Helpful Links

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

DMS Status Report Dashboard

Reporting Period

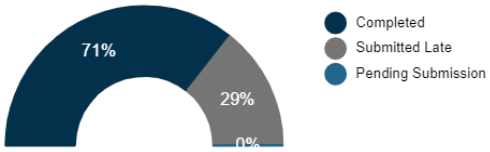
September - October 2023

Agency Sponsor

Katie Parrish

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 = 9
- Duplicate Filled Role = 4
- 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 = 4

- Related Business Systems = 4
- Related Reports = 5
- **Documentation Status:**

- Complete = 3 Partial = 0 Not Started = 0

Implementation:

- Role Mapping = TBD

Current-State:

Cataloged Business Systems = 12

- **Criticality:**

- High = 5 Med = 2 Low = 0 None = 5
- **Documentation Status:**

- Complete = 10 Partial = 1 Not Started = 1

Cataloged Interfaces = 55

- Inbound Interfaces = 40
- Outbound Interfaces = 15

Implementation:

- Interfaces = TBD

Current-State:

Unique FLAIR Data Elements = 143

- **Associated Unique Uses = 1303**

- Continued Use - Yes = 205

- Continued Use - No = 43
- **Associated Business Systems = 5**

Cataloged Reports = 106

- **Criticality:**

- High = 91 Med = 16 Low = 3 None = 0

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.

DMS Risks

Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
People	Resources. Year-end close out, certified forward and financial statements are forthcoming. There will be limited resources to perform Florida Palm tasks during year end, from June to September 30th.	Closed	9 (High/High)	Postpone tasks completion deadline dates to after September 30, 2023. Year end close out complete. PALM tasks in progress.	Logged April 26, 2023. Reviewed again September 6, 2023. Reviewed again Nov 2.	11/02/23	Financial Management Services / Kedra Lewis
Technology Data	Funtionality. Failure to utilize latest and most efficient data transfer methods.	Open	6 (Medium/High)	Evaluate effort required to create Encumbrance API vs Voucher API and determine if creating one provides enough of a foundation to justify creating the second API. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Matt Giglio
People Processes Technology Data	Variable risk/issues at this time with People First. People First is currently working on its next-generation platform efforts with our HR BPO with an est release date of June 30th and will start working on its ITN with an early 2024 release. The end of the contract is August 2026 with the end of current life support Dec 2027. The main risk/issue is several folds with launching two major state ERP systems at the same time, converging timelines, and not	Open	6 (High/Medium)	Uncertain at this time until business requirements and remediation level efforts are scoped out and resource and project plans are developed. Very high-level solution with information known right now: 1) PF would require to stand up a separate remediation team. This team would be focused and solely dedicated to working directly with NGA and PALM. This would be a specialty project team just dedicated to	Logged April 22, 2023. Reviewed again September 6, 2023. Reviewed again Nov 2 - no change.	11/02/23	People First / Tomy Mollas

	same time, converging timelines, and not enough information on the level of remediation needed for PF/PALM. Once a scope and business requirements are developed - a resource plan will need to be developed to determine the lift which in turn determines the ask from a funding standpoint. It will take time to stand up the teams to tackle this effort. *another risk is for all vendors to be able to work together freely on solutionizing and remediating work. This is a risk because several of the vendors are known competitors with each other regarding ERP solutions and PF will have a competitive ITN next year. PF/PALM working on multi-party NDA to hopefully resolve this issue.			would be a specialty project team just dedicated to working on this with a high velocity - quick sprint reviews. *In addition to the special project team listed above, PF would need additional FTEs on the core unit because historical knowledge and expertise on system/state functionality would be needed to help bridge the gap - we would need to backfill current FTEs to backfill current position to maintain current system use. A dedicated Project Manager will be in place to head up the mediation team. This is in progress.			
People Processes Technology Data	Functionality, Will PALM deliver the functionality needed for DMS operations?	Open	6 (High/Medium)	Develop a testing plan. Use the PALM Sandbox environment. Functionality assessment in progress. Sandbox environment is approved for a limited number of DMS employees.	Logged April 26, 2023. Reviewed again September 6, 2023. Reviewed again Nov 2 - no change.	11/02/23	Finance and Administration / Jennifer Gaines
People Processes Technology Data	Resources and Functionality. Full implementation simultaneously with "FLAIR-end" seems risky with the current change solutions. The seen and unforeseen functionality and compatibility issues at CMS Wave implementation adversely impacted and even stopped certain critical business processes for agencies.	Open	6 (High/Medium)	Mimic FLAIR functionality EXACTLY or as close to exactly as possible. Any deviations should require extensive testing and re-testing with sufficient sandbox training and focus from agencies a minimum of one year in advance of implementation. So far, agencies do not have enough appropriate staff, support, or available resources for implementation and its aftermath which is difficult to plan for with so many unknowns. Allowing for that year of testing, sandboxing, and training to allow agencies to prepare is another suggested solution for this inherent risk.	Logged April 26, 2023. Reviewed again September 6, 2023. Reviewed again Nov 2 - no change.	11/02/23	Finance and Administration / Sandy Watson
People Processes	Timeline and Resources. There are multiple overlapping Palm tasks with due dates that utilize the same personnel resources as statutorily required tasks during year end.	Closed	6 (High/Medium)	Complete the tasks early or ask for a later due date. Most PALM tasks completed early - some still in progress. Year end required tasks complete.	Logged April 27, 2023. Reviewed again September 6, 2023. Reviewed again Nov 2, 2023.	11/02/23	Finance and Administration / Eric Thiele
People Processes Technology Data	Business System (IRIS) upgrade is happening at the same time as the PALM implementation. This impacts resources and a new system, with new screens and interfaces.	Closed	6 (High/Medium)	As long as we can produce an accurate accounting file and benefit payroll file, and process the incoming state retirement file from BOSP, as well as the information transferred between IRIS and PALM is correct - the remaining aspect is testing and training in advance.	Logged incorrectly as a Risk when it is a known Issue.	11/07/23	Division of Retirement / Megan Biederman
People Processes Technology Data	Pulling reports from FLAIR/PALM is mandatory to complete the statutory requirement to publish the ACFR by December 31st. Multiple agencies are involved in this publication.	Open	6 (High/Medium)	Reports are available. Plan for report identification and testing.	Logged Nov 6, 2026	11/07/23	Division of Retirement / Megan Biederman
People Processes Technology Data	Functionality. Will Agencies have enough time to work in the sandbox environment to ensure their respective divisions can test and see if the current work they perform in FLAIR can be achieved in the PALM Environment? If time is limited and a required field is missing, will there be enough time for it to be fixed and re-tested prior to the January 2026 go live date?	Open	4 (Medium/Mediu	Roll out sandbox test capabilities as sections are completed for Agencies to test. Sandbox environment is not secure for testing - PALM needs to work on true test environment.	Logged April 21, 2023. Reviewed again September 6, 2023. Reviewed again Nov 3, 2023. Mitigation notes updated.	11/03/23	Division of State Group Insurance / Jason Ottinger
People Processes	Timeline. Competing deadlines immediately prior to go-live. Fiscal accountants and other users will be trying to learn PALM as well as changes to departmental and enterprise systems affected by PALM implementation, at the same time.The STMS Team, as well as other system owners, may need to make late changes while also trying to train end users.	Open	4 (Medium/Mediu	Identify impacted users and trainings that will be offered, to coordinate a DMS training schedule. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Kurt Bonhamer
People Processes Technology	Make sure all business and IT and HRM liasions are included in the appropriate technical sessions for capturing accurate business needs within these areas that will be using and/or interfacing with PALM.	Open	4 (Medium/Mediu	Weekly follow up with PALM staff to ensure recommended Business and Technical liaisons are up to date prior to these critical PALM sessions.	Logged Nov 2, 2023.	11/06/23	Division of State Group Insurance / Jason Ottinger
People Processes Technology Data	Unknown risks due to changes to major statewide systems during modernizations. (Example: Changes to HR Class Code System, Changes to People First System)	Open	4 (Medium/Mediu	Unknown solution at this time.	Logged Nov 6, 2025	11/07/23	Division of Retirement / Megan Biederman
People Processes Technology Data	Retirement benefits payments must be supported by PALM to allow for timely release of funds. This would create a loss of earnings for the trust funds if transfer is delayed.	Open	3 (High/Low)	Programming needs to be completed to allow for flexibility so funds can be released timely.	Logged Nov 6, 2024	11/07/23	Division of Retirement / Megan Biederman
People Technology	Functionality. Inability to design new STMS user interface for creating vouchers.	Open	2 (Medium/Low)	Provide training in PALM for creating vouchers so that we can attempt to replicate the process and minimize confusion for users in both systems. Provide information about flat files with information required to build vouchers in STMS and confidently pass combo edit checks using the PALM Combo Edit Check API. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Matt Giglio
Technology Data	Interface. Inability to design flat file transfer process.	Open	2 (Medium/Low)	Provide information about when and where flat file data will be provided and how it will be accessed. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Matt Giglio
Technology Data	Functionality. Inability to design user interface to accommodate Speed Keys instead of Expansion Options	Open	2 (Medium/Low)	Provide information about the Speed Key interface, as well as training about how agencies will be using it in PALM. Provide training about how Speed Keys will be used by travelers to communicate billing information to Fiscal Accountants. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Matt Giglio
Processes Technology Data	Interface. Insufficient information about what the Combo Edit Check API will verify and what STMS must be prepared to verify.	Open	2 (Medium/Low)	Provide details about what the Combo Edit Check will verify and what needs to be verified outside of that check. Meetings with PALM have been initiated. Still early in the process.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change.	11/06/23	STMS / Matt Giglio
Data	Interface. Inability to make informed design decisions about API versus Flat File.	Closed	1 (Low/Low)	Provide more information about flat files required to create vouchers, update voucher status, and update voucher payment status. Provide information about time required to process inbound vouchers in PALM and then return status updates. Then provide information about these processes if using an API to determine value provided.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023.	11/06/23	STMS / Matt Giglio

				determine value provided. Meetings with PALM have been initiated. Still early in the process. PALM removed most API options.			

DMS Issues

Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
Technology	Certain webservices that allow for live data between MFMP, STMS, and PALM will not be active in PALM like they are in FLAIR.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	No known solution at this time except for PALM to change their design.	Functionality: This is a step backwards in functionality from the 50-year-old system to the new solution.	01/01/24	State Purchasing / Gerard Steele
Processes Technology	The Florida PALM Team has decided to not provide a webservice/real time interface for budget pre-check or vouchers. This does not match up to current FLAIR functionality and presents a significant risk in increasing payment cycle time, which has direct impact on agencies' ability to meet prompt payment requirements.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	The recommended proposed solution is for the Florida PALM team to provide a budget pre-check and voucher webservice/real time interface, in addition to the Combo Edit Check and Encumbrance webservice they have already offered.	Interface: There are also impacts to emergency operations invoice payment in the event a vendor needs to be paid quickly to secure emergency supplies or services during Emergency Operations Center (EOC) activation.	01/01/24	State Purchasing / Tyler Brown
People Processes Technology Data	Promised piece of $20M administered funds not being provided. System remediation and FLAIR clean up can not move forward without funding.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	Release of funds to agencies is the proposed solution. New LBRs are currently in development.	Resources: Funding is a major factor to the success or failure of this effort.	07/01/24	Finance and Administration / Eric Thiele
People Processes Technology Data	Exchange of unique identifier that can be passed back and forth during the EFT process to ensure a specific member is identified. (RP240, RP501, RP503, RP504, and RP505)	Open	High - Impacts the ability of the agency to meet deadlines or milestones	Functionality: Could use a SSN or Member ID, build a web service.	Internal meetings in progress to address this issue.	01/30/24	Florida Retirement System / Megan.Biederman
People Processes Technology Data	Business System (IRIS) upgrade is happening at the same time as the PALM implementation. This impacts resources and a new system, with new screens and interfaces.	Open	Low - All impacts not listed as Critical or High	Testing and training in advance - plan to be developed.	As long as we can produce an accurate accounting file and benefit payroll file, and process the incoming state retirement file from BOSP, as well as the information transferred between IRIS and PALM is correct.	01/30/24	Florida Retirement System / Megan.Biederman

DMS Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments or Updates
People Processes Technology Data	Decreased timeliness and staff familiarity with the new PALM system prior to go live. Unforeseen vacant positions in key role areas will have an effect on over utilization on staff not familiar with PALM in general.	Logged	09/07/23	State Group Insurance / Jason Ottinger	Start PALM training on new system and UAT testing as soon as possible. Ensure units have backup staff trained along with primary staff early on to be able to continue with PALM functions in the Division.

DMS 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	Retirement/KPMG Bi-weekly status meeting	Sept 5, Oct 3, Oct 17, and Oct 31, 2023	Change Management Liaisons, PM Liaisons, SMEs, Agency Sponsor, CCN, Production Support / OIT / Technical	Status update of all projects being worked on during the engagement between the Division of Retirement and KPMG, including PALM.	Recurring bi-weekly status meeting.
People Processes Technology Data	PALM Reporting Task 331	Sept 7, 2023	Agency Sponsor, Agency Liaison / Project Manager	To review new bi-monthly reporting procedures and dashboard.	Internal briefing on bi-monthly reporting tasks and associated metics.
People Processes Technology Data	PALM Reporting Task 331	Sept 8, 2023	People First Liaison, Agency Liaison / Project Manager	To review new bi-monthly reporting procedures and dashboard.	Internal briefing on bi-monthly reporting tasks and associated metics.
People Processes Technology Data	PALM Reporting Task 331	Sept 11, 2023	F&A Liaison, Agency Liaison / Project Manager	To review new bi-monthly reporting procedures and dashboard.	Internal briefing on bi-monthly reporting tasks and associated metics.
People Processes Technology Data	PALM Task 326 Work Session: Interfaces	Sept 14, 26, 21, and Oct 12 and 19	Agency Liaisons, Production Support, SMEs	Activities to prepare for interfacing with Florida PALM. Review and complete PALM Smartsheet fields.	Recurring weekly work group meeting to address PALM tasks.
People Processes Technology Data	PALM Meetings Review	Sept 20, 2023	Retirement Liaison, Agency Liaison / Project Manager	To ensure the correct persons are getting to the correct meetings.	Assist Retirement Liaison by reviewing meetings posted on the PALM website and determining if representatives from Retirement should be attending and if so, the kinds of representatives needed.
People Processes Technology Data	PALM Task 328 Brief	Sept 22, 2023	Retirement Liaison, Agency Liaison / Project Manager	To review Task 328 details and determine level of effort and SMEs for Retirement.	Assist Retirement with Task 328 and how to interact with their vendor to get the proper documentation.
People Processes Technology Data	PALM Risk Identification	Sept 22, 25, and Oct 27, 2023	Retirement Liaisons, Project Manager, CCN, SMEs, F&A, Production Support / OIT / Technical	To identify and document risks associated with PALM in regards to the Division of Retirement.	Open discussion regarding risk for everyone involved with PALM.
People Processes Technology Data	PALM Task 326 Brief	Sept 25, 2023	Retirement Liaison, Agency Liaison / Project Manager	To review Task 326 details and determine level of effort and SMEs for Retirement.	Assist Retirement with Task 326 and how to interact with their vendor to get the proper documentation.
People Processes Technology Data	DMS Project Management Summit	Sept 7, 21, 27, 29, and Oct 2, 5, 9, 12,16, 19, 26, and 27,	Agency Liaison / Project Manager, CIO, DivTel, FLDS, Training, OIT, Communications	Final planning meetings.	Address details re: agenda, location, set up, key note speaker, activities, communications, registration, reminders, and tracking metrics.

		2023			
People Processes Technology Data	Task 326 Documentation: CSAB (Communications Services Accounting and Billing) - MFN1 and MFN2 billing	Oct 10, 2023	Agency Liaison / Project Manager, Business Systems Contact for Divtel	Complete documentation for Task 326.	Determine level of effort and type of documentation.
People Processes Technology Data	Task 326 Documentation: IRIS	Oct 13, 2023	Retirement Liaisons, Project Manager, Change Management, CCN, SMEs, F&A, Production Support / OIT / Technical	Complete documentation for Task 326.	Discuss remaining part of Task 326.
People Processes Technology Data	Task 326 Documentation: TRIRIGA	Oct 17, 2023	Agency Liaison / Project Manager, Business Systems Contact for REDM	Complete documentation for Task 326.	Determine level of effort and type of documentation.
People Processes Technology Data	Task 326 Documentation: Budget and Accounting Reporting System (BARS), Daily Cash & Budget Report, Financial Reporting Tool: Microsoft Access (DMS FLAIR Transaction History), FLAIR Payroll Reconciliation System (Microsoft Access), MIP (Accounts Receivable System), PC Batch Upload, Strategic Asset Tracking System, Axiom Pro, and FleetWave	Oct 19, 25, 26 and 27 2023	Agency Liaison / Project Manager, Business Systems Contact F&A / FMS, OIT / Production	Complete documentation for Task 326.	Determine level of effort and type of documentation.
People Processes Technology Data	Retirement Interface Review	Oct 26, 2023	Retirement Liaisons, Project Manager, Change Management, CCN, SMEs, F&A, Production Support / OIT / Technical	Review Interfaces to discuss at next Readiness Touchpoint Meeting	Take away from Readiness Touchpoint Meeting with PALM - reached out post meeting for clarification.
Processes Data	STMS and MFMP web services alignment	Sept 7, 2023	STMS and MFMP Liaisons, SMEs	STMS and MFMP initial discussion to align on goals for web services.	One Time. Success.
Processes Data	PALM caused UI requirements	Sept 20, 2023	STMS and MFMP Liaisons, SMEs	STMS Team internal UI design discussion	One of many. Success.
Processes Data	MFMP Internal webservices discussion	Sept 26, 2024	MFMP Liaisons, SMEs	Align team on need, history, context and goals for web services. Matt and Riley.	One Time. Success.
Processes Data	STMS and MFMP monthly touchpoint planning	Sept 27, 2024	STMS and MFMP Liaisons, SMEs	STMS and MFMP discussion to align on goals for monthly touchpoint meetings with PALM	One of many. Success.
Processes Data	STMS cutover planning	Sept 28, 2025	STMS Liaisons, SMEs	Brainstorm ideas and possible issues with the process of cutting over from FLAIR to PALM	One of many. Success.
Processes Data	STMS cutover planning continued. PALM interfaces and meetings approach.	Oct 11, 2024	STMS Liaisons, SMEs	Brainstorm ideas and possible issues with the process of cutting over from FLAIR to PALM. Discuss approach for reviewing interfaces, documenting questions and setting expectations for learning the details and applying them to system design.	One of many. Success.
Processes Data	Internal review of STMS Touchpoint	Oct 26, 2024	STMS Liaisons, SMEs	Discuss approach for reviewing interfaces, documenting questions	One Time. Success.
People Processes	PALM Project Management Liaison Briefing	Sept 25, 2023	Agency Liaison / Project Manager, Project Management Liaison Back Up	Brief PM Back Up on PALM PM duties .	Reviewed Liaison Responsibilities sheet, and demonstrated DMS PALM Liaison duties and recurring activities.
People Processes	Internal DMS Monthly PALM Connect	Sept 26, 2023	Agency Sponsor, Agency Liaison / Project Manager, Agency CCN and Liaisons	Review upcoming events and deadlines for PALM.	Share updates from Sponsor, Business, Retirement, People First, STMS, MFMP, Security, OIT, Training, and Advisory Council.
People Processes	PALM Task 328: Business Processes Discussions	Sept 26, and Oct 2, 5, 10, and 11, 2023	Retirement Liaisons, Project Manager, Change Management, CCN, SMEs, F&A, Production Support / OIT / Technical	In-depth discussions regarding Task 328 to determine and document Retirement Business Processes: Cash Management, Disbursements, Payroll, Budget, Financial Reporting, Revenue, and Reconciliation.	SMEs provided input for mapping.
People Processes	DMS PALM Charter Discussion	Sept 27, 2023	Agency Sponsor, Production Sponsor / CIO	Review and develop charter / OWP for PALM.	Begin data and information compilation in advance of upcoming PALM PM tasks.
People Processes	DMS Project Management Summit Event	Oct 30, 2023	Agency Liaison / Project Manager, Agency Sponsor, CCN, 5 Project and Contract Managers from each DMS Division	The purpose: --To encourage cross-agency collaboration and think tank activities. -- To promote a shared project culture and continue the improvement of solutions, processes, and products across DMS.	Pre and Post Event surveys went out. Total Attendees: 56 (includes 5 presenters) Over half of the attendees are a part of the PALM Project. A Lessons Learned Meeting is scheduled for Nov 14.

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

DMS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 202	Katie Parrish	katie.parrish@dms.fl.gov	11/08/23
July - August 2023	Katie Parrish	evelyn.harrison@dms.fl.gov	09/11/23

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