

Helpful Links

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

DOR Status Report Dashboard

Reporting Period

January - February 2024

Agency Sponsor

Clark Rogers

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

CCN Composition



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

Change Champion Network:

- Unique Filled Role = 10
- Duplicate Filled Role = 6
- Vacant Role = 0

RW Task Completeness



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%**
- Submitted Complete = 0
 - Submitted Incomplete = 0
 - Completed After Submission = 0

RW Task Timeliness



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

RW Task Timeliness:

- Score = 90.43%**
- Submitted On Time = 18
 - Submitted Late = 2
 - Pending Submission = 0

Project-led Meeting Participation



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

Meeting Participation:

- Meetings Attended = 9
- 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	100% - Submitted	01/12/24			
	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			
	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	02/29/24			
	People	511	Update CCN and Contacts	01/08/24	01/26/24	100% - Submitted	01/26/24			
Indirect	People	512	Identify Future Florida PALM End Users	01/16/24	03/01/24	75% - Consolidating/Inputting Information for Submission				
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	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	Processes	515	Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II	01/29/24	04/12/24	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	Technology	516	Update Agency Business System Documentation for Segment II	01/29/24	04/12/24	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	Technology	517	Update Florida PALM Conversion Inventory for Segment II	01/29/24	04/12/24	25% - Beginning Initial Internal Meetings and Information Gathering				
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	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	520	Update Authorized Smartsheet Users	02/05/24	02/16/24	100% - Submitted	02/16/24			
N/A	N/A	521	Submit Bimonthly Agency Readiness Status Report	03/01/24	03/11/24	100% - Submitted	03/08/24			
N/A	N/A	522	Manage Agency Specific Implementation Schedule, Risks and Issues	03/01/24	04/30/24	50% - In Progress				

People

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

Implementation:

Planned Florida PALM End Users = 23

- Business Process Groupings = 11

Role Mapping = TBD

Training = TBD

Processes

The sequence of procedures to accomplish a business objective.

Current-State:

Cataloged Business Processes = 222

- Related Business Systems = 8
- Related Reports = 43
- **Documentation Status:**
- Complete = 203 Partial = 4 Not Started = 15

Technology

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

Current-State:

Cataloged Business Systems = 32

- **Criticality:**
- High = 31 Med = 1 Low = 0 None = 0
- **Documentation Status:**
- Complete = 32 Partial = 0 Not Started = 0

Data

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

Current-State:

Unique FLAIR Data Elements = 439

- **Associated Unique Uses = 838**
- Continued Use - Yes = 392
- Continued Use - No = 0
- **Associated Business Systems = 9**

Implementation:

Impacted Agency Business Processes = TBD

Cataloged Interfaces = 30

- Inbound Interfaces = 17
- Outbound Interfaces = 13

Cataloged Reports = 205

- **Criticality:**
- High = 218 Med = 16 Low = 16 None = 0

Implementation:

Business Systems Planned for Integration = 26

• **Segment I - Documentation Updates:**

- Complete = 23 Updating = 1 Evaluating = 0
- Not Started = 0 Not Needed = 0

• **Segment II - Documentation Updates:**
TBD

Planned Interfaces = 26

- Inbound Interfaces = 14
- Outbound Interfaces = 10

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.

DOR Risks

Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
People	Legislation enacted in the 2024 legislative session that creates new taxes or modifies existing taxes may impact GTA's ability to complete remediation to SUNTAX on 2024/2025 due to staff augmentation resources being involved in system modifications to implement new legislation.	Open	6 (High/Medium)	Request funding to contract for additional GTA staff augmentation resources in FY23/24, FY24/25 and FY25/26.	A budget amendment was submitted for staff augmentation resources for Florida PALM agency business system remediation. Additional staff augmentation resources may be needed for system modifications to implement new legislation. Funding was received for FY23/24.	11/02/23	Laura Dukes, Budget Officer; Lisa Morgan, GTA Budget Liaison
Processes Data	DOR collects and distributes funds to 16 other state agencies. We are going to request that they provide the business unit specific ChartField values needed to effect those collections and distributions within PALM. Due to individual agency readiness activities, data from one or more of those agencies may not be available and could result in DOR not being able to collect and distribute their funds to them.	Open	6 (High/Medium)	Coordinate with other agencies to gather, confirm and validate ChartField data.	Discussed with DOR's Readiness Coordinator and other Florida PALM project staff during November 2023 Touchpoint meeting.	11/02/23	Steve Welch, GTA PMO
People	Natural Gas project #006277 for GTA has an implementation date of January 2026, same time as PALM financials wave implementation date, and could create a resource issue.	Open	4 (Medium/Medium)	Plan efficiently with the resources provided.	Continue monitoring risk. We plan to kick-off this project Fall 2024 to ensure we have sufficient time for all projects. Updated risk owner and backup.	11/02/23	Catherine Barber, GTA; Andrea Hunter, GTA, Backup Owner
People	The GTA E-services project may be conducted at the same time agency business system remediation is conducted.	Open	4 (Medium/Medium)	Plan efficiently with the resources provided. This project will begin in July 2024. Staff augmentation resources to support Florida PALM activities have been requested for FY24/25.	Continue monitoring risk.	10/17/23	David Potter, GTA - BTO
Processes Data	The current Payroll BPMs do not address the processing and payment of out-of-state payroll taxes. DOR processes out-of-state payroll taxes for nine states and two additional municipalities. If the Florida PALM Payroll BPMs do not address out-of-state payroll processing, the likelihood of withholding incorrect state income taxes from employees, making incorrect payments on their behalf and reporting state and local income tax withholding on employee W2 forms is increased.	Closed	4 (Medium/Medium)	1) Request that out-of-state payroll tax processing be addressed in Florida PALM. 2) Ensure that adequate review procedures and monitoring take place if out-of-state payroll tax processing is not addressed in Florida PALM.	Closed. Per Project Director, OOS payroll tax processing will be addressed as an Optional Service.	02/23/24	Jill Reynolds, EXE-OFM; Lucinda Harris (backup), EXE-OFM

DOR Issues

Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
Processes	DOR-GTA receives wages from DMS (DOR Batch Job ZUD105) from all state agencies to process Quarterly filing requirements for Re-employment tax. The ORG Codes are listed on each Location for each State Agency and the individual employee is linked to that specific location by the org code.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	2/29/24: Request that this information be sent from DMS as is done currently.	Issue opened February 2024	05/31/24	Wynette Davis

DOR Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments or Updates
Data	The current PALM Chart of Accounts (COA) structure will not be changed.	Logged	07/01/23	All agency business systems	DOR will begin agency business system remediation in FY23/24.
People	Administered funds will be available for use in procuring staff augmentation resources for agency business system remediation.	Logged	07/13/23	All agency business systems	During July, DOR submitted a budget amendment requesting funds for staff augmentation to perform project management and IT consulting activities for agency business system remediation and pre-remediation evaluation activities. Funds were approved and released for FY23/24.
People Processes	DOR-GTA receives wages from DMS (DOR Batch Job ZUD105) from all state agencies to process Quarterly filing requirements for Re-employment tax. The ORG Codes are listed on each Location for each State Agency and the individual employee is linked to that specific location by the org code.	Logged	02/27/24	General Tax Administration	Need to continue to receive this file from DMS in order to process RT collections for Commerce.
Data	New organizations codes from the configuration workbooks will	Logged	03/08/24	All agencies, all agency	Needed before UAT so that the new organization codes may be

	be loaded by the Florida PALM Project Team into all enterprise business systems.			business systems.	utilized in UAT to validate agency business system remediations.
Processes	If out-of-state payroll taxes are not addressed in Florida PALM Payroll BPMs, the existing process of using miscellaneous deduction codes and external state's payroll tax websites to process out-of-state payroll taxes will be available.	Removed	02/23/24	Office of Financial Management/Office of Workforce Management	Per meeting with Project Director, OOS payroll tax processing will be addressed as an Optional Service.
Processes Technology	People First will be successfully and timely remediated to support Florida PALM Payroll business processes, and FLAIR PYRL will be retired.	Removed	02/23/24	Office of Financial Management, Office of Workforce Management, People First, and FLAIR PYRL	Removed due to pending legislation requiring DMS to retain the current vendor for five more years.

DOR Agency-Specific Readiness Activities

Critical Operational Elements	Activity Description	Date(s)	Impacted Stakeholder(s) and/or System(s)	Objective	Reporting Period Comments or Updates
People	Conducted DOR Florida PALM Town Hall for current FLAIR users, their supervisors and support staff	02/22/24	Current FLAIR users, their supervisors and support staff	Inform potential PALM users and their supervisors of ongoing and future PALM implementation activities, implementation timelines, and introduction of CCN members.	Initial change management 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 *

Submit

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DOR Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
January - February 2024	Clark Rogers	shannon.segers@floridarevenue.com	03/08/24
November - December 2023	Clark Rogers	shannon.segers@floridarevenue.com	01/11/24
September - October 2023	Clark Rogers	shannon.segers@floridarevenue.com	11/09/23
July - August 2023	Clark Rogers	shannon.segers@floridarevenue.com	09/11/23