

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

MARCH 29, 2022



Florida PALM Project Update

- ▶ Welcome Steven Fielder, Executive Project Sponsor, ESC Chair
- ▶ Welcome Jimmy Cox, Project Director



PROJECT UPDATE

SEAN BUCHANAN, JIMMY COX, STEVEN FIELDER, CAROLYN HICKS,
JIM LEWANDOWSKI, BRITTNEY MOULTON



Florida PALM Project Update

Legislative Update

- ▶ Focus on remediation of cash management functionality
- ▶ Future implementation work
- ▶ ESC structure changes
- ▶ Florida PALM Advisory Council



Florida PALM Project Update

Risks and Issues

- ▶ Since the last ESC meeting, one new issues was logged, two were closed, and two remain:
 - Issue 27 – Schedule delays prevented a fully committed project schedule
 - Issue 30 – The externally managed investment process has not launched as scheduled due to a delay in the receipt of the conversion data
 - Issue 31 (New) – The Project does not control sufficient funds to pay all invoices within the prompt pay window
- ▶ Since the last ESC meeting, no risks were opened or closed, and two remain:
 - 265 – There may be a misalignment of stakeholder expectations with Project team activities
 - 266 – Unfunded financial resources at agencies may impact Florida PALM transitions
- ▶ Risks and Issues with a high probability and impact will continue to be shared via monthly status reports and discussed (if necessary or as requested) with the ESC



Florida PALM Project Update

Budget – Fiscal Year 21-22

FY 2021-2022 Spend Plan Summary As of February 28, 2022

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$17,647,582	\$10,708,564	\$9,150,898	\$(1,557,666)
SSI Implementation	\$6,551,703	\$0		
SSI Production Support	\$5,329,574	\$5,329,574		
Software and Maintenance	\$4,321,324	\$4,115,056		
Project Admin	\$211,481	\$90,079		
ERP Support Services	\$661,085	\$605,013		
IV&V	\$572,415	\$568,842		
Contract Contingency	\$0	\$0	\$0	\$0
Salaries and Benefits	\$3,523,648	\$3,466,679	\$6,229,114	\$2,762,435
DMS Transfer and Risk Mgmt	\$17,127	\$18,749	\$22,457	\$3708
Total	\$21,188,357	\$14,193,992	\$15,402,469	\$1,208,477



Florida PALM Project Update

Contract Management

- ▶ Financials Wave and Payroll Wave launch date will be updated
- ▶ Future amendments are in progress



Florida PALM Project Update

Production Support

- ▶ CMS Remediation
 - Reconciliation
 - Resolving Incident Tickets
 - Solution Updates
 - Consumable and Targeted Training
 - Agency Assistance



Florida PALM Project Update

Production Support

- ▶ End user learning opportunities on CMS functionality
 - Monitoring Deposits
 - Resources at your Fingertips
 - Disinvestments
 - Explaining the Chart of Accounts (COA)
 - Implementing SpeedTypes
 - Road Map to Reports
 - Making Florida PALM Work for you (System Tips)
 - Monitoring Consolidated Revolving Accounts Activities
- ▶ New end user learning opportunities and tools



Florida PALM Project Update

Agency Support

- ▶ Production Support Round Table
- ▶ Agency Outreach
- ▶ Readiness Workplan updated to reflect focus on CMS Wave remediation



Florida PALM Project Update

Agency Support

- ▶ Request to all Agency Sponsors to submit Agency Risks and Issues by March 17, 2022
 - 32 of 34 Agencies submitted responses
- ▶ Summary of identified Risks and Issues
 - CMS functionality
 - Agency Resource Limitations
 - Budget Limitations
 - Support from the Florida PALM Team
 - Testing
 - Limited Information
- ▶ Project Team is continuing to analyze the data and reach out the agencies to obtain a better understanding of their submissions



Florida PALM Project Update

Advisory Council Update

- ▶ Advisory Council Monthly Meetings
 - Past Meetings: February 17 and March 23
- ▶ Summary of Advisory Council Activity



INDEPENDENT VALIDATION AND VERIFICATION (IV&)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



Florida PALM Project Update

IV&V Amendment 7 Assessment

- ▶ Observation: Amendment references terminology for “successful remediation of the Florida PALM Cash Management System” but does not include a definition for what constitutes success
- ▶ Recommendation: Consider adding clearly defined success criteria in the Amendment 7 so there is no question on what constitutes remediation success
 - Success criteria should consider trackable metrics that represent long term system stability, for example:
 - Successfully balance accounts on time for three consecutive months
 - No Severity 1 Tickets opened for thirty days
 - 100% of deposited checks applied to accounts successfully for sixty days
- ▶ Observation: Amendment 7 includes costs for work already completed by the SSI Vendor (as an example, the Agency Support Plan) but does not include a detailed breakdown of those costs
- ▶ Recommendation: Department should obtain a detailed breakdown of all Amendment 7 costs from the SSI Vendor and compare to the work performed to ensure services were provided



Florida PALM Project Update

IV&V CMS Remediation Assessment

► Observations:

- IV&V observes productive transition to CMS Remediation effort
- There is a lack of a single, verifiable data source that represents all issues that need to be resolved
 - Various lists are manually produced and updated from multiple data sources
 - Communication is not standardized for incident details which creates inconsistencies and misunderstanding across Agencies
 - IV&V recommends standardizing all issues into one place such as Service Now and then produce standard reports from that single data source
 - IV&V recommends incorporating a “dashboard” that is available to the Project and updated daily that represents progress in the CMS Remediation



Florida PALM Project Update

IV&V Outreach

- ▶ IV&V is conducting outreach to ESC members
 - Invitations to all ESC Members
 - IV&V conducting interviews with like questions for each member
 - Goal is to identify trends and commonality in the feedback obtained
 - IV&V will produce report that outlines the results
 - Intent is to provide meaningful insight that may be helpful for evaluating improvement opportunities
 - Delivery of report expected in 2-3 weeks
- ▶ IV&V thanks those members with whom we have met so far and looks forward to the additional interviews still to come



UPCOMING

JIMMY COX



RECURRING WEDNESDAY MEETING

APRIL 5, 7, 12, 14 – AMENDMENT DISCUSSIONS

APRIL 27 – STANDARD MEETING

DEPARTMENT OF CHILDREN AND FAMILIES



CONTACT INFORMATION

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