Date	03/26/2025	Time	1:30 – 4:30 p.m.
Location	Department of Revenue		
Objective	Executive Steering Committee Meeting Minutes		
Committee Members	Jason Adank (DOT); Steven Fielder, Chair (DFS); Sally Huggins (DBPR); Charlotte Jerrett (FWC); Mike Jones (EOG); Matt Kirkland (DOE); Tony Lloyd (DMS); Angie Martin (DFS); Mark Merry (DFS); Jennifer Pelham (DFS); Warren Sponholtz (FL[DS]); Shannon Segers (DOR); Christina Smith (EOG); Lynn Smith (AHCA); Brandon Spencer (DMS); Martin Stevens (DEP); Scott Stewart (DFS); Scott Ward (AHCA)		
Speakers	Sarah Crouch (PCG); Steven Fielder (DFS); Robert Herron (DOH); Kimberly Kemp (DFS); Nikki Klein (DFS); Angie Robertson (DFS); Nicolle Suvada (PCG); Stacey Terry (Accenture); Tommy Werner (DFS)		
Materials	Meeting Presentation		

Meeting Recording

The meeting can be viewed on: https://myfloridacfo.com/floridapalm/oversight.

Opening Remarks and Roll Call

Steven Fielder, Chair

Mr. Steven Fielder called the meeting to order at 1:30 p.m. with a roll call of the Executive Steering Committee (Committee) members. Eighteen members were present for the meeting.

Presentation

Budget, Risks and Issues; Tommy Werner

Mr. Tommy Werner gave an update on the Florida PALM Spend Plan for FY 24-25 with a detailed breakdown of expense categories. Mr. Werner gave an update on the action plan for Issue 33, Inability to Achieve Stage Gate 3 on the Current Timeline, noting the deadlines for updating the Project Schedule and Readiness Workplan. He also shared that no new Project Risks were opened and three Risks were closed (8, 9, and 10). Four Risks (2, 4, 5, and 6) with a score of six or higher remain open.

Independent Verification and Validation Update; Sarah Crouch, Nicolle Suvada

Ms. Nicolle Suvada and Ms. Sarah Crouch gave an Independent Verification and Validation (IV&V) report. Ms. Crouch discussed the following IV&V Findings:

Finding 14; delays to Build could impact the completion of System Testing and start of User Acceptance Testing (UAT). Build Segment III Application Design (AD) documents have been approved. Build Segment IV will be extended based on the execution of Amendment 12 (A12). The current Build pace is ahead of schedule. The Committee discussed the reporting of open versus resolved System Investigation Requests (SIRs) and how information is represented in IV&V reports. Ms. Crouch advised that the next IV&V report would be more aligned with date changes from A12 which was executed after the coverage date for this report ended. She outlined the methodology used for IV&V reports.

Ms. Crouch noted a two-month learning curve has been observed when new staff are onboarded by the Software and System Integrator (SSI) vendor which has increased development. IV&V feels that the AD document review process is very satisfactory with an average of 32 business days for completion.

Finding 16; compounding delays in Mock Conversion 0 and 1 that led to a compressed timeline for Mock Conversion 2 which may cause impact to Interface Testing and Stage Gate 3 timing. The new start for Mock Conversion 2 and Cycle 2 Testing will align with A12. Ms. Crouch shared that IV&V continues to recommend the SSI vendor provide anticipated resolution dates for remaining and new Mock Conversion SIRs.

Finding 15; high failure rate for RICEFW-related test scripts may impact Stage Gate 3. Actions implemented by the SSI vendor improved the initial failure rate from December to February, therefore reducing the risk level due to sustained improvement. The Committee expressed they were pleased with this improvement.

Finding 18; current pace of System Test execution by the SSI vendor and the addition of Test Scripts as Build Segments are completed could delay the completion of System Testing and increase the overlap with UAT. There has been an increase in executed Test Scripts per week. System Testing will be extended, therefore, the overlap between System Testing and UAT will be removed based on A12.

Finding 19: Project could benefit from increased adherence and updates to the Risk and Issue management process. Process changes are pending due to the team's focus on the A12 schedule updates. The Committee asked if the Project's updated schedule was considered in the IV&V report. Ms. Crouch clarified that this was not but shared a summary of considerations for IV&V recommendations.

Finding 17; overlap timing of UAT, Training activities, and Year End Close tasks. The start of UAT will be pushed back and extended based on A12. Agencies continue to consider their Florida PALM readiness efforts and are hiring resources.

Lastly, Ms. Crouch shared feedback and recommendations on how to provide additional support for agency readiness based on a training survey and agency risks and issues log. She also disclosed that IV&V has been contacting agencies to establish monthly meetings as the Project pace increases. The Committee suggested that these meetings would be a good time to review specific agency readiness points.

Implementation Activities; Stacey Terry

Ms. Stacey Terry shared an update on Build. Segment III is complete and Segment IV is on schedule. Changes made to the Collaborative Review process are showing improvements. The Data Warehouse/Business Intelligence (DW/BI) Build is targeted to complete in April. She then gave an update on System Test execution for Segments II and III. A migration schedule has been implemented so that data is migrated into the system for weekly testing. Mock 1 Conversion is complete and all SIRs resolved. Mock 2 Conversion is in progress. Ms. Terry gave an overview of Interface Testing; Cycle 1 (included in Interface Testing Segment I) is complete except for two enterprise partners who remain testing. Cycle 2 (also included in Interface Testing Segment I) will begin in June 2025. Cycle 3 (included in Interface Testing Segment II) will run in parallel with UAT Full and begin in December 2025.

Mr. Fielder verified that the Committee is satisfied with the adjustments to the presentation. The Committee was happy with the changes and had no additional requests for this section.

Agency Readiness and Training Activities; Kimberly Kemp, Nikki Klein

Ms. Nikki Klein shared an overview of agency reporting from the Bimonthly Agency Status Reports, including trends from their risks, issues, and assumptions. She also communicated changes to the dashboard dials will be reflected in the report on the Florida PALM website. Ms. Klein explained the Readiness Workplan (RW) will be updated to align with A12 and the Project Schedule and republished for agencies in April. She highlighted the upcoming tasks that are reliant on other tasks and reinforced the important of on time and accurate completions. Lastly, Ms. Klein announced a new agency-reporting feature that will be available in May on the Project's website that will show agency status and progress through their interface testing activities.

Ms. Kimberly Kemp shared an update on training activities. The Project is partnering with Florida Digital Services to host a session on training plans. Prior to UAT, the Project will share materials on general navigation, as well as process steps, to assist agencies with creating agency-specific training. Ms. Kemp provided an overview and timeline of the Project's delivered training for agencies prior to, during and after UAT; emphasizing that continuous refinement of materials will ensure they meet training needs. The Committee expressed that they would like to see training material include the reasons for process steps (e.g., scenario-based steps). The Committee also expressed concerns about the workload for end users, agency-training, and end user skill sets. Ms. Angie Robertson clarified that subject matter experts (SMEs) participate in training first due to their experience and ability to better understand the system, which may help less experienced staff. This process should also help identify end users with the appropriate skill set to offer the most assistance to other end users.

Advisory Council Update; Robert Herron

Mr. Robert Herron, Director of the Department of Health, gave an update from the last Advisory Council meeting and their discussion on agency readiness perceptions, needs, and expectations. The Council will create a workgroup to review the need for an agency readiness checklist to help agencies evaluate their transitional activities. Information from this workgroups meeting will be shared in the next Advisory Committee meeting in April. Mr. Fielder invited the Committee to attend Advisory Committee meetings if they wanted to hear more about agency readiness discussions.

Funding Requests; Steven Fielder

Mr. Fielder reminded the Committee to review and plan for the change in schedule as it relates to their agency budget.

Bimonthly Agency Status Report Changes; Angie Robertson

Ms. Robertson explained the proposed changes for the Bimonthly Agency Readiness Status Report dial calculations. The measures will be more reflective of the urgency of the direct tasks. The Committee provided feedback on CCN Composition calculations concerning small agencies. Ms. Robertson advised that this rating is intended to be informational. After discussing a few options, the Committee agreed to remove the color / dial and only report actual filled, vacant, or duplicate CCN positions on the bimonthly report.

Ms. Robertson said the Project will enhance the reporting ability for agencies' risks and issues. In addition to the reporting enhancements, the individual RW task for monitoring and maintaining risks and issues will be removed and instead joined with the bimonthly RW task. This update will be shared with the Committee in the next meeting.

Conclusion; Steven Fielder

Mr. Fielder thanked the Committee for their feedback to ensure the Project provides needed information and confirmed they had no additional questions.

Next Meeting and Adjournment, Steven Fielder

The meeting was adjourned at 3:28 p.m. The next meeting is scheduled for April 23, 2025, at the Department of Revenue.