

Task Instructions

Task ID: 109

Wave: CMS Wave

Task Name: *Collect and Provide a Report on Outstanding Solution Center Incidents and Florida PALM Workarounds*

Task Type: Sponsor

Task Due Date: March 10, 2022

Task Overview

This is a recurring monthly task. Report your agency's established workarounds for outstanding Florida PALM Solution Center incidents by completing the Workaround Survey. A workaround is a temporary measure to *reduce* or *eliminate* the impact of an incident or a problem. Workarounds can be used to temporarily fix an issue an end user is facing until a permanent solution can be implemented. A workaround **is not** a change in business process from past CMS functionality to current Florida PALM functionality.

To help you complete this task, review all outstanding Florida PALM Solution Center incidents your agency has listed in your monthly Agency Status Report, Section 4, (Readiness Workplan task, 'Provide Agency Update for Project Status Reporting'). Collaborate with your end users and Tier 0 Support Team to determine if your agency has established workarounds for outstanding Florida PALM Solution Center incidents.

Workaround Survey

You should complete **one** survey each month. The survey response should represent a collective review of established workarounds currently being utilized by your agency end users. Every workaround should continue to be reported each month until the problem is resolved by the Florida PALM Solution Center. One survey response should be provided using SurveyMonkey:

<https://www.surveymonkey.com/r/WCT5VMK>

To facilitate collaboration within your agency, the survey questions are listed here:

- 1) Do you have a current challenge with Florida PALM that requires a workaround? (Y/N)
- 2) Please describe the challenge. If reported to the Florida PALM Solution Center, please cite the Incident number.
- 3) Describe the workaround in place due to the challenge. What steps are being taken and what is the business impact (i.e., time, resources) of this workaround?
- 4) Do you have another challenge and/or workaround to report? (Y/N)

What will Florida PALM Team do with this information?

Information provided in the survey may be shared with the Department of Financial Services (DFS) Division of Accounting and Auditing, DFS Division of Treasury, and DFS Office of Information Technology to support your incident resolution. Information shared may result in outreach to gather more information or provide additional support.

Task Instructions

Please work with your Change Champion Network, end users, and Florida PALM Tier 0 Support Team to coordinate who will be completing each of the items involved with this task.

Instructions

- 1) *Review outstanding Florida PALM Solution Center incidents your agency lists in the monthly Agency Status Report, Section 4 (Readiness Workplan task, 'Provide Agency Update for Project Status Reporting').*
- 2) *Work with your team to determine if your agency has workarounds for outstanding Florida PALM Solution Center incidents.*
- 3) **Complete one survey** in SurveyMonkey by the 10th of each month.

Supporting Materials & Resources:

- SurveyMonkey Link: <https://www.surveymonkey.com/r/WCT5VMK>