

Change Request Information <i>(completed by PCR Requestor)</i>			
Requestor		Owner	
Name	Tanner Collins	Name	NeShae Williams
Phone	850-413-3301	Phone	850-491-3392
Email	Tanner.Collins@myfloridacfo.com	Email	NeShae.Williams@myfloridacfo.com
Title	Director of Treasury	Title	Production Support Lead
Requesting Department Name <i>(Use if requested from outside the Project)</i>	Department of Financial Services		Date Requested 12/3/2024
			Due Date 12/6/2024
PCR Need Description <i>(Include description of change, why it is needed, how it was discovered)</i>	<p>Florida PALM is used to account for Division of Treasury (Treasury) activities, including the capture, accounting, reporting and reconciliation of cash activities. In December 2022, to support streamlined cash reconciliation and reporting activities, a Cash Reporting Solution (GLE009) was implemented under customization C40, that allows cash transactions to be systematically assigned appropriate reporting categorizations (PCR-92-CMS Enhancements Part 4), thus providing a single source to create the Balance Summary Register (GLR150) report.</p> <p>Since then, Treasury has loaded cash data into the GLE009 solution, from Fiscal Year 2022-23 up until early Fiscal Year 2023-24, when new cash transactions from Clearwater (CLW) first appeared in Florida PALM. Currently, GLE009 flags cash data that is not directly classified as errors. During monthly reconciliation, Treasury reviews all errors to categorize, reconcile, and report cash balances by running individual queries to identify the classification for errors that are not identified by GLE009. At the time that GLE009 was implemented, the interface from Clearwater to Florida PALM (implemented July 2023) did not exist. Clearwater transactions are currently not classified in GLE009 for systematic tagging and return as errors during monthly reconciliation. Over 300 lines of Clearwater cash data appeared as errors in the months of July and August 2023.</p> <p>The Division of Treasury is requesting an enhancement to add program logic to the GLE009 Cash Reporting Solution to systematically perform processing and classification for CLW cash transactions.</p> <p>The following provides additional details regarding the requested enhancement:</p> <ul style="list-style-type: none"> • Update program logic to classify CLW cash transactions according to Treasury requirements for cash reporting. • Update program logic to include cash transactions for CLW in the calculation of Treasury cash balances. • Update program logic to include cash transactions for CLW in error and balance checking logic. 		
Business Benefit/Justification <i>(Provide the tangible/intangible value(s) that support the Project's goals)</i>	This enhancement will provide additional classification and systematic tagging for Clearwater transactions and reduce the effort to review and assign tags for errors associated with Clearwater transactions.		
Implications of Not Making the Change <i>(If we do nothing, what is our "Impact Prediction" to the project in terms of risk or issue)</i>	Without this enhancement, Treasury will continue to review and tag hundreds of errors (e.g., untagged transactions) with the "CLW" Journal Source code monthly. Alternatively, the Clearwater errors are not included in the report, however, ignoring the Clearwater-related data-tagging errors goes against current Treasury business process for accurate reporting. Additionally, the increased number of errors has slowed progress in monthly reconciliation processing of GLE009 and GLR150 for Fiscal Year 2023-24 and may continue to have downstream impacts if not implemented.		
Project Goals <i>(Please choose all that apply)</i>	Goal		
	<input checked="" type="checkbox"/>	Reduce the State's risk exposure by harnessing modern financial management technology built on the premises of scalability, flexibility, and maintainability.	
	<input type="checkbox"/>	Improve state and agency specific decision making by capturing a consistent and an expandable set of data.	

<input checked="" type="checkbox"/>	Improve the State's financial management capabilities to enable more accurate oversight of budget and cash demands today and in the future.
<input checked="" type="checkbox"/>	Increase internal controls by enabling standardization and automation of business processes within and between DFS and agencies.

Initial Review <i>(completed by PMO Team)</i>			
PCR Title	Automate Clearwater Error Tagging		
PCR ID	123		
PCR Historical Information <i>Please enter the following IDs from the Project SharePoint logs (when applicable)</i>			
Decision ID	Enter Decision ID	Decision Name	Enter Decision Name
Risk ID	Enter Risk ID	Risk Name	Enter Risk Name
Issue ID	Enter Issue ID	Issue Name	Enter Issue Name

Impact Analysis <i>(completed by Florida PALM Project team members)</i>			
PCR Analysis Resources	Name		Role
	NeShae Williams		Accenture Production Support Lead
	Paul Heiler		Accenture Production Support Team
	Enter Name		Enter Role
	Enter Name		Enter Role
Enter Name		Enter Role	
		<input type="checkbox"/> Tier 1 (Project Director Approval)	<input checked="" type="checkbox"/> Tier 2 (ESC Approval)
Identify Approval Tier <i>(Select Tier 2 if one or more of cost, scope, and schedule meet the criteria of Tier 2)</i>	Cost	Changes that do not relate to additions or deletion of Business Requirements	Addition or deletion of Business Requirements
	Scope	Changes not associated with Major Project Deliverables or Stage Gate Decision due dates	Changes to Major Project Deliverables or Stage Gate Decision due dates
	Schedule	Changes within the budgeted spend plan categories, provided it does not result in overall Project cost overruns	Changes resulting in request for funds from the Legislative Budget Committee (LBC) or in the cost of a deliverable over \$250,000
Alternatives to Making the Change <i>(Describe solution options to fulfilling the change request)</i>	Viable	Treasury will continue to review and the hundreds of Clearwater "CLW" Journal Source transactions received monthly or ignore the errors.	
	Not Viable	N/A	
Risk(s) Associated with Making the Change	Risk Category	N/A	
	Cost	<input type="checkbox"/>	
	Scope	<input type="checkbox"/>	
Is the SSI Contract Impacted?	<input checked="" type="radio"/> Yes <input type="radio"/> No		This PCR will be included within Amendment 11. A deliverable will be referenced within the Amendment to track the build completion and payment.
Project Cost Impact		Additional expenditure is planned to be incurred and paid in the FY24/25 budget year.	
Moderate - Impact within budgeted Spend Plan and does not result in overall Project cost overruns			
Project Schedule Impact		N/A	
Low - No impact to Stage Gate Decisions			
Project Scope Impact		Modify one existing enhancement	
Critical - Adjustment requiring ESC acceptance			
Additional Resource Requirements <i>(insert rows as needed)</i>		Hours Effort	Hours Cost
Functional Analyst		Enter Number of Hours	Enter Cost Per Hour
			\$5,617

Functional Consultant	Enter Number of Hours	Enter Cost Per Hour	\$8,958
Functional Manager	Enter Number of Hours	Enter Cost Per Hour	\$9,940
Functional Director	Enter Number of Hours	Enter Cost Per Hour	\$2,514
Developer Offshore	Enter Number of Hours	Enter Cost Per Hour	\$677
Sr. Developer Offshore	Enter Number of Hours	Enter Cost Per Hour	\$1,340
Developer Onshore	Enter Number of Hours	Enter Cost Per Hour	\$3,325
Sr. Developer Onshore	Enter Number of Hours	Enter Cost Per Hour	\$7,582
Totals	Enter Total Number of Hours	Enter Total Cost Per Hour	\$39,953

Implementation Plan *(Completed by Florida PALM team member(s))*

This PCR is a production support related enhancement that will follow the standard process for implementing a system enhancement within ServiceNow. Updates are not needed to the Requirements Traceability Matrix (RTM), RICEFW Inventory or Design Work Unit Tracker.

Additional Reviewers

(Use this table only if needed)

Reviewer	Complete Date	Notes
<input checked="" type="checkbox"/> SSI Contract Manager	12/4/2024	
<input checked="" type="checkbox"/> Production Support Manager	12/4/2024	
<input checked="" type="checkbox"/> Project Management Office	12/4/2024	
<input type="checkbox"/> Other	Choose a Date	

CCB Review

CCB Members	Member Recommendation	Member Recommendation Date
<input checked="" type="checkbox"/> Deputy Project Director	Approve	12/4/2024
<input checked="" type="checkbox"/> Financial Architect	Approve	12/3/2024
<input checked="" type="checkbox"/> Learning Architect	Approve	12/4/2024
<input checked="" type="checkbox"/> Payroll Architect	Approve	12/4/2024
<input checked="" type="checkbox"/> Readiness Architect	Approve	12/4/2024
<input checked="" type="checkbox"/> Reporting Architect	Approve	12/4/2024
<input checked="" type="checkbox"/> Technical Architect	Approve	12/4/2024

Authorization

This PROJECT CHANGE REQUEST is bound to the signed Project Charter and/or Contract Statement of Work and the PCR approval date. The following signatures authorize work described herein to be performed.

Determination Choose an Item

TIER 1 *(when applicable)*

TIER 2 *(when applicable)*

Signature _____

Date _____

Signature _____

Date _____

Authorization

Jimmy Cox, CPA, PMP, FCCM, FCCN
Florida PALM Project Director

Steven Fielder, Chair
Florida PALM Executive Steering Committee