

Helpful Links

- Dashboard Snapshots
- Knowledge Center
- Florida PALM Workbook for DOAH
- Readiness Workplan

DOAH Status Report Dashboard

Reporting Period

September - October 2025

Agency Sponsor

Megan Silver

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

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Completeness

Other Task Completeness



Direct Impact Task Timeliness:

Score = 97.5%

- Submitted On Time = 39
- Submitted Late = 2
- Pending Submission = 0

Other Task Timeliness:

Score = 93%

- Submitted On Time = 71
- Submitted Late = 9
- Pending Submission = 1

Direct Task Completeness:

Score = 96.19%

- Submitted Complete = 39
- Submitted Incomplete = 1
- Completed After Submission = 2

Other Task Completeness:

Score = 94.62%

- Submitted Complete = 46
- Submitted Incomplete = 1
- Completed After Submission = 5

The RW Task Timeliness dials reflect the timeliness of your agency's submission of all RW tasks based on the task due date. Calculations are based on all RW tasks to date.

The RW Task Completeness dials reflect the completeness of your agency's task submissions based on the task rubric. Calculations of task completeness includes all RW Tasks since RW 512.

Change Champion Network:

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

- Unique Filled Role = 4
- Duplicate Filled Role = 8
- Vacant Role = 2

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	Processes	560	Submit Change Analysis Tool	12/09/24	05/02/25	75% - Consolidating/Inputting Information for Submission				
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	01/09/26	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	People	573-B	Complete and Submit End User Role Mapping Worksheet.	07/14/25	12/19/25					
Direct	Data	587-A	Complete Data Cleansing Based on Mock Conversion 3	08/11/25	11/07/25	100% - Submitted	08/26/25		Submission Complete	
Direct	Data	587-B	Complete Data Cleansing Based on Mock Conversion 3 - APC001 Suppliers	08/11/25	10/17/25	100% - Submitted	10/14/25		Submission Complete	
Direct	Data	661	Update Conversion Field Mapping	08/11/25	11/05/25	100% - Submitted	11/05/25		Submission Complete	
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	11/05/25	100% - Submitted	11/05/25			
N/A	N/A	617	Submit Bimonthly Agency Readiness Status Report	08/29/25	09/10/25	100% - Submitted	09/08/25		Submission Complete	
Indirect	N/A	664	Submit Monthly Progress Report - Testing	09/02/25	09/30/25	100% - Submitted	09/29/25		Submission Complete	
Direct	Data	662-A	Submit Updated Configuration Workbooks - State Program Selection for Budget Allotments	09/15/25	10/29/25	100% - Submitted	10/29/25		Submission Complete	
Indirect	N/A	665	Submit Monthly Progress Report - Testing	10/01/25	10/31/25	100% - Submitted	10/29/25		Submission Complete	
N/A	People	666	Share Florida PALM Updates	10/13/25	10/24/25	100% - Submitted	10/24/25	Attached document to Row 66	Submission Incomplete	10/30/25
N/A	N/A	627	Submit Bimonthly Agency Readiness Status Report	11/03/25	11/10/25	100% - Submitted	11/10/25			
Indirect	N/A	667	Submit Monthly Progress Report - Testing	11/03/25	11/25/25					

Agency Reported

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

DOAH Risks

Status	Date Opened	Date Closed	Primary Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for Sep. - Oct. 2025
Open and Mitigating	07/05/23		Training	If resources are not fully trained to do their jobs, go-live will continue but DOAH will not be ready for go-live.	Decreasing	6 (High/Medium)	DOAH is a small agency with limited workforce. There are eight purchasing and accounting positions, one budget director, and one personnel director that perform functions in FLAIR today. It is critical these personnel are able to	DOAH will work with the DOAH's SMEs and PALM team to ensure staff's capabilities to function in PALM by attending meetings, reviewing information from the Knowledge Center, and Thursday Talks to keep abreast of information Have	DOAH will not effectively function in PALM and business processes will be delayed for completion. This will effect our internal and external customers.	In this quarter, three Accountants left their positions either for a promotion or to another agency, we have filled 3 of the 4 positions and identified a candidate for the remaining position.

							personnel are able to perform their function in PALM.	Information. Have affected staff (all end users) participate in testing and training for PALM. All SMEs have participated in Segment III and IV workshops.		
Open and Mitigating	11/07/24		User Acceptance Testing	If Axiom Pro is not reconfigured for UAT, accountants will be unable to test and verify the functionality of the application with FL PALM..	Decreasing	4 (Medium/Medium)	DOAH utilizes the Axiom Pro application for our voucher schedule workflow approval and as a repository for our voucher schedules.	Agency Liaison will collaborate with other agencies and Image API to ensure the reconfiguration is completed prior to UAT. Agency Liaison will request status updates from Image API to ensure timeliness of end product.	Staff will make plans to test the process using our previous method of assembling and storing our vouchers.	Docufree/Image API has provided a coversheet template for our feedback and our waiting on our approved API031 file in order to move forward with reconfiguring the application.
Open and Mitigating	08/28/24		Staffing/Resource Availal	The staff's previous experience with system implementation may lead to low or lack of engagement in transitioning to the new financial system.	Decreasing	1 (Low/Low)	Staff's experience with the previous rollout of the CMS was did not go well. They are anxious about transitioning to a new system.	Agency Liaison will integrate PALM awareness through emails, meeting discussions and providing updates regarding PALM during management staff meetings. Agency Liaison will provide staff with PALM resources to become familiar with the system. SMEs and future end users will participate in Segment IV meetings and meet regularly to discuss PALM implementation in designated meetings so the conversation is focused."	Staff will not be actively engaged and will hinder the testing and training with PALM. Thus, not having trained staff to function in PALM on the Go-Live date.	Since having to fill four Accounting position this quarter, the majority of the Accounting staff do not have previous experience with PALM CMS Wave and thus lessens the number of staff anxious about transitioning to PALM with the Financial Wave.

DOAH Issues

Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for Sep. - Oct. 2025
Open	04/08/25		High - Impacts the ability	Staffing/Resource Availal	Accounting Supervisor Resigned	Accounting Supervisor resigned their position of March 21st and their duties and responsibilities have been reallocated in the interim.	Management will review the accounting supervisor's duties and responsibilities to develop a strategy to address the structure of the unit. Based on the analysis, it will be determined how to move forward with position.	09/30/25	DOAH management elected to reclassify the position to an Accounting, Lead Professional. The position was advertised and has been filled. The new staff member will start on November 17th.
Open	02/07/25		Low - All impacts not liste	Staffing/Resource Availal	Contract Manager Leaving	Staff Member (Contract Manager) leaving October 31st who prepares invoices for auditors and creates invoices for ALJ Services Contracts	Transition Plan to fill the position with overlap time in order for the outgoing staff member to train the new staff.	10/31/25	The position has been filled with an internal employee in our Accounting unit. The current contract manager agreed to stay through November due to the current staff shortages.
Open	09/03/25		Low - All impacts not liste	Staffing/Resource Availal	Accountant III-Revenue Resigned	Accountant III-Revenue resigned their position on September 3rd. New Accountant III-Revenue resigned on October 10, 2025.	Accountant II will be placed in the Accountant III role with assigned duties and responsibilities effective September 12th. This will create a vacancy with the Accountant II position. Advertise and fill Accountant II position.	11/03/25	Advertised the Accountant II and Accountant III positions. The Accountant II position was filled on October 13th and we have identified a top candidate for the Accountant III position with expectation to fill the position in the next week.
Open	09/26/25	10/20/25	Low - All impacts not liste	Staffing/Resource Availal	Accountant III-Disbursements Resigned	Accountant III-Disbursements resigned their position on September 26th.	Advertise and fill the position	11/30/25	Advertised and filled the position. The new staff member's start date was October 20, 2025.

DOAH Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for Sep. - Oct. 2025
People Processes Technology Data	Staff will be able to perform their assigned function proficiently in PALM on Go Live Date	Logged	09/08/23	End Users	Docufree/Image API has provided a coversheet template for our feedback and our waiting on our approved API031 file in order to move forward with reconfiguring the application. All other staff completed their prerequisite training modules for UAT.
Technology	Axiom Pro Application will be reconfigured to pull the vouchers in PALM by UAT.	Logged	10/31/24	End Users	Docufree/Image API has provided a coversheet template for our feedback and our waiting on our approved API031 file in order to move forward with reconfiguring the application.
People	All positions will be filled with staff trained on current business processes.	Logged	04/04/25	End Users	In this quarter, three Accountants left their positions either for a promotion or to another agency, we have filled 3 of the 4 positions and identified a candidate for the remaining position. All other staff are continuing to review their desk manuals and aligning them with the topics/activities with FL PALM.

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: *

DOAH Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
September - October 2025	Megan S. Silver	megan.silver@doah.state.fl.us	11/10/25
July - August 2025	Megan S. Silver	megan.silver@doah.state.fl.us	09/08/25
May - June 2025	Megan S. Silver	megan.silver@doah.state.fl.us	07/08/25
March - April 2025	Megan S. Silver	megan.silver@doah.state.fl.us	05/12/25
January - February 2025	Megan S. Silver	megan.silver@doah.state.fl.us	03/07/25