

# FloridaPALM

Planning, Accounting, and Ledger Management



# EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

APRIL 24, 2024



# 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
<b>Total:</b>	<b>\$44,769,561</b>	<b>\$43,917,063</b>	<b>\$50,464,380</b>	<b>\$6,547,317</b>



# 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
<p><b>SG2 - Ready to Begin System Testing</b>  <b>08/30/2024</b>                      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)	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
<p><b>SG4 – Agency Readiness</b>  <b>11/26/2025</b>                      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)	In Progress



# Administrative Schedule

Stage Gate	Critical Path Item	Status
<p><b>SG3 – Ready to Begin UAT</b>  <b>03/28/2025</b>                      Criteria: Design is at least 95% complete and Segment I Build is complete                      Approval Level: ESC</p>	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





APR

MAY

JUN

JUL

AUG

SEP

OCT

← 519: Remediate Agency Business Systems based on Segment I

541: Complete Configuration Workbooks for Segment IV

558: Update Agency Business System Documentation →

524: Complete and Submit End User Readiness Survey Analysis

535: Update Workforce Readiness Plan

526: Complete Data Readiness Analysis and Data Cleansing Activities for Segment III

542: Complete Data Readiness Analysis and Data Cleansing Activities for Segment IV

527: Identify Change Impacts and Update Agency Business Process Documentation for Segment III

543: Identify Change Impacts and Update Agency Business Process Documentation for Segment IV

528: Update Agency Business System Documentation for Segment III

544: Update Agency Business System Documentation for Segment IV

529: Update Florida PALM Conversion Inventory for Segment III

545: Update and Finalize Florida PALM Conversion Inventory for Segment IV

530: Update Florida PALM Interface Inventory for Segment III

546: Update Florida PALM Interface Inventory for Segment IV

531: Remediate Agency Business Systems based on Segment II

557: Update Florida PALM Interface Inventory for Data Warehouse →

547: Remediate Agency Business Systems based on Segment III →

561: Remediate Agency Business Systems based on Segment IV →

534: Update CCN and Contacts

537: Update Authorized Smartsheet Users

540: Share Florida PALM Updates

549: Submit Training Survey

559: Share Florida PALM Updates

536: Create Agency Specific User Acceptance Testing Plan →

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 →

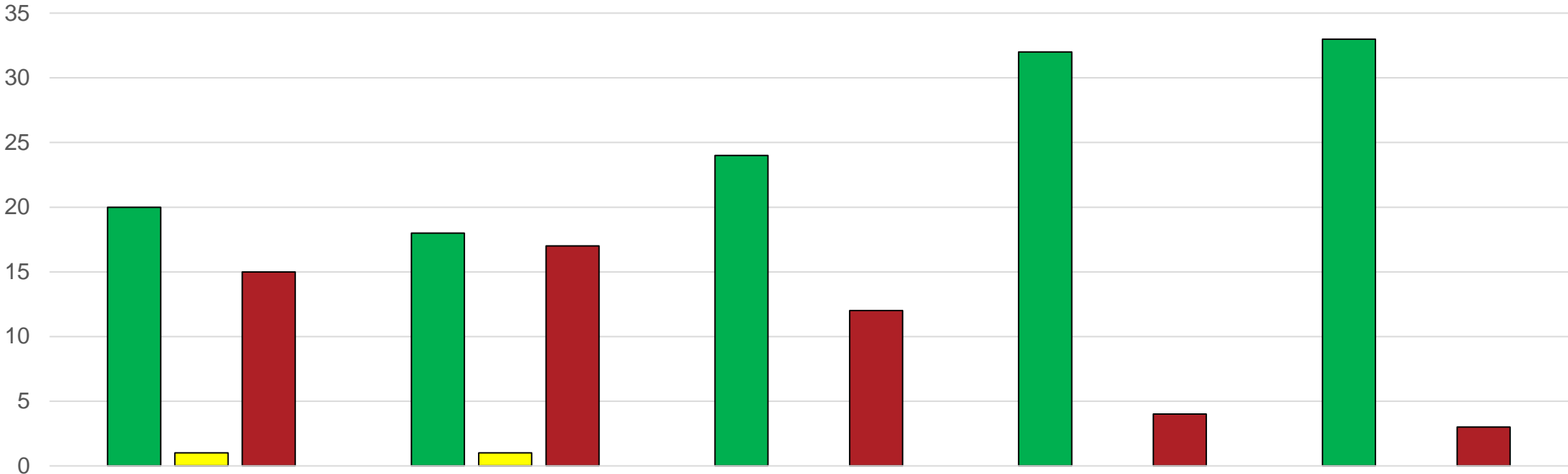
556: Certify Conversion Files in Preparation for Mock Conversion 2 →

560: Submit Change Analysis Tool →



# Readiness and Implementation

## RW Task Submissions



### Task 514

Complete Data Readiness Analysis and Data Cleansing Activities for Segments I and II

### Task 515

Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II

### Task 516

Update Agency Business System Documentation for Segment II

### Task 517

Update Florida PALM Conversion Inventory for Segment II

### Task 518

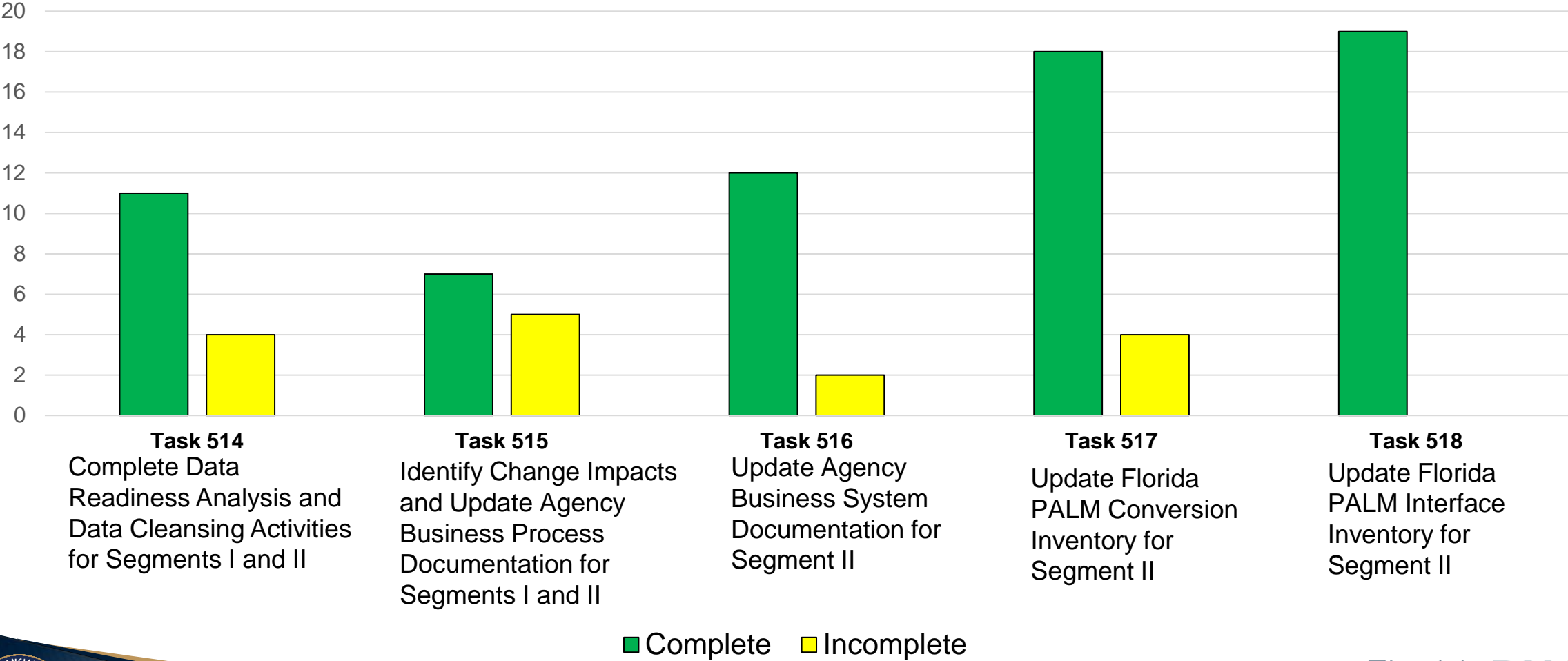
Update Florida PALM Interface Inventory for Segment II

■ On Time ■ Late ■ Not Submitted



# 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

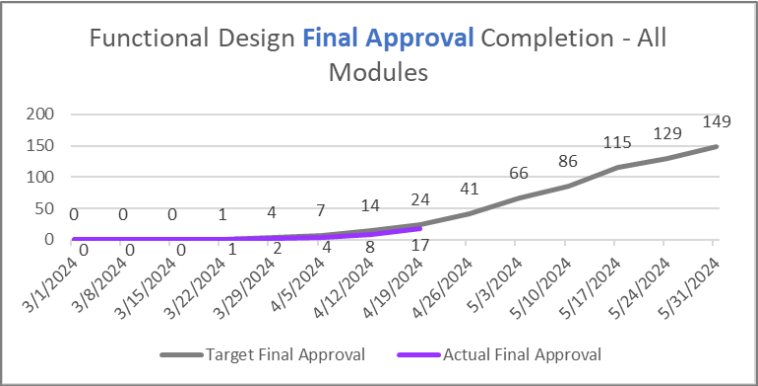
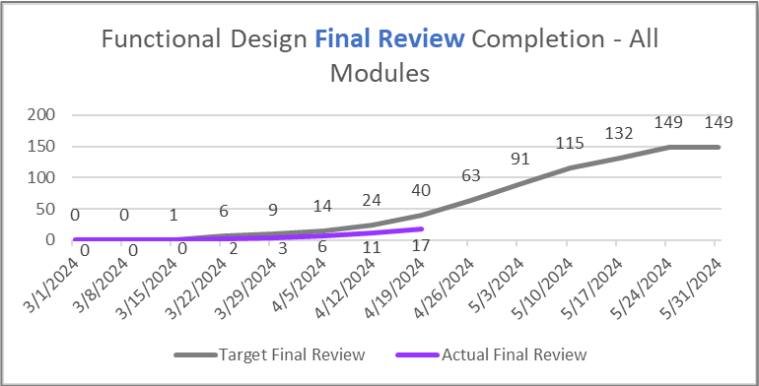
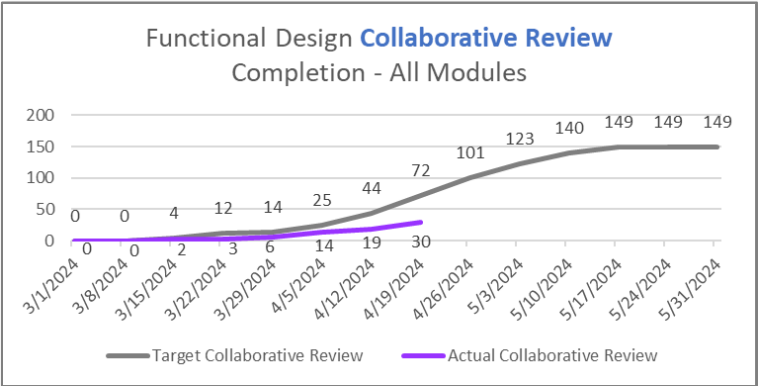
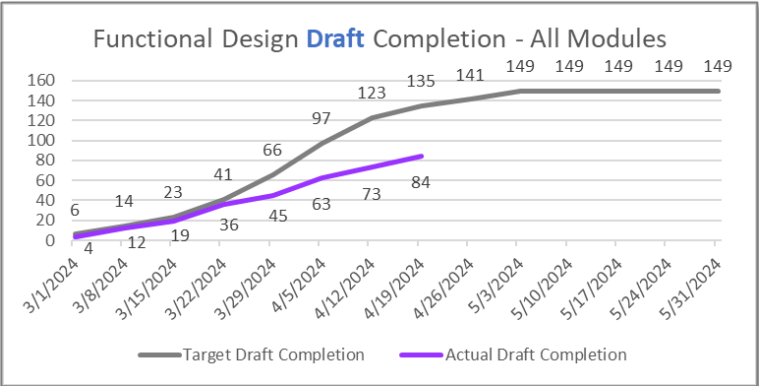
 <p><b>Requirements Traceability Matrix</b></p> <p><i>May 2023 - May 2024</i></p>	 <p><b>RICEFW Inventory</b></p> <p><i>May 2023 - May 2024</i></p>	 <p><b>Business Process Models</b></p> <p><i>May 2023 - May 2024</i></p>	 <p><b>Configuration Workbooks</b></p> <p><i>May 2023 – September 2024</i></p>	 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

**Key**

 Not Started  
  Partial Progress  
  Progressing  
  Substantial Progress  
  Complete



# Readiness and Implementation Implementation Activities



## Segment IV Functional Design

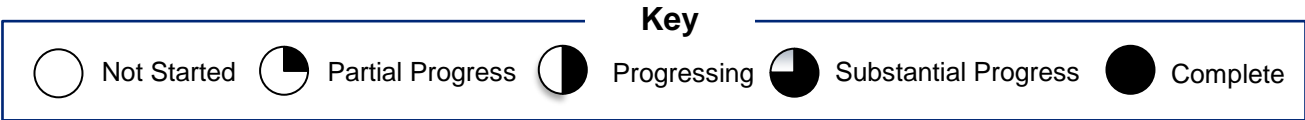
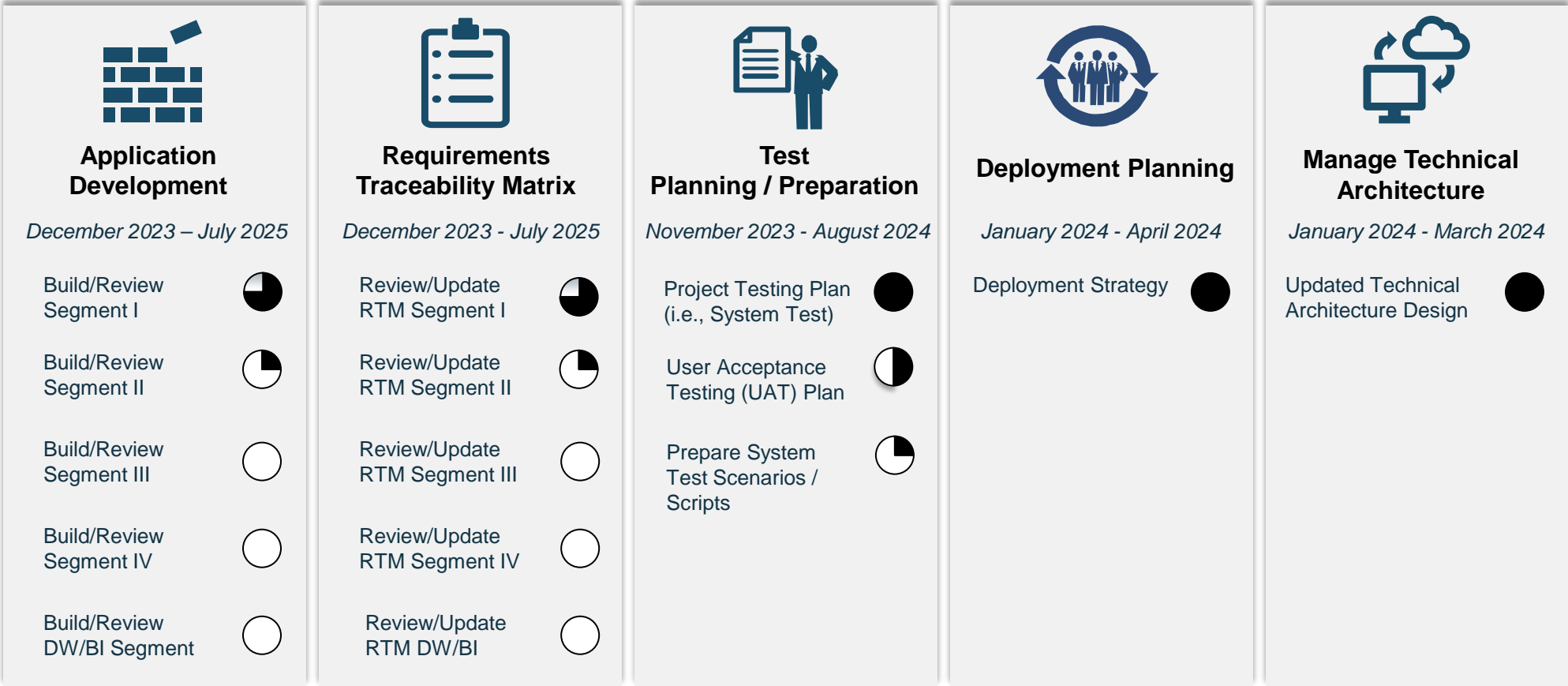
- Drafts trending behind schedule due to the following key items:
  - Cross module functional design dependencies (e.g., Florida specific solutions)
  - Enterprise / 3<sup>rd</sup> Party solution dependencies (e.g., Financial Reporting, PCard)
  - Prioritizing module extensions and enterprise interfaces 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)



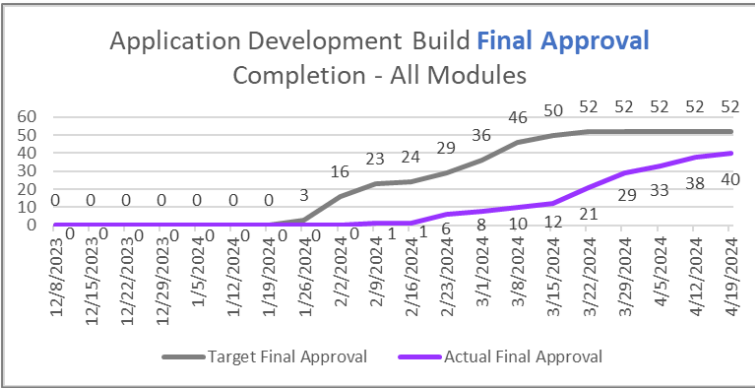
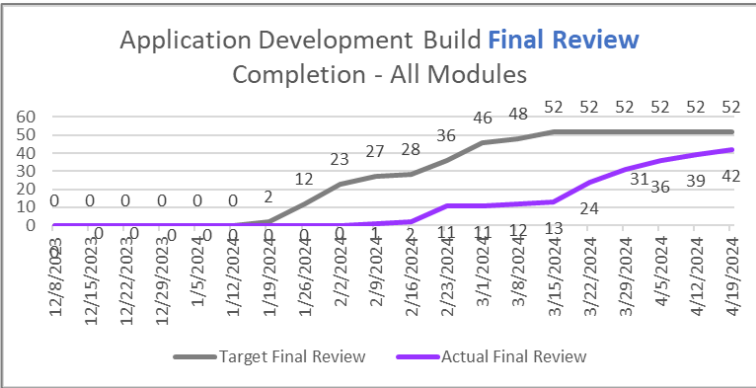
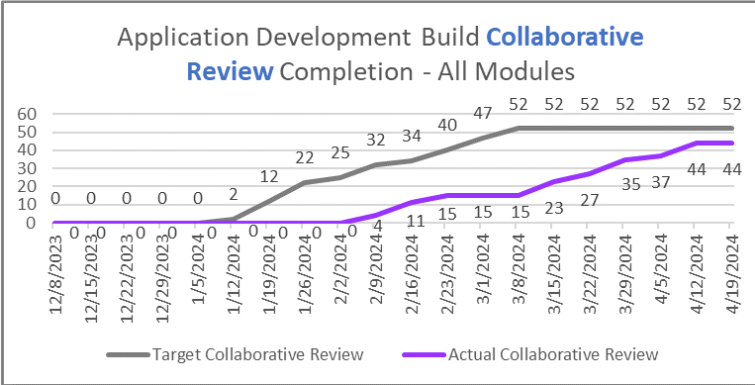
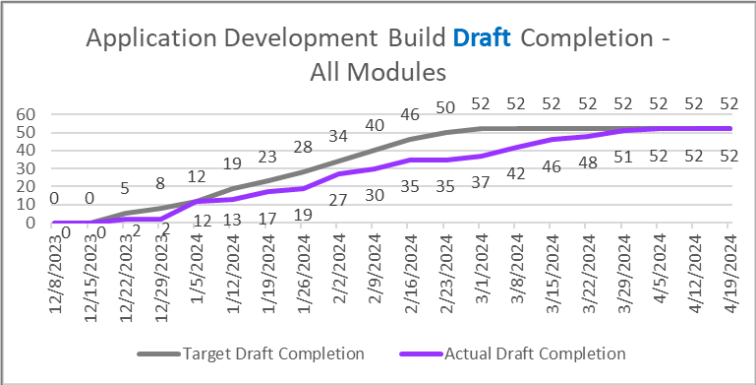
# Readiness and Implementation

## Implementation Activities



# 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
<b>Total Additional Funding Required</b>		<b>\$860,614.00</b>
Remaining Contingency Funding FY 24-25		<b><u>\$2,139,386.00</u></b>



# 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)

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

## Summer of Segment IV Workshops

### July

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	PC	PC	AP/PO	26	27
28	29	30	31			

### August

				1	2	3
4	5	6	7	8	9	10
11	12	IU	IU	AM	16	17
18	19	20	21	22	23	24
25	26	PAYROLL		29	30	31

### September

8	9	CF	Cash Check; Fin. Stmt & Budget Close	13	14	
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### Autumn Design Recap

		RECAP				
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**Discussion Topics:**

Financials

Payroll

All Segments

Meeting information can be found on the Design Meetings page on the Florida PALM website:  
[www.myfloridacfo.com/floridapalm/design-meetings](http://www.myfloridacfo.com/floridapalm/design-meetings)





# NEXT MONTHLY MEETING

MAY 22, 2024

DEPARTMENT OF CHILDREN AND FAMILIES



# CONTACT INFORMATION

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