

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

JULY 28, 2021



Florida PALM Project Update

ESC Committee Guidelines

- ▶ Be **inquisitive** and **supportive** of the Project and promote the goals and implementation of the solution
- ▶ Be **thorough** in the decision-making process to attain the right outcome and **champion** the decision
- ▶ **Cooperate** with the Project to help **identify** and **resolve** real or perceived problems
- ▶ **Promote** ownership in the Project by **participating** in Major Deliverable reviews and providing **meaningful** feedback
- ▶ **Promote** statewide focus and process standardization by offering subject matter expertise
- ▶ **Support** the Change Champion Network by **fostering** a culture of collaboration amongst agencies



PROJECT UPDATE

SEAN BUCHANAN, MATT COLE, SCOTT FENNELL,
SHELLEY McCABE, MELISSA TURNER



Florida PALM Project Update

Contract Management

- ▶ Amendment 6 update
 - Themes for changes
 - Fully detailed business process models
 - Payroll implementation

- ▶ PCR 81 – Removal of D175 Go/No-Go – Central Ready for Interface Testing



VOTING ACTION

SCOTT FENNELL



Florida PALM Project Update

Voting Action

- ▶ Project Change Request 81
 - Removal of Central – Ready for Interface Testing Go/No-Go Decision



Florida PALM Project Update

Risks and Issues

- ▶ Since the last ESC meeting, new issues were logged
- ▶ Since the last ESC meeting, three risks were logged
 - 261 – Without an executed contract amendment to define the 2024 implementation approach, the Project implementation and agency adoption schedules are at risk
 - 262 – Agencies may encounter delays in funding releases for transaction activities
 - 265 - There may be a misalignment of stakeholder expectations with Project team activities
- ▶ 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

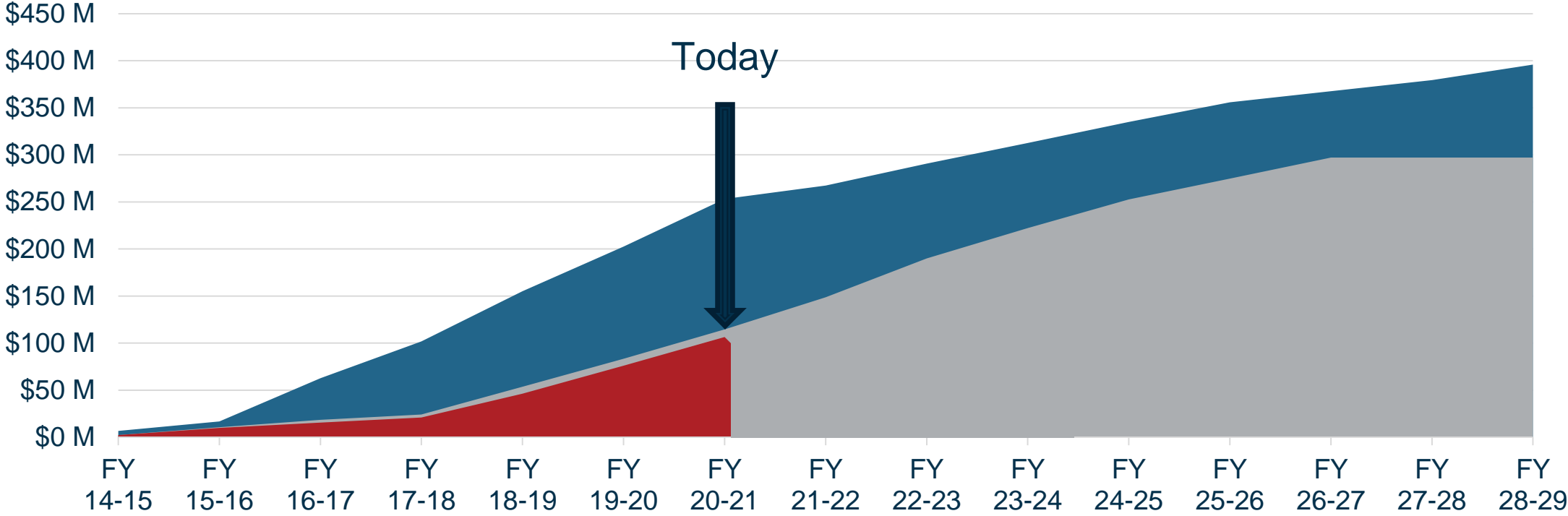
Budget – Fiscal Year 20-21

FY 2020-2021 Spend Plan Summary As of June 30, 2021

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$25,183,236	\$20,703,278	\$26,424,797	\$5,721,519
SSI Contract	\$22,897,672	\$18,920,880		
Software Maintenance	\$105,924	\$105,924		
Project Admin	\$308,752	\$159,307		
Support Services	\$940,048	\$792,530		
IV&V	\$930,840	\$724,637		
Salaries and Benefits	\$5,920,075	\$5,863,152	\$6,401,373	\$538,221
DMS Transfer and Risk Management	\$22,173	\$26,872	\$26,872	\$0
Total	\$31,125,484	\$26,593,302	\$32,853,042	N/A

Florida PALM Project Update

Total Project Spending



■ Business Case ■ Planned ■ Actual



Florida PALM Project Update

Production Support

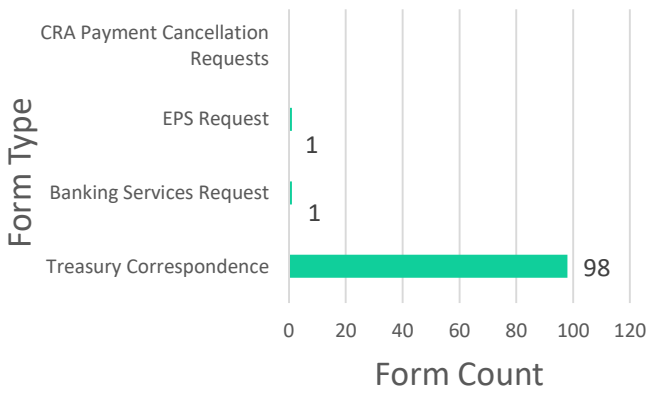
- ▶ DFS enterprise launch experience
- ▶ Business metrics
- ▶ Known Issues



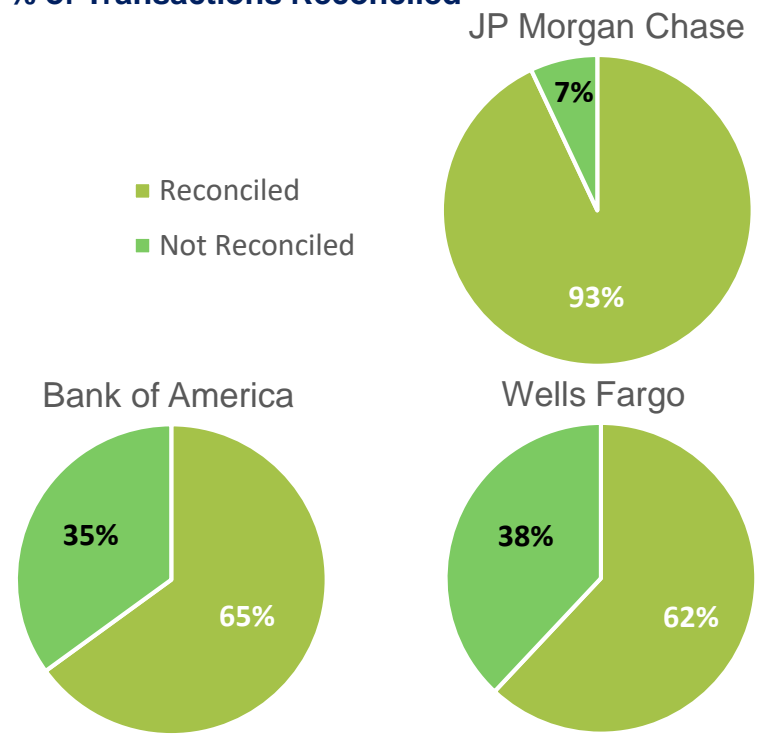
At a Glance



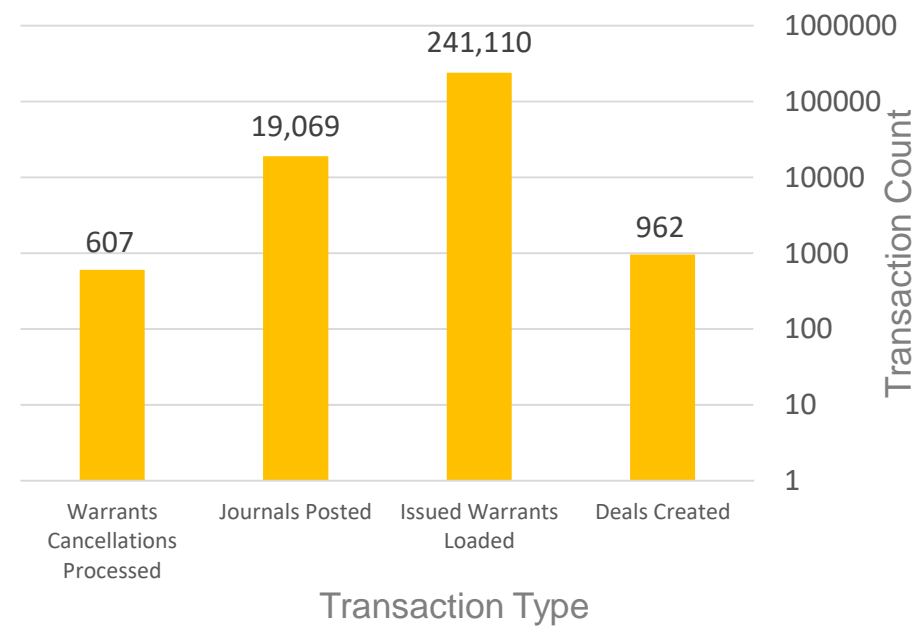
Form Metrics (Cumulative)



% of Transactions Reconciled

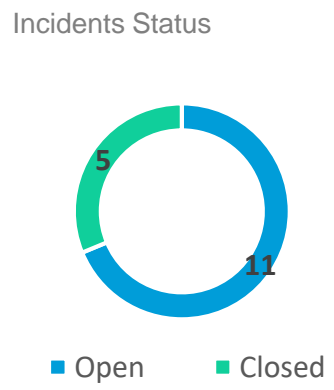


Transaction Metrics

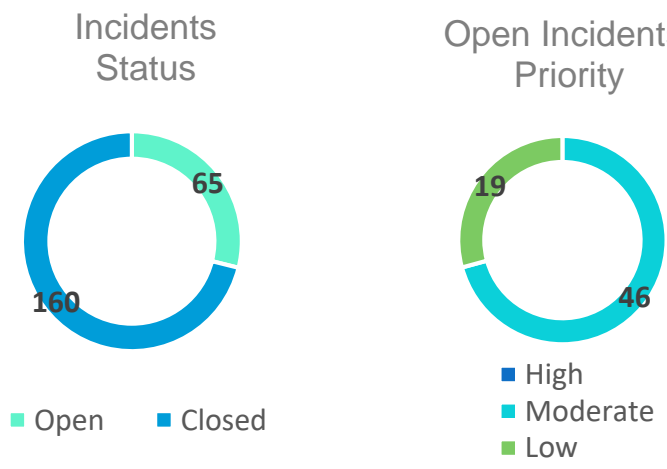


Pre-Launch Known Issues

- SIRs identified before July 6th; logged as incidents
- On track to close the rest as planned



Solution Center Incidents



35
Total # of New Incidents Created (7/20)

Florida PALM Project Update

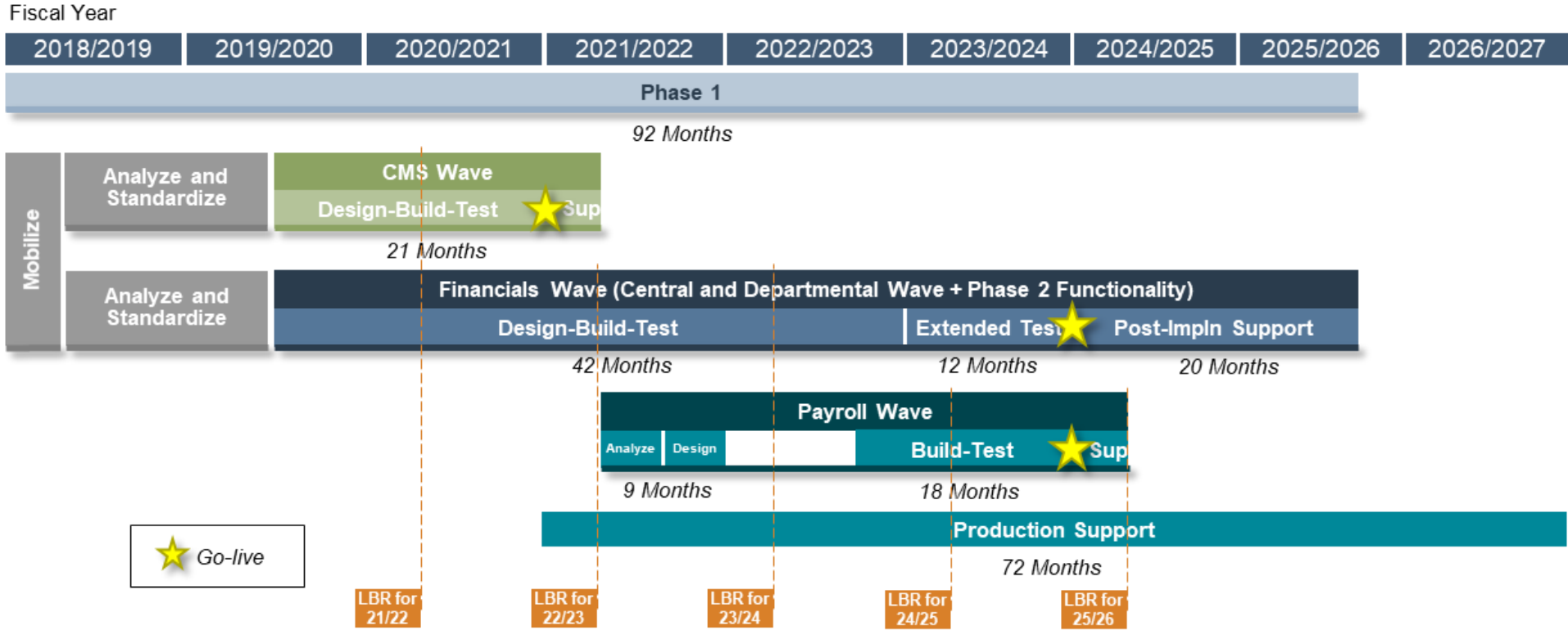
Agency Readiness and Training

- ▶ User Support Labs began July 13
- ▶ Key Financials Wave tasks 90-day outlook:
 - Agency business systems analysis
 - Interface and Conversion layouts
 - Change Champion Network and Lessons Learned
 - Statutory requirements in conflict with Florida PALM functionality
 - Legislative budget requests
- ▶ End User Support:
 - End user manual
 - Job aids
 - Web-based training



Florida PALM Project Update

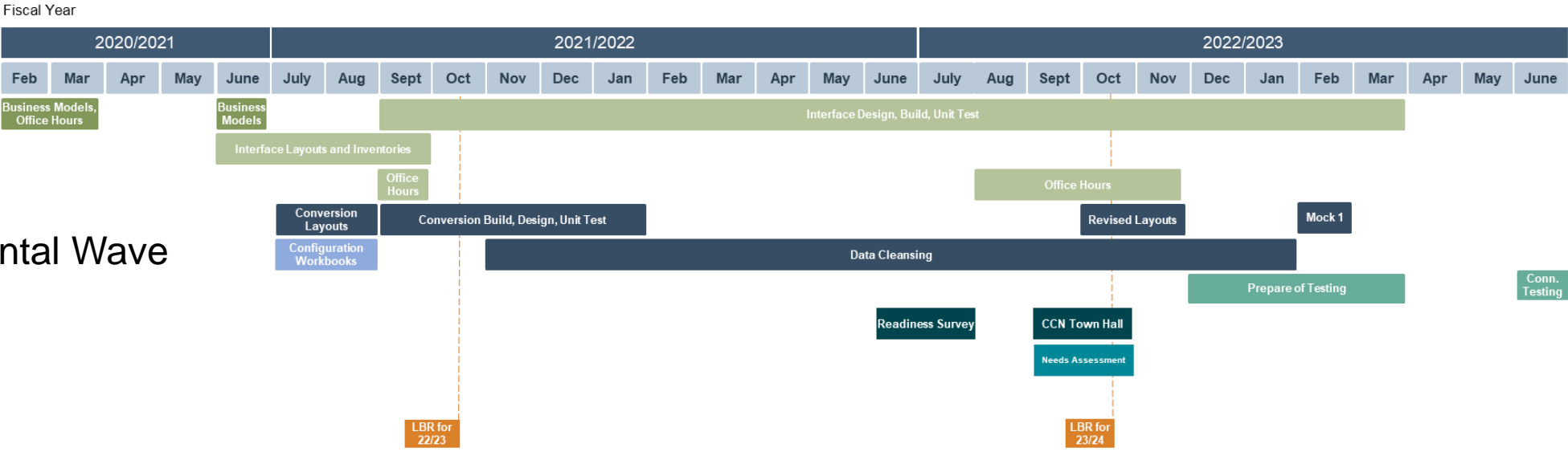
Schedule – Planned Financials Wave Activities



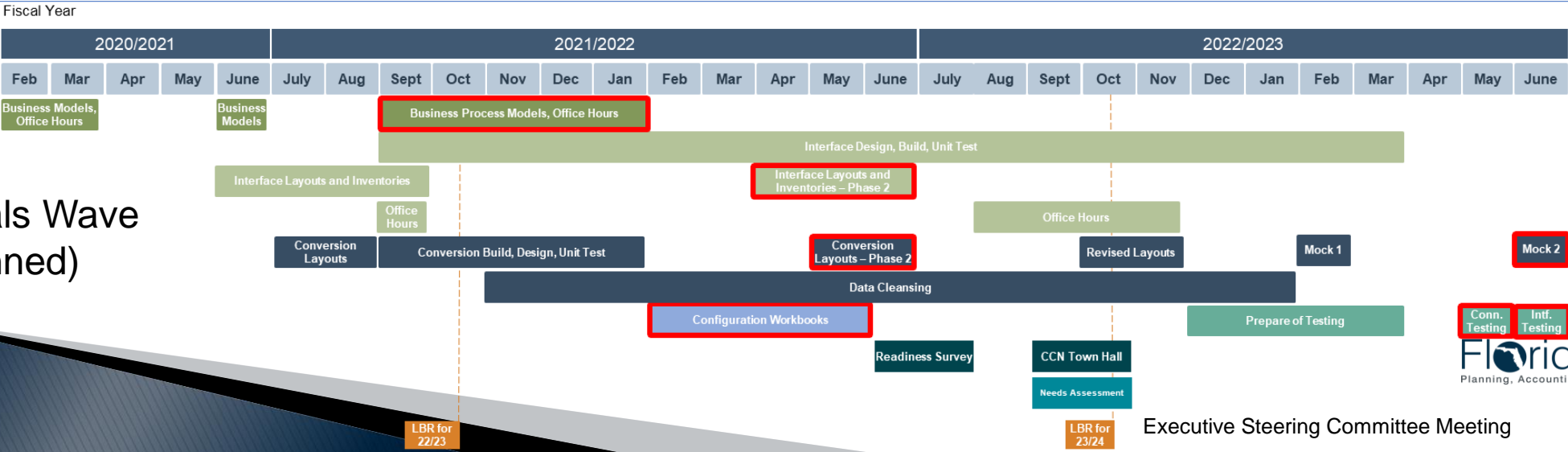
Florida PALM Project Update

Schedule – Financials Wave Activities

Departmental Wave



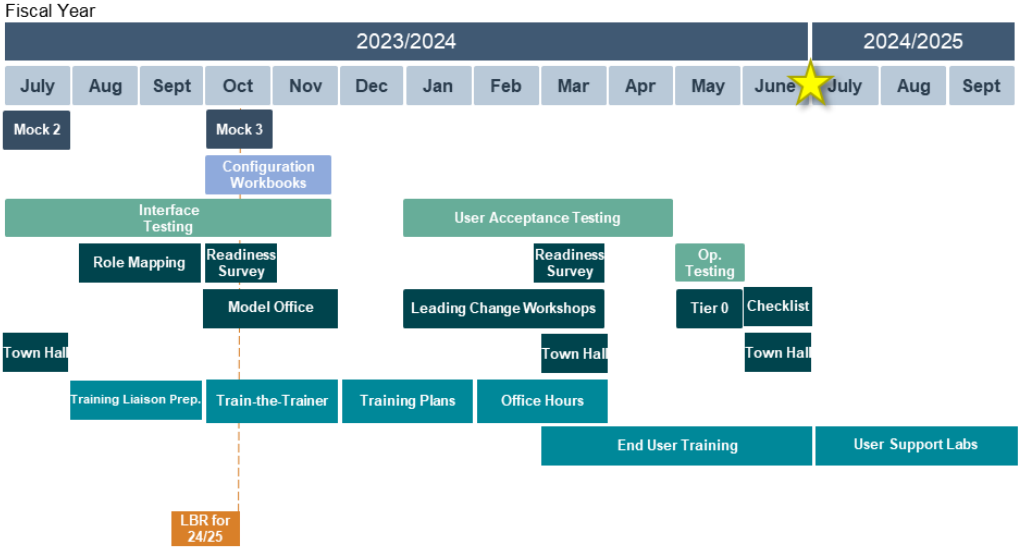
Financials Wave (planned)



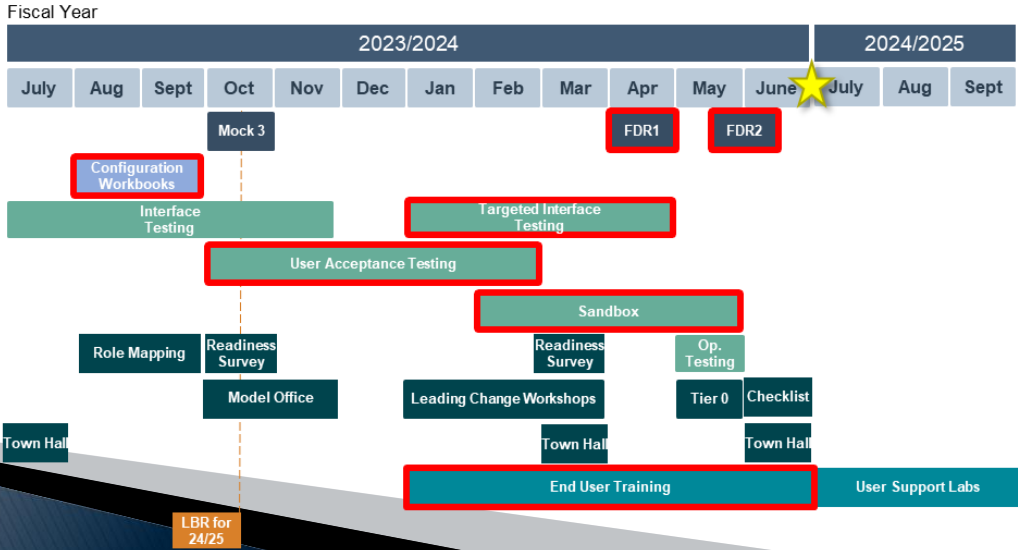
Florida PALM Project Update

Schedule – Financials Wave Activities

Departmental Wave



Financials Wave (planned)







INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY MARK FAIRBANK



IV&V Update

Assessment for June 2021

Overall Status			
Current Period	Prior Period	Overall Trend	Observations
			<ul style="list-style-type: none"> Observed planning activities are consistent with the Project Management Plan and standard practices. As part of a multi-faceted organizational change management program, the Project regularly conducts proactive communications to stakeholders, including partner system organizations such as FFMIS/STMS and state agencies. <p> <u>Project Time Management remains the single area rated in a Yellow status due to the following factors:</u></p> <ul style="list-style-type: none"> The multi-wave/multi-phase approach to implementation has inherent risks to the schedule due to the complexities of managing wave activities in parallel and the resulting potential to exceed resource capacity limits. The Department’s decision to streamline the approach by consolidating Central and Departmental Waves has improved the rating. Complete rescheduling details for the consolidated Financials Wave are dependent on contract amendment 6. In the meantime, the Project continues to publish near-term MRW and agencies have access to Standardized Business Process Models, Interface inventories, and Conversion inventories that can be used to analyze changes and pursue funding for internal work and to secure commitment from enterprise partner system organizations and agencies to fulfill critical dependencies. <ul style="list-style-type: none"> Risks and Issues are being managed proactively and with an appropriate sense of urgency. The Project is actively managing risk to execution of project activities and the implementation schedule. The risk of turnover in key positions remains high. The multi-year, multi-phase implementation approach increases the probability of occurrence. Cost management and resource allocation are monitored closely by Track Managers and PMO. Quality control, financial control, and vendor processes are established and consistently executed. Collaboration between the State Project Team and Accenture Team continues to produce acceptable results. The Project trend is stable as work toward executing the statement of work and producing deliverables is proceeding according to plan.



Florida PALM Project Update

IV&V Update: Additional Observations

- ▶ The multi-stage cutover for CMS Wave has proceeded without major incidents or other types of quality issues that cause disruption to normal business operations.
- ▶ The cutover processes have been executed in an orderly and efficient manner and according to plan as contained in the cutover checklist and Project schedule by the Project Team in collaboration with DFS OIT, Treasury, A&A, and DOR.
- ▶ Product Support operations appear to be well organized and supported by all parties. User Support operations are responsive and service contact volume is manageable.
- ▶ Incidents to date have consisted of a combination of:
 - Configuration updates to facilitate the introduction of new data, data selection criteria, or user access
 - Batch cycle interface timing
 - Routine transactions that encounter errors and require exception handling to complete processing
- ▶ Each of which were anticipated given the implementation introduced new data types, new business activities and relies on a crosswalk of Chart of Accounts data from Florida PALM to FLAIR and vice versa.
- ▶ “Hyper Care” activities to support business operations at DFS Treasury and DOR are productive and helpful.



UPCOMING

MELISSA TURNER



Florida PALM Project Update

Upcoming

- ▶ Closure of CMS Wave tasks
- ▶ Module-based workgroups to facilitate collaboration by business function
- ▶ Recommendation of Statutory Changes in November
- ▶ Request for suggested future ESC meeting topics



NEXT SCHEDULED MEETING

AUGUST 25, 2021

LOCATION TBA



CONTACT INFORMATION

FLORIDAPALM@MYFLORIDACFO.COM

MYFLORIDACFO.COM/FLORIDAPALM

