Task Instructions

Task ID: 543
Task Name: *Identify Change Impacts and Update Agency Business Process Documentation for Segment IV*
Task Start Date: *July 22, 2024*
Task Due Date: *October 18, 2024*
**Project Impact:** *N/A*

Task Description

Review Segment IV resources; identify changes to people, process, technology, and data and update current state business process documentation.

Task Overview

Florida PALM is a business transformation that will change how you do business. Agencies must identify and prepare for changes across the four critical operational elements: people, processes, technology and data.

You have previously completed a series of Current State Analysis Readiness Workplan (RW) tasks to understand and document current business practices.

- Task 324 – Complete FLAIR Data Elements Inventory
- Task 325 – Complete Data Security and Access Survey
- Task 326 – Update Current State Agency Business System Inventory and Documentation
- Task 327 – Complete Reports Inventory
- Task 328 – Document Current Agency Business Processes
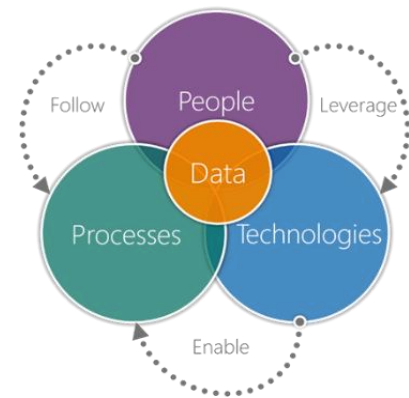
This task (RW Task 543) requires an understanding of your current agency business functions and an understanding of the Florida PALM functionality designed in Segment IV. Through this task, you will begin to compare your current way of work to the future way of work in Florida PALM and identify changes to your people, processes, technology and data. This is an iterative activity, which started with Segments I and II (RW Task 515), and Segment III (RW Task 527). Identification of change impacts will later support your agency's completion of the Change Analysis Tool (RW Task 560) and the development of testing materials for User Acceptance Testing (RW Task 574).

Task Elements

Gain Understanding of Segment IV Functionality

Review the Project-published resources related to Segment IV design with your functional and technical subject matter experts (SMEs) to gain an understanding of the related functions in Florida PALM.

- Business Process Models for Segment IV shown in Table 1, which will be published to the Knowledge Center prior to each Workshop.

- Related interface and report layouts found in the Knowledge Center.
- Design Workshops materials.

Table 1: Business Process Models in Segment IV

Business Process Grouping	Business Process or Subprocess	Related Spreadsheet Upload	Design Workshop
Account Management and Financial Reporting	10.4 Close General Ledger and Consolidate Results	N/A	September 10 – 12
Budget Management and Cash Control	20.2.2 Manage Cash Checking 20.3 Perform Budget Close 30.3.7 Process Carry Forward Vouchers	POI005 – Inbound Carry Forward Payable Spreadsheet Upload	September 10 – 12
Disbursements Management	30.5.2 Manage ACH/EFT Notifications 30.6. Manage Tax Reporting 30.7 Manage Accounts Payable Transactions	API128 – Inbound 1099 Spreadsheet Upload	July 25
Asset Accounting and Management	40.1.3 Work in Progress 40.1.4 Leased Assets 40.4 Asset Management Pre-Period Close	N/A	August 15
Projects Management	90.1 Create and Maintain Projects	PCI008 – Project Costing Budget Spreadsheet Upload	July 23 – 24
Payroll	100.1 Set Up and Maintain Positions 100.2 Set Up and Maintain Employees 100.3 On-Cycle Payroll 100.4 Off-Cycle Payroll 100.5 Miscellaneous Processing 100.6 Payroll Adjustments 100.7 Payroll Accounting Distributions 100.8 End of Period Processing	PRI038 – Inbound Agency Position Funding Spreadsheet Upload	August 27 – 29
Inter/IntraUnit Transactions	110.1 Establish and Maintain Inter/IntraUnit Encumbrances 110.2 Establish and Maintain Inter/IntraUnit Accruals 110.3 Inter/IntraUnit Transaction Processing 110.4 Inter/IntraUnit Period Close and Year-End Processing	IUI001 – Inbound Inter/IntraUnit Spreadsheet Upload	August 13 – 14

NOTE: Not all Business Process Models and Spreadsheet Uploads have been published to the Knowledge Center. As it gets closer to Design Workshops, you will receive an email that more Business Process Models and Spreadsheet Uploads have been released.

Identify Change Impacts

Compare your current business functions with the business functions of Segment IV design and begin identifying the related Florida PALM business process models, level of impact by critical operational element, and the applicable spreadsheet uploads.
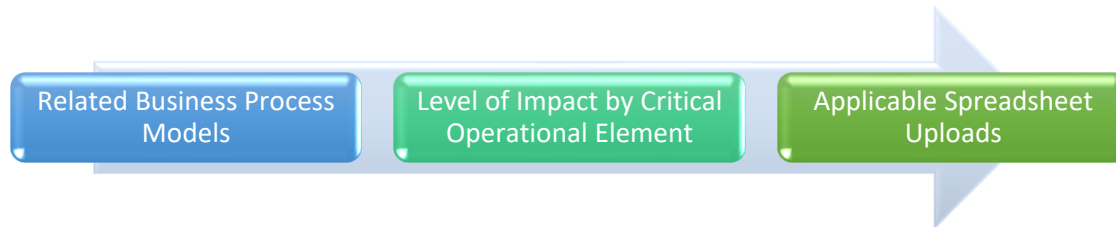
| Related Business Process Models | Level of Impact by Critical Operational Element | Applicable Spreadsheet Uploads |

Figure 1: Key Task Activities

Select Related Design Segment and Business Process Model(s)

For each current-state business process, identify if the process is related to Design Segments I, II, III, and/or IV in the Applicable Segment column in your *Current-State Business Processes* inventory. Review previous selections in the "Applicable Segment" column and make any needed updates if any. The Business Processes Page in the Knowledge Center provides the business processes released for each Design Segment.

NOTE: If a current-state business process is not planned to be included in Florida PALM, select the N/A option.

For all current-state business processes impacted by Segments I, II, III, and IV you must select the related Florida PALM Business Process Model(s) from the provided drop-down list in the column titled "*Related Florida PALM Business Process Model.*" For example, your current process to set up an encumbrance would relate to the Florida PALM 30.1 Establish and Maintain Suppliers business process model. Making this connection is the critical first step in identifying changes to how you do business today.

Select Level of Impact

After identifying the related business process model(s), determine how your business will change for each operational element and determine the level of change impact: High, Medium, Low, or None.

As we are in the final design segment with supporting business process models, the option to choose "Uncertain" for level of change impact is no longer available. You must review and update all previous selections of "Uncertain" level of change impact to a valid selection: High, Medium, Low, or None. A selection of "Uncertain" will appear as red text until a new selection is made.

When considering the impact and which of the critical operational elements may be impacted, think about where the agency's efforts will be targeted for managing the change.

- Will it be individuals that are impacted? → Then note the impact for **People**.
- Will it be the flow of information or activity sequence, the supporting tools (e.g., forms or procedure manuals) that is impacted? → Then note the impact for **Processes**.
- Will it be a business system that is impacted? → Then note the impact for **Technology**.
- Will it be the input or output received that is impacted? → Then note the impact for **Data**.

People – The staff and stakeholders affected by your agency's transition to Florida PALM.
Examples include staff that complete or support the completion of a process, users of the information or resulting process, and external parties that rely on the information. You should identify if you need to include other staff to support the future statewide business process, beyond those existing staff that currently support the business process.

Processes – The sequence of procedures to accomplish a business objective.
Examples include approval of transactions, the content and use of paper or electronic forms, or the production of reports (not the information, but the process of creating the report itself). These would be functions that are established and managed within the agency in support of the future statewide business process.

Technology – The applications or tools used to process, track, or report on financial operations.
Examples include interfacing business systems (Tier 1) or business systems that support the business processes without interfacing directly (Tier 2 or greater).

Data – Information used in or produced from an agency's financial business operations.
Examples include information that is input to or produced from a transaction or business process.

The below table provides example changes for each impact level. They are not meant to be exhaustive or fit all scenarios for your agency. Your CCN and SMEs should determine the criteria that works best for your agency's assessment for each element.

Table 2: Example Changes for Determining Impact Levels by Critical Operational Element

Impact Level	Critical Operational Element			
	People	Process	Technology	Data
High	• Large number of other staff will be assigned Florida PALM role(s) • Significant number of other and existing staff will require new knowledge *(beyond just how to use Florida PALM)*	• New process for the agency will require a significant amount of effort to define • Current agency process that will require extensive changes	• New agency business system will need to be created, tested and ready for go-live • Current agency business system will need to be fully remediated, tested, and ready for go-live	• New chart of account data elements needed, which require new data values to be determined • Current data elements require extensive changes or substantial cleansing
Medium	• Other staff will be assigned	• New process for the agency will	Current agency business system	• Current data elements require

Impact Level	Critical Operational Element			
	People	Process	Technology	Data
	Florida PALM role(s) • Existing staff will require new knowledge *(beyond just how to use Florida PALM)*	require a moderate to minimal effort to define • Current agency process that will require moderate to minimal changes	will need to be partially remediated, tested, and ready for go-live	moderate to minimal changes or cleansing • New data fields are required to be defined
Low	Existing staff will continue to serve in the role(s) and with current knowledge level *(beyond just how to use Florida PALM)*	Current agency process that will require minimal revision	• Current agency business system will require minor update(s), testing, and readiness prior to go-live • Current agency business system can be remediated or retired after go-live live	Current data elements are unchanged but may require cleansing
None	No staff resources will be impacted	No agency-specific process impact	No agency business systems or other tools are impacted	No agency data is impacted

Select Spreadsheet Uploads

Agencies perform several types of transactions in FLAIR today through the process of screen scraping and/or scripting. This is typically done through the utilization of software like Entire Connect, not through the use of an agency business system. Florida PALM does not allow for the use of screen scraping or scripting. A spreadsheet upload can be a great alternative, as it only requires the use of a standard Excel spreadsheet template populated by a user and then uploaded as needed (by authorized roles) to Florida PALM. Depending on the volume of transactions needed, spreadsheet uploads should also be considered in place of standard interfaces or manual data entry.

RW Tasks 505, 518 and 530 required your agency to make initial Florida PALM interface and spreadsheet upload selections based on Segments I, II & III. This task expands on that by requiring you to update your spreadsheet upload selections based on Segment IV and associating your selections with the related agency business process.

In the drop-down column, "Florida PALM Spreadsheet Upload Selection(s)" found in your *Current-State Business Processes* worksheet, indicate your spreadsheet upload selections for each related business process.

Update Business Process Documentation

As you are reviewing Segment IV designs and identifying change impacts, you must update any related agency business process documentation to reflect the changes needed to your people, process, technology, and data for the implementation of Florida PALM. The updates to your business process documentation should describe the nature of the business process change and include all qualitative, quantitative, and source (input/output) change details necessary for your agency's successful transition to Florida PALM.

As your documentation is being updated, you will indicate the status in the "*Segment IV Documentation Status*" column in your agency specific *Current-State Business Processes* worksheet. You will choose from the following drop-down options:

- Updates Not Started
- Updates In Progress
- Updates Complete

How will agencies use this information?

Identifying and documenting business changes and the level of impact will help your agency assess and plan for resource needs to support later readiness activities. You will use the information in this task to complete the following Readiness Workplan Tasks:

- Complete Change Analysis (RW Task 560)
- Inform Role Mapping efforts (RW Tasks 573 and 630)
- Plan and prepare for UAT (RW Tasks 536 and 574)
- Plan for Training (RW Task 568)

Reviewing each of the business processes and determining the impact to your agency will help assure that current and future business processes are identified and well documented. This documentation will directly impact your preparation for UAT and the ability to confirm your agency's testing needs for UAT. You should not assume a process does not impact your agency but instead use this as Task an opportunity to review and confirm.

What will the Florida PALM Team do with this information?

The Florida PALM team will use this information to gain a broad understanding of agency change impacts.

The Project team will review your task submission based on the following criteria to confirm completion:

Table 3: Task Completion Rubric

Task Completion Rubric
A selection has been made in the Applicable Segment column for every current-state business process.
For all current-state business processes applicable to Segments I, II, III and IV: • at least one related business process model has been selected; • an impact level of High, Medium, Low, or None has been selected for changes to people, process, technology, and data;

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Planning, Accounting, and Ledger Management

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Task Completion Rubric
• all impact levels previously identified as "Uncertain" have been updated to a valid selection of High, Medium, Low, or None;   • an applicable spreadsheet upload or "None" has been selected; and   • "Updates Complete" has been selected in the Segment IV Documentation Status column.
The Task Tracker has been marked as 100% complete for this Task.

Task Instructions

Review Segment IV functional designs and work with your Change Champion Network and functional and technical SMEs to determine your agency's change impacts. Use the additional columns that have been added to your agency specific *Current-State Business Processes* worksheet to associate your current business processes to their related design Segment and Florida PALM Business Process Model(s), select the level of impact to your agency's critical operational elements, and identify future spreadsheet upload needs, if any.

Figure 2: <Agency> Current-State Business Processes worksheet

Smartsheet Navigation:
- Current-State Business Systems is located in:
  Florida PALM Workbook for (Agency) > Inventories > Business Processes Inventory

As you are working, track progress in your RW Task Tracker. Indicate task completion by updating the RW Task Tracker to 100% only when you have completed the rubric included in Table 3 above.

Table 4: Summary of Task Completion Steps

Summary of Task Completion Steps
1) *Collaborate with your CCN and functional and technical SMEs to understand the designs for Segment IV and identify changes to your business functions.*
2) *Assign an applicable Design Segment to each current-state business process.*
3) *For all current-state business processes related to Segments I, II, III, and IV identify the related Florida PALM Business Process Model, level of change impact, and any applicable spreadsheet upload you may intend to use for that process in the updated Current-State Business Process Inventory worksheet.*
4) *For all current-state business processes related to Segments IV, update your process documentation and indicate a complete status in the Segments IV Documentation Status column.*
5) *Track and record task progress in the RW Task Tracker in Smartsheet until finalized. Be prepared to discuss progress in Agency Touchpoints with your Readiness Coordinator and Technical Readiness Team.*

Summary of Task Completion Steps
6) *Complete task by* **October 18, 2024**.
7) *When complete, update the RW Task Tracker, Agency Reported Task Progress column, to 100% and save.*
8) *If you have questions regarding this task, participate in Thursday Task Talks, listen to available Task recordings, or contact your Readiness Coordinator.*

Supporting Materials & Resources:

- Knowledge Center
- Segment IV Design Workshops (Recordings, presentations)