

Helpful Links

- Dashboard Snapshots
- Florida PALM Resources
- Florida PALM Workbook for DFS
- Readiness Workplan

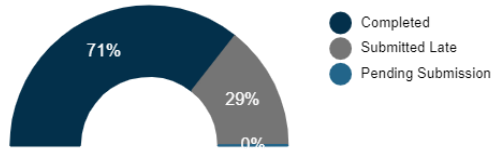
DFS Status Report Dashboard

Reporting Period
September - October 2023

Agency Sponsor
Scott Fennell

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

Readiness Workplan Tasks



The Readiness Workplan Tasks dial reflects the timeliness of your agency's submission of all RW tasks to date.

Readiness Workplan Tasks:

Total Tasks = 7

- Completed = 5
- Submitted Late = 2
- Pending Submission = 0

People

The staff and stakeholders affected by your agency's transition to Florida PALM.

Processes

The sequence of procedures to accomplish a business objective.

Technology

The applications or tools used to process, track, or report on financial operations.

Data

Information used in or produced from an agency's financial business operations.

The dials below 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.

Change Champion Network:

- Unique Filled Role = 10
- Duplicate Filled Role = 7
- Vacant Role = 1



The Change Champion Network dial reflects the completeness of your CCN makeup.

Participation:

- Meetings Attended = 13
- Meetings Missed = 0



The Participation dial reflects your agency's attendance at Project-led meetings.

Implementation:

- Training = TBD

Current-State:

Cataloged Business Processes = 0

- Related Business Systems = 0
- Related Reports = 0
- Documentation Status:**
- Complete = 0 Partial = 0 Not Started = 0

Implementation:

- Role Mapping = TBD

Current-State:

Cataloged Business Systems = 77

- Criticality:**
- High = 17 Med = 5 Low = 0 None = 0
- Documentation Status:**
- Complete = 32 Partial = 0 Not Started = 0

Cataloged Interfaces = 121

- Inbound Interfaces = 100
- Outbound Interfaces = 21

Implementation:

- Interfaces = TBD

Current-State:

Unique FLAIR Data Elements = 419

- Associated Unique Uses = 1301**
- Continued Use - Yes = 1064
- Continued Use - No = 47
- Associated Business Systems = 19**
- Cataloged Reports = 383**
- Criticality:**
- High = 252 Med = 76 Low = 38 None = 45

Implementation:

- Conversions = TBD
- Configurations = TBD

Agency Reported

The Risks, Issues, Assumptions and Readiness Activities tables below display only items that were opened/logged, closed/resolved or active during the reporting period.

DFS Risks

Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
People Processes	Delayed access to Administered Funds that have been identified and requested to support Functional Readiness activities issued by PALM may impact scheduled onboarding of PM and OCM and task completions. CCN does not have a PM and OCM resource which could impact readiness tasks; Specifically, 1) the Agency could struggle to complete the tasks in a timely manner 2) Task may lack quality and CCN might miss something because lack the training/KSA to know what to look out for; 3) the Agency may likely struggle to transition to Florida PALM in January 2026 without the identified resources.	Open	9 (High/High)	<ul style="list-style-type: none"> Current CCN will attempt to manage the readiness activities as a project and do best on identifying change impact strategies to fulfill the obligations to be meet the project deadlines. CCN could use standardized PM templates and established procedures. Until we have dedicated resources to complete the readiness tasks. 	Entered as new risk	10/31/23	Alexandra Weimorts
People	ENTERPRISE A&A: The Project timeline is very conservative regarding flexibility, and A&A's involvement is critical for project success. Our level of involvement pulls our resources in multiple directions putting a strain on our time to complete tasks. A&A change management and internal preparation for A&A preparedness activities have already started, but having adequate resources will be key to successful implementation.	Open	9 (High/High)	<ul style="list-style-type: none"> Recruit knowledgeable and skilled staff, not entry level positions, to help with preparedness activities and management of daily operations. Retain our critical staff that are involved in Florida PALM activities and those who are picking up added job responsibilities so that subject matter experts can dedicate time to Florida PALM activities. Provide expectations that staff will cross-train and provide knowledge transfer to increase the depth need to continue operating with a high level of service and accuracy. 	Entered as new risk	10/11/23	Renne Hermeling

				<ul style="list-style-type: none"> A&A is seeking additional FTE through the LBR process with intent to onboard and train within the 2025 FY. 			
People	<p>ENTERPRISE A&A: Resource impacts due to A&A operational staff spending a significant amount of time performing Project related tasks. This pulls resources from operations, increases workloads, and causes stress and an increased chance of employee burnout.</p> <ul style="list-style-type: none"> Project tasks may require additional time outside employees designated working hours to attend meetings, review time sensitive documents, or contribute to critical tasks. Some positions are not granted flexibility to flex time throughout the month, but they must flex it within the week. This policy limitation causes a strain on availability of resources. Allowing current staff more flexibility to flex their time beyond the work week would help with resource allocation. As we get closer to implementation, the number of items that will require attention will continue to increase. This will include, assisting agencies with data management, preparing enterprise data for conversion, developing cut-over and FLAIR close out plans, participating in all levels of integration and UAT testing, validating testing results, participation and validation of mock and production conversions, developing policy around new processes. 	Open	9 (High/High)	<ul style="list-style-type: none"> Contract with staff aug who can help with data analysis, developing testing scenarios, perform testing functions, support cut-over, support FLAIR retirement activities. Hire additional staff (FTE or OPS) to learn current operations so that our experienced staff can continue to participate with the Florida PALM Project in design, testing, and implementation activities. Consider providing current staff with Special Pay Increase to acknowledge the increased job responsibilities and retain these critical members of the team. Work with Human Resources to properly document team members who should be classified as SES staff. Establish plans for reduction of current operational activities and prioritize responsibilities based on risk and probability. This could include posting all payments and suspending pre-audit activities, suspending Article V and Contract Management audits, suspending processing of EFT applications, as examples. 	Entered as new risk	10/11/23	Renne Hermeling
Technology	Florida PALM design release dates for Segments III, IV, and Data Warehouse will decrease the build time for impacted agency business systems. This may impact the ability for applicable agency business systems to be ready for interface testing by January 2025.	Open	6 (Medium/High)	<ul style="list-style-type: none"> Develop initial agency business system future-state designs as much as possible based on Segment I and II design information made available by the Florida PALM Project. Update ABS designs as soon as Segment III, IV, and Data Warehouse design information becomes available from the Florida PALM Project. Work with Division/Office management to allow dedicated technical and functional resources to be available for agency business systems remediation efforts when design information is released. 	Entered as a new risk.	10/20/23	Stacey Pollock
Technology	Reduced duration for agency business system end-to-end testing with Florida PALM during UAT could impact Tier 1 agency business systems with significant changes, as well as those systems that will require downstream Tier 2 interface testing. As a result, DFS may not have enough time to successfully complete all of the testing needed for agency business systems, which in turn could impact agency readiness for go-live with Florida PALM.	Open	6 (High/Medium)	<ul style="list-style-type: none"> Develop remediation timelines and resources to prepare the agency business systems to be ready for the start of ABS end-to-end testing with Florida PALM. Work with Division/Office management to allow technical and functional resources to be available during the ABS end-to-end testing period with Florida PALM. If needed, request additional time from the Florida PALM Project for ABS end-to-end testing. 	Entered as a new risk.	10/20/23	Stacey Pollock
Processes	<p>ENTERPRISE A&A: The Statewide Cost Allocation Plan (SWCAP) process changes:</p> <ul style="list-style-type: none"> Business Process Changes will impact actual agency costs that are currently reported in SWCAP Process to identify and report the costs reported within the plan will change. Significant changes to the SWCAP or incorrect reporting of SWCAP costs could result in inaccurate management decisions. Inadequate reporting could result in loss of Federal funding if costs are deemed ineligible. 	Open	6 (High/Medium)	<ul style="list-style-type: none"> Work with agencies to reasonably identify processes that will be impacted and estimate changes to costs that will be allocated. Identify reporting that will be needed and work with Florida PALM project to ensure needed reports are available and tested. 	Entered as new risk	10/11/23	Renne Hermeling
Processes	<p>ENTERPRISE A&A: Planning for some critical activities has not been done. Until these plans have been developed, A&A cannot adequately determine needed resources, time and effort.</p> <ul style="list-style-type: none"> Cutover planning FLAIR retirement planning Stabilization period planning Specialized knowledge that may be needed for new processes, such as processing States' taxes from payroll Financial Reporting mappings and data rollout 	Open	6 (High/Medium)	<ul style="list-style-type: none"> Continue to collaborate with the Florida PALM Project and seek resources through staff aug, additional FTE or contracts as needs are discovered. 	Entered as new risk	10/11/23	Renne Hermeling
Technology	Resource impacts due to unforeseen system changes from DFS divisions, other projects, and external entities could cause delays in the ABS Remediation timeline.	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Work closely with the ABS functional and technical owners to coordinate the timeline of changes with the Florida PALM timeline. Work closely with the ABS functional and technical owners on design strategies related to Florida PALM integration. 	Entered as a new risk.	10/20/23	Stacey Pollock
People	<p>ENTERPRISE A&A: All bureaus within the division will have significant process changes.</p> <ul style="list-style-type: none"> Insufficient preparation or reluctance to adopt and adapt to changes could result in delays; operational deficiencies; and critical operations, tools, technologies, and resources not being available. Performance issues at implementation if staff are not able to adapt and produce results at the current, expected level of output. Due to the unique activities that A&A performs at an enterprise level, reduced performance could have a negative impact on agencies. 	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Prepare staff through regular change management engagements. Perform knowledge transfer on why things are done so we can ensure better understanding of future processes. Complete thorough process analysis and mapping of each process, along with the technology, tools, and resources to future functionality can ensure that we have identified where operational changes will occur and to what extent it will be affected. Monitor staffs' engagement. Analyze current skill sets and mentor or provide training needed to acquire the proper skills and address skill gaps. Review organizational charts and identify succession planning or knowledge transfers for known gaps. A&A has contracted with two People Soft experienced resources to help with implementation activities, including identifying staffing model changes and process changes. 	Entered as new risk	10/11/23	Renne Hermeling
People Processes Technology Data	<p>ENTERPRISE A&A: A&A serves all other agencies, therefore our processes are at risk from external impacts:</p> <ul style="list-style-type: none"> Agencies – All A&A processes are 	Open	4 (Medium/Medium)	<ul style="list-style-type: none"> Continue to work closely with the Florida PALM Project to identify areas where significant training will be needed for agency staff. A&A OFFE team make outreach with agencies to 	Entered as new risk	10/11/23	Renne Hermeling

<p>downstream of agency processes. Agencies may lack their own training and resources for proper preparation. If agencies are not ready for implementation, this will cause significant issues for A&A to be able to continue operations at an acceptable level and could cause more significant increase in work or rework for A&A staff around go live.</p> <ul style="list-style-type: none"> • Project – There may be changes in Project directions or decisions that negative affect A&A that would cause an increase of time and resources or provide confusion and lack of clarity among A&A's expectations. • Government/Florida Statutes/Regulations – Any potential changes to laws, regulations, or elected officials could change Project direction or restrict A&A's operations. 			<p>determine training needs for skills that will be needed in Florida PALM users.</p> <ul style="list-style-type: none"> • Participate with all FFMS and Enterprise partners to ensure remediation, testing and change management needs are understood and acted upon. • Assist agencies with readiness tasks such as data analysis and cleansing. • Develop contingency plans for agencies that are not prepared for Florida PALM implementation. • Monitor activities, changes in rules and regulations, and agencies competencies. • Establish contingency plans as risks become more probable (as information becomes available) and communicate those changes as quickly and clearly as possible. • A&A is seeking funding through the LBR process to contract for financial expertise that State Agencies can use to identify knowledge gaps and areas needing improvement and address those issues. 		
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DFS Issues

Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator

DFS Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments or Updates
Technology	Based on the Florida PALM implementation timeline established through the execution of Amendment #8, the Go-Live date for the Florida PALM solution is expected to occur on January 6, 2026.	Logged	10/20/23	Agency Business Systems	Added as a new entry to the Assumptions Log.
Technology	The Florida PALM Project will be able to provide timely and complete requirements for agency business system interfaces and business processes with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems	Added as a new entry to the Assumptions Log.
Technology	Agency business system owners will understand Florida PALM impacts to be able to provide requirements for system modifications with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems	Added as a new entry to the Assumptions Log.

DFS Agency-Specific Readiness Activities

Critical Operational Elements	Activity Description	Date(s)	Impacted Stakeholder(s) and/or System(s)	Objective	Reporting Period Comments or Updates
People Processes Technology Data	Established standing weekly CCN meetings	9/19/2022	DFS, OFR, OIR	Share project activities status, project communication wrap-ups and allow CCN members an opportunity to ask questions, make suggestions and provide feedback. Prepare recurring agenda in SmartSheet and use to capture minutes and actions.	Every Monday
People Processes Technology Data	Printed and provided cardstock & foamboard Agency Implementation Road Maps to all Divisions to place in common areas	10/22/23	DFS, OFR, OIR	Bring awareness to the divisions of all the concurrent activities occurring to reach January 2026	Entered as a new Readiness Activity
People Processes Technology Data	DRM conducted Invoice Received Date Requirement Meeting	ongoing	Division of Risk Management, Bureau Chiefs, SME and Trainers	Understanding of requirements for ABS design	Entered as a new Readiness Activity Meeting to discuss three-date stamp requirements in ABS.
People Processes Technology Data	Conducted FL PALM DRM SMEs Meeting	ongoing	Division of Risk Management, SMEs and ABS	Business and Technical SMEs collaborate on DRM action items.	Entered as a new Readiness Activity 09/20 meeting to review Technical Town Hall information with business and technical SMEs and start list of DRM action items.
People	Distributed Agency-wide Readiness Survey	8/28/2023 10/30/23	DFS, OFR, OIR	To gauge awareness, readiness that will allow CCN to monitor and target communications and trainings	CCN started 8/11/23. Responses due 10/16 10/30: 893 completed. Sent to roughly 2,500+- employees
People	Established Monthly Point of Contact meeting with Division/Offices	8/29/2023, 9/26/23, 10/31/23	DFS, OFR, OIR	Share project activities status, project communication wrap-ups and allow POCs an opportunity to ask questions, make suggestions and provide feedback.	last Tuesday of the month. 8/29, POC Roles, Readiness Survey Segment 1 workshops, 9/26 Division specific activities. 10/10, Understand POC role and expectations for PALM Success.
People	Created a CCN Sharepoint Page where Point of Contacts and Subject Matter experts can easily access readiness materials, log RAIL and division/office activities	9/1/2023	DFS, OFR, OIR	Centralized location, allows for organization and easy of access.	Entered as a new Readiness Activity
People	Created a Sharepoint RAIL and readiness activities log for POC to input division specific items	9/19/2023	DFS, OFR, OIR	Centralized location, allows for organization and easy of access. Allows easy collection of activities that can be reviewed and considered for the ESC Bi-monthly report.	Entered as a new Readiness Activity
People	Created a DFS CCN Logo that distinguished the agency PALM CCN from the Project Change Champion Network, Journey to Success with Florida PALM	5/2021	DFS, OFR, OIR	By branding the CCN allows us to be separate yet part of PALM.	Entered as a new Readiness Activity
People	Conducted Division of Risk Management Meetings on Florida PALM	9/13/23	Division of Risk Management; 79 DRM employees	In person meetings with PowerPoint presentation on 09/12-09/13 to explain the FL PALM project and implementation schedule. Explained potential impacts for the Division. Watched the FL PALM Overview video provided by the Project. Navigated the FL PALM website. Explained the roles of the POCs and CCN. Emailed information covered during the meetings with links to Division staff.	Completed. Entered as a new Readiness Activity
People	Conducted Division of Risk Management Meetings to DRM Leadership on Florida PALM Activities	9/7/2023, 9/27/23, 10/10/23	Division of Risk Management; Division and Bureau Leadership	Share project activities status, project communication wrap-ups and allow DRM leaders an opportunity to ask questions, make suggestions and provide feedback.	Entered as a new Readiness Activity On 09/07 held meeting to provide update from 08/29 POC meeting information. Management decided for DRM POCs to conduct FL PALM meetings with all Division staff in preparation for the CCN Readiness survey. On 09/27 held meeting to update management on Technical

					Town Hall information. On 10/10 held meeting to update management on Segment 1 Design Workshops.
People Processes	Printed and provided cardstock Design Workshop by Segment and Preparing for workshop tri-fold to all Division SMEs to have available and can easily reference	10/22/23	DFS, OFR, OIR	Bring awareness to the divisions of all the BPM Segment releases occurring to reach July 2024	Entered as a new Readiness Activity
People Processes	Created recurring and conducted Unclaimed Property meeting with Division staff	ongoing	Division of Unclaimed Property Division leadership and staff	Bring awareness on PALM Financials, Payroll and Warehouse implementation	Entered as a new Readiness Activity 10/21/23 Provide information and awareness on PALM project implementation meetings, tasks, and deadlines.
People Processes	Created recurring and conducted Office of Insurance Regulation (OIR) stakeholders	ongoing	Office of Insurance Regulation Leadership and process Stakeholders	Bring awareness on PALM Financials, Payroll and Warehouse implementation	Entered as a new Readiness Activity Provide information and awareness on PALM project implementation meetings, tasks, and deadlines.
Processes	Participated in 1099 Discussion with DRM & FL PALM EPA for segment 4 planning	10/9/23	Division of Risk Management, SMEs	Understand business need for consideration in design scope inclusion or hold.	Entered as a new Readiness Activity The intent of this meeting is for the Florida PALM EPA Team to discuss 1099 reporting with DFS Risk Management. The Florida PALM EPA Team is aware that BRM has mentioned that they handle some 1099 reporting internally because of the limited functionality available within FLAIR and that there has been an expressed interest in having Florida PALM handle this 1099 reporting in the future. Decision is to discuss after go-live and new contract is signed that identifies scope.

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

DFS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2023	Scott Fennell	scott.fennell@myfloridacfo.com	11/13/23
July - August 2023	Steven Fielder for Scott Fennell	steven.fielder@myfloridacfo.com	09/07/23

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