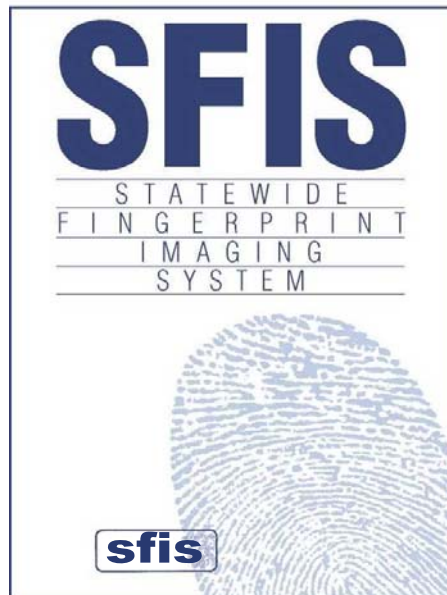


Statewide Fingerprint Imaging System Master Project Plan



VERSION 3.0

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APPROVAL

Project Name: Statewide Fingerprint Imaging System (SFIS)

Document Name: SFIS Master Project Plan

Approval Signature:

OSI (formerly HHSDC SID) *Original signed by Dave Sakauye on 12/31/2009*

Dave Sakauye
SFIS Project Manager

Date



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1.



INTRODUCTION

The Master Project Plan (MPP) defines the resources, responsibilities, and major processes for Maintenance and Operations (M&O) for the existing SFIS, as well as the addition of In-Home Supportive Services (IHSS) functionality. The MPP provides high-level guidance and is supplemented with separate, more detailed plans and procedures, which are identified throughout the MPP. The MPP and the supplemental plans have been developed incrementally as information is available. The MPP and the supplemental plans are living documents and are updated as needed.

The scope of this MPP addresses the M&O of the existing SFIS but also includes the requirement to provide services for IHSS. This plan will be updated where possible, before and during the design and implementation of IHSS functionality.

The Office of System Integration (OSI) (formerly Health and Human Services Data Center (HHSDC))'s SFIS PMO / QA staff will update the MPP periodically as a result of continuous process improvement efforts.



REFERENCES

The following documents were used as reference material in the development of the SFIS Master Project Plan.

- IEEE Standard 1062-1998: IEEE Recommended Practice for Software Acquisition, December 8, 1998, Reaffirmed September 11, 2002.
- IEEE/EIA Guide 12207.1-1997: Software Life Cycle Processes—Life Cycle Data, April 1998.
- Master Project Plan Outline,
[http://www.bestpractices.cahwnet.gov/New_web/Primary Processes/2-Planning/M3-Plans Approved/Master Project Plan/mpp_outline.htm](http://www.bestpractices.cahwnet.gov/New_web/Primary%20Processes/2-Planning/M3-Plans%20Approved/Master%20Project%20Plan/mpp_outline.htm).
- CMIPS Master Project Plan, June 19, 2001.
- CWS-CMS Maintenance and Operations Procurement and Transition Support Services Project Management Plan, October 13, 2000.
- WDTIP Project Management Plan, December 13, 2000.
- A Guide to the Project Management Body of Knowledge (PMBOK), William R. Duncan, PMI Standards Committee, Project Management Institute, 2000.
- OSI Best practices Master Project Plan Template, January 20, 2009,
<http://www.bestpractices.osi.ca.gov/sysacq/documents/Master%20Project%20Management%20Plan.doc>.



DEFINITIONS

Change Control Board (CCB): A formally constituted group of stakeholders responsible for approving or rejecting changes to a project's baseline.

California Department of Finance (DOF): The department used to establish the standards for project oversight on behalf of the State.

California Department of Health Care Services (DHCS): The department providing the Statewide Client Index, which in turn provides CIN management capabilities. **Formerly known as the Department of Health Services (DHS).**

California Department of Social Services (CDSS): The program/project sponsor of SFIS.

Client Index Number (CIN): A number created and partially managed by the Statewide Client Index (SCI) assigned to clients as an identifier.

Department of Technology Services (DTS): Now known as OTech. The Department of Technology Services serves the common technology needs of Executive Branch agencies and is the result of consolidation of HHSDC and the Teale datacenters.

Health and Human Services Data Center (HHSDC): The State of California data center formerly responsible for monitoring and directing contractor activities on behalf of CDSS.

Hewlett Packard (HP): Formerly known as Electronic Data Systems (EDS) The contractor responsible for SFIS development, maintenance, and operation.

In-Home Supportive Services (IHSS): The IHSS Program will help pay for services provided to recipients so that they can remain safely in their own homes. To be eligible, the recipient must be over 65 years of age, or disabled, or blind. Disabled children are also eligible for IHSS. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired

Moves, Adds, and Changes (MAC): Physical changes to end user's environments, for SFIS these occur mostly in the counties.

Office of the California State Chief Information Officer (OCIO): a cabinet-level agency with statutory authority over IT strategic vision and planning, enterprise architecture, policy, and project approval and oversight.



Office of System Integration (OSI): The State of California office responsible for monitoring and directing contractor activities on behalf of CDSS.

Office of Technology Services (OTech): Formerly known as DTS. The State of California Department that provides information technology services to many State, county, federal and local government entities throughout the State of California.

Project Administration and Control System (PACS): A Microsoft Access database system supporting risk, issue, and requirements management, and change control.

Project Management Office / Quality Assurance (PMO / QA): Part of OSI's SFIS Project organization, reporting to the SFIS Project Manager.

Quality Assurance (QA): Evaluating performance on a regular basis to provide adequate confidence that the item or product conforms to established technical and contractual requirements, as well as relevant quality standards.

Service-Level Agreement (SLA): An agreement between a service provider (HP, for example) and a customer (OSI, for example) that specifies, in measurable terms, what services the service provider will furnish.

Statewide Fingerprint Imaging System (SFIS): An information technology system deployed and operated by the State of California through an outsourcing contract with HP, and used by the State and its counties to assist in detection of duplicate aid fraud.

Stakeholder: A person or group that has an interest in the management of risk.

Statewide Client Index (SCI): An IT system managed and maintained by DHCS used to assist SFIS in managing CIN's.



STANDARDS

The list of standards below includes those applicable to both M&O as well as system acquisition. Some of the standards listed below may not be directly applicable to SFIS but all have some level of relevance. In addition, standards are included that presume the State will secure the services of an oversight provider; although this may be unnecessary under the Office of the Chief Information Officer (OCIO) Information Technology Project Oversight Framework (see reference below). Possible applicable standards to this plan include:

- IEEE Standard 1062-1998: IEEE Recommended Practice for Software Acquisition, December 8, 1998, Reaffirmed September 11, 2002.
- IEEE/EIA Guide 12207.1-1997: Software Life Cycle Processes—Life Cycle Data, April 1998.
- A Guide to the Project Management Body of Knowledge (PMBOK), William R. Duncan, PMI Standards Committee, Project Management Institute, 2000.
- IEEE Standard 1465-1998: IEEE Standard Adoption of International Standard ISO/IEC 12119: 1994(E) Information Technology — Software Packages— Quality Requirements and Testing, June 25, 1998.
- IEEE Standard 730-2002: IEEE Standard for Software Quality Assurance Plans, June 25, 2002.
- Criminal Justice Information Services (CJIS), Electronic Fingerprint Transmission Specification, January 1999, Department of Justice, Federal Bureau of Investigation, CJIS-RS-0010 (V7).
- Annex C, Finger Imaging, AAMVA National Standard for Driver's License/Identification Card, 2000-06-30, American Association of Motor Vehicle Administrators,
- IEEE Standard 1012-2004: IEEE Standard for Software Verification and Validation, March 9, 2004.
- IEEE Standard 1540-2001: IEEE Standard for Software Life Cycle Processes — Risk Management, March 17, 2001.
- IEEE Standard 1059-1993: IEEE Guide for Software Verification and Validation Plans, December 2, 1993.
- Transition of IT Project Review, Approval and Oversight Responsibilities from the Department of Finance to the Office of the State Chief Information Officer, and Information Technology Budgeting Guidelines, Office of the State Chief Information Officer (OCIO), Budget Letter 08-06, March 13, 2008.



SYSTEM M&O OVERVIEW

OSI's SFIS management and staff manage the activities of the SFIS contractor to provide SFIS system services to the Project's end users, both State and County, and take direction from CDSS, particularly in the area of program priorities and requirements. The components of the M&O support for SFIS include human, technical, and procedural resources. These components include:

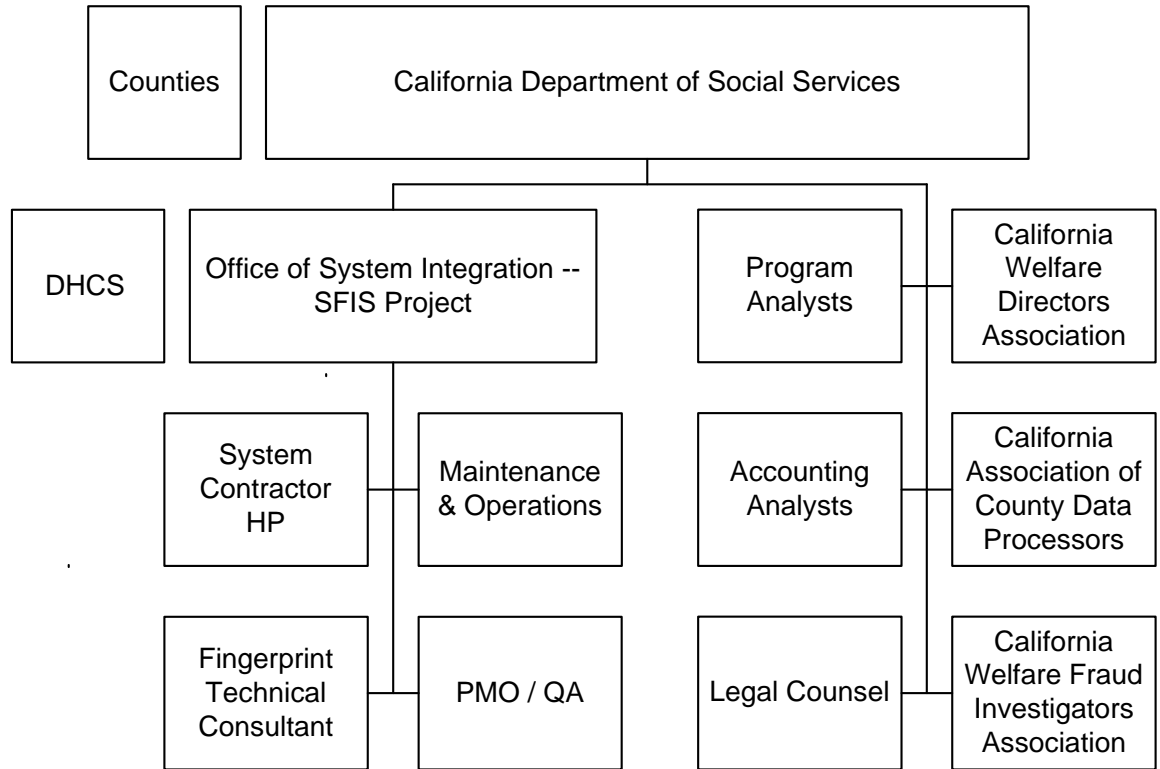
- SFIS Project Organization;
- Roles and Responsibilities;
- Schedule; and
- Tools.

Each of these components is described in its own section below.



ORGANIZATION

Following is a high-level organization chart that shows the various subcomponents and stakeholders of the SFIS Project. The chart does not necessarily represent the traditional reporting relationships appearing in an organizational hierarchy.





ROLES AND RESPONSIBILITIES

Departmental Roles

OSI provides overall project management and administrative responsibility for SFIS. For purposes of this Project, CDSS is a partner as well as a client. In addition to OSI staff, the Project team includes program staff from CDSS Fraud Bureau, CalWORKS, Adult Programs, and Food Stamps, as required, as well as an accountant from CDSS Administration Division. The California Department of Health Care Services (DHCS) is kept abreast of Project status and invited to participate, where appropriate. This involvement typically relates to IHSS' and SFIS' use of the DHCS Statewide Client Index (SCI) the creates and maintains the Client Index Numbers (CIN). The CIN is a unique identifier and assigned to each health and welfare benefits recipient and is also used by SFIS as the primary identifier. As a result, SFIS staff members actively participate in DHCS meetings pertaining to SCI. This level of involvement will facilitate addition of the IHSS population to SFIS.

OSI Responsibilities

The structure of the SFIS Project organizes resources around the provision of M&O support for a statewide production system. This organization emphasizes training, field operations, local site support, Help Desk, and finger print quality assurance.

The structure of the current organization was developed by the SFIS Project's management to serve the unique needs of an M&O organization. This includes less emphasis upon development and implementation except in the case of IHSS functionality, and greater concentration on the provision of user training, assessment of system data, management of system changes, and provision of Help Desk services. The structure of the organization is also based upon the experience gleaned during the Project's ten-month implementation schedule and over 9 years of SFIS production.

The current Project structure, staffing levels, roles and responsibilities are identified in the following pages. An organizational chart follows the staff descriptions.

SFIS Project Manager (currently Dave Sakauye)

The SFIS Project Manager's responsibilities include:

- Advise and consult with CHHSA, county welfare directors, CDSS program staff and State control agencies to help ensure that SFIS information technology solutions meet their business needs.
- Create a high performance environment at OSI and within the SFIS Project team.



- Establish and maintain relationships with all IT stakeholders.
- Maintain Project fiscal integrity within the guidelines established by State and local agencies.
- Direct technology critical Project activities while managing risk and implementing the business solution within the scope of the approved State documents.
- Manage all SFIS vendor contracts to assure compliance with the stated objectives and budget.
- Assure all SFIS reporting requirements and budgetary documents for control agencies are completed and submitted in a timely manner.
- Participate in biweekly Change Control Board meetings.
- Review and authorize all Project changes and modifications.
- Direct and participate in IHSS development and implementation activities.
- Manage the development and maintenance of Project documentation.
- Direct and coordinate internal Project activities.
- Direct Project planning;
 - Direct project management office organization and staffing;
 - Direct Project tracking and metrics tracking;
 - Coordinate problem identification and resolution activities between maintenance contractor, customer, and Project staff;
 - Direct and participate in risk management and contingency planning; and
 - Direct Quality Assurance.
- Prepare Project management reports.
- Prepare Project approval documents.
- Sign Project approval documents.
- Prepare reports for legislature.
- Prepare periodic status reports.
- Respond to special requests from Federal and State control agencies.
- Attend planning and management meetings.
- Review work products.



Legal Representative and Counsel (currently Pat Cruz, CDSS)

The Legal Representative and Counsel's responsibilities include:

- Representation of the State's interests as an officially authorized fiduciary.
- Provision of legal counsel in connection with all issues pertaining to SFIS, including such issues as lessons learned, vendor relations, and other Project issues.
- Provide guidance with respect to answering letters from potential bidders.
- Participate in various meetings, as required.
- Preparation, revision, and negotiation of legal documents on behalf of the State.

Training Coordinator (currently Melanie Owens)

The Training Coordinator's responsibilities include:

- Report to Project Manager on training department direction, Project's Training Plan status, Communications Plan status, and department issues.
- Serve as department team member with Training Scheduler.
- Meet regularly with Training Scheduler to discuss status of Project plan, status of class schedule and current issues.
- Attend and/or conduct any and all Project meetings with SFIS staff when department needs representation.
- Create, document, implement and manage the Project's Training and Communications Plans.
- Create, document, implement and manage departmental processes for training.
- Assess training needs.
- Revise curriculum.
- Create and maintain web-based training.
- Evaluate and measure training.
- Revise and update User Guides.
- Create and monitor training schedule.
- Disseminate training schedule.
- Recruit for training.
- Participate in IHSS development and implementation activities.



- Make all travel arrangements for off-site training.
- Maintain and serve as point of contact for training centers.
- Develop training requirements.
- Manage user training activities.
- Serve as liaison with counties on training issues.
- Maintain training manuals and materials.
- Evaluate user documentation.
- Participate in biweekly Project Change Control Board meetings.

Field Operations Manager (currently Rich Smith)

The Field Operations Manager's responsibilities include:

- Monitor prime contractor management of operations.
- Monitor resolution of operations support problems.
- Manage site specialists performing remote site move, add, and change activities and tasks.
- Manage Site Specialist staff providing direct support to users.
- Create, review, and update, as required, IHSS technical requirements.
- Participate in biweekly Change Control Board meetings.

Administrative Support

The Administrative Support's responsibilities include:

- Create, modify and proof all personnel documents, including Request for Personnel Action (RPAs), position descriptions, justifications, organizational charts, job bulletins, employment recruitment/rejection letters etc.
- Create, modify and proof all SFIS Vendor contract documents (CMAS and MSA) including statements of work, justifications, handle requests for creating or amending contracts.
- Track all invoices for payment to each vendor (Mark III Engineering, Eclipse Solutions, and HP).
- Participate in the development and maintenance of the SFIS website.
- Provide clerical/secretarial support.



- Maintain conference room calendars, distribution lists, etc.
- Make travel arrangements.
- Manage incoming/outgoing mail.
- Monitor and escort Project guests within the workplace.
- Provide administrative support.
- Answer and direct phone calls.
- Schedule and maintain manager's calendars.
- Maintain reporting schedules to assure Project reporting obligations are met.
- Prepare correspondence for Project Manager.
- Prepare presentations.

Webmaster (currently Tony Griffitts)

The SFIS Webmaster currently performs a variety of functions in supporting the SFIS web site. These include:

- Entering training course schedules.
- Keeping web site content up to date.
- Maintaining web site in conformance with State standards for web site design.
- Conversion of SFIS user guides from Microsoft Word to Adobe Acrobat and posting these guides on the web site.
- Participate in IHSS development and implementation activities.
- Provision of an interface for web-based training.
- Posting new software release information for end users.

Site Specialists (currently Rich Smith, Tony Griffitts, Mary Sosebee)

Site specialists currently perform a variety of functions. These include:

- Site preparation, installations, and subsequent changes to county worksites. In addition to site work, some site staff perform administrative and LAN administration duties.
- Provide main point of contact for counties for move, add, change (MAC) requests and gather information as needed from the counties, network install/support (OSI), CDSS Fraud (approval process), Vendors (HP, phone companies to ensure effective coordination for each request.



- Upon receipt of county request for new or changed network services, independently assess the county site to evaluate the proposed/changed site and coordinate the installation of LAN equipment and work stations to ensure the county site is fully operational and that the customer experiences minimal downtime/interruption. This includes physical site assessment and LAN/WAN assessment.
- Schedule site and network assessment and complete site assessments.
- Create/submit a service request requesting circuit and router needs.
- Update MAC database with all gathered information and request site prep. If required, procure State vendor.
- Coordinate installs with OTech, telephone companies, Mark III Engineering and county staff.
- Perform vendor/network equipment installations, de-installations and changes. Determine need for circuit moves, adds, deletes and changes.
- Configure and troubleshoot network/SFIS equipment to ensure equipment is communicating between the SFIS site and OTech.
- Follow up with all entities to help ensure the success of the installation.
- Close all documentation on site.
- Respond to Help Desk calls (and providing customer service to the counties) that cannot be resolved by HP or OTech.
- Assist counties, Fujitsu, and OTech Help Desk in finding possible problems with the network and/or SFIS equipment.
- Participate in IHSS implementation activities.
- Provide support for laptop and workstation support.
- Deploy and maintain SFIS departmental laptop systems for remote and office use.
- Maintain and troubleshoot the Windows systems.
- Escalate network/PC problems that cannot be corrected to appropriate party.
- Participate in biweekly Change Control Board meetings.

Fingerprint Verification Expert (currently Dan Cron, Certified Fingerprint Examiner)

The Fingerprint Verification Expert's responsibilities include:

- Provide oversight and training for the SFIS fingerprint Verification Technicians.



- Instruct Verification Technicians on determining fingerprint matches by teaching them how to identify fingerprint characteristics from fingerprint images and to use them in determining if two fingerprints match.
- Review and consult with Verification Technicians on difficult images.
- Double-check all overturned images (Quality Control).
- Requires 5-10 years experience as a certified fingerprint examiner.

Database Administrator (DBA)/Programmer (currently Mike Schrag)

The DBA/Programmer's responsibilities include:

- Database administration.
- UNIX Administration.
- Ad Hoc reporting for SFIS and counties.
- Maintenance of C language and PowerBuilder application code.
- Creation of C language and PowerBuilder application code.
- Assistance in technical troubleshooting.
- Assessment of programming changes to be implemented by the SFIS contractor.
- Assessment of technical changes to SFIS hardware, software, and operations.
- Creation and modification of reports using Crystal Reports.
- Participate in IHSS development and implementation activities.
- Research next generation of the application.
- Assist in designing and programming new databases to support Project activities.
- Participate in biweekly Change Control Board meetings.

Project Management Office Administrator (currently Melanie Coupe)

The Project Management Office Administrator's responsibilities include:

- Develop and administer the Project Administration and Control System (PACS). (MS Access database that captures Action Items, Issues, Change Control, Document Management & Control, Requirements, Lessons Learned, and Risks for the Project.)
- Develop and administer the separate instance of the PACS to support the Procurement Project for tracking and managing Project issues, change control, and risks.



- Attend biweekly CCB meetings to capture PACS updates. Serve as scribe for these meetings.
- Develop and maintain SFIS training database. Create and maintain database, which captures class schedules, attendees, county coordinators, county sites, instructors etc. Database includes historical data through present and currently in process of loading current training schedules. System automatically prints certificates of completion and confirmation letters.
- Validate router invoices against SFIS current known usage detail in MACS database.
- Develop and maintain the SFIS MAC database.

PMO QA / Staff (currently Sam Fahr)

The QA / PMO Staff's responsibilities include:

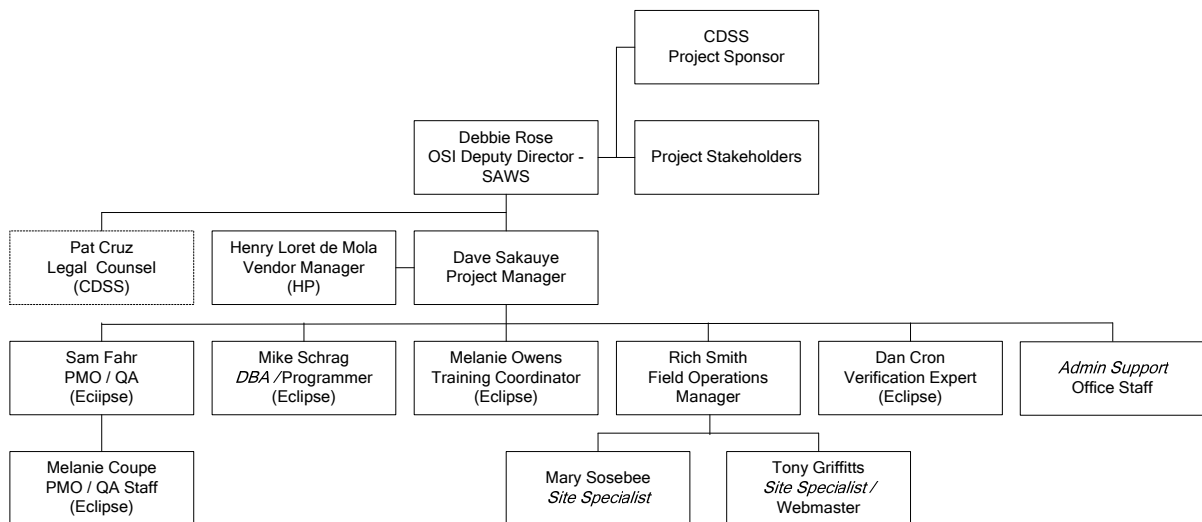
- Provide weekly QA reports to certain SFIS stakeholders.
- Participate in testing of system changes.
- Review and comment on Project documentation, and coordinate review by other Project staff.
- Maintain requirements and linkages to risks, issues, change orders etc.
- Create, document, implement and manage departmental Project plans and documents.
- Perform a variety of risk management activities including identification and mitigation strategy development.
- Review contractor deliverables for compliance with the requirements and business needs of SFIS.
- Manage Lessons Learned portion of PACS.
- Participate with the State in performing application testing.
- Creation and maintenance of master Project schedule.
- Chair the weekly CCB meetings.
- Lead the development and maintenance of Project documentation such as the Configuration Management or Risk Management Plans.
- Provide PACS requirements.
- Participate in IHSS development and implementation activities.
- Provide technical oversight for the development, implementation, maintenance and operation of SFIS.



- Identify to the Project Manager any possible design, development, organizational, or operational issues which may impact the successful implementation of SFIS.
- Provide security analyses and recommendations.
- Other duties as assigned, including analyses commissioned by the Project Manager.

For additional information, please see the following organization chart.

SFIS M&O Project Organization



CDSS Responsibilities

Three full-time equivalent positions in CDSS are necessary to work with OSI during development, testing, training, implementation, and maintenance of SFIS. It should be noted that the SFIS Project is not funding these positions, and the positions should be viewed by the reader as “SFIS Positions.” The positions are distributed among various programs within CDSS. The Fraud Bureau has CDSS program lead and will coordinate the program aspects of all CDSS positions. At present it is unknown what support for SFIS will be required from Adult Programs for IHSS.

Fraud Bureau Analyst (Associate Governmental Program Analyst) and Employment and Eligibility Branch Analyst (Associate Governmental Program Analyst)

These analysts are responsible for:

- Assisting OSI in the development, implementation, and maintenance of SFIS.



- Ensuring that all program requirements and county needs are met.
- Developing regulations, policies, forms, public notices, and procedures for the use and operation of the system.
- Providing technical assistance, policy support, and direct assistance to county management and staff through policy and regulation interpretations and training.
- Participating in the review of operations to ensure compliance with regulations.
- Issuing performance measures and guidelines, as necessary.

Administration Division Accountant (Accounting Officer, Specialist)

This analyst is responsible for:

- Determining the appropriate advancing methodology and prepare monthly advance payments, adjustments, and reimbursement to counties
Analyzing/auditing/processing the quarterly county claims and supplemental/closed out claims, field audited claims, and/or monthly invoices from counties for payment.
- Determining the appropriate advancing amount to OSI for operating SFIS.
- Analyzing/auditing/processing the monthly invoice from OSI for payment.
- Performing various reconciliations and make necessary corrections/adjustments.
- Assisting in the development and maintenance of fiscal procedures for claiming federal funds.
- Assisting in the development and maintenance of a project management/cash-on-hand system to monitor cash flow and the tracking of obligations.
- Providing fiscal assistance to counties, department staff, and OSI relating to SFIS.
- Recouping county share of the system maintenance and operation costs, if counties opt to use SFIS for their GR caseload.



Legal Division Staff Attorney (CDSS Legal)

The Project's legal counsel is responsible for:

- Representation of the State's interests as an officially authorized fiduciary.
- Provision of legal counsel in connection with all issues pertaining to SFIS, including such issues as procurement documentation, lessons learned, vendor relations, and other Project issues.
- Participate in Project meetings, as required.
- Preparation, revision, and negotiation of legal documents on behalf of the State.



SCHEDULE

The schedule for SFIS implementation activities was maintained in Microsoft Project, stored on an OSI network drive. This schedule includes:

- State SFIS Project Schedule — This plan was created and is maintained by the contractor with assistance from the PMO/QA, and addresses regularly scheduled tasks performed by the contractor and OSI SFIS staffs, and is used to provide an increased level of accuracy for project resources. The most recent version of this plan was published in November 2009. Since the requirements for IHSS are not known at this time, development and implementation of IHSS functionality is not included in the project schedule contained in the Master Project Plan. When requirements for IHSS have been determined and approved, tasks for IHSS development and support will be added to the Project Schedule.
- A consolidated resource pool — This was created and is maintained by the PMO / QA.

The current Project M&O schedule may be found in Appendix A.



TOOLS

There are several tools used by SFIS Project staff to assist in the management of the Project's M&O phase, including:

- The Project Administration and Control System (PACS);
- The iManage document management system;
- The Training Database; and
- The MAC Database.

PACS

The PACS was originally designed by KPMG Consulting LLP to support a project at the State of California's Department of General Services (DGS). At the time there were almost no project management tools to assist in vital areas such as risk management. After the DGS project, PACS was successfully used at EDD and CalPERS. The developers of PACS were members of the initial SFIS IV&V team, and brought the PACS with them. Requirements Tracking and Lessons Learned were added to the PACS to assist in fulfilling the project management responsibilities for SFIS.

The advantages of the PACS are that it provides a common database platform for most SFIS project management databases and therefore, allows database records to be linked to one another. The other advantage is that PACS presents the same end user interface to each application under the PACS umbrella. The disadvantage to PACS is that it requires maintenance occasionally. The components of the PACS include:

- Action Items — Action items are defined as issues with a very limited scope. For example, getting an answer to a question. The CCB determines whether an item should be an action item or issue, based on subjective determinations.
- Administration — This is currently a historical and current contact list for the Project with contact information listed for each Project participant.
- Change Control — Change Control is divided into 2 databases:
 - Change Requests — A Change Request is opened to respond to a SFIS problem (not necessarily software) or a desired enhancement. The Change Request process includes analysis by the SFIS contractor so that the full scope of effort in terms of time, resources and cost is fully understood. A Change Request may be voided if the CCB determines it is no longer necessary. Normally, when a Change Request is closed by the CCB, it triggers a:



- Change Order — When a Change Order is opened, the SFIS contractor begins work on the change. Change Orders are closed by the CCB when work has been completed. When the CO is closed by the SFIS Project Manager, the contractor may invoice the Project.
- Document Management and Control — This function although still available is not currently being used, and was replaced by Interwoven.
- General Project Information — There is little substance in this application; the application is present because the designers of the PACS anticipated using PACS to manage multiple projects simultaneously.
- Issues — The Issues database is used by the CCB to perform Project issue management.
- Lessons Learned — The Lessons Learned database is present in the PACS and contains lessons learned over the life of the Project. Also included in this database are lessons learned from other projects.
- Requirements Tracking — This database was much more heavily used during SFIS' implementation to assure contractual and RFP provisions were being observed and fulfilled by the contractor. Periodically, the PMO / QA reconciles Requirements with Change Requests/Orders to address changed Project requirements.
- Risk Management — This database is used by the CCB to manage SFIS Project risks. A more complete description of this database and risk management business processes may be found in the SFIS Risk Management Plan.
- Schedule — The SFIS Project's Microsoft Project-based schedule can be directly accessed from the OSI network drive.

The SFIS PMO Administrator provides database design and implementation, data entry, back-up and recovery, and security services to the PACS. For most of these functions this staff member is backed up by the SFIS Project Manager; for the rest of the functions, the PMO / QA provides back-up.

Interwoven

The Interwoven document management system was designed to manage millions of documents on local-area and wide-area networks. Interwoven allows OSI's SFIS staff to:

- Organize documents into logical folders, versions, and relationships;
- Search for files based on content and profile information;
- Easily share documents with CDSS.



- Share documents and information with other users; and
- Secure documents so only authorized users have access.

State policy prohibits the SFIS contractor from accessing the Interwoven document repository. SFIS policy is that all project documentation, regardless of its source, shall be stored in the Interwoven document repository. E-mails containing content significant to SFIS are also stored in Interwoven.

The SFIS PMO Administrator also serves as the Interwoven Administrator. The SFIS Project Manager provides back-up support.

Training Database

The Training Database is based on Microsoft Access, and is primarily used by OSI's SFIS staff to manage and administer training for SFIS' end users. The Database itself was designed by and is administered by the SFIS PMO Administrator. Contents of the Training Database include:

- List of county coordinators and their contact information;
- Course schedules;
- Course attendees; and
- Course evaluations by attendees.

The Database also has the capability of automatically composing course confirmation letters, and printing course completion certificates.

Moves, Adds, Changes (MAC) Database

The MAC Database is based on Microsoft Access, and is used by the SFIS MAC Team to manage and administer MAC's in remote SFIS sites, mostly located in the counties. The Database itself was designed by and is administered by the SFIS PMO Administrator. The database contains the following components:

- Technical physical configuration information about each individual site and workstation. For example, Internet Protocol (IP) addresses.
- A ticketing system that the MAC Team uses to monitor the current status of MAC activity.
- A historical record of physical configuration changes including physical moves for each SFIS site on the network.



SYSTEM M&O PROCESSES

A variety of business processes support the M&O Phase of SFIS. These include:

- Risk Management;
- Communications;
- Configuration Management;
- Quality Assurance;
- Deliverable Review;
- Training;
- Disaster Recovery;
- Contract Management;
- Transfer Plan; and.
- Transition-In.

Each of these general sets of business process is described in separate plans. The following sections contain references to each plan as well as the plan's Interwoven reference number. Each plan is available upon request from the CDSS Fraud Bureau or OSI.



RISK MANAGEMENT

Risk management for SFIS is described in the SFIS Risk Management Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Risk Management Plan is #28,465. The plan is available upon request from the CDSS Fraud Bureau or OSI.



COMMUNICATIONS

Communications for SFIS are described in the SFIS Communication Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Communication Plan is #25,770. The plan is available upon request from the CDSS Fraud Bureau or OSI.



CONFIGURATION MANAGEMENT

Configuration management for SFIS is described in the SFIS Configuration Management Plan. The current version of this Plan was published in April 2009.

The Interwoven reference number for the Configuration Management Plan is #27,744. The plan is available upon request from the CDSS Fraud Bureau or OSI.



QUALITY ASSURANCE

Quality Assurance for SFIS is described in the SFIS Quality Assurance Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Quality Assurance Plan is #18,168. The plan is available upon request from the CDSS Fraud Bureau or OSI.



DELIVERABLE REVIEW

Deliverable Review for SFIS is described in the SFIS Deliverable Review Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Deliverable Review Plan is #28,863. The plan is available upon request from the CDSS Fraud Bureau or OSI.



TRAINING

Training for SFIS is described in the SFIS Training Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Training Plan is #18,670. The plan is available upon request from the CDSS Fraud Bureau or OSI.



DISASTER RECOVERY

Disaster recovery for SFIS is described in the SFIS Disaster Recovery Plan. The current version of this Plan was published in November 2009.

The Interwoven reference number for the Disaster Recovery Plan is #28,696. The plan is available upon request from the CDSS Fraud Bureau or OSI.



CONTRACT MANAGEMENT

Contract management for SFIS is described in the SFIS Contract Management Plan. The current version of this Plan was published in December 2009.

The Interwoven reference number for the Contract Management Plan is #28,826. The plan is available upon request from the CDSS Fraud Bureau or OSI.

Contract management for SFIS is described in a revised version of the current SFIS Contract Management Plan following award of a new contract. This plan will probably be merged with the SFIS Evaluation Plan.



SYSTEM TRANSFER PLAN

The SFIS Contract specifies that the contractor deliver a “Transfer Plan”: “Contractor shall prepare and deliver a written Transfer Plan which provides for the phase-in transfer of SFIS to the State or its designee without disruption of service. The Transfer Plan must be developed such that the Transfer of the System would be completed within 5 months.” In addition the Contract specifies: “Contractor shall deliver a Transfer Plan twelve (12) months after the contract award. The plan shall be updated as necessary by the Contractor until the contract terminates.”

The current version of this Plan was published in March 2006. The Interwoven reference number for the Transfer Plan is #19,203. The plan is available upon request from the CDSS Fraud Bureau or OSI.



TRANSITION-IN

The ultimate objective of this Transition-In is to provide a phased-in transition of SFIS M&O support from the current environment to a new environment in which the remote user workstations are refreshed, the Central Site is relocated to Franchise Tax Board (FTB) facilities, and other activities defined in this plan's Statement of Work (SOW) are completed without disruption of service.

The Transition-In Plan was developed so that the Transition-In phase will be completed in four months. The tasks include an approach to replacing hardware, training, and a schedule for completing the Transition-In process.

The SFIS Transition-In Plan was published separately in September 2008 (Interwoven #28,871). The plan is available upon request from the CDSS Fraud Bureau or OSI.



SYSTEM M&O MANAGEMENT

System M&O management contains those plans necessary to effectively manage the M&O Phase of SFIS, and include:

- Communication Plan;
- Contract Management Plan;
- Metrics / Evaluation Plans;
- Configuration Management Plan;
- Risk Management Plan;
- Deliverable Review Plan;
- Quality Assurance Plan;
- Transition-In Plan;
- Technology Refreshment Plan;
- Raw Image (Bitmap) Retrieval and Storage Plan;
- Contingency Plan;
- Fingerprint Database Quality Assessment;
- Capacity Planning Report;
- Portable Workstation Maintenance Plan;
- Security Assessment;
- Testing Approach Document; and
- Deviation Policy.



COMMUNICATIONS PLAN

The SFIS Communications Plan is published separately. The plan provides a framework for both internal and external project information exchange. The plan identifies general communication roles and responsibilities for the SFIS Project Management and staff and key stakeholders. The plan also identifies routine communications to include type of communication (report or status meeting), frequency, audience, content, and media. The plan also identifies key points of contact for ad-hoc communications. The Communication Plan is reviewed and updated every periodically by the SFIS Project Management. The most recent version of the plan, Version 3.0 was published in December 2009. The plan is available upon request from the CDSS Fraud Bureau or OSI. The updated plan will be reviewed and approved by the project sponsor.



CONTRACT MANAGEMENT PLAN

The most recent version of the plan was published in December 2009. The current Contract Management Plan is Interwoven #28,826. The plan is available upon request from the CDSS Fraud Bureau or OSI.



METRICS / EVALUATION PLAN

The Metrics / Evaluation Plan will be part of the Contract Management Plan following Metrics / Evaluation Plan development.



CONFIGURATION MANAGEMENT PLAN

The SFIS Configuration Management Plan is published separately. The plan is available upon request from the CDSS Fraud Bureau or OSI. This plan was jointly developed by HP, the contractor originally awarded the SFIS Contract, and OSI. The Plan defines all SFIS configurable items and describes roles and responsibilities for SFIS configuration management. SFIS configuration management discipline is enforced through the CCB and uses the Change Request/Order process of the Project Administration and Control System (PACS) to document configuration management activities. Some configuration items consist entirely of documentation.

The project has an electronic and hard copy library for project deliverables, reference material, correspondence, and bidder's library. Project documentation deliverables are placed under configuration control upon completion. The PMO / QA uses the Interwoven tool to control and track project documents.

The most recent version of the plan was published in April 2009. The current Contract Management Plan is Interwoven #27,744.



RISK MANAGEMENT PLAN

The SFIS Risk Management Plan is published separately (Interwoven #28,465). The plan is available upon request from the CDSS Fraud Bureau or OSI. Risk management is a key discipline for making effective decisions and communicating the results within the State and other stakeholders. The purpose of SFIS risk management is to identify potential managerial and technical problems before they occur so that actions can be taken that reduce or eliminate the likelihood and/or impact of these problems should they occur. It is a critical tool for continuously determining the feasibility of SFIS project plans, for improving the search for and identification of potential problems that can affect information technology systems or software life cycle activities and the quality and performance of software products, and for improving the active management of SFIS.

SFIS risk management is based on a team built upon the framework of the SEI Risk Management Paradigm. OSI SFIS staff and contractor staff work together where appropriate in team risk management to anticipate and avoid problems by managing project risks. Team risk management establishes a cooperative working environment throughout all levels of the project that gives everyone in the project the ability and motivation to look ahead and handle risks before they become problems. This is accomplished through a set of processes, methods, and tools described in the SFIS Risk Management Plan.



QUALITY ASSURANCE PLAN

The SFIS Quality Assurance Plan is published separately (Interwoven #18,168). The plan is available upon request from the CDSS Fraud Bureau or OSI.



TRANSITION-IN PLAN

The SFIS Transition-In Plan is published separately (Interwoven #28,871). The plan is available upon request from the CDSS Fraud Bureau or OSI.



TECHNOLOGY REFRESHMENT PLAN

The contractor will produce a SFIS Technology Refreshment Plan for each contract year. The objective of the SFIS Technology Refreshment Plan is to ensure that all components used in SFIS are currently supported by their manufacturer or developer, and that SFIS complies with all current applicable fingerprint standards.

The Technology Refreshment Plan is not yet developed by the contractor.



RAW IMAGE (BITMAP) RETRIEVAL AND STORAGE PLAN

The contractor will provide to the State a plan for raw SFIS fingerprint image retrieval and storage. The SFIS Raw Image Retrieval and Storage Plan will ensure that all raw fingerprint images are gathered from the remote workstations in a timely manner and stored in an accurate and organized method. The Plan is to ensure that migration to emerging fingerprint standards or another AFIS can be easily and rapidly accomplished, if required.

The Raw Image (Bitmap) Retrieval and Storage Plan is not yet developed by the contractor.



CONTINGENCY PLAN

The contractor will provide the State with a Contingency Plan for SFIS that will document the actions the contractor will take to provide for continued SFIS operations in the event of a major disruption or failure of SFIS during or immediately following implementation of new Central Site and or remote workstation hardware and software. This is not equivalent to the disaster recovery plan; the assumption in this case is that the major disruption or failure is due to the implementation of the new system.

The Contingency Plan is not yet developed by the contractor.



FINGERPRINT DATABASE QUALITY ASSESSMENT

The contractor will submit a report to the State from the current AFIS subsystem provider (MorphoTrak) assessing the current quality of fingerprints stored in the SFIS fingerprint database. The report will also include recommendations for improvement in the database quality. The report and presentation shall be made annually beginning in the first year of the contract and concluding in the final contract year.

The Fingerprint Database Quality Assessment is not yet developed by the contractor.



CAPACITY PLANNING REPORT

The contractor will provide an annual report that describes the current capacity for all remotely located workstations and Central Site hardware components. The report will detail the capacity of each hardware component, and how much of that capacity is being consumed.

The Capacity Planning Report is not yet developed by the contractor.



PORTABLE WORKSTATION MAINTENANCE PLAN

The contractor will provide a plan to ensure all Portable Input Workstations are maintained and serviced on a semi-annual basis at a pre-determined site.

The Portable Workstation Maintenance Plan is not yet developed by the contractor.



SECURITY ASSESSMENT

The contractor will provide a detailed description of SFIS security as specified below.

- For Security Administration, define, discuss, document, and recommend the use of:
 - Audit and accountability trails in the system;
 - System integrity controls and reports; and
 - System reports of errors, failures, attempted violations.
- Summary listings of sensitive function and data showing the levels of protection that are present, and recommended if not already part of SFIS (e.g., physical site protection, terminal locks, encryption for transmission and/or data storage).
- Interfaces or dependencies on other software and discuss security aspects.
- Classification of data elements to level of sensitivity.
- Security breaches or incidents that occurred and protective measures taken.

The Security Assessment is not yet developed by the contractor.



TESTING APPROACH DOCUMENT

The contractor will provide a document describing the proposed Testing Approach that can be used by the SFIS to evaluate the contractor's knowledge of, and intended approach to, testing.

The Testing Approach Document is not yet developed by the contractor.



DEVIATION POLICY

Deviations in those areas and processes of the SFIS Project deemed to have potential impact upon SFIS operations or reputation include:

- Lack of adherence to recognized standards, including State, and OSI standards.
- Deviations from Project, State or Federal policies.
- Violations of Federal or California law.
- Deviations from the various processes defined in the SFIS Project documentation. For example, managing risks differently from the process specified in the SFIS Risk Management Plan.

Management of all deviations will be in strict accordance with existing SFIS Project documentation. Deviations can be noted and observed by anyone associated, even tangentially with the SFIS Project. Most, but not all deviations will probably be discussed in the Project's regularly schedule CCB Meeting. Deviations not discussed in the CCB could include those categorized as personnel management, for example. Any deviation that the reporting person believes to be significant will be escalated either by the reporting person or by Project staff to the SFIS Project Manager. The SFIS Project Manager may chose to escalate to OSI management, OCIO, CDSS, DOF, or DGS. State and OSI policy as well as the Project Manager's judgment and experience will guide him/her with respect to proper and effective escalation. The Project Manager will determine how to respond to the deviation, or may escalate the requirement for response to the deviation as mentioned above.

Certain deviations may be accepted by the SFIS Project for sound business reasons. Acceptance of these deviations will be the responsibility of the SFIS Project Manager. However, the Project Manager may also choose to escalate deviation acceptance.

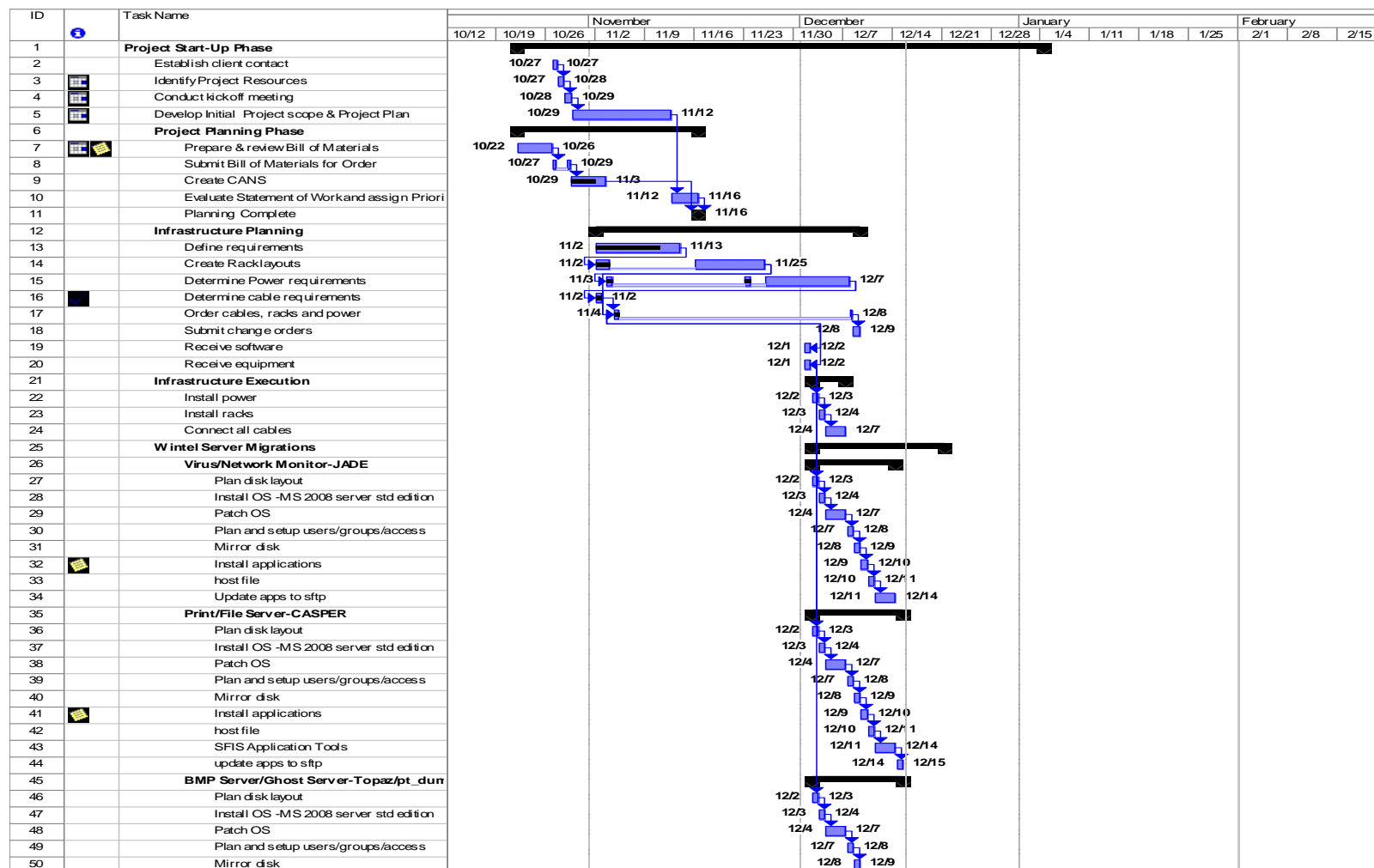
Deviations that require correction will be corrected through a documented corrective action plan. The corrective action plans will be documented in the PACS through action item or issue management. The SFIS Project Manager will assign responsibility for each corrective action plan to appropriate SFIS staff. When deviations for which the SFIS contractor is responsible are detected, responsibility for corrective action plans and their successful executions will be assigned to the HP SFIS Project Manager and monitored by OSI until correction is judged successful by the SFIS Project Manager or his/hers designee. Only the State can determine if a deviation has been adequately corrected.



All deviations and their responses and corrective action plans will be documented in the PACS or through written correspondence. Minor deviations will be noted in the PACS or CCB Meeting Minutes. Acceptance of more consequential deviations may require e-mail messages from a State Manager, or formal letters, depending on State and OSI policy as well as the Project Manager's judgment. By definition all communications concerning deviations will be entirely consistent with the SFIS Communication Plan.



APPENDIX A – Project Schedule as of November, 2009





Statewide Fingerprint Imaging System

| ID | Task Name | November | | | | December | | | | January | | | | February | | | | | | | |
|-----|---|----------|-------|-------|------|----------|-------|-------|-------|---------|-------|-------|-------|----------|------|------|------|-----|-----|------|--|
| | | 10/12 | 10/19 | 10/26 | 11/2 | 11/9 | 11/16 | 11/23 | 11/30 | 12/7 | 12/14 | 12/21 | 12/28 | 1/4 | 1/11 | 1/18 | 1/25 | 2/1 | 2/8 | 2/15 | |
| 51 | Install applications | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 52 | host file | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 53 | BMP application | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 54 | Update apps to sftp | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 55 | Primary Domain Controller-DONNER | | | | | | | | | | | | | | | | | | | | |
| 56 | Plan disk layout | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 57 | Install OS -MS 2008 server std edition | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 58 | Patch OS | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 59 | Plan and setup users/groups/access | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 60 | Mirror disk | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 61 | Setup Active Directory | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 62 | Setup DNS and WINS | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 63 | Install applications | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 64 | host file | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 65 | Update apps to sftp | | | | | | | | 12/15 | 12/16 | | | | | | | | | | | |
| 66 | Backup Domain Controller-ARROYO, CA | | | | | | | | | | | | | | | | | | | | |
| 67 | Plan disk layout | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 68 | Install OS -MS 2008 server std edition | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 69 | Patch OS | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 70 | Plan and setup users/groups/access | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 71 | Mirror disk | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 72 | Setup Active Directory-backup services | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 73 | Setup DNS and WINS-backup services | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 74 | Setup License Services | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 75 | Setup Microsoft Patch Software/services | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 76 | Setup Time sync services | | | | | | | | 12/15 | 12/16 | | | | | | | | | | | |
| 77 | Install applications | | | | | | | | 12/16 | 12/17 | | | | | | | | | | | |
| 78 | host file | | | | | | | | 12/17 | 12/18 | | | | | | | | | | | |
| 79 | Update apps to sftp | | | | | | | | 12/18 | 12/21 | | | | | | | | | | | |
| 80 | RX Server Migrations | | | | | | | | | | | | | | | | | | | | |
| 81 | Primary Production Database Server-ZUA | | | | | | | | | | | | | | | | | | | | |
| 82 | Plan filesystem setup | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 83 | Plan disk space | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 84 | Plan access/permissions | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 85 | Install OS HPUX 11i v2 | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 86 | Patch OS | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 87 | modify kernel settings | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 88 | Mirror local disk | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 89 | time Sync Services | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 90 | Update apps to sftp | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 91 | Install Applications/Patch Applications | | | | | | | | 12/15 | 12/16 | | | | | | | | | | | |
| 92 | Validate and Test | | | | | | | | 12/16 | 12/17 | | | | | | | | | | | |
| 93 | Replicate | | | | | | | | 12/17 | 12/18 | | | | | | | | | | | |
| 94 | Secondary Production Database Server-F | | | | | | | | | | | | | | | | | | | | |
| 95 | Plan filesystem setup | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 96 | Plan disk space | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 97 | Plan access/permissions | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 98 | Install OS HPUX 11i v2 | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 99 | Patch OS | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 100 | modify kernel settings | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |



Statewide Fingerprint Imaging System

| ID | Task Name | November | | | | December | | | | January | | | | February | | | | | | | |
|-----|---|----------|-------|-------|------|----------|-------|-------|-------|---------|-------|-------|-------|----------|------|------|------|-----|-----|------|--|
| | | 10/12 | 10/19 | 10/26 | 11/2 | 11/9 | 11/16 | 11/23 | 11/30 | 12/7 | 12/14 | 12/21 | 12/28 | 1/4 | 1/11 | 1/18 | 1/25 | 2/1 | 2/8 | 2/15 | |
| 101 | Mirror local disk | | | | | | | | | 12/10 | 12/11 | | | | | | | | | | |
| 102 | time sync Services | | | | | | | | | 12/11 | 12/14 | | | | | | | | | | |
| 103 | Update apps to sftp | | | | | | | | | 12/14 | 12/15 | | | | | | | | | | |
| 104 | Install Applications/Patch Applications | | | | | | | | | 12/15 | 12/16 | | | | | | | | | | |
| 105 | Validate and Test | | | | | | | | | 12/16 | 12/17 | | | | | | | | | | |
| 106 | Replicate | | | | | | | | | 12/16 | 12/17 | | | | | | | | | | |
| 107 | Test/Train Database Server-TOMMYT | | | | | | | | | | | | | | | | | | | | |
| 108 | Plan filesystem setup | | | | | | | | | 12/2 | 12/3 | | | | | | | | | | |
| 109 | Plan disk space | | | | | | | | | 12/3 | 12/4 | | | | | | | | | | |
| 110 | Plan access/permissions | | | | | | | | | 12/4 | 12/7 | | | | | | | | | | |
| 111 | Install OS HPUX 11i v2 | | | | | | | | | 12/7 | 12/8 | | | | | | | | | | |
| 112 | Patch OS | | | | | | | | | 12/8 | 12/9 | | | | | | | | | | |
| 113 | modify kernel settings | | | | | | | | | 12/9 | 12/10 | | | | | | | | | | |
| 114 | Mirror local disk | | | | | | | | | 12/10 | 12/11 | | | | | | | | | | |
| 115 | time sync Services | | | | | | | | | 12/11 | 12/14 | | | | | | | | | | |
| 116 | Update apps to sftp | | | | | | | | | 12/14 | 12/15 | | | | | | | | | | |
| 117 | Install Applications/Patch Applications | | | | | | | | | 12/15 | 12/16 | | | | | | | | | | |
| 118 | Validate and Test | | | | | | | | | 12/16 | 12/17 | | | | | | | | | | |
| 119 | test/train SCI Job | | | | | | | | | 12/17 | 12/18 | | | | | | | | | | |
| 120 | Backend jobs | | | | | | | | | 12/13 | 12/21 | | | | | | | | | | |
| 121 | test/train CAAP jobs | | | | | | | | | 12/21 | 12/22 | | | | | | | | | | |
| 122 | Moapsrvr | | | | | | | | | 12/22 | 12/23 | | | | | | | | | | |
| 123 | Prod SCI/CAAP Server-BOOMER, PACHE | | | | | | | | | | | | | | | | | | | | |
| 124 | Plan filesystem setup | | | | | | | | | 12/2 | 12/3 | | | | | | | | | | |
| 125 | Plan disk space | | | | | | | | | 12/3 | 12/4 | | | | | | | | | | |
| 126 | Plan access/permissions | | | | | | | | | 12/4 | 12/7 | | | | | | | | | | |
| 127 | Install OS HPUX 11i v2 | | | | | | | | | 12/7 | 12/8 | | | | | | | | | | |
| 128 | Patch OS | | | | | | | | | 12/8 | 12/9 | | | | | | | | | | |
| 129 | modify kernel settings | | | | | | | | | 12/9 | 12/10 | | | | | | | | | | |
| 130 | Mirror local disk | | | | | | | | | 12/10 | 12/11 | | | | | | | | | | |
| 131 | time sync Services | | | | | | | | | 12/11 | 12/14 | | | | | | | | | | |
| 132 | Update apps to sftp | | | | | | | | | 12/14 | 12/15 | | | | | | | | | | |
| 133 | Install Applications/Patch Applications | | | | | | | | | 12/15 | 12/16 | | | | | | | | | | |
| 134 | Validate and Test | | | | | | | | | 12/16 | 12/17 | | | | | | | | | | |
| 135 | Production backend Server/Production E | | | | | | | | | | | | | | | | | | | | |
| 136 | Plan filesystem setup | | | | | | | | | 12/2 | 12/3 | | | | | | | | | | |
| 137 | Plan disk space | | | | | | | | | | | | | | | | | | | | |
| 138 | Plan access/permissions | | | | | | | | | | | | | | | | | | | | |
| 139 | Install OS HPUX 11i v2 | | | | | | | | | | | | | | | | | | | | |
| 140 | Patch OS | | | | | | | | | | | | | | | | | | | | |
| 141 | modify kernel settings | | | | | | | | | | | | | | | | | | | | |
| 142 | Mirror local disk | | | | | | | | | | | | | | | | | | | | |
| 143 | Time Sync Services | | | | | | | | | | | | | | | | | | | | |
| 144 | Update apps to sftp | | | | | | | | | | | | | | | | | | | | |
| 145 | Install Applications/Patch Applications | | | | | | | | | | | | | | | | | | | | |
| 146 | Validate and Test | | | | | | | | | | | | | | | | | | | | |
| 147 | Production backend jobs | | | | | | | | | | | | | | | | | | | | |
| 148 | Caapsrvr Job | | | | | | | | | | | | | | | | | | | | |
| 149 | Operator's Monitor System-MISSION | | | | | | | | | | | | | | | | | | | | |
| 150 | Plan filesystem setup | | | | | | | | | 12/2 | 12/3 | | | | | | | | | | |



Statewide Fingerprint Imaging System

| ID | Task Name | November | | | | December | | | | January | | | | February | | | | | | | |
|-----|---|----------|-------|-------|------|----------|-------|-------|-------|---------|-------|-------|-------|----------|------|------|------|-----|-----|------|--|
| | | 10/12 | 10/19 | 10/26 | 11/2 | 11/9 | 11/16 | 11/23 | 11/30 | 12/7 | 12/14 | 12/21 | 12/28 | 1/4 | 1/11 | 1/18 | 1/25 | 2/1 | 2/8 | 2/15 | |
| 151 | Plan disk space | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 152 | Plan access/permissions | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 153 | Install OS HPUX 11i v2 | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 154 | Patch OS | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 155 | modify kernel settings | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 156 | Mirror local disk | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 157 | time Sync services | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 158 | Update apps to sftp | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 159 | Install Applications/Patch Applications | | | | | | | | 12/15 | 12/16 | | | | | | | | | | | |
| 160 | Validate | | | | | | | | 12/16 | 12/17 | | | | | | | | | | | |
| 161 | Developers/SA/DBA-PACIFIC3, MORRO | | | | | | | | | | | | | | | | | | | | |
| 162 | Plan filesystem setup | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 163 | Plan disk space | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 164 | Plan access/permissions | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 165 | Install OS HPUX 11i v2 | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 166 | Patch OS | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 167 | modify kernel settings | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 168 | Mirror local disk | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 169 | time Sync services | | | | | | | | 12/11 | 12/14 | | | | | | | | | | | |
| 170 | Update apps to sftp | | | | | | | | 12/14 | 12/15 | | | | | | | | | | | |
| 171 | Install Applications/Patch Applications | | | | | | | | 12/15 | 12/16 | | | | | | | | | | | |
| 172 | Validate | | | | | | | | 12/16 | 12/17 | | | | | | | | | | | |
| 173 | Other Server Migrations | | | | | | | | | | | | | | | | | | | | |
| 174 | Tape Library | | | | | | | | | | | | | | | | | | | | |
| 175 | Plan backup solution | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 176 | Verify hardware/network Setup | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 177 | Install Software Storage Works | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 178 | patch software | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 179 | update firmware | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 180 | backup solution- | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 181 | documentation | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 182 | Mass Storage Device | | | | | | | | | | | | | | | | | | | | |
| 183 | Determine RAID level | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 184 | Plan layout of disk space/logical volumes | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 185 | Verify setup of alternate links | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 186 | Setup and use HP Storageworks arrayn | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 187 | Raw disk space for database | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 188 | Verify firmware and software updates | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 189 | Source Code Workstation | | | | | | | | | | | | | | | | | | | | |
| 190 | Plan disk layout | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 191 | Install OS -will depend on need | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 192 | Patch OS | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 193 | Plan and setup users/groups/access | | | | | | | | 12/7 | 12/8 | | | | | | | | | | | |
| 194 | Install applications | | | | | | | | 12/8 | 12/9 | | | | | | | | | | | |
| 195 | host file | | | | | | | | 12/9 | 12/10 | | | | | | | | | | | |
| 196 | Update apps to sftp | | | | | | | | 12/10 | 12/11 | | | | | | | | | | | |
| 197 | Software Delivery/Deploy Workstation | | | | | | | | | | | | | | | | | | | | |
| 198 | Remote workstations setup | | | | | | | | 12/2 | 12/3 | | | | | | | | | | | |
| 199 | Install CA SDD software | | | | | | | | 12/3 | 12/4 | | | | | | | | | | | |
| 200 | update apps to sftp | | | | | | | | 12/4 | 12/7 | | | | | | | | | | | |
| 201 | Project Closedown | | | | | | | | | | | | | | | | | | | | |
| 202 | Conduct Post implementation review | | | | | | | | 12/7 | 12/10 | | | | | | | | | | | |
| 203 | Administrative closure | | | | | | | | 12/10 | 12/24 | | | | | | | | | | | |
| 204 | Archive Project documents | | | | | | | | | 12/24 | 12/28 | | | | | | | | | | |
| 205 | Client Signoff | | | | | | | | | | 12/28 | | | | | | | | | | |



AMENDMENT HISTORY

| Version | Date | Section, Page(s)and Text Revised |
|--------------------|-------------------|---|
| Version 3.0 | 12/31/2009 | |
| Version 3.0 | 12/31/2009 | Entire document. Changed all footers From “Version 1.2” To “Version 2.0.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “DTS” To “OTech.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “EDS” To “HP.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “SFIS Help Desk Coordinator” To “SFIS Training Coordinator.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “Printrak” To “MorphoTrak.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “Vantive” To “ServiceCenter.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “REM” To “ServiceCenter.” |
| Version 3.0 | 12/31/2009 | Entire document. Changed From “Program Operations Manager” To “Project Manager.” |
| Version 3.0 | 12/31/2009 | Entire document. Deleted “RMC.” |
| Version 3.0 | 12/31/2009 | Entire document, Deleted all references to RFP, procurement, or re-procurement, |
| Version 3.0 | 12/31/2009 | Introduction, p. 1, Changed From : The Master Project Plan (MPP) defines the resources, responsibilities, and major processes for Maintenance and Operations (M&O) for the |



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| | | <p>existing SFIS, as well as acquiring a new contractor to assume responsibilities for M&O following contract award.” To: “The Master Project Plan (MPP) defines the resources, responsibilities, and major processes for Maintenance and Operations (M&O) for the existing SFIS, as well as the addition of In-Home Supportive Services (IHSS) functionality. ”</p> <p>Changed From: “The scope of this MPP addresses the M&O of the existing SFIS but also includes a re-procurement phase to select a new SFIS M&O provider.” To: “The scope of this MPP addresses the M&O of the existing SFIS but also includes the requirement to provide services for IHSS.”</p> |
| Version 3.0 | 12/31/2009 | References, p. 2, Added: “OSI Best practices Master Project Plan Template, January 20, 2009, http://www.bestpractices.osi.ca.gov/sysacq/documents/Master%20Project%20Management%20Plan.doc .” |
| Version 3.0 | 12/31/2009 | Definitions. p. 3-4, Added: “HP”, “IHSS”, “OTech”, and “PACS.” |
| Version 3.0 | 12/31/2009 | <p>Roles and Responsibilities, Departmental Roles, p. 8, Added “Adult Programs” and “IHSS.”</p> <p>Changed From: “This includes less emphasis upon development and implementation and greater concentration on the provision of user training, assessment of system data, management of system</p> |



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| | | changes, and provision of Help Desk services.” To: “This includes less emphasis upon development and implementation except in the case of IHSS functionality, and greater concentration on the provision of user training, assessment of system data, management of system changes, and provision of Help Desk services.” |
| Version 3.0 | 12/31/2009 | Roles and Responsibilities, OSI Responsibilities, Legal Representative and Counsel, p.9, Changed From “Paul Sickert” To: Pat Cruz.” |
| Version 3.0 | 12/31/2009 | Roles and Responsibilities, OSI Responsibilities, SFIS M&O Project Organization, p. 16, Changed From: “George Christie” To: “Debbie Rose.” |
| Version 3.0 | 12/31/2009 | Schedule, p. 18, Changed From: “The most recent version of this plan is 02-20-2007.” To “The most recent version of this plan was published in November 2009.” Added: “Since the requirements for IHSS are not known at this time, development and implementation of IHSS functionality is not included in the project schedule contained in the Master project Plan.” |
| Version 3.0 | 12/31/2009 | System Acquisition Overview, p. 22, Deleted section “System Acquisition Overview.” |
| Version 3.0 | 12/31/2009 | Risk Management, p. 23, Updated publish date and Interwoven document number. |



| Version | Date | Section, Page(s)and Text Revised |
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| Version 3.0 | 12/31/2009 | Communications, p. 24 & 34, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Configuration Management, p. 25 & 37, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Quality Assurance, p. 26 & 39, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Deliverable Review, p.27, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Training, p. 28, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Disaster Recovery, p. 29, Added Disaster Recovery section. |
| Version 3.0 | 12/31/2009 | Contract Management, p. 30 & 35, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | System Transfer Plan, p. 31, Updated publish date and Interwoven document number. |
| Version 3.0 | 12/31/2009 | Transition-In, p. 32, Added Transition-In section. |
| Version 3.0 | 12/31/2009 | Transition-In Plan, p. 40, Added Transition-In Plan section. |
| Version 3.0 | 12/31/2009 | Technology Refreshment Plan, p. 41, Added Technology Refreshment Plan section |
| Version 3.0 | 12/31/2009 | Raw Image (Bitmap) Retrieval and Storage Plan, p. 42, Added Raw Image (Bitmap) Retrieval and Storage Plan. |
| Version 3.0 | 12/31/2009 | Contingency Plan, p. 43, Added Contingency Plan section. |



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| Version 3.0 | 12/31/2009 | Fingerprint Database Quality Assessment, p. 44, Added Fingerprint Database Quality Assessment section. |
| Version 3.0 | 12/31/2009 | Capacity Planning Report, p. 45, Added Capacity Planning Report section. |
| Version 3.0 | 12/31/2009 | Portable Workstation Maintenance Plan, p. 46. Added Portable Workstation Maintenance Plan section. |
| Version 3.0 | 12/31/2009 | Security Assessment, p. 47, Added Security Assessment section. |
| Version 3.0 | 12/31/2009 | Testing Approach Document, p. 48, Added Testing Approach Document section. |
| Version 3.0 | 12/31/2009 | System Acquisition Management, p. 50, Deleted System Acquisition Management section |
| Version 3.0 | 12/31/2009 | Appendix A, p. 51, Updated project schedule. |
| Version 2.2 | 12/31/2008 | |
| Version 2.2 | 12/31/2008 | Entire document: Replaced footer “Version 2.1” with “Version 2.2.” |
| Version 2.2 | 12/31/2008 | Entire document: Replaced “Jenna Machado” with “Tony Griffitts.” |
| Version 2.2 | 12/31/2008 | Introduction, p. 1, Deleted from 2 paragraphs “Some detailed plans and sections of this plan for procurement activities have not yet been developed; certain re-procurement activities are confidential and therefore will not be included in this Plan.” |



| Version | Date | Section, Page(s)and Text Revised |
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| Version 2.2 | 12/31/2008 | Introduction, p. 1, Revised From “This re-procurement phase of the SFIS project will include preparation of the Request for Proposal (RFP), proposal evaluations, and contract award.” To “This re-procurement phase of the SFIS project includes preparation of the Request for Proposal (RFP), proposal evaluations, and contract award.” |
| Version 2.2 | 12/31/2008 | Definitions, p. 3, Added “ Office of the California State Chief Information Officer (OCIO): a cabinet-level agency with statutory authority over IT strategic vision and planning, enterprise architecture, policy, and project approval and oversight. |
| Version 2.2 | 12/31/2008 | Standards, p. 5, Revised From “In addition, standards are included that presume the State will secure the services of an IV&V provider; although this may be unnecessary under the DOF Information Technology Project Oversight Framework (see reference below).” To “. In addition, standards are included that presume the State will secure the services of an oversight provider; although this may be unnecessary under the Office of the Chief Information Officer (OCIO) Information Technology Project Oversight Framework (see reference below).” |
| Version 2.2 | 12/31/2008 | Standards, p. 5, Revised bulleted item From “Information Technology Project Oversight Framework, State of California Department of |



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| | | Finance, Budget Letter 03-04, February 7, 2003.” To “Transition of IT Project Review, Approval and Oversight Responsibilities from the Department of Finance the Office of the State Chief Information Officer, and Information Technology Budgeting Guidelines, Office of the State Chief Information Officer (OCIO), Budget Letter 08-06, March 13, 2008.” |
| Version 2.2 | 12/31/2008 | Roles and Responsibilities, Contract Analyst, p. 10, Deleted section. |
| Version 2.2 | 12/31/2008 | Roles and Responsibilities, p. 12, Revised From “Administrative Support (Raquel Steving) To “Administrative Support.” |
| Version 2.2 | 12/31/2008 | Roles and Responsibilities, p. 13, Revised From “Site Specialists (currently Rich Smith, Jenna Machado, Vacant)” To “Site Specialists (currently Rich Smith, Tony Griffitts, Mary Sosebee) |
| Version 2.2 | 12/31/2008 | Roles and Responsibilities, Site Specialists, p. 13 – 14 Deleted from bulleted items “Rich Smith,” “Jenna Machado,” and “Vacant.” |
| Version 2.2 | 12/31/2008 | SFIS M&O Project Organization Chart, p. 17, Replaced “Vacant” with “Mary Sosebee” and “Jenna Machado” with “Tony Griffitts.” |
| Version 2.2 | 12/31/2008 | County Responsibilities, p. 19 Revised From “County staff members from Los Angeles County (Theresa Fawcett) and Merced County (Vicki Bryan) are members of the RFP Evaluation Team.” To “A county staff member from Los Angeles |



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| | | County (Theresa Fawcett) is a member of the RFP Evaluation Team.” |
| Version 2.2 | 12/31/2008 | System Acquisition Overview, p.25, Revised From “Planning for re-procurement of SFIS has started, but some re-procurement activity is confidential and therefore will not be included in this Plan. Many of the sections below contain little information at present.” To “Planning for re-procurement of SFIS has started. The system acquisition overview for SFIS re-procurement is described in the sections below, and includes:” |
| Version 2.2 | 12/31/2008 | SFIS Procurement Project Organization Chart, p. 26, Replaced “Tanya LoForte OSI Procurement” with “Kim Heartley-Humphrey OSI Procurement,” Jenna Machado Webmaster” with “Tony Griffitts Webmaster,” and “Vicky Bryan SME* (Merced County)” with “Vacant.” |
| Version 2.2 | 12/31/2008 | Risk Management, p.32, Revised From “The Plan was revised to address requirements established DOF.” To “The Plan was revised to address requirements established by Statewide Information Management Manual (SIMM) Section 45.” |
| Version 2.2 | 12/31/2008 | System Acquisition Processes, p. 40, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan, so many |



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| | | of the sections below contain little information at present.” To “Planning for re-procurement of SFIS has started. System acquisition processes for SFIS re-procurement are described in the sections below, and includes:” |
| Version 2.2 | 12/31/2008 | Proposal Evaluation Plan Development, p. 43, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Planning for re-procurement of SFIS has been completed.” |
| Version 2.2 | 12/31/2008 | RFP Release, p. 44, added “Periodically, addenda to the RFP have been released. The most recent addendum is 10, published November 7, 2008.” |
| Version 2.2 | 12/31/2008 | Contract Award, p. 46, Revised From “Contract award is currently scheduled for August, 2007” To “Contract award is currently scheduled for March, 2009.” . |
| Version 2.2 | 12/31/2008 | Contractor Oversight, p. 47, Revised From “Contractor Oversight for re-procurement of SFIS, if required has not yet been planned, but will be performed in accordance with the requirements stated in DOF Information Technology Project Oversight Framework.” To “Contractor Oversight for re-procurement of SFIS, if required has not yet been planned, but will be performed in accordance with the requirements stated in OCIO Information Technology Project Oversight Framework.” |



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| Version 2.2 | 12/31/2008 | System Acquisition Management, p. 58, Revised From “Planning for re-procurement of SFIS has started, but certain re-procurement activities are confidential and therefore will not be included in this Plan.” To “Planning for re-procurement of SFIS has been completed.” |
| Version 2.2 | 12/31/2008 | Communication Plan, p. 59, Revised From “Planning for re-procurement of SFIS has started, but certain re-procurement activities are confidential and therefore will not be included in this Plan.” To “Planning for re-procurement of SFIS has been completed.” |
| Version 2.2 | 12/31/2008 | Appendix A, p. 69, Revised From “The following is the M&O schedule as of February 20, 2007.” To “The following is the M&O schedule as of December, 2008.” |
| Version 2.2 | 12/31/2008 | Appendix A, p. 69, Updated MS Project Plan screen prints. |
| Version 2.2 | 12/31/2008 | Appendix B, p. 70, Updated Key Action Dates. |
| Version 2.1 | 08/31/2007 | |
| Version 2.1 | 08/31/2007 | Entire document: Replaced footer “Version 2.0” with “Version 2.1.” |
| Version 2.1 | 08/31/2007 | Entire document: Replaced “Project Director” with “Project Manager.” |
| Version 2.1 | 08/31/2007 | Entire document: Replaced “Jose Ordaz” with “Vacant.” |



| Version | Date | Section, Page(s)and Text Revised |
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| Version 2.1 | 08/31/2007 | Entire document: Replaced “iManage” with “Interwoven.” |
| Version 2 | 03/02/2007 | |
| Version 2 | 03/02/2007 | Entire document: Replaced footer “Version 1.2” with “Version 2.0.” |
| Version 2 | 03/02/2007 | Entire document: Replaced “Program Operations Manager” with “SFIS Project Director.” |
| Version 2 | 03/02/2007 | Entire document: Replaced “Jenna Williams” with “Jenna Machado.” |
| Version 2 | 03/02/2007 | Entire document: Deleted “Angelica Vellanoweth.” |
| Version 2 | 03/02/2007 | Entire document: Revised bulleted item From “Participate in weekly Project Change Control Board meetings.” To “Participate in biweekly Project Change Control Board and weekly Procurement Project meetings.” |
| Version 2 | 03/02/2007 | Approval, p. i, Replaced “Original signed by George Christie on 04/02/2003” with “Original signed by David Sakauye on 03/02/2007” and changed signature block From “George Christie” To “David Sakauye” and changed title From “SFIS Project Manager” To “SFIS Project Director.” |
| Version 2 | 03/02/2007 | Introduction, p. 1, Revised From “The scope of this MPP is limited to M&O of the existing SFIS but also includes a re-procurement phase to select a new SFIS M&O provider where possible given the confidential nature of the re-procurement.” To “The |



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| | | scope of this MPP is limited to M&O of the existing SFIS but also includes a re-procurement phase to select a new SFIS M&O provider.” |
| Version 2 | 03/02/2007 | Standards, p. 5, Revised From “At this point, since the nature of re-procurement activities is unknown, some of the standards listed below may not be directly applicable to SFIS.” To “Some of the standards listed below may not be directly applicable to SFIS but all have some level of relevance.” |
| Version 2 | 03/02/2007 | Standards, p. 5, Revised From “IEEE Standard 730-1998” To “IEEE Standard 730-2002.” Revised From “IEEE Standard 1012-1998” To “IEEE Standard 1012-2004.” |
| Version 2 | 03/02/2007 | System M&O and Procurement Overview, p. 6, Added: “. Many of these components are the same for the Procurement Project.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, p. 8, Revised From “The structure of the SFIS Project organizes resources around the provision of maintenance and operations support for a statewide production system.” To “The structure of the SFIS Project organizes resources around the provision of maintenance and operations support for a statewide production system; these resources also participate in the Procurement Project.” Revised From “This organization emphasizes training, field operations, local site support, Help |



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| | | <p>Desk, and finger print verification.” To “This organization emphasizes training, field operations, local site support, Help Desk and finger print quality assurance.”</p> <p>Revised From “The structure of the current organization was developed by the SFIS Project’s management to serve the unique needs of a maintenance and operations organization.” To “The structure of the current organization was developed by the SFIS Project’s management to serve the unique needs of maintenance and operations organization, as well as supporting re-procurement of M&O services.”</p> <p>Revised From “The structure of the organization is also based upon the experience gleaned during the Project’s ten-month implementation schedule.” To “The structure of the organization is also based upon the experience gleaned during the Project’s ten-month implementation schedule and 7 years of SFIS production.”</p> <p>Deleted: “These assignments are reviewed, and appropriately revised, as part of the SFIS Process and Procedures quarterly update.”</p> |
| Version 2 | 03/02/2007 | <p>Roles and Responsibilities, SFIS Project Director, p. 9, Added bulleted items: “Direct and manage Procurement Project activities.” And “Sign Project approval documents.”</p> |



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| Version 2 | 03/02/2007 | Roles and Responsibilities, Legal Representative and Counsel, p. 10, Added bulleted items: “Prepare and revise as necessary, new SFIS contract language for inclusion in the new RFP. Provide guidance on other RFP sections as required.”, Provide guidance with respect to answering letters from potential bidders.” And “Participate in weekly Procurement Project Meetings.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Training Coordinator, p. 11, Revised bulleted item From “Report to Project Manager on training department direction, Project’s Training Plan status, and department issues.” To “Report to Project Director on training department direction, Project’s Training Plan status, Communications Plan status, and department issues.” Revised bulleted item From “Create, document, implement and manage the Project’s Training Plan.” To “Create, document, implement and manage the Project’s Training and Communications Plans.” Added bulleted items: Create and maintain web-based training.” and “Review RFP content.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Field Operations Manager, p. 12, Added bulleted item: “Create, review, and update, as required, RFP technical requirements.” |



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| Version 2 | 03/02/2007 | Roles and Responsibilities, Administrative Support, p. 12, Revised From “currently vacant” To “currently Raquel Steving.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Webmaster, p. 13, Added bulleted items: “Provision of an interface for web-based training.” And “Posting the RFP, RFP addenda, and questions and answers to the web site.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Fingerprint Verification Expert, p. 14, Revised From “currently Spiro Vasos” To “currently Dan Cron, Certified Fingerprint Examiner.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Database Administrator (DBA) and Programmer, p. 15, Added bulleted item: “Create, review, and update, as required, RFP technical requirements.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Project Management Office Administrator, p. 15, Added bulleted item: “Develop and administer the separate instance of the PACS to support the Procurement Project for tracking and managing Project issues, change control, and risks.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, Help Desk / Training (currently vacant), p. 15, Deleted entire section. |
| Version 2 | 03/02/2007 | Roles and Responsibilities, PMO QA / Staff, p. 16, Added bulleted item: “Serve as the lead for the Procurement Project.” |



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| Version 2 | 03/02/2007 | Roles and Responsibilities, p. 16, Added “The organization chart for procurement may be found in the System Acquisition Overview, Organization section of this Plan.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, SFIS M&O Project Organization, p. 17, Revised Organization Chart. |
| Version 2 | 03/02/2007 | Roles and Responsibilities, CDSS Responsibilities, p. 17, Added “These same positions will assist with development of the RFP and evaluation of bidder proposals.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, CDSS Responsibilities, Fraud Bureau Analyst , p. 17, Added bulleted item: “Assisting OSI in the development of the SFIS RFP, and evaluation of bidder proposals.” |
| Version 2 | 03/02/2007 | Roles and Responsibilities, CDSS Responsibilities, Legal Division Staff Attorney, p. 18, Added bulleted items: “Prepare and revise as necessary, new SFIS contract language for inclusion in the new RFP. Provide guidance on other RFP sections as required.”, Provide guidance with respect to answering letters from potential bidders.”, And “Participate in weekly Procurement Project Meetings.” |



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| Version 2 | 03/02/2007 | Roles and Responsibilities, County Responsibilities, p. 19, Added: “County staff members from Los Angeles County (Theresa Fawcett) and Merced County (Vicki Bryan) are members of the RFP Evaluation Team.” |
| Version 2 | 03/02/2007 | Schedule, p. 20, Added to bulleted items: “The most recent version of this plan is 02-20-2007.”, and “This plan has been superseded by the Procurement Project instance of the PACS, and the Key Action Dates contained in Section I of the RFP.” Added: “The current Procurement Project schedule may be found in Appendix B.” |
| Version 2 | 03/02/2007 | Tools, PACS, p. 21, Added: “A separate instance of the PACS containing all the elements listed in the bulleted items below was created to support the Procurement Project.” Added to bulleted item: “For the Procurement Project instance of the PACS, the procurement Project team determines whether an item should be an Action Item or Issue, based on subjective determinations.” |



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| Version 2 | 03/02/2007 | <p>Tools, PACS, p. 22, Added to bulleted Items: “Change Requests in the Procurement Project instance of the PACS refer to changes to the RFP and are analyzed by the Procurement Project team.’, “Change Requests/Orders in the Procurement Project instance of the PACS refer to changes to the RFP and are made by the Procurement Project team.”, “For the Procurement Project instance of the PACS, the Issues database is used by the Procurement Project team to perform Procurement Project issue management.”, “The Lessons Learned database is present in both instances of the PACS.”, “A Requirements Tracking database will be fully implemented in the Procurement Project instance of the PACS, to track contractor compliance with requirements of the RFP.”, “For the Procurement Project instance of the PACS, the Risk Management database is used by the Procurement Project team to perform Procurement Project risk management; these are risks pertaining specifically to the procurement.”, and “For the Procurement Project, the schedule may be found in Section I of the RFP: Key Action Dates.”</p> <p>Revised From “Normally, when a Change Request is closed by the CCB, it customarily triggers a:” To “Normally, when a Change Request is closed by the CCB or the Procurement Project team, it</p> |



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| | | customarily triggers a: Revised From “Change Orders are closed by the CCB when work has been completed.” To “Change Orders are closed by the CCB or the Procurement Project team when work has been completed.” |
| Version 2 | 03/02/2007 | Tools, iManage, p. 23, Added: “A separate instance of iManage was created to house Procurement Project documents.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, p. 25, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Planning for re-procurement of SFIS has started, but some re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, Organization, p. 26, Added: “The organization chart for re-procurement of M&O services is shown below. Roles and responsibilities with respect to procurement are described in the Roles and Responsibilities section of this MPP beginning on page 16.”, and SFIS Procurement Project Organization Chart. Deleted: “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, Schedule, p. 27, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is |



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| | | confidential and therefore will not be included in this Plan.” To “The current schedule for the RFP may be found in Appendix B.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, Resource Summary, p. 27, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Resources for the re-procurement are described in the Roles and Responsibilities section of this document beginning on page 16.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, Responsibilities, p. 28, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Responsibilities for the re-procurement are described in the Roles and Responsibilities section of this document beginning on page 16.” |
| Version 2 | 03/02/2007 | System Acquisition Overview, Tools, p. 30, Added bulleted items: Issue Management, Action Item Management, and Risk Management. |
| Version 2 | 03/02/2007 | System M&O Processes, Communications, p. 33, Revised From “The current version of this Plan was published in October 2005.” To “The current version of this Plan was published in January 2007.” |
| Version 2 | 03/02/2007 | System M&O Processes, Configuration Management, p. 34, Revised From “The current |



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| | | version of this Plan was published in June 2004.” To “The current version of this Plan was published in February 2006.” Revised From “The iManage reference number for the Configuration Management Plan is #14,295.” To “The iManage reference number for the Configuration Management Plan is #19,072.” |
| Version 2 | 03/02/2007 | System M&O Processes, Quality Assurance, p. 35, Revised From “The current version of this Plan was published in February 2003.” To “The current version of this Plan was published in January 2004.” Revised From “The iManage reference number for the Quality Assurance Plan is #9,795.” To “The iManage reference number for the Quality Assurance Plan is #12,877.” |
| Version 2 | 03/02/2007 | System M&O Processes, Deliverable Review, p. 36, Revised From “The current version of this Plan was published in January 2003.” To “The current version of this Plan was published in October 2005.” Revised From “The iManage reference number for the Deliverable Review Plan is #9,863.” To “The iManage reference number for the Deliverable Review Plan is #18,164.” |
| Version 2 | 03/02/2007 | System M&O Processes, Deliverable Review, p. 36, Revised From “The current version of this Plan was published in January 2003.” To “The current |



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| | | version of this Plan was published in October 2005.” Revised From “The iManage reference number for the Deliverable Review Plan is #9,863.” To “The iManage reference number for the Deliverable Review Plan is #18,164.” |
| Version 2 | 03/02/2007 | System M&O Processes, Contract Management, p. 37, Added: “Contract management for SFIS is described in the SFIS Contract Management Plan. The current version of this Plan was published in November 2006.”, and “The iManage reference number for the Contract Management Plan is #18,290.” |
| Version 2 | 03/02/2007 | System Acquisition Processes, Request For Proposal (RFP) Development, p. 42, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The RFP was developed and issued in August, 2006.” |
| Version 2 | 03/02/2007 | System Acquisition Processes, Proposal Evaluation Plan Development, p. 43, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The Evaluation Handbook and Checklist (iManage #2,941) have been developed. Members of the Evaluation Team and subject matter experts have |



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| Version 2 | 03/02/2007 | <p>been chosen.”</p> <p>System Acquisition Processes, RFP Release, p. 44, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The RFP was released to the public in August, 2006.”</p> |
| Version 2 | 03/02/2007 | <p>System Acquisition Processes, Proposal Evaluation, p. 45, Added: “Planning is under way for proposal evaluation for re-procurement of SFIS. An Evaluation Handbook and Checklist have been developed. Members of the Evaluation Team and subject matter experts have been chosen. A training session with CDSS management and staff that are members of the Evaluation Team was held using the Handbook and the previous RFP.”</p> |
| Version 2 | 03/02/2007 | <p>System Acquisition Processes, Contract Award, p. 46, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Contract award is currently scheduled for August, 2007.”</p> |
| Version 2 | 03/02/2007 | <p>System M&O Management, Communications Plan, p. 51, Revised From “The most recent version of the plan, Version 1 was published in December 2002” To “The most recent version of the plan, Version 1.5 was published in February 2007.”</p> |



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| Version 2 | 03/02/2007 | System M&O Management, Contract Management Plan, p. 52, Revised From “The SFIS Contract Management Plan is currently under development.” To “The current Contract Management Plan is iManage #12,549.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Communications Plan, p. 60, Added: “The current Communications Plan was expanded to address communications relating to re-procurement of SFIS M&O services. The plan is iManage # 9,882.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Requirements Management Plan, p. 61, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Since the re-procurement will be for M&O services and there are very few new requirements, a Requirements Management Plan is not required.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Interface Management Plan, p. 62, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “Since the re-procurement will be for M&O services and there will be no new interfaces, an Interface Management Plan is not required.” |



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| Version 2 | 03/02/2007 | System Acquisition Management, Contract Management Plan, p. 63, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The current Contract Management Plan is iManage #12,549. When the new contract is executed the current Contract Management Plan will be revised.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Metrics Plan, p. 64, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “An M&O Metrics Plan will be developed following conclusion of the procurement.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Configuration Management Plan, p. 65, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The current Configuration Management Plan, (iManage #19,072) will form the basis for any new Configuration Management Plan developed following contract award.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Risk Management Plan, p. 66, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore |



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| | | will not be included in this Plan.” To “The current Risk Management Plan (iManage #9,783) for M&O is being used for re-procurement.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Deliverable Review Plan, p. 67, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The current Deliverable Review Plan (iManage #18,164) will be updated if necessary following the completion of procurement activities. The current Deliverable Review Plan will be used to assess deliverables following contract award.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Implementation Plan, p. 68, Revised From “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” To “The contractor selected in the procurement will develop an Implementation Plan (known as the Transition-In Plan) as a deliverable. The State will then add their tasks and resources to the Implementation Plan.” |
| Version 2 | 03/02/2007 | System Acquisition Management, Implementation Plan, p. 69, Added: “The current Quality Assurance Plan (iManage #18,168) will be updated as required following completion of the procurement.” |



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| Version 2 | 03/02/2007 | Appendix A, p. 70, Replaced old schedule (MS Project) with schedule as of February 2007. |
| Version 2 | 03/02/2007 | Appendix B, p. 71, Replaced EDS MS Project schedule with Key Action Dates from RFP. |
| Draft Version 1.2 | 10/24/2005 | |
| Draft Version 1.2 | 10/24/2005 | Entire document, footer. Changed From “Version 1.1” To “Version 1.2”. |
| Draft Version 1.2 | 10/24/2005 | Entire document, footer. Changed From “HHSDC” To either “OSI” or “DTS”, as required. |
| Draft Version 1.2 | 10/24/2005 | Legal Representative and Counsel, p. 17. Changed from “Mark Owens” To “Paul Sickert”. |
| Draft Version 1.2 | 10/24/2005 | Help Desk / Training, p. 22. Changed From “Angelica Vellanoweth” To “Vacant”. |
| Draft Version 1.2 | 10/24/2005 | SFIS Project Organization Chart , p. 24. Changed From “Eskel Porter” To “Eclipse”. Changed From “Spiro Vasos” To “Dan Cron”. Changed from “Mark Owens” To “Paul Sickert”. Changed From “Angelica Vellanoweth” To “Vacant”. |



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| Draft Version 1.2 | 10/24/2005 | Risk Management, p. 39. Changed From “The current version of this Plan was published in December 2002. The Plan will be revised at some point in the future to address requirements established by DOF.” To “The current version of this Plan was published in October 2005. The Plan was revised to address requirements established by DOF.” |
| Draft Version 1.2 | 10/24/2005 | Communication, p. 40. Changed From “The current version of this Plan was published in December 2002.” To “The current version of this Plan was published in October 2005.” |
| Draft Version 1.2 | 10/24/2005 | Configuration Management, p. 41. Changed From “The current version of this Plan was published in October 2002. “The iManage reference number for the Configuration Management Plan is #9,872.” To “The current version of this Plan was published in June 2004. “The iManage reference number for the Configuration Management Plan is #14,295.” |
| Draft Version 1.1 | 03/23/2004 | |
| Version 1.1 | 03/23/2004 | Fingerprint Verification Expert, p. 20. Changed From “(currently Spiro Vasos)” To “(currently Dan Cron)”. |
| Version 1.1 | 03/23/2004 | Administrative Support, p. 18. Changed From “Track all invoices for payment to each vendor |



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| | | (Mark III Engineering, Eskel Porter Consulting, and EDS). To “Track all invoices for payment to each vendor (Mark III Engineering, Eclipse Solutions, and EDS).” |
| Version 1.1 | 03/23/2004 | SFIS Project Organization Chart, p. 23. Changed From “Spiro Vasos” To “Dan Cron”. |
| Draft Version 1.1 | 12/30/2003 | |
| Version 1.1 | 08/21/2003 | Deleted References to Mike Weaver. |
| Version 1.1 | 08/21/2003 | Changed footers From Version 1 To Version 1.1. |



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| Version 1.1 | 12/16/2003 | <p>Introduction, p. 1. Revised “Most detailed plans and sections of this plan for procurement activities have not yet been developed. To “Most detailed plans and sections of this plan for procurement activities have not yet been developed; re-procurement activity is confidential and therefore will not be included in this Plan.”</p> <p>Revised “The scope of this MPP is limited to M&O of the existing SFIS but also includes a re-procurement phase to select a new SFIS provider. To “The scope of this MPP is limited to M&O of the existing SFIS but also includes a re-procurement phase to select a new SFIS provider where possible given the confidential nature of the re-procurement.”</p> <p>Revised “This plan will be updated before and during the re-procurement phase to address activities for the remainder of the project, which will include contract oversight and stakeholder coordination for SFIS improvements, implementation, maintenance, and operation. To “This plan will be updated where possible, given the confidential nature of the re-procurement, before and during the re-procurement phase to address activities for the remainder of the project, which will include contract oversight and stakeholder coordination for SFIS improvements,</p> |



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| | | implementation, maintenance, and operation.” |
| Version 1.1 | 12/16/2003 | Organization, p. 6. Replaced organization chart. |
| Version 1.1 | 12/16/2003 | Roles and Responsibilities, p. 11-12. Deleted “Fingerprint Imaging Specialist (currently Gordon Dechman)” section. |
| Version 1.1 | 12/16/2003 | Roles and Responsibilities, p. 21. Replaced Project organization chart. |
| Version 1.1 | 12/16/2003 | Schedule, p. 24. Deleted SFIS Procurement Schedule bulleted item. Revised “‘C’ Source & Header Code Configuration Management; and Laptop Greenlight.” bulleted items To “SFIS Work Schedule 2003-12-16” bulleted item. |
| Version 1.1 | 12/16/2003 | System Acquisition Overview, p. 28. Revised “Planning for re-procurement of SFIS has not yet started, so many of the sections below contain little information at present.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | Organization, p. 30. Revised entire paragraph To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |



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| Version 1.1 | 12/16/2003 | Schedule, p, 31. Revised entire paragraph To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | Resource Summary, p. 32. Revised entire paragraph To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | Responsibilities, p.33. Revised entire paragraph To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | System Acquisition Processes, p. 44. Revised “Planning for re-procurement of SFIS has not yet started, so many of the sections below contain little information at present.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan, so many of the sections below contain little information at present.” |
| Version 1.1 | 12/16/2003 | Request For Proposal (RFP) Development, p. 46. Revised “RFP development for re-procurement of SFIS has not yet been defined.” To “Planning for re-procurement of SFIS has started, but re- |



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| | | procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | Proposal Evaluation Plan Development, p. 47. Revised “Proposal Evaluation Plan development for re-procurement of SFIS has not yet been defined.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | RFP Release, P. 48. Revised “The RFP Release for re-procurement of SFIS has not yet been defined or planned.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | Proposal Evaluation, p. 49. Revised “Proposal Evaluation for re-procurement of SFIS has not yet been planned.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |



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| Version 1.1 | 12/16/2003 | Contract Award, p. 50. Revised “The Contract Award for re-procurement of SFIS has not yet been planned.” To “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | System Acquisition Management, p. 64. Added “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Version 1.1 | 12/16/2003 | System Acquisition Management, each subordinate section, p. 65-74. Added “Planning for re-procurement of SFIS has started, but re-procurement activity is confidential and therefore will not be included in this Plan.” |
| Draft Version 1.0 | 02/10/2003 | Initial draft version 1.0. |
| Version 1 | 04/02/2003 | Accepted by SFIS Project Manager. |