

<Agency>

**Post-Implementation Support Plan
For Florida PALM Financials, Payroll, and
Data Warehouse/Business Intelligence**

How to Use This Template

REMOVE BEFORE SUBMISSION

Purpose of the template: This template is being provided as an example layout for your agency to use in completing its Post-Implementation Support Plan. The format itself is optional. The elements within the Task Instruction provide the minimum information to include in your Plan and this template is a tactical supporting document to help illustrate those elements for understanding.

Using the template:

- Italicized text is meant to be removed from your final Plan. The information is provided for informational purposes only within the template.
- Each section has an “In this section:” that includes a general description of the type of information to include in the section.
- Within some sections are “Questions for Consideration:”. These are meant to promote idea generation or thought-provoking questions your agency can ask itself in building its content for the section. The answers to the questions may not only drive the content in that section but can provide information that is applicable to another aspect of your agency’s plan.
- Remove this page and the “TEMPLATE” watermark before submitting.

Revision History

Version	Date	Revision Notes

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Overview

In this section: Provide a high-level summary of your agency's Post-Implementation Support Plan such as key elements, scope, and stakeholders. Describe the aspects of the Critical Operational Elements (People, Processes, Technology, and Data) that are impacted by Florida PALM that will require support beyond the Hypercare period. This Plan is meant to cover all aspects of an agency's post-implementation support activities, not just those related to an agency business system. Agencies without agency business systems must still plan for needed internal support as Florida PALM is operationalized.

Objectives and Scope

In this section: Identify scope of the internal support activities for your agency for each of your agency's Critical Operational Elements of People, Processes, Technology and Data. Describe your key objectives such as system stability and user adoption. Describe any key risks related to post-implementation and provide summary of mitigation plans.

People

Questions for Consideration:

- Which individuals or team are supporting your agency's UAT activities?
- What individuals or team will be supporting your agency's post-implementation support activities?
- What individuals, teams, or stakeholders are part of key business processes?
- Which individuals, teams, or stakeholders will need ongoing support after Florida PALM is implemented?
- Are there contractors supporting the implementation of Florida PALM that will no longer be supporting your agency after go-live? What is the transition plan?
- How will you support and measure user adoption within your agency?
- What are communication methods and channels that are available?
- What are communication methods and channels that work well within your agency?

Processes

Questions for Consideration:

- What business processes are being impacted by implementation of Florida PALM?
- How will you ensure your business process documentation is accurately updated for Florida PALM?
- What is the plan to maintain your business process documentation and ensure the necessary stakeholders have access?
- Is there an available or preferred method for reporting identified process problems (e.g., help desk tickets, email address/box)?
- How will your users report access- or role-related issues?

Technology

If the agency has no impacted business systems, 'Not Applicable' can be entered for this section.

Questions for Consideration:

- What agency business systems are being impacted by implementation of Florida PALM?
- What impacted enterprise systems are used by your agency (e.g., MFMP, People First, STMS, FACTS)?

- *How will you manage future Florida PALM changes that may impact your agency business system?*
- *What steps will be put in place to ensure that your agency's Identity Provider (IdP) maintains connection with Florida PALM?*

Data

Questions for Consideration:

- *What agency data is being impacted by the implementation of Florida PALM?*
- *How and by whom will new codes be established?*
- *What reports are needed to support your agency business after go-live?*
- *What are the critical data or reporting needs through Hypercare?*

Support Approach

In this section: Describe the agency's approach for supporting operationalization of Florida PALM beyond the Hypercare period.

Support Structure

In this section: Describe the agency's approach to structuring internal support for the various impacted resources and stakeholders.

Questions for Consideration:

- *Who will be responsible for providing support to your agency end users?*
- *Will your agency create a tiered level support structure for escalation?*
- *Has your support structure and identified support team implemented during UAT worked well? What will be similar or what should change based on lessons learned?*
- *What mechanism will agency end users report issues or request support?*

End User Enablement

In this section: Describe your agency's approach to enabling end users for Florida PALM including training expectations and access management.

Questions for Consideration:

- *What training requirements are you planning to apply to your end users?*
- *How will your agency end users request or obtain support?*
- *How will you ensure that end users have the necessary roles to perform job functions?*
- *What will be the role of end users' managers in enablement?*
- *How will you support your agency Security Access Managers (SAMs) to ensure that roles are assigned to avoid SOD conflicts or if approval is necessary or granted?*

Issue Management

In this section: Describe your agency's approach to triaging issues or problems. This section should describe the communication and escalation process across the various agency impacted and involved resources and stakeholders.

Describe the various methods the agency will use to track issues, including the approach and process for logging tickets. The Florida PALM Customer Portal (ServiceNow or SNow) should be leveraged to communicate support requests (i.e., tickets) to the Project Team. Determine the

approach to reporting issues to the Florida PALM Solution Center and confirm that the right two individuals are assigned the SNow Ticket Reporter role for their agency.

Questions for Consideration:

- *Who should be responsible for reporting issues for each agency business system?*
- *How can someone report an issue internally, including end users after Hypercare?*
- *What is the process for considering something to be a reportable issue?*
- *Who should log tickets in the Florida PALM Customer Portal?*
- *Who will monitor tickets logged (i.e., serve as SNow Ticket Reporter)?*
- *Are there internal ticketing processes that should be leveraged?*

Change Management

In this section: Describe how your agency will approach a future change or enhancement deployed by Florida PALM.

Questions for Consideration:

- *How will you determine the impact or scope of a future change? Who will be responsible for monitoring and evaluating?*
- *Do you have developers available to support a technical change impacting an agency business system?*
- *How will you communicate potential changes to the Florida PALM Solution Center, when needed (i.e., email domain change or IdP change)?*

Communication Plan

In this section: Describe how your agency will keep impacted and involved resources and stakeholders informed of available support, including the type of messaging, audience, and frequency.

Questions for Consideration:

- *Who are the key stakeholders that need to be kept informed? What sort of information do they need to know? How often do they need to be updated / briefed / informed?*
- *What methods will be used to communicate (e.g., SharePoint, email, Teams chat, phone calls, meetings)?*
- *How will end users be informed of any system, process, or data changes?*
- *How will you provide any new training or learning materials to your end users?*
- *What are critical processes that will require time sensitive communication?*

Roles and Responsibilities

In this section: Include your agency's deployment related roles and responsibilities and assigned resources determined necessary to ensure your agency can successfully execute your Post-Implementation Support Plan. The table below includes some of the key roles and example responsibilities for consideration. Update, as appropriate.

Within the Resources column in the table below, include the names of the individuals or the teams that will be filling each role.

Questions for Consideration:

- *Are there specific roles and responsibilities that should be called out by business system?*
- *Will current CCN members have new roles after implementation?*
- *What other roles need to be involved?*

Table 1: Agency Deployment Roles and Responsibilities

Role	Responsibility	Resources
Business Manager	• Confirm agency business processes are being completed as expected. • Ensure agency business process documentation is updated and maintained and made available to necessary resources. • Support future business process changes.	
Technical Manager	• Confirm agency business systems are functioning as expected. • Coordinate any necessary future updates required for agency business systems.	
Change Management Liaison	• Support ongoing user adoption. • Coordinate any future change or enhancement implementation within the agency. • Develop and maintain agency communication plan.	
Training Liaison	• Identify and track agency end user training. • Coordinate or lead the agency training material development.	
Security Access Manager	• Manage access and role provisioning of end users. • Ensure no active SOD conflicts for end users; provides compensating controls to A&A to request SOD conflict exceptions, as needed.	

Role	Responsibility	Resources
Identity Provider Subject Matter Expert (IdP SME)	• Ensure agency IdP maintains connection with Florida PALM. • Support new end user access by ensure end users are in active directory.	
Support Team	• Triage any reported issues to determine if a ticket or service request should be submitted in the Florida PALM Customer Portal. • Meet regularly to review progress and discuss internal support needs.	
Subject Matter Experts (Assigned per Business Process Grouping)	• Support internal support activities. • Serve as primary point of contact for end user business processes, data, and technical questions. • Support end user adoption and understanding.	