hrs	Tue 4/4/23	Thu 4/13/23	85	BPC,Arc	No
87	Sprint 1 Retrospective	0.5 days	12 hrs	Fri 4/14/23	Fri 4/14/23	86	BPC,Arc	No
88	Sprint 1 Demo	0.5 days	12 hrs	Fri 4/14/23	Fri 4/14/23	87	BPC,Arc	No
89	Sprint 2	10 days	240 hrs	Mon 4/17/23	Fri 4/28/23			No
90	Sprint 2 Planning	1 day	24 hrs	Mon 4/17/23	Mon 4/17/23	88	BPC,Arc	No
91	Sprint 2 Development	8 days	192 hrs	Tue 4/18/23	Thu 4/27/23	90	BPC,Arc	No
92	Sprint 2 Retrospective	0.5 days	12 hrs	Fri 4/28/23	Fri 4/28/23	91	BPC,Arc	No
93	Sprint 2 Demo	0.5 days	12 hrs	Fri 4/28/23	Fri 4/28/23	92	BPC,Arc	No
94	Sprint 3	10 days	240 hrs	Mon 5/1/23	Fri 5/12/23			No
95	Sprint 3 Planning	1 day	24 hrs	Mon 5/1/23	Mon 5/1/23	93	BPC,Arc	No
96	Sprint 3 Development	8 days	192 hrs	Tue 5/2/23	Thu 5/11/23	95	BPC,Arc	No
97	Sprint 3 Retrospective	0.5 days	12 hrs	Fri 5/12/23	Fri 5/12/23	96	BPC,Arc	No
98	Sprint 3 Demo	0.5 days	12 hrs	Fri 5/12/23	Fri 5/12/23	97	BPC,Arc	No
99	Sprint 4	10 days	240 hrs	Mon 5/15/23	Fri 5/26/23			No
100	Sprint 4 Planning	1 day	24 hrs	Mon 5/15/23	Mon 5/15/23	98	BPC,Arc	No
101	Sprint 4 Development	8 days	192 hrs	Tue 5/16/23	Thu 5/25/23	100	BPC,Arc	No
102	Sprint 4 Retrospective	0.5 days	12 hrs	Fri 5/26/23	Fri 5/26/23	101	BPC,Arc	No
103	Final 4 Product Demo	0.5 days	12 hrs	Fri 5/26/23	Fri 5/26/23	102	BPC,Arc	No
104	Development Sprints complete	0 days	0 hrs	Fri 5/26/23	Fri 5/26/23	102	BPC,Arc	Yes
105	Process Guides, Job Aides, Training Deck	15 days	360 hrs	Fri 5/5/23	Fri 5/26/23	102FF	BPC,Arc	No
106	Execution - Evaluate	335 days?	11,616 hrs	Thu 3/17/22	Fri 6/30/23			No
107	Prepare for UAT Guidance Sessions	10 days	240 hrs	Mon 5/1/23	Fri 5/12/23	108SS	KITO Of	No
108	UAT Guidance Sessions (5.1)	5 days	120 hrs	Mon 5/15/23	Fri 5/19/23	100SS	KITO Of	No
109	Promote to Test Environment	2 days	16 hrs	Fri 5/26/23	Wed 5/31/23	104	Dev	No
110	UAT	13 days	312 hrs	Wed 5/31/23	Mon 6/19/23	109	KITO Of	No
111	Defect Mitigation (6.1)	18 days	432 hrs	Wed 5/31/23	Mon 6/26/23	110SS	BPC,Arc	No

ID	Task Name	Duration	Work	Start	Finish	Predecessors	Resource Names	Miles
112	Release/Deployment Process & Operational Best Practices	2 days?	48 hrs	Mon 3/6/23	Tue 3/7/23		BPC,Arc	No
113	Evaluate Gate Review & Solution Acceptance	2 days	48 hrs	Tue 3/7/23	Wed 3/8/23		BPC,Arc	No
114	Statutory Requirements	335 days?	10,400 hrs	Thu 3/17/22	Fri 6/30/23			No
115	Verify Meets Accessibility Requirements	300 days	4,800 hrs	Thu 4/28/22	Fri 6/23/23		KITO Of	No
116	Verify Meets Electronic Records Retention Requirements	330 days	5,280 hrs	Thu 3/17/22	Fri 6/23/23		KITO Of	No
117	Q1 2023 Quarterly Report	10 days?	160 hrs	Mon 4/3/23	Fri 4/14/23		KITO Of	No
118	Q2 2023 Quarterly Report	10 days	160 hrs	Mon 6/19/23	Fri 6/30/23		KITO Of	No
119	Execution - Realize	45 days	3,040 hrs	Thu 5/25/23	Fri 7/28/23			No
120	Go Live Plan/Checklist (9.1)	20 days	640 hrs	Thu 5/25/23	Thu 6/22/23	127SS	James,K	No
121	Technical Knowledge Transfer	19 days	456 hrs	Fri 5/26/23	Thu 6/22/23			No
122	Technical Knowledge Document (7.2)	15 days	360 hrs	Fri 5/26/23	Fri 6/16/23	123SS	BPC,Arc	No
123	Technical Knowledge Transfer (7.1)	4 days	96 hrs	Mon 6/19/23	Thu 6/22/23	127SS	BPC,Arc	No
124	Advisory Knowledge Transfer (7.3)	19 days	456 hrs	Fri 5/26/23	Thu 6/22/23			No
125	Advisory Knowledge Document	15 days	360 hrs	Fri 5/26/23	Fri 6/16/23	126SS	BPC,Arc	No
126	Advisory Knowledge Transfer Meeting	4 days	96 hrs	Mon 6/19/23	Thu 6/22/23	127SS	BPC,Arc	No
127	Go-Live	0 days	0 hrs	Fri 6/23/23	Fri 6/23/23		BPC,Arc	Yes
128	Production Testing of Notifications	2 days	48 hrs	Fri 6/23/23	Mon 6/26/23	127	BPC,Arc	No
129	Training	39 days	1,080 hrs	Mon 6/5/23	Fri 7/28/23			No
130	Training Preparation	10 days	240 hrs	Mon 6/5/23	Fri 6/16/23	127SS	BPC,Arc	No
131	Training Review w/ KITO	5 days	120 hrs	Mon 6/19/23	Fri 6/23/23	130	BPC,Arc	No
132	KITO Specific Training	20 days	480 hrs	Fri 6/23/23	Fri 7/21/23	127	BPC,Arc	No
133	Non-KITO Training	10 days	240 hrs	Mon 7/17/23	Fri 7/28/23	132FS	BPC,Arc	No
134	Hypercare & Production Support (10.1)	15 days	360 hrs	Fri 6/23/23	Fri 7/14/23	127	BPC,Arc	No
135	Statutory Requirements	58 days	1,200 hrs	Tue 4/11/23	Fri 6/30/23			No
136	Verify Meets Accessibility Requirements	30 days	480 hrs	Tue 5/2/23	Tue 6/13/23		KITO PM	No
137	Verify Meets Electronic Records Retention Requirements	30 days	480 hrs	Tue 5/2/23	Tue 6/13/23		KITO PM	No
138	Q1 2023 Quarterly Report	5 days	80 hrs	Tue 4/11/23	Mon 4/17/23		KITO PM	No
139	Q2 2023 Quarterly Report	10 days	160 hrs	Mon 6/19/23	Fri 6/30/23		KITO PM	No
140	Closeout	25 days	400 hrs	Mon 7/17/23	Fri 8/18/23			No
141	Project Closure	25 days	400 hrs	Mon 7/17/23	Fri 8/18/23			No
142	Prepare Project Closeout Report (11.1)	5 days	80 hrs	Mon 7/17/23	Fri 7/21/23	134	James,K	No
143	Project Closeout Meeting (11.1)	5 days	80 hrs	Mon 7/24/23	Fri 7/28/23	142	James,K	No

ID	Task Name	Duration	Work	Start	Finish	Predecessor	Resource Names	Miles
144	Deliverables Acceptance	5 days	80 hrs	Mon 7/24/23	Fri 7/28/23	142	James,K	No
145	Lessons Learned	5 days	80 hrs	Mon 7/31/23	Fri 8/4/23		KITO Of	No
146	PIER	10 days	80 hrs	Mon 8/7/23	Fri 8/18/23	145	KITO PM	No
147	Invoice Milestones	95 days	0 hrs	Thu 3/16/23	Fri 7/28/23			No
148	Milestone 1: Team Instantiation and Kickoff	0 days	0 hrs	Thu 3/16/23	Thu 3/16/23	31	BPC,Arc	Yes
149	Milestone 2: Completion of SPM - Foundational Data Working Session	0 days	0 hrs	Mon 3/27/23	Mon 3/27/23	40	BPC,Arc	Yes
150	Milestone 3: Completion of SPM - Workflow and Approvals (Digital Tra	0 days	0 hrs	Fri 4/21/23	Fri 4/21/23	52	BPC,Arc	Yes
151	Milestone 4: Completion of SPM - Demand Management & Related Re	0 days	0 hrs	Mon 4/3/23	Mon 4/3/23	43	BPC,Arc	Yes
152	Milestone 5: Completion of SPM - Project Management & Related Rep	0 days	0 hrs	Mon 4/10/23	Mon 4/10/23	46	BPC,Arc	Yes
153	Milestone 6: Completion of SPM - Funding & Related Reporting Worki	0 days	0 hrs	Fri 4/21/23	Fri 4/21/23	53	BPC,Arc	Yes
154	Milestone 7: Completion of SPM - Consolidated Reporting Working Se	0 days	0 hrs	Fri 4/28/23	Fri 4/28/23	56	BPC,Arc	Yes
155	Milestone 8: Completion of SPM - Data Filtration Working Session(s)	0 days	0 hrs	Fri 5/12/23	Fri 5/12/23	62	BPC,Arc	Yes
156	Milestone 9: SPM Rebaseline Sprint 1 Demo Performed	0 days	0 hrs	Fri 4/14/23	Fri 4/14/23	88	BPC,Arc	Yes
157	Milestone 10: SPM Rebaseline Sprint 2 Demo Performed	0 days	0 hrs	Fri 4/28/23	Fri 4/28/23	93	BPC,Arc	Yes
158	Milestone 11: SPM Rebaseline Sprint 3 Demo Performed	0 days	0 hrs	Fri 5/12/23	Fri 5/12/23	98	BPC,Arc	Yes
159	Milestone 12: SPM Rebaseline Sprint 4 Demo Performed	0 days	0 hrs	Fri 5/26/23	Fri 5/26/23	103	BPC,Arc	Yes
160	Milestone 13: Resolution of all Critical and High Defects, OITS Solution	0 days	0 hrs	Mon 6/26/23	Mon 6/26/23	111	BPC,Arc	Yes
161	Milestone 14: Knowledge Transfer Sessions Completed	0 days	0 hrs	Thu 6/22/23	Thu 6/22/23	123,1	BPC,Arc	Yes
162	Milestone 15: Go Live Checklist Completed	0 days	0 hrs	Thu 6/22/23	Thu 6/22/23	120	BPC,Arc	Yes
163	Milestone 16: Training Series and Sessions Design Completed	0 days	0 hrs	Fri 6/16/23	Fri 6/16/23	130	BPC,Arc	Yes
164	Milestone 17: KITO Training Series Completed, Materials Provided	0 days	0 hrs	Fri 7/21/23	Fri 7/21/23	132	BPC,Arc	Yes
165	Milestone 18: Non-KITO Training Series Completed, Materials Provide	0 days	0 hrs	Fri 7/28/23	Fri 7/28/23	133	BPC,Arc	Yes
166	Milestone 19: Extended Hypercare Completed	0 days	0 hrs	Fri 7/14/23	Fri 7/14/23	134	BPC,Arc	Yes
167	Milestone 20: Project Closeout Meeting Completed	0 days	0 hrs	Fri 7/28/23	Fri 7/28/23	143	BPC,Arc	Yes

State Archives Division
6425 SW 6th Avenue
Topeka KS 66615-1099



785-272-8681, ext. 271
matt.veatch@ks.gov
kshs.org

Jennie Chinn, Executive Director

Laura Kelly, Governor

April 3, 2023

Mr. Jeff Maxon
Interim Executive Branch Chief Information Technology Officer
2800 SW Topeka Blvd
Building 100
Topeka, KS 66611

Dear Mr. Maxon,

As part of the approval process for information technology projects over \$250,000, the State Archivist is required to evaluate the impact of information technology projects on government records with long-term (10+ year) retention requirements. If the project impacts long-term records, the State Archivist must ensure that appropriate provisions have been made for these records in the high-level and detailed project plans, in the system design, and for their ingestion, if prudent and feasible, into the Kansas Enterprise Electronic Preservation (KEEP) system. An Electronic Records Retention Statement and approval letter from the State Archivist must accompany high level and detailed project plans submitted to you in your role as the Executive Branch Chief Information Technology Officer.

In compliance with this process, Daniela Burkhart, Project Manager, recently sent to me for review an Electronic Records Retention Statement for the Kansas Office of Information Technology's ServiceNow ITBM Implementation detail-level plan. From my review of the project plan materials, it appears that this will affect records, however those records are accurately scheduled. No other records management tasks need to be completed.

The Electronic Records Retention Statement for the detail-level project plan is approved. A copy of this approval letter should be included when submitting the project plan for approval.

Sincerely,

Megan Burton
Senior Archivist

Cc: Cole Robison, Director of IT Accessibility, OITS
Donnita Thomas, Project Manager, OITS

Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611



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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

April 25, 2023

Jeff Maxon, Interim Chief Information Technology Officer
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611

Dear Mr. Maxon:

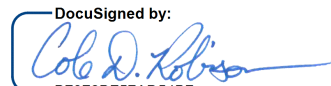
As part of the approval process for information technology projects over \$250,000, a statement indicating compliance with State Information Technology Executive Council (ITEC) Policy 1210 *Information and Communication Technology Accessibility Standards* must be filed with the Branch Chief Information Technology Officer and approved by the Director of Information Technology (IT) Accessibility. I recently received from Daniela Burkhart an Accessibility Compliance Statement for the OITS ServiceNow ITBM Implementation II project for review in compliance with this process.

This Accessibility Statement indicates an exception to ITEC Policy 1210, which was granted by State ADA Coordinator Anthony Fadale for this project at the time of its detailed plan submission, and which I have also received. The Accessibility Conformance Report (ACR) for the product involved shows exceptions to full compliance, necessitating this exception.

Consistent with this exception, and subject to the conditions outlined therein, the Accessibility Statement requirement for the OITS ServiceNow ITBM Implementation II project is satisfied. Components of the project should be made to achieve as much compliance with ITEC Policy 1210 as possible within the limitations of the product, and appropriate alternative accommodation should be provided if needed, as indicated in the detailed plan exception request letter.

A copy of this letter should be included with the submittal of the OITS ServiceNow ITBM Implementation II recast project plan to the Branch CITO for approval.

Sincerely,

DocuSigned by:

B7372BF57AD54B7...

Cole D. Robison
Director of IT Accessibility

cc: Daniela Burkhart, Office of Information Technology Services
Anthony Fadale, State Americans with Disabilities Act Coordinator
Sara Spinks, Director, Kansas Information Technology Office
Alex Wong, Office of Information Technology Services

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Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

4/13/2023

RE: OITS ServiceNow ITBM Implementation II

The State of Kansas Office of Information Technology Services (State of Kansas OITS) is looking to implement a best practice Information Technology Business Management (ITBM) solution utilizing the ServiceNow platform based on industry best practices. This system will consist of workflows and tools for optimally developing, delivering, and managing business processes. The intention is to utilize this software to automate the presently manual IT project approval and reporting process in accordance with Kansas statute, Information Technology Executive Council (ITEC) Policies, and Joint Committee on Information Technology (JCIT) Policies. This system will also be offered as an option to agencies who wish to use it as a primary portfolio management tool for all IT projects – both reportable and non-reportable.

Architectural Statement

The Office of Information Technology Services (OITS) complies with ITEC Policies 4010 and 9500 as found at <https://ebit.ks.gov/itec/resources/policies/itec-policy-4010> and <https://ebit.ks.gov/itec/resources/policies/itec-policy-9500>. Current, planned, and future OITS projects are in compliance with the Kansas Information Technology Architecture version 12.0. In-house development and vendor supplied technologies will be implemented in accordance with State Architecture standards. Industry best practices and future-looking knowledge of State of Kansas Agency IT requirements were used to craft the ServiceNow ITBM solution.

Ownership of Software Code and Related Intellectual Property Statement

The Office of Information Technology Services complies with ITEC Policy 1500 as found at https://ebit.ks.gov/docs/default-source/itec/itec_policy_1500.pdf.

ServiceNow is a software-as-a-service (SaaS) platform. All software code and related intellectual properties will be controlled and managed within the current instance of ServiceNow.

Privacy Statement (Privacy Act 1974, Health Insurance Portability & Accountability Act 1996-HIPAA)

The Office of Information Technology Services complies with the Privacy Act of 1974 as found at <https://www.justice.gov/opcl/overview-privacy-act-1974-2015-edition> and the HIPA act of 1996 as found at <https://www.hhs.gov/hipaa/index.html>

1. What information is included: The ServiceNow ITBM will store information regarding all reportable projects over \$250K per KS statute 75-7209. There will be no private data created, modified, or stored during the execution of this project. As such, the project does not pose any compliance issues with the Privacy Act of 1974 or the HIIPA Act of 1996
2. Why is it collected: The information is collected and stored to provide KITO with the necessary information to facilitate approval by the branch CITO, as well as provide legislators and Kansas citizens visibility into IT projects over \$250K.
3. How will it be used: The information will be used to provide information needed for branch CITO approval and reporting of project health to Kansas Legislature and/or citizens of Kansas.
4. Exclusion opportunities: This doesn't apply to this project, see answer to question number 1.
5. 1974 Act implementation: This doesn't apply to this project, see answer to question number 1.
6. Other privacy requirements: See answer to question number 1.
7. Total privacy cost estimate: No additional privacy implementation expenses.

Security Statement (ITEC Policy 7230, 9500, 7300)

The Office of Information Technology Services (OITS) complies with all ITEC Security policies (<https://ebit.ks.gov/itec/resources/policies>). The OITS ServiceNow ITBM Implementation Project is an ITBM solution that is based on ITIL disciplines and industry best practices. The Kansas Information Security Office (KISO) will be consulted throughout the project to ensure compliance with the policies.

Accessibility Statement

The ServiceNow ITBM project will provide an expansion of ServiceNow that will enable key business processes to be automated, further facilitating the business needs of the state of Kansas. The Office of Information Technology Services complies with the

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Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

Accessibility Statement (ITEC Policy 1210) as found at <https://ebit.ks.gov/itec/resources/policies/policy-1210>. In accordance with ITEC Policy 1210, a best needs waiver has been requested and the waiver letter will be included in this packet.

Electronic Record Retention Statement

The implementation of the ServiceNow ITBM will house cost, ROI and Strategic information regarding Kansas agency/state entity IT projects.

1. For each business function supported by the new system, what paper records are being replaced and which will continue to exist in both paper and electronic form?

We currently keep track all submitted IT project approval and reporting forms electronically via email, and they are stored electronically.

2. What new business functions will be implemented?

This project will implement the IT Business Risk Screening and Assessment process in anticipating of the passing of HB 2077, which will change the IT project determination from a monetary based to risk based. This new function will not be mandated if the bill does not pass but the function will still exist for entities who would like to utilize it

3. What are the reasons for performing the business functions?

The ITBM will be used primarily to automate the IT project approval and reporting process for the benefit of agencies/state entities and the transparency of such information to executives/legislators and the citizens of Kansas in accordance Kansas statute 75-7209.

4. What legal, regulatory, or operational requirements, including State Records Board approved retention schedules, exist for keeping records related to each business function?

173-20. Approved state records retention schedule "Correspondence - Routine" with a retention period of five years

5. Will any of the data necessary to document the business functions either be maintained in another system within the agency or in a system outside the agency? If so, please specify.

All data will be maintained entirely by ServiceNow.

6. What are the legal, regulatory or operational requirements to providing public access to the records?

KORA - Kansas Open Records Act KSA 45-215 which are designed to guarantee access to public records of government bodies at all levels in Kansas. The act defines public records as any records that are created or kept in public agencies and that pertain to the workings of the government.

7. What are the legal, regulatory or operational requirements for controlling access to the records in order to ensure confidentiality?

The information stored within the ITBM would not contain personal information.

8. Identify all records with retention periods of ten or more years that will be affected by the project or indicate that the project has no such records involved.

None.

9. Estimate of the three-year total cost of addressing records identified in No. 8 above and included on the DA519, Item #8.

N/A

Risk Identification Summary (Top Five Risks)

A description of project risks, the probability of the risk occurring, the impact of the risk on the project, and the suggested mitigation activities.

Last Risk Assessment Date: 4/13/2023

Prepared by: Daniela Burkhart

<i>Category</i>	<i>Prob</i>	<i>Imp</i>	<i>Risk</i>	<i>Mitigation Approaches</i>
Timeline	Low	High	Scope Variation, Resource Priorities	Manage stakeholder expectations around the impacts on original timeline and budget estimation. Utilize a Scope Variation metric and issue log. Ensure adequate change control process is in place. Use incremental development practices. Be prepared to defend against excessive additions once development has begun and be prepared to explain consequences. Ample communication with stakeholders during configuration.
Timeline	Mod	High	Unplanned work that must be accommodated	Incorporate adequate time for planning, design, testing, bug fixing, retesting, changes and documentation. Project team members will attend project workshops and identify any work not previously accounted for. Escalate to the Project Manager with plan of action, including impact on time, cost and quality.
Scope	Low	High	House Bill 2077 outcome	Ensure Cask delivers a method to enable or disable the business risk screening and evaluation to accommodate HB2077 outcome
Timeline	Med	High	Unplanned loss of a team member	Ensure all team members share the same essential project knowledge and documentation.
Timeline	Med	Med	Lack of communication	Regular meetings to ensure completed tasks and knowledge sharing. Ensure all project team members ensure their roles

Risk Identification Summary
(Top Five Risks)

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Legend
Prob = Probability of Occurrence
Imp = Impact