

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

OCTOBER 27, 2021



PROJECT UPDATE

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Florida PALM Project Update

Financials Wave

- ▶ Statutory Changes
 - FY 21/22 Proviso requires ESC recommendations for statutory changes needed to implement Florida PALM and draft legislation be submitted to the House, Senate, and Governor's Office by November 1, 2021
- ▶ Summary of changes:
 - Remove 003 (Identify Amounts for Investment)
 - Remove 010 (Treasury Turnover of Warrants to A&A)
 - Remove 012 (Recording Allotments in Financial Management Subsystem)
 - Remove 013 (Financials Terms and Definitions)
 - Add 015 (Offset Rule and Requirements)



Florida PALM Project Update

Voting Action

- ▶ Request for public comment
- ▶ Recommendation for statutory changes



Florida PALM Project Update

Risks and Issues

- ▶ Since the last ESC meeting, three new issues were logged
 - Issue 27 – Amendment 6 delays prevented a timely committed project schedule
 - Issue 28 – FY22-23 LBR submitted with A5 pricing since A6 data not available
 - Issue 29 – Spend Plan calculations are based upon Amendment 5 figures
- ▶ Since the last ESC meeting, no new risks was logged, two risks 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

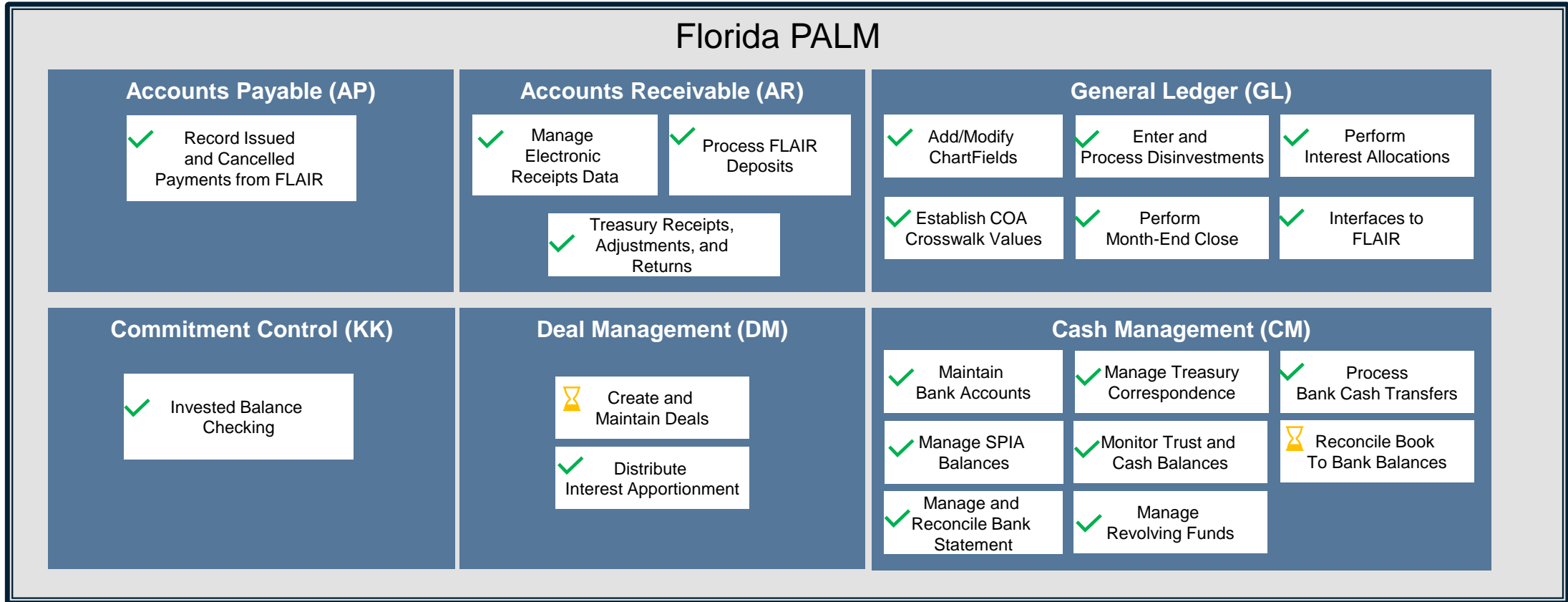
Budget – Fiscal Year 21-22

FY 2021-2022 Spend Plan Summary As of September 30, 2021				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$9,232,977	\$5,741,099	\$9,150,898	\$3,409,799
SSI Services	\$4,651,721	\$1,617,023		
Software and Maintenance	\$3,829,561	\$3,750,335		
Project Admin	\$196,295	\$22,713		
ERP Support Services	\$268,280	\$177,313		
IV&V	\$287,120	\$173,715		
Contract Contingency	\$0	\$0	\$0	\$0
Salaries and Benefits	\$1,389,978	\$1,295,744	\$6,229,114	\$4,933,370
DMS Transfer and Risk Mgmt	\$13,080	\$7,623	\$22,457	\$14,834
Total	\$10,636,035	\$7,044,466	\$15,402,469	\$8,358,003



Florida PALM Project Update

Production Support



Key:

- ✓ – Normal operations state; functioning as designed
- ⌚ – Stabilization activities; actively working to normalize



Florida PALM Project Update

CMS Wave Lessons Learned – Project Team

Topic	What Went Well
Communication	Conducting regular meetings with enterprise partners and third parties to discuss concerns and resolutions
Planning	Including Go/No-Go points of evaluation helped with the commitment process for activities and schedule planning
Training	Providing agencies with training and manuals enabled agencies to use Florida PALM at launch
Deployment	Running through dress rehearsals and training multiple times prepared the team for launch

Topic	Opportunities for Improvement
Planning	Help agencies better understand how to use the Readiness Workplan to effectively plan for and complete tasks
Testing	Use data during testing that produces accurate reports and transactions
Deployment	Use real data during Full Dress Rehearsal to eliminate unforeseen problems after launch
Production	Use consistent terminology among the Project team, agencies, and third parties to avoid confusion and unexpected outcomes
Production	Clear delineation of roles and responsibilities between the Project and Solution Center



Florida PALM Project Update

CMS Wave Lessons Learned – DFS Enterprise Team

Topic	What Went Well
Communication	Conducting regular meetings and providing consistent communications
Planning	Maintaining detailed task log to manage, plan, and track activities needed to implement Florida PALM
Production	Having Project team members on-site for launch and holding Hyper Care meetings

Topic	Opportunities for Improvement
Planning	Include both functional and technical team in Florida PALM discussions for key designs and decisions
Planning	Increase staffing available for transition activities and review staffing assignments
Deployment	Have back-up team members identified for each implementation area for timely coverage of problems
Testing	Use real data during testing activities



Florida PALM Project Update

CMS Wave Lessons Learned – Agency Internal Reflection

Topic	What Went Well
Communication	Conducting recurring meetings with respective audience; including leadership and subject matter experts in discussion for complex issues; Readiness Coordinators helped stay on track
Planning	Having a Project Manager on the team
Training	Completing training closer to implementation was helpful
Training	Holding internal agency-specific trainings and bootcamps
Deployment	Holding pre-launch meetings to communicate expectations, needs, and desired outcomes
Production	Having support from subject matter experts and Super Users to help learn how to use Florida PALM
Production	Participating in the User Support Labs

Topic	Opportunities for Improvement
Planning	Increase CCN communication with leadership and agency staff; increase participation in the CCN
Planning	Identify detail questions to ask the Project team to gain a better understanding of PALM processes and associated data
Planning	Create an internal crosswalk or a definitions document for users
Planning	Request demonstration of critical processes
Planning	Conduct an agency meeting, to review and discuss system training and testing, before the Launch date
Training	Allow for open office hours after end users complete training to minimize retraining efforts
Training	Augment web-based training to prepare staff, in advance, to use Florida PALM
Training	Clarify terminology to avoid misinterpretation



Florida PALM Project Update

CMS Wave Lessons Learned – Agency Feedback for Project

Topic	What Went Well
Communication	Soliciting and incorporating feedback from stakeholders
Planning	Providing Change Impact tool and Journey Maps
Training	Using tools to get ready: Business process models, Role Mapping Handbook, Model Office, Go Live Checklist, meetings/workshops
Production	Knowing who to call for system help
Production	Having Hyper Care support was very helpful

Topic	Opportunities for Improvement
Reporting	Offer a Reporting Manual, that goes into a detail view of the report options
Reporting	Provide reports with data prior to go-live so agencies can verify all data elements are provided
Reporting	Have instructor-led query writing training
Testing	Solicit test and training cases that match more closely end-user job functions.
Testing	Include day-to-day processes (i.e., user access) during operational testing
Testing	Add test cycle called 'data validation' to also include batch cycle confirmation
Training	Need more in depth training for Tier 0 members to better assist staff



Florida PALM Project Update

Agency Engagement

- ▶ Robert Herron
 - Department of Health



Florida PALM Project Update

Contract Management

- ▶ Amendment 6 Update
 - Attachment 1: Statement of Work
 - Attachment 2: Payment Schedule
 - Attachment 6: Definitions
 - Attachment 8: Deliverable Acceptance Criteria
 - Attachment 10: Service Level Agreement
 - Attachment 13: Software Source Code
 - Attachment 14: Optional Services



INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY
FRED FORRER, NICOLLE SUVADA



Accomplishments First 60 Days

1-60 Days	Status
Team Onboarding, Access to Florida PALM systems	✓
Establish relationships and understanding of Florida PALM team, Agencies, and Legislature	✓
Understanding of standing meetings and documentation, begin reviews	✓
Draft Review of IV&V Management Plan and IV&V Schedule	✓
Participate in Executive Steering Committee Meetings	✓
Deliver Weekly Project Assessment Updates	✓



What to Expect During the Next 30/60 Days

Next 30/60 Days	Status
Relationship cultivation to ensure understanding of project goals and expectations	<ul style="list-style-type: none"> Meeting coverage and participation includes large variety of groups with varied project investments Attended meeting with Legislature Oct. 7
Application of IV&V evaluation standards including PMBOK, IEEE and ScrumBOK to existing processes, procedures, and documents	<ul style="list-style-type: none"> IV&V reviews are underway, with the application of standards as appropriate
Delivery of Initial Project Assessment Report including identification of risks and actionable recommendations	<ul style="list-style-type: none"> In progress
Delivery of Monthly Project Assessment Reports	<ul style="list-style-type: none"> On target for delivery Nov. 8
Focus on areas of potential risk to the project, including: <ul style="list-style-type: none"> Amendment 6 Review Data Migration Efforts Interfaces Testing and Test Planning 	<ul style="list-style-type: none"> Results to be incorporated into weekly and monthly status reports Any risks will be added to RAIDL Log and reviewed with Florida PALM team



UPCOMING

MELISSA TURNER



Florida PALM Project Update

Upcoming

- ▶ November 3: Florida PALM Production Support Round Table
- ▶ Round Table agenda topics include:
 - Production Support Procedures
 - Security Access Manager Process
 - Tier 0 Support
 - Known Issue Maintenance
 - Disinvestment Tips
 - Bank Files
 - Solution Center Metrics
 - Customer Survey Results



Florida PALM Project Update

Upcoming

- ▶ Amendment 6 collaborative reviews
 - November 2 virtual
 - November 4 virtual
 - November 8 in-person
 - November 10 in-person
- ▶ Agenda items for a future meeting



RECURRING WEDNESDAY MEETING

COMBINE NOVEMBER & DECEMBER MEETING
DEPARTMENT OF CHILDREN AND FAMILIES



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