

Helpful Links

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

DOH Status Report Dashboard

Reporting Period

March - April 2026

Agency Sponsor

Robert Herron

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 = 100%

- Submitted On Time = 52
- Submitted Late = 0
- Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 96.7%

- Submitted On Time = 92
- Submitted Late = 5
- Pending Submission = 0

Direct Impact Task Completeness



Direct Task Completeness:

Score = 82.35%

- Submitted Complete = 30
- Submitted Incomplete = 5
- Completed After Submission = 16

Other Task Completeness



Other Task Completeness:

Score = 92.46%

- Submitted Complete = 57
- Submitted Incomplete = 2
- Completed After Submission = 10

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.

Change Champion Network:

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

- Unique Filled Role = 16
- Duplicate Filled Role = 0
- 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
Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26	100% - Submitted	03/09/26		Task Closed - Submission Incomplete	
N/A	N/A	673	Submit Bimonthly Agency Readiness Status Report	03/02/26	03/10/26	100% - Submitted	03/10/26		Submission Complete	
Indirect	N/A	674	Submit Monthly Progress Report - Testing	03/02/26	03/31/26	100% - Submitted	03/30/26		Submission Complete	
Indirect	People	696	Maintain Role Mapping Worksheet	03/23/26	04/30/26	100% - Submitted	03/23/26		Submission Complete	
Indirect	N/A	675	Submit Monthly Progress Report - Testing	04/01/26	04/30/26	100% - Submitted	04/29/26		Submission Complete	
Indirect	Data	697	Maintain Configuration and Conversion Workbooks	04/01/26	04/30/26	Pending Resubmission	04/30/26		Submission Incomplete	
N/A	People	607	Update Training Plan	04/06/26	06/05/26					
N/A	People	676	Share Florida PALM Updates	04/13/26	04/24/26	100% - Submitted	04/23/26		Submission Complete	
Direct	Data	713	Confirm Supplier Records	04/20/26	05/22/26					
Direct	Data	698	Complete Data Cleansing in Preparation for Dry Run 2	04/20/26	06/17/26					
N/A	N/A	677	Submit Bimonthly Agency Readiness Status Report	05/01/26	05/11/26	100% - Submitted	05/07/26			
Indirect	N/A	678	Submit Monthly Progress Report - Testing, Training	05/01/26	05/29/26					
Indirect	Data	699	Maintain Configuration and Conversion Workbooks	05/01/26	05/29/26					
Indirect	People	700	Maintain Role Mapping Worksheet	05/01/26	05/29/26					
N/A	Processes	602	Update Agency Business Process Documentation	05/04/26	10/30/26					
N/A	People	604	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26					

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.

DOH Risks

Status	Date Opened	Date Closed	Primary Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for Mar. - Apr. 2026
Open and Monitoring	04/22/25		Business Process Chang	The intention is for DFS to setup all of our organization codes and they have to route through their team for an approval process as well. DOH has a large volume	Stable	9 (High/High)	N/A	DOH will wait for the Organization codes to be set up by DFS	This will delay things for DOH	Risk reviewed with the core team

			of organization codes and is concerned with the process flowing through DFS.							
Open and Monitoring	04/22/25		Business Process Change	DOH currently uses multiple RDS and existing reports in preparation of Federal Grant Reporting. DOH is concerned how the agency will generate Grant Reporting within PALM.	Increasing	9 (High/High)	N/A	DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability. DOH resources are also reviewing current Grants reports start to end again.	DOH will have to continue working on remediation with the information they have.	Risk reviewed with the core team
Open and Monitoring	04/22/25		Business Process Change	PALM eliminating the IBI field for DOH	Stable	9 (High/High)	N/A	DOH is working on a work-around to address this issue.	DOH will have to continue working on remediation with the information they have.	Risk reviewed with the core team
Open and Monitoring	04/22/25		Post Implementation	<p>With the implementation of PALM there will be many enterprise processes that are overseen by one agency that will impact all agencies.</p> <p>One example of this is DFS. DFS oversees areas such as Vendor Relations, Auditing, Financial Statements and New Account Codes. DFS will solely establish processes that will impact the successful implementation of PALM at the agency level based on these processes in relation to PALM being provided prior to implementation.</p> <p>Enterprise entities like AG/IG's offices or Agencies like DMS, DFS may present new processes / changes at or close to Go-Live or during Hypercare, that may present more work on the Agency. For example, auditing of payments and the increased number of returns and possibly hold up of payments all while transitioning and learning how to work within PALM. Back in 2019 when we went live with the Statewide Travel Management System (STMS), our trips were sampled for audit and returned by DFS increased from approximately 0-2 trips returned per month to 34 trips returned in April 2019 and 197 trips returned in May 2019. Once these trips were returned, we had to review</p>	Stable	9 (High/High)	N/A	DOH will await the changes in policies and procedures	DOH will have to prepare for possible delays.	Risk reviewed with the core team

			the return and clear up the issue with the returns which meant coordinating with each traveler for each trip returned. This was very time consuming and a struggle to learn a new system and deal with the influx in sampled trips being returned.						
Open and Monitoring	04/22/25	Business Process Change	"Payroll Reallocation Voucher Adjustment: • How will we complete payroll reallocations for a voucher that posted in FLAIR in November - December 2026 when PRP is to process in January 2027 using the PALM data? • How will FIRS or CHDs edit or correct any vouchers between November - December 2026 when we go to PALM January 2027? • If only the balances are rolling over to PALM, then what about the voucher details? This is specific for Payroll Reallocation, but this will be true for all Vouchers."	Stable	9 (High/High)	N/A	DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability.	DOH will have to continue working on remediation with the information they have.	Risk reviewed with the core team
Open and Monitoring	04/22/25	Deployment/Cutover	Missing or Incomplete information - Clear understanding and instructions from the Project team to the agency to complete tasks. Time to process the ask of the task and have enough time to discuss and complete the task correctly.	Stable	9 (High/High)	N/A	DOH is in constant touch with the Readiness Coordinator to understand / clarify instructions	DOH PM will be in touch with the PALM Project Readiness Coordinator	Risk reviewed with the core team
Open and Monitoring	10/22/25	Conversion/Configuration	Cross Agency: Uncertainty around Data Warehouse Data and Access may cause a delay in agency planning or rework. Still concerned with the Data Warehouse functionality as the FLAIR reports which exist today in Information Warehouse were not migrated to the new warehouse only the FLAIR data tables were migrated.	Increasing	9 (High/High)	The answer to this risk affects our designs for agency data structure.	Check documents released by the PALM Team to confirm assumptions or resolve end user needs by creating reports in FDW	The longer that this design is delayed the more likely that rework will be required at the agency level to meet historical data needs for Agency Business Systems and Users, which will potentially put the Go-Live Date at risk.	Risk reviewed with the core team
Open and Monitoring	03/06/26	User Acceptance Testing	SME's cannot test all functionality. Few controls are missing or not available to SME's. SME's are learning in limited scope - not understanding the complete end to end process.	Increasing	9 (High/High)	This was discovered during UAT	SME's will continue to participate and understand and ask questions as much as they can.	Work with PALM team to get the full picture.	Risk reviewed with the core team

Open and Monitoring	03/06/26		User Acceptance Testing	Many big impactful changes are being made without understanding the complete process within the system.	Increasing	9 (High/High)	This was discovered during UAT	SME's will continue to participate and understand and ask questions as much as they can.	Work with PALM team to get the full picture.	Risk reviewed with the core team
Open and Monitoring	03/06/26		User Acceptance Testing	Limited number of SMEs at UAT	Stable	9 (High/High)	Only 3 SMEs are allowed by PALM to attend UAT sessions	SME's will continue to participate and understand and ask questions as much as they can.	3 SMEs that go to PALM UAT will work with rest of the SMEs	Risk reviewed with the core team
Open and Monitoring	03/06/26		User Acceptance Testing	Auditors do not accept reports that do not come out of the source system. Current RDS reports come out of FLAIR (source system)	Increasing	9 (High/High)	Auditors have rejected reports that are not produced from source system.	We will review the DW / BI reports	Work with PALM team to add reports needed by auditors	Risk reviewed with the core team
Open and Monitoring	03/06/26		User Acceptance Testing	Configurations and Configurations are not coordinated with source system teams and PALM Project team. Directions are given adhoc. Smartsheets throw errors and DOH has experienced that batch jobs running adhoc as the team is updating the configurations.	Increasing	9 (High/High)	PM has informed RC	We are working very hard on getting the	DOH team will continue to work on this	Risk reviewed with the core team
Open and Monitoring	05/06/26		User Acceptance Testing	Currently STMS has not processed a payment in PALM UAT and DOH has had difficulty having a AOD-PALM payment process through to PALM and pay. DOH annually processes 45K to 50K AOD invoices and 15K to 16K STMS payments. Issues not flushed out and remediated prior to go live can cause delays at go live and significant bottle necks in payment processing, when payment queues will already be overloaded and stressed with crossover.	Increasing	9 (High/High)	Issues not flushed out and remediated prior to go live can cause delays at go live and significant bottle necks in payment processing, when payment queues will already be overloaded and stressed with crossover.	Test / Figure out issues in Production environment	This will have a big impact on DOH due to high volumes of STMS and AOD payments. Staff will have to work overtime to accomodate and timely payments may not be made.	New risk added by Robert Herron
Open and Monitoring	04/22/25		Training	Lack of Training: The training needs to be specific to the State of Florida implementation, including specific Chart of Accounts ChartField values as well as other configured elements. In addition, there also needs to be technical related training for interfacing methods, data access for the IW, and remediation techniques	Increasing	6 (High/Medium)	N/A	DOH is working on creating Foundational trainings and involved in UAT Pre-requisite meetings with DFS team.	DOH will have to have expedite training.	Risk reviewed with the core team
Open and Monitoring	04/22/25		Training	The training timeframe given will not be enough time for us to create and launch agency specific trainings. End users won't have time to take them	Stable	6 (High/Medium)	N/A	DOH training team is currently working on metrics to create a UAT plan to manage trainings for all PALM users.	DOH will have to have expedite training.	Risk reviewed with the core team

			before go live either.						
Open and Monitoring	10/22/25	Business Process Change	Cross Agency: Uncertainty Around Batch Schedule during E2E Interface Testing, may create challenge for agency ability to perform E2E Testing. There is currently a batch schedule; however, still not clear on if it is running as scheduled since there are times that DOH has been told the batches were stopped due to issues.	Decreasing	6 (High/Medium)	We can't know when new information is going to be coming from PALM to schedule processes to populate Agency Business Systems with up to date financial information.	Worked closely with the PALM team to coordinate and resolve issues that arise during Interface Testing.	The later that this is delayed the more likely that there will be impacts at the agency level that will require rework to meet the PALM Batch Schedule and potentially put the Go-Live Date at risk at the agency level.	Risk reviewed with the core team
Open and Monitoring	04/27/26	User Acceptance Testing	MFMP has indicated that agencies can manually add users for testing purposes. While this is helpful, this approach presents several challenges. One issue identified during UAT is that user roles and groups in the AOD PALM UAT environment were not configured to mirror the current production environment. Without MFMP's support in establishing these user accounts, DOH must determine the correct roles and groups through trial and error. This is highly time consuming, especially given the volume of system generated error messages encountered during user maintenance and the fact that DOH has thousands of users. Additionally, MFMP has developed a conversion plan for all AOD user profiles that will result in incorrect ORG security levels for DOH users. This plan was created without DOH input, and DOH is not aware of any plans to test the converted user profiles during agency UAT. DOH should have the opportunity to review converted user accounts during UAT rather than waiting until go live to troubleshoot both the issues already identified and any new	Increasing	6 (High/Medium)	Just like with PALM, we need CHD and program users actively testing their business processes in the system and gaining exposure to the new fields and converted data. We cannot have them logging in for the first time when the system goes live in January. That scenario would set us up for major issues.	Train CHD users after Go-Live	Train CHD users after Go-Live	Samanatha W talked to Robert H about this risk to be added to DOH Risks.

				issues that may arise.						
Open and Monitoring	10/22/25		Conversion/Configurator	Cross Agency: Limited use of special characters may lead to rework/ additional work at agencies	Stable	4 (Medium/Medium)	The project could have automated the removal of special characters. Configurations and conversions were updated by technical resources.	Configurations and conversions Smartsheets were updated by technical resources.	Rework/additional work will be needed	Risk reviewed with the core team
Open and Monitoring	04/22/25		Business Process Change	Agency is unable to determine how the Trial Balance, Schedule of Allotment Balances, year-end closing processes and Schedule 1 processes will be completed with the Account field which combines the current FLAIR General Ledger Code and Object Code.	Stable	3 (Low/High)	N/A	DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability.	DOH will have to continue working on remediation with the information they have.	Risk reviewed with the core team
Open and Monitoring	09/09/25		Agency Business System	Timely completion of AxiomPro system remediation.	Stable	2 (Low/Medium)	AxiomPro is a 3rd party managed Agency business system, which is used by at least 9 different agencies.	DOH is working with Image API to identify the requirements and the final report.	DOH will work with Image API on an alternate solution.	Risk reviewed with the core team
Open and Monitoring	10/22/25		Agency Business System	Cross Agency: Timely completion of AxiomPro system remediation	Stable	2 (Low/Medium)	AxiomPro is a 3rd party managed Agency business system, which is used by at least 9 different agencies.	1. Vendor to refer FL PALM knowledge center to plan & design the system remediation. 2. Vendor to perform unit testing with the information provided by the FL PALM team. 3. FL PALM Team to make sizable and reliable sample/ test files available. 4. Vendor to perform exhaustive Technical Testing of the system integration (Cycle 2 - Testing) and complete defect fixes. 5. Agency to monitor the progress of the system remediation and provide support/ consultations.	ABS remediation of several agencies will be impacted. Some agency may have manual workaround however this may impact go-live readiness for a few agencies.	Risk reviewed with the core team
Open and Monitoring	04/22/25		Agency Business System	Awaiting confirmation and finalized configurations, conversions, and interfaces so DOH can calculate work effort on remediation and develop project timelines for completion of necessary tasks.	Decreasing	1 (Low/Low)	N/A	We are creating DOH's FDW	DOH will have to continue working on remediation.	Risk reviewed with the core team
Open and Monitoring	04/22/25		Training	Payroll Design Sessions are scheduled to complete / finalize by the PALM project in July-October 2024 (Segment IV). Agencies may not have enough time to understand and implement change of processes, requirements, interface files.	Decreasing	1 (Low/Low)	N/A	DOH is reading all the available information on knowledge center to understand Payroll changes.	DOH will have to continue working on remediation with the information they have.	Risk reviewed with the core team

DOH Issues									
Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for Mar. - Apr. 2026
Open	04/24/26		High - Impacts the ability	User Acceptance Testing	AOD is indicating agencies can add users for the purpose of testing. This will assist, but due to some of the challenges DOH has faced within in the AOD-PALM UAT, it would be beneficial if AOD-PALM tested adding users using an automated process similar to migration at go-live, prior to go-live.	CHDs would not access until go-live. I think this is an issue we need to add to our issue log.	Train CHDs after Go-Live	12/01/26	Discussed with leadership
Open	05/01/25		Low - All impacts not listed	Agency Business System	Changes to PALM website, PALM tasks, and the Interface files:	DOH staff got used to receiving emails for Interface and Report	Resources will check PALM site and Change Log every week	06/30/26	Discussed with leadership

				Our agency is taking a lot of effort to educate and train technical and non-technical staff. Constant changes disrupts processes and it takes time to find the same information and retrain staff. For e.g., DOH staff got used to receiving emails for Interface and Report updates, now we have 2 or 3 resources who will check the Change Log every so often	updates, now we have 2 or 3 resources who will check the Change Log every so often		
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DOH Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for Mar. - Apr. 2026
<input type="checkbox"/> People <input type="checkbox"/> Processes <input type="checkbox"/> Technology <input type="checkbox"/> Data	PALM will provide solution and remediation of enterprise applications i.e., STMS, PeopleFirst, etc.	Logged	05/01/25	DOH Finance and Accounting	Discussed in the core meeting and decided to keep the assumption
<input type="checkbox"/> People <input type="checkbox"/> Processes <input type="checkbox"/> Technology <input type="checkbox"/> Data	PALM will maintain the project "On schedule"	Logged	05/01/25	DOH PALM Project team	Discussed in the core meeting and decided to keep the assumption
<input type="checkbox"/> People <input type="checkbox"/> Processes <input type="checkbox"/> Technology <input type="checkbox"/> Data	Enterprise entities like AG/IG's office, or Agencies like DMS, DFS will not add changes or new processes at Go-Live or during PALM HyperCare period	Logged	05/01/25	DOH Finance and Accounting	Discussed in the core meeting and decided to keep the assumption

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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DOH Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
March - April 2026	Robert Herron	robert.herron@flhealth.gov	05/07/26
January - February 2026	Robert Herron	robert.herron@flhealth.gov	03/09/26