

# Standardized Business Process Models (D54)

**Revision History**

<b>Version</b>	<b>Date</b>	<b>Revision Notes</b>
1.0	07/30/2019	Accepted Version

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## Introduction

The Standardized Business Process Models (D54) are the primary deliverable that documents the solution design for Florida PALM, through flow diagrams and supporting narratives. This document summarizes the activities performed to create the Standardized Business Process Models that will be implemented for Phase 1 Pilot, Wave 1, and Wave 2, provides an overview of the Standardized Business Process Models, and describes related deliverables to the Standardized Business Process Models.

The Solution Analysis and Design Strategy (D18) described the Project activities to be performed to create the Solution design. The strategy considered the previous work, including the effort to create the Business Requirements and the Level 2 Standardized Business Process Models, and the stakeholder engagement model used to create and refine those documents. The stakeholder engagement model facilitated input by organizations that will use Florida PALM (e.g., agencies, Department of Financial Services (DFS) Divisions and Offices), Florida Financial Management Information System (FFMIS) partners, and the Executive Steering Committee at multiple points. The Solution Analysis and Design Strategy included an approach that allowed for a similar, inclusive input process across impacted stakeholders. The Solution Analysis and Design activities were organized into segments, as depicted in Figure 1, which provided multiple opportunities to discuss and refine the solution and to capture input and feedback.



Figure 1: Solution Analysis and Design Segments

The Solution Analysis and Design activities performed by the Project produced four deliverables. The Standardized Business Process Models capture the standardized business processes that fulfill the Business Requirements. The Requirements Traceability Matrix (RTM) (D49) documents the confirmed Business Requirements. The Gap Inventory (D50) captures the solution gaps and resolutions to the solution gaps reflected in the Requirements Traceability Matrix. The Business Requirements confirmation and the activities used to create the Standardized Business Process Models have contributed to the creation of another Major Project deliverable, known as the Process and Transaction Mapping Analysis (D57). The Process and Transaction Mapping Analysis provides a translation from legacy processes, terms, and transactions to those planned for Florida PALM to create a common language for the Solution.

During the Project Recommended Solution segment of the Solution Analysis and Design activities, the Business Process Standardization (BPS) Team documented the initial drafts of the Standardized Business Process Models using the Business Requirements, Process Analysis Documents, and the Level 2 Standardized Business Processes Models as inputs. The Model Office Prototype environment was also leveraged to help the Team understand delivered functionality.

As preparation for the Representative Agencies Workgroups, the BPS Team met with representatives from DFS Division of Accounting and Auditing (A&A) and Division of Treasury (Treasury) to collaboratively review the draft Standardized Business Process Models. Feedback provided from A&A and Treasury was incorporated into the draft.

During the Representative Agencies Workgroups segment, the draft Standardized Business Process Models were posted to the Project website and presented to representatives from a group of 24 organizations. Over six weeks, the BPS Team discussed the draft documents with more than 100 agency participants and solicited and incorporated feedback.

The refined draft Standardized Business Process Models were provided to all agencies during the All Agencies Confirmation segment. The draft Standardized Business Process Models were posted to the Project website and the BPS Team presented summary information in six full-day sessions with more than 280 participants from 33 organizations. The sessions were followed by a series of clarification working meetings, both in person and via conference calls, to address agency questions. Twenty-six organizations submitted feedback through forms which were reviewed by the BPS Team and the feedback was incorporated into the draft Standardized Business Process Models.

The finalized Standardized Business Process Models were reviewed and presented to the Executive Steering Committee for approval. Together with the Process and Transaction Mapping Analysis, this document will inform activities performed throughout the remainder of the Project, including configuration and build activities, testing, training, and agency engagement.


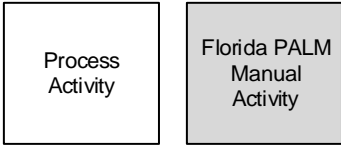
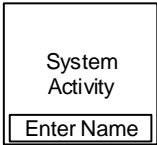
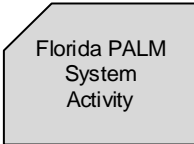
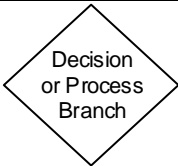
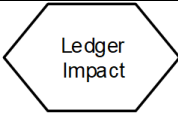

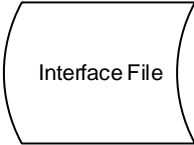
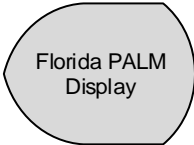

## **Overview of the Standardized Business Process Models**

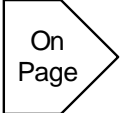

The Standardized Business Process Models were created for each of the State's Business Processes identified for implementation in Florida PALM in Phase 1 Pilot, Wave 1, and Wave 2 and listed in Tables 2 – 9 below. Each Standardized Business Process Model contains one or more flow diagrams and a narrative document that supports the flow diagrams. Each narrative contains:

- General Information – describes the sections of the narrative
- Dependencies and Constraints – describes any conditions or criteria that impact how or when the business process should be executed
- Business Process Overview – summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process
- Business Process Flow Details – narrates the detailed information for each step in the corresponding flow
- Ledger Impacts – details the accounting, budget management, or financial reporting events shown as icons on the flow
- Reports – details the reports shown as icons on the flow
- Terminology – documents terminology used in the Business Processes

Each flow diagram contains a standardized shape key and uses shaded shapes to indicate functions performed in Florida PALM and unshaded boxes to indicate activity performed outside of Florida PALM. Table 1 details the shapes used in the flow diagrams to document the Business Process steps.

Table 1: Flow Diagram Shapes

Shape	Denotation
	These shapes indicate the start and end points in a process. The start is used to depict a trigger action that sets the process in motion.
	These shapes indicate a process or action step being performed. If the process or action is performed in Florida PALM, the icon is shaded grey.
	This shape indicates a process or action step in a partner system. The title designates the system in which the process occurs.
	This shape indicates a process in Florida PALM that is performed by the system, including jobs scheduled to run automatically.
	This shape indicates a question or branch in the process flow. This icon is used in flow and will not carry a Process Step ID number. Discussion about the alternative path is included in the step preceding or succeeding the decision point.
	This shape indicates that a business event results in a financial transaction that is captured in the ledger. These are not used as steps in the flow. Instead, they are shown next to the shape which triggered the ledger impact.
	This shape indicates the use of a database in the process flow.
	This shape indicates when an interface file is exchanged, either to or from Florida PALM. The specific method of exchanging information may not be solely file based. The methods of exchanging information will be defined during the interface design and development activities.
	This shape indicates a process step where information is displayed to a person (e.g., processor, approver, other user looking up information).
	This shape indicates designated points in the process flow to identify when a report is generated, received, or used in completing a step of the process. These are not used as steps in the flow. Instead, they are shown next to the shape where the report is referenced.

Shape	Denotation
	This shape indicates a loop in the process flow linking to another step on the same page. Each shape will contain a letter that will link to the associated connector.
	This shape indicates continuation of the same flow on another page within a business process or the need to connect with a different business process.

The swim lanes in the flow diagrams document the roles that execute a Business Process. The role names designate roles to be fulfilled by authorized users or the role represents activity performed outside of Florida PALM (e.g., activity performed by the Bank). Roles that include 'Agency' in the title designate agency roles. Roles that include 'DFS' in the title designate activity performed by DFS. Roles that do not include 'Agency' or 'DFS' are roles that can be performed by users in either organization, depending on other security attributes (e.g., Business Unit security, bank account security).

## Business Process Groupings

The BPS Team is organized in four Workstreams. Each Workstream is responsible for two Business Process Groupings. The State's future financial management processes are documented in eight Business Process Groupings comprising the functionality to be implemented in Florida PALM through Wave 2 and representing the integrated Business Processes and Subprocesses supported by the Solution. Figure 2 depicts the relationship between the Workstreams and Business Process Groupings.

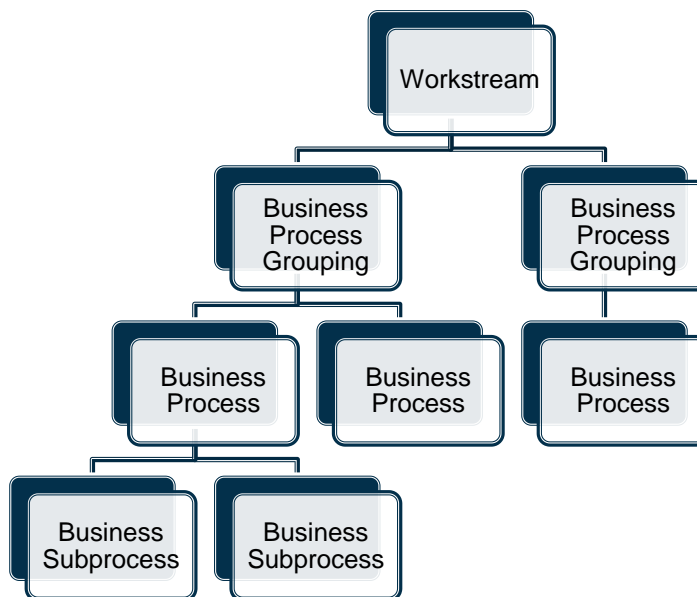


Figure 2: Workstream Hierarchy

The Business Process Groupings are identified by a specific number and the associated Business Processes and Subprocesses are aligned under that Business Process Grouping number, as described below in Figure 3.

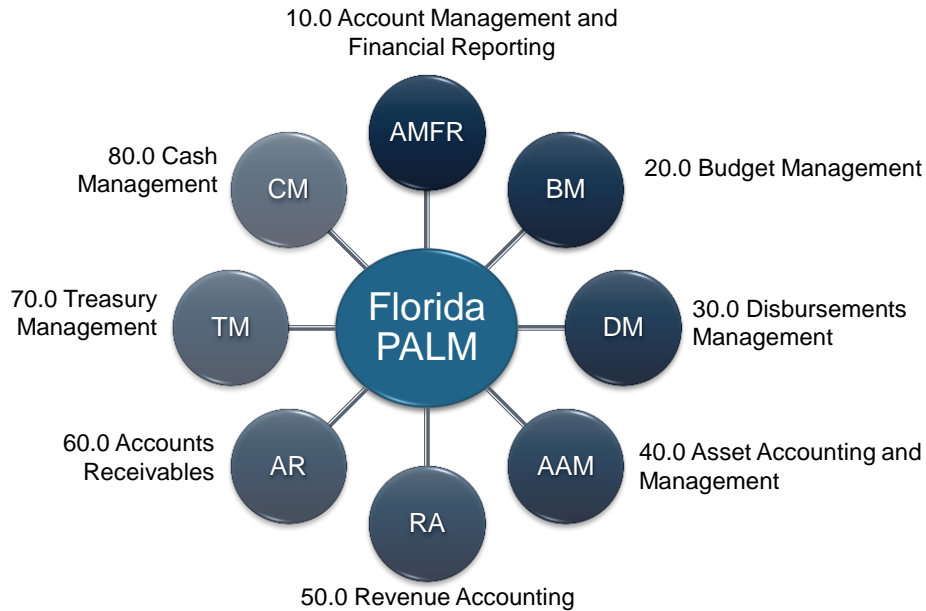


Figure 3: Business Process Groupings

The following describes the Business Process Groupings and the related Business Processes and Subprocesses.

### Account Management and Financial Reporting

Account Management and Financial Reporting (AMFR) includes a collection of business processes that:

- Establish the statewide accounting framework and provide for agency-specific accounting and reporting needs;
- Update to the general ledger and maintain the integrity of the financial activities; and
- Perform month-end and year-end closing and reporting activities.

Table 2 details the Business Processes and Subprocesses for AMFR.

Table 2: AMFR Business Processes and Subprocesses

Business Process	Business Subprocess
10.1 Setup and Maintain Chart of Accounts	10.1.1 Add or Modify Agency ChartField Values 10.1.2 Add or Modify Statewide ChartField Values 10.1.3 Add or Modify Fund Values 10.1.4 Add or Modify Grant and/or Project Values



Business Process	Business Subprocess
	10.1.5 Setup and Maintain Trees and/or Combination Edits
10.2 Enter and Process Journals	10.2.1 Create and Approve Journals 10.2.2 Edit Check 10.2.3 Source Module Journal Entry
10.3 Analyze and Reconcile Accounts	10.3.1 Perform Month-End Close 10.3.2 Perform Allocations
10.4 Close General Ledger and Consolidate Results	There are no subprocesses for this Business Process.

The link below provides the narratives and flows for AMFR.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Budget Management

Budget Management (BM) includes a collection of business processes that:

- Manage the tracking and reporting of appropriations, allotments, and revenue estimates, including the exchange of information between LAS/PBS and Florida PALM;
- Manage budget exceptions; and
- Support the close-out of appropriations.

Table 3 details the Business Processes and Subprocesses for BM.

*Table 3: BM Business Processes and Subprocesses*

Business Process	Business Subprocess
20.1 Enter and Process Budget Journals	20.1.1 Post Appropriations 20.1.2 Manage Agency Allotments 20.1.3 Budget Ledger Reconciliation 20.1.4 Estimated Revenue
20.2 Budget Execution and Management	There are no subprocesses for this Business Process.
20.3 Perform Budget Close	20.3.1 Carry Forward 20.3.2 Certified Forward

The link below provides the narratives and flows for BM.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Disbursements Management

Disbursements Management (DM) includes a collection of business processes that:

- Manage supplier information, including demographic and payment information for tax withholding and reporting purposes;
- Support the disbursement process for State obligations from encumbrance through payment request, payment creation, and escheatment; and
- Perform month-end and year-end closing activities.

Table 4 details the Business Processes and Subprocesses for DM.

*Table 4: DM Business Processes and Subprocesses*

<b>Business Process</b>	<b>Business Subprocess</b>
30.1 Set Up and Maintain Suppliers	30.1.1 Add and Update Suppliers Online 30.1.2 Import Suppliers 30.1.3 Perform TIN Match 30.1.4 Manage Intercepts
30.2 Establish and Maintain Encumbrances	30.2.1 Create and Maintain Encumbrances 30.2.2 Monitor Encumbrances
30.3 Enter and Process Vouchers	30.3.1 Process Vouchers 30.3.2 Voucher Matching 30.3.3 Review and Approve Vouchers 30.3.4 Process Travel Reimbursements
30.4 Process Payments	30.4.1 Process Pay Cycle 30.4.2 Process Warrant Payments
30.5 Manage Payments	30.5.1 Record Manual Payments 30.5.2 Manage ACH/EFT Notifications 30.5.3 Manage Stale Payments 30.5.4 Cancel and Reissue Payments
30.6 Manage Tax Reporting	There are no subprocesses for this Business Process.
30.7 Accounts Payable Period Close	There are no subprocesses for this Business Process.

The link below provides the narratives and flows for DM.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Asset Accounting and Management

Asset Accounting and Management (AAM) includes a collection of business processes that:

- Manage the records of agency property that support State operations, including financial and custodial information;
- Establish the controls that ensure the integrity of stateside financial reporting; and
- Perform month-end and year-end closing activities.

Table 5 details the Business Processes and Subprocesses for AAM.

*Table 5: AAM Business Processes and Subprocesses*

<b>Business Process</b>	<b>Business Subprocess</b>
40.1 Acquire and Set Up Assets	40.1.1 Import Asset Add 40.1.2 Online Asset Add
40.2 Deploy and Maintain Assets	40.2.1 Deploy and Maintain Assets 40.2.2 InterUnit Asset Transfer 40.2.3 IntraUnit Asset Transfer

Business Process	Business Subprocess
	40.2.4 Asset Disposal 40.2.5 Physical Inventory
40.3 Set Up and Maintain Asset Controls	There are no subprocesses for this Business Process.
40.4 Asset Management Period Close	There are no subprocesses for this Business Process.

The link below provides the narratives and flows for AAM.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Revenue Accounting

Revenue Accounting (RA) includes a collection of business processes that:

- Manage customer information, including demographic and billing information; and Support the billing process for State revenues.

Table 6 details the Business Processes and Subprocesses for RA.

*Table 6: RA Business Processes and Subprocesses*

Business Process	Business Subprocess
50.1 Set Up and Maintain Customer	There are no subprocesses for this Business Process.
50.2 Enter and Maintain Bills	50.2.1 Customer Billing 50.2.2 Refund/Credit Invoice 50.2.3 InterUnit Billing

The link below provides the narratives and flows for RA.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Accounts Receivables

Accounts Receivables (AR) includes a collection of business processes that:

- Manage accounting, reporting, and collection of outstanding State revenues;
- Support the intake and accounting for cash receipts; and
- Ensure that the write-off of outstanding debt is appropriately approved.

Table 7 details the Business Processes and Subprocesses for AR.

*Table 7: AR Business Processes and Subprocesses*

Business Process	Business Subprocess
60.1 Enter and Maintain Receivables	60.1.1 Record Accounts Receivable 60.1.2 Period Close
60.2 Deposit and Apply Receipts	60.2.1 Direct Journal Deposits 60.2.2 AR Deposits 60.2.3 Returned Items

Business Process	Business Subprocess
	60.2.4 Offsets 60.2.5 Manage Electronic Receipts Data
60.3 Perform Collections and Aging	60.3.1 Collections 60.3.2 Write-Off

The link below provides the narratives and flows for AR.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Treasury Management

Treasury Management (TM) includes a collection of business processes that:

- Manage banking relationships;
- Manage investments and interest apportionment for agencies and external entities;
- Support reconciliation of the concentration bank account, agency sub-accounts, and the bank account balances to general ledger balances;
- Support the management of cash transfers between bank accounts; and
- Support agency requests of Treasury.

Table 8 details the Business Processes and Subprocesses for TM.

*Table 8: TM Business Processes and Subprocesses*

Business Process	Business Subprocess
70.1 Manage Banking Relationships	70.1.1 Maintain Bank Accounts 70.1.2 Manage Treasury Correspondence
70.2 Manage and Reconcile Bank Statements	There are no subprocesses for this Business Process.
70.3 Manage and Forecast Bank Cash Position	There are no subprocesses for this Business Process.
70.4 Process Bank Cash Transfers	There are no subprocesses for this Business Process.
70.5 Reconcile Book to Bank Balances	There are no subprocesses for this Business Process.
70.6 Create and Maintain Deals	70.6.1 Create Deals 70.6.2 Maintain Deals
70.7 Manage Investment Pools	70.7.1 Manage SPIA Balances 70.7.2 Distribute Interest Apportionment

The link below provides the narratives and flows for TM.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>

## Cash Management

Cash Management (CM) includes a collection of business processes that:

- Ensure adequate cash balances to support disbursements and alignment of State and federal cash management requirements;

- Support the forecast and management of cash balances within agency and general revenue funds, including managing fund loans; and
- Support the management for revolving funds located within and outside the State Treasury.

Table 9 details the Business Processes and Subprocesses for CM.

*Table 9: CM Business Processes and Subprocesses*

<b>Business Process</b>	<b>Business Subprocess</b>
80.1 Manage Cash Checking	There are no subprocesses for this Business Process.
80.2 Monitor and Manage Fund Cash	80.2.1 Monitor Trust Fund Cash Balance 80.2.2 Forecast Trust Fund Cash Balance 80.2.3 Monitor and Forecast GR Fund Cash Balance 80.2.4 Process InterUnit Cash Transfers 80.2.5 Process GR Service Charge 80.2.6 Manage Fund Loans 80.2.7 Manage Revolving Funds 80.2.8 Monitor CMIA

The link below provides the narratives and flows for CM.

<https://www.myfloridacfo.com/floridapalm/draft-standardized-business-process-models/>