MEMORANDUM

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TO: Members, Legislative Post Audit Committee
FROM: Katrin Osterhaus, IT Audit Manager
DATE: April 24, 2024
SUBJECT: Automated Biometric Identification System (ABIS) IT Project

Our primary aim in monitoring IT projects is to identify when a project is at risk of failure due to scope, schedule, cost, or quality problems. By communicating our concerns to the agency, legislators, and other stakeholders we hope to help improve the project's health. Our secondary objective is to evaluate whether monitored IT projects have adequately planned for security controls.

We have monitored the Kansas Bureau of Investigation's Automated Biometric Identification System (ABIS) project since January 2020. KBI signed a primary contract with IDEMIA July 8, 2021, to upgrade the state's automated fingerprinting system. KBI also signed a separate contract with "Mission Critical Partners, LLC (MCP)" for periodic Independent Verification & Validation.

We have been updating the committee, after receiving the MCP quarterly reports. We have received the 4th quarter 2023 report (October 1 - December 31, 2023) on February 9, 2024. During that quarter, the project moved into an acceptance testing phase. The go-live date was scheduled for January 25, 2024, pending security and conversion issues. As discussed on page 2, that go-live date was delayed and rescheduled to May 1, 2024. This memo includes updated information through March 31, 2024.

Based on our review of the MCP reports since project inception:

- **the ABIS project is satisfactory in Scope and Cost.** MCP measures the project based on 12 risk areas with 5 risk criteria each. We have continuously evaluated the contractors' scores in terms of project scope, cost, schedule, and quality. We think the project continues to rate in satisfactory status with regard to Scope and Cost for the 4th quarter of 2023. The project scope appears appropriate. The project has successfully managed a number of change orders, including a new change order that was being drafted at the end of the 4th quarter reporting period.

  The projects' approximate $5.5 million cost appears similar to other states' modernization projects. Project funding is secured through a one-time legislative appropriation of $6.8 million. Project manager and IV&V contract extension expenditures resulting from schedule delays have increased the project cost. The agency also to purchase more storage space at the main and

disaster recovery sites, which was not anticipated. However, KBI officials expressed no concerns for the project to remain within the funding appropriated for the project.

- **the ABIS project continues to have high risk ratings in Schedule and Quality.** In the 4th quarter, the project again struggled to stay on schedule. The project's original go-live date was January 2023, but as of Dec 31, 2023 the go-live date was January 25, 2024. At the end of the 4th quarter, KBI and Idemia had not reached an agreement if any requirements, items or features may be postponed until after go-live date. This prompted the IV&V contractor to emphasize the need to document and prioritize completion and resolution of any functions or attributes that are deferred to after the project goes live (the so called "burn-in" period).

  Several quality criteria continued to receive high risk scores during this reporting period. Specifically, project management approach, intergroup coordination, hardware implementation, and technical documentation remained elevated for the quarter ending December 31, 2023. Project manager authority and contractor working relationships scores showed improvements during this quarter.

UPDATE: On January 19, 2024 KBI and the contractor held a formal meeting to evaluate whether the project was ready to go live. At that time, a number of security, data migration, and data conversion issues had not been resolved yet. This caused KBI leadership to postpone the January 25th go-live date to mid-March to allow continued testing, evaluation, troubleshooting, and system fixes to assure a successful rollout. Since late January, the project manager has circulated daily reports to provide stakeholders with detailed information on which areas and items still need to be resolved for the project to be completed.

In early March, KBI decided to push the go-live date to May 1, 2024. Although the daily reports indicated progress on existing items, they also identified new unresolved items. A number of key issues caused the decision to delay the project rollout again. Those included remaining data validation and data testing issues, regression testing (to ensure new software updates didn't adversely affect existing functionality), load testing, and security items. Lastly, KBI's Chief Information Officer left the agency on March 22, 2024. With his departure, KBI lost one of the original and instrumental stakeholders of the project.