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| <b>Date</b>                           | 10/24/2018  | <b>Time</b> | 2:00 p.m. |
| <b>Location</b>                       | House of Representatives<br>Knott Committee Room 116<br>402 South Monroe Street<br>Tallahassee, Florida 32399   |             |           |
| <b>Objective</b>                      | October 24, 2018 Executive Steering Committee (ESC) Meeting   |             |           |
| <b>Attendees</b>                      | <p><b>ESC Members*:</b><br/> <del>Chair Ryan West (DFS), Chair;</del> Carlton Bassett (DFS); <del>David DiSalvo (DMS);</del> Renee Hermeling (DFS); <del>Rosalyn (Rez) Ingram (DMS);</del> Maria Johnson (DOR); Michael (Mike) Jones (EOG); <del>Cynthia Kelly (EOG);</del> Angie Martin (DFS); Tanya McCarty (DFS); Darinda McLaughlin (DEP); Kimberly McMurray (DCF); Mark Merry (DFS); Robin Naitove (FDOT); Danta White (DFS)</p> <p><b>Invited Speakers:</b><br/>                 Tanner Collins (DFS); Nathan Frey (ISG); Daymon Jensen (Accenture); Rachael Lieblick (DFS); Melissa Turner (DFS)</p> <p><i>*Members who were unable to attend are denoted by strikethrough text.</i></p> |             |           |
| <b>Attachments/ Related Documents</b> | <ul style="list-style-type: none"> <li>• <a href="#">September 26, 2018 ESC Meeting Minutes</a></li> <li>• <a href="#">October 24, 2018 ESC Meeting PowerPoint Presentation</a></li> </ul>  |             |           |
| <b>Action Items</b>                   | N/A   |             |           |

**Roll Call and Opening Remarks: Facilitated by Melissa Turner (DFS)**

Ms. Melissa Turner called the meeting to order at 2:00 p.m. with a roll call of the ESC members. Ten of the fifteen ESC members were present. Ms. Turner welcomed everyone to the new location. She noted Mr. Scott Fennell, Deputy Chief Financial Officer and Project Sponsor, would be supporting the meeting as a result of Chairman Ryan West's absence.

**Review of Meeting Minutes: Facilitated by Melissa Turner (DFS)**

Ms. Turner asked the ESC members if they had any comments on the draft September 26, 2018 Meeting Minutes distributed prior to the meeting. There were no revisions. The minutes will be posted to the Florida PALM website following the meeting.

**Florida PALM Project Update: Facilitated by Daymon Jensen (Accenture), Rachael Lieblick (DFS); Melissa Turner (DFS)**

Ms. Turner began her presentation by sharing the spend plan as of September 30. The summary shows projected and incurred fiscal year spending. Ms. Turner shared the Project requested Legislative Budget Request for fiscal year 2018 – 2019.

Ms. Turner shared the Project completed a brainstorming exercise to identify risks for the next fiscal year. Six risks were identified, of which none were deemed high impact and high probability. Three of the six risks have action plans for mitigation underway. The other three risks are being actively monitored.

An issue was opened due to the office closure for Hurricane Michael. A Force Majeure Event as defined in the Software and System Integrator contract impacted the Project Schedule. The issue will be closed once the Project Schedule adjustments have been implemented.

Ms. Turner shared the timeline for the Pilot implementation. It listed the Major Project Deliverables and Go/No-Go Decisions for ESC approval through the Pilot Phase go-live.

Further, Ms. Turner shared a chart representing components of the Go/No-Go Decision (Phase Kick-off Complete) for ESC approval in December.

In a previous meeting, Ms. Turner introduced the Project's objectives for the fiscal year (Project Team mobilization, facility relocation, solution design, stakeholder engagement, and technical environment setup). The Project will continue to give status updates on these objectives through completion.

Ms. Turner introduced Mr. Daymon Jensen and Ms. Rachael Lieblick who discussed the Project Management Plan (PMP). The PMP is a Major Project Deliverable and a component of the upcoming Go/No-Go Decision. Mr. Jensen and Ms. Lieblick introduced and discussed each 16 process areas of the PMP, noting further discussion and feedback to come during one-on-one meetings with the ESC members. The deliverable is scheduled for ESC approval during the November 14 meeting.

Mr. Carlton Bassett asked when to expect the PMP document to review. Ms. Turner responded it is their intention to get the document to ESC members several days prior their scheduled one-on-one meetings. She mentioned the Project has working diligently to finalize the document for their review once offices re-opened.

Mr. Mike Jones asked if the ESC members would get a copy of other member's edits and feedback prior to November 14 meeting. Ms. Turner responded that due to sunshine law requirements of ESC meetings, edits and feedback from other members will be shared within ESC meetings. She assured the November 14 meeting will provide an opportunity for live editing in the PMP document and dialog on proposed or additional changes.

Ms. Turner thanked Ms. Lieblick and Mr. Jensen for their presentation. She reminded the members of, and spoke briefly on, two additional upcoming major deliverables; Solution Analysis

and Design Strategy and the Organizational Readiness Strategy. Further information on the two deliverables will be discussed during the next meeting. Additionally, one-on-one meetings have been scheduled to discuss each member's review and feedback.

**Independent Verification and Validation (IV&V): Facilitated by Nathan Frey (ISG)**

Mr. Nathan Frey shared IV&V is reporting the Project as a green status. He said the overall trend indicates a positive trajectory for this phase. He highlighted that quality and financial controls are in place, Project activities are focused on value-added outputs, collaboration across-tracks with Team members continues, and the Project has a positive morale.

Mr. Frey noted he and Mr. Mark Fairbank met individually with each ESC member. Mr. Frey thanked everyone for their time and commitment. Their observations include the Project governance plan is functioning; the ESC members are engaged and understand their expectations; and the flow of information between the Project and members has been effective. This creates a great deal of confidence of Project leadership.

Mr. Frey touched on the risks identified earlier in the presentation. He said the types of risks identified are normal and positive, indicating a well-functioning project.

**Upcoming Activities: Facilitated by Melissa Turner (DFS)**

Ms. Turner discussed how the Project will partner with Accenture to review the Initial Draft of ESC Recommend Statutory Changes for Florida PALM to determine if any should be refined, based on the proposed Solution. Any recommended revision will be brought to the ESC in anticipation of the 2019 Legislative session, and an update will be provided to the House, Senate, and the Governor's Office.

Ms. Turner reviewed the upcoming ESC approval actions and dates.

**New Business: Facilitated by Tanner Collins (DFS)**

Mr. Tanner Collins shared a presentation on ePayments and lessons learned. He discussed the State's migration and approach to electronic receipts. Lessons learned included early, frequent, and consistent communication; ensuring IT professionals and business process professionals are working together; managing stakeholder expectations, giving ownership to agencies for buy-in when you can; being mindful of competing priorities by legislative mandate; and having a single source for information.

**Next Meeting**

Ms. Turner announced the next ESC meeting is scheduled for November 14, 2018. The meeting adjourned at 3:36 p.m.