

All Agency Processes Mitigation Report Certification #1

Agency	Critical Operational Element	Criteria ID	Criteria	Why has the criteria not been met?	What mitigating actions are being taken?	Who is responsible for supporting the mitigation?	Impact/workaround if mitigation is not completed?	Planned completion date of the mitigation steps?	
1	AHCA	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	The Bureau of Financial Services is facing challenges in staffing for the Florida PALM Project due to resource limitations and a reduction in accountант positions, which has hindered their ability to document comprehensive scenarios.	Utilize/collaborate with contractual resources to document the scenarios based on the Change Analysis Tool Topics and Activities. Prioritize this task as most critical and dedicate resources to this activity.	Lynn Smith	All Operational Processes will not be tested before Go-Live	10/03/25
2	CITRUS	Processes	2.2	Change impacts have been identified for agency processes.	The documentation and information provided by Florida PALM are insufficient to determine how we will handle foreign currency transaction reporting to FACTS. As such, it is not possible to finish mapping the changes to our existing processes.	Citrus plans to use the SME UAT period to test various approaches to handling the foreign currency reporting, including GL Journals, Intra-Unit Journals, or Wire Transfer Vouchers.	Accounting Office, Project Manager, and Business Process Consultant.	If the open questions are not resolved during SME UAT, Citrus will work with Florida PALM, DFS, and FACTS to determine the best course of action during UAT. There is no immediate impact to the Florida PALM Project.	11/28/25
3	CITRUS	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	The documentation and information provided by Florida PALM are insufficient to determine the specific process changes that will be necessary to accommodate the unique business needs of Citrus (i.e. foreign currency).	Citrus plans to use the SME UAT period to test various approaches to handling the foreign currency reporting, including GL Journals, Intra-Unit Journals, or Wire Transfer Vouchers.	Accounting Office, Project Manager, and Business Process Consultant.	If the open questions are not resolved during SME UAT, Citrus will work with Florida PALM, DFS, and FACTS to determine the best course of action during UAT. There is no immediate impact to the Florida PALM Project.	11/28/25
4	DEM	Processes	2.2	Change impacts have been identified for agency processes.	We are waiting to gain understanding from the PALM UAT online iteration so we can evaluate feasible and meaningful goals. We are confident in the things we have identified but PALM UAT will provide more definitive analysis of the meaningfulness of the identified processes.	UAT online is being closely managed, participants will be surveyed in the middle of the UAT online schedule to prepare for full UAT	Michael Braun	Success criteria can be defined regardless of the success of the mitigation strategy	09/15/25
5	DLA	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	This requirement is in Task 574 which has not been completed, due date of 07/25/2025	The agency continues to work on the task to meet the deadline.	Darlene Faris	Delayed full participation in UAT.	08/29/25
6	DMA	Processes	2.2	Change impacts have been identified for agency processes.	Change impacts to Quicken replacement program. The program is in the development stages at this time. Change impacts will be monitored until the time of "Go-Live".	Working with the vendor and DMA Staff to ensure that any changes are communicated to everyone.	All DMA SMEs	Minimal - Continue to use the Quicken program for Cooperative Agreements. There would be no change to the current agency process.	08/30/25
7	DMA	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	The task is a large task. Need to ensure that the training covers all scenarios. Need to coordinate with DMA Staff to ensure that all scenarios are covered.	Completing as many scenarios as possible and communicate this to the Staff for feedback.	All DMA SMEs	Minimal - Test with scenarios that are defined with Task 574.	08/08/25
8	DOAH	Processes	2.2	Change impacts have been identified for agency processes.	Due to a staff vacancy, HQ location moving, and fiscal year-end activities	CCN team have met to priorities activities during this period. CCN Team is working with SMEs to complete the transfer of information to the Change Analysis Tool.	Agency Liaisons (Patricia Kenyon and Cindy Ardoin) and Business/Training Liaison (Brandy Kirkland)	CCN Team will work closely with SMEs and end users during testing to ensure gaps and issues are documented and addressed during the weekly UAT meeting.	08/08/25
9	DOAH	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Due to a staff vacancy, HQ location moving, and fiscal year-end activities	CCN team have met to priorities activities during this period. CCN Team is working with SMEs to develop and complete the UAT scenarios prior to testing.	Agency Liaisons (Patricia Kenyon and Cindy Ardoin) and Business/Training Liaison (Brandy Kirkland)	CCN Team will work closely with SMEs and end users during testing to ensure gaps and issues are documented and addressed during the weekly UAT meeting.	08/08/25
10	DOE	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Project-recommended scenarios do not directly align with user story creation for SME UAT.	Scenarios and user stories will continue to be developed throughout UAT.	Project Manager/SMEs	UAT may not test all possible scenarios.	12/05/25

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11	DOEA	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Limited resources with year end activities.	Set up weekly meeting with teams to review user stories for gaps and quality improvements.	Each unit supervisor/SMEs.	UAT may take longer than planned.
12	DOL	Processes	2.2	Change impacts have been identified for agency processes.	Once PALM processes have been reviewed, impacts will be identified using our current process documentation.	Comparing Lottery/PALM processes that are available and noting the differences will allow us to identify the impacts.	Accounting Director	Overall process impacts not being identified could cause testing to be more time consuming.
13	FCOR	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Project-recommended UAT scenarios have been published today (7/11), need further analysis.	Analysis of the 'Project Recommended' UAT scenarios to align with the prioritization for the agency.	Agency	Mis-alignment of the scenarios 'recommended' by the PALM project team, with the ones that have been prioritized by Agencies.
14	FDC	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Project-recommended UAT scenarios have been published today (7/11), need further analysis.	Analysis of the 'Project Recommended' UAT scenarios to align with the prioritization for the agency.	Agency	Mis-alignment of the scenarios 'recommended' by the PALM project team, with the ones that have been prioritized by Agencies.
15	FWC	Processes	2.3	Creation of at least 75% of the Project-recommended standard UAT scenarios.	Agency year-end activities were a higher priority	We will have our User Stories ready by the August 8th due date for Task 574	Laurie Kershaw	If we were to miss the deadline, we would complete the documentation late. There is no real workaround.