

Helpful Links

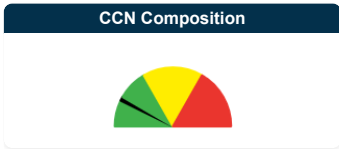
- Dashboard Snapshots
- Florida PALM Resources
- Florida PALM Workbook for DFS
- Readiness Workplan

DFS Status Report Dashboard

Reporting Period
January - February 2024

Agency Sponsor
Scott Fennell

Click on the various statistics or dials to view the supporting information within your agency's Smartsheet Florida PALM Workbook.



The Change Champion Network dial reflects the completeness of your CCN makeup.

Change Champion Network:

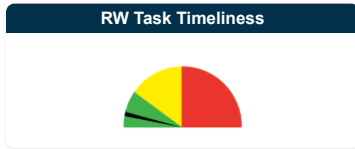
- Unique Filled Role = 11
- Duplicate Filled Role = 6
- Vacant Role = 1



The Readiness Workplan Tasks Completeness dial reflects the completeness of your agency's submission of RW tasks, starting with RW Task 512.

RW Task Completeness:

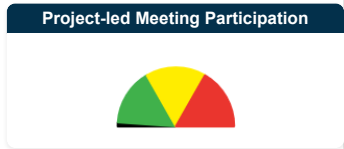
- Score = 100.00%**
- Submitted Complete = 1
 - Submitted Incomplete = 0
 - Completed After Submission = 0



The Readiness Workplan Tasks Timeliness dial reflect the timeliness of your agency's submission of all RW tasks to date.

RW Task Timeliness:

- Score = 94.35%**
- Submitted On Time = 17
 - Submitted Late = 2
 - Pending Submission = 1



The Participation dial reflects your agency's attendance at Project-led meetings during the current reporting period.

Meeting Participation:

- Meetings Attended = 6
- Meetings Missed = 0

The dials above include an intuitive Green-Yellow-Red spectrum, where green indicates the measure is in a positive range, yellow represents that the gaps in expected results present an increasing risk to the agency, and red indicates that there are significant gaps in expected results that present an elevated risk level for the agency.

RW Tasks - Completed or Open Items

Project Impact	Critical Operational Element	Task ID	Task Name	Task Planned Start Date	Task Planned End Date	Agency Reported Task Progress	Agency Submission Date	Status Comment	Project Verification of Completion	Agency Corrected Submission Date
	Technology	504	Update Agency Business System Documentation for Segment I	10/30/23	01/12/24	50% - In Progress		Design details needed from PALM Design Segments II, III, and IV in order to complete ABS design impacts. DFS ABS remediation design scheduled for completion July 31, 2024. This task will remain open until design is complete.		
	Technology	505	Update Florida PALM Interface Inventory for Segment I	10/30/23	01/12/24	100% - Submitted	01/12/24			
	Processes	508	Review Payroll Wave Business Process Models	11/06/23	01/26/24	100% - Submitted	01/25/24	Does not include BOSP.		
	N/A	509	Submit Bimonthly Agency Readiness Status Report	12/28/23	01/12/24	100% - Submitted	01/12/24			
	N/A	510	Manage Agency Specific Implementation Schedule, Risks and Issues	12/28/23	02/29/24	100% - Submitted	02/27/24			
	People	511	Update CCN and Contacts	01/08/24	01/26/24	100% - Submitted	01/22/24	Does not include Enterprise A&A. However, PALM has a list of those contacts.		
Indirect	People	512	Identify Future Florida PALM End Users	01/16/24	03/01/24	100% - Submitted	03/01/24		Submission Complete	
Direct	Data	513	Complete Configuration Workbooks for Segments I and II	02/12/24	04/12/24	50% - In Progress				
N/A	Data	514	Complete Data Readiness Analysis and Data Cleansing Activities for Segments I and II	01/29/24	04/12/24	50% - In Progress				
N/A	Processes	515	Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II	01/29/24	04/12/24	50% - In Progress				
N/A	Technology	516	Update Agency Business System Documentation for Segment II	01/29/24	04/12/24	50% - In Progress		Design details needed from PALM Design Segments III and IV in order to complete ABS design impacts. DFS ABS remediation design scheduled for completion July 31, 2024. This task will remain open until design is complete.		
Indirect	Technology	517	Update Florida PALM Conversion Inventory for Segment II	01/29/24	04/12/24	100% - Submitted	03/01/24			
Indirect	Technology	518	Update Florida PALM Interface Inventory for Segment II	01/29/24	04/12/24	50% - In Progress				
N/A	Technology	519	Remediate Agency Business Systems based on Segment I	01/29/24	06/28/24			Build will not start until design is complete. Build scheduled from August - December 2024.		
N/A	People	520	Update Authorized Smartsheet Users	02/05/24	02/16/24	100% - Submitted	02/07/24			
N/A	N/A	521	Submit Bimonthly Agency Readiness Status Report	03/01/24	03/11/24	100% - Submitted	03/05/24			
N/A	N/A	522	Manage Agency Specific Implementation Schedule, Risks and	03/01/24	04/30/24	25% - Beginning Initial Internal Meetings and				

People

The staff and stakeholders affected by your agency's transition to Florida PALM.

Implementation:

- Planned Florida PALM End Users = 375**
- Business Process Groupings = 13
- Role Mapping = TBD**
- Training = TBD**

Processes

The sequence of procedures to accomplish a business objective.

Current-State:

- Cataloged Business Processes = 416**
- Related Business Systems = 12
 - Related Reports = 43
- Documentation Status:**
- Complete = 416 Partial = 0 Not Started = 0

Technology

The applications or tools used to process, track, or report on financial operations.

Current-State:

- Cataloged Business Systems = 68**
- **Criticality:**
 - High = 16 Med = 5 Low = 0 None = 47
- Documentation Status:**
- Complete = 31 Partial = 0 Not Started = 0

Data

Information used in or produced from an agency's financial business operations.

Current-State:

- Unique FLAIR Data Elements = 419**
- **Associated Unique Uses = 1301**
 - Continued Use - Yes = 1064
 - Continued Use - No = 47
- Associated Business Systems = 19**

Implementation:

Impacted Agency Business Processes = TBD

Cataloged Interfaces = 121

- Inbound Interfaces = 100
- Outbound Interfaces = 21

Cataloged Reports = 385

- **Criticality:**
- High = 252 Med = 76 Low = 38 None = 45

Implementation:

Business Systems Planned for Integration = 20

• **Segment I - Documentation Updates:**

- Complete = 0 Updating = 10 Evaluating = 0
- Not Started = 0 Not Needed = 9

• **Segment II - Documentation Updates:**

TBD

Planned Interfaces = 7

- Inbound Interfaces = 3
- Outbound Interfaces = 4

Implementation:

Configuration Workbooks = TBD

Conversions = TBD

Agency Reported

The Risks, Issues, Assumptions and Readiness Activities tables below display only items that were opened/logged, closed/resolved or active during the reporting period.

DFS Risks

Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
People	<p>ENTERPRISE A&A: The Project timeline is very conservative regarding flexibility, and A&A's involvement is critical for project success. Our level of involvement pulls our resources in multiple directions putting a strain on our time to complete tasks. A&A change management and internal preparation for A&A preparedness activities have already started, but having adequate resources will be key to successful implementation.</p>	Open	9 (High/High)	<ul style="list-style-type: none"> Recruit knowledgeable and skilled staff, not entry level positions, to help with preparedness activities and management of daily operations. Retain our critical staff that are involved in Florida PALM activities and those who are picking up added job responsibilities so that subject matter experts can dedicate time to Florida PALM activities. Provide expectations that staff will cross-train and provide knowledge transfer to increase the depth need to continue operating with a high level of service and accuracy. A&A is seeking additional FTE through the LBR process with intent to onboard and train within the 2025 FY. 	Still monitoring	10/11/23	Renne Hermeling
People	<p>ENTERPRISE A&A: Resource impacts due to A&A operational staff spending a significant amount of time performing Project related tasks. This pulls resources from operations, increases workloads, and causes stress and an increased chance of employee burnout.</p> <ul style="list-style-type: none"> Project tasks may require additional time outside employees designated working hours to attend meetings, review time sensitive documents, or contribute to critical tasks. Some positions are not granted flexibility to flex time throughout the month, but they must flex it within the week. This policy limitation causes a strain on availability of resources. Allowing current staff more flexibility to flex their time beyond the work week would help with resource allocation. As we get closer to implementation, the number of items that will require attention will continue to increase. This will include, assisting agencies with data management, preparing enterprise data for conversion, developing cut-over and FLAIR close out plans, participating in all levels of integration and UAT testing, validating testing results, participation and validation of mock and production conversions, developing policy around new processes. 	Open	9 (High/High)	<ul style="list-style-type: none"> Contract with staff aug who can help with data analysis, developing testing scenarios, perform testing functions, support cut-over, support FLAIR retirement activities. Hire additional staff (FTE or OPS) to learn current operations so that our experienced staff can continue to participate with the Florida PALM Project in design, testing, and implementation activities. Consider providing current staff with Special Pay Increase to acknowledge the increased job responsibilities and retain these critical members of the team. Work with Human Resources to properly document team members who should be classified as SES staff. Establish plans for reduction of current operational activities and prioritize responsibilities based on risk and probability. This could include posting all payments and suspending pre-audit activities, suspending Article V and Contract Management audits, suspending processing of EFT applications, as examples. 	Still monitoring	10/11/23	Renne Hermeling
People	The loss of CCN resources would constrain current CCN staff capacity and could result in the loss of critical functional and institutional knowledge, which is imperative to the success of the Florida PALM Project.	Open	9 (High/High)	<ul style="list-style-type: none"> Create a knowledge base of CCN operational processes and procedures; develop training methods to facilitate knowledge transfer; and provide cross-training among CCN members where feasible. Use of dedicated back-up CCN Liaisons will aid in the short-term continuity. 	Monitoring	02/19/24	Alexandra Weimorts
Technology	Florida PALM design release dates for Segments III, IV, and Data Warehouse will decrease the build time for impacted agency business systems. This may impact the ability for applicable agency business systems to be ready for interface testing by January 2025.	Open	6 (Medium/High)	<ul style="list-style-type: none"> Develop initial agency business system future-state designs as much as possible based on Segment I and II design information made available by the Florida PALM Project. Update ABS designs as soon as Segment III, IV, and Data Warehouse design information becomes available from the Florida PALM Project. Work with Division/Office management to allow dedicated technical and functional resources to be available for agency business systems remediation efforts when design information is released. 	Still monitoring	10/20/23	Stacey Pollock
Processes	<p>ENTERPRISE TREASURY: The consolidation of Disbursements bank accounts will cause changes in file transmissions, transaction volumes, pricing, and reconciliation processes. Bank account configurations in Florida PALM will need to be updated to reflect this change. Transaction volumes will potentially increase, which will cause an increase in monthly costs. Reconciliation processes will shift to the Division of Treasury, which will increase workload and potentially require additional positions</p>	Open	6 (Medium/High)	<ul style="list-style-type: none"> Continue to collaborate with the Florida PALM Project and seek resources through staff augmentation, additional FTE, or contracts as needs are discovered. 	Still monitoring	12/13/23	Sarah Dugan

Technology	Reduced duration for agency business system end-to-end testing with Florida PALM during UAT could impact Tier 1 agency business systems with significant changes, as well as those systems that will require downstream Tier 2 interface testing. As a result, DFS may not have enough time to successfully complete all of the testing needed for agency business systems, which in turn could impact agency readiness for go-live with Florida PALM.	Open	6 (High/Medium)	<ul style="list-style-type: none"> Develop remediation timelines and resources to prepare the agency business systems to be ready for the start of ABS end-to-end testing with Florida PALM. Work with Division/Office management to allow technical and functional resources to be available during the ABS end-to-end testing period with Florida PALM. 	Still monitoring	10/20/23	Stacey Pollock
Processes	<p>ENTERPRISE A&A: The Statewide Cost Allocation Plan (SWCAP) process changes:</p> <ul style="list-style-type: none"> Business Process Changes will impact actual agency costs that are currently reported in SWCAP Process to identify and report the costs reported within the plan will change. Significant changes to the SWCAP or incorrect reporting of SWCAP costs could result in inaccurate management decisions. Inadequate reporting could result in loss of Federal funding if costs are deemed ineligible. 	Open	6 (High/Medium)	<ul style="list-style-type: none"> Work with agencies to reasonably identify processes that will be impacted and estimate changes to costs that will be allocated. Identify reporting that will be needed and work with Florida PALM project to ensure needed reports are available and tested. 	Still monitoring	10/11/23	Renne Hermeling
Processes	<p>ENTERPRISE A&A: Planning for some critical activities has not been done. Until these plans have been developed, A&A cannot adequately determine needed resources, time and effort.</p> <ul style="list-style-type: none"> Cutover planning FLAIR retirement planning Stabilization period planning Specialized knowledge that may be needed for new processes, such as processing States' taxes from payroll Financial Reporting mappings and data rollout 	Open	6 (High/Medium)	<ul style="list-style-type: none"> Continue to collaborate with the Florida PALM Project and seek resources through staff aug. additional FTE or contracts as needs are discovered. 	Still monitoring	10/11/23	Renne Hermeling
Processes	<p>ENTERPRISE TREASURY: The current Concentration Account contract ends in March of 2026. If a different financial institution is awarded the contract during the procurement process, an implementation will need to occur with Florida PALM. The new bank and all of the subaccounts (currently 550+) will need to be configured in PALM, along with file transmissions, BAI codes, returned item processing, book to bank processing, cash transfer processing, and reconciliation rules. Agencies will be involved in this transition and will need to communicate new depository instructions to their vendors, including Federal agencies. They will also need to receive and distribute new depository supplies to their locations.</p>	Open	6 (High/Medium)	<ul style="list-style-type: none"> Continue to collaborate with the Florida PALM Project and seek resources through staff augmentation, additional FTE, or contracts as needs are discovered. 	Still monitoring	12/13/23	Sarah Dugan
Processes	<p>ENTERPRISE TREASURY: Discussions relating to the status of outstanding warrants at the cutover from December 2025 to January 2026 has not been finalized and could, potentially, have impacts to warrant recipients and reconciliation processes.</p>	Open	6 (High/Medium)	<ul style="list-style-type: none"> Continue to collaborate with the Florida PALM Project on policy relating to outstanding warrants 	Still monitoring	01/25/24	Sarah Dugan
Technology	Resource impacts due to unforeseen system changes from DFS divisions, other projects, and external entities could cause delays in the ABS Remediation timeline.	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Work closely with the ABS functional and technical owners to coordinate the timeline of changes with the Florida PALM timeline. Work closely with the ABS functional and technical owners on design strategies related to Florida PALM integration. 	Still monitoring	10/20/23	Stacey Pollock
People	<p>ENTERPRISE A&A: All bureaus within the division will have significant process changes.</p> <ul style="list-style-type: none"> Insufficient preparation or reluctance to adopt and adapt to changes could result in delays, operational deficiencies; and critical operations, tools, technologies, and resources not being available. Performance issues at implementation if staff are not able to adapt and produce results at the current, expected level of output. Due to the unique activities that A&A performs at an enterprise level, reduced performance could have a negative impact on agencies. 	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Prepare staff through regular change management engagements. Perform knowledge transfer on why things are done so we can ensure better understanding of future processes. Complete thorough process analysis and mapping of each process, along with the technology, tools, and resources to future functionality can ensure that we have identified where operational changes will occur and to what extent it will be affected. Monitor staffs' engagement. Analyze current skill sets and mentor or provide training needed to acquire the proper skills and address skill gaps. Review organizational charts and identify succession planning or knowledge transfers for known gaps. A&A has contracted with two People Soft experienced resources to help with implementation activities, including identifying staffing model changes and process changes. 	Still monitoring	10/11/23	Renne Hermeling
People Processes Technology Data	<p>ENTERPRISE A&A: A&A serves all other agencies, therefore our processes are at risk from external impacts:</p> <ul style="list-style-type: none"> Agencies – All A&A processes are downstream of agency processes. Agencies may lack their own training and resources for proper preparation. If agencies are not ready for implementation, this will cause significant issues for A&A to be able to continue operations at an acceptable level and could cause more significant increase in work or rework for A&A staff around go live. Project – There may be changes in Project directions or decisions that negatively affect A&A that would cause an increase of time and resources or provide confusion and lack of clarity among A&A's expectations. Government/Florida Statutes/Regulations – Any potential changes to laws, regulations, or elected officials could change Project direction or restrict A&A's operations. 	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Continue to work closely with the Florida PALM Project to identify areas where significant training will be needed for agency staff. A&A OFFE team make outreach with agencies to determine training needs for skills that will be needed in Florida PALM users. Participate with all FFMS and Enterprise partners to ensure remediation, testing and change management needs are understood and acted upon. Assist agencies with readiness tasks such as data analysis and cleansing. Develop contingency plans for agencies that are not prepared for Florida PALM implementation. Monitor activities, changes in rules and regulations, and agencies competencies. Establish contingency plans as risks become more probable (as information becomes available) and communicate those changes as quickly and clearly as possible. 	Still monitoring	10/11/23	Renne Hermeling

					• A&A is seeking funding through the LBR process to contract for financial expertise that State Agencies can use to identify knowledge gaps and areas needing improvement and address those issues.			
Processes	ENTERPRISE TREASURY: Relating to CMIA, expenditures for agency covered programs will need to be tracked in PALM by CFDA number so clearance patterns can be calculated. Agencies will be responsible for providing the PALM chartfields for their covered programs and PALM will need to track the expenditures for those account codes. Clearance patterns will have to be calculated by CFDA Number for CMIA reporting.	Open	4 (Medium/Medium)		• Continue to collaborate with the Florida PALM Project and seek resources through staff augmentation, additional FTE, or contracts as needs are discovered.	Still monitoring	12/13/23	Sarah Dugan
Technology	Agency business systems supported by third-party vendors could have different design and build timelines for Florida PALM remediation	Open	4 (Medium/Medium)		• Communicate the Florida PALM timelines with third-party vendors. • Provide information and advisory support to the	Monitoring	02/27/24	Stacey Pollock

DFS Issues							
Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator

DFS Assumptions						
Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period	Comments or Updates
Technology	Based on the Florida PALM implementation timeline established through the execution of Amendment #8, the Go-Live date for the Florida PALM solution is expected to occur on January 6, 2026.	Logged	10/20/23	Agency Business Systems		Added as a new entry to the Assumptions Log.
Technology	The Florida PALM Project will be able to provide timely and complete requirements for agency business system interfaces and business processes with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems		Added as a new entry to the Assumptions Log.
Technology	Agency business system owners will understand Florida PALM impacts to be able to provide requirements for system modifications with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems		Added as a new entry to the Assumptions Log.

DFS Agency-Specific Readiness Activities						
Critical Operational Elements	Activity Description	Date(s)	Impacted Stakeholder(s) and/or System(s)	Objective	Reporting Period	Comments or Updates
Data	Initiated Cross Walk of FLAIR to PALM Expenditure and Revenue Account Codes	01/22/24	DFS, OFR, OIR	Begin awareness to the new values to impacted stakeholders		Entered as new Readiness Activity
People Processes Technology Data	Conducted DRM Management Meeting	01/22/24	DRM Management	Meeting items included FLAIR mid-year closing, DRM OCM plan, FL PALM Task 512, Scott Fennell decision on design & build tasks for 3rd party systems, OIT timeline for 3rd party systems, Segment II design workshops information, supplier conversion, and the FL PALM Knowledge Center.		Entered as new Readiness Activity
People Processes Technology Data	A&A SME Meeting	02/06/24	A&A's Florida PALM SMEs and Chiefs	Discuss lessons learned from Segment III FD meetings, discussed take-aways from Segment II Workshops about processes changes, identified what outreach SMEs have done within each bureau, and strategized for Segment IV FD meetings.		Entered as new Readiness Activity
People Processes Technology Data	A&A SharePoint Update: FLAIR to PALM	02/16/24	A&A Staff	Updated A&A FLAIR to Florida PALM SharePoint page highlighting new resources, such as the Knowledge Center, for staff to use.		Entered as new Readiness Activity
People Processes Technology Data	Developing an A&A Segment II Workshop Recap Informational Video	02/29/24	All A&A Staff, and potentially other future Florida PALM users	Working on summarizing changes and key concepts from the Segment II Workshop. Intent is to create a short informational video for A&A staff with the goal of knowledge transfer.		Entered as new Readiness Activity
People	Created and Distributed Top 5 infographic	01/05/24	Subject Matter Experts, POCs, Department Leadership, AA staff, OFB Staff	Provide quick easy content in a format that is visually appealing and keeps stakeholders engaged and aware of happenings		Entered as new Readiness Activity
People	FL PALM DPAF manager email	01/08/24	Public Assistance Fraud Managers (PAF)	The latest infographic and newsletter from the CCN was emailed to the managers to bring awareness to Project		Entered as new Readiness Activity
People	Conduct Monthly Point of Contact meeting with Division/Offices	01/30/24	DFS, OFR, OIR	Share project activities status, project communication wrap-ups and allow POCs an opportunity to ask questions, make suggestions and provide feedback.		last Tuesday of the month. 1/30: POC Evolvement, Expansion: Division "Gems" needed. Discuss Small bite-size communications led by POCs, Heads-up Save the Dates, RW Tasks 512-519
People	Created and Distributed "Will Florida PALM Affect You Flyer"	02/08/24	DFS, OFR, OIR	Shared Readiness Survey result feedback and infographic on common know impacts to start the conversation amongst peers		Entered as new Readiness Activity. Shared with Florida to add to Agency Resource Library.
People	Created and distributed "Who are Your Change Champion Network Members" Flyer	02/08/24	DFS, OFR, OIR	Readiness Survey results showed only 5% stakeholders knew CCN and purpose. Created infographic with "structure" on one side and people/role on the other. Object to visually make connection to stakeholders to improve awareness.		Entered as new readiness Activity. Shared with Florida to add to Agency Resource Library.
People	Conduct Monthly Point of Contact meeting with Division/Offices	02/27/24	DFS, OFR, OIR	Share project activities status, project communication wrap-ups and allow POCs an opportunity to ask questions, make suggestions and provide feedback.		RW Task Status updates. PALM Cast review
Technology	Participated in DRM & DFS OIT ABS Pre-Design Meetings	02/01/24	DFS OIT, CCN, DRM, BVR, DRM ABS	meeting to discuss Data Warehouse vendor/supplier queries for Origami including: FLAIR EFT but no SWVF record, Substitute W-9 but no SWVF record, and Origami contact with SWVF record but not all child contacts are setup in SWVF. Discussion also included the possibility of a new vendor portal and using a script to add Origami contacts to the SWVF.		Entered as new Readiness Activity

Agency Sponsor Confirmation

As Agency Sponsor, I understand my role and responsibility for monitoring and reporting on my agency's readiness status. I have reviewed and confirmed the accuracy of my agency's readiness status as reflected in this dashboard.

Agency Sponsor Name: *

Confirm *

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DFS Status Report Confirmation



Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
January - February 2024	Scott Fennell	scott.fennell@myfloridacfo.com	03/05/24
November - December 2023	Scott Fennell	scott.fennell@myfloridacfo.com	01/12/24
September - October 2023	Scott Fennell	scott.fennell@myfloridacfo.com	11/13/23
July - August 2023	Steven Fielder for Scott Fennell	steven.fielder@myfloridacfo.com	09/07/23