

Technology 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	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	1. End User Testing has not provided enough transactions to thoroughly test the outbound interfaces. 2. Some Agency Business System Modules are not completely remediated.	Functional team began creating transactions to support the completion of the Interface Testing by the end of July 2026.	IT PALM project team	The interface testing would be completed after the refresh.	Very likely	07/24/26
2	APD	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	ADP IT Teams are working updates to the Business Systems with Planned target dates thru the next 3 months - October 1st.	APD is managing the ABS updates/rewrites internally and are confident in being ready to produce Cycle 3 Inbound interface files by July 31.	APD has an IT dev team with individual teams working on each system with the Technical Liaison project management and business analyst SME roles. APD also has the support of an additional developer to assist. Led by Kristopher Baker	Mitigation plan is on target for completion 7/31 for interface testing - with all ABS updates/changes by 10/1	Very likely	07/31/26
3	Citrus	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Citrus has a limited budget for interfaces. Work on Citrus' 12 interfaces began on 6/1/2026. Cycle 1 was completed on 6/14. Cycle 2 was completed on 7/8. Cycle 3 will begin pending project configuration.	Citrus has created all 12 interfaces through Cycle 2 testing, which is completed. Citrus will begin Cycle 3 testing pending project configuration.	Citrus Project Manager, Citrus IT Director, Citrus Integration Partner	Citrus will realize Risk 003 and it will become an Issue.	Very likely	07/31/26
4	DACS	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	As of the June 30th Cycle 3 Testing Report, the department has not been able to complete successful tests on all PALM Inbound and Outbound Interfaces due to various factors, including unresolved issues for the following interfaces with open SNow tickets (POI002, ARI007, API031, API020, PRI058)	Mitigation of this risk depends on PALM resolving the issues preventing successful processing of the interface files. The FDACS PALM Remediation Team (PRT) will continue to collaborate and communicate closely with PALM by submitting ServiceNow tickets, monitoring progress, and requesting meetings with the appropriate PALM functional and technical SMEs as needed. FDACS PRT has already met with PALM Support to outline the issues, and PALM has confirmed that their team is actively working on the defects. Ongoing engagement and follow-up will continue until resolution is achieved.	FDACS PRT, FDACS F&A and PALM	Inability to successfully test and validate these interface files within the required timelines will delay critical UAT deliverables, limit readiness for any subsequent testing cycles, and impact overall project scheduling. The department plans to complete the current mitigation plan by mid-July, but this date is dependent on PALM providing resolutions to open issues in a timely manner.	Somewhat	07/17/26
5	DBPR	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Interface updates are still in development.	Mitigation possibilities are under investigation.	Accounts Receivable	DBPR will manage Versa transactions manually	Somewhat	08/28/26
6	DBPR	3.4	Agency business systems are being remediated and documentation updated as needed, based on testing findings.	No	ABS (Versa) system automation is not ready for testing.	Mitigation possibilities are under investigation	Accounts Receivable	DBPR will manage Versa transactions manually	Somewhat	08/28/26
7	DCF	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Front end development and testing still underway in some business systems adjusting to lessons learned in working with actual UAT data, changing business requirements, and competing priorities. Some interfaces are dependent on prior interface success and sufficient data staging through automated and online testing prior to beginning tests. PALM project not scheduled to execute tests for CF period prior to UAT refresh.	Reinforcement of project prioritization and timelines against other workload. Additional attention on working jointly to stage sufficient test data to execute tests. Development attention on the highest priority functional adjustments to agency business systems.	Technical and Agency Liaisons; Functional SMEs	Affected agency business systems will not be deemed ready for PALM go live directly affecting agency readiness and requiring additional mitigation.	Somewhat	09/30/26
8	DEM	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Criteria has not been met due to ITM servers being down and migration to new EOG building.	ITM will be regularly checking in with FDEM staff to ensure completion of Cycle 3 testing. In addition, FDEM will provide updates to Technical Readiness Coordinator as Cycle 3 testing is happening.	FDEM Information Technology Management (ITM)	FDEM ITM is anticipating completing the Cycle 3 testing. Interface testing is a key component of the FLAIR to PALM transition.	Very likely	09/09/26
9	DEP	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Greater than 90% met	POI007 is not available from PALM for the agency to test.	PALM is scheduled to complete testing sessions and sharing this interface file in July/August.	PALM	Agency will not be able to create agency specific payable reports for sharing and analysis.	Very likely	08/31/26

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10	DFS	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Greater than 90% met	Florida PALM has not provided multiple test files for API023 (Escheatment).	Mitigation action is on Florida PALM to provide additional API023 interface files for testing.	Florida PALM	This interface is required by Florida law to transmit state-dated State of Florida warrants to the Division of Unclaimed Property using the standardized electronic file format utilized by U.S. states for the reporting and receipt of unclaimed property.	Very likely	07/31/26
11	DJJ	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	3 of the 8 outbound interface files have not met this criteria. IUI003 is still in Cycle 2 interface testing; GLI017 has been tested twice without a combination edit rule that was expected; AMI004 was tested at the end of June; however, there are still errors in the outbound file. Both the vendor and PALM continue to work on the errors.	1) For IUI003, the Budget PALM Administrator will gain access to Axiom Pro to assist with testing/confirming IUI003 integration. 2) GLI017: a ticket has been submitted to assist with the error edit rule. 3) AMI004 will be reported in July.	1) Jessica Bowling 2) Nithiya Muthupillai 3) Marlon Portillo	1) For IUI003, Supply documentation will have to be filed manually 2) Manually do the combination edit and feed to the database. 3) Manually add supplier information.	Very likely	10/02/26
12	DJJ	3.2	Agency has produced and tested all selected inbound files in the UAT environment or has a plan to complete testing of inbound files prior to the UAT refresh.	No	PALM will not accept the AMI008 upload. Vendor and Palm continue to work together to resolve errors.	A support ticket has been submitted to PALM.	PALM/Marlon Portillo (GS)	No work around as this is an inbound file upload into PALM.	Somewhat	07/31/26
13	DLA	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	End-to-end validation of the ARI007/ARI024 Cycle 3 interface remains incomplete. Although the ARI007 file was processed, the associated ARI024 file didn't match the submitted data. A new ARI007 was submitted, and PALM identified that the file does not match the April bank transactions. DLA is investigating this issue.	Continue working with the DLA technical team, SMEs and the PALM team to investigate the reconciliation issue, determine the root cause, and complete end-to-end validation of the ARI007/ARI024 Cycle 3 interface.	DLA SMEs, DLA Technical Team, PALM Technical RCs Team.	End-to-end validation of Cycle 3 interface cannot be confirmed, which may impact readiness certification for this interface.	Very likely	10/31/26
14	DLA	3.2	Agency has produced and tested all selected inbound files in the UAT environment or has a plan to complete testing of inbound files prior to the UAT refresh.	No	Testing of the API002 (Inbound Voucher Load) interface remains incomplete because the related OnBase Purchasing application is still undergoing readiness activities. Additional development, validation, and inbound interface testing are required before the API002 interface can be successfully tested prior to the UAT refresh.	Continue working with the OnBase Purchasing team, agency SMEs, IT technical staff, and the PALM team to complete the remaining OnBase Purchasing application development, validate the API002 interface, resolve identified issues, and complete inbound interface testing prior to the UAT refresh.	OnBase Purchasing Team, Agency SMEs, DLA IT Technical Team, and PALM Team	Failure to complete the OnBase Purchasing application development and API002 interface testing may prevent successful end-to-end validation of inbound voucher processing following the UAT refresh, increasing the risk of unresolved interface, Purchasing business process, and system issues carrying into production readiness.	Very likely	07/31/26
15	DLA	3.3	Agency is prepared to execute plan to complete interface testing after UAT refresh.	No	Testing of the API002 (Inbound Voucher Load) interface remains incomplete because the related OnBase Purchasing application is still undergoing readiness activities. Additional development, validation, and inbound interface testing are required before the API002 interface can be successfully tested prior to the UAT refresh.	Continue working with the OnBase Purchasing team, agency SMEs, IT technical staff, and the PALM team to complete the remaining OnBase Purchasing application development, validate the API002 interface, resolve identified issues, and complete inbound interface testing prior to the UAT refresh.	OnBase Purchasing Team, Agency SMEs, DLA IT Technical Team, and PALM Team	Failure to complete the OnBase Purchasing application development and API002 interface testing may prevent successful end-to-end validation of inbound voucher processing following the UAT refresh, increasing the risk of unresolved interface, Purchasing business process, and system issues carrying into production readiness.	Very likely	08/16/26
16	DLA	3.4	Agency business systems are being remediated and documentation updated as needed, based on testing findings.	No	Internal Agency Business Systems (OnBase, eGrants and VANext) continue to be remediated based on testing findings. Additional issue resolution, system updates, and documentation revisions are required before all identified testing findings are fully addressed and the related documentation is finalized.	Continue working with the OnBase project team, VANext and eGrants teams, agency SMEs, IT technical staff, and the PALM team to resolve testing findings, complete required system updates, validate implemented changes, update business and technical documentation, and finalize remediation activities prior to production readiness.	OnBase Project Team, Agency SMEs, VANext and eGrants SMEs, DLA IT Technical Team, and PALM Team	Failure to complete the remediation of the internal agency business systems may result in unresolved testing findings, incomplete documentation updates, and unresolved system issues carrying into production readiness, increasing the risk of business process disruptions.	Very likely	07/31/26
17	DMA	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Submitted pay and earning files for DMA. Working 2 errors and will provide PALM an updated files. Once verified as complete, ARRO will submit files for FSG to test.	Working 2 errors. Will submit files again once errors are corrected.	DMA and ARRO	Pay and earning would be manually submitted in PALM.	Very likely	07/31/26

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18	DMS	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	DMS has successfully tested 10 out of 13 interfaces.	The remaining 3 are in progress.	DMS Technical Support Team SMEs	Asset management would be difficult. Impact of IUI module is currently unknown.	Somewhat	09/30/26
19	DOAH	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Due to continuous staffing changes, competing priorities and the Vendor, ImageAPI, of the Axiom Pro application had to reconfigure IUI003 Report.	Planned end-to-end testing will occur in late July and early August to ensure successful transfer of files.	Patricia Kenyon and Agency SME	If end-to-end interface testing is not completed, DOAH may be unable to validate the successful transmission of data between Axiom Pro and Florida PALM prior to implementation. This could result in delays in processing interface transactions, requiring manual monitoring, validation, and coordination with the vendor and Florida PALM Project team until the interface is fully tested and operational.	Very likely	08/14/26
20	DOE	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	DOE has not yet completed multiple successful Cycle 3 UAT tests for all applicable interfaces because testing is still in progress across the agency business systems. DVR-AWARE, DBS-AWARE, and FLAGS are currently in Cycle 3 testing and are partially complete. Testing progress was delayed because training and testing within the agency business systems slowed the production of inbound files and delayed validation of outbound files. TraQ has not yet entered Cycle 3 testing because it remains dependent on successful completion of Cycle 2 technical testing; delays in Cycle 2 resulted from ABS vendor formatting issues and shifting Florida PALM Project testing standards. FLAGS testing is also dependent on Florida PALM resolution of known outbound file issues involving POI001 and SDI008.	DOE is continuing Cycle 3 end-to-end testing for DVR-AWARE, DBS-AWARE, and FLAGS, with TraQ expected to enter Cycle 3 testing by August 7, 2026. DOE will continue coordinated testing with ABS owners, vendors, and the Florida PALM testing team to validate inbound and outbound processing for the applicable interfaces: DVR-AWARE/DBS-AWARE inbound API002 and POI002 and outbound API031 and POI001; TraQ inbound AMI010 and outbound AMI009; and FLAGS inbound API002, IUI002, and POI002 and outbound IUI003, SDI008, POI008, and API031. DOE is also developing alternate data movement approaches between agency business systems and Florida PALM using spreadsheet uploads where feasible. Known outbound file defects, including missing ChartField data, incorrectly formatted ChartField data, and missing records, will continue to be tracked and escalated for Florida PALM resolution.	ABS Business and technical teams, SMEs, Key leadership, PML	If Cycle 3 interface testing is not completed successfully, DOE may not have full assurance that automated data exchange between Florida PALM and the affected agency business systems will operate reliably at go-live. The primary operational impact would be increased manual effort, delayed processing, and additional reconciliation needs. DOE's workaround will be manual entry and/or spreadsheet upload to move data between Florida PALM and agency business systems when an automated interface is unavailable or unreliable. DOE will also continue issue assessment, ticket submission, retesting after fixes, and reconciliation activities to reduce operational risk.	Very likely	09/25/26
21	DOH	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Greater than 90% met	SNOW tickets have been created for both the issues - ARI007 and AMI004	The solution provided by PALM team will be implemented	DOH Technical team	DOH will mitigate both these interfaces.	Very likely	07/31/26
22	DOL	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Some Cycle 3 interface testing remains incomplete due to unavailable internal systems, or scheduling constraints.	Coordinate additional end-to-end testing with partner teams, rerun failed test scenarios, and validate successful data transmission	Business process owners, CCN	Manual workarounds, increased operational effort, delayed business processing, and potential postponement of deployment until interface stability is confirmed.	Very likely	09/30/26
23	DOR	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	There are few interfaces files which DOR is still waiting on Florida PALM - PRI063. API031 for DFS and Commerce got added recently in June. Some distribution files are once a year, so we can test them again during UAT Refresh.	Our refunds process is submitted again in July, which would also test the three API031 files. PRI063 will be provided by Florida PALM after the refresh. For IUI003, we are waiting on some cross agency payments.	DOR PALM Project Manager	All interfaces to be tested by Cycle 3 testing ends.	Very likely	09/30/26
24	DVA	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Unable to verify successful run in PALM due to file was not received from Vendor before 6/30 deadline.	Working with another agency and vendor to achieve a successful outcome in July.	Nhora and IT	Will need support from Readiness coordinator and other PALM staff. DVA cannot successfully complete inventory related activities until this issue is resolved.	Very likely	07/31/26
25	DVA	3.2	Agency has produced and tested all selected inbound files in the UAT environment or has a plan to complete testing of inbound files prior to the UAT refresh.	No	Unable to verify successful run in PALM due to file was not received from Vendor before 6/30 deadline.	Working with another agency and vendor to achieve a successful outcome in July.	Nhora and IT	Will need support from Readiness coordinator and other PALM staff. DVA cannot successfully complete inventory related activities until this issue is resolved.	Very likely	07/31/26

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26 FDC	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	Significant delays in availability of Outbound Asset Inventory Interface file (AMI004), FL PALM project team indicated POI007 interface will be available after data refresh, ongoing interface related defects.	Continue to work with FL PALM project team on the pending interfaces and work with 3rd party system vendor to complete the Cycle 3 testing.	Agency project manager to work with FL PALM project team and 3rd party system vendor.	Impact: Agency will be not be able to remediate relevant Agency Business Systems and will be ill-prepared for PALM Go-Live. Workaround: No workaround available.	Very likely	10/30/26
27 FDC	3.2	Agency has produced and tested all selected inbound files in the UAT environment or has a plan to complete testing of inbound files prior to the UAT refresh.	No	Significant delays in availability of Outbound Asset Inventory Interface file (AMI004), as the pre-requisite for 3rd party system vendor driven testing of Inbound Asset Inventory Interface (AMI008), impacted the end-to-end interface testing of the Inbound interface.	Continue to work with FL PALM project team and 3rd party system vendor to complete the Cycle 3 testing.	Agency project manager to work with FL PALM project team and 3rd party system vendor.	Impact: Agency will be not be able to remediate relevant Agency Business Systems and will be ill-prepared for PALM Go-Live. Workaround: No workaround available.	Very likely	10/30/26
28 FDLE	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	AMI008 was not tested due to the delays related to instructions for downloading the AMI004 inventory data. IUI003 for Axion Pro was not tested due to delays with Axion Pro.	AMI008 & IUI003 are both planned to be tested prior to the UAT Refresh.	Steve Hollister, Mike Moore	If not completed prior to the UAT refresh, then they will be completed following the refresh.	Very likely	07/31/26
29 FDOT	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	While IUI002 has had several successful tests related to many of our agency business process, our project costing allocation has not yet completed a successful run. Also, we need a remediated PeopleFirst file to complete testing of our Payroll Processing System.	Readiness for testing for project cost allocation has been escalated and is scheduled to begin by July 15. PeopleFirst has said we should receive a remediated file sometime in September.	The FDOT project team and the DMS PeopleFirst Project team.	Project cost allocation would need to be completed manually using Excel Spreadsheets. We will be unable to redistribute payroll costs accurately without a remediated file.	Very likely	09/30/26
30 FGCC	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Greater than 90% met	The linked Smartsheet that controls this column has not synced since the smartsheet was updated	Resync the updated Smartsheet	PALM Project Team	None expected	Very likely	07/10/26
31 FLHSMV	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	PALM impacts: Interface AMI002 remains in Cycle 2 (query pending from PALM as of 3/26/26 to present, with no ETA available from PALM as of 6/25/26); AMI002 has not entered Cycle 3 testing. Interface PRI005 (Hireback Supplemental payroll) will not be tested with real test data from PeopleFirst until after the August refresh after August 24. As of 7/7/2026, a specific date for testing PRI005 has not been provided by PALM, and real test data for PRI005 will not be provided by PeopleFirst until after the August refresh. Agency impacts: The agency PALM project team experienced some ongoing challenges with technical resource assignments for agency business system development starting October 30, 2025, which were analyzed and communicated from November to February by the agency project team, culminating in internal escalation in March 2026. The agency had planned and assigned development tasks to culminate in readiness by August, to align with the implementation and testing schedules. Impacted Interfaces: *API031 *API002 *IUI002 *API002 *GLI001	An agency test mitigation plan is in place to begin testing interfaces by end of July, and to complete all PALM testing before or by October 2, 2026. (Some interfaces will begin cycle 3 in July and others will begin cycle 3 in August, after the refresh.) The agency mitigated resource impacts in Spring 2026 with an internal recovery plan for FAME (ABS) interfaces. Additional developers were assigned and cannot be removed from the agency project unless executive approval is granted. Temporary developers have been assigned to support certain tasks or knowledge needs for agency processes. The agency requires all assigned developers to remain in place through end of July, with permanent developers to remain after July 31, and certain others needed to return in September to support further interface testing. FLHSMV Interface Cycle 3 Test Schedule available (document).	Project Manager and team. Specifically, PALM is responsible for AMI002 query to support agency asset location requirements, allowing the agency to complete Cycle 2 testing and begin Cycle 3 testing for AMI002. As of 7/7/2026, a specific date for testing PRI005 has not been provided by PALM, and real test data for PRI005 will not be provided by PeopleFirst until after the August refresh.	If mitigation is not complete by October 2, the agency will fail to complete Cycle 3 testing by the PALM deadline and FLHSMV (agency) team would have a much heavier work load with manual processing, etc.. All interfaces that have not completed Cycle 3 testing by October 2 will be postponed from further testing until July 2027 (approximately 6 months after PALM go live, planned for January 12, 2027), which would impact the Agency's ability to transact in PALM (vouchers, supplemental payroll, interunit, asset inventory management, and internal agency business processes that previously coordinated with FLAIR.)	Very likely	10/02/26

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32 LEG	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	LEG has an executed contract with a vendor for the Legislative Expense Management System and has begun interface testing activities. The LIM replacement contract has not yet been executed, but we are hopeful it will be executed soon and will be able to begin testing activities.	We are working as diligently and swiftly as possible to get both systems where they need to be. There are alternative processes planned in the event the interfaces are not successfully tested, such as manual entry and spreadsheet upload.	OLS Director and Deputy Director	There are alternative processes planned in the event the interfaces are not successfully tested, such as manual entry and spreadsheet upload.	Very likely	08/14/26
33 SCS	3.1	All Cycle 3 interfaces have been successfully tested in UAT multiple times.	No - Less than 90% met	12 of SCS's 14 interfaces have been successfully tested in UAT. The 2 remaining are specifically for Assets that requires our EBS SATS partner engagement. SCS has scheduled this test to be executed in the September 2026 timeframe in the PALM UAT environment with a scheduled completion date of September 30, 2026. This test has already been completed successfully during Interface Testing "Cycle 2" prior to PALM UAT start date of February 2026.	Coordination activities with our EBS Partner (SATS) so testing can be completed during the month of September 2026, during our end-to-end test run scenarios.	SCS PMO for test coordination and scheduling, F&A Asset team for transaction processing, OIT for file transmissions between PALM, SCS, and SATS EBS SATS Partner to process Asset updates.	SCS has High Confidence that these 2 Interfaces will be executed successful in PALM's UAT environment since SCS and our EBS Partner (SATS - who also supports multiple agencies) has already successfully tested them during Cycle 2 Interface testing. The impact will result in SCS having outdated Asset information in the PALM system, impacting Financial transactions accurately posting against SCS Assets. The workaround is to have the F&A Asset team perform manual updates through the PALM input channels so SCS Asset information can be updated properly in PALM.	Very likely	09/30/26