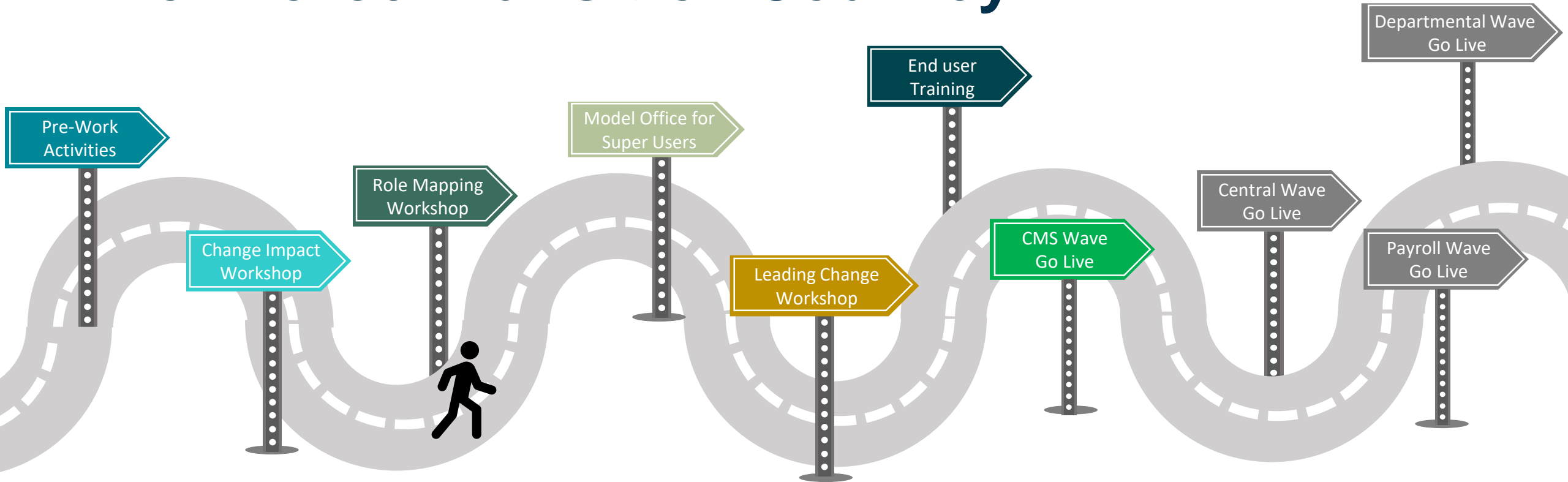# ROLE MAPPING WORKSHOP

SEPTEMBER 2020

Agenda

▸ Workforce Transition Activities

▸ Role Mapping

▸ Florida PALM roles

▸ Tool to Support Role Assignments

▸ Exercise

▸ Next Steps

WORKFORCE TRANSITION ACTIVITIES

Workforce Transition Journey

Pre-Work
Activities

Change Impact
Workshop

Role Mapping
Workshop

Model Office for
Super Users

Leading Change
Workshop

End user
Training

CMS Wave
Go Live

Central Wave
Go Live

Payroll Wave
Go Live

Departmental Wave
Go Live

Pre-Work Activities
- COA Design
- CMS Wave Business Process Models
- CMS Wave Interface Layouts

Change Impact Workshops
- Change Impact Tool
  - People Changes
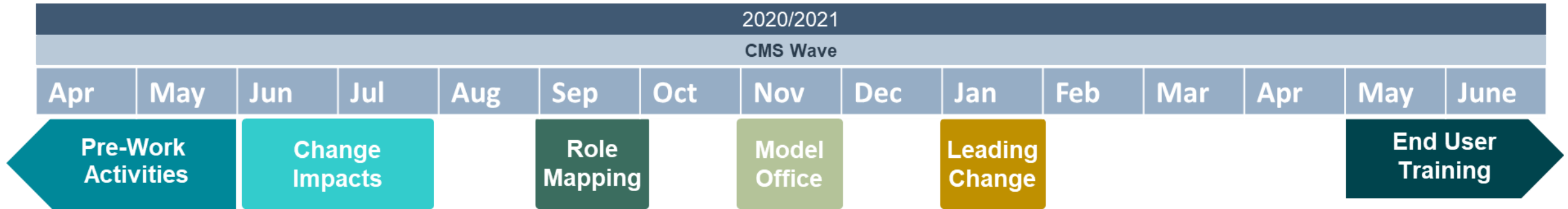 - Process Changes
  - Technology Changes

Role Mapping Workshops
- Agency Role Mapping Handbook
- End User Role Mapping Worksheet
  - Agency End User role identification

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Role Mapping Workshop   09/2020

Timeline of Workforce Transition Activities

2020/2021														
CMS Wave														
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June

Pre-Work Activities

Change Impacts

Role Mapping

Model Office

Leading Change

End User Training

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Workforce Transition Activities

Change Impact Workshop	Role Mapping Workshops	Model Office for Super Users	Leading Change Workshops	End User Training

Support you in:

- Understand the roles and responsibilities of each CMS Wave Florida PALM role
- Completing the End User Role Mapping Worksheet to document role assignments
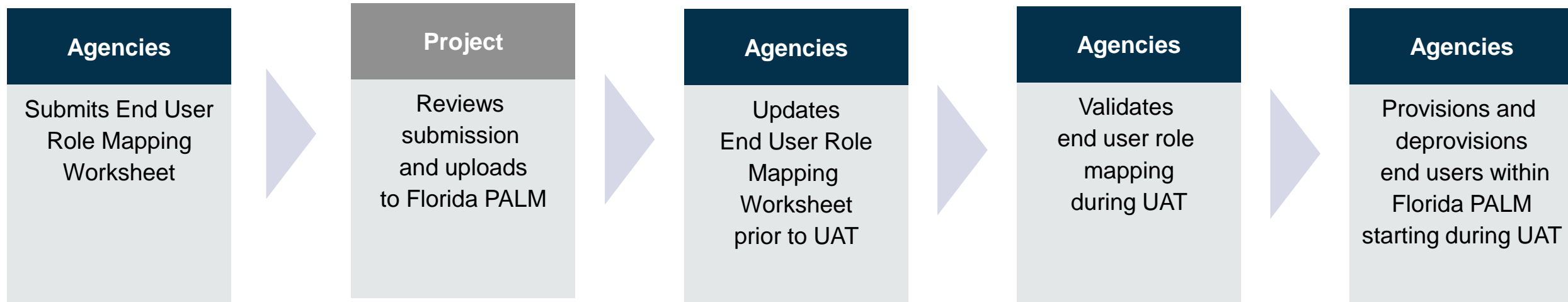
ROLE MAPPING

Role Mapping

What is Role Mapping?	Why is it important?
• The Process of assigning agency end user to the appropriate Florida PALM roles	• Supports end user's in completing their daily work activities in Florida PALM • Identifies Identify separation of duties (SOD) conflicts

Role Mapping Timeline

Agencies	Project	Agencies	Agencies	Agencies
Submits End User Role Mapping Worksheet	Reviews submission and uploads to Florida PALM	Updates End User Role Mapping Worksheet prior to UAT	Validates end user role mapping during UAT	Provisions and deprovisions end users within Florida PALM starting during UAT

Who are the Security Access Managers (SAMs)?

SAM
Security Access Manager

Manages agency end user profile access:
- Provisions access
- Reviews access
- Deprovisions access

Agency employee who is:
- Familiar with Florida PALM and their agency's business systems
- Understands their agency's business structure
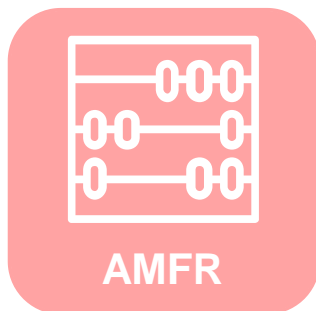- Understands Florida PALM roles

FLORIDA PALM ROLES

Types of Roles

▸ In the CMS Wave, there are five types of Florida PALM roles:

Processor

Approver

Maintainer

Reporter

Requester
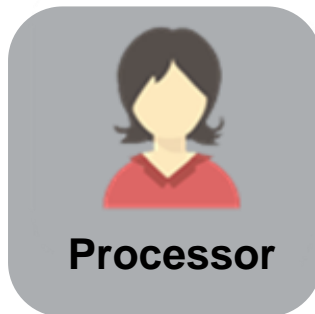
Business Process Groupings

▸ Each Florida PALM role in the CMS Wave is associated with one or more business process groupings:

AMFR

Account Management and Financial Reporting

AR

Accounts Receivable

CM

Cash Management

DM

Disbursements Management

TM

Treasury Management

Agency-Specific Roles

What are Agency-Specific Roles? Due to the enterprise wide activities that specific agencies perform, certain end user roles are only applicable to the agencies that perform this work

Who can be assigned these roles? Agency-specific end user roles will be limited to users within that agencies business unit

Separation of Duties (SOD)

What is SOD?	Identifies which roles must not be assigned to the same end user
Why is it important?	These rules are put in place to avoid mapping an end user to roles that cause regulatory, internal, or financial control issues with a single position
Compensating Controls	If an agency is unable to resolve SOD conflicts, the agency will be asked to submit compensating controls documentation

FloridaPALM
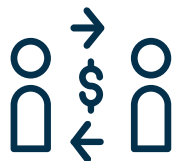Planning, Accounting, and Ledger Management

Workflow

| What is workflow? | • The defined process of routing transactions between two or more end user roles in Florida PALM to obtain approval

• Multiple end users can be assigned to the same end user role, which may mean they have shared responsibilities in a workflow process |

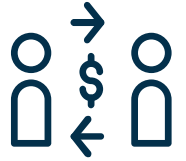▸ CMS Wave workflows

Cash Transfer Approval   DFS Deposit Approval   GL Journal Approval

Cash Transfer Approval Workflow

DFS Only

Cash Transfer Processor → **Cash Transfer Approver** *(if applicable)* → **DFS Transfer Approver**

1. The cash transfer request is created
2. Through workflow, the cash transfer routes to:
   - The Cash Transfer Approver if submitted by DEO
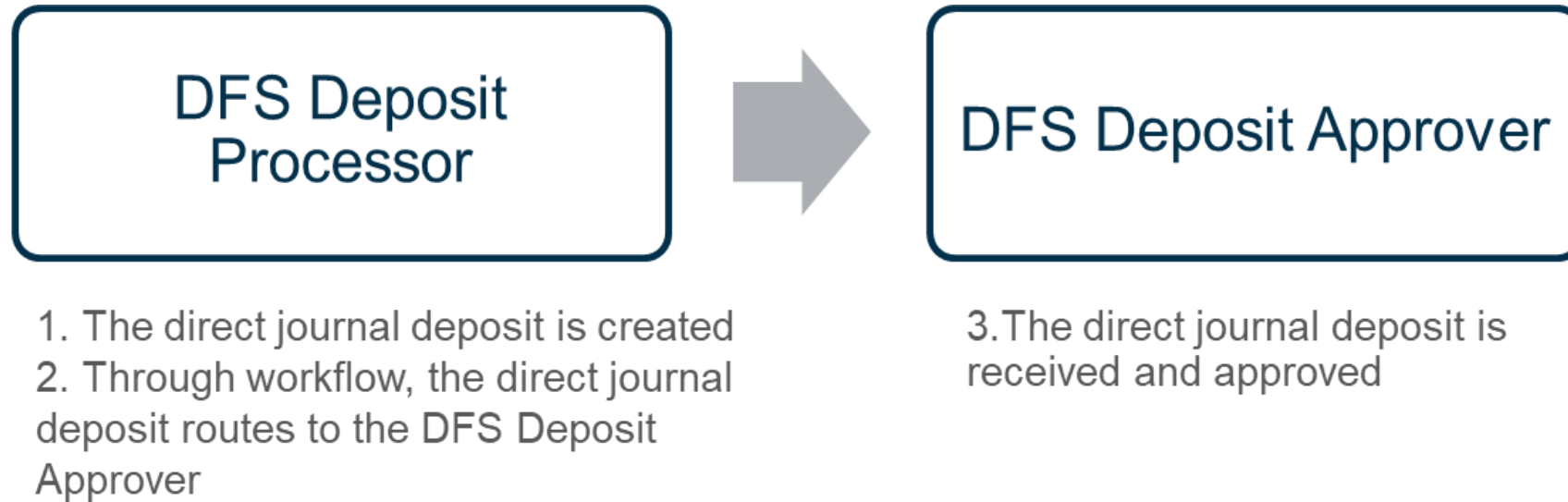   - The DFS Transfer Approver if submitted by DFS

3. The cash transfer is received and approved within DEO
4. Through workflow, the cash transfer routes to the DFS Transfer Approver

5. The cash transfer is received and approved by DFS

DFS Deposit Approval Workflow

DFS Deposit Processor

DFS Deposit Approver

1. The direct journal deposit is created
2. Through workflow, the direct journal deposit routes to the DFS Deposit Approver

3. The direct journal deposit is received and approved

GL Journal Approval Workflow

GL Journal Processor	→	GL Journal Approver	Redistributions Only →	DFS GL Journal Approver

1. The GL journal is manually entered and created in Florida PALM
2. Through workflow, the GL Journal transfer routes to the GL Journal Approver

3. The GL journal is received and approved within the agency
4. Investment and disinvestment redistributions are routed to the DFS GL Journal Approver

5. The GL journal is received and approved by DFS

TOOLS TO SUPPORT ROLE ASSIGNMENTS

Tools to Support Role Assignments

Agency Role
Mapping
Handbook

&

End User
Role Mapping
Worksheet

Agency Role Mapping Handbook

What is the Agency Role Mapping Handbook?
• Describes and documents the Florida PALM roles during the CMS Wave

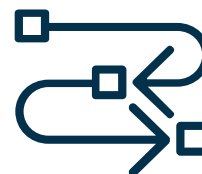| Why is it important? |
|---|
| • Designed to assist you in completing the role mapping task and ongoing maintenance of role assignments |

Agency Role Mapping Handbook

▸ For each Florida PALM role, the handbook provides:

Role Description
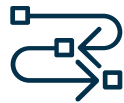
Associated Business Processes

Role Responsibilities

Relationship to other Roles

Separation of Duties

Agency Role Mapping Handbook

End User Role Name	End User Role Description	Associated Business Processes	Florida PALM Role Responsibilities	Relationship with other Roles	Separation of Duties
Agency Allocation Processor	Agency end user who configures allocation rules and runs the allocation process	CMSW.10.3.2 Perform Allocations (AMFR)	• Configures allocations rules • Runs allocation processes	None	N/A
Agency CM Reporter	Agency end user who generates monthly interest apportionment reports in Florida PALM and processes corresponding transactions in Departmental FLAIR	CMSW.70.7.2 Distribute Interest Apportionment (TM)	• Views ledger inquiry • Runs custom CM reports	None	Must not also be assigned the: • Bank Reconciliation Processor role • Book to Bank Reconciliation Processor role
Agency CRA Reporter	Agency end user who monitors Consolidated Revolving Account (CRA) bank statements and requests payment cancellations to the Department of Financial Services (DFS) Treasury	CMSW.80.2.6 Manage Revolving Funds (CM)	• Adds and updates CRA payments • Completes and submits Payment Cancellation Form • Runs custom bank statement reports	Requests CRA payments to be canceled by the DFS Payment Cancellation Processor	Must not also be assigned the: • DFS Payment Cancellation Processor role

End User Role Mapping Worksheet

What is the End User Role Mapping Worksheet?	**Who should be completing the Worksheet?**
• Excel worksheet to assist you in assigning the appropriate Florida PALM roles to your end users	• SAM(s) • SAM(s) back-up • Support from divisions/Offices

End User Role Mapping Worksheet

▶ How is the Worksheet Organized?

  ◦ Instructions tab
  ◦ Separation of Duties conflicts list
  ◦ Role Mapping Matrix

End User Role Mapping Worksheet
SOD Conflicts Tab

Separation of Duties (SOD) Conflicts		
If you are an employee of…	And you are assigned the…	You should not also be assigned the…
An Agency	Agency Requestor role	Bank Account Request Processor role
An Agency	Bank Account Request Processor role	Agency Requestor role
An Agency	GL Journal Approver Role	GL Journal Processor Role
An Agency	GL Journal Processor Role	GL Journal Approver Role

End User Role Mapping Worksheet
Role Mapping Matrix Tab

▶ Primary Information collected for each end user:

- Agency
- Agency Business Unit
- Last Name
- First Name
- People First ID
- Email Address
- Phone Number

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End User Role Mapping Worksheet
Role Mapping Matrix Tab

▸ Training Information collected for each end user:

- Office Location
- Training Location (i.e., training hub)
- Reasonable Accommodations/Assistive Learning Support

End User Role Mapping Worksheet
Role Mapping Matrix Tab

Account Management and Financial Reporting (AMFR)	Accounts Receivables (AR)	Cash Management (CM)	Treasury Management (TM)
Agency Allocation Processor	**Agency Deposit Reporter**	**Agency CRA Reporter**	**Agency CM Reporter**
If your agency performs allocations, mark with an "X" the end user who will: • Configure allocation rules • Run allocation processes	If your agency manages electronic receipts, FLAIR deposits, and Treasury Receipts, mark with an "X" the end user who will: • View the custom ACH NOC page • Run AR deposit reports • View AR deposits and payment inquiries	If your agency manages revolving funds, mark with an "X" the end user who will: • Add and update CRA payments • Complete and submit Payment Cancellation Forms • Run custom bank statement reports	If your agency distributes interest apportionments, mark with an "X" the end user who will: • View ledger inquiries • Run custom CM reports

| Instructions | SOD Conflicts | **Role Mapping Matrix** | ⊕ |

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End User Role Mapping Worksheet
Role Mapping Matrix Tab – SOD Embedded

Account Management and Financial Reporting (AMFR)			
Agency Allocation Processor	**GL Journal Approver**	**GL Journal Processor**	**Processor**
If your agency performs allocations, mark with an "X" the end user who will: • Configure allocation rules • Run allocation processes	If your agency creates and approves GL journals, mark with an "X" the end user who will: • Add and update GL journals • Edit check GL journals • Budget check GL journals • Approve GL journals • Post GL journals	If your agency creates and approves GL Journals, mark with an "X" the end user who will: • Add and update GL Journals • Upload GL journals • Edit check GL journals • Delete GL journals • Submit GL journals to workflow	**SOD Conflict** The end users who are assigned the GL Journal Processor role must not also be assigned the: • GL Journal Approver role th end close, mark o will: Module transactions
	✗	✗	

Role Mapping Workshop   09/2020

Completing the End User Role Mapping Worksheet

| 1. Review	2. Consider	3. Determine	4. Complete
Become familiar with the roles in the Role Mapping Handbook and identify which roles your agency needs to map end users to.	The actions each CMS Wave end user perform today and the actions they will perform in Florida PALM after the CMS Wave go-live.	The end user role(s) that appropriately align with the actions they will perform in Florida PALM.	The End User Role Mapping Worksheet for each end user identified.

Additional Resources to Complete the End User Role Mapping Worksheet
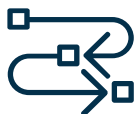
CMS Wave Business Process Models

CMS Wave Office Hour Materials

Change Impact Tool

Agency Desktop Procedures

Agency internal Policies

Inventory of CMS Wave Documentation

End User Role Mapping Worksheet Usage

Workforce Transition Activities

Change Impact Workshops	Role Mapping Workshops	Model Office for Super Users	Leading Change Workshops	End User Training

Used to complete role mapping of agency workforce to Florida PALM roles

End User Role Mapping Worksheet Usage

Workforce Transition Activities

| Change Impact Workshops | Role Mapping Workshops | Model Office for Super Users | Leading Change Workshops | End User Training |

Used to verify role assignments as your agency processes representative transactions in a Florida PALM environment

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End User Role Mapping Worksheet Usage

Workforce Transition Activities

| Change Impact Workshops | Role Mapping Workshops | Model Office for Super Users | Leading Change Workshops | End User Training |

Designed to support conversations with your end users about identified people, process and procedural changes

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End User Role Mapping Worksheet Usage

Workforce Transition Activities

Change Impact Workshops	Role Mapping Workshops	Model Office for Super Users	Leading Change Workshops	End User Training

Used to support your end users in preparing to take End User Training

EXERCISES

NEXT STEPS

Next Steps

Review the Role Mapping Handbook posted to the Florida PALM website and participate in the Role Mapping Office Hours

Work with your division and offices to complete the End User Role Mapping Worksheet by 10/30/2020

Update the Change Impact Tool to reflect the roles, workflow, and separation of duties identified in the End User Role Mapping Worksheet

Update internal business process and procedures to reflect identified changes

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