DMS Status Report Dashboard

Helpful Links

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

Reporting Period

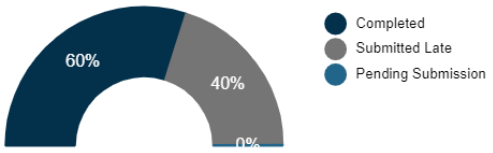
July - August 2023

Agency Sponsor

Katie Parrish

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

Readiness Workplan Tasks



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

Readiness Workplan Tasks:

Total Tasks = 5

- Completed = 3
- Submitted Late = 2
- Pending Submission = 0

People

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

Change Champion Network:

- Unique Filled Role = 9
- Duplicate Filled Role = 4
- Vacant Role = 1

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

Participation:

- Meetings Attended = 4
- Meetings Missed = 1

The Participation dial reflects your agency's attendance at Project-led meetings.

Implementation:

- Training = TBD

Processes

The sequence of procedures to accomplish a business objective.

Current-State:

Cataloged Business Processes = 0

- Related Business Systems = 0
- Related Reports = 0
- **Documentation Status:**
- Complete = 0 Partial = 0 Not Started = 0

Implementation:

- Role Mapping = TBD

Technology

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

Current-State:

Cataloged Business Systems = 13

- **Criticality:**
- High = 4 Med = 2 Low = 0 None = 7
- **Documentation Status:**
- Complete = 9 Partial = 2 Not Started = 2

Cataloged Interfaces = 4

- Inbound Interfaces = 3
- Outbound Interfaces = 0

Implementation:

- Interfaces = TBD

Data

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

Current-State:

Unique FLAIR Data Elements = 143

- **Associated Unique Uses = 1303**
- Continued Use - Yes = 205
- Continued Use - No = 43
- **Associated Business Systems = 5**

Cataloged Reports = 106

- **Criticality:**
- High = 91 Med = 16 Low = 3 None = 0

Implementation:

- Conversions = TBD
- Configurations = TBD

The dials below 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.

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.

DMS Risks

Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
People	Resources. Year-end close out, certified forward and financial statements are forthcoming. There will be limited resources to perform Florida Palm tasks during year end, from June to September 30th.	Open	9 (High/High)	Postpone tasks completion deadline dates to after September 30, 2023.	Logged April 26, 2023. Reviewed again September 6, 2023.		Financial Management Services / Kedra Lewis
People Processes Technology Data	Variable risk/issues at this time with People First. People First is currently working on its next-generation platform efforts with our HR BPO with an est release date of June 30th and will start working on its ITN with an early 2024 release. The end of the contract is August 2026 with the end of current life support Dec 2027. The main risk/issue is several folds with launching two major state ERP systems at the same time, converging timelines, and not enough information on the level of remediation needed for PF/PALM. Once a scope and business requirements are developed - a resource plan will need to be developed to determine the lift which in turn determines the ask from a funding standpoint. It will take time to stand up the teams to tackle this effort. *another risk is for all vendors to be able to work together freely on solutionizing and remediating work. This is a risk because several of the vendors are known competitors	Open	6 (High/Medium)	Uncertain at this time until business requirements and remediation level efforts are scoped out and resource and project plans are developed. Very high-level solution with information known right now: 1) PF would require to stand up a separate remediation team. This team would be focused and solely dedicated to working directly with NGA and PALM. This would be a specialty project team just dedicated to working on this with a high velocity - quick sprint reviews. *In addition to the special project team listed above, PF would need additional FTEs on the core unit because historical knowledge and expertise on system/state functionality would be needed to help bridge the gap - we would need to backfill current FTEs to backfill current position to maintain current system use.	Logged April 22, 2023. Reviewed again September 6, 2023.		People First / Tomy Mollas

	with each other regarding ERP solutions and PF will have a competitive ITN next year. PF/PALM working on multi-party NDA to hopefully resolve this issue.						
People Processes Technology Data	Functionality, Will PALM deliver the functionality needed for DMS operations?	Open	6 (High/Medium)	Develop a testing plan. Use the PALM Sandbox environment.	Logged April 26, 2023. Reviewed again September 6, 2023.		Finance and Administration / Jennifer Gaines
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)	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.	Logged April 26, 2023. Reviewed again September 6, 2023.		Finance and Administration / Sandy Watson
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)	Complete the tasks early or ask for a later due date.	Logged April 27, 2023. Reviewed again September 6, 2023.		Finance and Administration / Eric Thiele
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	6 (High/Medium)	Identify impacted users and trainings that will be offered, to coordinate a DMS training schedule.	Logged Sept 8, 2023.		STMS / Kurt Bonhamer
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 the it to be fixed and re-tested prior to the January 2026 go live date?	Open	4 (Medium/Mediu	Roll out sandbox test capabilities as sections are completed for Agencies to test.	Logged April 21, 2023. Reviewed again September 6, 2023.		Division of State Group Insurance / Jason Ottinger
Technology Data	Funtionality. Failure to utilize latest and most efficient data transfer methods.	Open	4 (Medium/Mediu	Evaluate effort required to create Encumbrance API vs Voucher API and determine if creating one provides enough of a foundation to justify creating the second API.	Logged Sept 8, 2023.		STMS / Matt Gigglio
Data	Interface. Inability to make informed design decisions about API versus Flat File.	Open	4 (Medium/Mediu	Provide more information about flat files required to create vouchers, update voucher status, and update voucher payment status. Provide information about time required to process inbound vouchers in PALM and then return status updates. Then provide information about these processes if using an API to determine value provided.	Logged Sept 8, 2023.		STMS / Matt Gigglio
People Technology	Functionality. Inability to design new STMS user interface for creating vouchers.	Open	4 (Medium/Mediu	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.	Logged Sept 8, 2023.		STMS / Matt Gigglio
Technology Data	Interface. Inability to design flat file transfer process.	Open	4 (Medium/Mediu	Provide information about when and where flat file data will be provided and how it will be accessed.	Logged Sept 8, 2023.		STMS / Matt Gigglio
Technology Data	Functionality. Inability to design user interface to accommodate Speed Keys instead of Expansion Options	Open	4 (Medium/Mediu	Provide information about the Speed Key interface, as well as training about how agencies will be using it in PALM. Provide training about how Speed Keys will be used by travelers to communicate billing information to Fiscal Accountants.	Logged Sept 8, 2023.		STMS / Matt Gigglio
Processes Technology Data	Interface. Insufficient information about what the Combo Edit Check API will verify and what STMS must be prepared to verify.	Open	4 (Medium/Mediu	Provide details about what the Combo Edit Check will verify and what needs to be verified outside of that check.	Logged Sept 8, 2023.		STMS / Matt Giglio

DMS Issues

Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
Technology	Certain webservices that allow for live data between MFMP, STMS, and PALM will not be active in PALM like they are in FLAIR.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	No known solution at this time except for PALM to change their design.	Functionality: This is a step backwards in functionality from the 50-year-old system to the new solution.		State Purchasing / Gerard Steele
Processes Technology	The Florida PALM Team has decided to not provide a webservice/real time interface for budget pre-check or vouchers. This does not match up to current FLAIR functionality and presents a significant risk in increasing payment cycle time, which has direct impact on agencies' ability to meet prompt payment requirements.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	The recommended proposed solution is for the Florida PALM team to provide a budget pre-check and voucher webservice/real time interface, in addition to the Combo Edit Check and Encumbrance webservice they have already offered.	Interface: There are also impacts to emergency operations invoice payment in the event a vendor needs to be paid quickly to secure emergency supplies or services during Emergency Operations Center (EOC) activation.		State Purchasing / Tyler Brown

DMS 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 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	State Group Insurance / Jason Ottinger	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.

DMS 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 Processes	PALM Agency Readiness Touchpoint	July 25, 2023	CCN, PALM Readiness Coordinator	To review and discuss Florida PALM implementation activities.	Recurring monthly Florida PALM touchpoint meeting between DMS's Change Champion Network Agency Liaison and PALM Readiness Coordinator, Vincent Cicco.
People Processes	PALM Training Meeting	August 3, 2023	Agency Liaison, Training Liaison	To review upcoming PALM workshop and activities.	Discussed Training Liaison backup role and responsibilities.
People Processes	Internal DMS Monthly PALM Connect	August 3, 2023	Agency Sponsor, Agency Liaisons	To review upcoming events and deadlines and receive updates from agency liaisons.	Recurring monthly Agency Sponsor briefing.
People Processes	PALM Agency Readiness Touchpoint	August 22, 2023	CCN, PALM Readiness Coordinator	To review and discuss Florida PALM implementation activities.	Recurring monthly Florida PALM touchpoint meeting between DMS's Change Champion Network Agency Liaison and PALM Readiness Coordinator, Vincent Cicco.
People Processes	Internal DMS Monthly PALM Connect	August 24, 2023	Agency Sponsor, Agency Liaisons	To review upcoming events and deadlines and receive updates from agency liaisons.	Recurring monthly Agency Sponsor briefing.
People Processes Technology Data	PALM Task Work Session	July 13, 2023	Agency Liaisons, SMEs	Review Readiness Workplan Tasks. Organize efforts. Determine collaborators. Develop timelines. Complete tasks.	Recurring weekly work group meeting. Focus: Task 327
People Processes Technology Data	PALM Task 327 Work Session	July 19, 2023	F&A, SAM	Complete empty fields on Reports Inventory Smartsheet.	SME meeting. Focus: Task 328
People Processes Technology Data	PALM Task Work Session	July 20, 2023	Agency Liaisons, SMEs	Review Readiness Workplan Tasks. Organize efforts. Determine collaborators. Develop timelines. Complete tasks.	Recurring weekly work group meeting. Focus: Task 327
People Processes Technology Data	PALM Work Plan	July 21, 2023	CCN	Develop PALM Operational Work Plan (OWP) for DMS Funding and Support Estimate	Worked with OIT Director on a detailed OWP as requested by Financial Management Director
People Processes Technology Data	PALM Work Plan	July 24, 2024	CCN	Develop PALM Operational Work Plan (OWP) for DMS Funding and Support Estimate	Worked with OIT Director on a detailed OWP as requested by Financial Management Director
People Processes Technology Data	PALM Task 326 Work Session: Interfaces	August 3, 2023	Production Support, Security, SMEs	Activities to prepare for interfacing with Florida PALM. Review and complete PALM Smartsheet fields.	Focus: Task 326. Reviewed the last Interface Report and supporting documentation. Reviewed expectations and requested updates.
People Processes Technology Data	PALM Task Work Session	August 17, 2023	Agency Liaisons, SMEs	Review Readiness Workplan Tasks. Organize efforts. Determine collaborators. Develop timelines. Complete tasks.	Recurring weekly work group meeting. Focus: Task 326
People Processes Technology Data	PALM Task 326 Work Session: Interfaces	August 24, 2023	Production Support, Security, SMEs	Activities to prepare for interfacing with Florida PALM. Review and complete PALM Smartsheet fields.	Focus: Task 326. Reviewed requested updates. in Excel prior to documenting in Smartsheet.

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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DMS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
July - August 2023	Katie Parrish	evelyn.harrison@dms.fl.gov	09/11/23