

Project Team:	State staff; Accenture; DFS Accounting and Auditing, Treasury, OIT
Period:	November 1, 2022 – November 30, 2022
Submission Date:	December 20, 2022

1 – CMS REMEDIATION REPORT

A. Purpose

Pursuant to Proviso contained in the General Appropriations Act for the 2022-2023 fiscal year, the Department of Financial Services (DFS) is submitting the CMS Remediation Report for the replacement of the Florida Accounting Information Resource (FLAIR) system and Cash Management System (CMS) known as the Florida Planning, Accounting, and Ledger Management (PALM) Project. This report is intended to provide meaningful information related to the efforts completed by the Florida PALM Project and the divisions of Accounting and Auditing, Treasury, and the Office of Information Technology (DFS enterprise divisions), during November 2022 related to CMS remediation and assuming normal business operations. This report also includes information about Deal Management, which is transitioning to a new investment accounting solution.

B. Summary

No new CMS remediation tickets were created during the month of November 2022. The final CMS remediation tickets were resolved in September and closed in October 2022.

Three new Deal Management tickets were created and resolved. One Deal Management incident ticket remains open at the end of this reporting period.

While required CMS remediation reporting period officially began July 1, 2022, the Project has reported activities from May 1, 2022, to provide a clearer picture of the efforts taken to complete remediation efforts. The following is a summary of the tickets for CMS remediation and for Deal Management for the entire reporting period of May 1, 2022, through November 30, 2022:

1. 49 CMS remediation tickets (all resolved):
 - 27 incidents
 - 22 Service Requests
2. 20 CMS remediation system enhancements (all implemented):
 - 13 Amendment 7 Enhancements (the remaining A-7 items were resolved prior to the start of the reporting period)
 - 7 Additional Enhancements
3. 20 Deal Management tickets:
 - 1 Enhancement (implemented)
 - 16 Incident Tickets
 - 15 resolved
 - 1 remains open as of the end of November 2022
 - 3 Service Requests (resolved)

C. System Remediation

The following provides a breakout of the deal management related tickets that were opened and closed during this reporting period.

Deal Management Remediation Tickets Opened:

- *Incidents* (defects) – 1 Deal Management ticket was opened.
- *Service Requests* (e.g., how to, maintenance) – 2 Deal Management service requests were opened.
- *Enhancements* – 0 Deal Management enhancements were opened.

Deal Management Remediation Tickets Closed:

- *Incidents* (defects) – 1 Deal Management ticket was closed.
- *Service Requests* (e.g., how to, maintenance) – 2 Deal Management service requests were closed.
- *Enhancements* – 0 Deal Management enhancements were implemented.

D. Production Operations

DFS Divisions of Accounting and Auditing and Treasury are completing tasks within Florida PALM as part of ongoing normal business operations. The monthly reporting period of October 2022 was closed on 12/12/2022 in Florida PALM.

The Project Readiness Coordinators continued to follow-up with agencies who contacted the Florida PALM Solution Center to confirm their end user questions have been answered.

Three new learning tools were created and posted on the Project website. End users can print a graphic showing how to use WorkCenters in Florida PALM to save time. Videos on how to customize end-user's homepage and how to understand WorkCenters provide helpful additional information to save time.

E. Deal Management

Treasury has procured a “best of breed” investment accounting solution that will support investing into current as well as more complex securities types that will provide higher rates of return. The contract was executed during September 2022 and work continued during this reporting period.

Deal Management processes will continue to be monitored and maintained in Florida PALM until Treasury transitions to the new Investment Accounting solution. Summary investment data will be recorded in the Florida PALM General Ledger to support financial reporting requirements after the transition.

F. Additional Resources

Additional resources to support CMS Remediation and Florida PALM end users can be found on the Florida PALM website:

- [WorkCenter Graphic](#)
- [Understanding WorkCenters Video](#)
- [Customizing Your Homepage Video](#)

2 – ATTACHMENTS

- CMS Remediation Report Attachment 1: Service Requests
- CMS Remediation Report Attachment 2: Incidents
- CMS Remediation Report Attachment 3: Enhancements
- CMS Remediation Report Attachment 4: Deliverables
- CMS Remediation Report Attachment 5: Deal Management

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Opened Tickets												
No CMS remediation service request tickets were opened this reporting period												
Closed Tickets												
No CMS remediation service request tickets were closed this reporting period												

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Opened Tickets												
	No CMS remediation incident tickets were opened this reporting period											
Closed Tickets												
	No CMS remediation incident tickets were closed this reporting period											

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Opened Tickets												
	No CMS remediation enhancement tickets were opened this reporting period											
Implemented Tickets												
	No CMS remediation enhancement tickets were implemented this reporting period											

Deliverable ID	Name	Description	Deliverable Acceptance Criteria	Deliverable Amount	Estimated Payment Month
D617	CMS Hypercare and Enhancement Services (June 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Completion of agreed upon CMS remediation Incident Tickets and enhancements as defined in Amendment 7	\$1,505,265	August 2022 (Paid August 10, 2022)
D618	CMS Enhancement Services (July 2022)	This deliverable will document the enhancement services as documented in Amendment 7 provided by the Contractor. Services include deployment of forms and related workflows.	Completion of agreed upon enhancements as defined in Amendment 7	\$150,000	August 2022 (Paid August 29, 2022)
D619	CMS Hypercare Optional Services (July 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Monthly report that summarizes the activities completed	\$250,000	August 2022 (Paid August 26, 2022)
D621	CMS Hypercare Optional Services (August 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Monthly report that summarizes the activities completed	\$250,000	September 2022 (Paid September 26, 2022)
D627	CMS Hypercare Optional Services (September 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Monthly report that summarizes the activities completed	\$250,000	October 2022 (Paid October 14, 2022)

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Opened Tickets												
11/25/2022	INC32965210	DMI004 job needs to be run adhoc in production.	DMI004 job needs to be run adhoc in production.	Adhoc Batch Run	3 - Moderate		11/29/2022	12/2/2022	DFS	Service Request		
11/23/2022	INC32926849	DMI001 Error in Production	We encountered an error loading DMI001 file. For some reason Bloomberg sent us incorrect reset interval in today's file. The reset interval should be blank. We have a default in DMI001 to derive this field from the Instrument type configuration. If Bloomberg is to provide this value to us, they will have to send Florida PALM valid 3 digit values. We placed DMI001, DMI004 & DMI002 on hold. Please reach out to Bloomberg and request a new file with correct values. Let me know if you have questions... We are on standby until you provide us with a direction. Below are the files for your reference. November 22, 2022 file has a reset interval of 0.0000000. Previous file successfully loaded has reset interval as blank:	Adhoc Batch Run	3 - Moderate	1/23/2022	11/28/2022	12/1/2022	DFS	Service Request		
11/8/2022	INC32640604	Multiple interfaces data not processing as expected DMI001, DMI004 and CMI005(BBG)	Were there any errors with DMI001 last night/this morning? We were expecting to see several trades (buys and sales), but there does not seem to be any of yesterday's trades processed.	Data	2 - High	1/8/2023	11/30/2022	12/3/2022	DFS	Incident		
Closed Tickets												
11/25/2022	INC32965210	DMI004 job needs to be run adhoc in production.	DMI004 job needs to be run adhoc in production.	Adhoc Batch Run	3 - Moderate		11/29/2022	12/2/2022	DFS	Service Request		
11/23/2022	INC32926849	DMI001 Error in Production	We encountered an error loading DMI001 file. For some reason Bloomberg sent us incorrect reset interval in today's file. The reset interval should be blank. We have a default in DMI001 to derive this field from the Instrument type configuration. If Bloomberg is to provide this value to us, they will have to send Florida PALM valid 3 digit values. We placed DMI001, DMI004 & DMI002 on hold. Please reach out to Bloomberg and request a new file with correct values. Let me know if you have questions... We are on standby until you provide us with a direction. Below are the files for your reference. November 22, 2022 file has a reset interval of 0.0000000 Previous file successfully loaded has reset interval as blank:	Adhoc Batch Run	3 - Moderate	1/23/2022	11/28/2022	12/1/2022	DFS	Service Request		
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Enhancements Implemented												
No Deal Management Enhancements were implemented during this period												

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
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