Florida PALM

Planning, Accounting, and Ledger Management

Executive Steering Committee

Department of Financial Services

October 22, 2025

Florida PALM

Planning, Accounting, and Ledger Management

PROJECT STATUS

JIMMY COX

Project Status

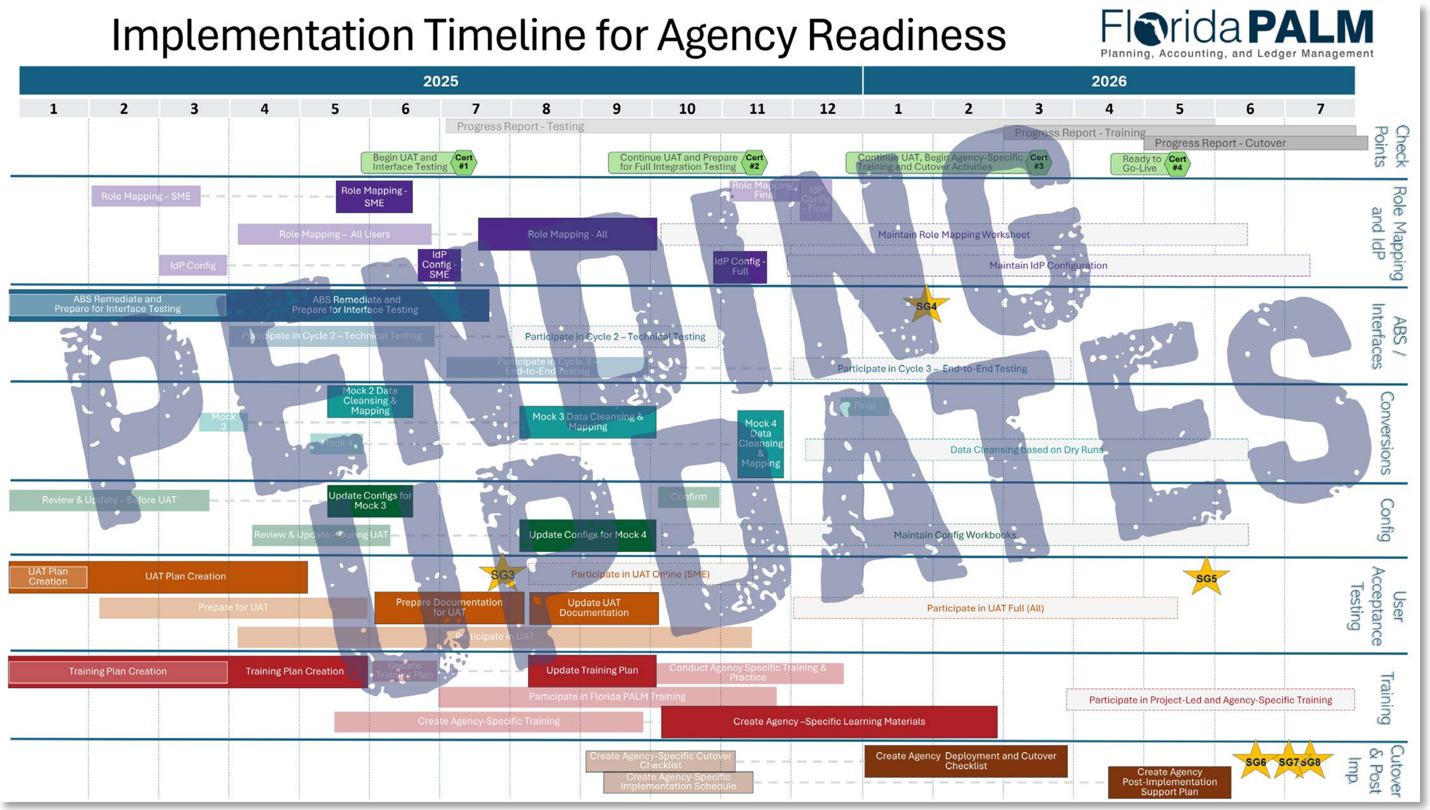
Recent Key Activities

- On September 30, 2025, the Project notified the ESC that the go-live date would be moving to January 2027
- On October 2, 2025, the Project issued updates to RW tasks for Mock 4
- October 19, 2025, a Project decision was approved officially moving Mock 4 dates and aligning Deliverable dates for Pre-UAT
  - Includes updates to the baseline dates for these activities that impacts 100’s of tasks that are currently either past due or trending late
  - Removes tasks that are no longer applicable
- October 20, 2025, Pre-UAT started with the Advisory Council Agencies

Project Status

Mock Conversion 4

- Configuration and conversion related tasks for Mock Conversion 4 have been updated
- Mock Conversion 4 data pull – November 9
- Mock Conversion 4 results will be used for UAT Full
- Some UAT related tasks remain in delay until updated schedule is available



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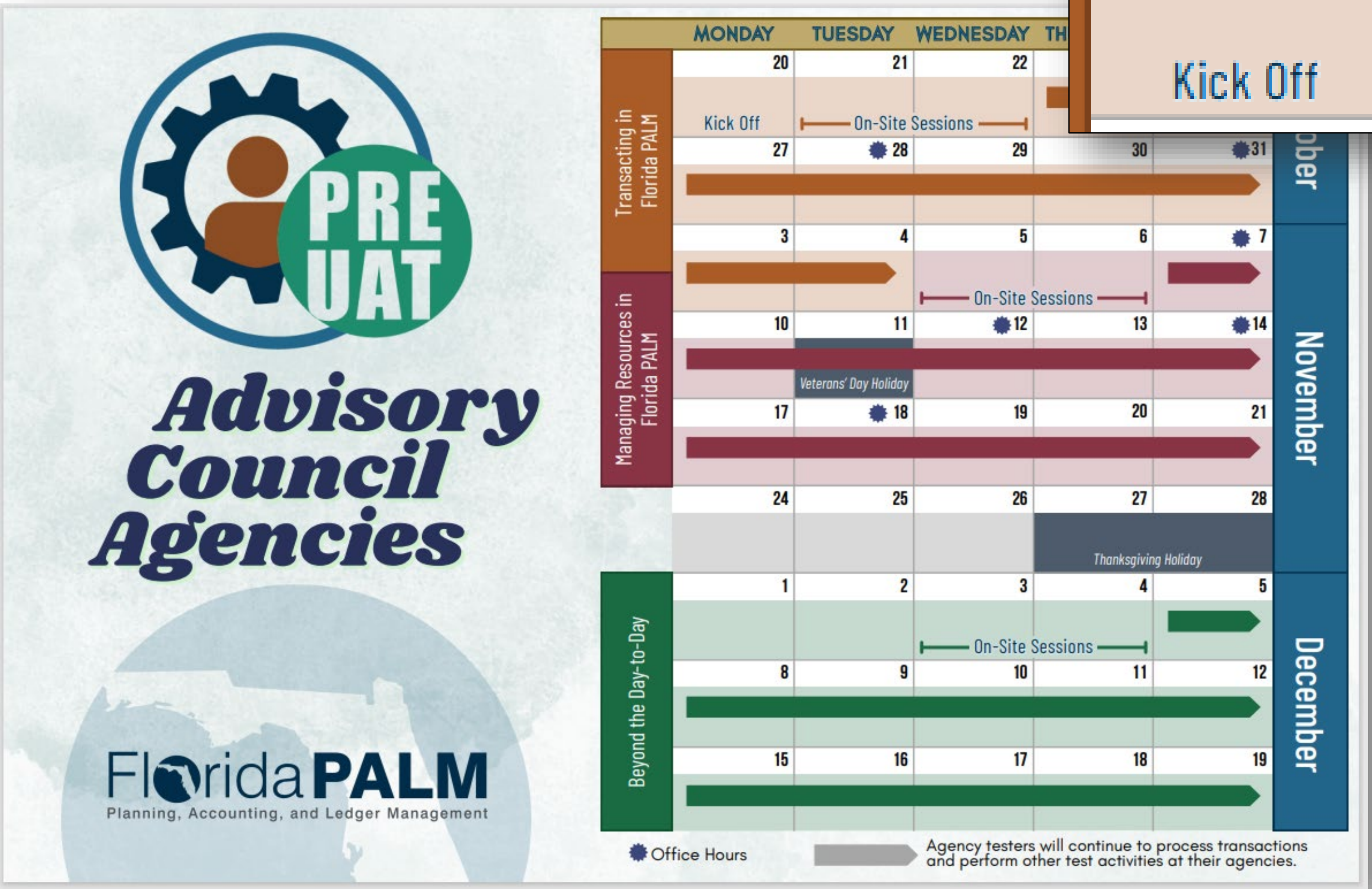
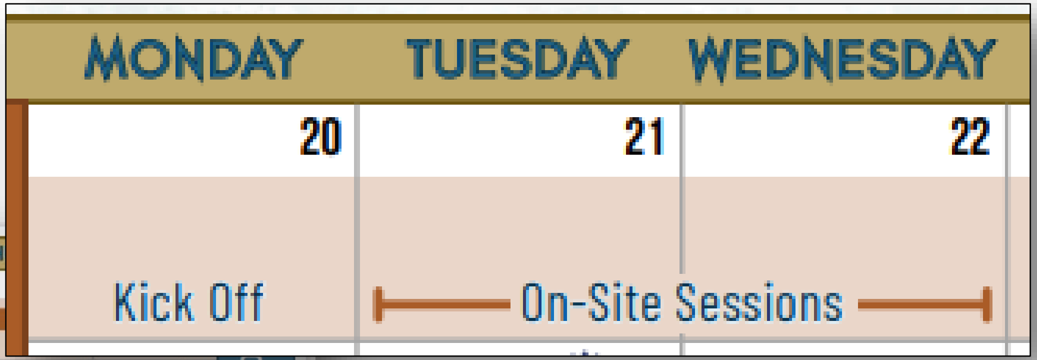
Project Status

Pre-UAT Update





- Participants from 16 AC agencies and A&A and Treasury
- Testing will be from October 20 – December 19
- Topics will be discussed in three groupings
- In-person discussions and Office Hours will be hosted by the Project Team

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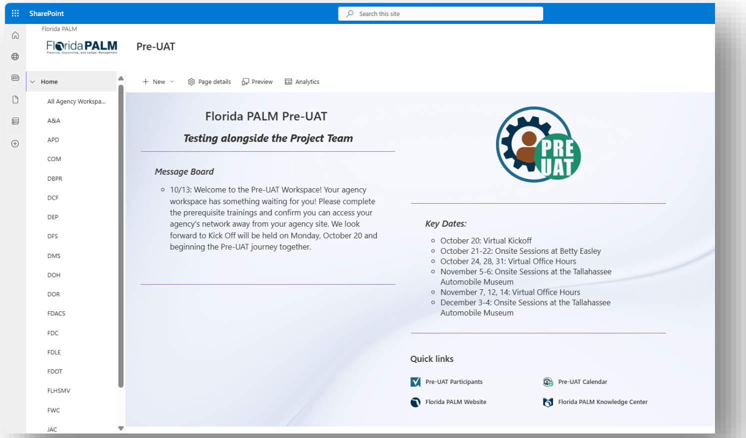
Project Status
Pre-UAT Update

- Purpose and Desired Outcomes:
  - ***Identify and resolve more significant issues before UAT***
  - Move the needle forward, with the goal of building more confidence in the system prior to UAT
  - Build a small contingency of super-users
- Scope of Testing:
  - User-input Financials-related transactions in the Financials UAT environment (i.e., no Payroll functionality and no interfaces)
  - Follow transaction life cycle through the General Ledger
  - Use PeopleSoft reports and queries (i.e., no DW/BI)
  - Understand errors, causes, and corrections

Project Status
Pre-UAT Update

- Tester Resources:
  - Process Steps and Pre-Materials have been published on the Knowledge Center to assist with completing testing
  - Pre-UAT Workspace located within the Florida PALM SharePoint to share additional information that is not prime-time ready
  - Agency-prepared User Stories, sample transactions from current FY, configuration and conversion files from Mock 3
  - *Testing Customer Portal* in ServiceNow → UAT and interface testing-focused site for logging tickets and reviewing ticket status



Project Status

Next Steps

- The Project is currently in negotiations on Amendment 13 with Accenture to align the contract with the January 2027 go-live date
- Update the official Project Schedule for the January 2027 go-live
- Start Mock 4 Execution
- Plan for the ESC Stage Gate 3 Decision to officially start agency UAT; Vote currently estimated to occur in January 2026 ESC meeting
- Update agency facing timelines and schedules, and the Readiness Workplan for the January 2027 go-live

Project Status

Amendment 13 Preview

- Focus of Amendment 13:
  - Move the Financials and Payroll go-live date from July 2026 to January 2027
  - Remove the multiple go live date options and shift applicable Deliverables
  - Remove Stage Gate 4 Continue Deployment and associated Optional Services Deliverables
  - Add back "in-person" support for UAT Project-hosted sessions
  - Add new deliverables for:
    - Additional UAT support (increases from 3 to 4 Deliverables)
    - Additional Dry Run (increasing from 3 to 4 Dry Runs)
  - Remove Deliverables that now fall in the renewal period

Project Status

Amendment 13 Preview

- Focus of Amendment 13 (continued):
  - Add clarifications for RICEFW items developed by the Department and apply updates based on PCR124 (approved in August)
  - Add new extensions for Pay Cycle Automation and Org Code Security
  - Update Attachment 2 – Payment Schedule:
    - Add new Deliverables and their cost
    - Move expected payment month for Deliverables based on go-live date change
    - Update to renewal rates
  - Update Attachment 10 – Service Level Agreement
    - Update to clarify applicability of the Service Level Expectation CAP

Administrative

Julian Gotreaux

Administrative

Budget

FY 2025-2026 Spend Plan Summary as of September 30, 2025				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD**	**Release Remaining**
FLAIR System Replacement	**$7,897,948**	**$7,897,948**	**$26,439,659**	**$19,737,273**
SSI Implementation Services	$2,994,983	$2,994,983		
Facilities and Maintenance	$103,923	$103,923		
Production Support	$2,949,546	$2,949,546		
Additional Facilities	$59,886	$59,886		
Production Support Administration	$9,504	$9,504		
Oracle Software and Maintenance	$62,520	$62,520		
Project Administration	$46,063	$46,063		
Florida PALM-UAT	$0	$0		
ERP and OC Support Services	$1,080,965	$1,080,965		
QA Support Services	$590,558	$590,558		
Data Processing Services	$0	$0	$0	$0
Contingency	$0	$0	$0	$0
Salaries & Benefits	$2,585,935	$2,585,935	$12,164,113	$9,578,178
HR Transfer and Risk Management Insurance	$14,572	$14,572	$42,181	$27,609
Total:	**$10,498,455**	**$10,498,455**	**$38,645,953**	**$29,343,060**

Administrative
Risks and Issues

- Two open issues
  - Issue 35 – Failure to Begin UAT as Defined in the Schedule
  - Issue 36 – DW/BI Readiness for UAT
- Seven open risks with a score of 6 or greater
  - Three with a score of 6
    - Risk 5 – Timing and efficiency of information sharing
    - Risk 6 – Execution of contracts and procurement activity outside of the Project
    - Risk 11 – Delays in or extended duration of interface testing with Enterprise Partners
  - Four with a score of 9
    - Risk 1 – Insufficient staffing or delays in onboarding
    - Risk 2 – External stakeholders and agencies expectations
    - Risk 4 – Agency engagement
    - Risk 13 – Data Warehouse/Business Intelligence (DW/BI) Data Readiness for UAT

Independent Verification and Validation (IV&V)

Content Provided by
Public Consulting Group

IV&V Update

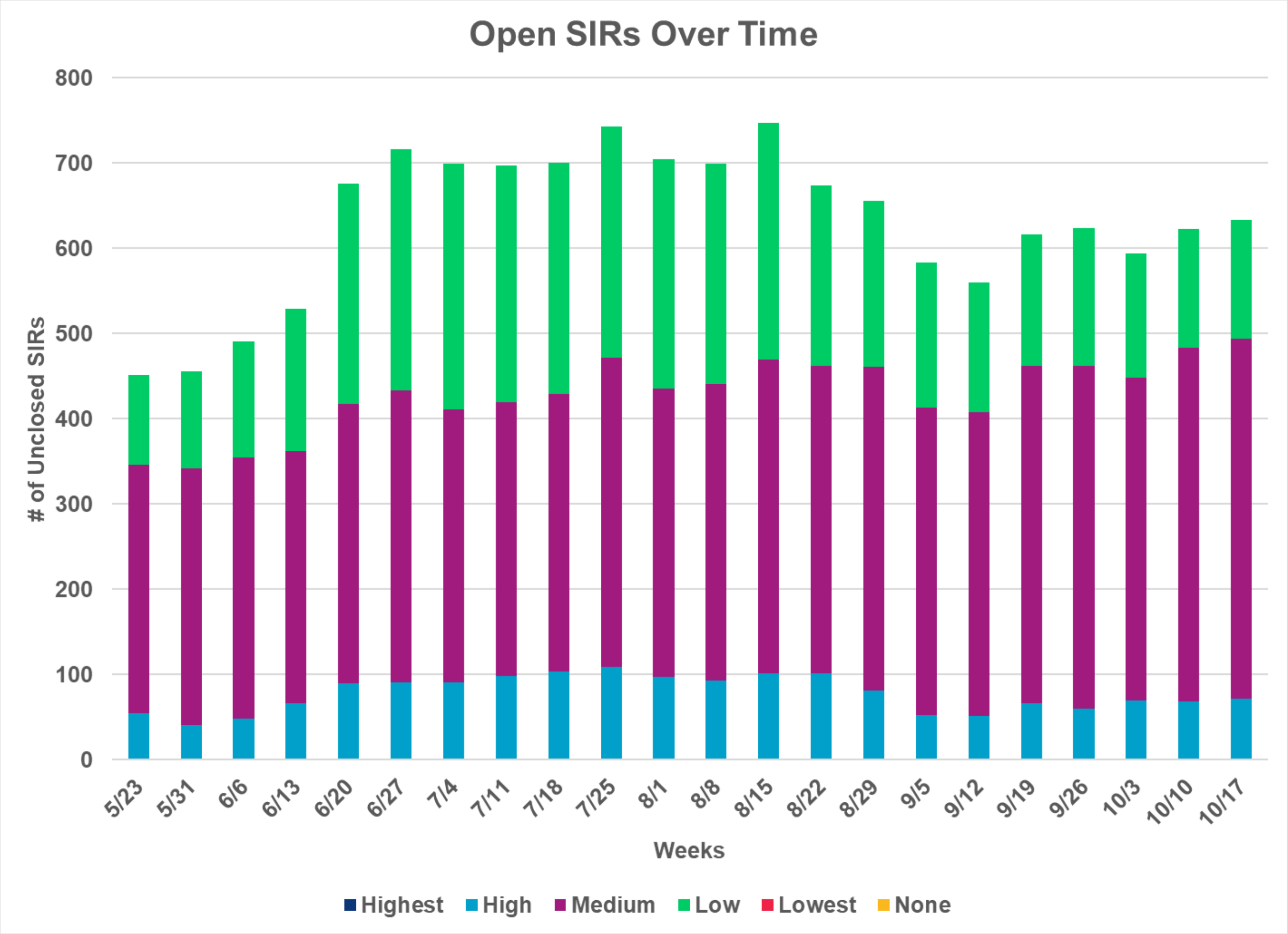
Overall Project Risk Rating Trend

- Overall Project Risk Rating in September: High
- Trending to improve based on:
  - Decision to move Go-Live date from July 2026 to January 2027 for adequate planning and testing.
  - Completion of System Testing DW/BI.
  - Early access to UAT environment for Advisory Council Agencies (Pre-UAT).

IV&V Update

SIR Trends

- Minimal change in total number of open SIRs in September and October.
  - Average of 136 new SIRs opened and 140 closed per week.
- Open SIRs by Priority:
  - 11% are High
  - 67% are Medium
  - 22% are Low
- New SIRs by Team:
  - 34% from State Functional Testing
  - 26% from Interface Testing
  - 12% from State QA or DW/BI Testing



IV&V Update

Testing

- Finding 28 – Risk that SIRs identified in UAT environment may impact availability of some functions during Pre-UAT.
  - 247 Critical, High, and Medium SIRs logged since 9/9/25. 144 remain open as of 10/17/25.
    - Approximately 45-50 new SIRs opened in UAT environment per week.
  - 55% tied to code-related defects and migration/configuration issues.
    - Indicates potential system quality concerns, which could impact availability of some functionality for Pre-UAT.

Defect Type	Number of SIRs (excl. Low criticality)	Percent of Total
Code	94	38%
Migration and Configuration	43	17%
Application Security	24	10%
Functional or Technical Design	31	12.5%
Cause TBD (under analysis)	31	12.5%
Other (Infrastructure, Data, and Oracle Defects)	24	10%

IV&V Update

Data, Conversion, and Interfaces

- DW/BI:
  - Finding 23 – Current pace of System Testing DW/BI execution may delay completion of System Testing DW/BI closed in September.
    - All planned Test Scripts executed by SSI Vendor and State DW/BI Team.
  - Finding 24 – High failure rate of DW/BI Test Scripts closed in September.
    - All Test Scripts executed by SSI Vendor have passed.
    - 1 Test Script executed by State DW/BI Team remains in Returned for Action status.
  - Work is progressing for WP389 – Legacy Data Self Service Reporting.

IV&V Update

Data, Conversion, and Interfaces

- Interfaces:
  - Finding 29 – Risk that completion date of 10/24/25 for Interface Testing Cycle 2 may not be met.
    - 242 of 496 total Interfaces passed as of 10/16/25.
    - Per WP412 Exit Criteria #2.1: 446 Interfaces needed to pass.
    - Delays could impact start of Interface Testing Cycle 3 but shift in Go-Live may offer additional time.
    - Testing is a collaborative effort - delays from one party could impact all others.
  - Positive trend for High Priority SIRs being closed at a faster rate than opened.
    - On track to meet WP412 Exit Criteria #2.3 if trend continues.

IV&V Update

Organizational Change Management

- Some Agencies expressed change fatigue amid Project replanning.
  - Mitigation shared between the Florida PALM Project Team and Agencies.
- Current Florida PALM Project Team mitigation strategies include communications, training, and workshops.
- Additional recommendations to consider:
  - Targeted strategies for CCNs and SMEs to address change-related challenges.
  - Acknowledge concerns of CCNs during engagements.
  - Leverage Pre-UAT Agencies as peer ambassadors.

IV&V Update

Organizational Change Management

- Agency CCN engagement varies: some proactively engage staff, others are more reactive.
- Additional recommendations to consider:
  - One-on-One meetings with key stakeholders.
  - Lunch and learn sessions to discuss upcoming changes.
  - Themed communications to build awareness.
  - Training to develop readiness skills.

IV&V Update

Agency Readiness

- Cross-Agency Collaboration:
  - Cross-Agency Risk Management subgroup identified 6 cross-agency risks and is determining actions.
  - UAT Collaboration subgroup aligned on Florida PALM data fields, agency-specific configurations, and developed User Stories/Test Cases.
  - Florida PALM IV&V Team recommends broader participation for diverse input.
- Some agencies developing User Stories based on FLAIR processes.
  - Agencies should use UAT Plan, Change Analysis Tool, and Florida PALM Topics and Activities.
  - Deadlines for RW Task 574 – Prepare Documentation for UAT extended to December.

IV&V Update

Agency Readiness

- Some agencies reported challenges remediating data with special characters.
  - Florida PALM Project Team developing scripts to convert certain characters and published guidance to help agencies with remediation.
  - Agencies to correct ChartField/value updates that must align with legacy system data.
- Deadlines for RW Tasks for Mock Conversion 3 Data Cleansing, End-User Role Mapping, and Update Configurations extended.
  - Some agencies have not yet reported progress against these Tasks, released in July/August.
  - Agencies may face challenges in validating outcomes during UAT.

IV&V Update
Project Management

- Delayed Tasks increased from 196 at the end of September to 269 as of 10/10/25.
  - Previous delays to DW/BI and current delay to start of UAT impacts the Florida PALM Project Team's ability to complete Deliverables and Work Products.
- SPI decreased from .92 at the end of September to .91 as of 10/10/25.
  - Indicates Florida PALM Project is progressing at 91% of planned pace.
  - Florida PALM IV&V Team anticipates Project Schedule will be updated to reflect shift in Go-Live.

Implementation Activities

Stacey Terry

Implementation Activities

DW/BI System Testing

System Test Execution DW/BI	Count	% Against Total	% Against Executed to Date
Original Total Number of Scripts	144	-	-
New Total Number of Scripts	121	-	-
Planned to Date	121	100.0%	-
Executed to Date	121	100.0%	-
ACN Pass Rate	121	100.0%	100.0%
ACN Fail Rate	0	0.0%	0.0%
State Reviewed to Date	121	100.0%	-
State Review Not Started/In Progress	0	0.0%	-
State Pass Rate	120	99.2%	99.2%
State Fail Rate	1	0.8%	0.8%
Confirming Pass/Fail Status	0	0.0%	0.0%
Pass Rate	120	99.2%	99.2%
Fail Rate	1	0.8%	0.8%

DW/BI System Test

- Repurposing of the TEST environment from SIT to UAT is in progress
  - Environment has been repointed
  - Financials and Payroll full loads are in progress
- Gap Analysis extensions consists of 69 custom fields
  - ETL – Sourcing the data
    - 47 – Complete
    - 9 – In Progress
    - 13 – Not Started
  - RPD – Modeling the data (Metadata configuration)
    - 38 – Complete
    - 31 – Not Started

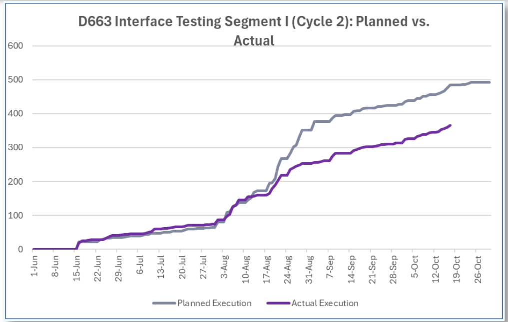
#	Task / Topic	Status	Planned Finish
1	Apply Data Masking and BU/Org Security	Complete	7/9/2025
2	Execute test scripts for custom ETLs (44 scripts)	Complete	8/6/2025
3	Modify AM ETLs to load non-capitalized assets	Complete	7/21/2025
4	Resolve System Test related SIRs	Complete	10/3/2025
5	Complete development and testing of custom fields to respective subject areas	In Progress	11/7/2025

DW/BI System Testing Status
(as of 10/17/2025)

Implementation Activities

Interface Testing Cycle 2

Cycle 2 Interface Testing (by Interface Connection)	Count	% Against Total	% Against Executed to Date
Original Total Number of Interface Connections	512	(In Scope for D663)	
Removed from Scope	15	(Partner no longer needs interface)	
New Total Number of Interface Connections	497	-	-
Not Started	12	2.4%	-
Planned to Date	485	97.6%	-
Executed to Date	365	73.4%	-
Delayed Interface Executions *	120	(Planned - Executed)	
Pass Rate	248	49.9%	67.9%
Fail Rate	70	14.1%	19.2%
Partner Retests (Resolving data Issues)	27	5.4%	7.4%
Agency Reported Completion	105	21.1%	28.8%



Testing Status Details	Agency	Enterprise Partner	Third Party	Total
Delayed Interface Execution *	**96**	**20**	**4**	**120**
IS* - Awaiting inbound file	20	1	0	**21**
IS* - Pending upstream interface processing	22	2	0	**24**
PALM - Pending data staging	0	0	0	**0**
PALM - Pending design change	16	0	1	**17**
PALM - Pending upstream interface processing	38	2	3	**43**
PALM - Pending build & SIT completion	0	15	0	**15**
Partner Inbound Data Issues **	**24**	**3**	**0**	**27**
IS* - Resolving data issues	24	3	0	**27**
Failed Connections	**57**	**7**	**6**	**70**
PALM - Pending SIR resolution	57	7	6	**70**

Interface Test Cycle 2 Execution
(as of 10/17/2025)

- 365 of 497 (73.4%) connections executed
  - 248 Interface connections passed (67.9%)
  - 70 Interface connections failed (19.2%)
    - Working with functional and technical teams to resolve defects
  - 20 Interface connections in review by functional and State teams (5.5%)
  - 27 Partners resolving data/file issues (7.4%)
    - Working with partners to resolve data and inbound file issues
- Enterprise Partner Testing (6):
  - DFS – Testing complete with the exception of FLIPS
  - FRS, STMS, People First – Testing is in progress with various delays
  - MFMP – Starting pass 3; 2 interfaces pending build / test, and FLIPS
  - LAS/PBS – 1 interface with 14 file layouts pending design / build / test
    - 13 files in build / system test
    - 1 file nearing design completion
- Agency Business System Testing (30):
  - 27 Agencies are 49% complete
    - Delays due to dependencies, upstream blockers, and resubmissions
  - 3 Agencies have not started testing:
    - DBPR pending inbound file; DVA testing impacted by Oracle bug; and DMA pending PALM upstream processing
- Third Party Testing (4):
  - JPM, FIS – Testing in progress with delays
  - Corebridge (FICA Alternative Plan) pending design change
  - BOA – Starting in November
- 147 Open SIRs (includes 50 agency data related SIRs)
  - 18 – High
  - 126 – Medium
  - 3 – Low

Training Activities

Kimberly Kemp

Training Activities

UAT Training Materials – Prerequisites

UAT Prerequisites Data

Prerequisites and Knowledge Checks in LMS	**13** Programs Available	• 4,100 Completions • 32 Agencies have Accessed the Programs
Pre-Materials	**36** Demos	• Published by Subject Matter area • No video is more that 10 minutes • 974 Views since September 13 • 14 Followers since September 13

Training Activities

UAT Training Materials – Process Steps

Business Process Grouping	Process Steps Published to Date
Account Management & Financial Reporting	10
Accounts Receivables	21
Asset Accounting and Management	4
Banking	5
Budget Management and Cash Control	6
Contracts Management	2
Disbursements Management	4
Grants Management	2
Inter/IntraUnit Transactions	2
Projects Management	7
Revenue Accounting	2

859 Views and 909 Followers since September 13

Training Activities
Using the Materials

There are three Activities within the ***Managing ChartField Requests*** Topic.

Account Management and Financial Reporting (AMFR)

Topic	Activity	As of Date
Managing ChartField Requests	Processing and Completing the ChartField Request and Fund Questionnaire Form	Published 09/12/2025
	Using the Inbound ChartField Mass Upload Spreadsheet	Published 09/12/2025
	Requesting a Budgetary Value Combination Edit - Agency	Published 09/12/2025

There are five actions within the ***ChartField Request and Fund Questionnaire Form*** Activity.

Initiating a Fund or Account ... | Initiating a Category or Orga... | Initiating an OA1 or OA2 CF ... | Reviewing a CF Request | Updating a Fund Questionna...

Initiating a Fund or Account ChartField Request

This tab divides the three sets of process steps into sections based on initiating a Fund or Account ChartField request. *Fund* provides the Fund Questionnaire, then the ChartField Structure Request process steps for a Fund ChartField. The Fund Questionnaire Form generates a Sequence Number (Seq Nbr) the Agency GL COA Maintainer must include in the ChartField Structure Request Form. Due to this requirement, it is recommended for the Agency GL COA Maintainer to start a Fund request by creating the Fund Questionnaire Form, then proceeding to the ChartField Structure Request Form process steps. In contrast, *Account* provides the ChartField Structure Request process steps for an Account ChartField.

View a process by clicking the dropdown arrow:

Fund

Creating the Fund Questionnaire Form

Creating a Transactional Fund ChartField Structure Request

Account

Creating a Transactional Account ChartField Structure Request

Training Activities

Using the Materials

Subject	Topic	Activity	Role Name	Pre-Materials
ChartFields				
Setting up Agency and Statewide ChartField Values	Managing ChartFields Requests	Processing and Completing the ChartField Request and Fund Questionnaire Form - Statewide (DFS Only)	DFS CM Bank Account Maintainer DFS GL COA Approver DFS GL COA Maintainer DFS GL COA Processor DFS GL BFR COA Approver	Demo: How to complete the COA Request Form Demo: Creating a ChartField Structure Request for Agency OA2 Demo: How to Complete the Fund Questionnaire Demo: How to Approve the Fund Questionnaire Demo: How to Verify the Status of a Fund Questionnaire Request
		Processing and Completing the ChartField Request and Fund Questionnaire Form - Agency	Agency GL Fiscal Approver Agency GL COA Maintainer Agency GL COA Processor	
		Using the Inbound ChartField Mass Upload Spreadsheet	Agency GL COA Maintainer	Demo: How to Complete a Spreadsheet Upload (GLI039)
		Requesting a Budgetary Value Combination Edit - Agency	Agency GL Fiscal Approver Agency GL COA Maintainer Agency GL COA Processor	

There are five videos, each one walks through a specific step that ties back to the overall Processing and Completing the ChartField Request and Fund Questionnaire Form.

NEXT MEETING

NOVEMBER 19, 2025

FIRST DISTRICT COURT OF APPEAL

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Florida PALM Planning, Accounting, and Ledger Management