Florida PALM

Planning, Accounting, and Ledger Management

CHIEF FINANCIAL OFFICER
Jimmy Patronis
FLORIDA DEPARTMENT OF FINANCIAL SERVICES

EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

APRIL 24, 2024

CHIEF FINANCIAL OFFICER Jimmy Patronis FLORIDA DEPARTMENT OF FINANCIAL SERVICES

FloridaPALM
Planning, Accounting, and Ledger Management

ADMINISTRATIVE

TOMMY WERNER

Administrative – Budget

FY 2023-2024 Spend Plan Summary as of March 31, 2024				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD**	**Release Remaining**
FLAIR System Replacement	**$32,396,149**	**$32,045,909**	**$32,635,645**	**$589,736**
SSI Implementation Services	$22,529,800	$22,529,800		
Facilities and Maintenance	$311,769	$311,769		
Production Support	$6,611,626	$6,611,626		
Production Support Administration	$40,754	$40,689		
Oracle Software and Maintenance	$1,350,494	$1,302,890		
Project Administration	$123,245	$63,300		
Additional Facilities	$30,756	$0		
ERP and OC Support Services	$1,271,705	$1,185,835		
QA Support Services	$126,000	$0		
IT Service Management	$854,455	$674,546	$2,000,000	$1,325,454
Contingency	$0	$0	$0	$0
DMS IV&V Transfer	$6,053,061	$6,053,061	$6,053,061	$0
Salaries & Benefits	$5,445,613	$5,117,112	$9,743,087	$4,625,975
HR Transfer and Risk Management Insurance	$20,283	$26,435	$32,587	$6,152
Total:	**$44,769,561**	**$43,917,063**	**$50,464,380**	**$6,547,317**

Administrative

Risks and Issues

- No new Issues have been opened or closed
- Six Risks with score of 6 or higher:
  - Risk 4 – Agency Engagement
  - Risk 5 – Timing and Efficiency of Information Sharing
  - Risk 6 – Contracts outside of the Project
  - Risk 7 - Design Segment IV
  - Risk 8 - Build Segments
  - Risk 9 - System Testing

Administrative
Schedule

Stage Gate	Critical Path Item	Status
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 (D641)	Complete
	Process Models – Payroll (D639)	Complete
	Master Data Configuration Workbooks (D640)	Complete
	Updated Technical Architecture Design (D642)	Complete
	Update Process Models – Financials – Segment III (I-WP101)	Complete
	Build – Segment I (D646)	In Progress
	Solution Design – Segment IV (D644)	In Progress
	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)	Complete
	Agency Readiness Certification (I-WP128)	In Progress

Administrative
Schedule

Stage Gate	Critical Path Item	Status
SG3 – Ready to Begin UAT **03/28/2025** Criteria: Design is at least 95% complete and Segment I Build is complete Approval Level: ESC	Establish DW/BI Environments (D647)	In Progress
	Build – Segment II (D648)	In Progress
	Security Roles Matrix (WP405)	In Progress
	Environment Builds – Mock Conversion Test Environment	Future
	Environment Builds – Interface Test Environment	Future
	Solution Design – DW/BI (D650)	In Progress
	Mock Conversion I (D651)	Future
	Build – Segment III (D649)	Future
	Build – DW/BI – Segment I (D653)	Future
	System Test – Segment I (D652)	Future
	Mock Conversion II (System Test) (D655)	Future
	Build – Segment IV (D654)	Future
	Build – DW/BI – Segment II (D659)	Future
	Environment Builds - UAT Test Environment	Future
	System Test – Segment II (D656)	Future
	Build – DW/BI – Segment III (D688)	Future
	Mock Conversion III (UAT) (D657)	Future
	System Test – DW/BI (D661)	Future

Independent Verification and Validation

Content provided by Public Consulting Group

IV&V Update

Project Management

- The Florida PALM IV&V Team tracks delayed tasks and SPI in the Florida PALM Project Schedule
  - Delayed tasks have increased
    - Most are in D644 - Completion of Solution Design (Requirements) Segment IV and D646 - Completion of Build Segment I
- The Florida PALM IV&V Team reviewed Florida PALM Risk #7 Impacts to the Implementation Schedule Resulting from the Scope and Length of Design Segment IV
  - No impact on the overall Florida PALM Schedule is expected, but Florida PALM IV&V will continue monitoring
- The Florida PALM IV&V Team reviewed Florida PALM Risk #8 Scope and Timing of Build Segment III and IV
  - Potential impact on the Project's ability to meet Stage Gate 2, Stage Gate 3, and other Critical Path items (Finding #14)

IV&V Update
Open Findings

- Finding 12 – Inconsistency in Requirements Traceability
  - Opened in the Florida PALM IV&V September Monthly Report
    - Additional cross-checks in place to mitigate future inconsistencies between the RTM and the Functional Designs
  - Florida PALM IV&V Team performs bi-directional requirements traceability review between:
    - Completion of Solution Design (Requirements) Deliverables,
    - Requirements Traceability Matrix (RTM), and
    - Functional Designs that are part of each Segment
  - Florida PALM IV&V Team has completed the traceability assessment as part of reviewing D641 – Completion of Solution Design (Requirements) Segment III
    - Inconsistencies were identified during the Collaborative Review and Update phase but corrected during the review process prior to D641's acceptance

IV&V Update

Open Findings

- Finding 14 – Risk that Delays in Application Build Could Impact Completion of System Testing and Start of UAT
  - Projected completion of Build Segment I is approximately 5 weeks behind schedule
  - Build Segment II – IV will be much larger than Build Segment I
  - If delays from Segment I continue into Build Segments II-IV, then there is a risk to completion of System Testing and Stage Gate 3
  - Florida PALM Project Team has identified a similar risk (Risk #8) and is developing and implementing mitigation activities
    - Daily Standups to Assess Development Status and Blockers
    - Shifting Application Design review to ERP Support Services when possible
    - Adding Additional Development Staff

IV&V Update

Functional Design

- Segment IV Design
  - Segment IV design has fallen further behind during the first weeks of April
  - Segment IV is significantly larger than previous Segments
    - 149 FDs versus 82 in Segment III
  - As of 4/15/24:
    - Only 75 of the Planned 123 Functional Designs have been drafted
    - Only 33 of those have completed the initial review
    - Only 21 have completed the Team Manager review
  - Approval of all FDs is targeted for the end of May
  - Effort is impacted by the overlap with Build Segment I with many of the same resources being required for both efforts

IV&V Update
Development

- Segment I Development – Build
  - Target for Approving all the Segment I Application Designs was 3/20/24
  - As of 4/15/24:
    - All 52 Applications Designs have been drafted and are being reviewed and 39 have been approved
    - Based on current pace, projection is that all of them would be approved by the end of April
    - About a 5-week delay from the original date
  - Main driver for delays are:
    - Need to conduct multiple review cycles and updates
    - Technical limitations are not known during functional design
    - Development staff not understanding design and the need for additional developers
  - Additional resources to support the effort
    - Additional support from SSI Vendor functional staff to ensure design is understood
    - Additional development staff added
  - The approved Application Designs are of high quality

IV&V Update

Organizational Change Management

- **Agency Risk and Issues Management:** The Florida PALM IV&V Team interviewed members of the Florida PALM Project Team to understand their role in the agency risk and issue management process. The IV&V Team is reaching out to select agencies to better understand how agencies approach this activity.
- **Technical Information Sharing:** Attendance information and discussion in Readiness Touchpoint meetings indicate that agencies had good participation in the Florida PALM Data Day sessions and other technical workshops. However, some agencies are still reporting delays in completing technical Readiness Workplan tasks and business system analysis.

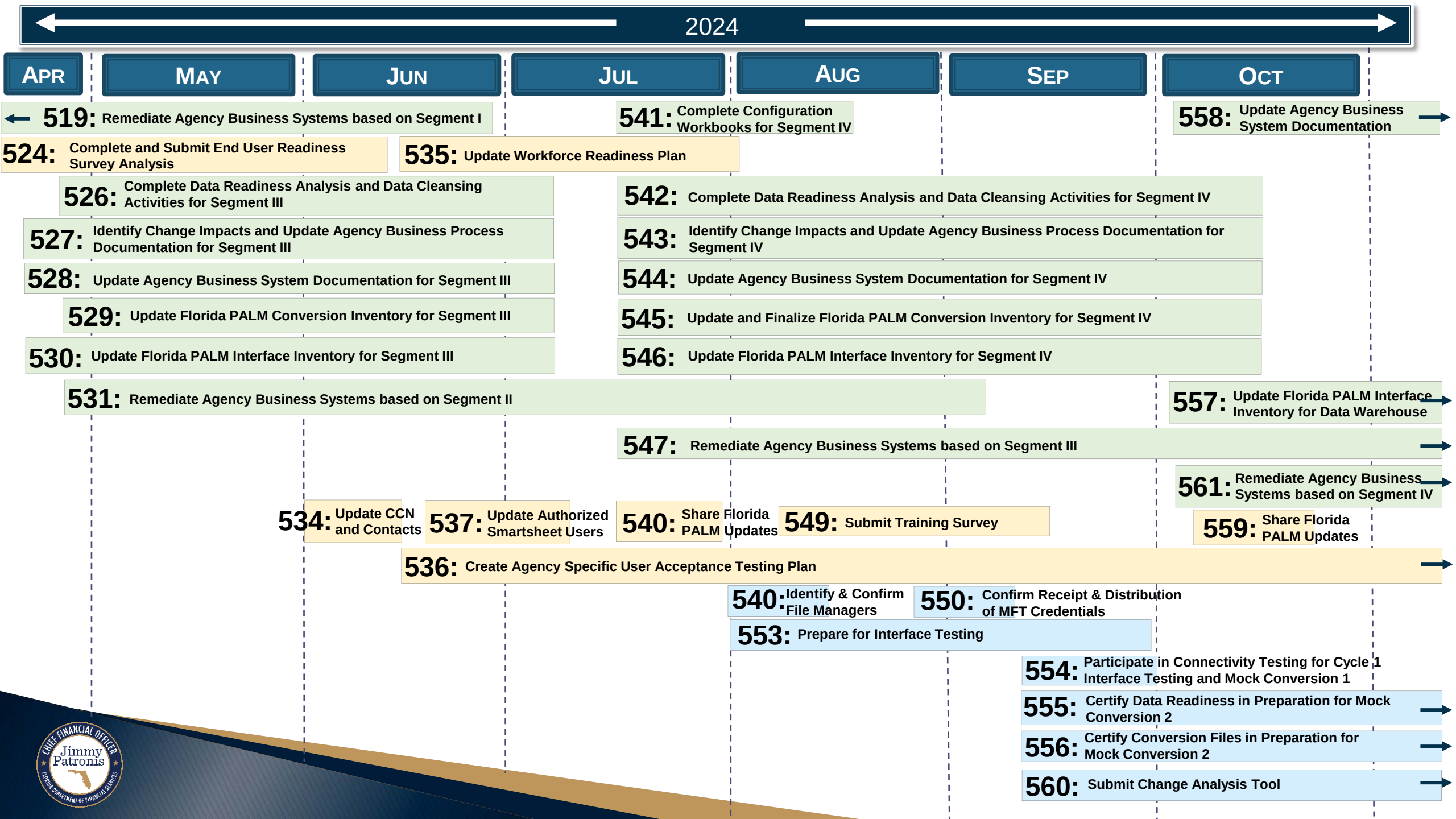
IV&V Update

PCR 116 Review Approach

- The Florida PALM IV&V Team reviewed the PCR 116-Segment IV Payroll Customizations
- As part of the review, the IV&V Team concluded:
  - The requirements in the PCR are needed to conduct essential business operations effectively
  - Existing requirements do not meet these customizations
  - Uniqueness of the State of Florida Payroll setup prevents the submission of enhancement requests to Oracle to include these requirements in the standard image rather than in the project scope
  - Mitigation strategies discussed as part of Risk #7 included the additional work associated with this PCR
  - Distribution of work between development, functional, manager, and director roles appears reasonable, but additional details are required to assess the accuracy of the cost estimate independently

Readiness and Implementation

Nikki Klein, Angie Robertson
Stacey Terry


2024
APR
MAY
JUN
JUL
AUG
SEP
OCT
519: Remediate Agency Business Systems based on Segment I
524: Complete and Submit End User Readiness Survey Analysis
526: Complete Data Readiness Analysis and Data Cleansing Activities for Segment III
527: Identify Change Impacts and Update Agency Business Process Documentation for Segment III
528: Update Agency Business System Documentation for Segment III
529: Update Florida PALM Conversion Inventory for Segment III
530: Update Florida PALM Interface Inventory for Segment III
531: Remediate Agency Business Systems based on Segment II
534: Update CCN and Contacts
537: Update Authorized Smartsheet Users
540: Share Florida PALM Updates
549: Submit Training Survey
535: Update Workforce Readiness Plan
536: Create Agency Specific User Acceptance Testing Plan
541: Complete Configuration Workbooks for Segment IV
542: Complete Data Readiness Analysis and Data Cleansing Activities for Segment IV
543: Identify Change Impacts and Update Agency Business Process Documentation for Segment IV
544: Update Agency Business System Documentation for Segment IV
545: Update and Finalize Florida PALM Conversion Inventory for Segment IV
546: Update Florida PALM Interface Inventory for Segment IV
547: Remediate Agency Business Systems based on Segment III
540: Identify & Confirm File Managers
550: Confirm Receipt & Distribution of MFT Credentials
553: Prepare for Interface Testing
554: Participate in Connectivity Testing for Cycle 1 Interface Testing and Mock Conversion 1
555: Certify Data Readiness in Preparation for Mock Conversion 2
556: Certify Conversion Files in Preparation for Mock Conversion 2
560: Submit Change Analysis Tool
558: Update Agency Business System Documentation
557: Update Florida PALM Interface Inventory for Data Warehouse
561: Remediate Agency Business Systems based on Segment IV
559: Share Florida PALM Updates
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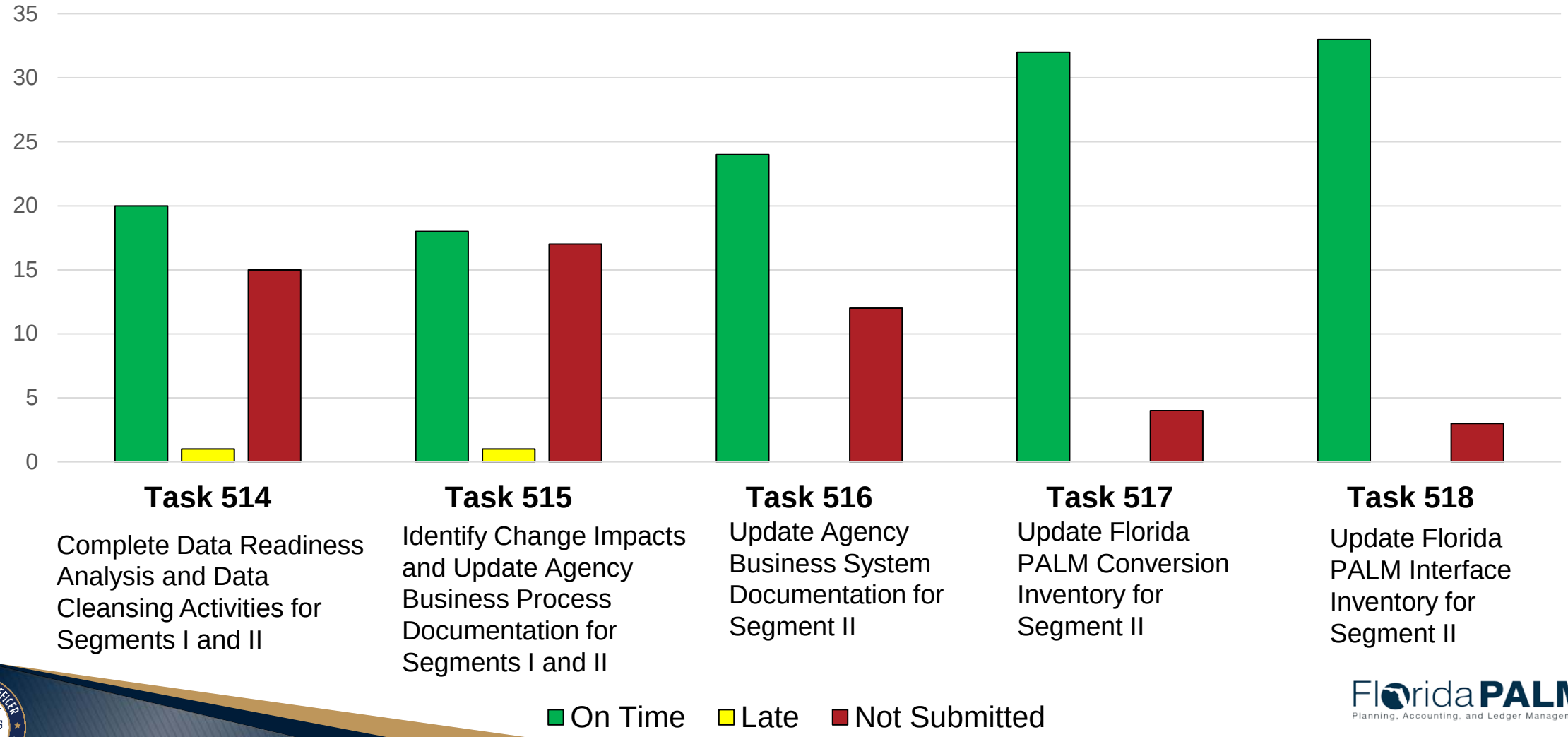
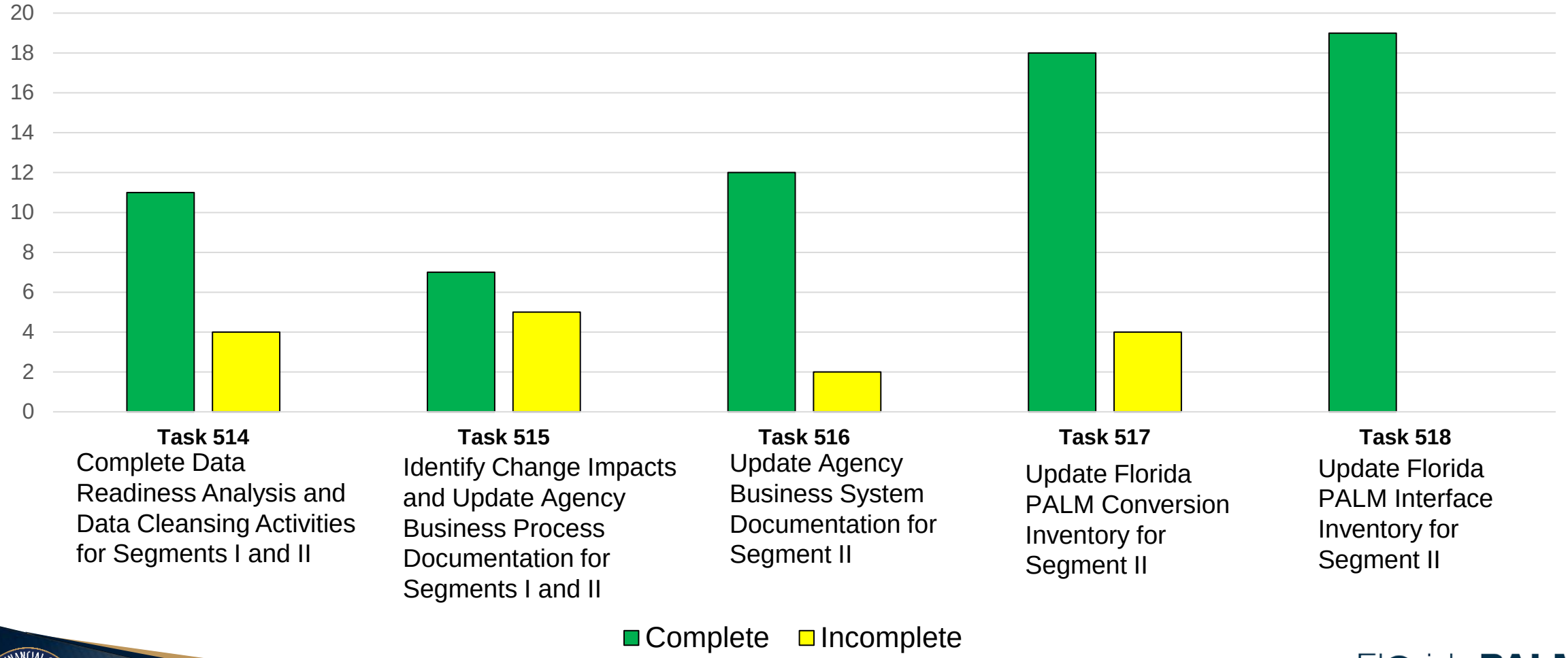
Readiness and Implementation

RW Task Submissions



Readiness and Implementation

RW Tasks Complete/Incomplete Verification



Readiness and Implementation

Training Activities

- Creating Segment III Training Curriculum
  - Training Topics
  - Learning Objectives
- Lessons Learned / Challenges from Miami-Dade PeopleSoft Implementation

Training Development

- Inter-IntraUnit
- Conversion / Configuration Infograph

Learning Tools

- Demos
- Updated Designs / Layouts
- Business Process Groupings Lifecycle Pages

Knowledge Center

Readiness and Implementation

Implementation Activities

Requirements Traceability Matrix

May 2023 - May 2024

- Review/Update RTM Segment I — Complete
- Review/Update RTM Segment II — Complete
- Review/Update RTM Segment III — Complete
- Review/Update RTM Segment IV — Progressing
- Review/Update RTM DW/BI — Partial Progress

RICEFW Inventory

May 2023 - May 2024

- Review/Update RICEFW Segment I — Complete
- Review/Update RICEFW Segment II — Complete
- Review/Update RICEFW Segment III — Complete
- Review/Update RICEFW Segment IV — Progressing
- Review/Update RICEFW DW/BI — Partial Progress

Business Process Models

May 2023 - May 2024

- Create Payroll BPMs — Complete
- Advisory Council Review – Payroll BPMs — Complete
- ESC Approval – Payroll BPMs — Complete
- Update Financials BPMs by Segment — Substantial Progress

Configuration Workbooks

May 2023 – September 2024

- Define & Load Non-Agency Configuration — Complete
- Create Agency Configuration Workbook Templates — Complete
- Complete Agency Configuration Workbooks — Partial Progress

Functional Design Specifications

May 2023 - September 2024

- FD Segment I — Complete
- FD Segment II — Complete
- FD Segment III — Complete
- FD Segment IV — Progressing
- DW/BI Segment — Partial Progress

Security Roles Matrix

May - July 2024

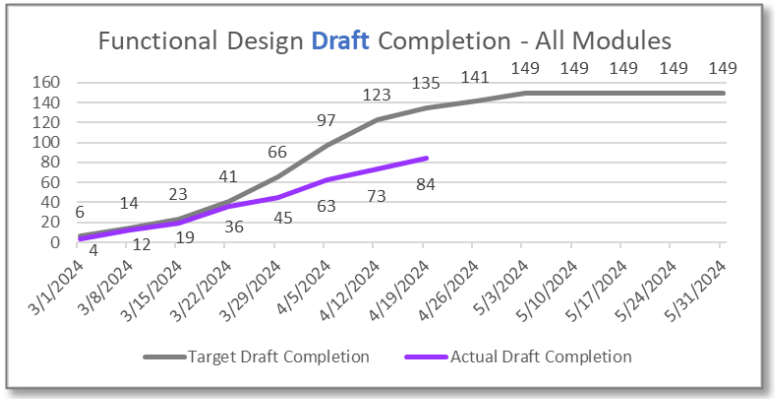
- Define Security Roles Matrix — Partial Progress

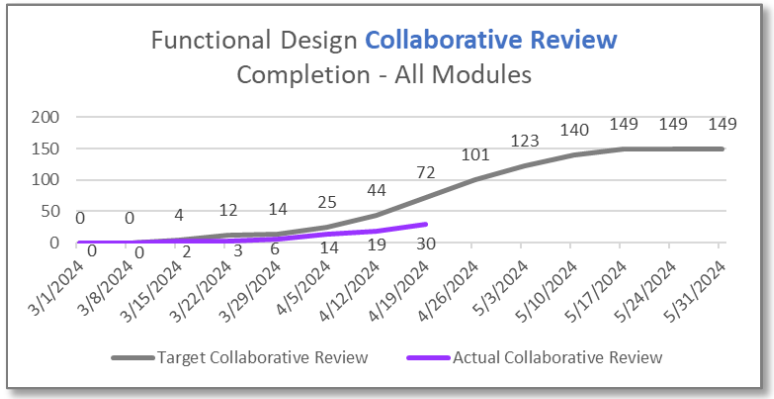
Key

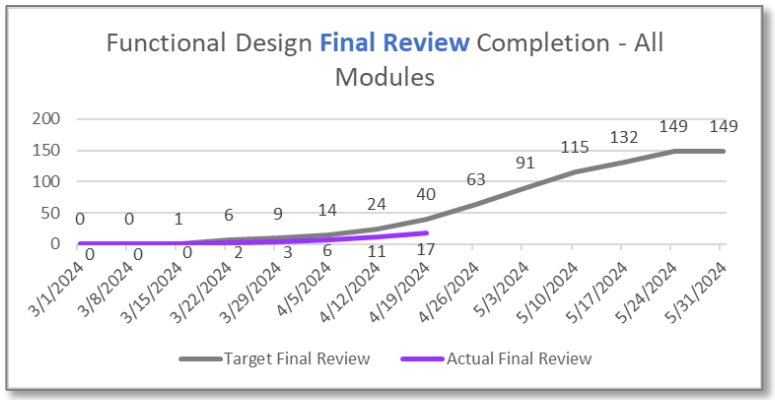
Not Started | Partial Progress | Progressing | Substantial Progress | Complete

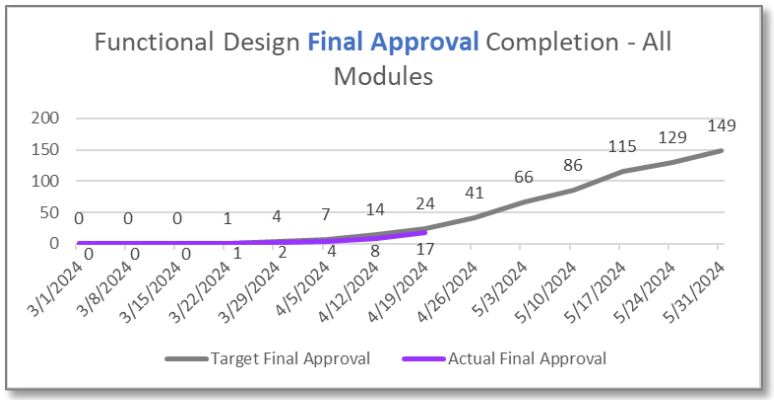
Readiness and Implementation

Implementation Activities









Segment IV Functional Design

- Drafts trending behind schedule due to the following key items:
  - Cross module functional design dependencies (e.g., Florida specific solutions)
  - Enterprise / 3rd Party solution dependencies (e.g., Financial Reporting, PCard)
  - Prioritizing module extensions and enterprise interfaces over other RICEFW items (e.g., payroll, InterUnit)
  - Several FDs pending cancellation (e.g., consolidating, report alignment to DW/BI)

Segment IV Functional Design Status

(as of 4/19/2024)

Readiness and Implementation

Implementation Activities

Application Development

December 2023 – July 2025

- Build/Review Segment I
- Build/Review Segment II
- Build/Review Segment III
- Build/Review Segment IV
- Build/Review DW/BI Segment

Requirements Traceability Matrix

December 2023 - July 2025

- Review/Update RTM Segment I
- Review/Update RTM Segment II
- Review/Update RTM Segment III
- Review/Update RTM Segment IV
- Review/Update RTM DW/BI

Test Planning / Preparation

November 2023 - August 2024

- Project Testing Plan (i.e., System Test)
- User Acceptance Testing (UAT) Plan
- Prepare System Test Scenarios / Scripts

Deployment Planning

January 2024 - April 2024

- Deployment Strategy

Manage Technical Architecture

January 2024 - March 2024

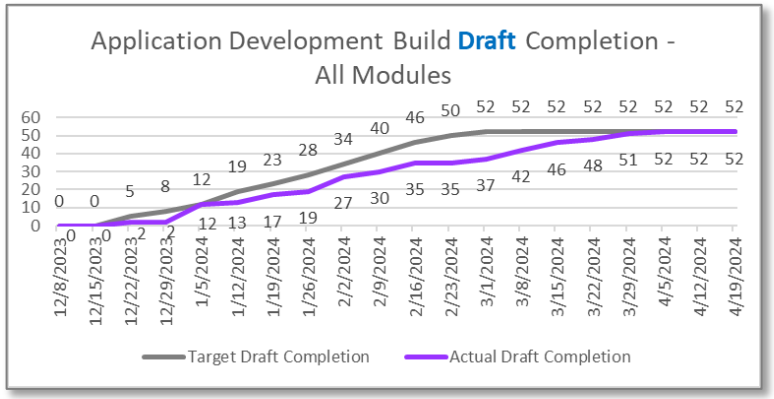
- Updated Technical Architecture Design

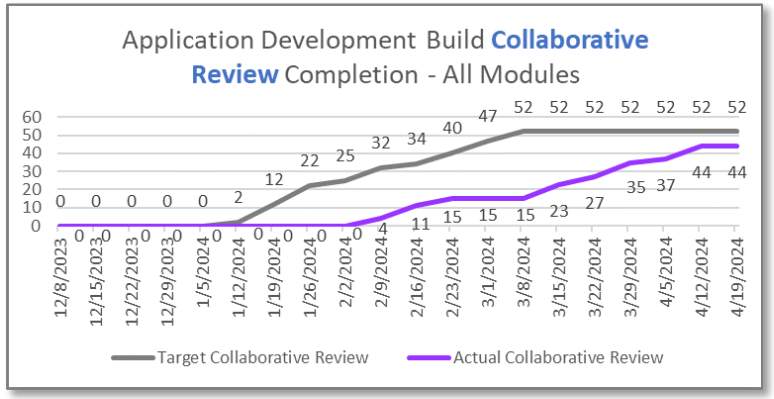
Key

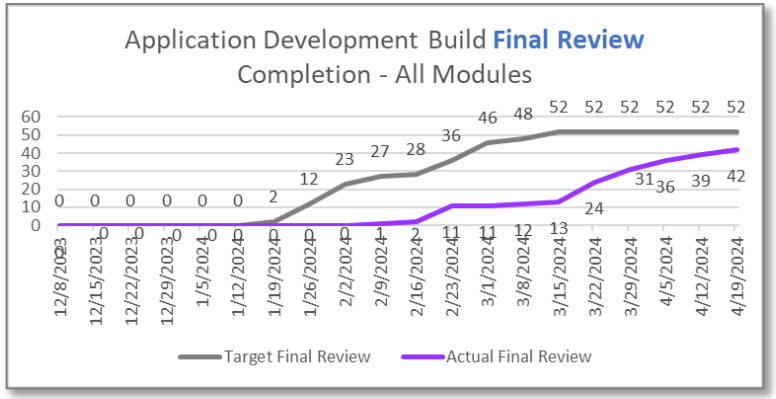
Not Started | Partial Progress | Progressing | Substantial Progress | Complete

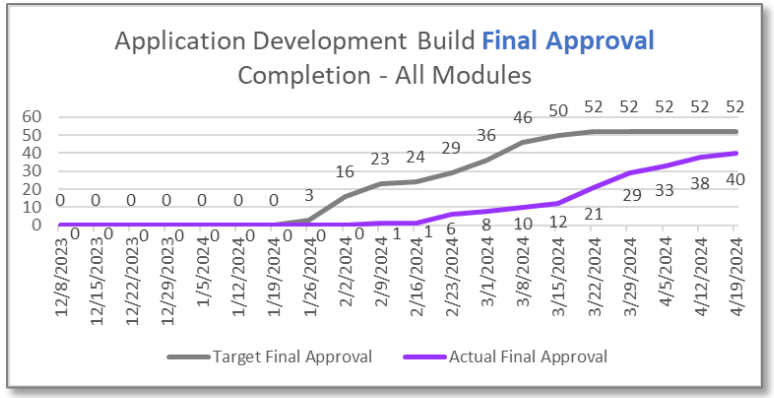
Readiness and Implementation

Implementation Activities









Segment I App Dev Build

- Targeting completion of Build Segment I by end of April
- Lessons learned from Build Segment I will be documented and incorporated into Build Segment II

Segment II App Dev Build

- Build Segment II is underway
  - 76 App Dev items
  - 6/28 target completion date

Segment I App Dev Build Status

(as of 4/19/2024)

OTHER

JIMMY COX, STEVEN FIELDER

Project Change Request
Voting PCR 116

- Project Change Request 116: Payroll Requirements and Customizations
  - Attachment 5.1 Business Requirements
    - *Added:*
      - 200.1118 (New) – Provide the ability to calculate employer FICA (Social Security and Medicare) contributions saved as a result of the pretax benefit programs.
      - 200.1119 (New) – Provide the ability to calculate the amount of interest due on a writ of garnishment based on the interest rate established by the CFO.
      - 200.1120 (New) – Provide the ability to track payroll related processing status that will enable rerunning of payroll related interfaces and provide paycheck related status information.
      - 200.1121 (New) – Provide the ability for agencies to initiate a reduction in earnings or request stop of a payment that requires approval based on HRIS data that has been loaded for payroll processing.

Project Change Request
Voting PCR 116

- Attachment 5.2 Customizations - Added
  - C124 – Request to add new Pre-Tax Benefit (PTB) Assessment customization to comply with s. 110.161(7), Florida Statutes. ($43,501)
    - Customization required to calculate the PTB assessment for employer FICA (Social Security and Medicare) savings.
    - The funds are transferred to the Pretax Benefits Trust Fund at the Department of Management Services.
    - Without this customization agencies would have to manual calculate and manually transfer the funds to the Pretax Benefits Trust Fund, resulting in additional manual efforts by the agencies and additional administrative oversight by the Division of State Group Insurance.
  - C125 – Request to add new Interest Calculation on Writ of Garnishment customization to comply with s. 77.081, Florida Statutes. ($45,354)
    - Customization required to calculate interest on employee garnishment orders.
    - Without this customization BOSP would have to manually calculate the interest for all applicable garnishment orders and manually update the amount on each record, for each payroll.

Project Change Request
Voting PCR 116

- Attachment 5.2 Customizations - Added
  - C126 – Request to add new Paycheck Record Table customization. ($41,519)
    - Customization required to track distribution of information to external parties (e.g., garnishments) following daily payroll runs.
    - Without this customization BOSP would have to find other manual ways of tracking and reconciling this information and ensure compliance with applicable laws and orders.
  - C127 – Request to add new Agency Adjustment of Payroll Earnings customization. ($90,207)
    - Customization is required to support stopping and reducing payments that are received from the human resource information systems.
    - Customization is required because the state uses two separate enterprise resource planning (ERP) systems to perform different aspects of payroll.
    - Without this customization additional overpayments would be issued to employees, requiring agencies to complete the pay and chase process for more payments.

- *Cost: Approval:* Requires ESC Approval (Vote)

Project Change Request

PCR Cost Projection

- Request for public comments
- Voting action for PCR 116
- If approved, Additional Funding will be requested from Florida PALM Contingency Funding for FY 24/25.

Enhancement	Source	Additional Funding Required
Segment IV Payroll Customizations	PCR #113	$173,940.00
Segment IV Customizations	PCR #114	$369,130.00
Segment IV Payroll Redistribution Customization	PCR #115	$98,019.00
Segment IV Payroll Requirements and Customizations	PCR #116	$219,525.00
	Contingency Funding FY 24-25	$3,000,000.00
	Total Additional Funding Required	**$860,614.00**
	Remaining Contingency Funding FY 24-25	**$2,139,386.00**

Recent Agency Engagements

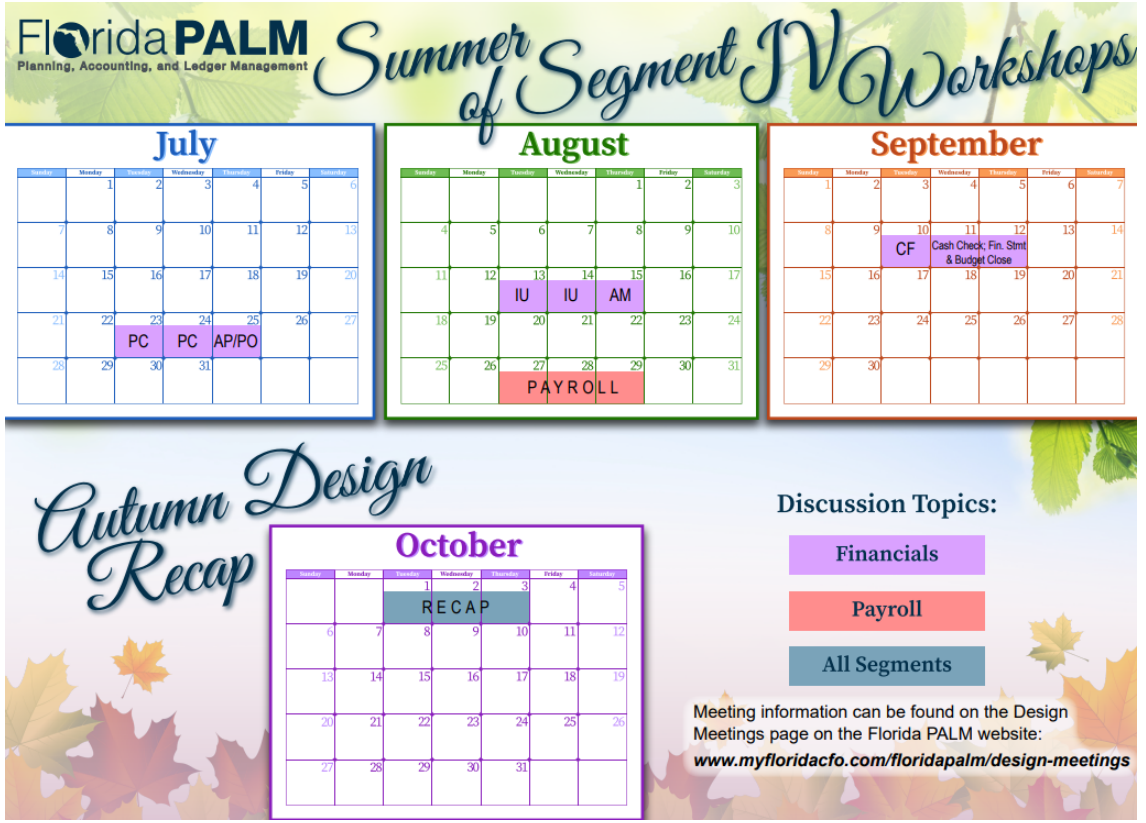
- Advisory Council (April 9)
  - Carry/Certified Forward design approach for implementation
- Sponsor Summit (April 11)
  - Focused on supporting Agency Sponsors lead their agency's transition by discussing:
    - Funding challenges, opportunities, and plans
    - Bimonthly Agency Status Report data
    - A look-ahead to agency planning, build, testing, and go-live activities
  - 24 agencies were represented – 19 Agency Sponsors; 5 other CCN Roles
- Materials are posted on the Meetings & Workshops page of the Florida PALM website

UPCOMING

JIMMY COX

Upcoming

- Segment IV Design Workshops *(July, August, September)*
- All Design Segments Recap *(October)*



Next Monthly Meeting

May 22, 2024

Department of Children and Families

FloridaPALM
Planning, Accounting, and Ledger Management

Contact Information

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