

FloridaPALM

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

DECEMBER 13, 2023



ADMINISTRATIVE

TOMMY WERNER



Administrative Budget

FY 2023-2024 Spend Plan Summary as of November 30, 2023				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	\$15,527,143	\$15,114,961	\$18,867,226	\$3,752,265
SSI Implementation Services	\$9,779,400	\$9,779,400		
Facilities and Maintenance	\$173,205	\$173,205		
Production Support	\$3,832,668	\$3,812,969		
Production Support Administration	\$16,964	\$11,921		
Oracle Software and Maintenance	\$919,129	\$665,779		
Project Administration	\$104,897	\$24,107		
ERP and OC Support Services	\$700,880	\$647,580		
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	\$3,029,455	\$2,636,102	\$9,743,087	\$7,106,985
HR Transfer and Risk Management Insurance	\$19,614	\$14,130	\$32,587	\$18,457
Total:	\$24,629,273	\$23,818,254	\$36,695,961	\$12,877,707



Administrative Risks and Issues

- ▶ No new Risks or Issues have been opened or closed
- ▶ Three Risks with score of 6 or higher:
 - Risk 4 - Agencies' ability to adequately engage and participate may impact agency readiness
 - Risk 5 - The timing and efficiency of information sharing between enterprise partners and agencies, and the Project could impact the success of the Project
 - 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
<p>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</p>	Solution Design – Segment III (D641)	In Progress
	Process Models – Payroll (D639)	Complete
	Master Data Configuration Workbooks (D640)	In Progress
	Updated Technical Architecture Design (D642)	In Progress
	Update Process Models – Financials – Segment III (I-WP101)	In Progress
	Build – Segment I (D646)	In Progress
	Solution Design – Segment IV (D644)	Future
	Update Process Models – Financials – Segment IV (I-WP101)	Future
	Environment Builds – System Test Environment	Future
<p>SG4 – Agency Readiness 11/26/2025 Criteria: Agency Readiness Certifications have been received Approval Level: ESC</p>	Training Build (I-WP110)	Future
	Role Mapping Worksheet (I-WP118)	Future
	Readiness Workplan (I-WP126)	Complete
	Agency Readiness Certification (I-WP128)	Future



INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

Project Management

- ▶ The IV&V Team is tracking the delayed tasks in the Florida PALM Project Schedule
 - The Florida PALM Project Schedule continues to show an improvement in the number of delayed tasks with only 144 total tasks delayed as of 12/6/23
 - The Schedule Performance Indicator (SPI) also continues to show a well-maintained and stable work performance and task timeliness at 0.91 as of 12/6/23



IV&V Update

Open Findings

- ▶ Finding 12 – Inconsistency in Requirements Traceability
 - Opened Issue in the IV&V September Monthly Report
 - All identified inconsistencies were corrected prior to acceptance of D636 – Completion of Solution Design (Requirements) Segment I
 - Additional cross checks in place to mitigate future inconsistencies
 - Florida PALM IV&V Team reviewed the traceability between the Requirements Traceability Matrix (RTM), D637 – Completion of Solution Design (Requirements) Segment II, and the requirements information in each of the Functional Designs (FDs)
 - One inconsistency noted between RTM and D637 that was corrected prior to acceptance of D637
 - Some references to supporting requirements are identified in the FDs but not in the RTM. Discussing options about how to address these supporting requirement references with the Florida PALM Project Team.



IV&V Update

Open Findings

- ▶ Finding 13 – People First vendor not able to participate in design discussion
 - Opened Issue in the IV&V November Mid-Month Report
 - People First vendor is waiting on their contract change order to be approved before resuming work on integration with Florida PALM
 - Vendor team participated as much possible and continued to work with Florida PALM to mitigate any risks caused by the inability to participate in the design discussions
 - Florida PALM leadership is working closely with Department of Management Services on resolution; for now, continuing to work around the issue
 - Delay in vendor resuming the design discussion may significantly delay the Florida PALM schedule since the integration is aimed at sending/receiving personal, payroll, and job data



IV&V Update

Functional Design

- ▶ The IV&V Team attended
 - Segment II Business Process Model (BPM) Review
 - All sessions were well attended by agencies; the agencies asked detailed questions, provided specific examples of agency business processes, and seemed to review the BPMs and narratives prior to the review sessions
 - Several follow up items were identified as well as detailed topics for the Solution Design workshops in January
- ▶ Segment I & II Development
 - In the process of transferring FDs to the developers to add in technical information and prepare for development
- ▶ Segment III is just starting up
 - 15 of the 101 designs have been drafted and 2 have made it through team Manager approval (as of December 5th)
 - IV&V Team is attending functional design sessions and will evaluate timeliness of reviews and approvals



IV&V Update

Organizational Change Management

- ▶ The Florida PALM IV&V Team analyzed the results of the interviews conducted with several agencies in October and November and identified several trends:
 - Delays in the status of budget requests makes it difficult for agencies to plan their activities around the availability of additional resources
 - Developing a thorough understanding of agency business systems and technical inventories requires significant time investment by agencies
 - Until details about Florida PALM designs and system specifications are provided, agencies rely on making assumption with incomplete information when planning their readiness activities
- ▶ The Florida PALM IV&V Team is reviewing the Bimonthly Agency Readiness Status Report to understand and analyze agency activities and validating the information submitted in these reports



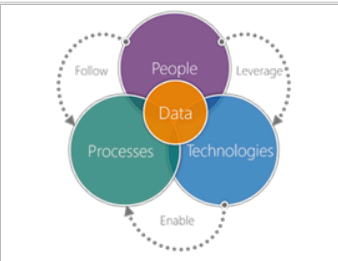
READINESS AND IMPLEMENTATION

NIKKI KLEIN, STACEY TERRY



Agency Readiness Activities

We are here



Readiness Task	Fiscal Year 2023/2024											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
AGENCY CURRENT STATE ANALYSIS												
Complete Reports Inventory	4/3-7/28											
Update Current State Agency Business System Inventory and Documentation		3/13-10/27										
Document Current Agency Business Processes			7/31-12/15									
AGENCY TRANSFORMATION PLANNING												
Create Agency Specific Project Charter					10/2-12/15							
Create Agency Specific Implementation Schedule					10/9-12/15							
Create Agency Specific Risks and Issues Management Plan					10/9-12/15							
Create Workforce Readiness Plan					10/16-12/15							
Update Workforce Readiness Plan												6/17-8/2
Review Payroll Wave Business Process Models						11/6-1/26						
Identify Future Florida PALM End Users							1/16-3/1					
AGENCY & ENTERPRISE SYSTEM BUILD												
Update Agency Business System Documentation for Segment I					10/30-1/12							
Update Agency Business System Documentation for Segment II							1/29-4/12					
Update Agency Business System Documentation for Segment III										4/29-7/12		
Update Florida PALM Interface Inventory for Segment I					10/30-1/12							
Update Florida PALM Interface Inventory for Segment II							1/29-4/12					
Update Florida PALM Interface Inventory for Segment III										4/29-7/12		
Complete Configuration Workbooks for Segments I and II							1/29-3/29					
Complete Configuration Workbooks for Segment III										4/29-5/31		
Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II							1/29-4/12					
Identify Change Impacts and Update Agency Business Process Documentation for Segment III										4/29-7/12		
Update Florida PALM Conversion Inventory for Segment II							1/29-4/12					
Update Florida PALM Conversion Inventory for Segment III										4/29-7/12		
Remediate Agency Business Systems Based on Segment I								1/29-5/28				
Remediate Agency Business Systems Based on Segment II										4/29-9/27		
Complete Data Readiness Analysis and Data Cleansing Activities for Segments I and II							1/29-4/12					
Complete Data Readiness Analysis and Data Cleansing Activities for Segment III										4/29-7/12		
AGENCY & ENTERPRISE TESTING												
Create Agency Specific User Acceptance Testing Plan												6/17-12/13
AGENCY TRAINING AND GO LIVE READINESS												
AGENCY UTILIZATION OF FLORIDA PALM												

Ongoing management and update

Segment I
Design
Workshops

Segment II
Design
Workshops

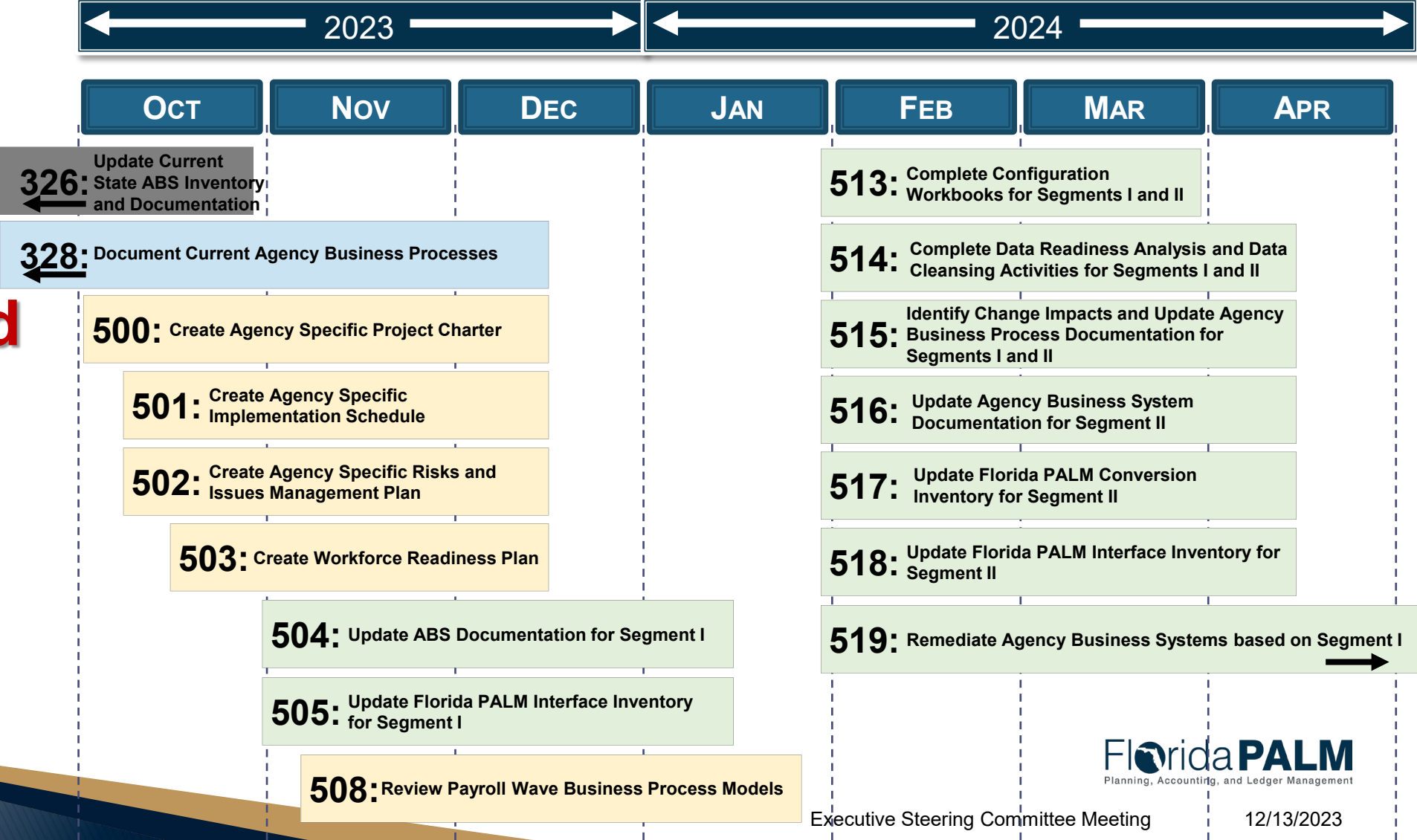
Segment III
Design
Workshops

Segment IV
Design
Workshops



Readiness and Implementation

Current and Upcoming RW Tasks



Readiness and Implementation

Current State Analysis

- ▶ RW Task 326 – ABS Inventory and Documentation
 - Released March 13 - Due October 27 (7-month duration)
 - Agency progress as of December 8
 - 4 agencies reporting that work is still in progress
 - 17 agencies with incomplete ABS information
 - 28 agencies with incomplete ABS documentation
 - 16 of agencies with incomplete Interface Inventory Documentation
- ▶ RW Task 328 – Business Process Inventory and Documentation
 - Released July 31 – Due December 15 (4.5-month duration)
 - Completion criteria
 - All business processes inventoried and all processes with complete documentation



Readiness and Implementation

Bimonthly Agency Readiness Status Reports

Risks

- ▶ 31 agencies reporting 168 open risks; 10 closed
- ▶ 90 with score of 6 or above

Summary of Agency Risks Reported		Risk Probability		
		Low = 1	Medium = 2	High = 3
Risk Impact Rating	Low = 1	Score = 1 4	Score = 2 4	Score = 3 0
	Medium = 2	Score = 2 13	Score = 4 38	Score = 6 14
	High = 3	Score = 3 19	Score = 6 36	Score = 9 40

▶ Nature of Risks:

- Turnover / Availability of Staff / Workload
- System remediation errors and rework
- System functionality
- Completing large or legislative projects
- Internal engagement
- Visualization of “how it will work”
- Enterprise roles & responsibilities
- COA values / Data



Readiness and Implementation

Bimonthly Agency Readiness Status Reports

Issues

- ▶ 22 agencies are reporting 39 open issues, up from 14 agencies reporting 22 open issues
 - 8 Critical, 28 High, 3 Low
 - 5 closed during the reporting period
- ▶ Nature of Issues:
 - Closed issues included assignment / onboarding of a Sponsor and new team members and the release of RFQ
 - New issues included:
 - Vendor not providing documentation
 - Available resources (people / funding)
 - Not having COA listing
 - Turnover



Readiness and Implementation

Bimonthly Agency Readiness Status Reports

Assumptions

- ▶ 27 agencies are reporting 104 logged assumptions
- ▶ Nature of New Assumptions:
 - Funding availability through Hypercare
 - COA will not change
 - Retirement of reporting tool due to provided Florida PALM functionality
 - Availability and responsiveness of internal stakeholders



Readiness and Implementation

Bimonthly Agency Readiness Status Reports

Readiness Activities

- ▶ 33 agencies reported 300+ activities since the last reporting period
- ▶ Includes:
 - Agency survey creation / reviews
 - Data analysis / clean up
 - Application flow diagrams
 - Agency Town Halls / Summits
 - Leveraging of agency “sprint teams”
 - Procurements for Florida PALM support



Readiness and Implementation

Bimonthly Agency Readiness Status Reports

- ▶ No feedback received to date for suggested “Optional” RW tasks
- ▶ New Technology Implementation stats
- ▶ Coming Soon:
 - List of all tasks completed or past due for the reporting period, including agency’s status comments
 - Project task review status – complete or incomplete
 - Ability for agencies to log open questions for Project response

Implementation:

Business Systems Planned for Integration = 2

- Segment I - Documentation Updates:
 - Complete = 0 Updating = 0 Evaluating = 0 Not Started = 2
- Segment II - Documentation Updates: TBD
- Segment III - Documentation Updates: TBD
- Segment IV - Documentation Updates: TBD

Planned Interfaces = 0

- Inbound Interfaces = 0
- Outbound Interfaces = 0
- Spreadsheet Uploads = 0

RW Tasks - Completed or Open Items							
Critical Operational Element	Task ID	Task Name	Task Planned Start Date (dates subject to change)	Task Planned End Date (dates subject to change)	Agency Reported Task Progress	Agency Submission Date	Status Comments
Technology	326	Update Current State Agency Business System Inventory and Documentation	03/13/23	10/27/23	75% - Consolidating/Inputting Information for Submission		Finishing current-state documentation on agency business systems.
N/A	500	Create Agency Specific Project Charter	10/02/23	12/15/23			
N/A	501	Create Agency Specific Implementation Schedule	10/09/23	12/15/23			
N/A	502	Create Agency Specific Risks and Issues Management Plan	10/09/23	12/15/23			
People	503	Create Workforce Readiness Plan	10/16/23	12/15/23			
Technology	504	Update Agency Business System Documentation for Segment I	10/30/23	01/12/24			
Technology	505	Update Florida PALM Interface Inventory for Segment I	10/30/23	01/12/24			
N/A	506	Submit Bimonthly Agency Readiness Status Report	11/01/23	11/13/23	100% - Submitted in Requested Format	11/15/23	
N/A	507	Manage Agency Specific Implementation Schedule, Risks and Issues	11/01/23	12/27/23			
Processes	508	Review Payroll Wave Business Process Models	11/06/23	01/26/24			



Readiness and Implementation







Agency Readiness Engagement in 2024

- ▶ Coming in the New Year:
 - In-person Agency Readiness Touchpoints
 - More Project team members attending touchpoints/task check-ins
 - Sponsor Summit in the spring
 - More RW tasks - 9 tasks starting in January, including:
 - New tasks for Configurations, Conversions, and Data Cleansing
 - Tasks that build on completed Current State Analysis work – business systems, interfaces and business processes
 - Identifying future Florida PALM end users



Readiness and Implementation

Implementation Activities

					
<p>Requirements Traceability Matrix</p> <p><i>May 2023 - May 2024</i></p>	<p>RICEFW Inventory</p> <p><i>May 2023 - May 2024</i></p>	<p>Business Process Models</p> <p><i>May 2023 - May 2024</i></p>	<p>Configuration Workbooks</p> <p><i>May - December 2023</i></p>	<p>Functional Design Specifications</p> <p><i>May 2023 - September 2024</i></p>	<p>Security Roles Matrix</p> <p><i>May - July 2024</i></p>
<p>Review/Update RTM Segment I ●</p>	<p>Review/Update RICEFW Segment I ●</p>	<p>Create Payroll BPMs ●</p>	<p>Define & Load Non-Agency Configuration ●</p>	<p>FD Segment I ●</p>	<p>Define Security Roles Matrix ○</p>
<p>Review/Update RTM Segment II ●</p>	<p>Review/Update RICEFW Segment II ●</p>	<p>Advisory Council Review – Payroll BPMs ●</p>	<p>Create Agency Configuration Workbook Templates ●</p>	<p>FD Segment II ●</p>	
<p>Review/Update RTM Segment III ◐</p>	<p>Review/Update RICEFW Segment III ◐</p>	<p>ESC Approval – Payroll BPMs ●</p>		<p>FD Segment III ◐</p>	
<p>Review/Update RTM Segment IV ○</p>	<p>Review/Update RICEFW Segment IV ○</p>	<p>Update Financials BPMs by Segment ◐</p>		<p>FD Segment IV ○</p>	
<p>Review/Update RTM DW/BI ○</p>	<p>Review/Update RICEFW DW/BI ○</p>			<p>DW/BI Segment ○</p>	

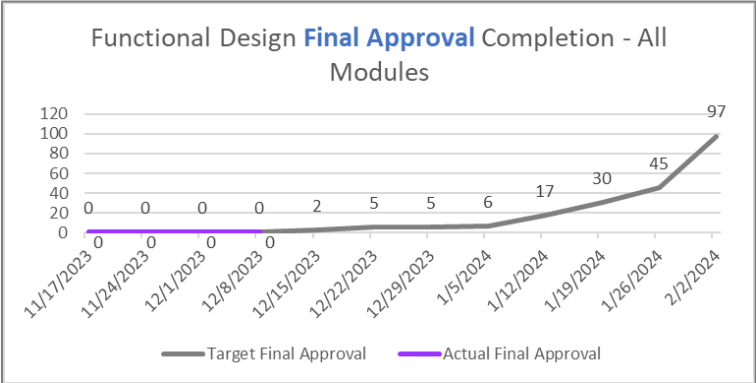
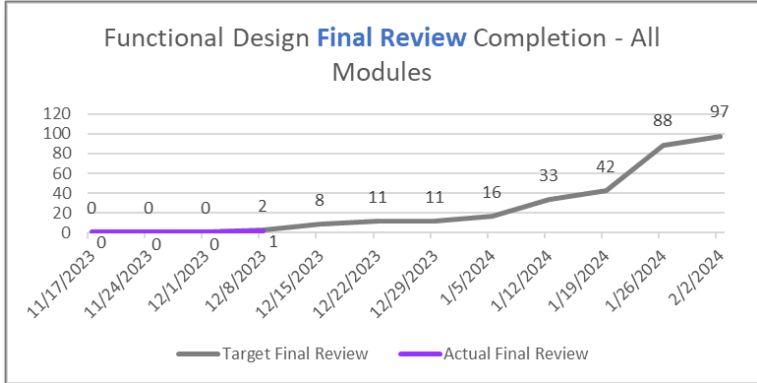
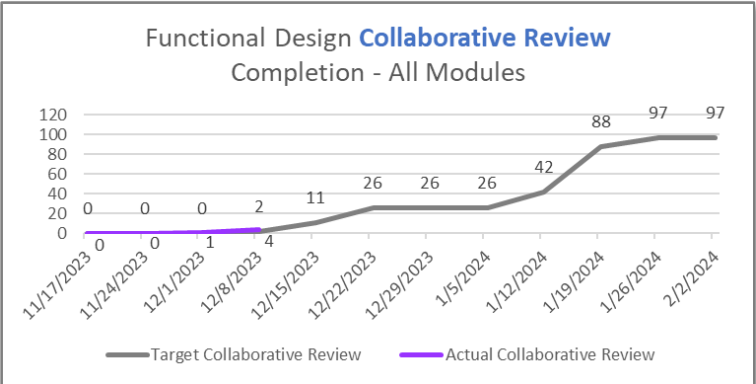
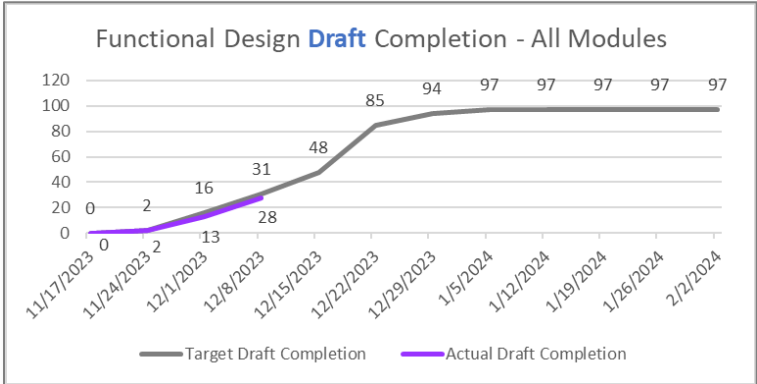
Key

○ Not Started ◐ Partial Progress ◑ Progressing ◒ Substantial Progress ● Complete



Readiness and Implementation

Implementation Activities



Segment III Functional Designs

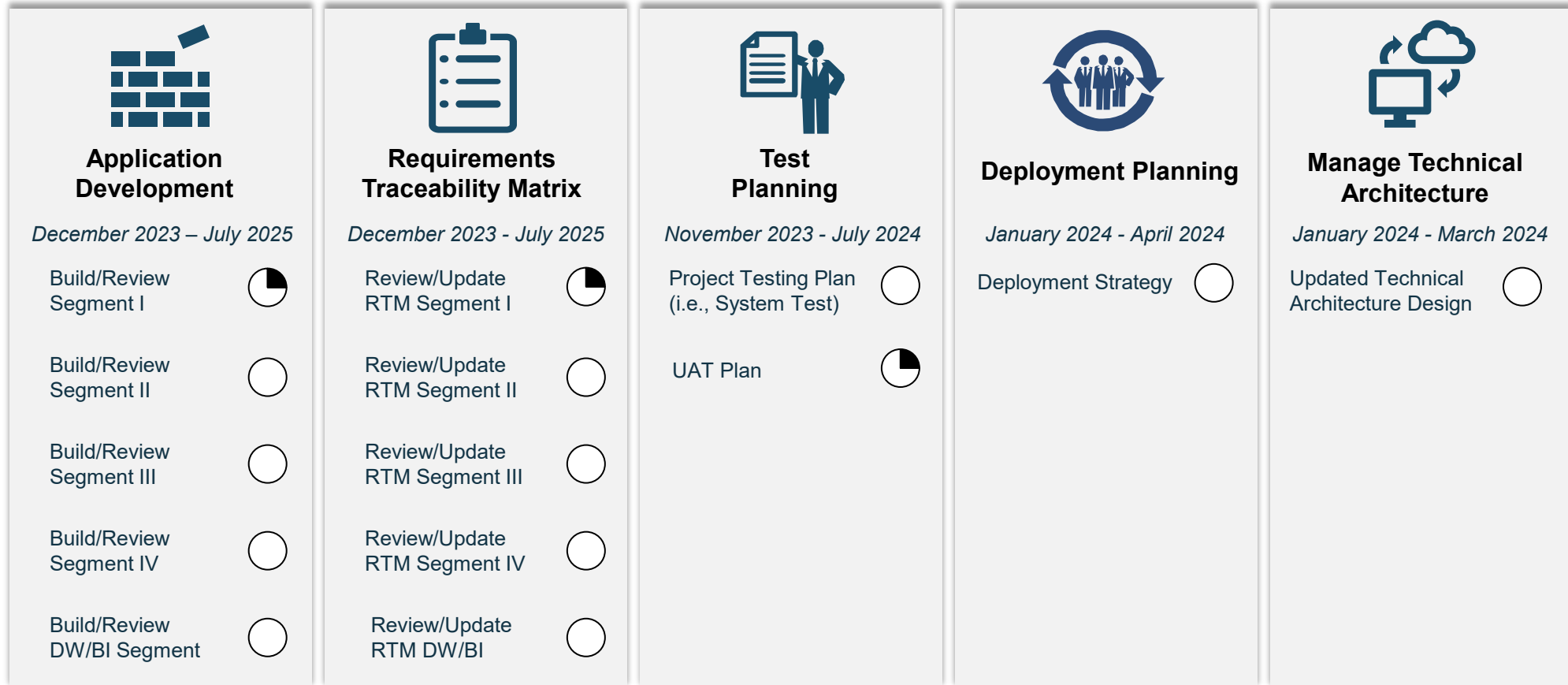
- Original count of 101 functional designs (FDs):
 - Financials Wave - 60 FDs
 - Payroll Wave - 41 FDs
- Current count of 97 FDs being designed
- Solution Design discussions have identified 4 FDs that will not be implemented:
 - Financials Wave (1)
 - 1 extension implemented in the CMS Wave will not need to be modified at the Financials Wave
 - Payroll Wave (3)
 - 1 conversion and associated 1 interface has a volume that impacts less than 20 employees
 - 1 conversion will have initial data loaded through an alternate interface

Segment III Functional Design Status (as of 12/8/2023)



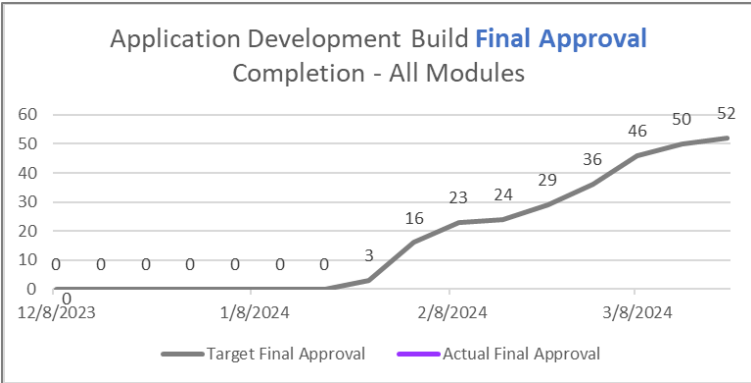
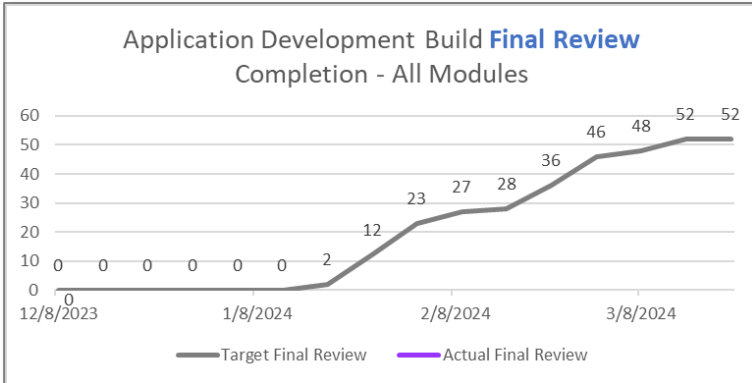
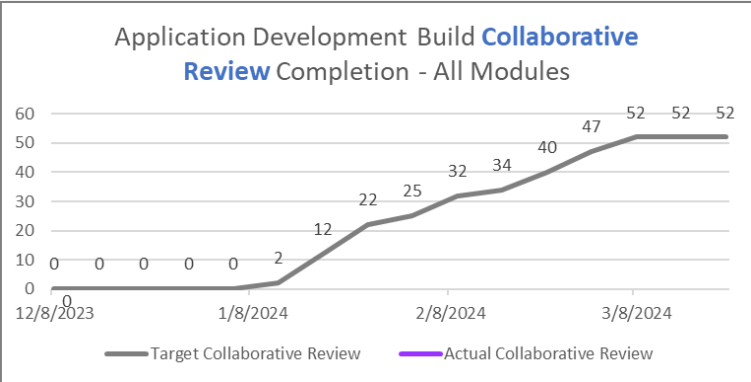
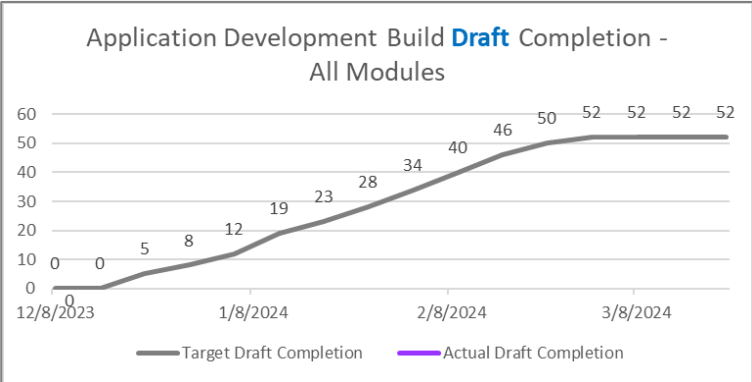
Readiness and Implementation

Implementation Activities



Readiness and Implementation

Implementation Activities



Segment I App Dev Build

- Segment I App Dev Build (Build) began early (12/4)
- 52 functional designs are included in the Build
 - Pre-Draft discussions are underway
 - Initial draft Build documents are targeted for completion the week ending 12/22/2023

Segment III Functional Design Status (as of 12/8/2023)



OTHER

JIMMY COX, STEVEN FIELDER



Advisory Council Update

November Meeting

- ▶ Segment II Business Process Models Review Meetings
- ▶ Design Considerations
 - Exporting Attachments
 - User Security Roles
 - SpeedKeys on Interface Files



Project Change Request

Voting PCR 108

- ▶ Project Change Request 108: Simplified Investments and Interest Apportionment
 - Attachment 5.1 Business Requirements
 - *Cancelled:* Requirement is not valid in Florida PALM as investments/disinvestments are processed in near real-time in Florida PALM
 - 80.0092 – Provide ability for all investment/disinvestment transactions entered after the established time each day be processed the next business day.
 - *Added:* Tied to Customization 95
 - 20.1007 (New) – Provide ability to systematically create a zero-dollar budget journal if an investment journal fails budget check with an exception noting that a budget does not exist for the coding string entered on the investment.
 - *Updated:* Updated based on Financials Wave design. Tied to Customization 37.
 - 70.0105 (*Revised*) – Provide ability to calculate the distribution of interest to any level of the Chart of Accounts based on the average daily balance of the fund and fund subaccount, **or fund and Budget Entity combination and fund subaccount.**



Project Change Request

Voting PCR 108

- ▶ Project Change Request 108: Simplified Investments and Interest Apportionment
 - Attachment 5.2 Customizations
 - *Updated:*
 - C37 – Update Interest Apportionment Calculation for Financials Wave
 - C39 – Updated to include simplified Investments (simplified Disinvestments is currently in production)
 - *Added:*
 - C95 – Zero Dollar Investment Budget Journal
 - *Cost: Approval:* Requires ESC Approval (Vote)



Project Change Requests

Credit Tracker

- ▶ Total Available Credits:
 - Balance as of September 30, 2023: \$1,439,332
 - If PCR Approved: \$1,312,522

Enhancement Description	Source	Credit Change	Credit Balance
Simplified Investments	PCR #108	\$ (126,810.00)	\$1,312,522.00

Total Remaining Credit: \$1,312,522.00



Project Change Requests

Voting Action

- ▶ Request for public comments
- ▶ Voting action for PCR 108



UPCOMING

JIMMY COX



Upcoming

Design Meetings – Design Workshops

Meeting Date and Time	Business Process Grouping	Business Process
Tuesday, 1/9 All Day	Disbursements Management	30.2 Establish and Maintain Encumbrances
Wednesday, 1/10 All Day		30.4 Process Payments 30.5 Manage Payments
Thursday, 1/11 All Day	Asset Accounting and Management	40.1 Acquire and Set Up Assets 40.3 Set Up and Maintain Asset Controls
Tuesday, 1/16 All Day	Accounts Receivables	60.2 Deposit and Apply Receipts
Wednesday, 1/17 All Day	Projects, Grants and Contracts Management	90.2 Create and Maintain Grants 90.3 Create and Maintain Contracts
Thursday, 1/18 All Day	Account Management and Financial Reporting System Access and Controls	10.2 Enter and Process Journals 120.1 Interface Error Handling Process

Design Workshops:

- For all agencies
- Expands business process discussion
- Includes review of layouts (e.g., for interfaces and reports)
- Larger in-person capacity – no virtual meeting attendance option



Upcoming Other Meetings

- ▶ Segment III Business Process Models Review – February
- ▶ Agency Sponsor Summit – April



NEXT MONTHLY MEETING

JANUARY 24, 2024

DEPARTMENT OF FINANCIAL SERVICES, DIVISION OF WORKERS'
COMPENSATION



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