

Helpful Links

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- Readiness Workplan

DCF Status Report Dashboard

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

Reporting Period

May - June 2025

Agency Sponsor

Chad Barrett

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness



Direct Impact Task Timeliness:

Score = 92.56%

- Submitted On Time = 28
- Submitted Late = 15
- Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 74.93%

- Submitted On Time = 37
- Submitted Late = 34
- Pending Submission = 1

Direct Impact Task Completeness



Direct Task Completeness:

Score = 82.14%

- Submitted Complete = 30
- Submitted Incomplete = 4
- Completed After Submission = 8

Other Task Completeness



Other Task Completeness:

Score = 87.30%

- Submitted Complete = 25
- Submitted Incomplete = 1
- Completed After Submission = 11

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 = 9
- Duplicate Filled Role = 5
- 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	558	Update Agency Business System Documentation	11/18/24	01/10/25	50% - In Progress		OITS, Remediation strategy has been discussed, approaching remediation with Segments I, II, III, and IV jointly.		
Indirect	People	536-C	Create Agency Specific User Acceptance Testing Plan	12/09/24	05/02/25	100% - Submitted	01/16/25		Submission Complete	
N/A	Processes	560	Submit Change Analysis Tool	12/09/24	05/02/25	Pending Resubmission	06/10/25	This indirect task is ongoing. Many of our business processes will be mapped out during and post UAT.	Submission Incomplete	
N/A	People	568	Create Training Plan for Agency Managed End User Training	12/09/24	05/30/25	100% - Submitted	05/27/25	Courtney Howell	Submission Complete	
Direct	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	People	579	Confirm UAT SMEs	04/14/25	05/02/25	100% - Submitted	04/28/25		Submission Complete	06/17/25
N/A	N/A	599	Submit Bimonthly Agency Readiness Status Report	05/01/25	05/12/25	100% - Submitted	05/12/25		Submission Complete	
Indirect	Technology	578	Confirm Identity Provider for Florida PALM	05/05/25	05/23/25	100% - Submitted	05/14/25		Submission Complete	
Direct	Data	571	Complete Data Cleansing Based on Mock Conversion 2	05/12/25	06/20/25	100% - Submitted	06/20/25	Rick, Vonda, April, Sue	Task Closed - Submission Incomplete	
Direct	Data	657	Submit Updated Configuration Workbooks	05/19/25	06/20/25	100% - Submitted	06/20/25		Task Closed - Submission Incomplete	
Direct	Data	659	Update Conversion Field Mapping	05/19/25	06/20/25	100% - Submitted	06/18/25		Submission Complete	
Direct	People	573-A	Complete and Submit End User Role Mapping Worksheet for UAT.	05/19/25	06/20/25	100% - Submitted	06/20/25	Assigned to: Courtney Howell, Derek Hemenway	Task Closed - Submission Incomplete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	08/08/25	50% - In Progress				
Direct	Data	657-A	Submit Updated Configuration Workbooks - Agency Supplier Record	06/09/25	06/27/25	100% - Submitted	06/25/25	Assigned to: Courtney Howell	Submission Complete	
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	07/07/25	Assigned to: Courtney Howell	N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/09/25			
Indirect	N/A	593	Update Agency Readiness Certification #1	06/23/25	07/18/25	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	611	Submit Bimonthly Agency Readiness Status Report	07/01/25	07/10/25	100% - Submitted	07/10/25			

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.

DCF Risks

Status	Date Opened	Date Closed	Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for May - June 2025
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Open and Monitoring	05/06/25		Agency Business System Business Process Change Training User Acceptance Testing	Risk of not completing system development/ready by deadline for interface testing approval, potentially resulting in exclusion from PALM end-to-end testing at a future date.	Increasing	6 (Medium/High)	The Florida PALM Project has imposed a deadline for agencies to identify and have in place the interfaces for systems that will connect to PALM. Risk of not completing system development/remediation by that deadline for interface testing approval, potentially resulting in exclusion from PALM end-to-end testing. Since many of the development teams that will address these builds and remediations are newly online, there is a high likelihood that work will not be completed by this deadline.	Avoid. Establish aggressive development milestones Increase development resources Weekly progress monitoring Early interface testing preparation Prioritize critical system components Regular communication with PALM project team Mock up files as if they were coming from our apps, for completion of April/May testing	Missing development deadlines can exclude the project from critical testing phases, impacting overall project success and delivery.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability Training User Acceptance Testing	Out-of-balance prioritization of PALM with other business processes	Increasing	6 (Medium/High)	Potential negative impacts to user acceptance training, business interface development and deployment, and readiness for go-live may result if activities related to the transition to Florida PALM are raised to the same (or higher) priority than other, legacy business processes in and around FLAIR.	Mitigate. Work with business units to develop work management plan to ensure adequate distribution of personnel resources across competing priorities. Involve SMEs frequently in discussion of interface systems to ensure mapping of existing FLAIR chartfields to PALM chartfields. Engage Agency Liaison and Sponsor as necessary to set priorities for business system managers	Imbalanced prioritization can strain resources and affect the efficiency of other business processes, leading to operational challenges.	No changes during this reporting period
Closed	05/20/25	07/02/25	Business Process Change Role Mapping Staffing/Resource Availability Training User Acceptance Testing	If the organization makes substantial organizational management changes it may undermine the strength and cohesion of the Change Champion Network and negate gains.	Increasing	6 (Medium/High)	As go-live date continues to move closer, management staff with years of seniority may seek alternate roles away from PALM and/or critical CCN alignment may be disrupted by changes in focus based on new personnel moving into PALM space.	Mitigate. Continue to emphasize the importance of stability and cohesion between members of the PALM CCN Team.	Disruption in forward momentum built by established CCN Team.	This risk is closed. DCF has no concerns regarding staffing within the CCN or elsewhere.
Open and Mitigating	05/06/25		Business Process Change Deployment/Cutover Post Implementation	If encumbrances are not accomplished in MFMP then sufficient budget may not be available for purchase even though purchase order is approved.	Increasing	6 (High/Medium)	DCF accumulates expenses that are payable from multiple fund sources (Federal, Grant, GF, etc). In FLAIR, encumbrances could be made against a single fund, regardless of whether or not that fund was sufficient to pay the obligations. When the expenses were realized, they were split across multiple funds to accumulate a sufficient amount. Since MFMP will budget check against PALM at the time of the encumbrance, a new business process will be needed to replace prior one.	Mitigate. Provide training and job guides to teach that budget check must be conducted before seeking purchase order approval.	Failure to accomplish encumbrances can lead to budgetary issues and financial mismanagement, affecting project funding and execution.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability Training	Operational Staff Turnover - General	Stable	4 (Medium/Medium)	Personnel changes are an ever-present risk to the project.	Accept. Ensure job-specific processes are documented and generic enough to permit retraining of new incoming staff.	Similar to management turnover, this can cause delays in operations but can be managed with proper documentation and training.	No changes during this reporting period
Open and Mitigating	05/06/25		Agency Business System Business Process Change Training User Acceptance Testing	FL PALM's inclusion of Speed Keys, particularly with Enterprise Applications, can support current business processes that utilize Expansion Option with front end processing.	Stable	4 (Medium/Medium)	FL PALM's inclusion of Speed Keys, particularly with Enterprise Applications, may not be able to support current business processes that utilize Expansion Option with front end processing.	Mitigate. Adjust documentation where needed. If Speed Keys are not adopted such that they can support "front end processing" for "splits" then a new application must be made to act as a front end to conduct those operations.	Improper integration of speed keys can disrupt business processes, requiring additional resources to develop new applications and potentially causing delays.	No changes during this reporting period
Open and Mitigating	05/06/25		Agency Business System Business Process Change Interface Conversion/Configuration Deployment/Cutover Staffing/Resource Availability Training User Acceptance Testing	Incomplete/Imp Data Cleansing Activities	Increasing	4 (Medium/Medium)	FL PALM initiated agency data cleansing activities in September 2024 with Mock 1. After the first error dump, it was discovered that there were algorithmic errors that precluded the Mock 2 data extraction on November 30, 2024. Since that time, the focus of the data cleansing timeline has shifted to meet stage	Avoid. Continue data cleansing activities, otherwise UAT testing with the data sets will produce unexpected and inaccurate results.	Inaccurate data cleansing can lead to flawed data analysis and decision-making, affecting the reliability of project outcomes.	No changes during this reporting period

							gates on the PALM schedule rather than focus on data integrity.			
Open and Mitigating	05/06/25		Agency Business System Business Process Change Interface Conversion/Configuration Deployment/Cutover Role Mapping Staffing/Resource Availability Training User Acceptance Testing	Incomplete/Imp Current State Analysis	Stable	4 (Medium/Medium)	DCF's project strategy shifted after the due dates of several of the initial current state assessment tasks had lapsed. In light of this change, current state analysis has occurred on an evolving basis.	Mitigate. Due to change in implementation strategy and change in stakeholders, avoiding inconsistencies in current state analysis is unlikely. Remediation must take place when and where appropriate.	Misunderstanding the current state can result in flawed project planning and execution, leading to inefficiencies and potential project failure.	No changes during this reporting period
Open and Mitigating	05/06/25		Deployment/Cutover Staffing/Resource Availability Training User Acceptance Testing	Incomplete/Imp UAT planning and execution	Decreasing	4 (Medium/Medium)	With the approval of Amendment 12, UAT has shifted to a two-fold purpose: 1) test PALM; 2) Train on how to use PALM. The second of these two purposes could derail deliberate focus on testing PALM and connected ABSs.	Avoid. Build user stories that accurately represent current business processes so that users are aware which processes to test against PALM and enterprise systems. Ensure a time management plan for SMEs so that a testing/work balance can be achieved.	Poor user acceptance testing can result in untested processes and system failures post-implementation, affecting project success.	No changes during this reporting period
Open and Monitoring	05/06/25		Business Process Change Deployment/Cutover Post Implementation	Federal Grant System Integration Approval Requirements	Increasing	4 (Medium/Medium)	Potential delays or complications in obtaining federal approval for transition of GRANTS remediation/replacement when interfacing with Florida PALM versus current FLAIR system. This may impact federal grant management and reporting capabilities.	Mitigate. Early engagement with federal stakeholders Detailed documentation of PALM-GRANTS interface specifications Parallel testing of both systems during transition Regular status updates to federal authorities Contingency planning for extended approval timeline	Delays in approval can affect project timelines and funding, potentially jeopardizing project success.	No changes during this reporting period
Open and Monitoring	05/06/25		Deployment/Cutover Staffing/Resource Availability Training User Acceptance Testing	Delays and negative impacts may result if adequate training materials and information are not made available by the Florida PALM Project Team.	Stable	4 (Medium/Medium)	The PALM Project team has mentioned statewide training a number of times, only to remove commitments from discussion at a later date. The common rationale is that the agencies will be responsible for training.	Monitor. Continue to request materials and information from PALM. Work with SMEs and other agencies to develop comprehensive training plan independent of PALM Project team.	Lack of adequate training materials can hinder user adoption and system effectiveness, affecting overall project outcomes.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability	Project Manager/Agency Liaison Turnover	Stable	2 (Medium/Low)	Personnel changes are an ever-present risk to the project.	Mitigate. Ensure project approach and status are well-documented.	Disruption in leadership can lead to communication breakdowns and loss of project momentum. New leadership may require time to understand project intricacies, potentially causing delays in project timelines and affecting team morale.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability	Project Staff Turnover	Stable	2 (Medium/Low)	Personnel changes are an ever-present risk to the project.	Accept. Ensure project staff responsibilities are well defined and documentation is up-to-date	While manageable, staff turnover can lead to temporary disruptions in workflow and productivity. It may require additional resources for recruitment and training, impacting project costs and timelines.	No changes during this reporting period
Open and Mitigating	05/06/25		Agency Business System Business Process Change Staffing/Resource Availability Training User Acceptance Testing	Operational Management Turnover - General	Stable	2 (Medium/Low)	Personnel changes are an ever-present risk to the project.	Accept. Ensure job-specific processes are documented and generic enough to permit retraining of new incoming staff.	Changes in operational management can lead to inefficiencies in process execution and decision-making. It may require time for new managers to adapt, potentially affecting project deliverables and stakeholder satisfaction.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability	Department Leadership Turnover	Decreasing	2 (Medium/Low)	Personnel changes are an ever-present risk to the project.	Accept. Monitor political developments as they unfold, and adapt as needed.	A shift in department leadership can alter project priorities and affect strategic alignment, potentially leading to changes in project scope or objectives.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability	Financial Leadership Distraction by competing priorities	Decreasing	2 (Medium/Low)	Including EOY activities, the budget process, and day-to-day resource challenges, the agency has many distractions that may impact the ability to focus on PALM at key times in the project lifecycle.	Avoid. Engage stakeholders in a constant dialogue regarding the status and direction of the Project.	If financial leadership is distracted, it can lead to mismanagement of resources and financial oversight, affecting project funding and resource allocation.	Currently EOY activities are underway no distractions noted as of yet
Open and Monitoring	05/06/25		Staffing/Resource Availability Training User Acceptance Testing	Not enough time for training before go live.	Stable	2 (Medium/Low)	The announced plan for rollout of PALM UAT suggests the window for SME Training will be too small for adequate training given the competing priorities for legacy business activities and processes.	Monitor. Continue to promote the importance of prioritizing the PALM transition at a level equal to or greater than performance of legacy business processes.	Insufficient training can lead to user errors and operational inefficiencies, affecting the smooth transition to new systems.	No changes during this reporting period

Open and Mitigating	05/06/25		Agency Business System Business Process Change Conversion/Configuration Deployment/Cutover User Acceptance Testing	Potential for inaccurate or inconsistent mapping of organizational codes during transition from FLAIR to PALM, affecting financial tracking, reporting, and departmental accountability.	Stable	2 (Medium/Low)	The changes to chartfield purposes and lengths with PALM have necessitated a complete org code restructuring for the agency. This new structure will not be fully testable until access to PALM is provided.	Mitigate. Conduct a Comprehensive audit of existing FLAIR org codes. Documentation of mapping logic and decisions. Stakeholder validation of crosswalk methodology	Inaccurate mapping can affect financial tracking and accountability, leading to compliance issues and financial discrepancies.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability	Project Sponsor Turnover	Stable	1 (Low/Low)	Personnel changes are an ever-present risk to the project.	Ensure sponsor commitments and operational plans are well documented and rationale is well established.	May result in delays in decision-making, potential loss of funding, and a decrease in stakeholder engagement. The project may struggle to align with organizational goals, leading to potential scope changes or project cancellation.	No changes during this reporting period
Open and Mitigating	05/06/25		Staffing/Resource Availability Training	Operational Staff Turnover - Key Personnel	Stable	1 (Low/Low)	Personnel changes are an ever-present risk to the project.	Accept. Work to document key personnel knowledge and specific operational processes in the event of a sudden or unexpected departure.	Loss of key personnel can create significant knowledge gaps and operational inefficiencies, impacting project execution and outcomes.	No changes during this reporting period
Open and Monitoring	05/06/25		Business Process Change Interface Deployment/Cutover Training User Acceptance Testing	Cutover date from FLAIR to PALM not formally established	Stable	1 (Low/Low)	Amendment 12 shifted go live to July 26 and is now aligned with end-of-year activities. At an ESC meeting earlier this year, one of the discussion items pertained to the cutover date. As of this date, we do not have confirmation of a specific date when cutover will occur.	Monitor. Continue to engage with PALM contract to obtain meaningful and timely schedule for cutover. Establish "roughed-in" and anticipated cutover date and build agency plan around this expectation.	Uncertainty in transition timelines can disrupt planning and resource allocation, leading to potential delays and confusion.	PALM Cutover has been identified as May-Jul 26

DCF Issues										
Status	Date Opened	Date Closed	Issue Category	Issue Title	Priority	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period	Comments for May - June 2025
Open	05/08/25		Agency Business System Business Process Change Conversion/Configuration Deployment/Cutover	Cost Allocation Not Available in PALM. (See attachments)	Critical - Impacts the abil	DCF is revisiting as plans for remediating internal applications for PALM. Several overtures have been made to PALM RA to communicate functional impacts to DCF processes and requesting one or more sessions with PALM technical and DFS F&A staff regarding DCF concerns.	On going pending SpeedKey and other conversation with Enterprise applications	06/30/26		DCF continues to explore options for remediating internal applications for PALM. We expect resolutions as we participate in UAT.
Open	05/08/25		Agency Business System Business Process Change Interface Conversion/Configuration Deployment/Cutover	DCF's journal distribution process	Critical - Impacts the abil	Given information provided, DCF team has concluded there are 2 viable options: building a front end application to perform front end splits or utilize Speed Key functionality (amongst PALM and Enterprise Applications) to simulate splits. Further conversation will be had post Segment 4 as of 8/20.	As DCF is moving forward with reviewing and updating processes, we have several concerns related to the journal distributions which is a critical business process in DCF. We have sent the related concerns to the PALM team, conversations are on-going. Several of our updates are dependent on the concerns being addressed.	06/30/26		As DCF is moving forward with reviewing and updating processes, we have several concerns related to the journal distributions which is a critical business process in DCF. We have sent the related concerns to the PALM team, conversations are on-going. Several of our updates are dependent on the concerns being addressed.
Open	05/08/25		Agency Business System Business Process Change Interface Conversion/Configuration	Budget Funding Process since PTAXX cannot be loaded in FACTS.	Critical - Impacts the abil	DCF's project strategy shifted after the due dates of several of the initial current state assessment tasks had lapsed. In light of this change, current state analysis has occurred on an evolving basis.	Develop alternate budgeting process for TANF processing that estimates and budgets revenue per year.	06/30/26		No changes during this reporting period
Closed	05/08/25	05/08/25	Conversion/Configuration	Joint strategy to pursue applications development for Segments I-III will result in tasks being considered late.	High - Impacts the ability	None	None	05/08/25		Agency Closed this issues and will be using RW Task 576 to track segment work
Open	05/08/25		Business Process Change Interface Role Mapping Staffing/Resource Availability Training User Acceptance Testing	MFMP to PALM interface will not support more than 100 splits per invoice line item, some of our Collocated expenditures are expected to split to at least 500 lines, directly impacting our ability to utilize that enterprise business system.	High - Impacts the ability	Given information provided, DCF team has concluded there are 2 viable options: building a front end application to perform front end splits or utilize Speed Key functionality (amongst PALM and Enterprise Applications) to simulate splits. Further conversation will be had post Segment 4 as of 8/20.	Restructure invoices and implement manual processing in the short term Develop intermediate processing systems and request interface enhancements in the medium term System integration improvements and potential accounting structure redesign for the long term	06/30/26		DCF is still looking on practical ways to manage split funds. During and after UAT, there will be more discussions and a resolution.
Open	05/08/25		Deployment/Cutover Staffing/Resource Availability Training User Acceptance	Agency often experiences delays between requests for meetings and other communication with	High - Impacts the ability	PALM RCs are placed between agencies and SMEs on various topics. This has proven to cause confusion and	Continue to submit requests and follow-up with RCs to ensure message is received and appropriate	06/30/26		We're continuing to submit requests, concerns, and questions directly to our RC.

			Testing	various PALM teams and acknowledgement of these requests.		miscommunication on several occasions.	prioritization occurs.		
Open	05/08/25		Conversion/Configurator Staffing/Resource Availability Training	Staffing challenges in General Services are presenting difficulties with readiness workplan tasks related to assets, leading to voids in data migration.	High - Impacts the ability	DCF's project strategy shifted after the due dates of several of the initial current state assessment tasks had lapsed. In light of this change, current state analysis has occurred on an evolving basis.	Meet with impacted stakeholders to create strategy for resolving personnel and training shortfalls.	06/30/26	DCF continues to resolve personnel and training scarcity.

DCF Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period	Comments for March - April 2025

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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DCF Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
May - June 2025	Chad Barrett	chad.barrett@myffamilies.com	07/10/25
March - April 2025	Chad Barrett	chad.barrett@myffamilies.com	05/12/25
January - February 2025	Chad Barrett	chad.barrett@myffamilies.com	03/13/25