

Helpful Links

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

DVA Status Report Dashboard

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

Reporting Period

January - February 2024

Agency Sponsor

AI Carter

CCN Composition



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

Change Champion Network:

- Unique Filled Role = 6
- Duplicate Filled Role = 13
- 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 = 100.00%**
- Submitted Complete = 1
- 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 = 95.65%**
- Submitted On Time = 17
- Submitted Late = 3
- 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 = 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 | 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 | 12/14/23 | | | |
| | N/A | 509 | Submit Bimonthly Agency Readiness Status Report | 12/28/23 | 01/12/24 | 100% - Submitted | 01/09/24 | | | |
| | N/A | 510 | Manage Agency Specific Implementation Schedule, Risks and Issues | 12/28/23 | 02/29/24 | | | | | |
| | People | 511 | Update CCN and Contacts | 01/08/24 | 01/26/24 | 100% - Submitted | 01/09/24 | | | |
| Indirect | People | 512 | Identify Future Florida PALM End Users | 01/16/24 | 03/01/24 | 100% - Submitted | 02/29/24 | | Submission Complete | |
| Direct | Data | 513 | Complete Configuration Workbooks for Segments I and II | 02/12/24 | 04/12/24 | | | | | |
| N/A | Data | 514 | Complete Data Readiness Analysis and Data Cleansing Activities for Segments I and II | 01/29/24 | 04/12/24 | | | | | |
| N/A | Processes | 515 | Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II | 01/29/24 | 04/12/24 | | | | | |
| N/A | Technology | 516 | Update Agency Business System Documentation for Segment II | 01/29/24 | 04/12/24 | | | | | |
| Indirect | Technology | 517 | Update Florida PALM Conversion Inventory for Segment II | 01/29/24 | 04/12/24 | | | | | |
| Indirect | Technology | 518 | Update Florida PALM Interface Inventory for Segment II | 01/29/24 | 04/12/24 | | | | | |
| N/A | Technology | 519 | Remediate Agency Business Systems based on Segment I | 01/29/24 | 06/28/24 | | | | | |
| 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 | | | | | |
| N/A | N/A | 522 | Manage Agency Specific Implementation Schedule, Risks and Issues | 03/01/24 | 04/30/24 | | | | | |

People

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

Implementation:

Planned Florida PALM End Users = 61

- Business Process Groupings = 12

Role Mapping = TBD

Training = TBD

Processes

The sequence of procedures to accomplish a business objective.

Current-State:

Cataloged Business Processes = 100

- Related Business Systems = 2
- Related Reports = 39
- **Documentation Status:**
- Complete = 20 Partial = 59 Not Started = 2

Implementation:

Impacted Agency Business Processes = TBD

Technology

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

Current-State:

Cataloged Business Systems = 9

- **Criticality:**
- High = 8 Med = 1 Low = 0 None = 0
- **Documentation Status:**
- Complete = 0 Partial = 9 Not Started = 0

Cataloged Interfaces = 3

- Inbound Interfaces = 3
- Outbound Interfaces = 0

Data

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

Current-State:

Unique FLAIR Data Elements = 70

- **Associated Unique Uses = 70**
- Continued Use - Yes = 48
- Continued Use - No = 0
- **Associated Business Systems = 0**
- Cataloged Reports = 49**
- **Criticality:**
- High = 41 Med = 3 Low = 5 None = 0

Implementation:

Business Systems Planned for Integration = 9

Segment I - Documentation Updates:

- Complete = 0 Updating = 0 Evaluating = 0
Not Started = 0 Not Needed = 5

Segment II - Documentation Updates: TBD

Planned Interfaces = 3

- Inbound Interfaces = 3

- Outbound Interfaces = 0

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.

DVA Risks

| Critical Operational Elements | Risk Description | Status | Risk Rating | Mitigation/Response Strategy | Reporting Period Comments or Updates | Date of Status Change | Owner / Coordinator |
|----------------------------------|---|--------|-------------------|---|--|-----------------------|--|
| People Processes Technology | Setup and Integration Staffing | Open | 9 (High/High) | Agency is seeking to hire contract personnel to support the setup and integration of FLORIDA PALM within the Agencies overall structure. This is an unfunded mandate and the Agency critically needs these assets to support a successful transition of this system. The Agency submitted a Legislative Budget Request to secure funding mitigate this shortfall. | No subject matter expertise in local area. Agency is challenged to hire its internal staffing shortages. 8 March: Received solicitation documents from DBPR and will use them to develop solicitations for Agency. | 03/08/24 | Al Carter, Chief of Staff |
| Processes Technology | PeopleFirst Payroll integration may be impacted as we are unclear how this interface will work. | Open | 6 (Medium/High) | Monitor PeopleFirst updates to ensure we can adapt to any new dependencies that may evolve. | No change. | 02/29/24 | Al Carter, Chief of Staff |
| People Processes Technology Data | Resources and Functionality. Full implementation simultaneously with FLAIR-end is a risky proposition given the unknown compatibility issues with other systems and business processes our Agency employs to conduct its day-to-day operations. | Open | 6 (High/Medium) | Mimic FLAIR functionality exactly or as close to this standard as possible. If there are deviations from FLAIR functionality, there should be extensive retesting and training, hopefully a year ahead of implementation. Agencies are limited in staff, support and available resources for the implementation and the execution following implementation. Allowing some lead time prior to implementation to prepare may reduce inherent risks. | In progress. | 02/29/24 | Agency Fiscal, Finance & Accounting, and Billing |
| People | Contracting and Procurement | Open | 4 (Medium/Medium) | Our Agency is unique and may require system remediation as a product of implementation as our processes and procedures change as federal, state, and local statutes, laws, and administrative codes change. FDVA may have to redesign or retool existing business processes and designs. This could impact the Agency meeting its deliverables to its clients and impact the overall implementation of the project statewide. | Continuous process. Agency continues to work with FLAIR, MATRIXCARE and the like to determine if PALM will seamlessly transition these programs in part of totally based on our Agency day-to-day requirements.. | 02/29/24 | Al Carter, Chief of Staff |
| People Processes | Agency size and small administrative staff has a few people having multiple roles. | Open | 4 (Medium/Medium) | Staff will have to be flexible and OPS personnel may be required to augment existing staff to get project implemented. | Information Technology staff working to hire personnel to work the PALM infrastructure transition while simultaneously working its telephony and network infrastructure project. 8 Mar 2024: Agency is undertaking a telephone and infrastructure upgrade simultaneously as we work through PALM integration matters, making it difficult to focus limited Information Technology resources. | 03/08/24 | Dr. Teresa Stillwell/Romelle Dials |
| People Technology | IT staff has limited knowledge of the FLORIDA PALM system and will take time to get trained up, especially given their existing Agency requirements. | Open | 4 (Medium/Medium) | We will have to grow IT Staff experience as we move through the implementation process. | Ongoing. Internal staff working to learn PALM nuances on top of revamping the Agencies telephone and network infrastructure statewide, with only 9 IT personnel. | 02/29/24 | Al Carter, Chief of Staff |
| Processes Data | FLAIR and FLORIDA PALM data will be different in its representation which may cause challenges when performing data analysis functions. | Open | 4 (Medium/Medium) | Staff will incur extra time and possible productivity lag when trying to crosswalk and translate data. | No change | 02/29/24 | Al Carter, Chief of Staff |
| People Processes | Staff Turnover. Agency staff turnover while decreasing, still remains over 16% in the Administrative areas mostly impacted by FL PALM. | Open | 4 (Medium/Medium) | We continue to put out job announcements and canvas local colleges and universities. The respective candidates respond that State salaries are too low. We don't have to sufficient Agency budget to increase salaries to support our existing requirements, not to mention this increased workload. Reaching out to other Agencies to see what their strategies are, beyond contracting personnel. | Reached out to DoH on 7 March 2024 to determine what options they are using beyond contracting and to gain insights into the strategies they used to remediate infrastructure shortfalls.. | 03/07/24 | Al Carter, Chief of Staff - Coordinator |

| DVA Issues | | | | | | | |
|-------------------------------|---|--------|---|---|---|-----------------------------------|---------------------------|
| Critical Operational Elements | Issue Description | Status | Priority | Resolution Plan | Reporting Period Comments or Updates | Planned or Actual Resolution Date | Owner / Coordinator |
| People | Personnel to support the implementation of FLORIDA PALM within the Agencies processes | Open | Critical - Impacts the ability of the agency to move forward with work without resolution | Request resources via the Legislative Budget Request process. | Legislative budget requests are granted at the end of the Legislative Session which occurs during the first week of May, but if approved, are effective 1 July of the next fiscal year. | 08/30/24 | Al Carter, Chief of Staff |

| DVA Assumptions | | | | | | |
|----------------------------------|---|--------|------------------------|--|---|--|
| Critical Operational Elements | Assumption | Status | Date Logged or Removed | Impacted Stakeholder(s) and/or System(s) | Reporting Period Comments or Updates | |
| People | Funding will be approved/provided by the Florida Legislature to secure personnel needed to support the Agencies PALM transition. | Logged | 09/18/23 | FDVA and the overall Statewide PALM project implementation | Requested in Agency LBR as of August 15, 2023 | |
| Technology | Sufficient contract personnel will be available to support the Agency as it undergoes its PALM integration. | Logged | 09/18/23 | FDVA and the overall Statewide PALM project implementation | TBD after funding is secured. | |
| People Processes Data | FDVA Executive leadership, including Project Sponsor, will support the project by providing resources, access to systems and stakeholders and by supported the organizational change management strategy created by the project team. | Logged | 09/18/23 | Agency wide | | |
| People Processes Technology Data | FDVA project stakeholders, involved parties, project team, and other involved parties will be available to provide support, feedback, and review of material to meet readiness requirements and project milestones. | Logged | 09/18/23 | Agency wide | | |
| People Processes Technology Data | The State level Florida PALM project team will provide key information identifying the functionality, business processes, and timeline of the larger project, in a timely manner, to facilitate timely planning and execution. | Logged | 09/18/23 | State and Agency implementation team. | | |

| DVA Agency-Specific Readiness Activities | | | | | |
|--|----------------------|---------|--|-----------|--------------------------------------|
| Critical Operational Elements | Activity Description | Date(s) | Impacted Stakeholder(s) and/or System(s) | Objective | Reporting Period Comments or Updates |
| | | | | | |

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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DVA Status Report Confirmation

| Reporting Period | Agency Sponsor Name: | Confirmed By: | Confirmation Date: |
|--------------------------|----------------------|-------------------------|--------------------|
| January - February 2024 | Alfred D. Carter | al.carter@fdva.fl.gov | 03/07/24 |
| November - December 2023 | Alfred D. Carter | al.carter@fdva.fl.gov | 01/09/24 |
| September - October 2023 | Alfred D. Carter | al.carter@fdva.fl.gov | 11/15/23 |
| July - August 2023 | Alfred D. Carter | al.carter@fdva.fl.gov | 09/18/23 |
| July - August 2023 | Linda Rizzo | linda.rizzo@fdva.fl.gov | 09/11/23 |