

# 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
<b>Total</b>	<b>\$21,188,357</b>	<b>\$14,193,992</b>	<b>\$15,402,469</b>	<b>\$1,208,477</b>



# 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  
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# 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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