

**Helpful Links**

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# FLHSMV Status Report Dashboard

**Reporting Period**

March - April 2026

**Agency Sponsor**

Steve Burch

*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 = 98.11%

- Submitted On Time = 47
- Submitted Late = 6
- Pending Submission = 0

**Other Task Timeliness:**

Score = 97.08%

- Submitted On Time = 87
- Submitted Late = 9
- Pending Submission = 1

**Direct Task Completeness:**

Score = 95.09%

- Submitted Complete = 42
- Submitted Incomplete = 0
- Completed After Submission = 11

**Other Task Completeness:**

Score = 86.09%

- Submitted Complete = 53
- Submitted Incomplete = 2
- Completed After Submission = 14

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 = 14
- Duplicate Filled Role = 2
- 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
	People	328	Document Current Agency Business Processes	07/31/23	12/15/23	50% - In Progress		Due to the importance of other tasks, and the agency's operational work priorities, this task may not be completed by HSMV.	Task Closed - Submission Incomplete	
N/A	Processes	515	Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II	01/29/24	04/12/24	Pending Resubmission	04/16/24	We have completed this task, except for the updates to our current state business process documentation. Our goal is to update our procedures during UAT testing, when we'll have full access to the PALM screens and testing environment.	Submission Complete	01/30/26
N/A	Processes	527	Identify Change Impacts and Update Agency Business Process Documentation for Segment III	04/15/24	07/12/24	Pending Resubmission	01/30/26	We have completed this task, except for the updates to our current state business process documentation. Our goal is to update our procedures during Agency UAT testing, when we'll have full access to the PALM screens and testing environment.	Submission Incomplete	
N/A	Processes	543	Identify Change Impacts and Update Agency Business Process Documentation for Segment IV	07/22/24	10/18/24	Pending Resubmission	11/01/24	Submitted 11/1/2024 per previous update.	Submission Complete	01/30/26
Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26	100% - Submitted	03/10/26	Mock Conversion sheet updated w/ completion dates.	Submission Complete	
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	03/31/26		Submission Complete	
Indirect	People	696	Maintain Role Mapping Worksheet	03/23/26	04/30/26	100% - Submitted	04/30/26		Submission Complete	
Indirect	N/A	675	Submit Monthly Progress Report - Testing	04/01/26	04/30/26	100% - Submitted	04/30/26		Submission Complete	
Indirect	Data	697	Maintain Configuration and Conversion Workbooks	04/01/26	04/30/26	100% - Submitted	04/30/26		Task Closed - Submission Incomplete	
N/A	People	607	Update Training Plan	04/06/26	06/05/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	676	Share Florida PALM Updates	04/13/26	04/24/26	100% - Submitted	04/24/26		Submission Complete	
Direct	Data	713	Confirm Supplier Records	04/20/26	05/22/26	100% - Submitted	05/06/26		Submission Complete	
Direct	Data	698	Complete Data Cleansing in Preparation for Dry Run 2	04/20/26	06/17/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	677	Submit Bimonthly Agency Readiness Status Report	05/01/26	05/11/26	100% - Submitted	05/11/26			
Indirect	N/A	678	Submit Monthly Progress Report - Testing, Training	05/01/26	05/29/26	50% - In Progress				
Indirect	Data	699	Maintain Configuration and Conversion Workbooks	05/01/26	05/29/26	25% - Beginning Initial Internal Meetings and Information Gathering				

Indirect	People	700	Maintain Role Mapping Worksheet	05/01/26	05/29/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	Processes	602	Update Agency Business Process Documentation	05/04/26	10/30/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	604	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26	25% - Beginning Initial Internal Meetings and Information Gathering				

## 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.

FLHSMV 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	12/20/24		User Acceptance Testing	Supplier ID	Stable	9 (High/High)	Final Supplier ID will be provided by PALM before Go Live. Risk to agency is in not receiving finalized Supplier IDs until or just before go live. In order to successfully match supplier IDs provided by PALM, the FEID is critically needed by FLHSMV, confirmed by Data Manager. The agency is analyzing APC001 from Dry Run 1, and additional supplier files, and will re-examine manual processing time required to match Supplier IDs.	The agency will test Supplier ID fields and matching as received on each iterative Mock Conversion, and will use the iterative Supplier ID test results. Test Supplier IDs were provided in interim to support UAT testing.	The ability to match the Supplier ID (throughout multiple mock conversions) to agency data would be quite taxing and require multiple, additional hours that are not currently included in the plan budget.	Agency monitoring.
Open and Monitoring	12/16/25		Interface	Supplier ID - Cycle 3 Interface Testing	Stable	6 (Medium/High)	Complete supplier ID tables will not be available for test during UAT for API and IUI interfaces. Only select supplier IDs will be available for testing in UAT.	The agency will select which supplier IDs to test with each interface. The supplier IDs will vary (i.e., counties, agencies, other vendors, etc).	Agency may not be able to test all supplier IDs during interface cycle 3 testing / End to End testing.	Agency is currently working on task 698 to analyze APC001 supplier files.
Open and Mitigating	05/07/26		User Acceptance Testing	PALM changes to Config/Conversion smart sheets and to Topics/Activities sheet are impacting agency task delivery and data quality, and increasing staff processing time	Increasing	6 (Medium/High)	For the third consecutive month in 2026, frequent, unscheduled, and uncommunicated data refreshes by PALM to the configuration/conversion smart sheets and other agency data sources are causing considerable agency re-work, research and analysis, and extra monitoring time, thus impacting task completion and delivery time. Unpredictable data refreshes and value changes by PALM continue to lead to errors in the agency configuration or conversion sheets, sometimes (increasingly) after the data has been reviewed for quality (error-free), and after a midday refresh for further quality checks, and after business hours "just before task deadline", leaving the agency little to no remediation time and an incomplete task, despite considerable attention and effort by the agency business team.	Agency is monitoring sheets daily, and further reviewing multiple times per day in the final review period before task submission. The communication and support from Readiness Coordinators is valuable, appreciated, and helpful. However, the unpredictable system refreshes just before task deadlines means the agency risks not including all timely data updates in subsequent UAT updates. MITIGATION: The agency requests the PALM project considers pausing the data refreshes to the applicable configuration and conversion smart sheets during the final days during tasks for configuration, conversion, role mapping, user stories (inventory and coverage), to avoid further risks to the agency and project data.	Agency data in system would not be fully updated or accurate.	Tasks impacted: 697 675  Previous impacts: 674 672
Open and Monitoring	04/14/25		Interface	Interface Error File and Summary Logs	Stable	6 (High/Medium)	Interface Error Log layouts (multiple) have not been provided to HSMV.	HSMV has tested Error Files for API002 from PALM (during interface testing). While PALM did provide additional fields in the error logs for easier identification, HSMV hasnt been able to complete our automation process as we had with FLAIR. This processing is still in development and will be better tested in full UAT.	The agency was advised by PALM that agencies will receive error files and summary logs at Interface Testing. FLHSMV would need to re-evaluate impact if the error files and summary logs are NOT able to be read (further development and testing may be required). Resolving the errors may be delayed in UAT.	Agency monitoring.
Open and Mitigating	12/20/24		Staffing/Resource Availal	Resources - Accounting (training / up-skilling for PALM)	Stable	4 (Medium/Medium)	The agency has identified a need to cross-train accounting staff, and allied teams, to learn new / daily business processes in addition to testing the PALM system and learning adjacent systems.	HSMV is actively working to cross-train existing staff, and to provide Florida PALM training and job aides.	Training challenges could impact successful PALM implementation and go-live experience during a critical period.	Agency monitoring.
Open and Mitigating	09/01/23		Agency Business System	FAME application	Stable	2 (Medium/Low)	HSMV processes large volume of data through its FAME application	HSMV is working on developing multiple interfaces and has	The agency could have impacts to readiness for PALM go-live if the	Agency monitoring.

(Revenue Distribution, WEX, Goodyear, PRIDE, etc.). It is imperative that the interfaces and reports work properly when tested.

begun developing reports. Changes to the payment batch jobs are in progress.

FAME application is not remediated.

### FLHSMV 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	05/06/26		Critical - Impacts the abil	User Acceptance Testing	Concerns with PALM delays in Cycle 3 impacting agency Interface Testing: AMI002 and PRI005	<p>AMI002 - During the cycle 2 testing, FLHSMV was informed by the PALM project that we will not be able to use the Asset Transfer interface we selected (AMI002) to process asset transfers without an updated chartfield value. Agency is waiting for a query from PALM for chartfield value, on March 26, 2026 virtual meeting. This is a major concern for our agency as we selected AMI002 to transfer assets from one location to another. FLHSMV has over 50 transfer requests a day; it will be a major setback if we are unable to seamlessly update the location of assets at go-live.</p> <p>PRI005 - PeopleFirst advised HSMV on 5/6/26 that real test data for PRI005 will not be available until after refresh (August 2026), putting the testing window for PRI005 past the July 31 inbound test deadline.</p>	<p>AMI002 - Subsequently, the agency has not received a solution from the Project. On 5/6/26, PALM provided options which would be temporary or partial workarounds, still requiring manual work and further development to be completed well after go live. The agency and PALM have ruled out AMI006 as a feasible option "at this time" and are considering using AMI008 and other agency work in lieu of AMI002 for transfers. (HSMV will use AMI002 for disposals.) However these workarounds or "bandaids" require additional considerations for the agency to business process quality and reporting. [AMI002 is still in Cycle 2 due to PALM delays.]</p> <p>PRI005 - Agency will need to work closely with PeopleFirst and PALM during PRI005 next tests, before July deadline, to ensure it is as close as possible to a real payroll life cycle test as possible (timing of DMS test data after refresh).</p>	08/07/26	Resolution date is dependent upon PALM.
Open	05/06/26		Critical - Impacts the abil	Staffing/Resource Availa	Agency not ready for July 31 inbound interface deadline; potential further delays	<p>The agency PALM project team has experienced some ongoing challenges with development resource assignments since October 30, 2025, culminating in internal escalation in March. The agency had planned and assigned development tasks to culminate in readiness by August, to align with the implementation and testing schedules. The July 31, 2026 inbound interface testing deadline was communicated to agencies at the March 24, 2026 advisory and ESC meetings. This change required the agency to add additional technical resources.</p> <p>Impacted Interfaces: *API031 *API002 *IUI002</p>	<p>Several productive conversations have been held with internal technical resource teams and management has reconfirmed their commitment to support assignment of allocated agency resources to assigned PALM tasks. The agency PALM team meets in daily standups with business and technical teams to assess progress. Weekly status reports are provided to technical management. Frequent monitoring conversations occur and will continue. Agency will attempt to obtain positive tests on interfaces as they become ready. Interfaces API002 and IUI002 are priority but have dependences.</p>	08/31/26	Agency is deploying all available resources.

### FLHSMV Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for Mar. - Apr. 2026
Data	Florida PALM will provide similiar functionality as FLAIR@HSMV	Logged	08/31/23	Impacted Stakeholders include all end users.	Agency monitoring.
People Technology	Departmental technical resources will be available to update internal databases and reports for distributions from FRVIS to FAME for the new PALM Account codes.	Logged	08/31/23	Impacted ABS could include FAME, Hireback, Asset Management, Service Now, and spreadsheet uploads as they pertain to FAME. Impacted Stakeholders include All End Users and potentially other agencies.	Agency monitoring.

### 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: \*

### FLHSMV Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
March - April 2026	Steve Burch	steveburch@flhsmv.gov	05/11/26
January - February 2026	Grady Smith	gradysmith@flhsmv.gov	03/10/26

Agency Sponsor Name. \*

Confirm \*

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