

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

DECEMBER 8, 2021



PROJECT UPDATE

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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 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 November 30, 2021				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$11,780,828	\$7,742,607	\$9,150,898	\$1,408,291
SSI Services	\$6,452,105	\$2,979,589		
Software and Maintenance	\$4,035,829	\$4,035,830		
Project Admin	\$340,134	\$51,331		
ERP Support Services	\$501,480	\$352,495		
IV&V	\$451,280	\$323,362		
Contract Contingency	\$0	\$0	\$0	\$0
Salaries and Benefits	\$2,316,631	\$2,158,258	\$6,229,114	\$4,070,856
DMS Transfer and Risk Mgmt	\$17,127	\$15,040	\$22,457	\$7,417
Total	\$14,114,586	\$9,915,905	\$15,402,469	\$5,486,564



Florida PALM Project Update

Production Support

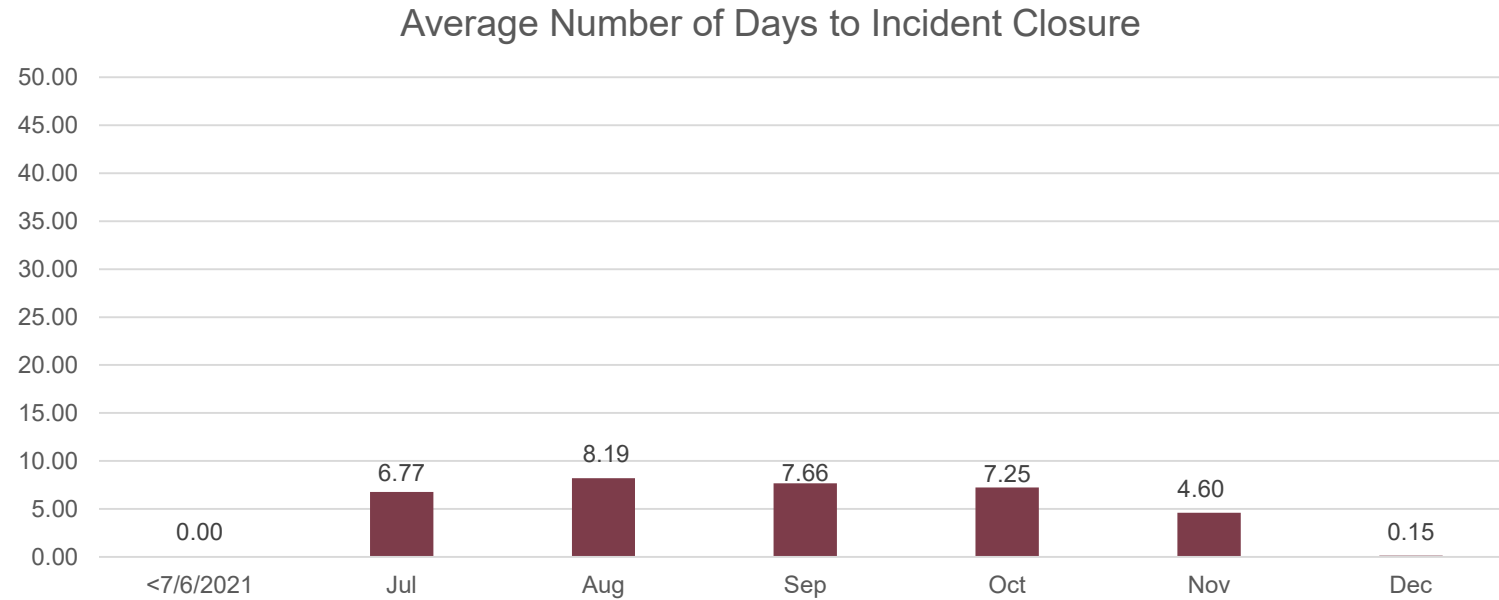
- ▶ Production Support Round Tables
- ▶ New learning opportunities to support Florida PALM end users
 - December 16: Deposits
 - Three sessions in January
 - Two sessions in February
 - Two sessions in March



Florida PALM Project Update

Production Support

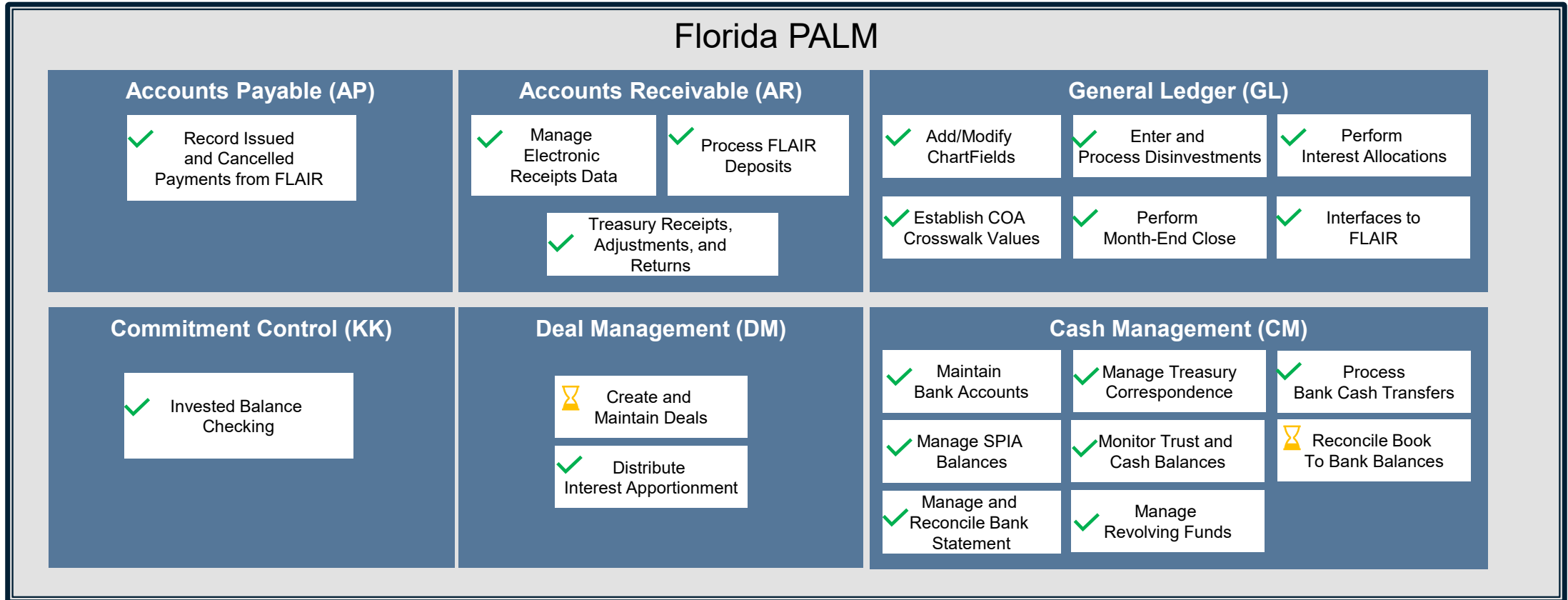
► Production Metrics



Florida PALM Project Update

Production Support

- ▶ Operational update from Division Director of Treasury



Key:

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



Florida PALM Project Update

Production Support

- ▶ Planned updates for Florida PALM
 - New consolidated CRA report
 - Fund selection on disinvestments
 - Communication protocols including
 - Batch/bank file delays
 - Planned outages
 - New system defects with defined workarounds
 - Resolved system defects
 - Externally managed investments



Florida PALM Project Update

Production Support

▶ Disaster Recovery (DR)

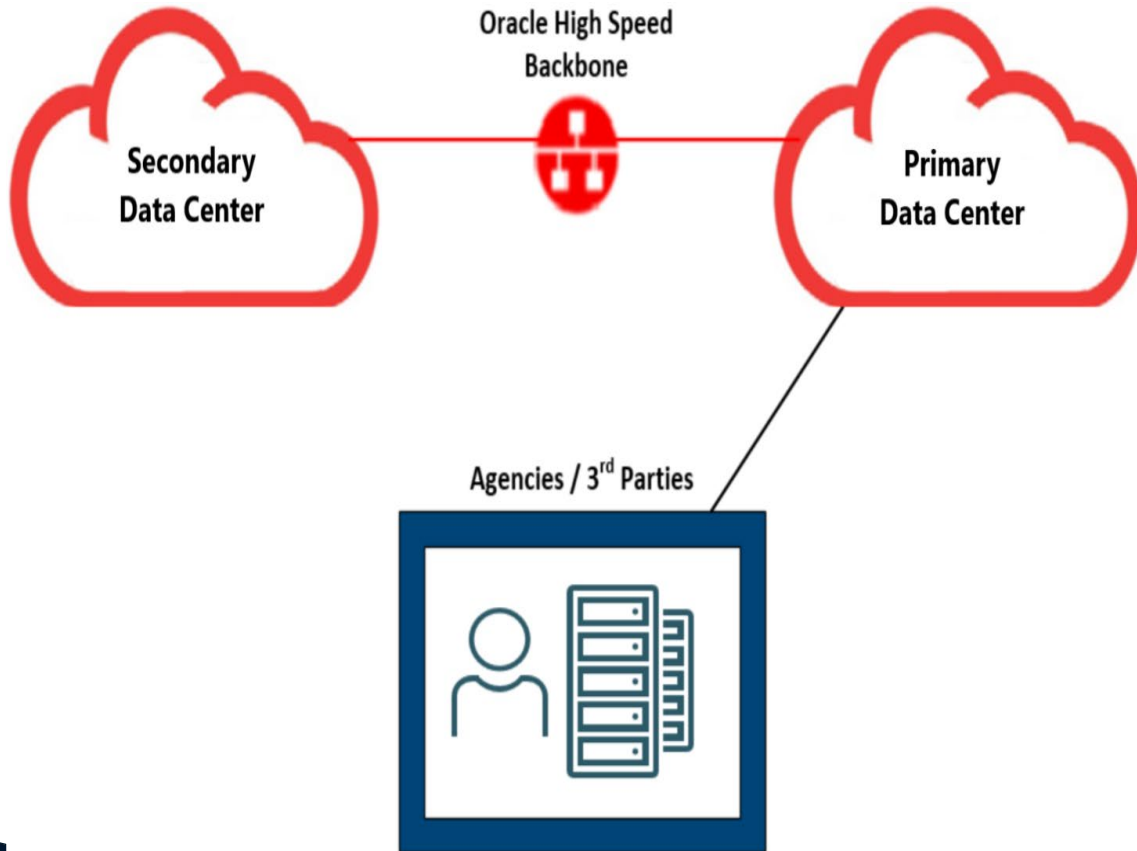
- What is it?
 - The process of responding to and recovering from an event that adversely impacts business operations
- What is the purpose?
 - Business continuity
- What is the scope?
 - Components necessary to continue business operations



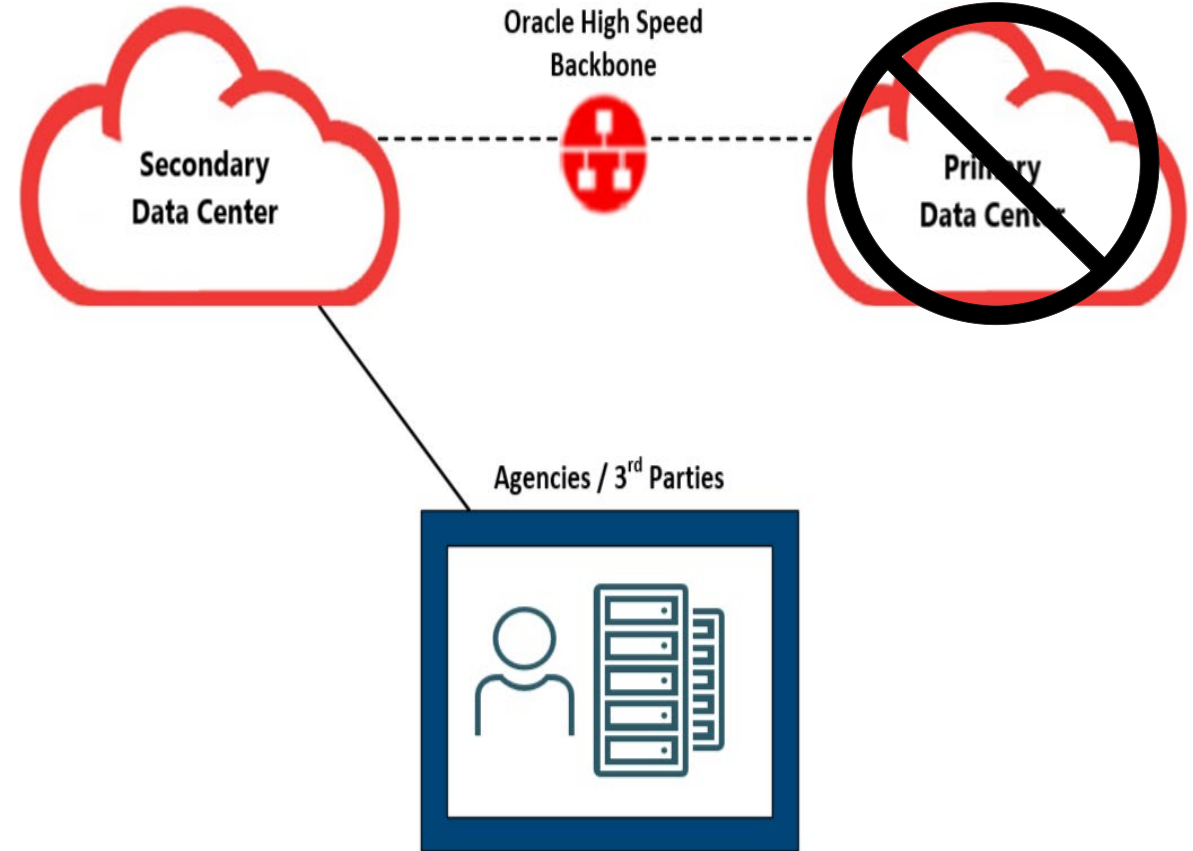
Florida PALM Project Update

Production Support

Normal Operations



DR Operations



Florida PALM Project Update

Production Support

DR related Critical Performance Indicators within Service Level Agreement

- Recovery Time Objective
 - No more than 1 hour of downtime
- Recovery Point Objective
 - No more than 1 minute of data loss
- Timeliness of resolution of disaster recovery Deficiencies
 - All Deficiencies identified and accepted during Contractor's annual DR test will be resolved within 20 Business Days after issuance of the test results (or such longer period as may be approved by the Department's ISO)



Florida PALM Project Update

Solutioning

- ▶ Business Process Models (BPM)
 - Agencies started reviewing updates to the Standardized BPM (Financials Wave) in February 2021 and have been providing feedback as part of the Module Workgroups
 - Agencies will be asked to review and provided feedback on the Payroll Wave BPM in spring 2022
 - Agencies will be asked to review and provided feedback on the Expansion Wave BPM after the Financials/Payroll Wave has been stabilized
- ▶ Module Workgroups
 - 604 individual attended at least one of the sessions
 - Every agency was represented at each of the first three workgroup sessions



State Agencies

Florida PALM Team

Florida PALM Offerings

Agency Sponsors

Florida PALM Project Sponsor and Leadership

- Sponsor Briefings
- Roundtables

Change Champion Network Members

- Agency Liaison
- Technical Liaison
- Super Users
- Business Liaison
- Change Management
- Training Liaison

Readiness Coordinators

Solution Architects

Subject Matter Experts

- Readiness Workplan
- Tuesday Task Talks
- Touchpoints
- Implementation Toolkit
- Cross Functional Support
- Pathfinder
- Module Workgroups
- Production Support Roundtable
- Office Hours
- Interface and Conversion Layouts

Agency Users

Training Team

- LMS Training Courses
- Job Aids
- Florida PALM Manual
- PALMcast
- Production Support
- Overview Training Videos
- Training Exercises



Florida PALM Project Update

Readiness Workplan

- ▶ The Readiness Workplan (RW) is the list of tasks our partners should complete in order to be ready for the implementation of Florida PALM
- ▶ RW creates common language between Agency and project teams.
- ▶ The Change Champion Network forms the core team responsible for completing RW tasks and preparing agencies to transition to Florida PALM
- ▶ The RW is supplemented with task instructions and weekly meetings with the Change Champion Network to review tasks and answer questions



Florida PALM Project Update

Readiness Workplan

- ▶ Previously known as the Master Readiness Workplan or MRW
- ▶ In use since April 2020, later updated for CMS Wave
- ▶ Financials Wave RW is a combination of the previous Central and Departmental Waves and contains a repeat of many of the tasks that were performed for CMS Wave



Florida PALM Project Update

Readiness Workplan

- ▶ The Readiness Workplan RW can be downloaded from the Florida PALM Project and used as an internal planning tool
 - Agencies can use the RW as a template to create an Agency-specific plan
 - Agencies can use the RW for Agency resource and financial planning
 - Agencies can add organization-specific tasks to the spreadsheet to help plan and track activities
 - Agencies can use the RW to track and monitor status



Florida PALM Project Update

Readiness Workplan

What is changing?	What is not changing?
<ul style="list-style-type: none">• Dates• Removal of certain tasks, such as Communication and Meeting Tasks• Numbering sequence and Task IDs• Addition of related/associated tasks	<ul style="list-style-type: none">• Most of the tasks and work associated with completing the tasks• General order of the tasks• Format of the workplan• How the Project will share information about the Tasks



Florida PALM Project Update

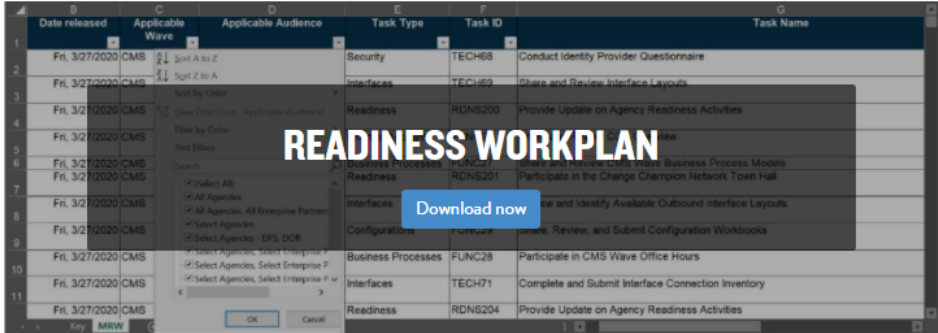
Readiness Workplan

Home / Financials Wave / Readiness Workplan

Readiness Workplan

The Readiness Workplan (RW) is list of agency activities needed to support your transition to Florida PALM. Agency Change Champion Network (CCN) should use the RW to view and plan for upcoming and current tasks. View the [RW Job Aid](#) to see examples for filtering the RW and identifying RW tasks specific to your agency.

A Change Champion Network (CCN) supports organizational readiness and is designed to foster collaborative relationships and communications within your agency, between partners, and with the Florida PALM Team. A CCN is comprised of seven Change Champion roles supported by Super Users, each having a unique set of responsibilities. Together, the CCN forms the core team responsible for completing RW tasks and preparing your agency's to transition to Florida PALM.



Current Tasks

- [SPON65 - PROVIDE AGENCY UPDATE FOR PROJECT STATUS REPORTING](#) 22 November, 2021-10 December, 2021
- [RPTG18 - REVIEW AND RESPOND TO THE REPORTS CATALOG AND SURVEY](#) 15 November, 2021-17 December, 2021
- [TECH121 - SUBMIT FLORIDA PALM TECHNICAL INVENTORY WORKBOOK](#) 4 October, 2021-7 January, 2022
- [FUNC52 - SUBMIT AGENCY BUSINESS SYSTEMS ANALYSIS FOR THE FINANCIALS WAVE](#) 7 September, 2021-7 January, 2022

Upcoming Tasks - 30 Day Lookahead

- [FUNC54](#) | Identify any Obstacles Prohibiting the Adoption of Commitment Control, Asset Management, and Project and Grants Modules Functionality
- [FUNC55](#) | Confirm Understanding of Planned Florida PALM Functionality for the Financials Wave and Submit Business Transformation Plan
- [SPON66](#) | Provide Agency Update for Project Status Reporting

ARCHIVED TASKS



Florida PALM Project Update

Lessons Learned

- ▶ Incorporated into approach
 - Use data during testing that produces accurate reports and transactions
 - Include day-to-day processes (i.e., user access) during operational testing
 - Solicit test and training cases that match more closely end-user job functions
 - Use real data during Full Dress Rehearsal to eliminate unforeseen problems after launch
 - Clear delineation of roles and responsibilities between the Project and Solution Center
 - Include both functional and technical teams in Florida PALM discussions for key designs and decisions
 - Increase staffing for transition activities and review staffing assignments
 - Have back-up team members identified for each implementation area for timely coverage of problems
 - Allow for open office hours after end users complete training to minimize retraining efforts
 - Augment web-based training to prepare staff, in advance, to use Florida PALM
 - Have query writing training
 - More in depth training for Tier 0 members to better assist staff



Florida PALM Project Update

Lessons Learned

- ▶ Updated in Amendment 6
 - Help agencies better understand how to use the Readiness Workplan and to effectively plan for and complete tasks
 - Clarify and use consistent terminology among the Project team, agencies, and third parties to avoid confusion and unexpected outcomes
 - Increase CCN communication with leadership and agency staff; increase participation in the CCN
 - Identify detail questions to ask the Project team to gain a better understand of PALM processes and associated data
 - Request demonstration of critical processes
 - Offer manuals to supplement web-based training
 - Plan to conduct two full dress rehearsals



Florida PALM Project Update

Lessons Learned

- ▶ Available as Optional Service
 - Make a sandbox available for additional agency hands-on experience prior to launch
 - Expand interface testing to include more end-to-end testing
- ▶ Materials from October 27 ESC include a listing of lessons learned



Florida PALM Project Update

Contract Management Update and Voting Action

- ▶ Amendment 6 Discussion
- ▶ Request for public comment
- ▶ Amendment 6 voting action
 - Amendment 6 document
 - Attachment 1 Statement of Work
 - Attachment 2 Payment Schedule
 - Attachment 6 Definitions
 - Attachment 10 Service Level Agreement
 - Attachment 13 Shared Source Code
 - Attachment 14 Optional Services



UPCOMING

MELISSA TURNER



Florida PALM Project Update

Upcoming

- ▶ Production Support Updates
- ▶ Updates to Recommended Statutory Changes
- ▶ Optional Services



RECURRING WEDNESDAY MEETING

JANUARY 26

DEPARTMENT OF CHILDREN AND FAMILIES



CONTACT INFORMATION

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