

Helpful Links

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

FGCC Status Report Dashboard

Reporting Period

January - February 2025

Agency Sponsor

Lisa Mustain

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



Direct Impact Task Timeliness:

Score = 97.5%

- Submitted On Time = 22
- Submitted Late = 6
- Pending Resubmission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 96.92%

- Submitted On Time = 56
- Submitted Late = 8
- Pending Resubmission = 0

Direct Impact Task Completeness



Direct Task Completeness:

Score = 91.85%

- Submitted Complete = 21
- Submitted Incomplete = 1
- Completed After Submission = 5

Other Task Completeness



Other Task Completeness:

Score = 92.97%

- Submitted Complete = 28
- Submitted Incomplete = 0
- Completed After Submission = 9

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 = 7
- Duplicate Filled Role = 9
- Vacant Role = 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
N/A	Technology	561	Remediate Agency Business Systems based on Segment IV	10/21/24	03/14/25	50% - In Progress				
N/A	Technology	558	Update Agency Business System Documentation	11/18/24	01/10/25	100% - Submitted	01/10/25		Submission Complete	
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	50% - In Progress				
Indirect	People	564	Update Future Florida PALM Users	12/09/24	01/10/25	100% - Submitted	01/10/25		Submission Complete	
N/A	People	568	Create Training Plan for Agency Managed End User Training	12/09/24	05/30/25					
Direct	Data	567-J	Share, Review, and Update Configuration Workbooks	12/18/24	01/17/25	100% - Submitted	01/17/25		Submission Complete	
Direct	Data	567-P	Share, Review, and Update Configuration Workbooks	12/18/24	02/14/25	100% - Submitted	02/18/25		Submission Complete	
Direct	Data	658-A	Submit Data Field Mapping	12/18/24	02/14/25	100% - Submitted	02/18/25		Submission Complete	
Direct	Data	658-B	Submit Data Field Mapping	12/18/24	02/14/25	100% - Submitted	02/18/25		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	02/28/25		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	50% - In Progress				
Direct	Data	567-Q	Share, Review, and Update Configuration Workbooks	01/27/25	02/21/25	100% - Submitted	02/21/25		Submission Complete	
N/A	People	582	Share Florida PALM Updates	01/27/25	02/07/25	100% - Submitted	02/07/25		Submission Complete	02/28/25
N/A	People	584	Update Authorized Smartsheet Users	01/27/25	02/07/25	100% - Submitted	02/07/25		N/A	
Direct	Data	658-D	Submit Data Field Mapping	02/03/25	03/14/25	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	589	Submit Bimonthly Agency Readiness Status Report	02/28/25	03/10/25	100% - Submitted	03/12/25		Submission Complete	
N/A	N/A	590	Manage Agency Specific Implementation Schedule, Risks and Issues	02/28/25	04/30/25					
Direct	Data	567-L	Share, Review, and Update Configuration Workbooks	03/03/25	03/28/25					
Direct	Data	567-M	Share, Review, and Update Configuration Workbooks	03/03/25	03/28/25					
Direct	Data	567-N	Share, Review, and Update Configuration Workbooks	03/03/25	03/28/25					

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.
Implementation: Planned Florida PALM End Users = 14 • Business Process Groupings = 12/13 Identified Subject Matter Experts = 14	Implementation: Impacted Agency Business Processes = 29 • Related Business Process Groupings = 10/13 • Planned Spreadsheet Uploads = 0	Implementation: Business Systems Planned for Integration = 7 Planned Interfaces = 42 - Inbound Interfaces = 16 - Outbound Interfaces = 25	Implementation: Configuration • Commitment Control (KK) - Budget Allotments - Control Option = Option # 3 - Track without Budget - Account ChartField Tier Selection = Account Tier #2: Groupings - Organization ChartField Translation Tree Selection = Translation Tree #3: No Tree Assigned • Org Security Rule = Agencywide • Optional ChartFields - 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 Conversion • Optional Conversions - Accounts Receivable = Not Needed - Assets = Needed - Contracts = Needed - Customers = Not Needed - Encumbrances = Needed - Grants = Not Needed - Projects = Not 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.

FGCC Risks							
Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
Technology	Our configuration workbooks are out of date and there is no set timetable for when they will be refreshed	Open	9 (High/High)	FGCC has requested that our workbooks get refreshed and that we establish a regular schedule to refresh them so that as we make updates to FLAIR the workbooks will also get updated	Previously we have been given a timeframe of mid-December for when the current workbooks available in the knowledge center would be updated. As of 2/28/2025, the workbooks have not been updated yet.	05/02/24	Rob Stoner
Processes Data	FGCC has not found any definitive information regarding the use of inbound interface files, conversions, or spreadsheet uploads before or during UAT. Likewise, FGCC has not found any information about the availability of outbound interface files after the initial data upload and during UAT. FGCC intends to use these files as part of our UAT process.	Open	6 (Medium/High)	FGCC would like to get clarification on the availability of inbound and outbound interfaces prior to the beginning of UAT as well as during the UAT process. Additionally, if spreadsheet uploads will be available before PALM interfaces please let us know.	We have not received any update from DFS on this risk (10/25/2024) There has been some information shared during the most recent workshops. However, the planned interface testing seems to be focused on agency to palm and palm to agency and does not provide much information about enterprise system to palm. So, additional clarification is still needed (11/25/2024) This is still an outstanding question (2/28/2025)	08/15/24	Rob Stoner
Technology	FGCC did not receive funding for the Versa replacement system. Therefore, FGCC will need to work closely with DBPR in order to complete detailed business analysis and determine necessary remediation tasks.	Open	6 (High/Medium)	FGCC will reach out to IT within DBPR to establish regular analysis and design meetings in order to determine the business case and data requirements related to direct interface with PALM	Monthly.	09/11/23	Lisa Mustain, Director of Administration
Processes Data	Currently, PALM has not been able to provide definitive timelines of how much time we have to make adjustments to earnings and position funding during preliminary payroll accounting	Open	6 (High/Medium)	FGCC would like to get clarification on the expected time frames for the preliminary processing	We have not received any update from DFS on this risk (10/25/2024) We have not received any update from DFS on this risk (11/25/2024) This is still an outstanding question (2/28/2025)	09/27/24	Rob Stoner
Processes Data	FGCC has not found any definitive information regarding the use of inbound interface files, conversions, or spreadsheet uploads before or during UAT. Likewise, FGCC has not found any information about the availability of outbound interface files after the initial data upload and during UAT. FGCC intends to use these files as part of our UAT process.	Open	6 (Medium/High)	FGCC would like to get clarification on the availability of inbound and outbound interfaces prior to the beginning of UAT as well as during the UAT process. Additionally, if spreadsheet uploads will be available before PALM interfaces please let us know.	We have not received any update from DFS on this risk (10/25/2024) There has been some information shared during the most recent workshops. However, the planned interface testing seems to be focused on agency to palm and palm to agency and does not provide much information about enterprise system to palm. So, additional clarification is still needed (11/25/2024) This is still an outstanding question (2/28/2025)	08/15/24	Rob Stoner

Processes Technology Data	FGCC has not found any definitive information regarding the schedule and cut off dates for conversion data prior to go live and/or UAT. This information is needed in order for FGCC to implement any process and procedures for UAT testing and go live data verification.	Open	5 (High/Medium)	FGCC would like to get clarification on the schedule and cut off dates related to conversion data prior to UAT and GoLive	We have not received any update from DFS on this risk (10/25/2024). We have not received any update from DFS on this risk (11/25/2024) With the Go Live schedule getting pushed back FGCC realizes that specific cut off dates are still unknown. Can we please just get some kind of guideline like "cut off dates will be established and presented to agencies at a minimum of 90 days prior to the cut off date itself"	09/21/24	Rob Stoner
Processes Technology Data	FGCC has not found and definitive information regarding the processes that the enterprise systems will be following during UAT. For example, during UAT are Enterprise systems going to be updating both FLAIR and PALM UAT for ongoing daily transactions so that balances are properly maintained during UAT or are the enterprise systems only going to periodically update UAT? If it is periodic, is there a schedule?	Open	6 (High/Medium)	FGCC would like to get clarification on each enterprise testing strategy	We have not received any update from DFS on this risk (10/25/2024) We have not received any update from DFS on this risk (11/25/2024) This is still an outstanding question (2/28/2025)	09/27/24	Rob Stoner
Processes Technology Data	Currently, PALM has explained that during UAT there will be no scheduled resets of the initial data loads. This presents a risk associated to the overall UAT testing. Without scheduled resets during the UAT process we will be unable to confirm fixes associated with any identified errors that occur during UAT. This means that any errors could re-occur during Go Live.	Open	6 (High/Medium)	FGCC would like to have a few scheduled resets back to the initial Mock 4 conversion data so that we can test and corrective actions implemented as a result of UAT errors	We have not received any update on this risk (2/28/2025)	11/25/24	Rob Stoner
Processes Technology Data	Currently, FGCC is unable to identify how often during interface testing and UAT we are going to be able to receive updated COA values from PALM. Additionally, currently the is a COA workbook which will at some point be replaced by the standard PALM outbound interfaces and FGCC does not know when this transition will occur. The inability to receive updated COA values at regular intervals during interface testing and UAT has a direct impact on the ability to test our interface files and UI.	Open	6 (High/Medium)	FGCC would like to get clarification on when the PALM project will transition from the COA workbook to outbound interface files and how often the related data will be updated during interface testing and UAT.	We have not received any update on this risk (2/28/2025)	11/25/24	Rob Stoner
Technology	The Current State Business Process smartsheet does not have columns for both spreadsheet uploads and PALM Interfaces. Therefore, we do not have the ability to track and report progress for our business systems that may use PALM Interfaces	Open	4 (Medium/Medium)	FGCC has requested that the smartsheets be updated to allow this capability	We have not received any update from DFS on this risk (10/25/2024). We have not received any update from DFS on this risk (11/25/2024). At this point it seems like there will not any changes made to the smartsheets. If that is the case please just tell us so that we can simply accept the risk and close the risk. It very unlikely that the smartsheets are going to be updated as requested if this is the case please just close this risk. (2/28/2025)	05/02/24	Rob Stoner
Technology	Conversion Inventory and Data Readiness smartsheet utilizes a column called Agency Maintain Data Source. Due to the fact that each data source requires a date evaluation, cleanliness plan, and data monitoring, this column seems to be the same as Agency Business Systems but the smartsheet does not link to the business systems smartsheet. This makes it difficult to identify and track progress associated to data source clean up and business system remediation.	Open	4 (Medium/Medium)	FGCC would like to get clarification on the distinction between an Agency Business System and an Agency Maintained Data Source as well as insight into how to track how data from agency systems that is not in the primary sources gets converted into PALM.	We have not received any update from DFS on this risk (10/25/2024) We have not received any update from DFS on this risk (11/25/2024). At this point it seems like there will not any changes made to the smartsheets. If that is the case please just tell us so that we can simply accept the risk and close the risk. It very unlikely that the smartsheets are going to be updated as requested if this is the case please just close this risk. (2/28/2025)	05/02/24	Rob Stoner
Processes Data	FGCC has not found any definitive information regarding the schedule, depth, and scope of the conversion testing. Without this information we cannot determine the depth and scope of our testing, verification, and validation	Open	4 (Medium/Medium)	FGCC would like to get clarification on what will be included in the conversion testing. For example, after the conversion process is completed are we going to have access to the PALM sandbox to review and confirm our data within the PALM application, are we going to get samples of PALM reports, are we going to get PALM outbound interface files, etc.	We have not received any update from DFS on this risk (10/25/2024). As part of the workshops in the past month there has been some clarification on this issue. However, there is still not enough definitive information about interaction with enterprise systems and timelines of when functionality will be available to establish	06/28/24	Rob Stoner

					full testing plans. (11/25/2024)		
					This is still an outstanding question (2/28/2025)		
Processes Technology	<p>It is extremely problematic that Enterprise Systems are not using the PALM CCN when setting up meetings and workshops associated with system modifications related to PALM. BOSP only reaches out to our HR staff, MFMP only reaches out to our purchasing staff, STMS only reaches out to our processors, etc. It is incumbent on these staff members to forward any meeting invites to other people on the CCN.</p> <p>Essentially, the enterprise systems are notifying SME's of things that the Agency Sponsor, Business Liaison, and Project Manager are not getting. In some cases, the enterprise systems are starting a completely separate CCN that is specific to their system. This circumvents the entire reason for the PALM CCN.</p>	Open	4 (Medium/Medium)	FGCC would request that all enterprise system meeting and workshops that are associated to modifications and remediation related to PALM be communicated with all members of our PALM CCN	<p>It seem unlikely that our request is going to occur. If this is the case please let us know (2/28/2024).</p> <p>We have lowered the risk rating because it was originally overstated</p>	12/10/24	Rob Stoner

FGCC Issues							
Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
People	FGCC lacks the appropriate staffing levels to fully support readiness activities.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	FGCC has requested Administered Funds.	FGCC has received some funding which has allowed FGCC to bring on additional staff augmentation resources. However, currently FGCC has not received any funding beyond the end of the current fiscal year.	06/30/25	Robert Stoner

FGCC Assumptions						
Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period	Comments or Updates
People Processes Technology	FGCC will be able to access the available Administered Funds to support readiness activities.	Logged	02/29/24	All agency business systems.	12/14/2023 Update: Appropriation received. 02/29/2024 Update: FGCC is actively recruiting a Project Manager for the implementation of Florida PALM at FGCC. 03/12/2024 Update: FGCC conducted interviews for the Project Manager position during the week of March 8th.	
Technology	FGCC will not have a replacement for Versa Regulation by PALM go live	Logged	11/13/23	Revenue Management		The Versa Replacement budget line item was vetoed so FGCC will not have a Versa Replacement system by PALM Go Live
Technology	DBPR will continue to update and keep FGCC abreast on any modifications or remediations, if any, of Versa Regulation.	Logged	01/10/24	Revenue Management		Ongoing.
Processes Technology Data	FGCC will establish an agency consolidated financial database that will serve as a single repository for historical FLAIR data as well as ongoing PALM data	Logged	04/11/24	All agency business systems		Ongoing
Processes Technology Data	FGCC will be granted access to all interfaces available to agencies at some point after Go Live	Logged	02/28/25	All agency business systems		Ongoing

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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FGCC Status Report Confirmation			
Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
January - February 2025	Lisa Mustain	lisa.mustain@fgaming.gov	03/12/25