

Helpful Links

- Dashboard Snapshots
- Knowledge Center
- Florida PALM Workbook for DMS
- Readiness Workplan

DMS Status Report Dashboard

Reporting Period

January - February 2025

Agency Sponsor

Lance Dyal

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

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Completeness

Other Task Completeness



Direct Impact Task Timeliness:

Score = 99.67%

- Submitted On Time = 29
- Submitted Late = 1
- Pending Resubmission = 0

Other Task Timeliness:

Score = 96.62%

- Submitted On Time = 57
- Submitted Late = 7
- Pending Resubmission = 0

Direct Task Completeness:

Score = 85.52%

- Submitted Complete = 18
- Submitted Incomplete = 1
- Completed After Submission = 10

Other Task Completeness:

Score = 91.58%

- Submitted Complete = 33
- Submitted Incomplete = 0
- Completed After Submission = 5

The RW Task Timeliness dials reflect the timeliness of your agency's submission of all RW tasks based on the task due date. Calculations are based on all RW tasks to date.

The RW Task Completeness dials reflect the completeness of your agency's task submissions based on the task rubric. Calculations of task completeness includes all RW Tasks since RW 512.

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

CCN Composition



Change Champion Network:

- Unique Filled Role = 9
- Duplicate Filled Role = 6
- Vacant Role = 1

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 |
|----------------|------------------------------|---------|--|-------------------------|-----------------------|--|------------------------|--|------------------------------------|----------------------------------|
| N/A | Technology | 561 | Remediate Agency Business Systems based on Segment IV | 10/21/24 | 03/14/25 | 75% - Consolidating/Inputting Information for Submission | | | | |
| N/A | Technology | 558 | Update Agency Business System Documentation | 11/18/24 | 01/10/25 | 100% - Submitted | 01/09/25 | | Submission Complete | |
| Indirect | People | 564 | Update Future Florida PALM Users | 12/09/24 | 01/10/25 | 100% - Submitted | 01/13/25 | DMS: Updates will be ongoing. | Submission Complete | 01/13/25 |
| Indirect | People | 536-C | Create Agency Specific User Acceptance Testing Plan | 12/09/24 | 04/11/25 | 50% - In Progress | | | | |
| N/A | Processes | 560 | Submit Change Analysis Tool | 12/09/24 | 04/11/25 | 75% - Consolidating/Inputting Information for Submission | | | | |
| N/A | People | 568 | Create Training Plan for Agency Managed End User Training | 12/09/24 | 05/30/25 | 50% - In Progress | | Jan 24: Agency Training Plan Survey submitted. | | |
| Direct | Data | 567-J | Share, Review, and Update Configuration Workbooks | 12/18/24 | 01/17/25 | 100% - Submitted | 01/14/25 | Met with PALM 01-13-25. DMS Agency Sponsor confirmed direction for 567-B on 01-14-25. Tasks 541-C and 567-B need to be confirmed in order for 567-J to be unlocked. Jan 20: J is complete. | Submission Complete | 01/24/25 |
| Direct | Data | 567-P | Share, Review, and Update Configuration Workbooks | 12/18/24 | 02/14/25 | 100% - Submitted | 02/14/25 | Met with PALM 01-13-25. DMS Agency Sponsor confirmed direction for 567-B on 01-14-25. Tasks 541-C and 567-B need to be confirmed in order for 567-P to be unlocked. Jan 20: P is still in progress. Feb 14: Received a zero error report. Task 541-C is also complete - must be unlocked by PALM for resubmission. | Submission Complete | |
| Direct | Data | 658-A | Submit Data Field Mapping | 12/18/24 | 02/14/25 | 100% - Submitted | 01/30/25 | | Submission Complete | |
| Direct | Data | 658-B | Submit Data Field Mapping | 12/18/24 | 02/14/25 | 100% - Submitted | 01/30/25 | | Submission Complete | |
| N/A | N/A | 569 | Submit Bimonthly Agency Readiness Status Report | 12/30/24 | 01/10/25 | 100% - Submitted | 01/10/25 | | Submission Complete | |
| N/A | N/A | 570 | Manage Agency Specific Implementation Schedule, Risks and Issues | 12/30/24 | 02/28/25 | 100% - Submitted | 02/25/25 | | Submission Complete | |
| Direct | Data | 658-C | Submit Data Field Mapping | 01/06/25 | 02/14/25 | 100% - Submitted | 01/30/25 | | Submission Complete | |
| Indirect | Technology | 576 | Complete Internal Agency Business System Test and Remediation to prepare for Cycle 2 - Technical Interface Testing | 01/06/25 | 07/25/25 | 75% - Consolidating/Inputting Information for Submission | | | | |
| Direct | Data | 567-Q | Share, Review, and Update Configuration Workbooks | 01/27/25 | 02/21/25 | 100% - Submitted | 02/13/25 | March 11: Sheet has been properly revised and is considered complete for this task. | Submission Incomplete | 03/11/25 |

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| N/A | People | 582 | Share Florida PALM Updates | 01/27/25 | 02/07/25 | 100% - Submitted | 02/06/25 | | Submission Complete |
| N/A | People | 584 | Update Authorized Smartsheet Users | 01/27/25 | 02/07/25 | 100% - Submitted | 02/06/25 | | N/A |
| Direct | Data | 658-D | Submit Data Field Mapping | 02/03/25 | 03/14/25 | 75% - Consolidating/Inputting Information for Submission | | | |
| N/A | N/A | 589 | Submit Bimonthly Agency Readiness Status Report | 02/28/25 | 03/10/25 | 100% - Submitted | 03/11/25 | March 11: DMS PALM Sponsor has approved the dashboard. | Submission Complete |
| N/A | N/A | 590 | Manage Agency Specific Implementation Schedule, Risks and Issues | 02/28/25 | 04/30/25 | 50% - In Progress | | | |
| Direct | Data | 567-L | Share, Review, and Update Configuration Workbooks | 03/03/25 | 03/28/25 | 50% - In Progress | | | |
| Direct | Data | 567-M | Share, Review, and Update Configuration Workbooks | 03/03/25 | 03/28/25 | 50% - In Progress | | | |

| People | Processes | Technology | Data |
|---|---|--|---|
| The staff and stakeholders affected by your agency's transition to Florida PALM. | The sequence of procedures to accomplish a business objective. | The applications or tools used to process, track, or report on financial operations. | Information used in or produced from an agency's financial business operations. |
| <p>Implementation:</p> <p>Planned Florida PALM End Users = 68</p> <ul style="list-style-type: none"> Business Process Groupings = 12/13 <p>Identified Subject Matter Experts = 55</p> | <p>Implementation:</p> <p>Impacted Agency Business Processes = 75</p> <ul style="list-style-type: none"> Related Business Process Groupings = 11/13 Planned Spreadsheet Uploads = 4 | <p>Implementation:</p> <p>Business Systems Planned for Integration = 5</p> <p>Planned Interfaces = 13</p> <ul style="list-style-type: none"> Inbound Interfaces = 6 Outbound Interfaces = 6 | <p>Implementation:</p> <p>Configuration</p> <ul style="list-style-type: none"> Commitment Control (KK) <ul style="list-style-type: none"> Budget Allotments - Control Option = Option # 3 - Track without Budget Account ChartField Tier Selection = Account Tier #1: Highest Organization ChartField Translation Tree Selection = Translation Tree #1: Agency-Wide Tree Org Security Rule = Agencywide Optional ChartFields <ul style="list-style-type: none"> OA1 = To Be Configured OA2 = Not To Be Configured PC Category = To Be Configured PC Subcategory = To Be Configured PC Source Type = Not To Be Configured <p>Conversion</p> <ul style="list-style-type: none"> Optional Conversions <ul style="list-style-type: none"> Accounts Receivable = Not Needed Assets = Needed Contracts = Needed Customers = Not Needed Encumbrances = Needed Grants = Not Needed Projects = Needed Projects Balances = Not Needed |

Agency Reported

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

| DMS Risks | | | | | | | | |
|---------------------------|----------------------------------|--|--------|---------------|--|--|-----------------------|--|
| Sheet Name | Critical Operational Elements | Risk Description | Status | Risk Rating | Mitigation/Response Strategy | Reporting Period Comments or Updates | Date of Status Change | Owner / Coordinator |
| DMS Risks | People Processes | Risk of User Acceptance Testing (UAT) failure. Current scheduled readiness tasks require agencies to have created their testing and training plan for all business processes without knowing or seeing the manual procedures in PALM to perform the business process transaction. Under this situation, DMS is unable to create a detailed enough test and training to ensure successful end user training. | Open | 9 (High/High) | Feb 19: Based on discussions with PALM in the touchpoint meeting, PALM will create "process steps" that will provide the needed detail to create the UAT tests. UAT success will be depended on PALM publishing the "process steps" in time to be utilized by the agencies for UAT plans. | Logged Feb 19, 2025 | 02/19/25 | Stephen Russell |
| FRS Risks | People Processes Technology Data | Retiree payroll warrants and EFTs (approximately \$12 billion per year for 472,000+ payees) not being processed timely and/or accurately. Currently, because we are using the accounts payable module, instead of a payroll module, we may not be able to schedule payrolls with a specific timing. We may not be guaranteed that the payments will be made timely, or the checks will be printed prior to the pay date. • Pay dates for Retired Payroll is set a year in advance. After going through an approval process, these dates are sent to DFS every year before December prior to the year beginning. (Payroll schedule attached.) o This may need to be adjusted on the fly for natural disasters. | Open | 9 (High/High) | Going through confirming requirements, build an acceptable design, extensive testing - especially formal parallel testing to ensure everything is running properly for several cycles. Working with PALM to get more information to better define the programming needs. | 2023-09-22 - Originally entered. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-13 - Updated Impact Rating to (3) High and Probability Rating to (2) Medium 2024-12-19 - Updated Probability Rating to (3) | 09/22/23 | Division of Retirement / Megan Biederman |

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|---------------------------|----------------------------------|--|--------|-----------------|--|--|----------|---|-------------------------|
| | | <ul style="list-style-type: none"> o Pay date for Retired Payroll is the last business day of every month, as required by statute (F.S. 121.091(1), F.S. 121.091(3), and F.S. 121.091(4)). o Florida PALM needs to be responsible for scheduling changes or adjustments. • We believe we can make this work using the Accounts Payable (AP) module, however, this could be an extremely human driven and coordinated process, if this cannot be pre-established with supplemental and monthly fixed dates. • Of other known retirement systems, none process benefit payments through Accounts Payable (AP) modules. • Potential Options: <ul style="list-style-type: none"> o Have a direct interface with the state disbursement bank (currently JP Morgan) (this is how other states function). o Third Party sending bank files to and from our state disbursement bank account. o Build the AP module around our pay cycle. (Supplemental and Monthly) | | | | High and added additional language to the description to better clarify why the risk has intensified. | | | 2025-02-21 - No change. |
| DMS Risks | People Processes Technology Data | The requirement of Speedkeys for transactions can pose a problem for several of our enterprise systems. If the speedkeys are still hardcoded and unable to be changed once entered there is an additional risk of user error both on the entry of the speedkey and the selection. | Closed | 6 (Medium/High) | <p>This topic was recently brought up in our monthly PALM Touchpoint with the DMS RC. DMS is seeking additional information on requirements.</p> <p>Workshop in Sept 2024 will address this along with a required RW Task.</p> <p>Oct 23: This task has been completed and submitted for Payroll and Pcard. There will be another opportunity to review and edit.</p> <p>Dec 18: New task will provide an opportunity to review and edit prior to UAT and Go Live.</p> <p>Feb 19: Task 567-P addressed this risk.</p> | <p>Logged April 25, 2024</p> <p>Reviewed again Aug 28, 2024. Edits made.</p> <p>Oct 23: No change. Continuing to monitor.</p> <p>Dec 18: No change. Continuing to monitor. Review date TBD. Hardcoding no longer an issue.</p> <p>Feb 19: Closed.</p> | 02/19/25 | Finance and Administration / Eric Thiele | |
| DMS Risks | Processes Technology Data | Developing test plans before the system is available will limit test coverage. | Open | 6 (Medium/High) | <p>Have test bed available prior to UAT execution.</p> <p>Oct 23: UAT Plan currently in development to address this. Waiting on PALM to provide more info.</p> <p>Dec 18: No change. Continuing to monitor.</p> <p>Feb 19: No change. Continuing to monitor and address via tasks.</p> | <p>Logged Oct 9, 2024.</p> | 10/09/24 | OIT / FMS | |
| DMS Risks | People Processes | Timeline and Resources. There are multiple overlapping Palm tasks with due dates that utilize the same personnel resources as statutorily required tasks during year end. | Open | 6 (High/Medium) | <p>Complete the tasks early or ask for a later due date. Most PALM tasks completed early - some still in progress. Year end required tasks complete.</p> <p>Dec 18: Key staff are required to do fiscal year end close out. Also required to participate in UAT and Training activities. Attempting to mitigate this risk with staff augmentation.</p> <p>Feb 19: Staff augmentation has been onboarded for this fiscal year.</p> | <p>Logged April 27, 2023. Reviewed again September 6, 2023.</p> <p>Reviewed again Nov 2, 2023 and closed.</p> <p>Reviewed again Dec 18, 2024 and reopened.</p> <p>Reviewed again Feb 19, 2025.</p> | 12/18/24 | Finance and Administration / Eric Thiele | |
| DMS Risks | People Processes Technology Data | Functionality. Will PALM deliver the functionality needed for DMS operations? | Open | 6 (High/Medium) | <p>Develop a testing plan. Use the PALM Sandbox environment.</p> <p>Functionality assessment in progress. Sandbox environment is approved for a limited number of DMS employees.</p> <p>PALM is addressing this risk.</p> <p>June 20: PALM is requiring that agencies create and implement their own testing plans. That initiative is in planning.</p> <p>Oct 23: Implementation plan in development. UAT plan is in progress.</p> <p>Dec 18: Still evaluating interface requirements in light of new business requirements. UAT plan will address this and is in progress.</p> <p>Feb 19: In progress. Evaluating training needs and requirements. Timeline has not been officially confirmed for testing activities. TBD.</p> | <p>Logged April 26, 2023. Reviewed again September 6, 2023.</p> <p>Reviewed again Nov 2 - no change.</p> <p>Reviewed again Dec 20 - no change.</p> <p>Reviewed again April 24, 2024. Re-opened. Continuing to monitor.</p> <p>Reviewed again June 20, 2024. Edits made. Continuing to monitor.</p> <p>Reviewed again Aug 28, 2024. Continuing to monitor.</p> <p>Oct 23: No change. Continuing to monitor.</p> <p>Dec 18: Remediation in progress. Continuing to monitor.</p> <p>Feb 19: Continuing to monitor.</p> | 02/22/24 | Finance and Administration / Stephen Russel | |
| DMS Risks | People Processes Technology Data | Resources and Functionality. Full implementation simultaneously with "FLAIR-end" seems risky with the current change solutions. The seen and unforeseen functionality and compatibility issues at CMS Wave implementation adversely impacted and even stopped certain critical business processes for agencies. | Open | 6 (High/Medium) | <p>Mimic FLAIR functionality EXACTLY or as close to exactly as possible. Any deviations should require extensive testing and re-testing with sufficient sandbox training and focus from agencies a minimum of one year in advance of implementation. So far, agencies do not have enough appropriate staff, support, or available resources for implementation and its aftermath which is difficult to plan for with so many unknowns. Allowing for that year of testing, sandboxing, and training to allow agencies to prepare is another suggested solution for this inherent risk.</p> | <p>Logged April 26, 2023. Reviewed again September 6, 2023.</p> <p>Reviewed again Nov 2 - no change. Continuing to monitor.</p> <p>Reviewed again Dec 20 - no change. Continuing to monitor.</p> <p>Reviewed again Feb 22 - no change. Continuing to monitor.</p> <p>Reviewed again April 24, 2024. No change.</p> <p>Reviewed again Aug 28, 2024. No change.</p> <p>Oct 23: No change. Continuing to monitor.</p> <p>Dec 18: No change. Continuing to monitor.</p> <p>Feb 19: No change. Continuing to monitor.</p> | 11/02/23 | Finance and Administration / Sandy Watson | |

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|---------------------------|---|--|------|----------------------|---|---|----------|--|
| FRS Risks | People Processes Technology Data | Retirement benefits payments must be supported by PALM to allow for timely release of funds. This would create a loss of earnings for the trust funds if transfer is delayed. Retirement needs to be able to go negative in specific funds, not all funds have been approved that are required to be able to go into negative cash balances. Specifically fund 70500 (need to invest Health Insurance Subsidy (HIS) and Investment Plan (IP) Investment Vouchers need to post even if the fund is negative in cash), other funds needed were previously approved. The current process has allowed us to keep loss of earnings at a minimum, however, if the process is changed and we are unable to go negative and must wait on funds to be available to transfer funds to Investment Plan (IP) member accounts we will be forced to pay more loss of earnings which would negatively effect the Florida Retirement System (FRS) Trust Fund. | Open | 6 (High/Medium) | Programming needs to be completed to allow for flexibility so funds can be released timely. Continue to work with the PALM team. | Continuing to monitor. 2023-11-6 - Logged 2023-12-20 - No change. 2024-02-09 - No change. 2024-04-19 - No change. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-19 - Updated description and mitigation/response strategy to give more details. Raised the probability rating. 2025-02-21: Need to meet with PALM to get more information on the process, this is still a risk and it has not yet been resolved. | 11/07/23 | Division of Retirement / Megan Biederman |
| FRS Risks | People Processes Technology Data | Pulling reports from FLAIR/PALM is mandatory to complete the statutory requirement to publish the ACFR by December 31st. Multiple agencies are involved in this publication. | Open | 6 (High/Medium) | Plan for report identification and testing. Verify reports are available. | 2023-11-6 - Logged 2023-12-20 - No change. 2024-02-09 - No change. 2024-04-19 - No change. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-19 - No change. 2025-02-21 - No change. | 11/07/23 | Division of Retirement / Megan Biederman |
| FRS Risks | People Processes Technology Data | Any significant change to existing Retiree payroll, EFT processing (EFT processes, including payment information for retirees, pre-noting, bank account changes, EFT returns, stop payments, etc., not being automated or not being processed timely and/or accurately), BOSP retirement reporting, and/or interface files between IRIS and FLAIR could require substantial programming and lead time. | Open | 6 (High/Medium) | Going through confirming requirements, build an acceptable design, extensive testing. Clearly define processes, make sure no interfaces are missed - all designs/build/tests are accounted for. Some items have a work around, some do not - unknown solution at this time. The only option would be to create online entries manually in Florida PALM. Working with PALM to get more information to better define the programming needs. | 2022-02-17 - Originally entered. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-13 - Updated Impact Rating to (3) High and Probability Rating to (2) Medium 2024-12-19 - Updated language in description and mitigation/response strategy to include language from closed Issue #3. 2025-02-21 - No change. | 02/17/22 | Division of Retirement / Megan Biederman |
| DMS Risks | People Processes Technology Data | Functionality. Will Agencies have enough time to work in the sandbox environment to ensure their respective divisions can test and see if the current work they perform in FLAIR can be achieved in the PALM Environment? If time is limited and a required field is missing, will there be enough time for it to be fixed and re-tested prior to the January 2026 go live date? | Open | 4 (Medium/Medium) | Roll out sandbox test capabilities as sections are completed for Agencies to test. Sandbox environment is not secure for testing - PALM needs to work on true test environment. Sandbox status has not changed. PALM is addressing this risk. Aug 8: This remains a risk until UAT goes into production. Waiting on a status update from PALM on how the sandbox will function during UAT. | Logged April 21, 2023. Reviewed again September 6, 2023. Reviewed again Nov 3, 2023. Mitigation notes updated. Reviewed again Dec 15, 2023. No change. Continuing to monitor. Reviewed again Feb 2 2024. No change. Continuing to monitor. Reviewed again April 24, 2024. No change. Continuing to monitor. Reviewed again June 20, 2024. No change. Continuing to monitor. Reviewed again Aug 8, 2024. No change. Continuing to monitor. Reviewed again Aug 28, 2024. No change. Expect to monitor more closely during UAT activities. | 11/03/23 | Division of State Group Insurance / Jason Ottinger |

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| | | | | | | Oct 23: No change. Continuing to monitor. Reviewed again Dec 18, 2024. No change. Expect to monitor more closely during UAT activities. Feb 20: No change. Continuing to monitor. This will be addressed as the DMS UAT develops. | | |
| PF Risks | People Processes Technology | With development happening in multiple systems held by multiple organizations, schedule variance in different areas can have unforeseen impacts on People First development. If developments become too out of sync, it could cause issues with productivity and the ability to pass stage gates successfully. | Open | 4 (Medium/Medium) | People First is on schedule and anticipates continuing to be in lock step with the project timeline well before the next stage gate. Team has hired a project manager with primary focus on ensuring People First maintains PALM readiness. Additionally, People First will be adding significant staff augmentation to assist us. | Logged June 28, 2024 | 06/28/24 | Michael Livingston / Tony Lloyd |
| PF Risks | People Processes Technology Data | Late discovery of defects, requirements changes, or any other event that could cause redevelopment for People First could strain resources on the People First team and our vendor. | Open | 4 (Medium/Medium) | PALM and People First teams will continue to meet weekly to collaborate on testing timelines and will add additional meetings on special topics as needed. We are continuing to refine our parallel testing schedule to ensure that we have time built into the schedule for development. People First will continue to send functional design documents to the PALM team to review and provide feedback to minimize surprises during development. | Logged September 9, 2024 | 09/09/24 | Michael Livingston |
| PF Risks | Technology Data | In order to meet testing dates, the People First team will need to start UAT using the three agencies' data that we already have as PALM cannot commit to providing additional data until the end of March. | Open | 4 (Medium/Medium) | Although we are starting with three agencies, we can load new agencies as we get them if PALM is able to provide. We can't reload agencies that we've loaded in the past, however. PF has reached out to PALM to get access to DOE, FSDB, DOT, DCF, FDC, and DOR records to ensure we have the test cases that we need. Due to timeline, we accept that we will need to test with the data that we have. However, we are analyzing the data we do have to determine what test scenarios we are missing. We can load additional data as we have it - and may need to pressure PALM to provide what they have when they have it. | Logged 2/11/24 | 02/28/25 | Michael Livingst |
| FRS Risks | People Processes Technology Data | Unknown risks due to changes to major statewide systems during modernizations. (Example: Changes to HR Class Code System, Changes to People First System) | Open | 4 (Medium/Medium) | Solution is continued information sharing and communication with PALM team and Retirement. As well as adhering to the Retirement reporting format. Continuing to monitor Class Code implications by being aware of what is coming out of HR regarding class codes. | 2023-11-6 - Logged 2023-12-20 - Updated mitigation. 2024-02-09 - No change. 2024-04-19 - Class Code System changes could create high impact for Retirement Interface Files. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-19 - Added clarification in Response Strategy. 2025-02-21 - No changes here, unsure what is to come. Continue to monitor as stated. | 11/07/23 | Division of Retirement / Megan Biederman |
| STMS Risks | People Processes | Timeline. Competing deadlines immediately prior to go-live. Fiscal accountants and other users will be trying to learn PALM as well as changes to departmental and enterprise systems affected by PALM implementation, at the same time. The STMS Team, as well as other system owners, may need to make late changes while also trying to train end users. | Open | 4 (Medium/Medium) | Identify impacted users and trainings that will be offered, to coordinate a DMS training schedule. Meetings with PALM have been initiated. Still early in the process. | Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change. Reviewed again Dec 20, No change. Continuing to monitor. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again June 12, 2024. No change. Reviewed again on Sept 10, 2024. No change. Reviewed again on Oct 29, 2024. No change. Reviewed again on Dec 18, 2024. Reviewed again on Feb 24, 2025. No change. | 11/06/23 | STMS / Casey Taylor |
| FRS Risks | People Processes Technology Data | Bureau of State Payrolls' (BOSP) reporting and payment of contributions to the Division of Retirement for both the FRS and optional retirement plans not being completed timely and/or accurately. | Open | 3 (High/Low) | Going through confirming requirements, build an acceptable design, extensive testing. In the process of working through the design with PALM. No work around except using the existing payroll system. | 2022-02-17 - Originally entered. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No | 02/17/22 | Division of Retirement / Megan Biederman |

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| | | | | | | change. 2024-12-19 - Confirmed this risk is still valid and ratings are appropriate. 2025-02-21 - No change. | | |
| FRS Risks | People Processes Technology Data | Upload of revenue accounting transactions from the Division's business system (IRIS) to PALM not being processed timely and/or accurately. This risk includes the timely and accurate posting of revenues in PALM. (These transactions record the receipt of retirement contributions of approximately \$6 billion per year.) If this risk happens, Retirement would not be able to receive the revenue and be able to invest (loss of earnings) and allocate to employer's accounts (the delay will affect allocations to balance the retirement reports which will delay posting of contribution data in IRIS which delays funds transfers to Investment Plan member accounts which may result in loss of earnings. If the employer submitted timely and the delay is on Retirement, the loss of earnings could be assessed to Retirement). | Open | 3 (High/Low) | Going through confirming requirements, build an acceptable design, extensive testing. The risk would be on IRIS - would be able to take information from the Department of Revenue website and manually enter, reconcile, and adjust in IRIS. Completed everything regarding strategy, need to test in UAT. | 2022-02-17 - Originally entered. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-19 - Updated description to added more detail. 2025-02-21 - Learning more about the process, confirm that the probability rating is still low. No other changes. | 02/17/22 | Division of Retirement / Megan Biederman |
| PF Risks | Processes Data | The need for parallel testing will increase the complexity of operations. Data will need to be maintained in a new environment and the legacy environment and could lead to inconsistencies. | Open | 2 (Medium/Low) | Parallel testing meetings Scheduled for August 2024 to ensure that the needs of PALM project team align with the current processes implemented by People First team and vendor. In addition, People First team has brought in a full-time project manager so that the team can maintain PALM readiness and continue day to day operations without sacrificing either. | Logged June 28, 2024 | 06/28/24 | Michael Livingston / Tony Lloyd |
| PF Risks | Processes Technology Data | Testing for PALM includes multiple success criteria. To be successful, People First will need to test payroll parallel to production payroll. But we will also need to test interfaces, conversions, and end user testing of changes within People First and our agency interfaces / reports. Scheduling must align with PALM schedules and environments will need to be refreshed at multiple intervals. We currently are limited in testing environments, so schedule management is key. | Open | 2 (Medium/Low) | People First team is crafting a change order to add 5 additional environments during the PALM testing period. This will allow us to build contingencies into the testing schedule to accommodate any schedule creep. This will also allow us to hold production data from the first payroll run in 2025 until PALM's environment is built to run parallel testing of payroll. Along with Amendment 12, the PALM schedule has extended its testing period, which should mitigate the complexity of testing for People First (in conjunction with enhanced environment management). | Logged 10/28/24 | 02/28/25 | Michael Livingston |
| STMS Risks | People Technology | Functionality. Inability to design new STMS user interface for creating vouchers. | Open | 2 (Medium/Low) | Provide training in PALM for creating vouchers so that we can attempt to replicate the process and minimize confusion for users in both systems. Provide information about flat files with information required to build vouchers in STMS and confidently pass combo edit checks using the PALM Combo Edit Check API. Meetings with PALM have been initiated. Still early in the process. Close to resolution; will review next cycle. | Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change. Reviewed again Dec 20 - no change. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again July 12, 2024. Likely resolution next cycle. Reviewed again Sept 10, 2024. Design sessions are in process. Reviewed again on Oct 29, 2024. Design/development in process. Reviewed again on Dec 18, 2024. Design/development in progress. Reviewed again on Feb 24, 2025. Design/development in progress. Likely resolution next cycle. | 11/06/23 | STMS / Casey Taylor |
| STMS Risks | Technology Data | Interface. Inability to design flat file transfer process. | Open | 2 (Medium/Low) | Provide information about when and where flat file data will be provided and how it will be accessed. Meetings with PALM have been initiated. Still early in the process. | Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again July 12, 2024. No change. Reviewed again Sept 10, 2024. No change. Reviewed again Oct 29, 2024. Development and testing in progress. Reviewed again on Dec 18, 2024. Development in progress. Reviewed again on Feb 24, 2025. Ready for integration testing to confirm solution. | 11/06/23 | STMS / Casey Taylor |
| STMS Risks | Technology Data | Functionality. Inability to design user interface to | Open | 2 (Medium/Low) | Provide information about the Speed Key interface, as well as training about how agencies will be using it in | Logged Sept 8, 2023. | 12/19/23 | STMS / Casey Taylor |

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| | | accommodate Speed Keys instead of Expansion Options | | | <p>PALM. Provide training about how Speed Keys will be used by travelers to communicate billing information to Fiscal Accountants.</p> <p>Meetings with PALM have been initiated. Still early in the process.</p> <p>CCN and Enterprise Partners are currently collaborating.</p> <p>Close to resolution; will review next cycle.</p> | <p>Reviewed again Nov 6, 2023 - no change.</p> <p>Reviewed again Dec 19, 2023 and closed.</p> <p>Reviewed again and reopened April 24, 2024.</p> <p>Reviewed again July 12, 2024. Likely resolution next cycle.</p> <p>Reviewed again Sept 10, 2024. PALM team is providing additional details on speed keys 9/11/24. Likely resolution next cycle.</p> <p>Reviewed again Oct 29, 2024. Development in progress.</p> <p>Reviewed again on Dec 18, 2024. Design/development in progress.</p> <p>Reviewed again on Feb 24, 2025. Design/development in progress. Shared design mockup to agencies during webinar.</p> | |
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| DMS Issues | | | | | | | | |
|-----------------------------|----------------------------------|---|--------|--|---|--|-----------------------------------|--------------------------------------|
| Sheet Name | Critical Operational Elements | Issue Description | Status | Priority | Resolution Plan | Reporting Period Comments or Updates | Planned or Actual Resolution Date | Owner / Coordinator |
| DMS Issues | People Processes Technology Data | Risk of User Acceptance Testing (UAT) failure. Current scheduled readiness tasks require agencies to have created their testing and training plan for all business processes without knowing or seeing the manual procedures in PALM to perform the business process transaction. Under this situation, DMS is unable to create a detailed enough test and training to ensure successful end user training. | Open | High - Impacts the ability of the agency to meet deadlines or milestones | <p>Feb 19: Based on discussions with PALM in the touchpoint meeting, PALM will create "process steps" that will provide the needed detail create the UAT tests.</p> <p>• UAT success will be depended on PALM publishing the "process steps" in time to be utilized by the agencies for UAT plans.</p> | UAT success will be depended on PALM publishing the "process steps" in time to be utilized by the agencies for UAT plans. | 03/28/25 | Stephen Russell |
| STMS Issues | Technology Data | Error while testing web service connection. | Open | High - Impacts the ability of the agency to meet deadlines or milestones | PALM Team is troubleshooting the connection issue and will schedule a meeting for resolution when available. | <p>Reviewed again on Dec 18, 2024. PALM team will contact us with an update when available.</p> <p>Reviewed again on Feb 24, 2025. No change.</p> | 11/08/24 | PALM |
| DMS Issues | Processes | MIP interfaces selected may not be 100% remediated without testing. | Open | Low - All impacts not listed as Critical or High | <p>Could be manually resolved with more manpower, but would want to make changes to interface selection and possibly the interfaces themselves to account for missing / unknown elements.</p> <p>Oct 23: Confirmed interfaces. MIP has updated and automated internal FLAIR reports. Next steps are in progress - id data fields that need to be integrated with MIP and PALM.</p> <p>Feb 19: Reconfirmed interface selections. Potential interfaces are selected, but may not be initially required.</p> | <p>If we mark "Remediation Complete" on the PALM Smartsheet, does that preclude us from making changes once testing starts?</p> <p>Reviewed again Aug 28, 2024. No change. Continuing to monitor.</p> <p>Oct 23: Continuing to monitor.</p> <p>Dec 18: Continuing to monitor. Some remediation complete and some still in progress. Process mapping in progress.</p> | 01/15/25 | OIT / Production Support / John Ross |

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| | | | | | | Feb 19: Continuing to monitor. | | |
| DMS Issues | People Processes | The majority of the DMS End Users are new to DMS. An even larger percentage have held their current jobs at DMS for less than 5 years. | Open | Low - All impacts not listed as Critical or High | Consistent monitoring, training and follow up. Regular communication, meetings, and increased involvement in the project Readiness Workplan Tasks. | This issue was logged as low priority because half of the DMS End Users have worked for the state for over 15 years. The remainder have been in the state system for between 6 and 15 years. DMS End Users as a whole are familiar with and have worked in PALM, counteracting their short time with DMS and / or in their current position. These numbers represent minimal risk to the project. Reviewed again Aug 28, 2024. No change. Continuing to monitor. Oct 23: No change. Continuing to monitor. Dec 18: No change. Continuing to monitor. Staff augs have been briefed and risk level is minimal to date. Feb 19: No change. Continuing to monitor. | 01/30/26 | Lance Dyal / Eric Thiele |
| FRS Issues | People Processes Technology Data | Business System (IRIS) upgrade is happening at the same time as the PALM implementation. This impacts resources and a new system, with new screens and interfaces. | Open | Low - All impacts not listed as Critical or High | Testing and training in advance - plan to be developed. | As long as we can produce an accurate accounting file and benefit payroll file, and process the incoming state retirement file from BOSP, as well as the information transferred between IRIS and PALM is correct. 2024-02-09 - No change. 2024-04-19 - No change. 2024-06-18 - No change. 2024-09-04 - No change. 2024-10-25 - No change. 2024-12-19 - No Changes 2025-02-21 - No Changes. | 12/01/25 | Florida Retirement System / Megan Biederman |

DMS Assumptions

| Sheet Name | Critical Operational Elements | Assumption | Status | Date Logged or Removed | Impacted Stakeholder(s) and/or System(s) | Reporting Period Comments or Updates |
|--------------------------------|----------------------------------|--|--------|------------------------|---|--|
| DMS Assumption | People Processes Technology Data | Decreased timeliness and staff familiarity with the new PALM system prior to go live. Unforeseen vacant positions in key role areas will have an effect on over utilization on staff not familiar with PALM in general. | Logged | 09/07/23 | Logged by: State Group Insurance / Jason Ottinger All DMS PALM end users are impacted. | Start PALM training on new system and UAT testing as soon as possible. Ensure units have backup staff trained along with primary staff early on to be able to continue with PALM functions in the Division. Reviewed again on Dec 27. No change. Reviewed again on Feb 2, 2024. No change. This assumption is directly related to the risk associated with the Sandbox. Reviewed again April 24, 2024. No change. Intend to address this general assumption in more detail with the End User Survey Analysis. Reviewed again Aug 8. No change. Reviewed again on Aug 28. No change. Oct 23: No change. Continuing to monitor. Dec 18: No change. Continuing to monitor. Some staff aug is now in place. Feb 25: Continuing to monitor. |
| FRS Assumption | Data | The State Retirement file from Bureau of State Payrolls (BOSP) will contain all of the same data elements that it currently contains, the reporting will function as it currently does, and Retirement will continue receiving the same information from People First. | Logged | 08/28/24 | Bureau of Enrollment and Contributions, IRIS | 2024-10-25: Worked with PALM, they confirmed the file properties will be the same, however, leaving open until testing. 2024-12-19: Reviewed, no changes. 2025-02-21: Reviewed, no changes. |

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: *

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DMS Status Report Confirmation

| Reporting Period | Agency Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|----------------------|-----------------------|--------------------|
| January - February 2025 | Lance Dyal | lance.dyal@dms.fl.gov | 03/11/25 |

FRS Status Report Confirmation

| Reporting Period | Enterprise Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|--------------------------|------------------------|--------------------|
| January - February 2025 | Kathy Gould | kathy.gould@dms.fl.gov | 02/24/25 |

MFMP Status Report Confirmation

| Reporting Period | Enterprise Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|--------------------------|------------------------|--------------------|
| January - February 2025 | Tyler Brown | tyler.brown@dms.fl.gov | 03/03/25 |

PF Status Report Confirmation

| Reporting Period | Enterprise Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|--------------------------|-----------------------|--------------------|
| January - February 2025 | Tony Lloyd | tony.lloyd@dms.fl.gov | 02/28/25 |

STMS Status Report Confirmation

| Reporting Period | Enterprise Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|--------------------------|-------------------------|--------------------|
| January - February 2025 | Casey Taylor | casey.taylor@dms.fl.gov | 02/28/25 |