

People Mitigation Report #3

	Agency	Criteria ID	Criteria	Criteria Met	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?	Likelihood of Mitigation Plan Completion?	Planned completion date of the mitigation steps?
1	AHCA	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	The Agency has identified some agency specific learning materials related to ABS SunPalm/SunFocus, however not all PALM agency specific materials are identified due to limited testing and feedback.	Continue to identify materials needed as testing is focused on "end-end users" in a structured guided setting to ensure user stories and processes are complete before Refresh and feedback is collected.	Lynn Smith - UAT Coordinator, IT PALM project team	If mitigation is not completed, it will put all end users at a disadvantage to learn and practice processes and steps. Lack of learning and training and resources leads to inconsistencies and lack of confidence going into Go-Live. Workaround?	Very likely	08/05/26
2	Citrus	1.1	Agency Training Plan has been updated.	No	Agency Training Plans are built to both execute the training provided by Florida PALM and fill in the Agency-specific procedures required to perform at Go-Live. Florida PALM will not provide sufficient details of the training to be provided for a gap analysis to be performed.	Citrus will create the Training Plan in the format required by Florida PALM by 7/17.	Citrus Project Manager and Business Process Consultant	Citrus key personnel will not have a central training plan from the agency side and will be required to rely on PALM provided training for all agency training needs.	Very likely	07/17/26
3	Citrus	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	Agency Training Plans are built to both execute the training provided by Florida PALM and fill in the Agency-specific procedures required to perform at Go-Live. Florida PALM will not provide sufficient details of the training to be provided for a gap analysis to be performed.	Citrus will identify gaps in the provided materials, delivery format, and use-cases as provided by PALM. If no materials are available at the time of creation, Citrus will create PALM training materials for all available use-cases.	Citrus Project Manager and Business Process Consultant	Citrus key personnel will not have a central training plan from the agency side and will be required to rely on PALM provided training for all agency training needs.	Very likely	10/30/26
4	DJJ	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	Not reported before the June 30 deadline.	Smartsheet will be properly updated in July	Sarah Lewis - Agency Liaison	The mitigation has already been completed.	Very likely	07/01/26
5	DMS	1.3	All agency end users have been role mapped in preparation for the UAT refresh.	No	All criteria has been met - with the exception of one SOD conflict. Some of the role mapping has been adjusted as needed for UAT, some of which occurred after Task 702 closed.	A Florida PALM Separation of Duties (SOD) Conflict Request Form has been submitted. Some roles added for UAT will be removed prior to Go Live.	Division of Finance and Administration Director / PALM Agency Sponsor	Impact to Property Asset Management would be High. Remaining and additional SOD conflicts create by role revisions would require approval or removal.	Very likely	08/21/26
6	DMS	1.4	All SOD conflicts have been resolved or approved by A&A for the UAT refresh.	No	The Agency AM Physical Inventory Processor conflicts with all the other DM and AM roles the FMS Property Administrator / Logistician position requires in order to perform their job duties.	A Florida PALM Separation of Duties (SOD) Conflict Request Form has been submitted. If the conflicting SOD roles are not approved, then a staff augmentation will be necessary.	Division of Finance and Administration Director / PALM Agency Sponsor	To manage operational risk under this single-staff structure, DMS relies on strict manual checks mandated by DMS Property Asset Management (PAM) Procedures. Mr. Franklin cannot move or retire assets in the system without an official physical form (PAM-2 for Transfers or PAM-4 for Disposals) signed by the designated Custodian Delegate and Secondary Custodian. All signed documentation is scanned and sent to a centralized, searchable Property Administrator Outlook account to maintain a permanent audit trail outside of the user's control. Furthermore, major property deletions and status adjustments are restricted from completion until written authorization is finalized by the agency's Property Survey Review Board.	Very likely	08/21/26
7	DOAH	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	Staffing shortages and operational priorities have delayed the completion of agency-specific learning materials.	DOAH is prioritizing critical operational functions while continuing to develop agency-specific learning materials as resources become available. Training materials will be finalized prior to agency implementation.	Agency Liaisons (Patricia Kenyon and Cindy Ardoin) and Business/Training Liaison (Brandy Kirkland)	Delays in completing agency-specific training materials may require staff to rely on Project training resources until DOAH-specific guidance is finalized.	Somewhat	11/30/26
8	DOH	1.3	All agency end users have been role mapped in preparation for the UAT refresh.	No	DOH team was trying to make final updates to the Role worksheet when the Smartsheet job ran and the sheet was locked at 3:55 PM. This job overwrote some of the updates that the team was completing.	We will be updating the Smartsheet once unlocked	DOH Core Team	We will update the roles Smartsheet once unlocked.	Very likely	07/10/26

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9	DOH	1.4	All SOD conflicts have been resolved or approved by A&A for the UAT refresh.	No	DOH team was trying to make final updates to the Role worksheet when the Smartsheet job ran and the sheet was locked at 3:55 PM. This job overwrote some of the updates that the team was completing.	We will be updating the Smartsheet once unlocked	DOH Core Team	We will update the roles Smartsheet once unlocked.	Very likely	07/10/26
10	FDOT	1.3	All agency end users have been role mapped in preparation for the UAT refresh.	No	We did not resolve all the role mapping errors by the 6/30 deadline.	All errors were resolved and role mappings were submitted on 7/7.	The FDOT project team.	Mitigation is already complete.	Very likely	07/07/26
11	FGCC	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	This task was previously completed successfully and then the Topics and Activities were updated which triggered the item to update to No. At the next sync between Smartsheets this item should go back to Yes. However, we are entering this reason just in case.	Resync the updated Smartsheet	PALM Project Team	None expected	Very likely	07/10/26
12	FGCC	1.3	All agency end users have been role mapped in preparation for the UAT refresh.	No	We have one user that during previous UAT had both SAM permissions and roles because the SOD conflict was allowed. Going forward as the SOD conflict is not allowed, we have requested that this user's SAM permissions be removed. However, the column on the Smartsheet is locked and we cannot remove the check mark. Therefore, we have had to remove this user's PALM Roles that create the SOD conflict and the smartsheet has not updated the errors.	Remove the SAM permissions for Deidra Pendleton.	PALM Project Team or DFS	None expected	Very likely	07/10/26
13	FSDB	1.1	Agency Training Plan has been updated.	No	timeline, tracking/measurement was not defined	Revised plan is now attached to task. It is sufficiently complete.	John Wester	PALM provides all the training material and we depend upon it to learn how to use PALM. The step by step Learning Matrix smartsheet has been most useful so far to us. Our training plan depends on availability of PALM learning materials. Training end users can only take place with PALM provided materials.	Very likely	06/25/26
14	FSDB	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	We are using PALM provided materials. We have no digressions from PALM established process steps to accomplish actions within PALM.	No agency specific material is needed at this time. Agency specific materials will be developed when a need is shown.	John Wester	We do not need to write agency specific learning materials since we depend on PALM to provide such material. The point at which processes diverge from PALM and become unique to FSDB will be the point that we write SOPs specific for FSDB.	Very likely	06/25/26
15	LEG	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	The LEG specific learning materials have been identified and are in progress. LEG is on track to meet the October 30,2026 deadline for Task 604.	Development of learning materials is currently in progress.	OLS Director and Deputy Director	Training materials are being developed and in person sessions are scheduled. The likelihood of it not occurring is highly unlikely. If in the unlikely event that training does not occur, Florida PALM KC is a vast resource and can be used to assist users through processes.	Very likely	10/30/26
16	PSC	1.1	Agency Training Plan has been updated.	No	We have addressed not creating an agency training plan due to our small number of end users and all of these users receiving training directly from PALM trainings.	Users will be trained appropriately	End users	Training will be completed	Very likely	07/10/26
17	PSC	1.2	Agency has identified all agency specific learning materials to be developed to support end user training.	No	We have addressed not creating an agency training plan due to our small number of end users and all of these users receiving training directly from PALM trainings.	Users will be trained appropriately	End users	Training will be completed	Very likely	07/10/26
18	PSC	1.3	All agency end users have been role mapped in preparation for the UAT refresh.	No	We are working with A&A to resolve our remaining SOD conflicts and awaiting approval from them for exemptions.	Continued work with A&A	A&A/PSC	SOD conflicts will be evaluated	Very likely	07/31/26

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PSC	1.4	All SOD conflicts have been resolved or approved by A&A for the UAT refresh.	No	We are working with A&A to resolve our remaining SOD conflicts and awaiting approval from them for exemptions.	Continued work with A&A	A&A/PSC	SOD conflicts will be evaluated	Very likely	07/31/26