

# Florida **PALM**

Planning, Accounting, and Ledger Management



# EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF REVENUE  
BUILDING 2  
SEPTEMBER 26, 2018



**FloridaPALM**  
Planning, Accounting, and Ledger Management

# ROLL CALL AND OPENING REMARKS

FACILITATOR: RYAN WEST



# REVIEW OF AUGUST 22, 2018 MEETING MINUTES

FACILITATOR: MELISSA TURNER



# FLORIDA PALM PROJECT UPDATE

FACILITATORS: MELISSA TURNER,  
CAROLYN HICKS, PAUL LAVERY,  
RACHAEL LIEBLICK, ANGIE ROBERTSON



# Florida PALM Project Update

## Budget – FY 2018-2019 Spend Plan

### FY 2018-2019 Spend Plan Summary As of August 31, 2018

| Category                  | Projected FYTD        | Incurred FTYD         |
|---------------------------|-----------------------|-----------------------|
| Salaries and Benefits     | \$689,803.51          | \$576,616.13          |
| Special Category          | \$3,503,629.83        | \$2,127,814.16        |
| Risk Management Insurance | \$3,698.00            | \$3,698.00            |
| DMS Transfer              | \$4,149.75            | \$4,149.75            |
| <b>Total</b>              | <b>\$4,201,281.09</b> | <b>\$2,712,278.04</b> |



# Florida PALM Project Update

## Budget

- ▶ \$13.3M previously held in reserve for SSI contract, released on September 10, 2018
- ▶ \$18.8M remains in reserve
- ▶ A second request for release is anticipated in early 2019 for remaining SSI contract funds needed for FY 18-19
- ▶ Processing initiated for first seven SSI contract invoices (for a value of \$1.9M)



# Florida PALM Project Update

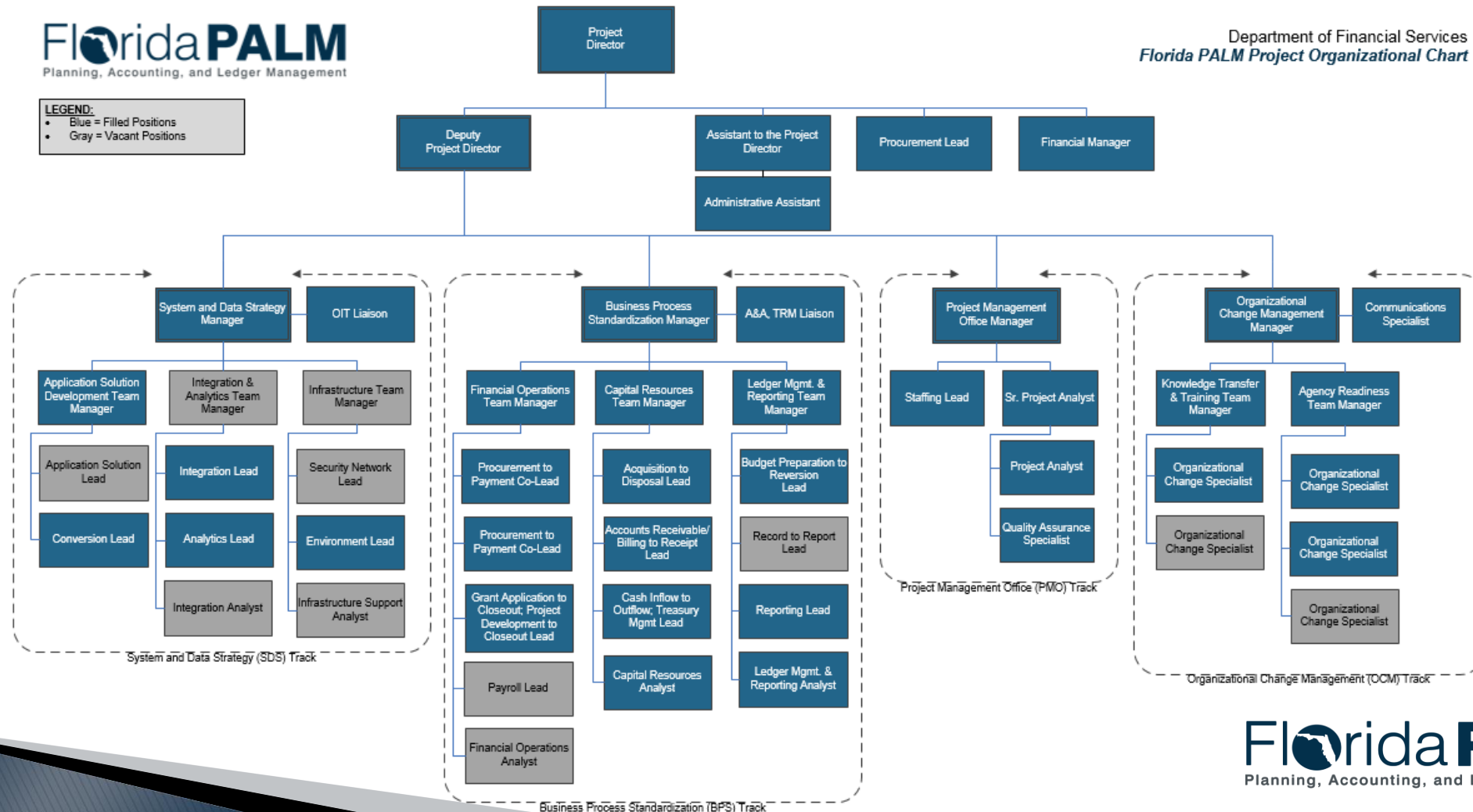
## Staffing Update



**LEGEND:**

- Blue = Filled Positions
- Gray = Vacant Positions

Department of Financial Services  
Florida PALM Project Organizational Chart





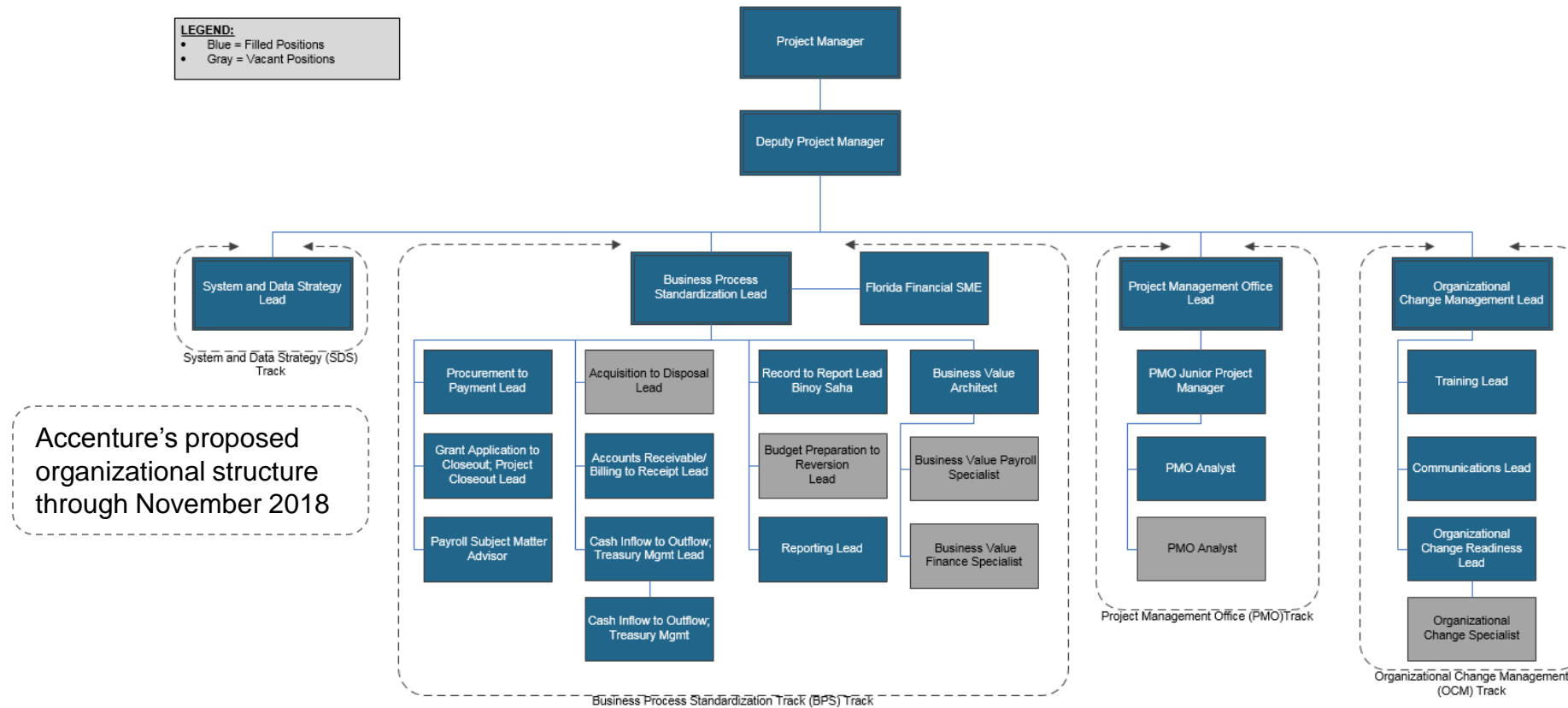
# Florida PALM Project Update

## Staffing Update



Department of Financial Services  
Florida PALM Project Accenture Organizational Chart

**LEGEND:**  
• Blue = Filled Positions  
• Gray = Vacant Positions



# Florida PALM Project Update

## Schedule

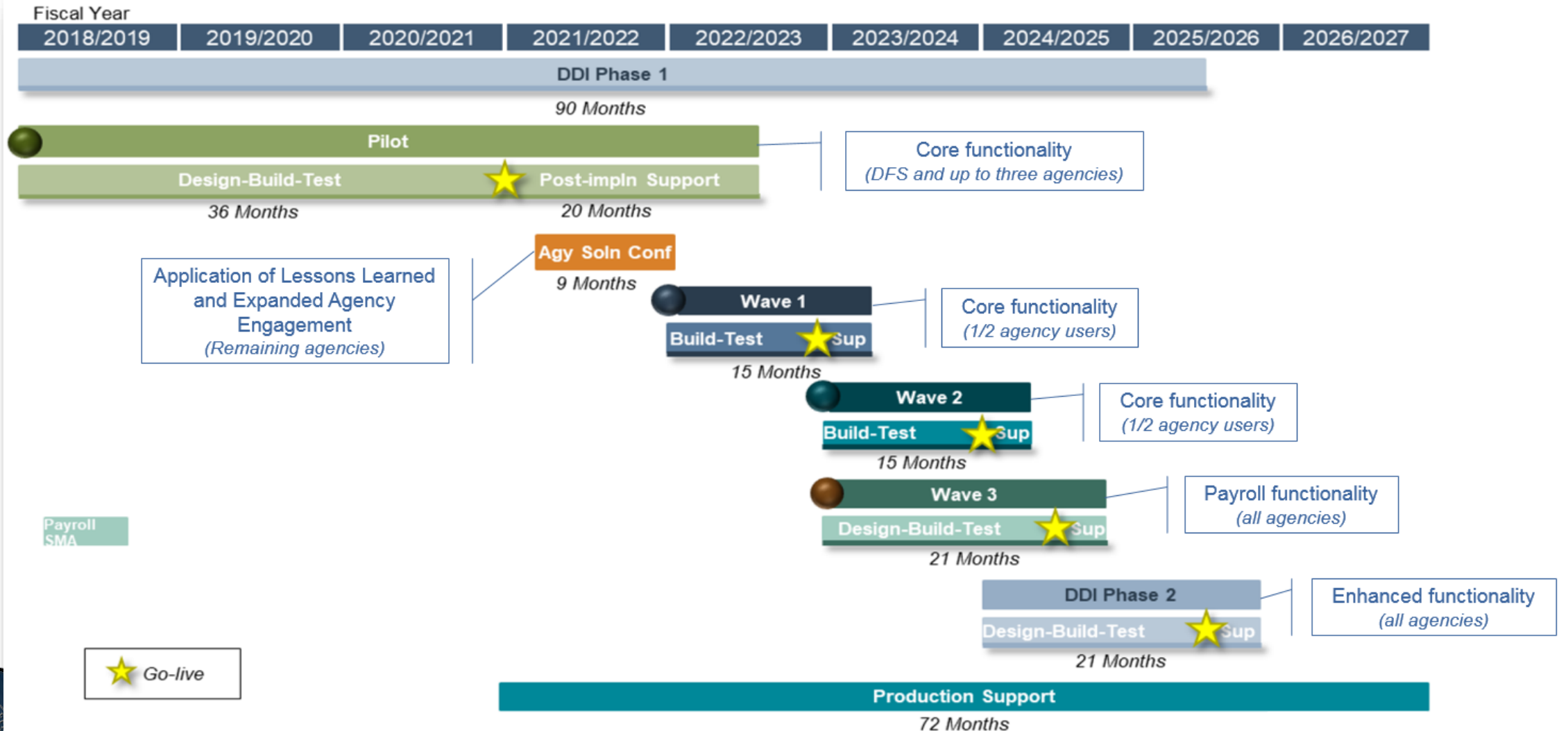
- ▶ Transition Schedule
  - August 1, 2018 to October 31, 2018
- ▶ DDI Project Schedule
  - Begins November 1, 2018
  - Includes tasks through Pilot Wave
  - Includes detailed tasks for at least the upcoming 6+ months
  - Will be progressively elaborated as Deliverable Expectation Documents (DEDs) are completed
  - Includes Department and Accenture resource task assignments
- ▶ Schedule performance reported through the Monthly Status Report



# Florida PALM Project Update

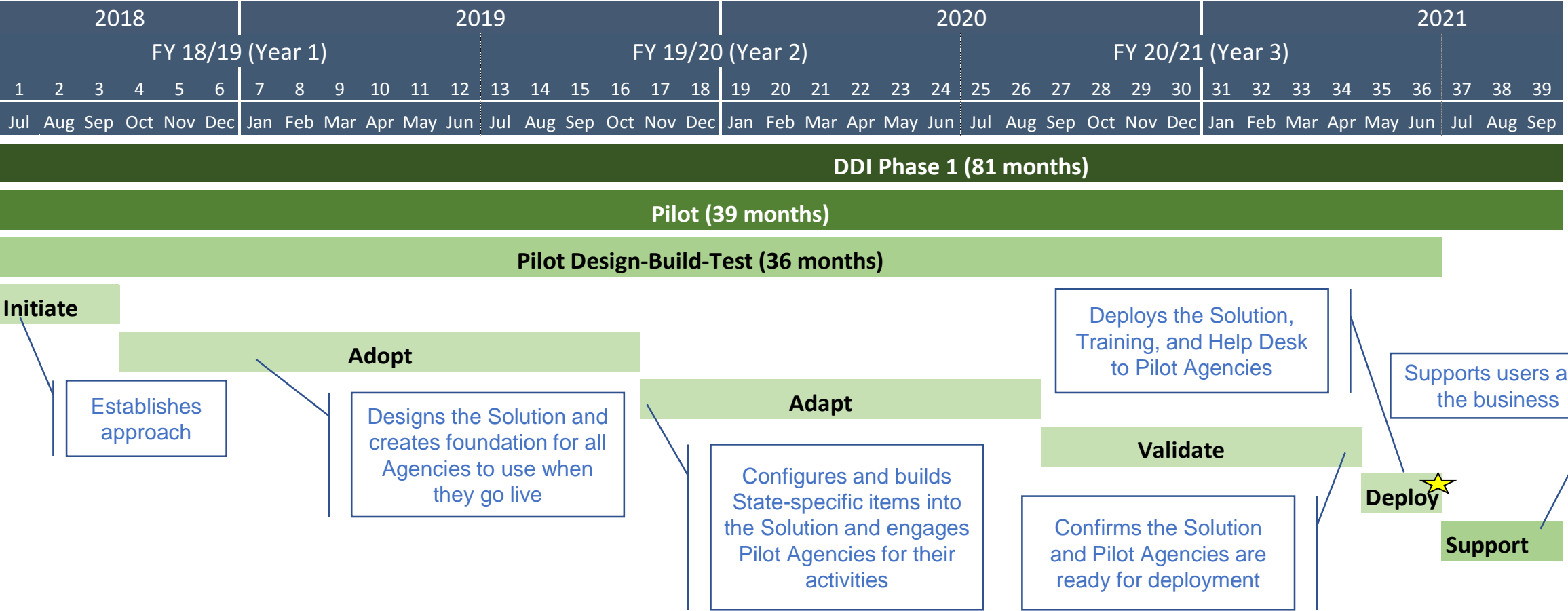
## Schedule

11



# Florida PALM Project Update

## Schedule



# Florida PALM Project Update

## Scope

### ► FY18-19 Objectives

- Project Team Mobilization
  - Onboard Accenture resources
  - Coordinate PeopleSoft training for State Project Team
- Facility relocation
  - Execute lease
  - Solicit contractors and obtain permits
- Solution Design
  - Develop Solution Analysis and Design Strategy
  - Develop Requirements Management Plan



# Florida PALM Project Update

## Scope

### ► FY18-19 Objectives

- Stakeholder Engagement
  - Present contract and timeline overview at various stakeholders
  - Conduct current state interface research and analysis
  - Create communication to share Project activities for upcoming months
  - Develop Change Champion Plan as part of Change Champion Network
  - Identify/Confirm Pilot Agencies
- Technical Environment Setup



# Florida PALM Project Update

## Scope

### ► Project Charter Update

- Reflects changes consistent with the DDI phase, including references to the SSI contract
- Distinguishes sponsors as Business Sponsors or Project Sponsor
- Removes ESC meeting agenda template
- Adds clarifications or details from implementing bill that defines ESC



# Florida PALM Project Update

## Scope

- ▶ Major Project Deliverable: Project Management Plan (PMP)
  - Pre-DDI PMP was the starting point for the DDI PMP
  - 16 management process defined

|                          |                          |                                     |                        |
|--------------------------|--------------------------|-------------------------------------|------------------------|
| Performance Management   | Cost Management          | Schedule Management                 | Procurement Management |
| Resource Management      | Collaboration Management | Project Scope and Change Management | Risk Management        |
| Communication Management | Issue Management         | Decision Management                 | Deliverable Management |
| Action Item Management   | Content Management       | Lessons Learned Management          | Quality Management     |





# Florida PALM Project Update

## Scope

- ▶ Major Project Deliverable: Project Management Plan
  - Updates to responsibilities to include the Department and Accenture
  - Incorporates Accenture methodologies
  - Transitions from Pre-DDI to Solution implementation
  - While all management processes are being reviewed, the following have more significant updates:
    - Resource Management – added asset management
    - Decision Management – updated multi-tiered governance structure defined in the Project Charter
    - Communication Management – updated to focus on communicating Project status
    - Schedule Management – updated format and structure
    - Quality Management– included Accenture’s quality processes
    - Issue Management – updated escalation process
  - Planning one-on-one meetings with ESC members in October and November



# Florida PALM Project Update

## Scope

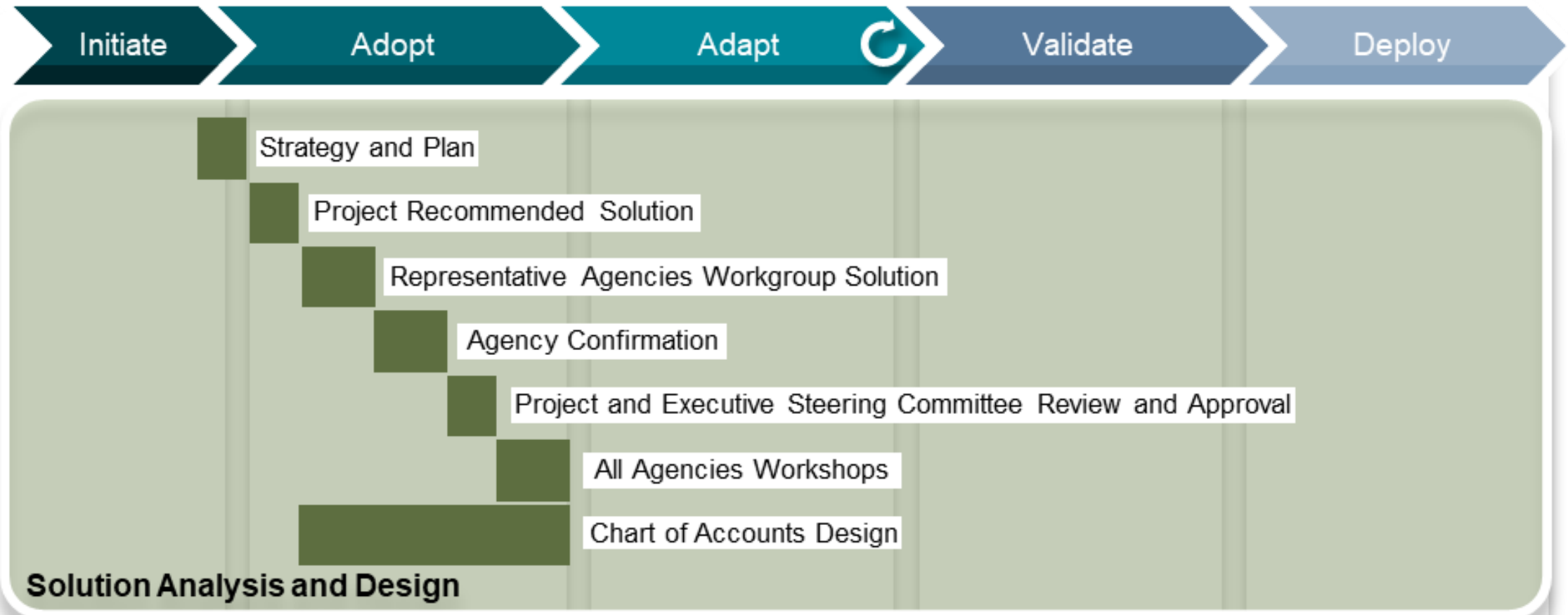
- ▶ Major Project Deliverable: Solution Analysis and Design Strategy
  - Objective is to document the strategy, processes, and tools to be used in the analysis and development of solution designs for all Waves and Phases
    - Description of the design approach and timeline; including tools, processes, and activities
    - Description of planned business processes by Wave and Phase
    - Description of the approach for documenting the outcomes of the design activities
    - Approach for design activities in iterative segments:
      - Project recommended solutions
      - Representative Agencies Workgroup Solution
      - Agency Confirmation
      - Project and Executive Steering Committee Review and Approval
      - All Agency Workshops
      - Chart of Accounts Design
  - Planning one-on-one meetings with ESC members in November



# Florida PALM Project Update

## Scope

Major Project Deliverable: Solution Analysis and Design Strategy



# Florida PALM Project Update

## Scope

- ▶ Major Project Deliverable: Organizational Readiness Strategy
  - Objective is to define the approach to prepare agencies for the transition to the Florida PALM Solution by:
    - Leading and coaching stakeholders through the change
    - Communicating with agencies
    - Training the workforce to use the Solution
    - Assisting and assessing agency readiness
  - Planning one-on-one meetings with ESC members in November



# Florida PALM Project Update

## Scope

### Major Project Deliverable: Organizational Readiness Strategy

#### Agency Sponsorship and Stakeholder Management

- Align Agency Sponsors to foster leadership stewardship and support
- Align Stakeholders to develop and understand internal and external stakeholder needs
- Monitor and revise continuously

#### Communications

- Strategize, plan and execute communications to facilitate Agency Sponsor and Stakeholder change journey from awareness to commitment
- Leverage existing tools and new tools such as social media and social vehicles to share information in a timely manner

#### Training

- Design, development and delivery of learning and knowledge to Stakeholders to facilitate skills needed to use the new system
- Leverage instructor led, on demand, social media and supporting materials to deliver learning and knowledge

#### Organizational Readiness

- Facilitate change readiness activities to prepare internal and external stakeholders for each release
- Monitor and measure to support users during release and stabilization



# INDEPENDENT VERIFICATION AND VALIDATION (IV&V)



FACILITATOR: MARK FAIRBANK



# IV&V Assessment

## August 2018 Reporting Period

### Overall Status

| Current Period  | Prior Period  | Observations  |
|---|---|---|
|  |  | <ul style="list-style-type: none"> <li>The Pre-DDI PMP is in effect and referred to actively. The DED for the DDI PMP is approved and the DDI PMP is under development.</li> <li>The Project has a long-established process to manage risks and is consistently monitoring and assessing potential risks.</li> <li>There are presently no open risks or issues. The Project has identified seven initial risks, none of which are imminent, with respective mitigation plans during August and these are in process to be logged during the next reporting period.</li> <li>The process for managing risks is part of a comprehensive process designed to identify, vet, monitor and manage the following: risks, action items, issues, decisions, and lessons learned (RAIDL) on a recurring and timely basis.</li> <li>Project scope as defined in the SOW is communicated and affirmed. No potentially out-of-scope items have emerged.</li> <li>PMO consistently demonstrates strong cost management practices.</li> <li>The Project has adopted quality assurance processes that assure vendor accountability and quality upon delivery/submission.</li> <li>The Project continues to maintain a comprehensive, multi-channel communication planning log. The OCM team has approved DED for communication strategy and is in the process of developing the strategy.</li> <li>Current contracts encompass all aspects of services/goods necessary to complete the Project. All known needs are specified and contracted at this time.</li> <li>Track management and PMO demonstrate accountability and performance management practices are in place and exercised.</li> </ul> |



# UPCOMING ACTIVITIES

FACILITATOR: MELISSA TURNER





# Upcoming Activities

## ESC Actions

- ▶ Major Project Deliverables in the next six months
  - Project Management Plan – Discuss in October meeting and obtain approval by November 14
  - Solution Analysis and Design Strategy – Discuss in early/mid November meetings and obtain approval by November 28
  - Organizational Readiness Strategy – Discuss in early/mid November meeting and obtain approval November 28
- ▶ Go/No-Go Decisions in the next 6 months
  - Pilot – Kickoff Complete – obtain approval by December 12



# Upcoming Activities

## Future ESC Meeting Dates

- ▶ October 24, 2018 (*preparation for upcoming Major Project Deliverables*)
- ▶ November 14, 2018 (*Major Project Deliverable Approval*)
- ▶ November 28, 2018 (*Major Project Deliverable Approval*)
- ▶ December 12, 2018 (*Go/No-Go Decision*)



# NEW BUSINESS

FACILITATOR: MELISSA TURNER



# NEXT MEETING

WEDNESDAY, OCTOBER 24, 2018

KNOTT BUILDING, ROOM 116



**FloridaPALM**  
Planning, Accounting, and Ledger Management

# CONTACT INFORMATION

[FLORIDAPALM@MYFLORIDACFO.COM](mailto:FLORIDAPALM@MYFLORIDACFO.COM)

[MYFLORIDACFO.COM/FLORIDAPALM](https://MYFLORIDACFO.COM/FLORIDAPALM)



**FloridaPALM**  
Planning, Accounting, and Ledger Management