

Helpful Links

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

DOAH 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

Megan Silver

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness



Direct Impact Task Timeliness:

Score = 99.73%

- Submitted On Time = 36
- Submitted Late = 1
- Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 92.22%

- Submitted On Time = 62
- Submitted Late = 9
- Pending Submission = 1

Direct Impact Task Completeness



Direct Task Completeness:

Score = 95.56%

- Submitted Complete = 33
- Submitted Incomplete = 1
- Completed After Submission = 2

Other Task Completeness



Other Task Completeness:

Score = 96.44%

- Submitted Complete = 41
- Submitted Incomplete = 0
- Completed After Submission = 4

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 = 4
- Duplicate Filled Role = 8
- Vacant Role = 2

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
Indirect	People	536-C	Create Agency Specific User Acceptance Testing Plan	12/09/24	05/02/25	100% - Submitted	05/02/25		Submission Complete	
N/A	Processes	560	Submit Change Analysis Tool	12/09/24	05/02/25	75% - Consolidating/Inputting Information for Submission				
N/A	People	568	Create Training Plan for Agency Managed End User Training	12/09/24	05/30/25	100% - Submitted	05/30/25		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	05/02/25		Submission Complete	
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	05/19/25		Submission Complete	
Direct	Data	571	Complete Data Cleansing Based on Mock Conversion 2	05/12/25	06/20/25	100% - Submitted	06/19/25		Submission Complete	
Direct	Data	657	Submit Updated Configuration Workbooks	05/19/25	06/20/25	100% - Submitted	06/19/25		Submission Complete	
Direct	Data	659	Update Conversion Field Mapping	05/19/25	06/20/25	100% - Submitted	06/19/25		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		Task Closed - Submission Incomplete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	08/08/25	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	657-A	Submit Updated Configuration Workbooks - Agency Supplier Record	06/09/25	06/27/25	100% - Submitted	06/27/25	DOAH does not require an agency supplier record	Submission Complete	
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	07/08/25			
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/10/25			
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	07/08/25		Submission Complete	

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.

DOAH 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
Open and Mitigating	11/07/24		Agency Business System	If Axiom Pro is not reconfigured for UAT, accountants will be unable to test and verify the functionality of the application with FL PALM..	Decreasing	4 (Medium/Medium)	DOAH utilizes the Axiom Pro application for our voucher schedule workflow approval and as a repository for our voucher schedules.	Agency Liaison will collaborate with other agencies and Image API to ensure the reconfiguration is completed prior to UAT. Agency Liaison will request status updates from Image API to ensure timeliness of end product.	Staff will make plans to test the process using our previous method of assembling and storing our vouchers.	Image API has met with agencies and will submit proposals to establish a purchase order to ensure reconfiguration efforts begin and are met prior to Interface UAT.
Open and Mitigating	07/05/23		Staffing/Resource Availability	If resources are not fully trained to do their jobs, go-live will continue but DOAH will not be ready for go-live.	Decreasing	3 (High/Low)	DOAH is a small agency with limited workforce. There are eight purchasing and accounting positions, one budget director, and one personnel director that perform functions in FLAIR today. It is critical these personnel are able to perform their function in PALM.	DOAH will work with the DOAH's SMEs and PALM team to ensure staff's capabilities to function in PALM by attending meetings, reviewing information from the Knowledge Center, and Thursday Talks to keep abreast of information. Have affected staff (all end users) participate in testing and training for PALM. All SMEs have participated in Segment III and IV workshops.	DOAH will effectively function in PALM and business processes will be delayed for completion. This will effect our internal and external customers.	Staff are actively reviewing and updating their business processes in preparation of UAT.
Open and Mitigating	08/28/24		Staffing/Resource Availability	The staff's previous experience with system implementation may lead to low or lack of engagement in transitioning to the new financial system.	Decreasing	2 (Medium/Low)	Staff's experience with the previous rollout of the CMS was did not go well. They are anxious about transitioning to a new system.	Agency Liaison will integrate PALM awareness through emails, meeting discussions and providing updates regarding PALM during management staff meetings. Agency Liaison will provide staff with PALM resources to become familiar with the system. SMEs and future end users will participate in Segment IV meetings and meet regularly to discuss PALM implementation in designated meetings so the conversation is focused.	Staff will not be actively engaged and will hinder the testing and training with PALM. Thus, not having trained staff to function in PALM on the Go-Live date.	Staff have been focused on year-end activities and the relocation of the DOAH HQ during this reporting period.

DOAH 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
Closed	02/07/25	07/08/25	Staffing/Resource Availability	DOAH HQ Move	High - Impacts the ability	DOAH's HQ location is being relocated by June 30, 2025. All staff working on PALM related activities are impacted by this move.	Management and Staff will communicate regarding prioritizing tasks. Staff will use time blocking to ensure tasks are being addressed and focused on meeting deadlines.	06/30/25	Staff relocation to the new HQ is complete.
Open	04/08/25		Staffing/Resource Availability	Accounting Supervisor Resigned	High - Impacts the ability	Accounting Supervisor resigned their position of March 21st and their duties and responsibilities have been reallocated in the interim.	Management will review the accounting supervisor's duties and responsibilities to develop a strategy to address the structure of the unit. Based on the analysis, it will be determined how to move forward with position.	09/30/25	Operations Manager and Executive Management have agreed to review workload and analysis during UAT to determine what is the best position for Accounting moving forward.
Open	02/07/25		Staffing/Resource Availability	Contract Manager Leaving	Low - All impacts not listed	Staff Member (Contract Manager) leaving October 31st who prepares invoices for auditors and creates invoices for ALJ Services Contracts	Transition Plan to fill the position with overlap time in order for the outgoing staff member to train the new staff.	10/31/25	Operations Manager has developed advertisement for the Contract Manager position and will request to advertise the position as "anticipated vacancy" within the next week or two (July 14-21).

DOAH Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for March - April 2025
People Processes Technology Data	Staff will be able to perform their assigned function proficiently in PALM on Go Live Date	Logged	09/08/23	End Users	Staff have been focused on year-end activities and the relocation of DOAH HQ during this reporting period.
Technology	Axiom Pro Application will be reconfigured to pull the vouchers in PALM by UAT.	Logged	10/31/24	End Users	Image API has met with agencies and will submit proposals to establish a purchase order to ensure reconfiguration efforts begin and are met prior to Interface UAT.
People	All positions will be filled with staff trained on current business processes.	Logged	04/04/25	End Users	Staff are actively reviewing and updating their business processes in preparation of UAT.

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 *

Submit

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DOAH Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
May - June 2025	Megan S. Silver	megan.silver@doah.state.fl.us	07/08/25
March - April 2025	Megan S. Silver	megan.silver@doah.state.fl.us	05/12/25
January - February 2025	Megan S. Silver	megan.silver@doah.state.fl.us	03/07/25