

Florida Department of Financial Services
Planning, Accounting, and Ledger Management Project

Independent Verification & Validation
May 2024 Mid-Month Progress Report

Reporting Period May 1 – 15, 2024

May 20, 2024

Contract: 80101507-21-STC

Engagement: C213E8



Table of Contents

Table of Contents.....	2
Executive Summary	4
Potential New Findings	9
Open Findings.....	9
Potential Findings Closing.....	10
Focus Area Update Details	11
Key Metrics or Analysis.....	17
IV&V Upcoming Schedule Activities	25
IV&V Information Requests	27
Appendix A – Documents Reviewed	28
Appendix B – IV&V Documents Delivered.....	29
Appendix C – Risk Priority Matrix.....	30

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Executive Summary

The Florida PALM IV&V Mid-Month Progress Report acts as a progress report and is not intended to be an in-depth assessment. This report captures trends and keeps the Florida PALM Project Team and Stakeholders apprised of any developing Findings and IV&V progress between Florida PALM IV&V Monthly Assessment Report submissions.

For the Mid-Month Progress Report period of 5/1/24 through 5/15/24, the following lists the key items in the Florida PALM IV&V Team’s report:

- The overall Florida PALM Project Risk Rating is trending to remain a High Risk for this reporting period due to delays in Segment IV Design and Build Segments I and II.
- The Risk Rating for the Requirements and Design Focus Area is trending to remain a High Risk due to the delays to Segment IV Design and resource contention between Segment IV FDs and Segment II Application Design.
- However, The Florida PALM Project Team has implemented mitigation strategies to decrease resource contention between Segment IV Design and Build Segments I-II, and the pace of drafting and reviewing Segment IV Functional Designs (FDs) has substantially improved since the end of April. If this trend continues, the future Risk Rating for Requirements and Design may be positively impacted.
- The Risk Rating for the Development Focus Area is also trending to remain a High Risk as delays to Segment I Build are beginning to spill over into Segment II Build.
- The number of Delayed Tasks on the Project Schedule continues to increase, and the Schedule Performance Indicator (SPI) continues to decrease, signifying that the Florida PALM Project is progressing behind the planned pace.

The table below summarizes the Florida PALM IV&V Team’s updates for the various Focus Areas for the reporting period 5/1/24 to 5/15/24. These preliminary updates may continue to evolve as information becomes available for the next Florida PALM IV&V Monthly Assessment Report. This section intends to be a summary only; a more detailed capture regarding these Focus Areas is provided in this document’s Focus Area Update Details section further below. Some Focus Areas may be marked as Not Applicable (NA) as they have not started or there is no significant activity during this reporting period.

Table 1: Focus Area Summary

Focus Area	Last Month’s Indicator	Mid-Month Risk Trend	Rationale
Overall Project Indicator	High	Unchanged	<p>The overall Florida PALM Project Risk Rating is trending to remain a High Risk for this reporting period. The Florida PALM IV&V Team continues to monitor potential impacts to the Critical Path and future Stage Gates due to delays in Segment IV Design and persistent delays from Build Segment I into Build Segment II.</p> <p>The Florida PALM IV&V Team is reviewing Project Change Request (PCR) 117 – Segment IV Financials and Payroll Customizations. The result of this analysis will be shared in a future assessment.</p>

Focus Area	Last Month's Indicator	Mid-Month Risk Trend	Rationale
Project Management	Low	Unchanged	<p>The Delayed Tasks for the Florida PALM Schedule continue to increase for tasks related to D644 – Completion of Solution Design (Requirements) Segment IV and D648 – Completion of Build Segment II.</p> <p>The Florida PALM Schedule continues to track further behind the planned pace and has been experiencing a slight decrease in the Schedule Performance Index (SPI) since the end of April. The Florida PALM IV&V Team will continue to monitor this trend.</p>
Organizational Change Management	Medium	Unchanged	<p>Florida PALM Readiness Touchpoint Meetings continue, with Agencies focusing on progress through current and newly released Tasks. For some Agencies, work continues on previously due Tasks in an effort to keep pace with the Readiness Plan and Florida PALM Project milestones. Agency Readiness Touchpoint Meetings, along with Task Talks, are geared towards providing Agencies with Task information, guidance, documentation, and support.</p> <p>The Florida PALM IV&V Team continues to monitor Tasks 500-518, with special attention on Task 521 (Submit Bi-Monthly Agency Readiness Status Report) and Task 522 (Manage Agency-Specific Implementation Schedule, Risks, and Issues) for Agency progress reporting to Sponsors, the Executive Steering Committee (ESC), and the Florida PALM Project Team. Additionally, the Florida PALM IV&V Team is monitoring Task 524 (End User Readiness Survey Analysis), which represents an important organizational change effort to share information directly with Agency end users.</p> <p>The Florida PALM IV&V Team is conducting interviews with a selection of Agencies. Interview questions and discussions focus on topics such as Task progress and completion, Risks and Issues, staffing and resources (and impacts on Task completion), and overall feedback on the Florida PALM Project. An analysis of the Agency interviews will be shared in a future report.</p> <p>In addition to collecting feedback from Agencies, the Florida PALM IV&V Team continues to examine Agency Risk and Issues as a part of the Agency Readiness Bi-Monthly Status Reports submitted in May, as well as an examination of Agency Risk and Issue processes.</p>

Focus Area	Last Month's Indicator	Mid-Month Risk Trend	Rationale
			The Risk Rating for this Focus Area is trending to remain unchanged for this reporting period.
Requirements and Design	High	Unchanged	<p>Although still behind target, the pace of drafting and reviewing Segment IV Functional Designs (FDs) has substantially improved since the end of April. On average, approximately 13 FDs are being drafted per week, and 18 are completing the initial review. However, even with the increased pace of review, the Florida PALM IV&V Team is still projecting a 2.5-week delay in approval of the Segment IV FDs from 5/31/24 to 6/18/24. There is still no projected impact to Stage Gate 2 – Ready to Begin System Testing, which is scheduled for 8/30/24.</p> <p>The Florida PALM Project continues to meet with Enterprise Partners to review Interface and Conversion designs. These meetings include key staff on both sides of the Interfaces and provide a forum to review and resolve any potential Interface design issues.</p> <p>Due to ongoing resource contention between Segment IV FDs and Segment II Application Design, the Risk Rating for this Focus Area is trending to remain a High Risk until there is further evidence that the current increased pace of review will continue.</p>
Development	High	Unchanged	<p>The final Application Design for Build Segment I was approved on 5/10/24 (approximately 7 weeks behind the targeted date). Additionally, Segment II Build has also started behind schedule. As of 5/15/24, 18 of the targeted 29 Application Designs have been drafted, and of those, only 3 have completed the initial review. All 76 Application Designs for Build Segment II are targeted for approval by 6/27/24.</p> <p>To mitigate the delay, the SSI Vendor is adding Development resources. Additionally, the Florida PALM Project Team is implementing other mitigation strategies to shift the review of Application Designs to Enterprise Resource Planning (ERP) Vendor staff when possible. This is to decrease resource contention with Segment IV FD review activities.</p> <p>The Florida PALM IV&V Team is reviewing D646 – Completion of Build Segment I which also includes a review of each of the Segment I Application Designs. Questions and feedback from the review will be provided as an extract to the Florida PALM Project Team.</p>

Focus Area	Last Month's Indicator	Mid-Month Risk Trend	Rationale
			Due to the delays now occurring to Build Segment II, the Risk Rating for this Focus Area is trending to remain High Risk.
Testing	NA	NA	<p>The SSI Vendor completed drafting 313 System Test Scripts for Cycle 0 – Configuration Validation as part of Work Product (WP) 408 – System Testing Scripts. To track Test Script creation and review efforts, the SSI Vendor also created the Test Script Work Unit Tracker (TSWUT) described in D643 – Updated System Testing Plan. The SSI Vendor updates this tracker frequently to show the progress made on the Test Scripts.</p> <p>The Florida PALM IV&V Team has begun test scenarios based on the BPMs for Segment III.</p>
Conversion	Low	Unchanged	<p>In May, the Florida PALM IV&V Team participated in Design review sessions with the Florida PALM Project Team and the People First System Vendor, focusing on Conversion files related to the effective date, Conversion date, and data collected for different pay cycles. The Florida PALM IV&V Team also attended Interface and Conversion Design Reviews, where the Florida PALM Project Team, Agencies, and the SSI Vendor discussed the initial designs and configuration for several Interfaces.</p> <p>The Florida PALM IV&V Team has reviewed the Approved FD for Customer Conversion before it is sent to the Development team and observed that the Conversion-specific design documents are well-written and cover the required Conversion criteria, such as field mapping, data volume, and error handling of the Conversion Interfaces. The Florida PALM Project Team also continues to work on the outstanding Open issues from FDs for Segments II-IV.</p> <p>The Risk Rating for this Focus Area is trending to remain unchanged for this reporting period. However, the Florida PALM IV&V Team will closely monitor the delay to Segment IV Design and the resource constraints with Build Segments I and II as they can potentially impact the Mock Conversion scheduled for September 2024.</p>
Implementation Readiness	NA	NA	The Florida PALM IV&V Team will begin reporting progress once Implementation Readiness efforts start.
Production Support	Low	Unchanged	The Florida PALM IV&V Team reviewed all the Incidents and Change Requests opened for the month of May, along with April's Monthly

Focus Area	Last Month's Indicator	Mid-Month Risk Trend	Rationale
			<p>Performance Report, and found no major issues. The Performance Report indicates that the Production environment is meeting performance expectations. The Florida PALM IV&V Team will be meeting with the Florida PALM Project Team to review the High-priority ticket INC41749719, which was reported in March, and Change Request (CR) CHG1077997 associated with the Mock Disaster Recovery (DR) test conducted on 5/12/24. The results of this analysis will be shared in a future report.</p> <p>No significant risks or issues have been identified, so the Risk Rating for this Focus Area is trending to remain unchanged.</p>

Potential New Findings

There are no new findings to report during this period.

Open Findings

Finding Number and Statement: **Finding 12** – Inconsistency in Requirements Traceability.

Date Opened: 9/15/23

Impact Update: Medium (Unchanged)

Probability Update: Medium (Unchanged)

Priority Update: Medium (Unchanged)

Status Update: As part of reviewing D641 – Completion of Solution Design (Requirements) Segment III, the Florida PALM IV&V Team performed a bi-directional traceability analysis between the individual FDs, the Requirements Traceability Matrix (RTM) and Table 2 in D641 – Completion of Solution Design (Requirements) Segment III. The analysis was performed at the start of the Collaborative Review and Update phase and then during the Final Acceptance phase of D641. The Florida PALM IV&V Team did identify inconsistencies during the Collaborative Review and Update phase, but those were corrected before Acceptance of D641. The Florida PALM IV&V Team has also conducted a similar traceability analysis on the Application Designs in D646 – Completion of Build Segment I and did not identify any inconsistencies.

Finding Number and Statement: **Finding 14** – Risk that Delays in Application Build Could Impact Completion of System Testing and Start of UAT

Date Opened: 3/29/24

Impact Update: Significant (Unchanged)

Probability Update: Likely (Unchanged)

Priority Update: High (Unchanged)

Status Update: Although Build Segment I is now complete, the Florida PALM IV&V Team is seeing similar delays in drafting and reviewing Segment II Application Designs. The Florida PALM Project Team has identified a similar risk (Risk #8) and is implementing mitigation strategies. These include:

- Onboard additional Application Development staff to supplement the existing staff.
- Hold daily Build update meetings to discuss the current progress of Build activities, including any delays.
- Increase the involvement of ERP Support Services team members to speed up reviews of application development documentation.
- Reduce the number of reviewers for each Application Development document.

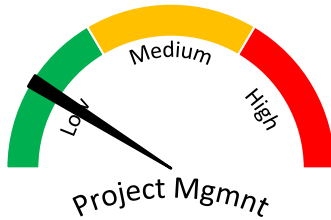
The Florida PALM IV&V Team concurs with the mitigation strategies identified by the Florida PALM Project Team and further recommends that the SSI Vendor also include an updated staffing plan showing how onshore and offshore development staff will be adjusted to account for the increased scope of the Build Segments II-IV.

Potential Findings Closing

No findings were closed during this reporting period.

Focus Area Update Details

Project Management



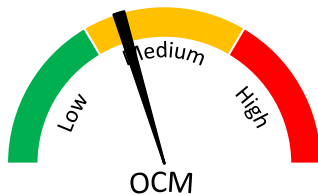
The Florida PALM IV&V Team continues to review the Florida PALM Project Schedule. There continues to be an increase in Delayed Tasks related to D644 – Completion of Solution Design (Requirements) Segment IV as well as D648 – Completion of Build Segment II.

Florida PALM reviews the SPI, and there has been a slight decrease since the end of April, indicating that the Florida PALM Project is progressing further behind schedule than planned. The Florida PALM IV&V Team continues to conduct a What-If analysis to help determine if the delayed tasks and the SPI will impact future Stage Gates.

The Florida PALM IV&V Team is analyzing the pending PCR 117 – Segment IV Financials and Payroll Customizations, with a focus on reviewing the potential impacts on the scope, schedule, and budget. The Florida PALM IV&V Team’s assessment of PCR 117 will be distributed prior to the May ESC meeting.

The Risk Rating for this Focus Area is trending to remain unchanged for May. The Florida PALM IV&V Team will continue to monitor the delays to Design Segment IV, Build Segment II, and Florida PALM Risks and Issues. If mitigation strategies are not implemented and there are impacts to the Critical Path and future State Gates, this future risk rating could change.

Organizational Change Management

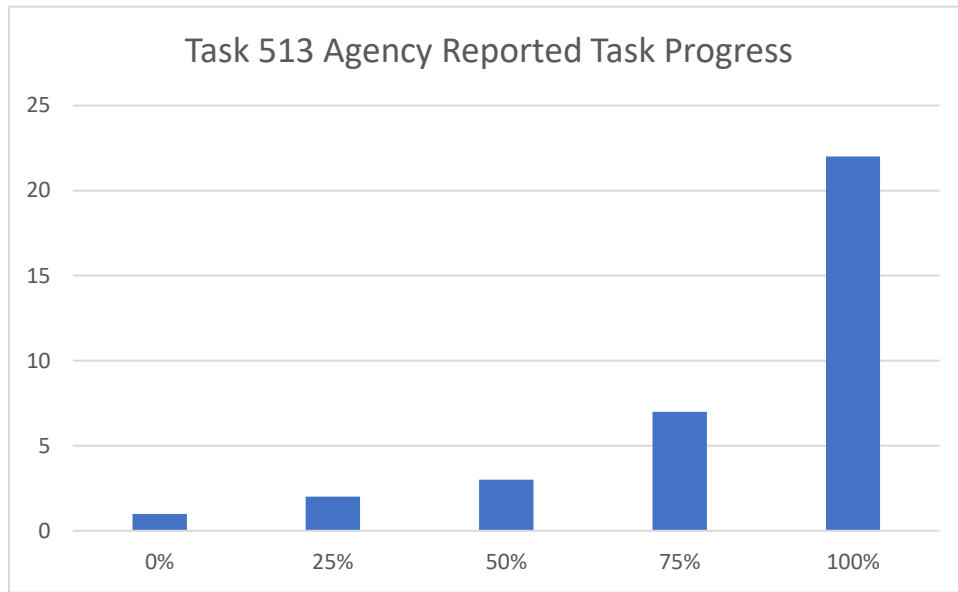


In May, Agency Readiness Touchpoints and Task Talks continue to focus on the current and newly released Tasks. Readiness Coordinators (RCs) emphasize critical Tasks slated for completion by June and July. Task Talks continue weekly, providing documentation to aid Agencies in understanding Tasks and completion expectations. The Florida PALM IV&V Team continues to monitor Task progress/completion, review Agency Risks/Issues and Bi-Monthly Status Reports, and conduct Agency interviews.

In Agency Touchpoint Meetings, Agencies are reporting positive feedback on Task Talks, Task documentation, and support from RCs in providing direction for new Tasks. Agencies continue to raise concerns about the amount of work and timing of Tasks over the next several months, coinciding with fiscal year-end operational tasks. Through Agency Touchpoint Meetings, RCs continue to provide strategies, tactics, and support for completing work early and engaging other resources to support workload.

The Florida PALM IV&V Team continues to monitor Task progress and completion of Tasks scheduled for May through June. Of particular importance is Task 513 – Complete Configuration Workbooks for Segments I and II, which was to be completed by 5/10/24 and has a direct impact on the Florida PALM Project (as noted in SmartSheet on the Readiness Workplan). The figure below provides a breakdown of the Agency-reported Task progress.

Figure 1: Agency Reported Task Progress



The Florida PALM IV&V Team is continuing to monitor Task 513 to understand the impacts on the thirteen Agencies (and the Florida PALM Project) that were unable to complete this Task. The Florida PALM IV&V Team is also concerned that if the quality of the information in these workbooks is not properly validated, it will directly impact configuration, causing a potential risk to the overall Project.

Readiness Tasks released in April and May, included in the table below, are important indicators of Agency involvement and progress at this stage in the process. These Tasks are critical to helping Agencies prepare for important upcoming milestones and supporting the Florida PALM Project's progress.

Table 2: Current Readiness Tasks

Task ID	Project Impact	Task Planned Start Date	Task Planned End Date	Critical Operational Element	Task Name
524	N/A	04/15/24	06/14/24	People	Complete and Submit End User Readiness Survey Analysis
526	N/A	04/29/24	07/12/24	Data	Complete Data Readiness Analysis and Data Cleansing Activities for Segment III
527	N/A	04/15/24	07/12/24	Processes	Identify Change Impacts and Update Agency Business Process Documentation for Segment III
528	N/A	04/15/24	07/12/24	Technology	Update Agency Business System

Task ID	Project Impact	Task Planned Start Date	Task Planned End Date	Critical Operational Element	Task Name
					Documentation for Segment III
529	Indirect	04/29/24	07/12/24	Technology	Update Florida PALM Conversion Inventory for Segment III
530	Indirect	04/15/24	07/12/24	Technology	Update Florida PALM Interface Inventory for Segment III
531	N/A	04/29/24	09/27/24	Technology	Remediate Agency Business Systems based on Segment II

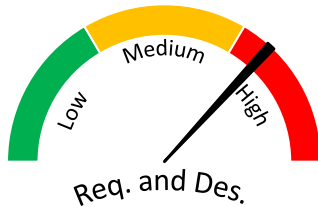
From an overall organizational change perspective, of particular importance for monitoring and discussion is Task 524 – Complete and Submit End User Readiness Survey Analysis, as it directly connects with end-users to assess various aspects of their awareness of the Florida PALM Project and activities. This Task was released in April, with the Readiness Team presenting a Task Talk on this topic on 4/25/24. As a standard part of Agency Monthly Readiness Touchpoint Meetings, RCs continue to check in with Agencies regarding progress on this Task specifically. There have been many questions from the Agencies regarding this Task, and RCs continue to guide Agencies through this effort – how to conduct the survey, what questions to include, and how to submit summary responses for collected information. The Florida PALM IV&V Team will continue to monitor this Task and provide recommendations and observations to the Florida PALM Project Team.

The Florida PALM IV&V Team also reviewed the completion rates and Agency submissions for Task 521 – Submit Bi-Monthly Agency Readiness Status Report and Task 522 – Manage Agency-Specific Implementation Schedule, Risks, and Issues. Bi-Monthly Agency Readiness Status Reports were due 3/11/24, with 100% of Agencies completing this Task. RCs regularly reviewed the importance of also having Agency Sponsors “confirm” reports during Agency Touchpoint Meetings. The Florida PALM IV&V Team will review the next set of Agency Status Reports (Task 532) that were due 5/13 and published 5/15. Any observations regarding the current state of Agency Risks, Issues, and Readiness activities will be included in future reports. In addition to monitoring current Task progress, the Florida PALM IV&V Team will continue to monitor completion rates on the previous series of Tasks (Tasks 500 – 518 and 523) for Agency completion and progress.

In May, the Florida PALM IV&V Team is interviewing a selection of Agencies to examine readiness Task completion and Agency Risks and Issues. These Agency interviews are focused on collecting direct feedback and information on Task completion barriers, Agency Risks and Issues management, sponsor support, communication, and general Florida PALM Project progress. The results of these interviews will be shared in a future report.

The Risk Rating for this Focus Area is trending to remain unchanged for this reporting period.

Requirements and Design

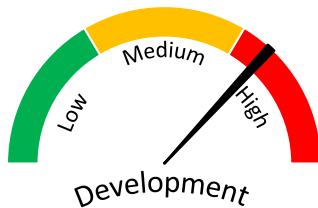


Although still behind target, the pace of drafting and reviewing Segment IV Functional Designs (FDs) has substantially improved since the end of April. On average, approximately 13 FDs are being drafted per week, and 18 are completing the initial review. However, even with the increased pace of review, the Florida PALM IV&V Team is still projecting a 2.5-week delay in approval of the Segment IV FDs from 5/31/24 to 6/18/24. There is still no projected impact to Stage Gate 2 – Ready to Begin System Testing, which is scheduled for 8/30/24.

The Florida PALM Project continues to meet with Enterprise Partners to review Interface and Conversion designs. These meetings include key staff on both sides of the Interfaces and provide a forum to review and resolve any potential Interface design issues.

Due to ongoing resource contention between Segment IV FDs and Segment II Application Design, the Risk Rating for this Focus Area is trending to remain a High Risk until there is further evidence that the current increased pace of review will continue.

Development



The final Application Design for Build Segment I was approved on 5/10/24 (approximately 7 weeks behind the targeted date). Additionally, Segment II Build has also started behind schedule. As of 5/15/24, 18 of the targeted 29 Application Designs have been drafted, and of those, only 3 have completed the initial review. All 76 Application Designs for Build Segment II are targeted for approval by 6/27/24.

To mitigate the delay, the SSI Vendor is adding Development resources. Additionally, the Florida PALM Project Team is implementing other mitigation strategies to shift the review of Application Designs to ERP Vendor staff when possible. This is to decrease resource contention with Segment IV FD review activities.

The Florida PALM IV&V Team is reviewing D646 – Completion of Build Segment I which also includes a review of each of the Segment I Application Designs. Questions and feedback from the review will be provided as an extract to the Florida PALM Project Team.

Due to the delays now occurring to Build Segment II, the Risk Rating for this Focus Area is trending to remain High Risk.

Testing

As of 5/15/24, all 313 planned System Test Scripts have been drafted by the SSI Vendor and have a status of In-State review according to the TSWUT, which is frequently updated by the SSI Vendor to track progress and activity on the Test Scripts. These Test Scripts will undergo a peer review by the SSI Vendor once the Florida PALM Project Team has completed the In-State review, as stipulated in D643 – Updated System Testing Plan. Six new Test Scripts have been added to Test Cycle 0 of System Testing because of changes made to one Configuration Item

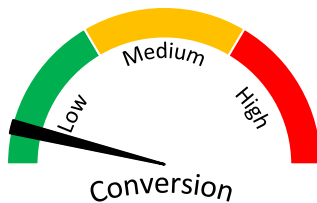
and the addition of 5 new Configuration Items per the Decision DE324 – Segment IV Solution Design Changes, which was approved by the Florida PALM Project Team on 4/23/24. These Test Scripts are marked as either In Progress or In Peer Review status in the TSWUT.

The SSI Vendor has drafted 46 System Test Scripts for Test Cycle 2 – Financials Module Specific Processing as indicated in the Work Product (WP) 408 – System Test Scripts folder in the Florida PALM SharePoint site. However, the development of Test Scripts for Test Cycle 2 is yet to be reflected in the TSWUT. The drafting of Test Scripts for the remaining 8 cycles of System Testing will occur during the Test Preparation Phase, as outlined in the Test Schedule in D643. This will be an ongoing and cumulative effort until System Testing starts.

The Florida PALM IV&V Team is currently reviewing the responses received from the Florida PALM Project Team on 4/26/24 regarding questions and feedback for D643 submitted by the Florida PALM IV&V Team. Upon completing this review, the Florida PALM IV&V Team will provide a Deliverable Assessment Report (DAR) for D643 with the review results.

The Florida PALM IV&V Team has begun drafting test scenarios based on the BPMs for Segment III.

Conversion

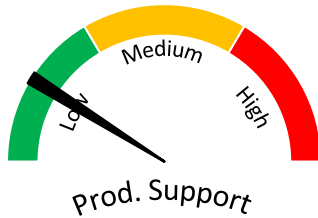


In May, the Florida PALM IV&V Team participated in Design review sessions with the Florida PALM Project Team and the People First System Vendor, focusing on Conversion files related to the effective date, Conversion date, and data collected for different pay cycles. The Florida PALM IV&V Team also attended Interface and Conversion Design Reviews, where the Florida PALM Project Team, Agencies, and the SSI Vendor discussed the initial designs and configuration for several Interfaces.

The Florida PALM IV&V Team has reviewed the Approved FD for Customer Conversion before it is sent to the Development team and observed that the Conversion-specific design documents are well-written and cover the required Conversion criteria, such as field mapping, data volume, and error handling of the Conversion Interfaces. The Florida PALM Project Team also continues to work on the outstanding Open issues from FDs for Segments II-IV.

The Risk Rating for this Focus Area is trending to remain unchanged for this reporting period. However, the Florida PALM IV&V Team will closely monitor the delay to Segment IV Design and the resource constraints with Build Segments I and II as they have the potential to impact the Mock Conversion currently scheduled for September 2024.

Production Support



All opened Incidents for May are classified as Low or Moderate Impact and Priority. There were 28 new Incidents opened, of which 14 were Closed or Resolved. Additionally, the Florida PALM IV&V Team reviewed April's Monthly Performance Report and found no major issues. The Performance Report indicates that the Production environment is meeting performance expectations.

The Florida PALM IV&V Team will be meeting with the Florida PALM Project Team to review the High-priority ticket INC41749719, reported in March, and CR CHG1077997 associated with the Mock DR test conducted on 5/12/24. The results of this analysis will be shared in a future report.

The Florida PALM IV&V Team is also investigating INC42787351, which indicated the absence of a process to inactivate accounts with balances in Florida PALM. The Help Desk is working with the Florida PALM Project Team to address this Incident. The Florida PALM IV&V Team will review the requirements regarding the deactivation of accounts with balances and provide an analysis in a future report.

No significant risks or issues have been identified for Production Support, so the risk rating for this Focus Area is trending to remain unchanged for this reporting period.

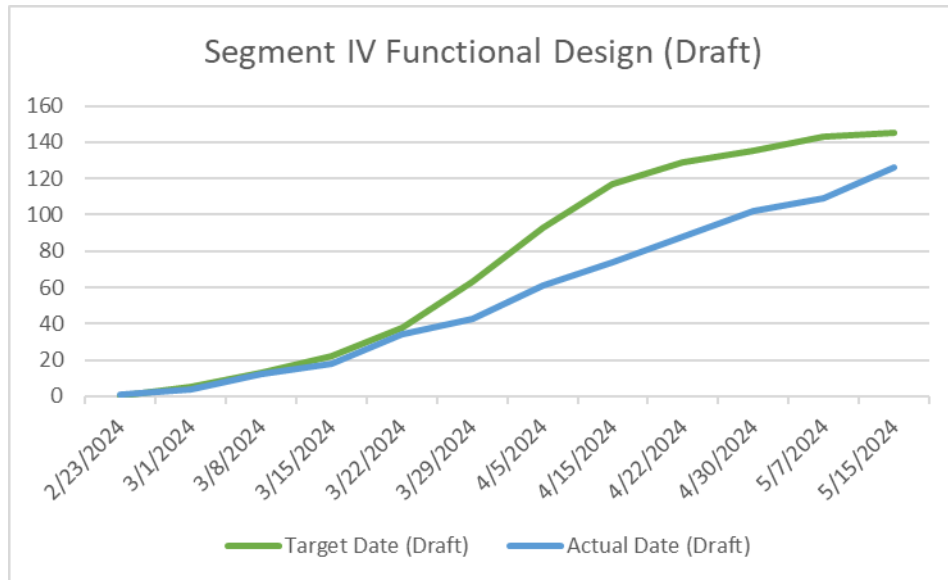
Key Metrics or Analysis

This section provides metrics the Florida PALM IV&V Team uses to assess processes and activities.

Planned versus Actual Segment IV Draft Completion

The diagram in Figure 2 shows the planned and actual number of Segment IV FDs drafted as of 5/15/24. Of the planned 145 FDs, 126 have been drafted.

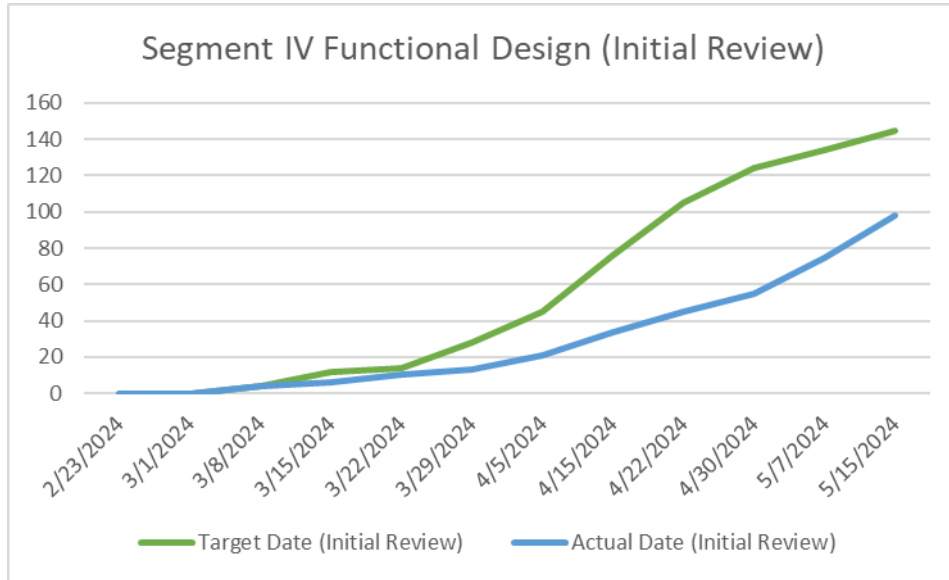
Figure 2: Drafted FD Segment IV - Planned versus Actual



Planned versus Actual Segment IV – Initial Review Complete

The diagram in Figure 3 shows the planned and actual count of Segment IV FDs that have completed the initial review as of 5/15/24. Of the planned 145 FDs, 98 have completed the initial review.

Figure 3: Segment IV FD Initial Review - Planned versus Actual

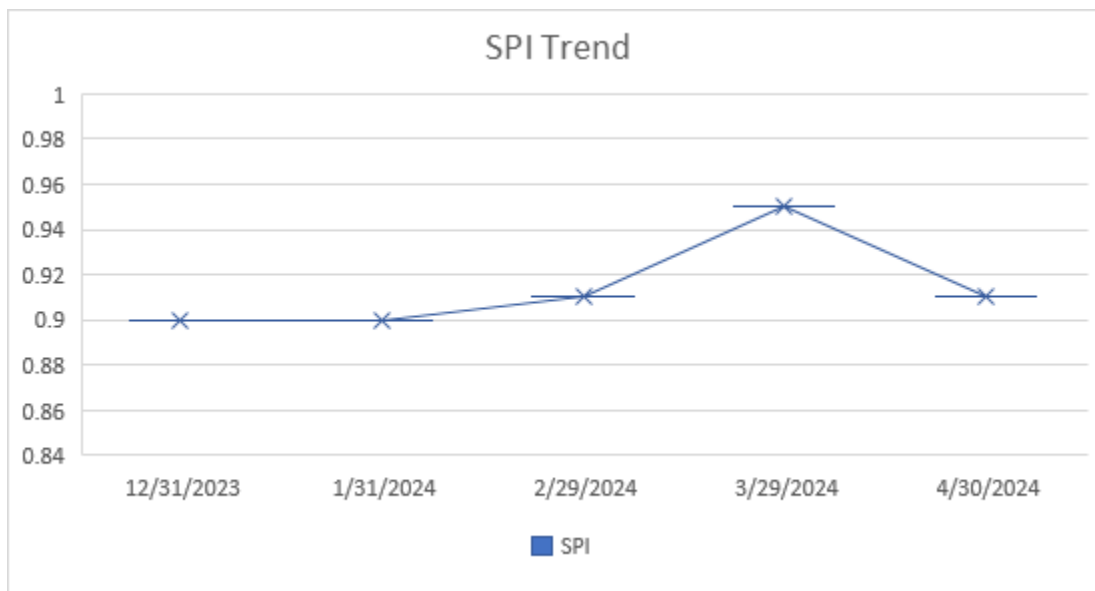


SPI Trend for the Florida PALM Project Schedule

Figure 4 shows the SPI trend for the Florida PALM Project Schedule over the last 5 months. The SPI measures schedule efficiency as the ratio of earned and planned value. It is used to assess the magnitude of the variation to the original schedule baseline and how efficiently the Florida PALM Project Team is accomplishing the work. Since the Mid-Month report is intended to provide a high-level analysis and will not contain specific metrics in the future, the chart will only contain end-of-month data. The interpretation of SPI is as follows:

- If SPI = 1, the project is on schedule.
- If SPI < 1, the project is behind schedule.
- If SPI > 1, the project is ahead of schedule.

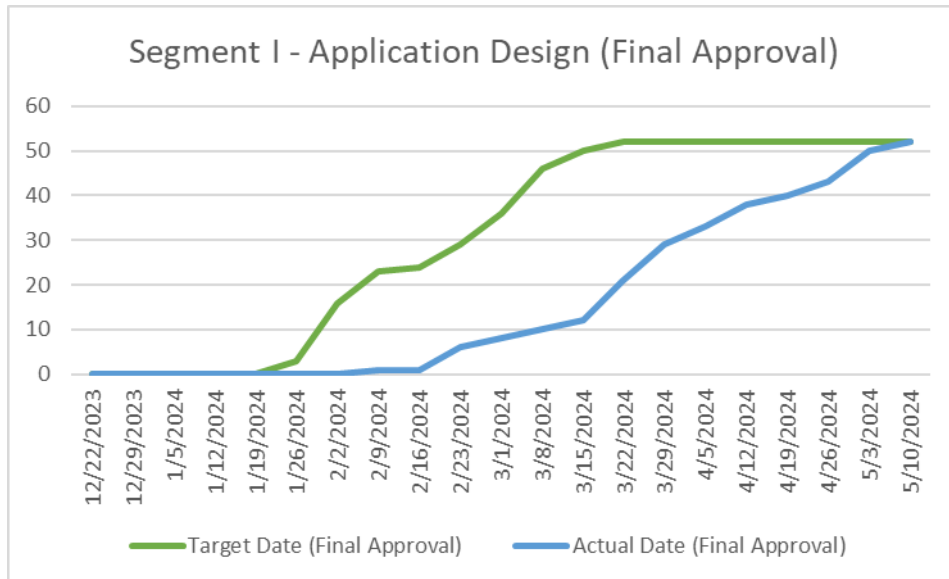
Figure 4: SPI Trend for the Florida PALM Project Schedule



Segment I Application Build Final Approval

The diagram in Figure 5 shows the targeted count of Application Builds versus the actual count Approved. All the Application Designs were Approved by 5/10/24, which represents approximately a 7-week delay from the original planned approval date of 3/20/24.

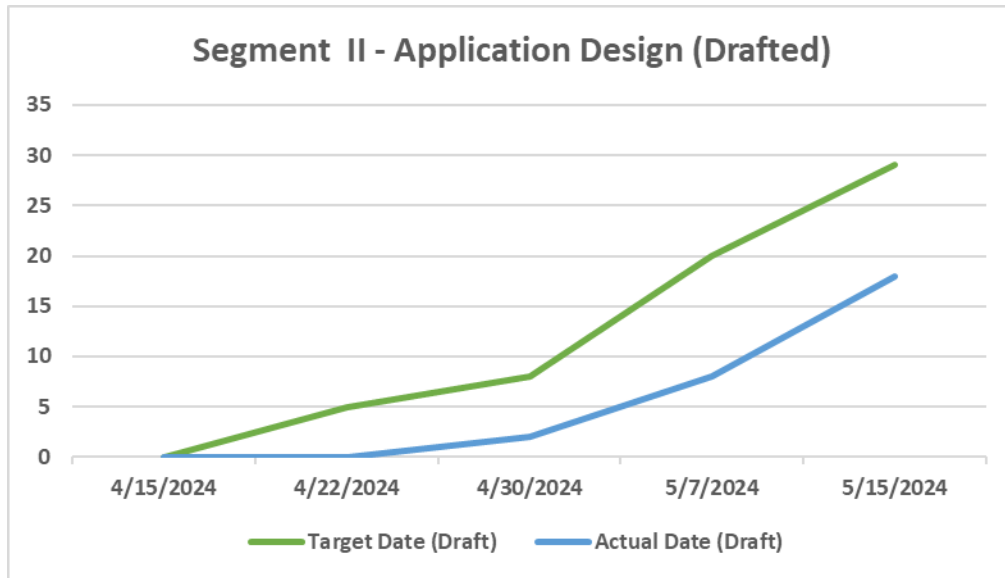
Figure 5: Segment I Application Build Final Approval



Segment II Application Build Draft

The diagram in Figure 6 shows the number of planned versus actual Application Designs drafted. As of 5/15/24, 18 of the planned 29 Application Designs have been drafted.

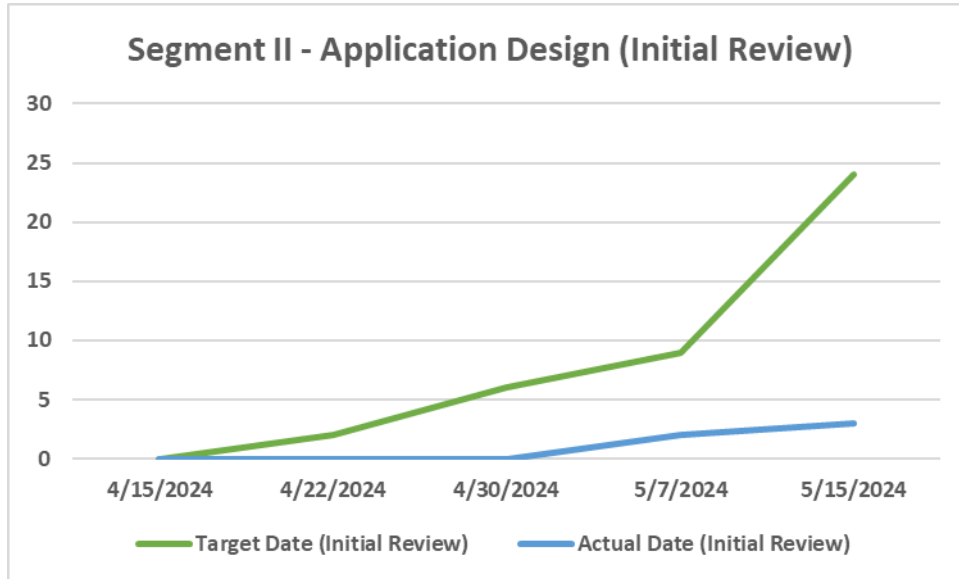
Figure 6: Segment II Application Designs Drafted



Segment II Application Build Initial Review

The diagram in Figure 7 shows the number of planned versus actual Application Designs that have completed initial reviews. As of 5/15/24, 3 of the planned 24 have completed initial reviews.

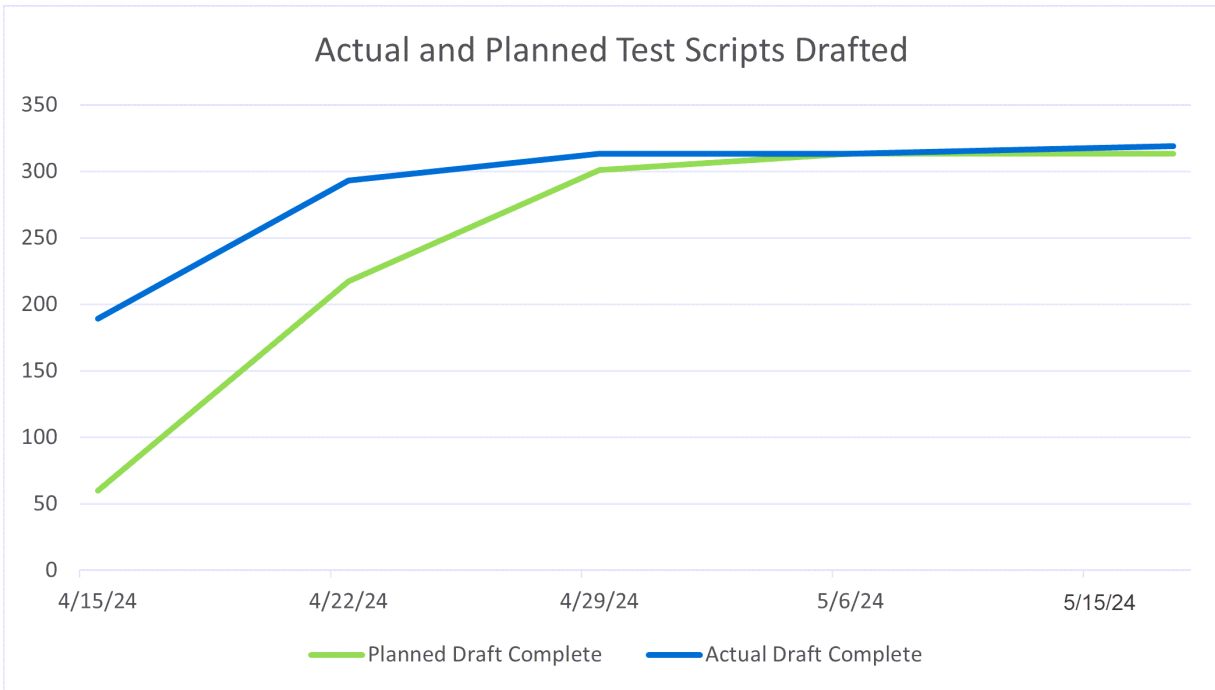
Figure 7: Segment II Application Design Initial Review



System Test Scripts Creation Planned versus Actual

The diagram in Figure 8 shows the number of planned versus actual System Test Scripts drafted for Test Cycle 0 of System Testing. As of 5/15/24, 319 test scripts had been drafted, as seen in TSWUT. This is six more than planned.

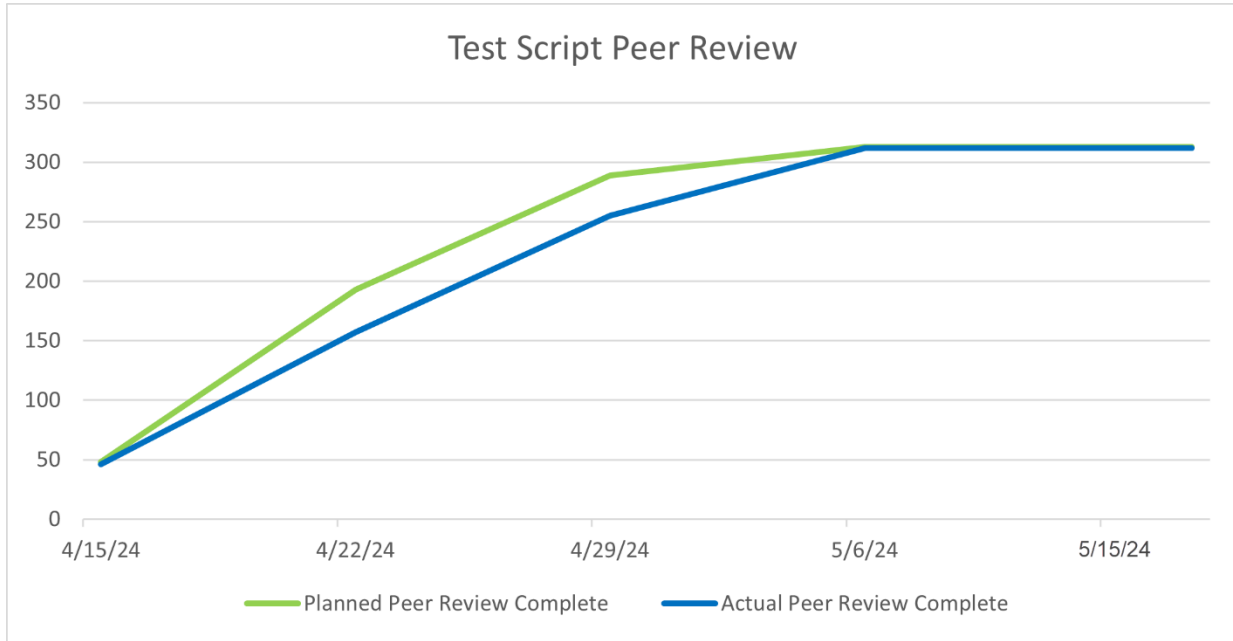
Figure 8: Actual and Planned Test Scripts Drafted



System Test Scripts Peer Review Planned versus Actual

The diagram in Figure 9 shows the number of planned versus actual System Test Scripts peer-reviewed for Test Cycle 0 of System Testing. As of 5/15/24, 312 Test Scripts have been peer-reviewed, which is on target with the 313 planned, as seen in the TSWUT.

Figure 9: Test Script Peer Review



IV&V Upcoming Schedule Activities

Project Management

- Continue to assess the Florida PALM Project Schedule SPI, schedule variances, and potential impacts of Delayed Tasks to the Critical Path and Stage Gates.
- Continue reviewing at the Agency level for completeness of all Readiness Workbook (RW) Project Management Tasks in progress, monitoring Agency trends, Risks, and Issues, and uncovering potential completion barriers for the Florida PALM Project Schedule and impact on Agency Readiness.
- Continue to review the upcoming Decisions and Risks for impact on the overall Florida PALM Project.

Organizational Change Management

- Review and monitor Agency progress with previously due Readiness Tasks 500 – 518, newly released/current Tasks in progress due in the coming months (March – June 2024), and any potential impacts to Agency Readiness efforts and the PALM Project. See the Task list in the OCM Section.
- Conduct Agency interviews with a selection of Agencies to collect feedback in areas such as Task progress and completion, progress on overdue Tasks, staffing and resources, Risks and Issues, sponsor support, and Florida PALM Project challenges and recommended practices.
- Review Agencies' Risks, Issues, and RW Tasks to determine concerns or issues that could impact the Agencies' readiness and the overall Florida PALM Project.
- Analyze the processes to review, manage, and escalate Agency Risks.

Requirements and Design

- Participate in Segment IV Design sessions.
- Continue a review and analysis of the Design Work Unit Tracker, RICEFW Inventory, and RTM.
- Review FD Specifications.

Development

- Attend pre-Build discussions.
- Continue monitoring and tracking of Application Development completion.
- Review Application Design documents.
- Review D646 – Completion of Application Development Segment I.

Testing

- Continue monitoring the creation of Test Scripts for System Testing.
- Conduct reviews of the Test Scripts that have been peer-reviewed by the SSI Vendor and reviewed by the State.
- Continue writing Test Scenarios based on BPMs for Segment III as a part of the independent testing efforts.
- Attend meetings for upcoming testing-related tasks and discussions.

Conversion

- Attend Conversion Design meetings for Segment IV.
- Continue to review WP406 – Mock Conversion Testing Plan, which is scheduled for update and Approval in May.
- Continue to review approved FDs for Finance and Payroll.

Production Support

- Meet with the Florida PALM Project Team on 05/20/2024 to discuss questions about the High-impact ticket INC41749719 and CR CHG1077997 associated with the Mock DR test conducted in May.
- Continue to review support tickets as they are reported.
- Attend meetings that pertain to issue resolutions and changes to Production functionality.

IV&V Information Requests

The table below includes the status of the outstanding Florida PALM IV&V Team information requests from the Florida PALM Project Team.

Table 2: IV&V Information Requests

Information Request	Responsible Party	Date of Request	Status
Follow-up questions on the information received on P2 INC41749719 and related Change Requests.	Florida PALM Project	4/30/24	Completed
Questions on DED for D650	Florida PALM Project	5/2/24	Completed

Appendix A – Documents Reviewed

The table below shows documents the Florida PALM IV&V Team reviewed during the period.

Table 3: IV&V Documents Reviewed

Document Name	Date	Version
Smartsheet	Daily	Working
Florida_PALM_Project_Schedule.mpp	Weekly	Working
RADAR-Report	Weekly	Working
Design Work Unit Tracker	Weekly	Working
RICEFW Inventory	Weekly	Working
RTM	Weekly	Working
Project Schedule QC Checklists	Weekly	Working
Project Management Plan	Weekly	5.0
WP406 – Mock Conversion Testing Plan	Weekly	Draft
Project Risk Log	Weekly	Working
Project Issues Log	Weekly	Working
WP408 – System Test Scripts	Weekly	Draft
Test Script Work Unit Tracker (TSWUT)	Weekly	Working
PCR-117-Segment IV Financials and Payroll Customization	5/13/24	1.0

Appendix B – IV&V Documents Delivered

The table below shows documents the Florida PALM IV&V Team delivered during the period.

Table 4: IV&V Documents Delivered

Document Name	Document Date	Version	Delivered Date	Follow Up Required
WPED WP412 – Interface Testing Plan IV&V Comments	4/24/24	Draft	5/2/24	None
WP431 – Data Management Plan IV&V Comments	3/25/24	1.0	5/2/24	None
D641 – Completion of Solution Design Segment III Deliverable Assessment Report (DAR)	5/1/24	1.0	5/1/24	None
Florida PALM IVV Monthly Assessment Report April 2024	5/10/24	1.0	5/10/24	None

Appendix C – Risk Priority Matrix

The Florida PALM IV&V Analysts will use the following table to assign a Risk probability rating to each identified Risk.

Table 5: Risk Probability Rating

Risk Probability Rating	Probability of Occurrence	Probability Description
1	Improbable	Risk has between a 1%-19% likelihood of occurring.
2	Unlikely	Risk has between a 20%-39% likelihood of occurring.
3	Possible	Risk has between a 40%-59% likelihood of occurring.
4	Likely	Risk has between a 60%-79% likelihood of occurring.
5	Probable	Risk has between an 80%-99% likelihood of occurring.

The Risk Impact Criteria the Florida PALM IV&V Analysts will use to assign a Risk impact rating to each identified Risk are described in the table below.

Table 6: Risk Impact Rating

Risk Impact Rating	Magnitude of Impact	Impact Description
1	Negligible	Risk will have an impact so small that it can be ignored when studying the larger effect.
2	Minor	Risk will have a small impact on the Project that should not be ignored when studying the larger effect.
3	Moderate	Risk will have a noticeable impact on the Project.
4	Significant	Risk will have a large impact on the Project
5	Critical	Risk will have a large impact and may jeopardize the success of the Project.

The table below outlines the Risk Priority Ratings for a Finding based on a combination of impact and probability of occurrence.

Table 7: Risk Probability vs Impact

Probability of Occurrence	Magnitude of Impact				
	Negligible 1	Minor 2	Moderate 3	Significant 4	Critical 5
Probable 5	Low	Medium	High		
Likely 4					
Possible 3					
Unlikely 2					
Improbable 1					

The table below defines the levels of the Risk Priority Ratings.

Table 8: Risk Rating Definition

Rating	Definition
High	There is a possibility of a substantial impact to product quality, manageability cost, or schedule. Major disruption is likely, and the consequences would be unacceptable. A different approach is required. Mitigation strategies should be evaluated and acted upon immediately.
Medium	There is a possibility of a moderate impact on product quality manageability cost or schedule. Some disruption is likely, and a different approach may be required. Mitigation strategies should be evaluated and implemented as soon as feasible.
Low	There is a possibility of a slight impact on product quality manageability cost or schedule. Minimal disruption is likely, and some oversight is needed to ensure that it remains low. Mitigation strategies should be evaluated and considered for implementation when possible.