

# Florida **PALM**

Planning, Accounting, and Ledger Management



# EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

SEPTEMBER 28, 2022



# PROJECT UPDATE

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# Florida PALM Project Update

## Budget – Fiscal Year 22-23

### FY 2022-2023 Spend Plan Summary As of August 31, 2022

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
<b>FLAIR System Replacement</b>	<b>\$5,387,260</b>	<b>\$3,888,959</b>	<b>\$4,735,717</b>	<b>\$846,758</b>
CMS Remediation and Stabilization	\$650,000	\$400,000	\$1,000,000	\$600,000
Production Support	\$1,663,572	\$1,585,299	\$2,116,946	\$531,647
Oracle Software and Maintenance	\$499,477	\$499,351	\$476,482	\$(22,869)
Operational Project Administration	\$49,346	\$1,156	\$37,500	\$36,344
Enterprise Resource Planning Support Services	\$246,560	\$185,300	\$366,600	\$181,300
Information Warehouse Assessment	\$25,000	\$24,548	\$500,000	\$475,452
Facilities and Maintenance	\$158,305	\$158,305	\$238,189	\$79,884
Revert/Appropriate from FY 21-22	\$2,095,000	\$1,035,000	\$0	\$(1,035,000)
Implementation Services	\$0	\$0	\$0	\$0
Contingency	\$0	\$0	\$0	\$0
Salaries & Benefits	\$1,035,798	\$951,165	\$6,199,114	\$5,247,949
HR Transfer and Risk Management Insurance	\$13,080	\$6,944	\$21,778	\$14,834
<b>Total:</b>	<b>\$6,436,138</b>	<b>\$4,847,068</b>	<b>\$10,956,609</b>	<b>\$6,109,541</b>



# Florida PALM Project Update

## Risks and Issues

- ▶ Since the last ESC meeting, no Risks or Issues have been opened or closed
- ▶ Issue 27 – Schedule delays prevented a fully committed project schedule
- ▶ There are no open Risks with a score of 15 or greater



# Florida PALM Project Update

## Contract Update

- ▶ Settlement Agreement update
- ▶ Amendment 8 documents updates and review



# Florida PALM Project Update

## Contract Update – Amendment 8

### ▶ Tentative Review Schedule

Contract Document	Review Effort	To ESC for Review	ESC Meeting
SSI Contract	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 12 – Parent Company Agreement	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 13 – Software Source Code	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 10 – Service Level Agreement	Moderate	Nov. 23, 2022	Dec. 14, 2022
Att. 1 – Statement of Work	Major	Feb. 3, 2023	Feb. 27, 2023
Att. 6 – Definitions	Minor	Feb. 3, 2023	Feb. 27, 2023
Att. 2 – Payment Schedule	Moderate	Feb. 10, 2023	Feb. 27, 2023
Att. 5 – Business Requirements	Major	Feb. 10, 2023	Feb. 27, 2023
Att. 8 – Deliverable Acceptance Criteria	Major	Feb. 10, 2023	Feb. 27, 2023



# Florida PALM Project Update

## Advisory Council Update

- ▶ Summary of Advisory Council Activity
  - Data Management and Conversion Work Groups
    - Accounts Receivable
    - Allotments
    - Asset Records
    - Contracts
    - Customer Records
    - Grants
    - Open Encumbrances
    - Projects
  - Used to set policy moving forward and to make recommendations on what data should be converted into Florida PALM





# Florida PALM Project Update

## Project Updates

- ▶ CMS remediation update
- ▶ Information Warehouse Assessment update



# Florida PALM Project Update

## Project Updates

- ▶ Requirements Review
  - FLAIR functions and subfunctions review
  - Personalized Agency Working Sessions
    - FWC, FDOT completed
  - Change Champion Network Town Hall
    - Presentations on Personalized Agency Working Sessions preparations
    - Discussion on available resource from Florida Digital Service
    - Shared questions to help prompt agency agenda creation
- ▶ Agency requested support



# INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY  
PUBLIC CONSULTING GROUP



# IV&V Update

## Month-End Close & Year-End Close

- ▶ IV&V is interviewing Accounting and Auditing (A&A), Treasury, and selected Agencies for their perspective on FY22 closing (08/26/2022) and transitioning reconciliation responsibilities from the Florida PALM Project Team to A&A and Treasury for FY23.
- ▶ On 08/29/2022, IV&V met with the Florida PALM Project Architect and A&A, who confirmed that after a 7-month period of Reconciliation Stabilization, A&A and Treasury are now responsible for reconciliation processes for FY23.
- ▶ IV&V commends the Florida PALM Project Team for their support and successful turnover to Departments and Agencies throughout the FY Closing activities.



# IV&V Update

## Business Process Model Deliverable Assessment Report

- ▶ On 09/02/2022, the Florida PALM IV&V Team distributed the Florida PALM IV&V Team Business Process Model (BPM) Deliverable Assessment Report (DAR) to the ESC and confirmed stakeholders.
- ▶ IV&V provided this report of BPM observations and recommendations to assist with the Florida PALM Project's Requirements Review and Personalized Agency Working Sessions.



# IV&V Update

## Personalized Agency Working Sessions

- ▶ The goal of Personalized Agency Working Sessions (PAWS) is for the Florida PALM Project Team and SSI Vendor:
  - to gain an understanding of how Agency end users use FLAIR daily;
  - any customized features an Agency might use; and
  - review the Florida PALM Project requirements to ensure needs are being met.
- ▶ IV&V recommends the Florida PALM Project Team continue performing outreach to Agencies encouraging full engagement with the Florida PALM Project and address all Agency questions/tasks.



# IV&V Update

## Investment Accounting Solution

- ▶ Externally Managed Investments (“Investment Accounting”) will be managed outside of Florida PALM (Issue 30, closed 08/16/2022). Treasury is procuring an external Software as a Service (SaaS) vendor.
- ▶ IV&V is reviewing the original requirements, design, and testing documentation to understand the factors that contributed to Issue 30.
- ▶ IV&V plans to monitor upcoming negotiations to remove Investment Accounting from the Florida PALM SSI Vendor’s contracted scope and cost via Amendment 8.



# IV&V Update

## Attachment 10 – Amendment 5 Service Level Agreement

- ▶ In preparation for Amendment 8, the Florida PALM Project Team is reviewing the Florida PALM Attachment 10 – Amendment 5 (A5) Service Level Agreement (SLA).
- ▶ On 08/24/2022, IV&V provided ESC members the IV&V SSI Vendor Contract Service Level Expectation Comparison Assessment Report (originally distributed on 05/03/2022), which offers info to help with:
  - Determining SSI Vendor Service Credit levels;
  - Defining penalties for missing Critical Performance Indicators (CPI); and
  - Improving performance expectations.





# IV&V Update

## Penetration Testing

- ▶ Florida PALM Penetration Testing execution concluded on 09/02/2022.
- ▶ The Florida PALM IV&V Team met with the Florida PALM Project Director on 09/20/2022 to discuss the Penetration Testing Plan and the upcoming WP293 Penetration Testing Work Product.
- ▶ The Florida PALM IV&V Team will perform an independent review of the WP293 Penetration Testing Work Product after it is completed on 09/30/2022.



# IV&V Update

## Project Change Requests

- ▶ On 08/24/2022, the ESC approved Project Change Request PCR90 requesting a Consolidated Revolving Fund Fraud report (CMR027).
- ▶ IV&V reviewed the notification and approval process the Florida PALM Project Team used for PCR90 and found it in compliance with the Florida PALM Project Management Plan (PMP) requirements for Tier 2 PCRs.



# IV&V Update

## Work Products

- ▶ IV&V conducted a meeting on 09/08/2022 with the Florida PALM Project Team to discuss how Work Products have been historically managed, how they're presently governed, and ideas for future Work Product acceptance and governance.
- ▶ IV&V is reviewing the Work Products listed within the Florida PALM Work Product Table.
- ▶ IV&V is interested in further understanding the process for classifying Work Products vs. Deliverables.



# IV&V Update

## Closed Finding

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 4	Issue	Medium	<p>The Project Schedule does not meet contractual, State, or industry standards and does not contain the necessary information to indicate project progress accurately.</p> <p>The Project Schedule does not follow the Florida PALM Schedule Management Plan (SMP). The Project Schedule has 222 tasks that exceed the 23-day task duration limit, 378 tasks without linked predecessors, 373 tasks without successors, and multiple unused standard fields/components.</p>	1/25/22	<p>The Florida PALM IV&amp;V Team formally closed the risk on the afternoon of 9/9/22 due to the following factors:</p> <ul style="list-style-type: none"> <li>• Florida PALM Project Team has acknowledged and accepted this risk;</li> <li>• The Florida PALM Project Team completed additional long duration tasks on the Project Schedule which were over 23 days; and</li> <li>• Probability, Impact, and Priority of this Risk are in the Medium or Lower range.</li> </ul> <p>The Florida PALM IV&amp;V Team will continue to monitor the progress to be made on the Florida PALM Project Schedule updates and conformance to the Florida PALM PMP; IV&amp;V notes substantial changes to the overall Project Schedule are not anticipated until the tasks for the upcoming Financials and Payroll Waves are added, which the Florida PALM Project Team has communicated are pending information from the Requirements Review and PAWS.</p>

IV&V ID 4 closed in this period. (The Project Schedule does not meet contractual, State, or industry standards and does not contain the necessary information to indicate project progress accurately).



# IV&V Update

## Open Finding

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 10	Risk	Medium	The Florida PALM Project may be at risk due to low levels of Agency involvement. Agency outcomes may also be at risk due to the poor definition of needs. This situation could result in missed requirements and potential rework to address the missed requirements. Robust Agency involvement is critical to proactively define needs for the Florida PALM system functionality.	9/23/2022	<p>Interviews with the Readiness and Training Team revealed that Agencies during the CMS Wave did not always submit materials in a timely manner or requested materials were incomplete. In response, the Florida PALM Project Team created a variety of new outreach programs to Agencies or enhanced existing programs. However, while many Agencies are responding to tasks and questions to a satisfactory degree, there is still a risk that lack of overall buy-in and cooperation from all Agencies will result in incomplete requirements definition and a solution design that lacks the required functionality the Agencies depend upon.</p> <p>The Florida PALM Project Team should continue performing outreach to Agencies encouraging full engagement with the Florida PALM Project, as well as supporting Agencies in whatever questions or tasks they may need to accomplish.</p>



# IV&V Update

## Florida PALM Comprehensive Assessment

- ▶ Team is making progress as planned and actively reviewing requirements, Project governance and management structure, and application artifacts.
- ▶ Deliverable #3 submitted on 09/16/2022:
  - Initial list of Agency interview questions; and
  - Initial list of Agency interviewees.
- ▶ Agency interviews are to commence during the week of 09/26/2022 and will continue through October.
- ▶ Second Monthly Checkpoint Dashboard Report delivered and Checkpoint with DMS conducted on 09/23/2022.



# MONTHLY MEETING

OCTOBER 26

DEPARTMENT OF TRANSPORTATION



# CONTACT INFORMATION

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