

## RFP 2223-807 Exhibit 2: Quality Assurance Surveillance Plan

The state will use a Quality Assurance Surveillance Plan (QASP) to track and monitor the quality of Contractor performance and deliverables throughout the life of the contract. The QASP will provide a proactive way to avoid unacceptable or deficient performance by the Contractor and provides the basis for regular performance reviews.

As part of the onboarding process, the Contractor will work closely with the state's Program Management Office to create a detailed set of performance standards and methods of assessment. This QASP shall serve as the starting point for discussion and revision.

The QASP will serve as a living document which may be updated in coordination with the Contractor at the discretion of the state.

### **CUSTOMER SERVICE POSTURE:**

#### **Support requests receive a timely response and resolution estimate**

##### Performance standards/expectations:

- During the state's core business hours, all emails will receive a response within 2 hours.
- As soon as relevant information is gathered, a time estimate is provided for resolution and tasks are placed into the team's backlog.

##### Method/frequency of assessment:

- Once per sprint, the backlog of requests is reviewed for responses and estimates.

#### **Support requests are resolved in a timely manner**

##### Performance standards/expectations:

- Critical requests, such as a production infrastructure outage, are addressed within two-hours, even if outside of the state's core business hours with hourly communication to DSHS and the HHS Coalition to the progress of the resolution.
- There shall be no more than five (5) outstanding high support requests at any one time and/or during one sprint.
- Security related incident reports are submitted to the DSHS Information Security Office, within 24 hours of discovery of a security incident.

##### Method/frequency of assessment:

- Once per sprint, request tasks and their estimates are reviewed for accuracy.
- When an incident occurs, incident report submission is confirmed.

#### **Documentation currency**

##### Performance standards/expectations:

- All repeated processes have a written process.
- Documentation is updated whenever a relevant change is made, and the update is confirmed before the task is marked as complete.
- Documentation includes a prominent timestamp of the last update.
- Process documentation includes all steps required to complete the process.

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- System documentation includes all elements required by the program or project.
- Custom tooling documentation includes installation and usage instructions.

### Method/frequency of assessment:

- Once per sprint, tasks are reviewed to ensure that the documentation step was completed.
- Once per sprint, user stories are reviewed to ensure the tasks and acceptance criteria have been met before tasks are closed.

## **Documentation is available and accessible**

### Performance standards/expectations:

- Any documentation created or maintained by the Contractor team can be accessed directly by DSHS and HHS Coalition staff.
- Documentation is stored in a system owned by DSHS and HHS Coalition.

### Method/frequency of assessment:

- Once per sprint, tasks are reviewed to identify any new documentation created and ensure that it can be accessed.

## **Documentation is written in plain language**

### Performance standards/expectations:

- Process documentation (e.g., user stories) is written from the perspective of a user.
- Documentation does not assume any prior knowledge, and either includes all information necessary to understand it or links to relevant sources.

### Method/frequency of assessment:

- When developing a new process or updating an existing process, potential users test the process using only the documentation.
- Once per sprint, newly created documentation is reviewed by DSHS and HHS Coalition.

## **Project teams are informed and consulted on changes that will require action**

### Performance standards/expectations:

- The team identifies any project teams that may be impacted by upcoming changes and proactively reaches out to them to discuss the change.

### Method/frequency of assessment:

- Once per sprint, tasks are reviewed to confirm that any impacted teams were consulted.

## **Work is informed by DSHS / HHS Coalition mission and goals**

### Performance standards/expectations:

- The Contractor team's prioritization reflects the technical strategy of DSHS and the HHS Coalition.

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- The Contactor team is able to adjust if DSHS and HHS Coalition priorities change.

### Method/frequency of assessment:

- Every month, ongoing and completed features are reviewed to ensure that the team's work is in alignment with the DSHS and HHS Coalition technical strategy.

### **Platform Reviews are demonstrated to DSHS / HHS Coalition staff**

#### Performance standards/expectations:

- Once per sprint, the work completed by the Contractor team is presented to relevant DSHS and HHS Coalition staff.
- Feedback on progress is collected and adjustments and additional items that are discovered during the review are placed onto the backlog and prioritized.

#### Method/frequency of assessment:

- Once per sprint.

### **Transparent work**

#### Performance standards/expectations:

- The Contractor team will participate in agile sprint ceremonies in an effort to provide total transparency during sprint work.
- Task tracking is made visible in the Contractor's work tracker.
- Project tasks will be meaningful and well-scoped, assessed by a periodic review of completed tasks and the backlog, such as whether tasks tend to be completed within one sprint.
- The team's task backlog is accessible to DSHS staff and to DSHS and HHS Coalition product teams, assessed by a periodic check.

#### Method/frequency of assessment:

- As part of each sprint, transparency will be confirmed.

### **Tasks are tracked in a location accessible to DSHS / HHS Coalition staff**

#### Performance standards/expectations:

- The Contractor team's work tracker (specific tool to be identified) is accessible by DSHS and HHS Coalition staff.
- If possible, the team's work tracker can link to and be linked by other DSHS and HHS Coalition product teams' work trackers.

#### Method/frequency of assessment:

- Every other month, the accessibility of the work tracker is confirmed.

### **Custom code is stored in a repository accessible to DSHS / HHS Coalition staff**

#### Performance standards/expectations:

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- Custom code developed solely for use on this contract is stored in a repository controlled by DSHS and HHS Coalition.
- Custom code developed for more general use is stored in a repository with public access.
- Custom code developed pursuant to this contract is licensed for continual use by DSHS and HHS Coalition.
- The Contractor shall provide documentation on any custom configurations.
- Custom configurations is stored in a repository accessible to DSHS staff and is licensed for continued use by DSHS and the HHS Coalition, assessed by a periodic check.

### Method/frequency of assessment:

- When a new code project is created, the repository is reviewed for public accessibility and licensed reusability.
- Every other month, the collected projects are reviewed for continued accessibility and reusability.
- At least monthly, custom code is reviewed with DSHS Development and Infrastructure leads for adherence to standards.
- At least monthly, review security scan findings and prioritize resolution.
- At least monthly, confirm SIEM log feeds are successfully being digested.

### **DSHS / HHS Coalition staff have accounts for any infrastructure systems, with the required permissions to view metrics such as uptime and estimated costs**

### Performance standards/expectations:

- Infrastructure-related metrics and data are directly accessible to DSHS staff.
- The State's Technical Lead has administrative rights to all systems used for work on the contract.

### Method/frequency of assessment:

- Every other month, tools in use are cataloged and appropriate access is confirmed.

### **Teams are successfully employing DevOps practices**

### Performance standards/expectations:

- Setup continuous implementation and continuous delivery (CI/CD) in conjunction with the Product teams.
- Enable security testing and scanning to be integrated into the pipeline.
- Configure each technology to report logs to SIEM.
- Enable Product teams the ability to use automated tests.
- Enable Product teams the ability to use automated deployments.
- Ensure other Product teams do not experience system downtime.
- Enable other Product teams the ability to deploy daily to platform staging environments.
- Enable other Product teams the ability to deploy to production environment when features are ready.
- Enable other Product teams) the ability to immediately roll back changes to the last working deployment if necessary.

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- Ensure non SAAS technology products are patched and on latest or n-2 versions of the products

### Method/frequency of assessment:

- As part of project kickoff, the Contractor team develops a DevOps strategy. Every other month, the team reviews the strategy and updates it as necessary.

### **Teams can deploy to the environment of their choice at the time of their choice**

### Performance standards/expectations:

- Product team deployments do not need to involve any members of the Platform and/or infrastructure team.
- Product team deployments do not need to involve pre-approval or coordination with the Platform and/or infrastructure team.

### Method/frequency of assessment:

- Once per sprint, Product team deployments are assessed.

### **Required processes do not cause delays to software releases**

### Performance standards/expectations:

- The Contractor team participates in software release planning and implementation.
- The Contractor team alerts the state to newly identified security vulnerabilities and assists in patching them.

### Method/frequency of assessment:

- Once per sprint, release management activities are reviewed by the state and newly identified security vulnerabilities to ensure they are addressed.

### **Infrastructure has a high uptime**

### Performance standards/expectations:

- IE&E Platform Production infrastructure is available with 99.9% monthly uptime.

### Method/frequency of assessment:

- Once per sprint, cumulative uptime data is reviewed.
- For any incidents that impact uptime, an after-action report is created and stored along with team documentation. Any tasks from the after-action report are placed into the team's backlog and prioritized.

### **Work is highly collaborative**

### Performance standards/expectations:

- The Contractor team actively includes DSHS and HHS Coalition staff in its work and subsequent deliverables.

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- The Contractor team minimizes changes in personnel, especially those designated as Key Personnel.
- The Contractor team includes technology product vendors in ceremonies as needed.

### Method/frequency of assessment:

- Once per sprint, the Contractor team conducts a retrospective with DSHS and HHS Coalition staff.
- On an ongoing basis, changes in Key Personnel are monitored for risk and impact to the project.