

Date	10/22/2025	Time	1:30 – 4:30 p.m.
Location	First District Court of Appeal		
Objective	Executive Steering Committee Meeting Minutes		
Committee Members	Jason Adank (FDOT); Rebecca Evers (DOR); Steven Fielder, Chair (DFS); Theresa Gagnon (EOG) ; Sally Huggins (DBPR); Charlotte Jerrett (FWC); Jesse Johnston (DMS); Matt Kirkland (DOE); Jon Manalo (AHCA); Jesse Marks (DMS); Angie Martin (DFS); Mark Merry (DFS); Jennifer Pelham (DFS); Warren Sponholtz (FLDFS) ; Christina Smith (EOG); Scott Stewart (DFS)		
Speakers	Jimmy Cox (DFS); Sarah Crouch (PCG); Steven Fielder (DFS); Julian Gotreaux (DFS); John Gunnufsen (PCG); Kimberly Kemp (DFS); Angie Robertson (DFS); Stacey Terry (Accenture)		
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. Fourteen members were present for the meeting. *(Names of members not in attendance appear with strikethroughs in the above table.)*

Presentation

Project Status; Jimmy Cox, Angie Robertson

Mr. Jimmy Cox provided an overview of recent key Project activities leading up to the Project's next steps. Highlights included a discussion of the new go-live date, the decision to move Mock Conversion 4 dates, updates to some impacted Readiness Workplan (RW) task dates, and the start of Pre-User Acceptance Testing (UAT). Mr. Cox also shared that the Mock 4 data will be pulled on November 9, and the results will be used for UAT Full. RW tasks still in a delayed status will be updated when a new schedule is available.

Ms. Angie Robertson provided a summary of preliminary Pre-UAT activities, outcomes, the testing scope, and future plans. Overall, testing is progressing well. Some bugs have been noted, but participants from all Advisory Council agencies are gaining confidence as they use reports and queries to work through errors and are happy to receive hands-on support from the State and Accenture teams. Several Committee members expressed their satisfaction and support for helping build a community of Super Users from Pre-UAT efforts. Office Hours will also be held as agencies complete the in-person sessions and begin testing on their own. Ms. Robertson outlined the resources available to testers in the Knowledge Center, a newly created Pre-UAT workspace on SharePoint, and from their agency-prepared materials. ServiceNow is also available for Pre-UAT testers to submit tickets for identified issues and monitor status updates.

Mr. Cox discussed the next steps for the Project, including Amendment 13 negotiations for the new January 2027 go-live date and resulting document updates. Mock 4 execution has already

begun, as this process has been broken down into segments due to some initial tasks impacting future tasks. He noted that Amendment 13 documents will be shared in advance of the vote, and the January Executive Steering Committee meeting will be moved to January 21 when the Stage Gate 3 Ready to Begin UAT vote will be held.

Finally, Mr. Cox reviewed the focus of Amendment 13 and anticipated changes, including the go-live date, removal of one Stage Gate, timing of UAT, an additional dry run, and Deliverable and Statement of Work adjustments. He noted that some new extensions are needed regarding Pay Cycle Automation and enhancements to resolve gaps identified in Org Code Security, and to provide clarity on the Service Level Expectation cap.

Budget, Risks and Issues; Julian Gotreaux

Mr. Julian Gotreaux gave an update on the Florida PALM Spend Plan for fiscal year (FY) 25-26 with a detailed breakdown of expense categories and advised the Committee to expect changes based on Amendment 13. Mr. Gotreaux provided an update on Project Risks and Issues, noting that no significant changes have occurred since the September meeting. Two Issues remain open: Issues 35 and 36. No new risks were opened. The following Risks remain open; Risks 5, 6 and 11 have a score of six, and Risks 1, 2, 4, and 13 have a score of 9. He noted that Risks, 4, 5, and 6 seem to be stabilizing.

Independent Verification and Validation Update; Sarah Crouch, John Gunnufsen

Ms. Sarah Crouch shared the Independent Verification and Validation (IV&V) Risk Rating for the Project remained at a High-risk score but is trending toward improvement based on several factors, including Pre-UAT. Ms. Crouch expressed there was a lot of participation and engagement among participants from the Pre-UAT sessions she attended.

Mr. John Gunnufsen discussed the overall picture of System Investigation Requests (SIR)s. He noted the total number of opened SIRs in September and October was steady, averaging 136 new SIRs and 140 closed SIRs per week, and explained this is expected due to ongoing testing with a similar amount of newly identified SIRs being opened and existing SIRs being closed. He then discussed the breakdown of SIR percentages by priority – most are Medium, not impacting the ability to perform business functions – and by the team responsible for identifying these issues.

Related to Testing, Finding 28, a risk that SIRs identified in the UAT environment may impact the ability of some functions during Pre-UAT, was recognized because of the State Functional team's testing efforts. The majority are SIRs involving code-related defects and migration/configuration issues, which IV&V feel indicate potential system quality concerns.

In the focus area of Data, Conversion, and Interfaces, Ms. Crouch shared that two findings (Finding 23 and 24) were closed in September, and efforts are progressing on the Self-Service Reporting Work Product. She also relayed that Finding 29, the Risk that the completion date of October 24, 2025, for Interface Testing Cycle 2 may not be met, was opened; however, due to a shift in the go-live date, IV&V anticipates there will be adequate time. Ms. Crouch noted that Interface Testing is a very collaborative process and delays to one partner may impact other partners. She also pointed out a positive trend: High Priority SIRs are being closed faster than they are opened, which is helpful in meeting WP412 Exit Criteria.

Ms. Crouch shared feedback on organizational change management, noting that some agencies are reporting change fatigue and have varied CCN engagement levels. She stated that change fatigue is not uncommon in large, complex projects. She also noted current Project mitigation strategies and offered additional recommendations to address fatigue and increase CCN engagement.

Regarding agency readiness, Ms. Crouch discussed cross-agency collaboration efforts and recommended broader participation to create more diverse input and additional knowledge sharing. IV&V observed an increasing trend in agency User Stories being built around FLAIR processes and reiterated that alternatives provided by Florida PALM or agency plans for use in Florida PALM (e.g., UAT Plan, Change Analysis Tool, Florida PALM Topics and Activities List) should be used instead. Agencies have also reported challenges remediating data from Mock Conversion 3. While the Project has provided assistance by creating automated scripts to remove special characters and providing guidance via the Knowledge Center, where possible, agencies will still have to remediate some data. Some agencies have not been reporting their progress on RW Tasks related to data remediation. Ms. Crouch noted this may impact their ability to test business processes during UAT.

Lastly, Ms. Crouch noted delayed Project Schedule tasks have increased. This increase and previous delays impact the completion of Deliverables and Work Products. She also shared that the Project team's planned pace has decreased to 91 percent, but IV&V anticipates the Project Schedule will be updated to include the January 2027 go-live date.

The Committee asked if there was a process to follow up with agencies that are not making adequate progress. Ms. Robertson and Mr. Cox reiterated the monthly meetings held with agencies. Mr. Cox acknowledged the challenge that there is no leverage to use against agencies that are not progressing and stated that some agencies wish to wait for UAT. Ms. Robertson reiterated that there is still time to continue correcting data and is hopeful that agencies are delayed in reporting their progress and finds it helpful that IV&V has noted this trend.

Implementation Activities; Stacey Terry

Ms. Stacey Terry gave an update on implementation activities with some verbal updates to the numbers listed in the presentation, beginning with a DW/BI update. Repurposing the TEST environment from SIT to UAT, and the Financials and Payroll full loads have been completed. The Gap Analysis extensions include 67 custom fields. Sourcing of data for ETL has been completed; while RPD data has a total of 165 items to be worked, 28 are complete, 50 are in progress, and 87 have not yet started. The task to resolve System Test-related SIRs has been completed since the previous meeting and the development and testing of custom fields remain in progress.

The Committee asked for clarification on modeling the data (metadata configuration). Ms. Terry explained that this is how the technical pieces fit together; the metadata in the system that connects the systems and how the data identifies itself. The Committee also recognized that the total count for RPD work jumped significantly and asked if this number is anticipated to grow further. Ms. Terry advised that there may be some slight changes, but this number should not increase significantly.

Ms. Terry shared an update on interface testing with enterprise partners, agencies, and third parties. There are a total of 497 interface connections being tested; 365 have been executed; 248 have passed and 70 have failed; 27 are being retested by partners, as seen in the details table.

Enterprise testing is making good progress with DFS completing all enterprise partner testing with the exception of FLIPS. Twenty-seven (27) agencies have begun testing agency business systems. The 3 remaining agencies are working through the issues keeping them from starting their testing. Third-party testing is underway, with Bank of America (PCard Works) planning to begin in November. Currently, there are 147 open SIRs, the majority have a Medium Priority, noting that some open SIRs having a wormhole effect on multiple systems.

Mr. Cox explained Leadership is pushing the Project team to wrap up many activities by December 19 and they are hoping to extend Cycle 2 Interface Testing to the same date. Then the time in the UAT environment would go straight into Full UAT. The same timeline is planned for DW/BI.

Training Activities; Kimberly Kemp

Ms. Kimberly Kemp updated the Committee on the completion metrics for the UAT Prerequisite trainings and shared that 32 agencies have accessed the programs. A breakdown of Business Process Groupings and published Process Steps were detailed.

The Committee stated the notification email sent to recipients who follow Knowledge Center articles, alerting them that something has been updated, contains a generic statement, making the specific changes difficult to understand. Ms. Robertson and Ms. Kemp committed to investigating the options for updating this.

Ms. Kemp also outlined how the Process Steps and Pre-Materials and Pre-Work pages will complement each other to support Pre-UAT. She also outlined how to find specific content in the Knowledge Center. An update on Pre-Materials demo views and article followers was also covered.

Next Meeting and Adjournment, Steven Fielder

Mr. Fielder reminded everyone that future meeting recordings will be audio only. The meeting was adjourned at 2:48 p.m. The next meeting is scheduled for November 19, 2025, at the First District Court of Appeal.