DMS Status Report Dashboard

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

Reporting Period
September - October 2024

Agency Sponsor
Lance Dyal

CCN Composition	RW Task Completeness	RW Task Timeliness	Project-led Meeting Participation
The Change Champion Network dial reflects the completeness of your CCN makeup.	The Readiness Workplan Tasks Completeness dial reflects the completeness of your agency's submission of RW tasks, starting with RW Task 512.	The Readiness Workplan Tasks Timeliness dial reflect the timeliness of your agency's submission of all RW tasks to date.	The Participation dial reflects your agency's attendance at Project-led meetings during the current reporting period.

Change Champion Network:
- Unique Filled Role = 10
- Duplicate Filled Role = 6
- Vacant Role = 0

RW Task Completeness:
Score = 94.00%
- Submitted Complete = 34
- Submitted Incomplete = 0
- Completed After Submission = 6

RW Task Timeliness:
Score = 96.91%
- Submitted On Time = 59
- Submitted Late = 7
- Pending Submission = 0

Meeting Participation:
- Meetings Attended = 5
- Meetings Missed = 0

The dials above 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.

RW Tasks - Completed or Open Items

Project Impact	Critical Operational Element	Task ID	Task Name	Task Planned Start Date	Task Planned End Date	Agency Reported Task Progress	Agency Submission Date	Status Comment	Project Verification of Completion	Agency Corrected Submission Date
N/A	Technology	531	Remediate Agency Business Systems based on Segment II	04/29/24	10/04/24	100% - Submitted	09/11/24	OIT requests a discussion specific to this task at the next DMS Agency PALM Touchpoint.	Submission Complete	
Direct	Data	541-A	Complete Configuration Workbooks for Segment IV	07/22/24	09/06/24	100% - Submitted	08/26/24	Since this is optional, DMS is opting out at this time. Tracking and reporting and analysis currently take place in an independent system that has no plan to interface with PALM to date. May readdress and opt in in the future if that position changes.	Submission Complete	
N/A	Data	542	Complete Data Readiness Analysis and Data Cleansing Activities for Segment IV	07/22/24	10/18/24	100% - Submitted	10/18/24		Submission Complete	
N/A	Processes	543	Identify Change Impacts and Update Agency Business Process Documentation for Segment IV	07/22/24	10/18/24	100% - Submitted	10/18/24	Updated and resubmitted Oct 22	Submission Complete	10/22/24
N/A	Technology	544	Update Agency Business System Documentation for Segment IV	07/22/24	10/18/24	100% - Submitted	10/18/24		Submission Complete	
Direct	Technology	545-A	Update and Finalize Florida PALM Conversion Inventory for Segment IV	07/22/24	10/18/24	100% - Submitted	10/18/24		Submission Complete	
Direct	Technology	546	Update Florida PALM Interface Inventory for Segment IV	07/22/24	10/18/24	100% - Submitted	10/08/24	Aug 29: Discussed and confirmed selections with PALM prior to marking 100%. Oct 22: Confirmed remediation not needed for Seg IV Oct 29: Confirmed Fleetwave and SATS. Complete.	Submission Complete	10/22/24
N/A	Technology	547	Remediate Agency Business Systems based on Segment III	07/22/24	12/13/24	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	People	549	Submit Training Survey	08/12/24	09/20/24	100% - Submitted	08/14/24		Submission Complete	
Indirect	People	536-B	Create Agency Specific User Acceptance Testing Plan	08/19/24	10/11/24	100% - Submitted	10/09/24		Submission Complete	
Direct	Data	541-C	Complete Configuration Workbooks for Segment IV	08/26/24	10/04/24	100% - Submitted	10/08/24	Completed the Speedkeys (1) and Payroll (2) Spreadsheets and checked them back into the secure DMS PALM portal.	Submission Complete	
N/A	N/A	551	Submit Bimonthly Agency Readiness Status Report	08/30/24	09/11/24	100% - Submitted	09/11/24		Submission Complete	
N/A	N/A	552	Manage Agency Specific Implementation Schedule, Risks and Issues	08/30/24	10/31/24	100% - Submitted	10/29/24		N/A	
Direct	Technology	550-B	Participate in Technical Meeting to Receive Credentials and Access	09/03/24	09/13/24	100% - Submitted	09/12/24		N/A	
Indirect	Technology	553	Prepare for Interface Testing	09/16/24	10/18/24	100% - Submitted	10/22/24	Have not identified and / or confirmed all test cases. In progress via SME collaboration. Oct 22: test cases identified and confirmed	Submission Complete	
Direct	Technology	554	Participate in Connectivity Testing for Cycle 1 Interface Testing	09/16/24	10/04/24	100% - Submitted	09/24/24	PALM confirmed MFT connection with DMS tech team on 09-23-24.	Submission Complete	
Direct	Data	541-D	Complete Configuration Workbooks for Segment IV - General Ledger (GL)	10/07/24	11/01/24	100% - Submitted	10/29/24		Submission Complete	
Direct	Data	555-A	Complete Data Cleansing Based on Mock Conversion 1 - Projects (PCC001)	10/07/24	11/22/24	75% - Consolidating/Inputting Information for Submission				
N/A	People	559	Share Florida PALM Updates	10/14/24	10/25/24	100% - Submitted	10/24/24		Submission Complete	
N/A	Technology	561	Remediate Agency Business Systems based on Segment IV	10/21/24	03/14/25	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	555-B	Complete Data Cleansing Based on	10/28/24	11/22/24	50% - In Progress				

			Mock Conversion 1 (CTC001, GMC001, and PCC002)							
N/A	N/A	562	Submit Bimonthly Agency Readiness Status Report	11/01/24	11/12/24	100% - Submitted	**11/07/24**		Submission Complete	
N/A	N/A	563	Manage Agency Specific Implementation Schedule, Risks and Issues	11/01/24	12/27/24	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	555-C	Complete Data Cleansing Based on Mock Conversion 1 (AMC001 and POC001)	11/08/24	12/06/24					

People

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

Implementation:

Planned Florida PALM End Users = 69

• Business Process Groupings = 11/13

Identified Subject Matter Experts = 51

• SMEs by Business Process Grouping

- Account Mgmt. and Financial Reporting = 17
- Accounts Receivable = 18
- Asset Accounting and Mgmt. = 9
- Banking = 12
- Budget Mgmt. and Cash Control = 15
- Contracts Mgmt. = 9
- Disbursements Mgmt. = 23
- Grants Mgmt. = 5
- Inter/IntraUnit Transactions = 17
- Payroll Mgmt. = 17
- Projects Mgmt. = 8
- Revenue Accounting = 22
- System Access and Controls = 17

Role Mapping = TBD

Training = TBD

Processes

The sequence of procedures to accomplish a business objective.

Current-State:

Cataloged Business Processes = 60

• Related Business Systems = 9

• Related Reports = 33

• Documentation Status:

- Complete = 60 Partial = 0 Not Started = 0

Implementation:

Impacted Agency Business Processes = 60

• Related Business Process Groupings = 10

• Planned Spreadsheet Uploads = 4

• Level of Impact: People Changes

- High = 0 Medium = 20 Low = 32 None = 8 Uncertain = 0

• Level of Impact: Processes Changes

- High = 2 Medium = 20 Low = 30 None = 8 Uncertain = 0

• Level of Impact: Technology Changes

- High = 3 Medium = 15 Low = 31 None = 11 Uncertain = 0

• Level of Impact: Data Changes

- High = 4 Medium = 18 Low = 30 None = 8 Uncertain = 0

• Segments I & II Documentation Update Status

- Not Started = 0 In Progress = 0 Complete = 60

• Segment III Documentation Update Status

- Not Started = 0 In Progress = 0 Complete = 60

Technology

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

Current-State:

Cataloged Business Systems = 11

• Criticality:

- High = 4 Med = 2 Low = 0 None = 5

• Documentation Status:

- Complete = 10 Partial = 0 Not Started = 1

Cataloged Interfaces = 55

- Inbound Interfaces = 40
- Outbound Interfaces = 15

Implementation:

Business Systems Planned for Integration = 4

• Segment I - Documentation Updates:

- Complete = 3 Updating = 0 Evaluating = 0 Not Started = 0 Not Needed = 0

• Segment II - Documentation Updates:

- Complete = 0 Updating = 0 Evaluating = 0 Not Started = 0 Not Needed = 3

• Segment III - Documentation Updates:

- Complete = 0 Updating = 0 Evaluating = 0 Not Started = 0 Not Needed = 3

Planned Interfaces = 8

- Inbound Interfaces = -1
- Outbound Interfaces = 4

Data

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

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 = 108

• Criticality:

- High = 91 Med = 18 Low = 3 None = 0

Implementation:

Segments I & II Planned Configurations = 6/9

• Accounts Receivable (AR)

- Planned Distribution Codes = 4

• Asset Management (AM)

- Planned Location Codes = 99
- Planned Associated Area ID's = None

• Commitment Control (KK)

- Planned Option = Option # 1 - Track with Budget

• General Ledger (GL)

- Planned Budgetary Value Combo Edits = 865
- Planned Local Funds = None
- Planned Organization ID's = 442
- Planned OA1's = 470
- Planned OA2's = None

Segment IV Planned Configurations

- Started = 1 Not Started = 1

Conversions & Data Readiness

• Conversions Needed = 8

• Agency Data Outside of Primary Source System(s) = 1

• Data Readiness/Cleansing Status:

- Complete = 3 In Progress = 0 Not Started = 0 Not Applicable 1

Reports = 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

Sheet Name	Critical Operational Elements	Risk Description	Status	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
DMS Risks	People Processes Technology Data	The requirement of Speedkeys for transactions can pose a problem for several of our enterprise systems. if the speedkeys are still hardcoded and unable to be changed once entered there is an additional risk of user error both on the entry of the speedkey and the selection.	Open	6 (Medium/High)	This topic was recently brought up in our monthly PALM Touchpoint with the DMS RC. DMS is seeking additional information on requirements. Workshop in Sept 2024 will address this along with a required RW Task. Oct 23: This task has been completed and submitted for Payroll and Pcard. There will be another opportunity to review and edit.	Logged April 25, 2024 Reviewed again Aug 28, 2024. Edits made. Oct 23: No change. Continuing to monitor.	04/25/24	Finance and Administration / Eric Thiele
DMS Risks	Processes Technology Data	Developing test plans before the system is available will limit test coverage.	Open	6 (Medium/High)	Have test bed available prior to UAT execution. Oct 23: UAT Plan currently in development to address this. Waiting on PALM to provide more info.	Logged Oct 9, 2024.	10/09/24	OIT / FMS
DMS Risks	People Processes Technology Data	Key SMEs will be involved in annual processes at the same time that they are required to attend PALM training and participate in PALM taks driven efforts,	Open	6 (Medium/High)	Bandwidth for SMEs and End Users is at risk. Mitigation would involve a staff augmentation, Key time period for highest risk is June-Sept 2025,.	Logged Oct 23, 2024	10/23/24	OIT/FMS/Stephen Russell
DMS Risks	People	Functionality,	Open	6	Develop a testing plan. Use the PALM Sandbox	Logged April 26, 2023.	02/22/24	Finance and

			Status	Score			Date	Owner
	Processes Technology Data	Will PALM deliver the functionality needed for DMS operations?		(High/Medium)	environment. Functionality assessment in progress. Sandbox environment is approved for a limited number of DMS employees. PALM is addressing this risk. June 20: PALM is requiring that agencies create and implement their own testing plans. That initiative is in planning. Oct 23: Implementation plan in development. UAT plan is in progress.	Reviewed again September 6, 2023. Reviewed again Nov 2 - no change. Reviewed again Dec 20 - no change. Reviewed again April 24, 2024. Re-opened. Continuing to monitor. Reviewed again June 20, 2024. Edits made. Continuing to monitor. Reviewed again Aug 28, 2024. Continuing to monitor. Oct 23: No change. Continuing to monitor.		Administration / Stephen Russel
DMS Risks	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. Continuing to monitor. Reviewed again Dec 20 - no change. Continuing to monitor. Reviewed again Feb 22 - no change. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again Aug 28, 2024. No change. Oct 23: No change. Continuing to monitor.	11/02/23	Finance and Administration / Sandy Watson
DMS Risks	People Processes Technology Data	MFT file transfers are not accepting modern encryption mechanisms. Only relying on IP address verification and not being accepted from modern cloud solutions.	Closed	6 (High/Medium)	Accept private / public key infrastucture (PKI) as opposed to limiting by IP address. Oct 23: Several IP were submitted for testing and currently work for file transfers.	Logged August 27, 2024	10/23/24	OIT / John Ross
MFMP Risks	People Processes Technology Data	On March 1, 2024, the Department of Financial Services (DFS), Division of Accounting and Auditing (A&A) team met with the MFMP program to discuss its vendor management initiative. This initiative includes analyzing existing vendor management business processes, determining improvements, and developing a data clean-up plan. DFS A&A also proposed a new vendor portal solution that will impact the vendor registration and master vendor data exchange between MFMP and Florida PALM. We understand that DFS A&A plans to issue a competitive solicitation in July 2024 for the new portal, and the project could start before Florida PALM's January 2026 go-live date. MFMP and Florida PALM are discussing integration and interface requirements, including the master data vendor exchange. Per Florida PALM's schedule, Enterprise Business Systems will begin building in April 2024. Launching a design, test, and implementation effort for a new DFS vendor portal parallel with MFMP's Florida PALM implementation activities and during the current build schedule presents significant risk the MFMP to Florida PALM integration and interface implementation.	Open	6 (High/Medium)	MFMP and Florida PALM continue to design the master vendor data exchange based on MFMP and Florida PALM's existing requirements. MFMP will continue to work with DFS A&A on planning activities for the new vendor portal; however, based on the current lack of formal requirements, a defined implementation plan, timeline, etc., MFMP cannot begin building to support the new vendor portal at this time.		04/30/24	MFMP/PALM/DFS
FRS Risks	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, 2023 Reviewed again on Dec 20, 2023. No change. Reviewed again on Feb 9, 2024. No change. Reviewed again on April 19, 2024. No change. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	11/07/23	Division of Retirement / Megan Biederman
DMS Risks	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. Sandbox status has not changed. PALM is addressing this risk. Aug 8: This remains a risk until UAT goes into production. Waiting on a status update from PALM on how the sandbox will function during UAT. Oct 23: No change. Continuing to monitor.	Logged April 21, 2023. Reviewed again September 6, 2023. Reviewed again Nov 3, 2023. Mitigation notes updated. Reviewed again Dec 15, 2023. No change. Continuing to monitor. Reviewed again Feb 2 2024. No change. Continuing	11/03/23	Division of State Group Insurance / Jason Ottinger

						to monitor. Reviewed again April 24, 2024. No change. Continuing to monitor. Reviewed again June 20, 2024. No change. Continuing to monitor. Reviewed again Aug 8, 2024. No change. Continuing to monitor. Reviewed again Aug 28, 2024. No change. Expect to monitor more closely during UAT activities.		
PF Risks	People Processes Technology	With development happening in multiple systems held by multiple organizations, schedule variance in different areas can have unforeseen impacts on People First development. If developments become too out of sync, it could cause issues with productivity and the ability to pass stage gates successfully.	Open	4 (Medium/Mediu	People First is on schedule and anticipates continuing to be in lock step with the project timeline well before the next stage gate. Team has hired a project manager with primary focus on ensuring People First maintains PALM readiness. Additionally, People First will be adding significant staff augmentation to assist us.	Logged June 28, 2024	06/28/24	Michael Livingston / Tony Lloyd
PF Risks	People Processes Technology Data	Late discovery of defects, requirements changes, or any other event that could cause redevelopment for People First could strain resources on the People First team and our vender.	Open	4 (Medium/Mediu	PALM and People First teams will continue to meet weekly to collaborate on testing timelines and will add additional meetings on special topics as needed. We are continuing to refine our parallel testing schedule to ensure that we have time built into the schedule for development. People First will continue to send functional design documents to the PALM team to review and provide feedback to minimize surprises during development.	Logged September 9, 2024	09/09/24	Michael Livingston
FRS Risks	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	Solution is continued information sharing and communication with PALM team and Retirement. As well as adhering to the Retirement reporting format. Continuing to monitor Class Code implications.	Logged Nov 6, 2023 Reviewed again Dec 20, 2023 and updated mitigation. Reviewed again on Feb 9, 2024. No change. Reviewed again on April 19, 2024. Class Code System changes could create high impact for Retirement Interface Files. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	11/07/23	Division of Retirement / Megan Biederman
FRS Risks	People Processes Technology Data	Any significant change to existing Retiree payroll, EFT processing, BOSP retirement reporting, and/or interface files between IRIS and FLAIR could require substantial programming and lead time.	Open	4 (Medium/Mediu	Going through confirming requirements, build an acceptable design, extensive testing. Clearly define processes, make sure no interfaces are missed - all designs/build/tests are accounted for. Working with PALM to get more infomration to better define the programming needs.	Originally entered 02/17/2022. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	02/17/22	Division of Retirement / Megan Biederman
STMS Risks	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. Reviewed again Dec 20. No change. Continuing to monitor. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again June 12, 2024. No change. Reviewed again on Sept 10, 2024. No change. Reviewed again on Oct 29, 2024. No change.	11/06/23	STMS / Casey Taylor
FRS Risks	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. Need more details on how this will work in PALM.	Logged Nov 6, 2023 Reviewed again on Dec 20, 2023. No change. Reviewed again on Feb 9, 2024. No change. Reviewed again on April 19, 2024. No change. Reviewed again on June 18, 2024. No change. Reviewed again on	11/07/23	Division of Retirement / Megan Biederman

						September 4, 2024. No change. Reviewed again on October 25, 2024. No change.		
[FRS Risks](#)	People Processes Technology Data	Bureau of State Payrolls' (BOSP) reporting and payment of contributions to the Division of Retirement for both the FRS and optional retirement plans not being completed timely and/or accurately.	Open	3 (High/Low)	Going through confirming requirements, build an acceptable design, extensive testing. In the process of working through the design with PALM. No work around except using the existing payroll system.	Originally entered 02/17/2022. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	02/17/22	Division of Retirement / Megan Biederman
[FRS Risks](#)	People Processes Technology Data	Upload of revenue accounting transactions from the Division's business system (IRIS) to PALM not being processed timely and/or accurately. This risk includes the timely and accurate posting of revenues in PALM. (These transactions record the receipt of retirement contributions of approximately $6 billion per year.)	Open	3 (High/Low)	Going through confirming requirements, build an acceptable design, extensive testing. The risk would be on IRIS - would be able to take information from the Department of Revenue website and manually enter, reconcile, and adjust in IRIS.	Originally entered 02/17/2022. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	02/17/22	Division of Retirement / Megan Biederman
[FRS Risks](#)	People Processes Technology Data	Retiree payroll warrants and EFTs (approximately $12 billion per year for 472,000+ payees) not being processed timely and/or accurately.	Open	3 (High/Low)	Going through confirming requirements, build an acceptable design, extensive testing - especially formal parallel testing to ensure everything is running properly for several cycles.	Originally entered 09/22/2023. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	09/22/23	Division of Retirement / Megan Biederman
[MFMP Risks](#)	People	Over time, the Florida PALM project team has encountered staff turnover. This can present risk associated with knowledge transfer, or lack thereof, between the existing resource and their successor. New project staff must be informed and prepared to continue open integration and interface design decisions. Delayed or incomplete knowledge transfers for the successor may delay design decisions, thus risking the implementation of the MFMP to Florida PALM integration according to the existing timeline.	Open	2 (Medium/Low)	MFMP will work with Florida PALM to assist in expediting any knowledge transfer incoming successors require to mitigate delays in design decisions		05/01/24	PALM/MFMP
[PF Risks](#)	Processes Data	The need for parallel testing will increase the complexity of operations. Data will need to be maintained in a new environment and the legacy environment and could lead to inconsistencies.	Open	2 (Medium/Low)	Parallel testing meetings Scheduled for August 2024 to ensure that the needs of PALM project team align with the current processes implemented by People First team and vendor. In addition, People First team has brought in a full-time project manager so that the team can maintain PALM readiness and continue day to day operations without sacrificing either.	Logged June 28, 2024	06/28/24	Michael Livingston / Tony Lloyd
[PF Risks](#)	Processes Technology Data	Testing for PALM includes multiple success criteria. To be successful, People First will need to test payroll parallel to production payroll. But we will also need to test interfaces, conversions, and end user testing of changes within People First and our agency interfaces / reports. Scheduling must align with PALM schedules and environments will need to be refreshed at multiple intervals. We currently are limited in testing environments, so schedule management is key.	Open	2 (Medium/Low)	People First team is crafting a change order to add 5 additional environments during the PALM testing period. This will allow us to build contingencies into the testing schedule to accommodate any schedule creep. This will also allow us to hold production data from the first payroll run in 2025 until PALM's environment is built to run parallel testing of payroll.	Logged 10/28/24	10/29/24	Michael Livingston
[STMS Risks](#)	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. Close to resolution; will review next cycle.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change. Reviewed again Dec 20 - no change. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again July 12, 2024. Likely resolution next cycle. Reviewed again Sept 10, 2024. Design sessions are in process. Reviewed again on Oct 29, 2024. Design/development in process.	11/06/23	STMS / Casey Taylor
[STMS Risks](#)	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. Reviewed again Feb 29, 2024. Continuing to monitor. Reviewed again April 24, 2024. No change. Reviewed again July 12, 2024. No change	11/06/23	STMS / Casey Taylor

Sheet Name	Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
						Reviewed again Sept 10, 2024. No change. Reviewed again Oct 29, 2024. Development and testing in progress.		
STMS Risks	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. CCN and Enterprise Partners are currently collaborating.	Logged Sept 8, 2023. Reviewed again Nov 6, 2023 - no change. Reviewed again Dec 19, 2023 and closed. Reviewed again and reopened April 24, 2024.	12/19/23	STMS / Casey Taylor

DMS Issues								
Sheet Name	Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
STMS Issues	Technology Data	Error connecting from STMS servers to PALM MFT.	Closed	High - Impacts the ability of the agency to meet deadlines or milestones	PALM Team will confirm the public IPs provided for STMS are whitelisted. DMS will confirm with Security team that a firewall issue is not blocking connectivity.	PALM/STMS/DMS met on 9/11/24 to troubleshoot. Updates will be provided and tested as soon as available.	09/25/24	PALM/STMS
STMS Issues	Technology Data	Error while testing web service connection.	Open	High - Impacts the ability of the agency to meet deadlines or milestones	PALM Team is troubleshooting the connection issue and will schedule a meeting for resolution when available.		11/08/24	PALM
DMS Issues	Processes	MIP interfaces selected may not be 100% remediated without testing.	Open	Low - All impacts not listed as Critical or High	Could be manually resolved with more manpower, but would want to make changes to interface selection and possibly the interfaces themselves to account for missing / unknown elements. Oct 23: Confirmed interfaces. MIP has updated and automated internal FLAIR reports. Next steps are in progress - id data fields that need to be integrated with MIP and PALM.	If we mark "Remediation Complete" on the PALM Smartsheet, does that preclude us from making changes once testing starts? Reviewed again Aug 28, 2024. No change. Continuing to monitor. Oct 23: Continuing to monitor.	01/15/25	OIT / Production Support / John Ross
DMS Issues	People Processes	The majority of the DMS End Users are new to DMS. An even larger percentage have held their current jobs at DMS for less than 5 years.	Open	Low - All impacts not listed as Critical or High	Consistent monitoring, training and follow up. Regular communication, meetings, and increased involvment in the project Readiness Workplan Tasks.	This issue was logged as low priority because half of the DMS End Users have worked for the state for over 15 years. The remainder have been in the state system for between 6 and 15 years. DMS End Users as a whole are familiar with and have worked in PALM, counteracting their short time with DMS and / or in their current position. These numbers represent minmal risk to the project. Reviewed again Aug 28, 2024. No change. Continuing to monitor. Oct 23: No change. Continuing to monitor.	01/30/26	Lance Dyal / Eric Thiele
FRS Issues	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. Reviewed again on Feb 9, 2024. No change. Reviewed again on April 19, 2024. No change. Reviewed again on June 18, 2024. No change. Reviewed again on September 4, 2024. No change. Reviewed again on October 25, 2024. No change.	12/01/25	Florida Retirement System / Megan Biederman
FRS Issues	People Processes Technology Data	EFT processes, including payment information for retirees, pre-noting, bank account changes, EFT returns, stop payments, etc., not being automated or not being processed timely and/or accurately.	Open	Low - All impacts not listed as Critical or High	Going through confirming requirements, build an acceptable design, extensive testing. Clearly define processes, make sure no interfaces are missed - all designs/build/tests are accounted for. Some items have a work around, some do not - unknown solution at this time. The only option would be to use the FLAIR system if PALM was not working.	Reviewed 2022 entry. Re-entered April 19, 2024. Outstanding currently. Confident that PALM will address and work with FRS to resolve. Reviewed again on June 18, 2024. No change.	12/01/25	Florida Retirement System / Megan Biederman

| | | | | | | Reviewed again on September 4, 2024. No change.

Reviewed again on October 25, 2024. No change. |
|---|---|---|---|---|---|---|

DMS Assumptions

Sheet Name	Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments or Updates
DMS Assumption	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 | Logged by: State Group Insurance / Jason Ottinger

All DMS PALM end users are impacted. | 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.

Reviewed again on Dec 27. No change.

Reviewed again on Feb 2, 2024. No change. This assumption is directly related to the risk associated with the Sandbox.

Reviewed again April 24, 2024. No change. Intend to address this general assumption in more detail with the End User Survey Analysis.

Reviewed again Aug 8. No change.

Reviewed again on Aug 28. No change.

Oct 23: No change. Continuing to monitor. |
FRS Assumption	Data	The State Retirement file from Bureau of State Payrolls (BOSP) will contain all of the same data elements that it currently contains, the reporting will function as it currently does, and Retirement will continue receiving the same information from People First.	Logged	08/28/24	Bureau of Enrollment and Contributions, IRIS	2024-10-25: Worked with PALM, they confirmed the file properties will be the same, however, leaving open until testing.
PF Assumptions	Processes Technology	Funding will continue as needed to maintain People First operationally as well as for changes necessary to implement the PALM project.	Logged	06/28/24	People First, PALM	No indication that this will become an issue.
PF Assumptions	People Processes Technology Data	The additional monies allocated to our vendor to fulfill necessary changes to People First to integrate with PALM will be sufficient for the project.	Logged	06/28/24	People First, PALM	No indication that this will become an issue.

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	DMS PALM Teams Post(s)	09/01/24	Executives, Management, Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Communicate via Teams with all DMS PALM Stakeholders. All Tasks will be addressed in our weekly PALM Work Group Meetings. Additional meetings will be scheduled as needed to complete tasks and meet deadlines. Links to the Thursday Task Talks covering specific efforts will be added as they are published.	Tasks in progress: September
People Processes Technology Data	DMS PALM Teams Post(s)	09/01/24	Executives, Management, Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Communicate via Teams with all DMS PALM Stakeholders. Teams is used to review tasks, workshops, and news in both Workgroup and Tech Review Meetings.	PALM Segment IV Design Workshops: September
People Processes Technology Data	Review Bi-Monthly Reporting Dashboard	09/11/24	Agency Sponsor, Agency Liaisons, Project Management Liaisons	Purpose: Review and approve the PALM Bi-Monthly Report Dashboard for DMS. This includes the Enterprise Partners' status and risks. Reporting Period: July / Aug 2024	PALM Bi-Monthly Reporting Dashboard review. Agency Sponsor briefing.
People Processes Technology Data	PALM / FACTs Discussion	09/12/24	Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: • Review take-away summary from FACTs Technical Updates Meeting. • Address questions re: preparation for system changes. • Align staff and assign applicable tasks to meet transition needs.	Planned follow up after FACTs / PALM Workshop(s).
People Processes Technology Data	PALM Task 541-C Planning	09/13/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN	Purpose: Review the task requirements and instructions. Determine efforts. Identify SMEs.	Set additional meetings as needed to meet Sept 27 deadline.
People Processes Technology Data	Enterprise Partner PALM Miniseries: FRS	09/13/24	Agency Sponsor, Agency Liaisons, Project Management Liaisons, Enterprise Partners, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Recurring bi-weekly meeting series with Finance & Accounting, the Office of Information Technology, and a featured Enterprise Partner. The Enterprise Partner will share how they are engaging with PALM and their vendors. The expectation is to create a learning experience for the DMS Change Champion Network.	Presenter: Florida Retirement Services (FRS)
Processes Technology Data	IT Florida PALM Technology Review	09/17/24	Agency Liaisons, Project Management Liaisons, OIT/Production Support/Technical	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.
People Processes Technology Data	PALM Sponsor Training Brief	09/18/24	Agency Sponsor, Agency Liaison/Project Management Liaison, Change Management Liaison	Purpose: 1. Review Train the Trainer Survey. Make edits and resubmit. 2. Discuss DMS training approach. 3. Discuss a Mentorship Program for End Users. 4. Discuss End User Symposium.	Sponsor Touchpoint
People Processes Technology Data	Weekly PALM Work Group Session	09/18/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines.	Focus: Task 541-C – Compete Configuration Workbooks for Payroll and SpeedKey – due Sept 27. Additional meetings will be set as needed.
People Processes	Meet and Greet Cookie Tour with Evelyn Harrison	09/19/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN	Drop in on all the program areas to deliver cookies and meet and greet.	Specialized Services
People Processes Technology Data	PALM SpeedKey Workgroup Meeting	09/19/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN,	Purpose: Continue SpeedKey discussion and work on Task 531-C.	There is an additional placeholder meeting set for Friday at 11 for further discussion.

				OIT/Production Support/Technical	
People Processes Technology Data	PALM PM Touchpoint	09/24/24	Agency Liaison, Project Management Liaison	Purpose: 1. Review PALM Project PM responsibilities. 2. Review communication methodologies. 3. Review tracking and documentation. 4. Discussion and Q&A.	Work on PALM PM Job Aid development.
People Processes Technology Data	PALM PM Touchpoint	10/01/24	Agency Liaison, Project Management Liaison	Purpose: 1. Review PALM Project PM responsibilities. 2. Review communication methodologies. 3. Review tracking and documentation. 4. Discussion and Q&A.	Work on PALM PM Job Aid development.
Processes Technology Data	IT Florida PALM Technology Review	10/01/24	Agency Liaisons, Project Management Liaisons, OIT/Production Support/Technical	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.
People Processes Technology Data	DMS PALM Teams Post(s)	10/01/24	Executives, Management, Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Communicate via Teams with all DMS PALM Stakeholders. All Tasks will be addressed in our weekly PALM Work Group Meetings. Additional meetings will be scheduled as needed to complete tasks and meet deadlines. Links to the Thursday Task Talks covering specific efforts will be added as they are published.	Tasks in progress: October
People Processes Technology Data	DMS PALM Teams Post(s)	10/01/24	Executives, Management, Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Communicate via Teams with all DMS PALM Stakeholders. Teams is used to review tasks, workshops, and news in both Workgroup and Tech Review Meetings.	PALM Design Review and Testing Prep Workshops: November
People Processes Technology Data	Weekly PALM Work Group Session	10/02/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines.	Focus: Task 541-C
People Processes Technology Data	Internal DMS Monthly PALM Connect	10/03/24	Agency Liaisons, Project Management Liaisons, Enterprise Partners, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Agency Sponsor Briefing with Agency Liaisons, CCN, and Enterprise Partners. Brief updates from all DMS PALM project contributors.	
People Processes Technology Data	DMS PALM Teams Post(s)	10/08/24	Executives, Management, Agency Sponsor, Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Communicate via Teams with all DMS PALM Stakeholders. All Tasks will be addressed in our weekly PALM Work Group Meetings. Additional meetings will be scheduled as needed to complete tasks and meet deadlines. Links to the Thursday Task Talks covering specific efforts will be added as they are published.	Tasks in progress: November
Processes Technology Data	IT Florida PALM Technology Review	10/09/24	Agency Liaisons, Project Management Liaisons, OIT/Production Support/Technical	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.
People Processes Technology Data	Weekly PALM Work Group Session	10/09/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines.	Focus: Editing the UAT Plan per Task 536-B – due Oct 11.
People Processes Technology Data	Enterprise Partner PALM Miniseries: PF	10/11/24	Agency Sponsor, Agency Liaisons, Project Management Liaisons, Enterprise Partners, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Recurring bi-weekly meeting series with Finance & Accounting, the Office of Information Technology, and a featured Enterprise Partner. The Enterprise Partner will share how they are engaging with PALM and their vendors. The expectation is to create a learning experience for the DMS Change Champion Network.	Presenter: People First (PF)
People Processes Technology Data	Weekly PALM Work Group Session	10/16/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines.	Focus: Review and complete all tasks due Oct 18 (Friday). • 542 - Complete Data Readiness Analysis and Data Cleansing Activities for Seg 4 • 543 – Identify Change Impacts and update Agency Business Process Documentation for Seg 4 • 544 – Update Agency Business System Documentation for Seg 4 • 545-A – Update and Finalize Florida PALM Conversion Inventory for Seg 4 • 553 – Prepare for Interface Testing
Processes Technology Data	IT Florida PALM Technology Review	10/17/24	IAgency Liaisons, Project Management Liaisons, OIT/Production Support/Technical	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.
People Processes Technology Data	PALM Work Group: 536-C Prep	10/17/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN	Purpose: Review UAT Plan and begin developing details in preparation for Task 536-C– i.e. processes and materials.	Working Lunch Meeting: Pizza, salad, and cookies will be provided. Bring your own beverage.
Processes Technology Data	IT Florida PALM Technology Review	10/22/24	Agency Liaisons, Project Management Liaisons, OIT/Production Support/Technical	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.
People Processes Technology Data	Weekly PALM Work Group Session	10/23/24	Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines.	Focus - refer to the PALM Teams channel for details: • Review and complete Task 552 due Oct 31 • Review and begin Task 541-D due Nov 1
People Processes Technology Data	Enterprise Partner PALM Miniseries	10/24/24	Agency Sponsor, Agency Liaisons, Project Management Liaisons, Enterprise Partners, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical	Purpose: Recurring bi-weekly meeting series with Finance & Accounting, the Office of Information Technology, and a featured Enterprise Partner. The Enterprise Partner will share how they are engaging with PALM and their vendors. The expectation is to create a learning experience for the DMS Change Champion Network.	Presenter: MyFloridaMarketPlace (MFMP)
People Processes Technology Data	PALM PM Touchpoint	10/29/24	Agency Liaison, Project Management Liaison	Purpose: 1. Review PALM Project PM responsibilities. 2. Review communication methodologies. 3. Review tracking and documentation. 4. Discussion and Q&A.	Work on PALM PM Job Aid development.
Processes Technology Data	IT Florida PALM Technology Review	10/29/24	Agency Liaisons, Project Management Liaisons, OIT/Production	Purpose: Discuss and review technological information related to Florida PALM.	Weekly touchpoint with OIT.

| Data | | | OIT/Production Support/Technical | | |
| People Processes Technology Data | Weekly PALM Work Group Session | 10/30/24 | Agency Liaisons, Project Management Liaisons, Change Management Liaisons, SMEs, CCN, OIT/Production Support/Technical | Purpose: 1. Review and complete PALM Readiness Work Plan tasks. 2. Organize efforts. 3. Determine collaborators and SMEs. 4. Develop timelines. | Focus - refer to the PALM Teams channel for details: • Review and complete Task 552 due Oct 31 • Review and begin Task 541-D due Nov 1 |

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: *

[   ]

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DMS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2024	Lance Dyal	lance.dyal@dms.fl.gov	11/07/24
July - August 2024	Lance Dyal	lance.dyal@dms.fl.gov	09/11/24
May - June 2024	Lance Dyal	lance.dyal@dms.fl.gov	07/12/24
March - April 2024	Katie Parrish	eric.thiele@dms.fl.gov	05/14/24
March - April 2024	Katie Parrish	evelyn.harrison@dms.fl.gov	05/13/24
January - February 2024	Katie Parrish	katie.parrish@dms.fl.gov	03/06/24

FRS Status Report Confirmation

Reporting Period	Enterprise Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2024	Kathy Gould	kathy.gould@dms.fl.gov	11/07/24
July - August 2024	Kathy Gould	kathy.gould@dms.fl.gov	09/05/24
May - June 2024	Kathy Gould	floridapalm@myfloridacfo.com	07/02/24

MFMP Status Report Confirmation

Reporting Period	Enterprise Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2024	Tyler Brown	tyler.brown@dms.fl.gov	11/07/24
July - August 2024	Tyler Brown	tyler.brown@dms.fl.gov	09/11/24
May - June 2024	Tyler Brown	tyler.brown@dms.fl.gov	07/01/24

PF Status Report Confirmation

Reporting Period	Enterprise Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2024	Tony Lloyd	tony.lloyd@dms.fl.gov	10/31/24
July - August 2024	Tony Lloyd	tony.lloyd@dms.fl.gov	09/09/24
May - June 2024	Tony Lloyd	tony.lloyd@dms.fl.gov	07/08/24

STMS Status Report Confirmation

Reporting Period	Enterprise Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2024	Casey Taylor	casey.taylor@dms.fl.gov	10/30/24
July - August 2024	Casey Taylor	casey.taylor@dms.fl.gov	09/11/24
May - June 2024	Gerard Steele	gerard.steele@dms.fl.gov	07/12/24