EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

SEPTEMBER 27, 2023

ADMINISTRATIVE

TOMMY WERNER

Administrative
Budget

FY 2023-2024 Spend Plan Summary as of August 31, 2023				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD** *As of 9/15/2023*	**Release Remaining**
FLAIR System Replacement	**$6,192,053**	**$5,489,984**	**$7,079,330**	**$1,589,346**
SSI Implementation Services	$3,415,500	$3,415,500		
Facilities and Maintenance	$69,282	$69,292		
Production Support	$1,732,687	$1,698,411		
Production Support Administration	$4,810	$2,385		
Oracle Software and Maintenance	$606,967	$37,783		
Project Administration	$67,847	$9,108		
ERP and OC Support Services	$294,960	$257,505		
QA Support Services	$0	$0		
IT Service Management	$0	$0	$2,000,000	$2,000,000
Contingency	$0		$0	$0
DMS IV&V Transfer	$6,053,061	$6,053,061	$6,053,061	$0
Salaries & Benefits	$1,509,134	$1,027,359	$9,743,087	$8,715,728
HR Transfer and Risk Management Insurance	$12,762	$7,978	$32,587	$24,609
Total:	**$13,767,010**	**$12,578,382**	**$24,908,065**	**$12,329,683**

Florida PALM
Planning, Accounting, and Ledger Management

Administrative
Risks and Issues

▸ No new Risks or Issues have been opened or closed

▸ Two Risks with score of 6 or higher remain open:

   ◦ Risk 4 - Agencies' ability to adequately engage and participate may impact agency readiness.

   ◦ Risk 6 - The execution of contracts and procurement activities outside of the Project may impact Florida PALM implementation and agency readiness

Administrative
Schedule

Stage Gate	Critical Path Item	Status
SG1 - Ready to Start Build **12/29/2023** Criteria: Design Segment I has been completed and Design Segment II is 50% complete Approval Level: Project Director - ESC Awareness	Project Schedule (D635)	Complete
	Solution Design – Segment I (D636)	Complete
	Solution Design – Segment II (D637)	In Progress
	Update Process Models – Financials – Segment I (I-WP101)	Complete
	Update Process Models – Financials – Segment II (I-WP101)	In Progress
SG2 - Ready to Begin System Testing **08/30/2024** Criteria: Design is at least 95% complete and Segment I Build is complete Approval Level: Project Director - ESC Awareness	Solution Design – Segment III (D638)	Future
	Process Models – Payroll (D639)	In Progress
	Master Data Configuration Workbooks (D640)	In Progress
	Updated Technical Architecture Design (D642)	Future
	Update Process Models – Financials – Segment III (I-WP101)	Future
	Build – Segment I (D646)	Future
	Solution Design – Segment IV (D644)	Future
	Update Process Models – Financials – Segment IV (I-WP101)	Future
	Environment Builds – System Test Environment	Future
SG4 – Agency Readiness **11/26/2025** Criteria: Agency Readiness Certifications have been received Approval Level: ESC	Training Build (I-WP110)	Future
	Role Mapping Worksheet (I-WP118))	Future
	Readiness Workplan (I-WP126)	In Progress
	Agency Readiness Certification (I-WP128)	Future

Florida PALM
Planning, Accounting, and Ledger Management

INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY PUBLIC CONSULTING GROUP

IV&V Update
Project Management

- The IV&V Team is tracking updates to the Project Schedule management processes and the progress against key milestones and critical tasks
  - In the review, the IV&V Team observed that late tasks are not likely to impact the Project's ability to hit the first Stage Gate and do not consider the project schedule a risk at this time
  - The IV&V Team also observed that metrics used to measure and track Project progress within the schedule are improving and stabilizing as the project progresses through Segment II
- The Florida PALM Project Team is undergoing significant changes to staffing alignment; IV&V has reviewed the new Organizational Chart
  - The IV&V Team recognizes these changes as positive and impactful as they are proactively mitigating potential risks to managing an increased workload and ensuring the appropriate subject matter experts and leads are guiding the team through relevant phases of the project
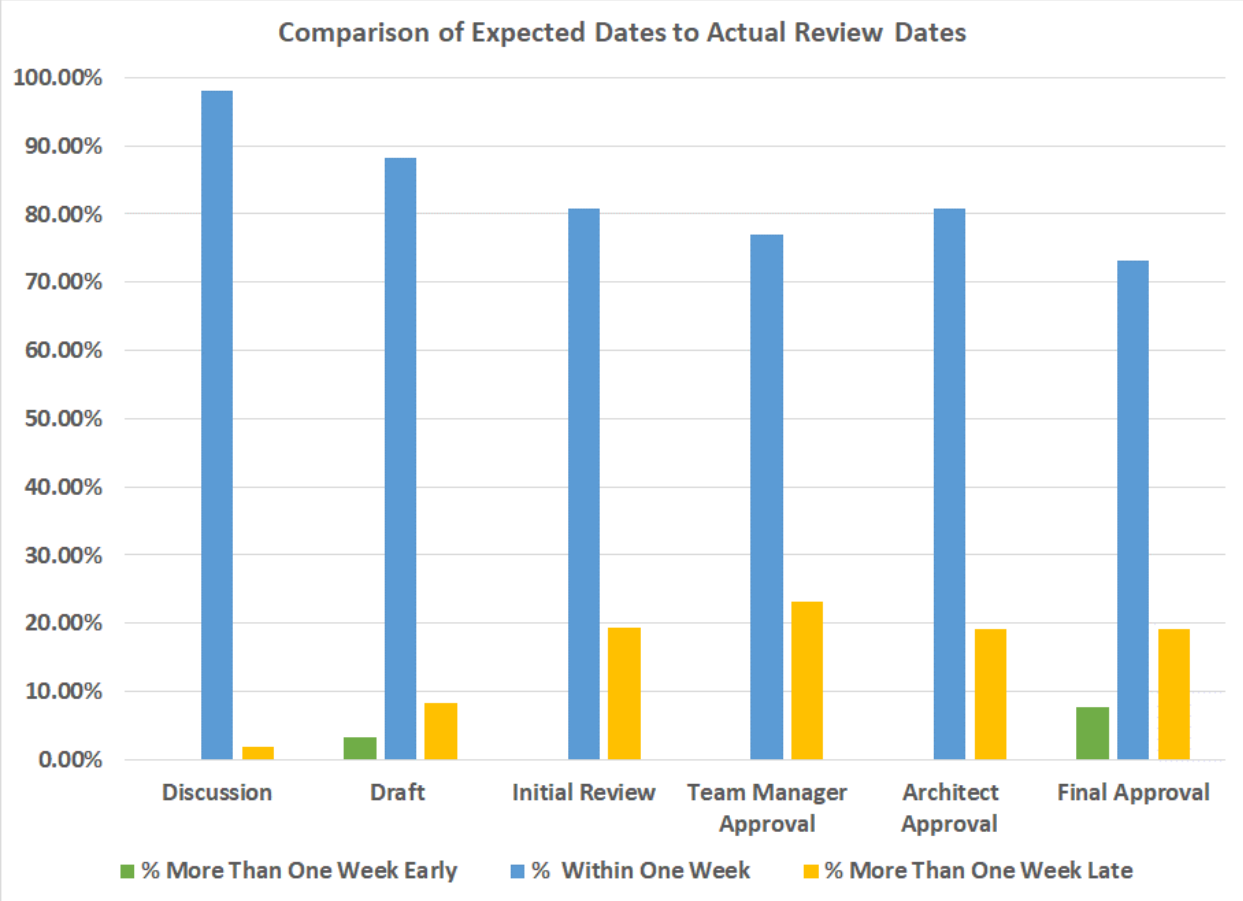
IV&V Update
Open Findings

▸ New Issue: "Inconsistency in Requirements Traceability"
- ◦ Currently, a manual process is used to update the traceability between various Microsoft Excel and Word documents. This process poses a significant risk to traceability, in that the documents, and thus traceability, will be out of sync, and relationships between requirements, design, and eventually testing will not be fully understood, which may compromise code and test quality
- ◦ The IV&V Team has identified several examples, which the Florida PALM Project Team has resolved, but the issue of using multiple documents and a manual process remains

IV&V Update Functional Design

▶ The IV&V Team attended the Payroll Wave Business Process Model reviews on 9/18/23 and 9/19/23

  ◦ Overall observation is good information was discussed and delivered by the Florida PALM Project Team

  ◦ The IV&V Team will attend Solution Design Workshops planned for 10/3/23 and 10/4/23

▶ 37 of the 88 Segment II Functional Designs were drafted by 9/15/2023

  ◦ Overall, it appears that the drafting and reviewing of functional designs is taking longer than expected. (Related to the delayed tasks on the Project Schedule)

  ◦ 27% of functional designs were drafted more than one week late

  ◦ 35% of functional designs obtained a complete team manager review more than one week late

Comparison of Expected Dates to Actual Review Dates

IV&V Update
Readiness Workplan and Agency Engagement for Segment I

- The Florida PALM IV&V Team observed the development and review process for the Readiness Workplan for the Financials and Payroll Waves
  - The Florida PALM Project Team released the Readiness Workplan on 9/11/23
  - The IV&V Team recognizes that the Florida PALM Project Team answered questions effectively and provided supporting materials to agencies during the walkthrough sessions
- Agency Engagement Sessions occurred 9/18/23 – 9/20/23
  - The Florida PALM IV&V Team observed high attendance, and the information provided by the Florida PALM Team was thorough
  - IV&V encourages agencies to continue engaging in these sessions and make the most of the time between the Agencies and the Florida PALM Project

IV&V Reporting

New: IV&V Mid-Month Progress Report

▸ Delivered 3rd Business Day after the 15th of each month

▸ Identify mid-month trends and potential new findings, and act as a progress report – not a full assessment report – between Monthly Assessment Report submissions

▸ Introduction of "Focus Areas" to categorize IV&V reporting areas

▸ Aligns with the Project Management Institute and the System Development Life Cycle

Update: Monthly Assessment Report Template Change

▸ Delivered 8th Business Day of the following month

▸ The Focus Area structure set up in the Mid-Month Progress Report will be used in the Monthly Assessment Report for continuity

▸ The Monthly Assessment Report will continue as the full assessment report, including IV&V Findings

READINESS AND IMPLEMENTATION

NIKKI KLEIN, ANGIE ROBERTSON,
STACEY TERRY

Florida**PALM**
Planning, Accounting, and Ledger Management

Readiness and Implementation
Readiness Workplan

|					
			FLAIR data elements your agency currently uses and how they are being used.		
325	Processes	Complete Data Security and Access Survey	Complete and submit the Data Security and Access Survey to inform the Project about how you currently manage data security and end user access.	01/23/23	02/03/23
326	Technology	Update Current State Agency Business System Inventory and Documentation	Review and update the list of current Agency Business Systems. Review and confirm documentation of current state technical design for each system.	03/13/23	10/27/23
327	Data	Complete Reports Inventory	Complete the reports inventory documenting all agency reports that contain FLAIR data.	04/03/23	07/28/23
329	People	Update CCN and Project Contacts	Review, update and confirm Change Champion Network (primary and back-up liaisons and Subject Matter Experts) and production support contacts.	05/22/23	06/02/23
330	People	Update Authorized Smartsheet Users	Review, update and confirm authorized users' access to all Florida PALM Smartsheet resources.	06/12/23	06/23/23
328	Processes	Document Current Agency Business Processes	Document and submit current agency fiscal and payroll processes, including the people and any agency business systems engaged in the processes.	07/31/23	12/15/23

Readiness Workplan

Access now

- ‣ Released September 11 with more than 150 NEW tasks
- ‣ Published in Smartsheet, along with an updated RW Job Aid
- ‣ Focused on four critical operational elements to support bimonthly agency readiness status reporting
- ‣ New Agency Task Tracker released to support self-reporting and status
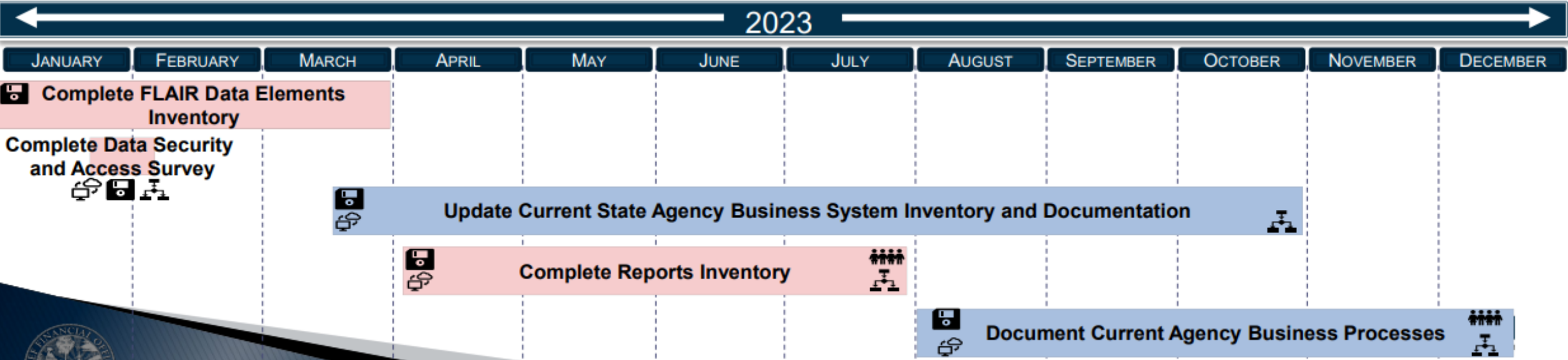- ‣ New Agency Implementation Roadmap

Agency Implementation Roadmap
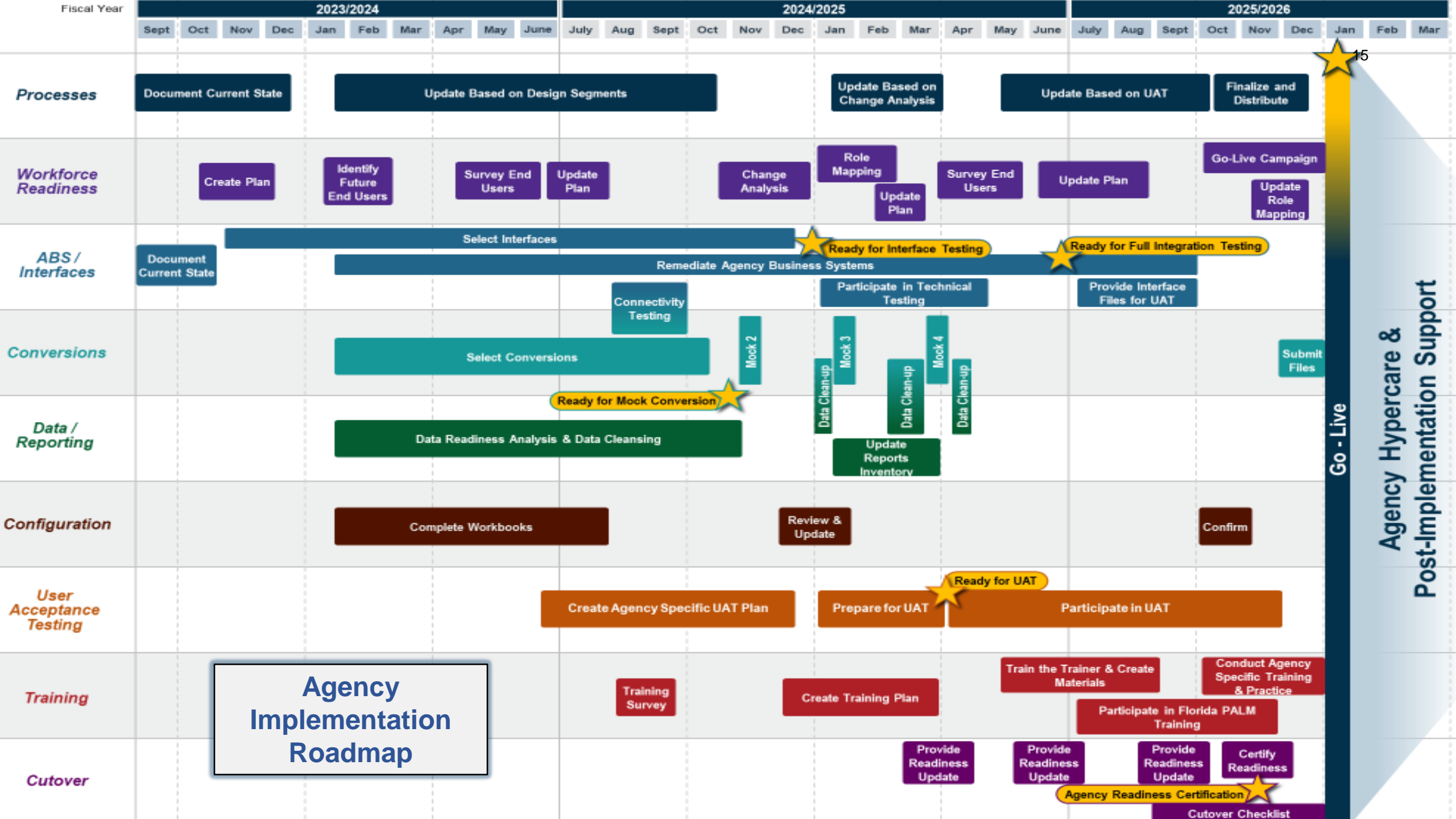
Readiness and Implementation
Document Current State

▸ Reports Inventory was due July 28 – three agencies still working

▸ Updated instructions for ABS Inventory and Documentation task to collect more information to support agency planning and design activities

Readiness and Implementation
Upcoming RW Tasks

Planning Activities

▸ Create Agency Specific Project Charter (Task 500)

▸ Create Agency Specific Implementation Schedule (Task 501)

▸ Create Agency Specific Risks and Issues Management Plan (Task 502)

▸ Create Workforce Readiness Plan (Task 503)

AGENCY READINESS

Design Activities - Segment I

▸ Update Agency Business System Documentation for Segment I (Task 504)

▸ Update Florida PALM Interface Inventory for Segment I (Task 505)

Readiness and Implementation
Tech Town Hall

▸ Tech Town Hall - September 18 & 19

▸ Identical sessions to re-baseline the agency Technical Liaisons and SMEs

▸ Over 80 agency representatives attended these sessions

▸ Topics Discussed:
  ◦ Readiness activities and stressed collaboration of Technical and Functional SMEs
  ◦ Design workshops and expectations of agencies
  ◦ Agency data readiness
  ◦ Data Warehouse and data availability in Florida PALM
  ◦ Reports
  ◦ Conversion
  ◦ Interface Selection

Readiness and Implementation
Bimonthly Agency Readiness Status Report

▸ Every agency submitted!

▸ 4 agencies submitted after the due date

▸ 16 (46%) submitted by someone <u>other than</u> Primary Agency Sponsor (5 were Backup Agency Sponsor)

▸ Not all agencies identified Risks, Issues, and Assumptions

▸ Key Themes:
  ◦ Limited resources (technical, financial, human)
  ◦ Gaps in knowledge (current or future state)
  ◦ Inconsistent or inadequate engagement by Stakeholders (SMEs, leadership)

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Readiness Workplan Tasks

▸ Task Submissions (Total = 5):

  ◦ 10 agencies with <u>all</u> tasks submitted on time; 15 with only <u>one</u> late

  ◦ 3 agencies with past due tasks

▸ CCN Makeup (Total = 14):

  ◦ 34 agencies with vacancies or duplicates; 18 with at least one vacancy

  ◦ 13 with 10 or more duplicates; 17 with 4 to 9; and 2 with 3 or less duplicates

▸ Attendance (Total = 5):

  ◦ All agencies are attending meetings

  ◦ 17 agencies have attended <u>all</u> meetings; 13 only missed <u>one</u>

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Risks

▸ 30 agencies logged 110 Risks

▸ 63 with score of 6 or above

▸ Nature of Risks:
  ◦ Funding availability
  ◦ Turnover / availability in staffing
  ◦ Data not being ready / cleansed
  ◦ System remediation being done
  ◦ Adoption by staff / users
  ◦ Unknowns about Florida PALM functionality

Summary of Agency Risks Reported		Risk Probability		
		Low = 1	Medium = 2	High = 3
Risk Impact Rating	Low = 1	Score = 1 5	Score = 2 4	Score = 3 0
	Medium = 2	Score = 2 3	Score = 4 25	Score = 6 10
	High = 3	Score = 3 10	Score = 6 22	Score = 9 31

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Issues

▸ 14 Agencies logged 22 Open issues (8 agencies with 2):
- 5 = Critical – Impacts the ability of the agency to move forward with work without resolution
- 15 = High - Impacts the ability of the agency to meet deadlines or milestones
- 3 = Low - All impacts not listed as Critical or High

▸ Nature of Issues:
- Access to Resources to Support Readiness – Funding, Staffing
- Planned Florida PALM Functionality
- Lack of Understanding of Current-State

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Assumptions

▸ 25 agencies logged 79 Assumptions

▸ Nature of Assumptions:

◦ 15 agencies assumed they would receive funding to support readiness activities

◦ COA structure will not change

◦ Understanding of current-state (either gained or retained)

◦ Continued support and understanding from all levels of leadership and stakeholders

◦ Access and support from business and technical resources / SMEs

◦ Ontime Financials and Payroll Wave Implementation

◦ Adequate testing time

◦ Adequate training and support post-go live

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Readiness Activities

- 26 agencies reported over 200 activities
- Includes activities that are Project-led, agency interactions (e.g., Workshops, Tuesday Task Talks, Readiness Touch Points)
- Interesting Activities:
  - Data Cleanup!!
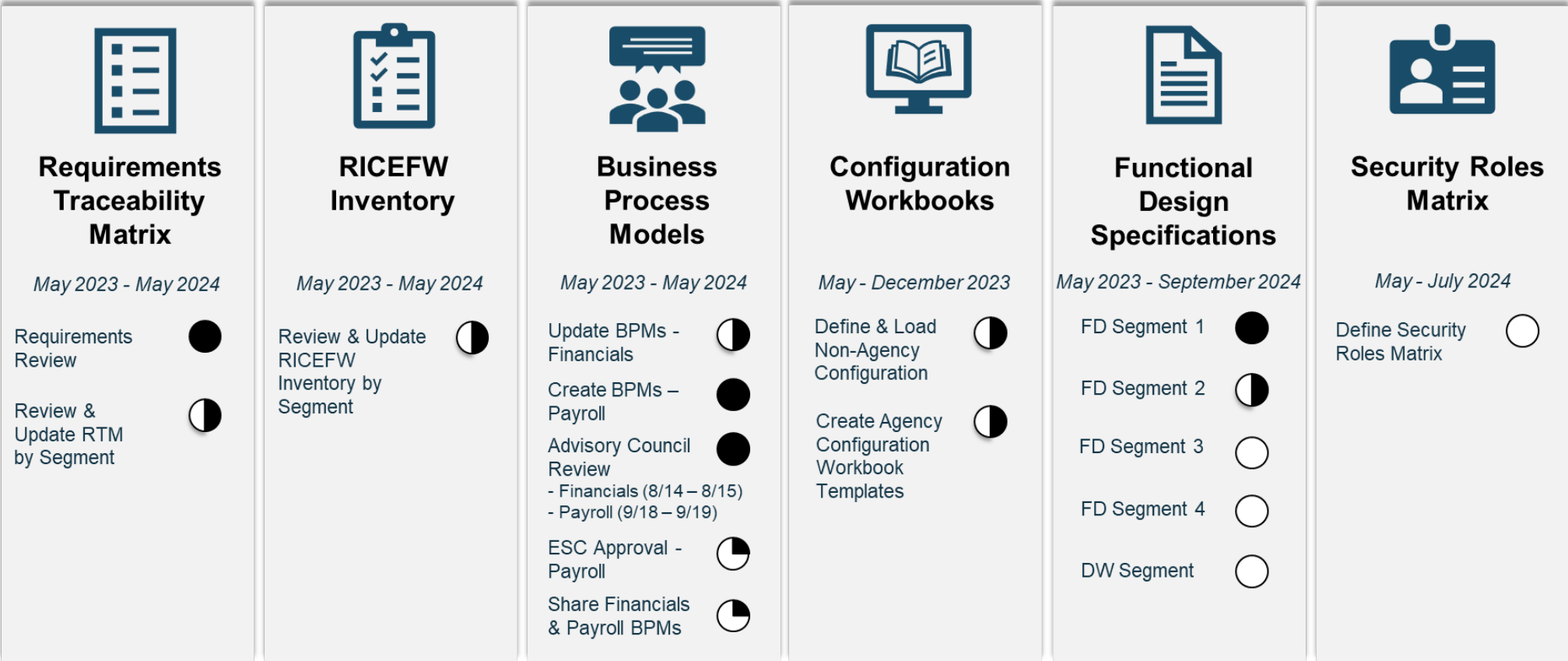 - Special Internal Engagement Opportunities

Readiness and Implementation
Bimonthly Agency Readiness Status Report

Lessons Learned / For Next Reporting Period

▸ Make sure your Agency Sponsor has access to Smartsheet

▸ Take time to consider and document your Risks, Issues, and Assumptions - *Are they identified and categorized in the right buckets?*

▸ Keep your lists updated throughout the period

▸ Complete all the fields for the Risk, Issues, Assumptions

  ◦ Mitigation/Response Strategy or Resolution Plan

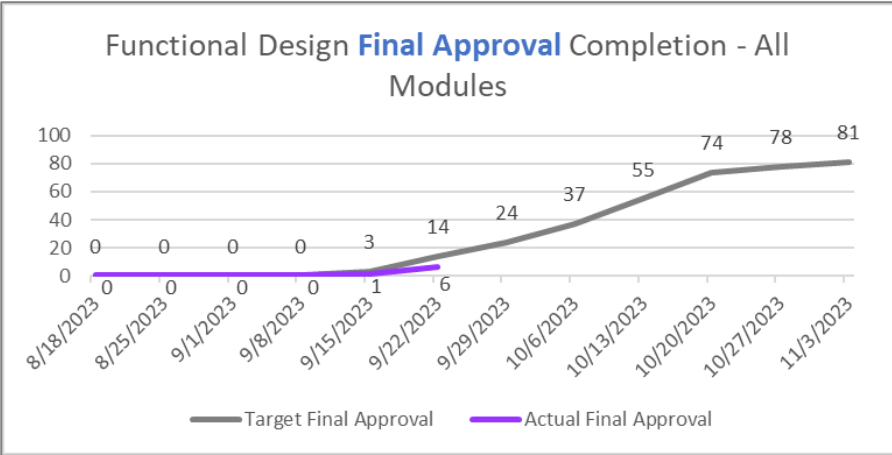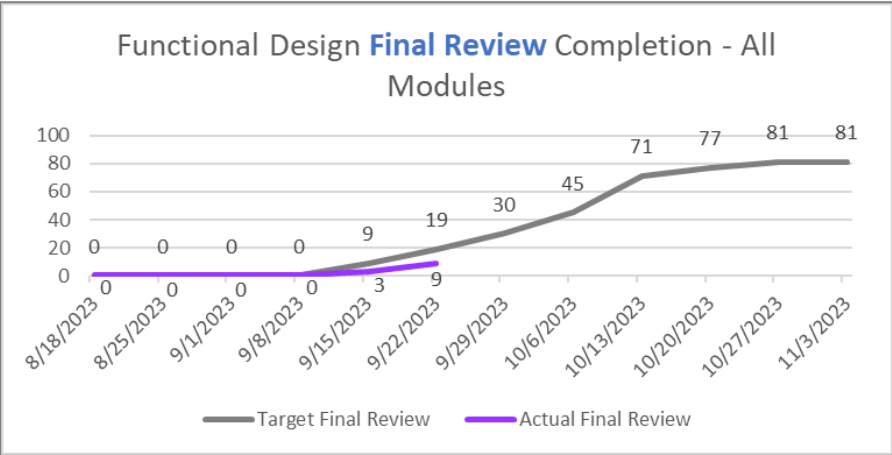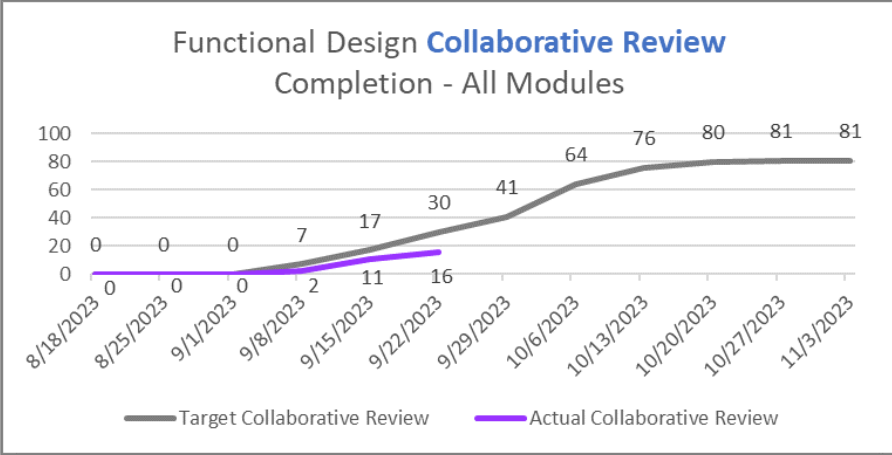 ◦ Owner / Coordinator

▸ Review your fellow agencies' reports
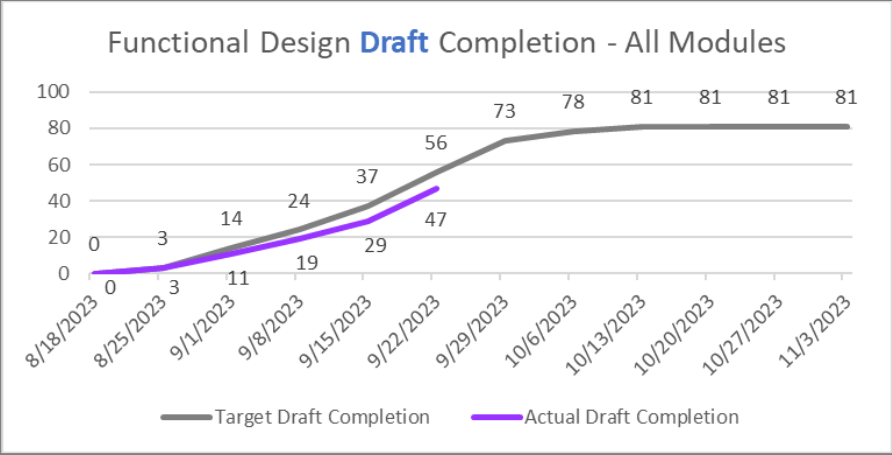
Readiness and Implementation
Implementation Activities

Requirements Traceability Matrix
May 2023 - May 2024

- Requirements Review ●
- Review & Update RTM by Segment ◐

RICEFW Inventory
May 2023 - May 2024

- Review & Update RICEFW Inventory by Segment ◑

Business Process Models
May 2023 - May 2024

- Update BPMs - Financials ◑
- Create BPMs – Payroll ●
- Advisory Council Review - Financials (8/14 – 8/15) - Payroll (9/18 – 9/19) ●
- ESC Approval - Payroll ◔
- Share Financials & Payroll BPMs ◔

Configuration Workbooks
May - December 2023

- Define & Load Non-Agency Configuration ◑
- Create Agency Configuration Workbook Templates ◑

Functional Design Specifications
May 2023 - September 2024

- FD Segment 1 ●
- FD Segment 2 ◐
- FD Segment 3 ○
- FD Segment 4 ○
- DW Segment ○

Security Roles Matrix
May - July 2024

- Define Security Roles Matrix ○

Key

○ Not Started ◔ Partial Progress ◑ Progressing ◕ Substantial Progress ● Complete

Readiness and Implementation
Implementation Activities

Functional Design **Draft** Completion - All Modules

Functional Design **Collaborative Review** Completion - All Modules

Functional Design **Final Review** Completion - All Modules

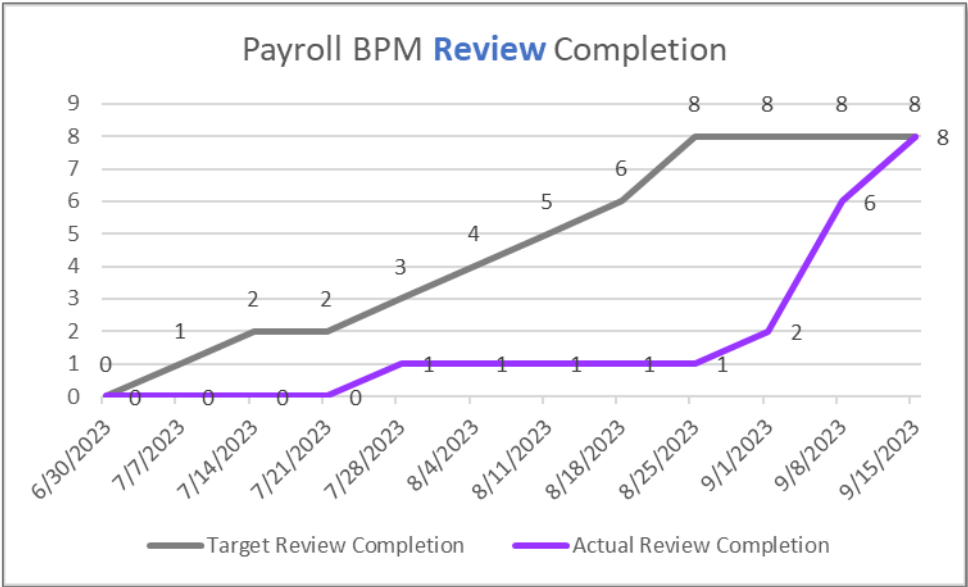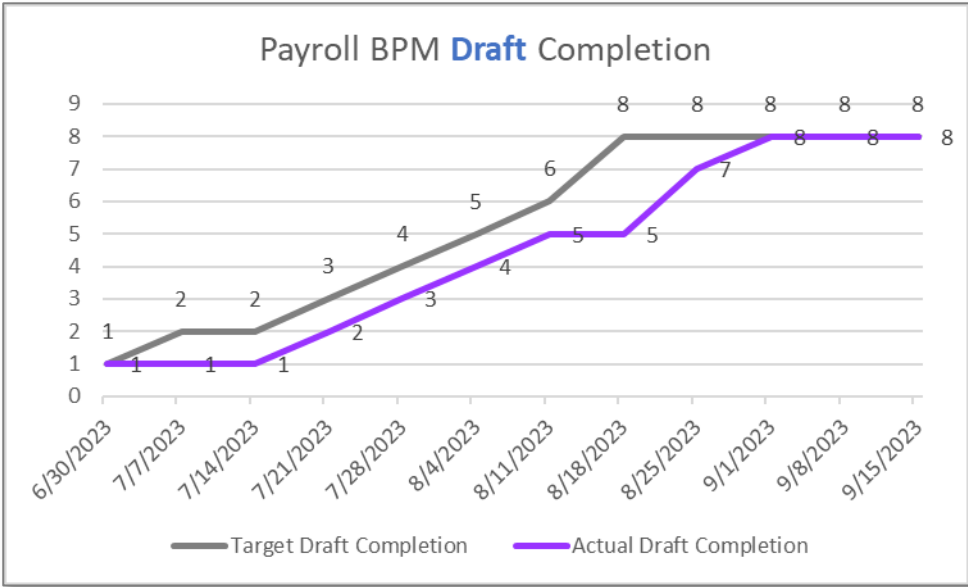Functional Design **Final Approval** Completion - All Modules

Segment II Functional Design Status

(as of 9/22/2023)

Readiness and Implementation
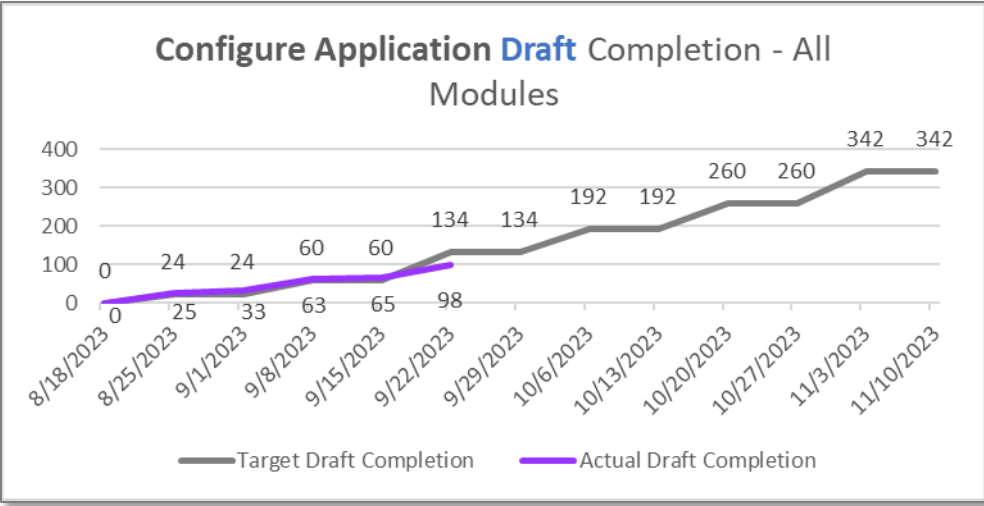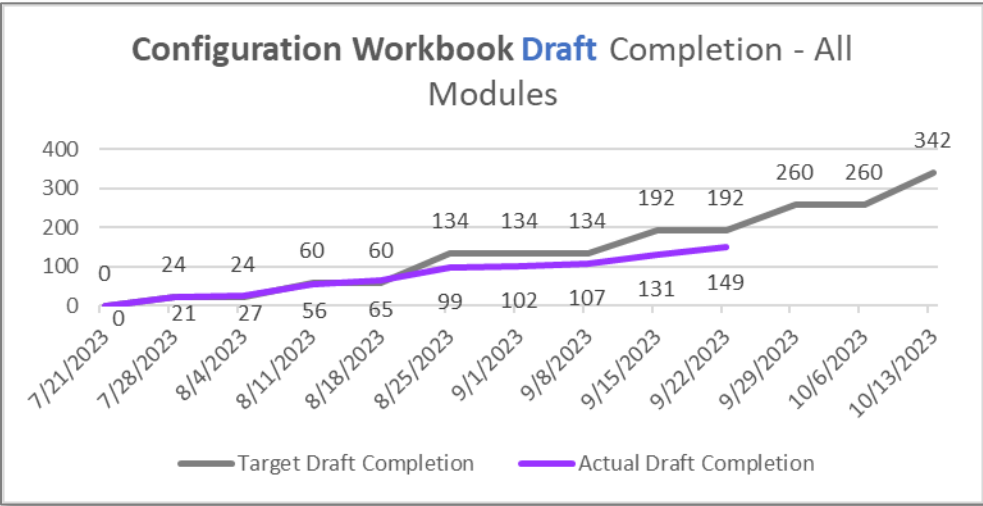## Implementation Activities

Payroll Business Process Model Status

(as of 9/22/2023)

Readiness and Implementation
Implementation Activities

- 342 configurations across 12 workbooks (align to 12 modules)
- 12 agency configurations across 6 workbooks

Configurations
(as of 9/22/2023)

OTHER

JIMMY COX, STEVEN FIELDER

Payroll Wave Business Process Models

▸ Payroll Wave Business Process Models
  ◦ Reviewed with Advisory Council and agencies on September 18 & 19
  ◦ Over 150 (agency) individuals were in attendance
  ◦ Process models and narratives and other resources are published online
  ◦ Process models may change over the design phase
  ◦ Final process models will be shared in Segment IV Design Workshop

Payroll Wave Business Process Models

▸ Design impacts to agencies worth noting:
  ◦ Florida PALM will replace FLAIR PYRL and EIC, not People First
  ◦ People First will integrate with Florida PALM
  ◦ W-4 and direct deposit processes will move to Florida PALM
  ◦ Transactions and corrections must be made in the source system
  ◦ EFT payment cancellation process will go away for payroll
  ◦ Preliminary payroll process will likely go away
  ◦ Paper warrants will be available on the third day prior to warrant date
  ◦ Negative balance will be unknown until Wednesday afternoon
  ◦ Concept of daily on-demand payroll goes away; more information to come on off-cycle payroll
  ◦ Overpayment process will be significantly different (simplified)

Payroll Wave Business Process Models

- Anticipated Enhancements and Process Improvements
  - Targeting more integration with HR systems
  - Agencies will have the ability to fix payments prior to payment being issued (one-step process compared to current four-step process)
  - Automation of most salary overpayments
  - Position funding and posting will improve for most agencies (3 options)
  - Agency retirement invoices

Payroll Wave Business Process Models

▸ Resources Supporting Payroll Changes

  ◦ How to Read a Business Process Model

  ◦ Payroll Business Process Model Relationships

  ◦ Payroll Processing (Biweekly) Timeline Example

    • Located on the Design Meetings webpage, Florida PALM Website

▸ Key Considerations

  ◦ All HR (not just payroll) and payroll accounting teams must be in alignment and working together for the next few years

  ◦ Make sure your CCN includes appropriate payroll representation

  ◦ Share Florida PALM website; sign up for payroll communications

Payroll Wave Business Process Models

- ▸ 100.1 – Set Up and Maintain Positions
- ▸ 100.2 – Set Up and Maintain Employees
- ▸ 100.3 – On-Cycle Payroll
- ▸ 100.4 – Off-Cycle Payroll
- ▸ 100.5 – Miscellaneous Processing
- ▸ 100.6 – Payroll Adjustments
- ▸ 100.7 – Payroll Accounting Distributions
- ▸ 100.8 – End of Period Processing

Payroll Wave Business Process Models
Voting Action

▸ Payroll Business Process Models
  ◦ Public Comments
  ◦ Voting Action for Payroll Wave Business Process Models

Project Change Request
Non-Voting PCR 104

▶ Project Change Request 104: Manual Reconciliation Page

- ◦ No Business Requirements (Attachment 5.1) or Customizations (Attachment 5.2) impacted
- ◦ Change includes:
  - Update Manual Reconciliation Page to exclude Canceled Deposits
  - Small customization required to exclude Canceled Deposits
  - Reduces risks and potential clean-up efforts for Canceled Deposits
- ◦ Cost – $14,788 (paid by credit)
- ◦ PCR was approved by Project Director

Project Change Request
Voting PCR 105

▶ Project Change Request 105: Retiree Payment Remittance

- Attachment 5.1 Business Requirements
  - *Added:*
    - 30.1022 – Provide ability to store retiree payment remittance information on vouchers and display on retiree warrants.
    - Linked to Customization C92
- Attachment 5.2 Customizations
  - Added:
    - C92 Retiree Payment Remittance
    - Linked to Business Requirement 30.1022
- *Cost:* $55,252
- *Approval:* Requires ESC Approval (Vote)

Project Change Request
Voting PCR 106

▸ Project Change Request 106: Segment II Customization and Requirement Updates
  ◦ Attachment 5.1 Business Requirements
    • *Moved to Optional Services:*
      • 30.0171 – Provide ability to roll up expenditures reportable on IRS Form 1042S to provide to the employee and to the IRS.
    • *Updated:*
      • 40.0052 – Remove reference to C5 as Contact Information can be updated without requiring customization
      • 40.0056 – Add reference to C21 (requirement is supported by multiple customizations)
    • *Added:*
      • 10.1011 – Provide the ability to support the configuration of budgetary code combinations from the General Appropriations Act (GAA) load process.
      • 10.1013 – Provide the ability to store budgetary code combinations from the General Appropriation Act (GAA) load.

Project Change Request
Voting PCR 106

▸ Project Change Request 106: Segment II Customization and Requirement Updates

  ◦ Attachment 5.2 Customizations

   • *Updated:*

    • C5 – Remove business requirement 40.0052 from Customization

    • C21 – Add business requirement 40.0056 as a reference

   • *Added:*

    • C94 – General Appropriations Act

    • Linked to requirements 10.1011 and 10.1013

  ◦ *Cost:* $8,014

  ◦ *Approval:* Requires ESC Approval (Vote)

Project Change Requests
Credit Tracker

▸ Total Available Credits:
  ◦ Balance as of August 31, 2024: $1,526,006
  ◦ If PCRs Approved: $1,447,952

Credit	Source	Credit Change	Credit Balance
Manual Reconciliation Page	PCR 104	$ (14,788.00)	$ 1,511,218.00
Retiree Payment Remittance	PCR 105	$ (55,252.00)	$ 1,455,966.00
Segment II Customization and Requirement Updates	PCR 106	$ (8,014.00)	$ 1,447,952.00

Total Remaining Credit: $ 1,447,952.00

Project Change Requests
Voting Action

▶ Project Change Requests

▶ Public Comments

- 105: Retiree Payment Remittance
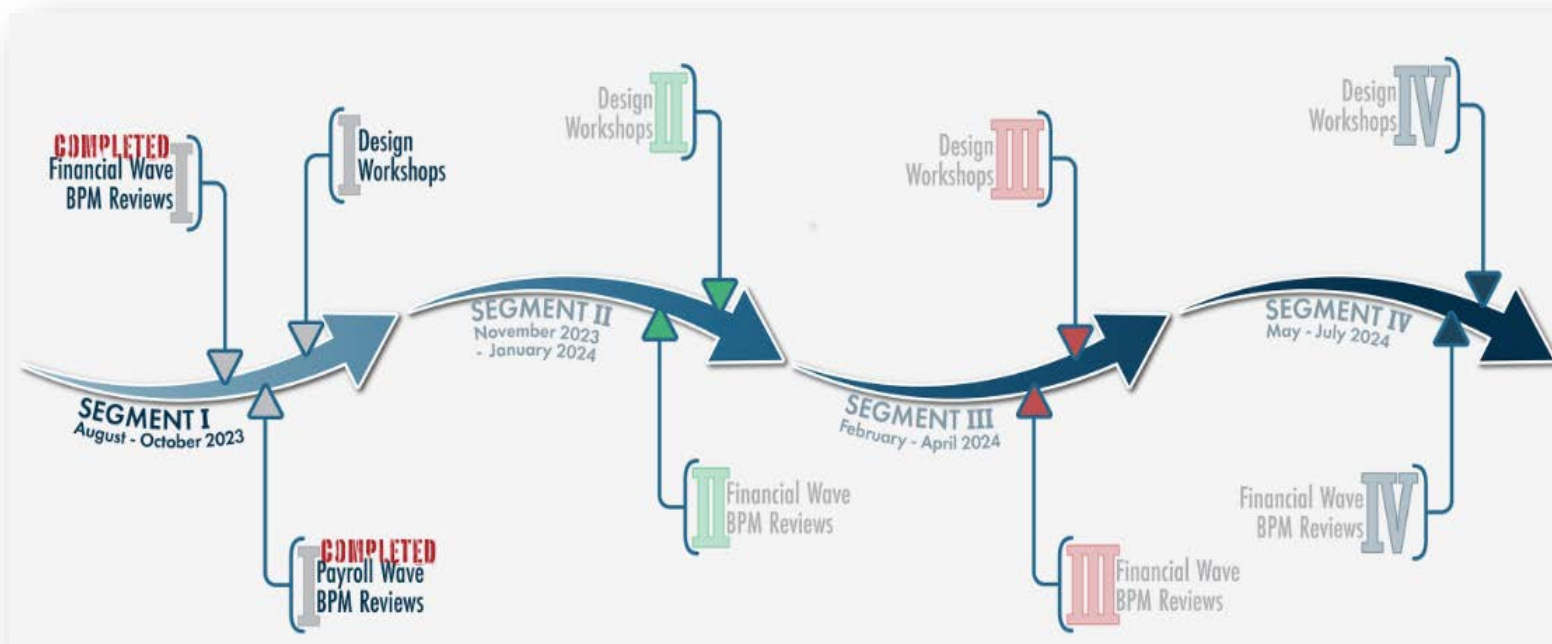- 106: Segment II Customization and Requirement Updates

UPCOMING

JIMMY COX

Upcoming

- Design Workshops
  - ◦ October 3 & 4
  - ◦ Senate Committee Room, Knott Building
- Liaison Forums
  - ◦ Project Management
  - ◦ Change Management & Training
  - ◦ October 26, DCF

Upcoming
Future ESC Meetings

▸ ESC Meeting Changes
- November 15 – DFS, Workers' Compensation
- December 13 – DFS, Workers' Compensation

▸ Calendar notices to update following this meeting

NEXT MONTHLY MEETING

OCTOBER 25, 2023

DEPARTMENT OF FINANCIAL SERVICES, WORKERS' COMPENSATION

CONTACT INFORMATION

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