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Table of Contents

Table of Contents..... 2

Executive Summary ..... 4

Focus Area Updates ..... 4

New Findings .....11

Open Findings.....16

Closed Findings .....23

Metrics Related to Findings.....24

Florida PALM Project Focus Area Updates .....25

Florida PALM Agency Focus Area Updates .....50

Key Metrics or Analysis.....60

IV&V Information Requests .....67

Appendix A – Risk Priority Matrix .....68

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## Executive Summary

The following list summarizes the key items of the Florida PALM IV&V Team details in the Monthly Assessment Report for April 2025:

- The overall Florida PALM Project Risk Rating remains a Medium Risk. While two new Findings were opened this month and some Florida PALM Project Focus Areas are trending towards worse Risk Ratings, several Agency Focus Areas have improved, particularly in Readiness activities for Training and User Acceptance Testing (UAT).
- Finding 20 has been opened due to the Risk associated with delays in publishing the updated Florida PALM Project Schedule, which was targeted for release by 4/22/25 but remains unpublished with no revised date communicated as of 4/30/25.
- Finding 21 has also been opened as a Preliminary Concern regarding the current pace of System Testing Segment III and the increase in Test Script execution required to meet the planned completion date of 6/30/25 for System Testing.
- The Risk Rating for the Florida PALM Project Development Focus Area remains a Medium Risk but is worsening to High Yellow due to the increased initial failure rate for Reports, Interfaces, Conversions, Extensions, Forms, and Workflows (RICEFW)-related Test Scripts, which may indicate that lower-quality code is being pushed to the System Testing environments.
- The Risk Rating for the Florida PALM Data, Conversion, and Interfaces Focus Area remains a High Risk due to the unchanged status of Finding 16 and the high volume of System Investigation Requests (SIRs) opened for Mock Conversion 2, which may affect its timely completion.
- Several of the Florida PALM Agency Focus Areas have seen an improvement in the Risk Rating due primarily to the increased collaboration between Agencies regarding Training and UAT planning.

## Focus Area Updates

The Table below summarizes the Florida PALM IV&V Team's updates for the various Focus Areas since the last Monthly Assessment Report. Detailed updates regarding these Focus Areas are provided in this document's Focus Area Updates section. Some Focus Areas may be marked as Not Applicable (NA) as they have not started or if there is no activity during this reporting period. Descriptions for each Focus Area will be incorporated into each Monthly Assessment Report.

## Florida PALM Project Focus Areas:

**Table 1: Florida PALM Project Focus Areas**

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
Overall Project Indicator	Medium	Medium	No Change	<p>The overall Florida PALM Project Risk Rating remains a Medium Risk.</p> <p>The Florida PALM IV&amp;V Team has identified a Risk (Finding 20) related to the delayed updated Florida PALM Project Schedule, which was targeted for release by 4/22/25. As of 4/30/25, updates are ongoing, and no new target date has been set.</p> <p>A Preliminary Concern (Finding 21) has also been opened regarding the Florida PALM Project Team's ability to complete System Testing by 6/30/25 due to the current execution rate and the absence of a documented resourcing plan to support the planned increase in Testing pace.</p> <p>While approvals for Build Segment IV are behind the targeted date of 5/9/25, the Florida PALM IV&amp;V Team expects the Florida PALM Project Team will still meet the planned finish date of 5/30/25 for Development in Amendment 12.</p>
Florida PALM Project Management	Medium	Medium	Worsening	<p>The Risk Rating for this Focus Area remains a Medium Risk but is worsening from a Medium to High Yellow due to the addition of Finding 20, which highlights the delay in publishing the updated Florida PALM Project Schedule. Additionally, Finding 19, which highlights the need for greater adherence and updates to the Florida PALM Project Risk and Issue Management, remains unchanged.</p> <p>While the Florida PALM Project Team continues to work on updating the Florida PALM Project Schedule, the Florida PALM IV&amp;V Team will not report metrics.</p>
Florida PALM Organizational Change Management	Medium	Medium	No Change	<p>The Risk Rating for this Focus Area remains a Medium Risk.</p> <p>The Florida PALM Project Team continues to support Agency readiness</p>

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
				<p>through regular touchpoints, promotion of cross-agency collaboration in working groups, and updates to the Knowledge Center.</p> <p>Agency-specific Organizational Change Management (OCM) efforts appear to be progressing, particularly among Change Champion Networks (CCNs) and end users. Several Agencies have engaged end users through meetings, informal discussions, visual materials like posters, and interactive tools such as games. The Florida PALM IV&amp;V Team recommends continuing to use these resources and routinely updating Frequently Asked Questions (FAQs).</p> <p>Finding 17, which addresses the overlapping timing of UAT, Training, and Year-End Closing (YEC) tasks, remains unchanged, as priority is placed on finalizing the updated Florida PALM Project Schedule and Readiness Workplan Task Plan.</p>
Florida PALM Requirements and Design	Low	Low	No Change	<p>The Risk Rating for this Focus Area remains a Low Risk.</p> <p>The Florida PALM Project Team is progressing through pre-Build and Build reviews for several RICEFW Items, with no issues or roadblocks identified.</p>
Florida PALM Development	Medium	Medium	Worsening	<p>The Risk Rating for this Focus Area remains a Medium Risk but is worsening from a Medium to High Yellow due to the increase in the initial failure rate of RICEFW-related Test Scripts. This may indicate a reduction in the quality of code being released to the System Testing environments.</p> <p>Per the DWUT, all Segment IV Application Development (AD) documents are targeted for approval by 5/9/25. As of 4/30/25, all 112 Segment IV AD documents have been drafted, with 92 of the 96 targeted for approval completed. The Florida PALM IV&amp;V Team estimates completion of Development by 5/20/25, which remains</p>

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
				<p>ahead of the planned finish date of 5/30/24 in Amendment 12.</p> <p>In addition to Segment IV Build, five major Employee Self Service (ESS) extensions and 13 RICEFW Items are being developed on separate timelines, with AD document approval targets extending from May through October 2025.</p>
Florida PALM Testing	Medium	Medium	Worsening	<p>The Risk Rating for this Focus Area remains a Medium Risk but is worsening from a Medium to High Yellow.</p> <p>Test Script execution for System Testing Segment III is progressing at less than half the pace of previous Segments, raising a Preliminary Concern about the Florida PALM Project Team's ability to complete the remaining 902 Test Scripts within the 8.5 weeks left in the System Testing timeline (Finding 21).</p> <p>Regression testing is ongoing and is projected to be completed on time, assuming the current execution pace is maintained and the rate of regression SIR detection does not increase.</p>
Florida PALM Data, Conversion, and Interfaces	High	High	No Change	<p>The Risk Rating for this Focus Area remains a High Risk.</p> <p>Finding 16 remains unchanged due to the delayed start of Mock Conversion 2 against the baselined Florida PALM Project Schedule. Mock Conversion 2A, which began on 3/19/25, was initially scheduled to conclude by 4/11/25 but has been extended to 5/2/25. Mock Conversion 2B, which started on 4/7/25, has also been extended to 5/2/25. Updates to the Florida PALM Project Schedule are expected to include a revised timeline for the remaining Mock Conversions.</p> <p>While Mock Conversion 1 has been completed, three Medium-priority SIRs are still unresolved for Mock Conversion 1B.</p>

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
Florida PALM Implementation Readiness	NA	NA	NA	The Florida PALM IV&V Team will begin reporting progress once Implementation Readiness efforts begin.



## Florida PALM Agency Focus Areas

**Table 2: Florida PALM Agency Focus Areas**

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
Agency Project Management	Medium	Medium	No Change	<p>The Risk Rating for this Focus Area remains a Medium Risk.</p> <p>As of 4/30/25, 37 Direct Impact Tasks were due, with six not Verified as Complete by the Florida PALM Agency Readiness Team, showing improvement over March. The Florida PALM IV&amp;V Team recommends that Agencies continue working on open Readiness Workplan (RW) Tasks to maintain momentum and track progress.</p> <p>Agencies are transitioning to a new Risk and Issue reporting template, which enhances visibility and impact assessment. The Florida PALM IV&amp;V Team encourages Agencies to align their Risk and Issue identification and documentation practices with the Project Management Institute (PMI) standards.</p>
Florida PALM Agency Readiness	Medium	Medium	No Change	<p>The Risk Rating for this Focus Area remains a Medium Risk.</p> <p>The Florida PALM IV&amp;V Team observed that Agencies are maintaining momentum in completing RW Tasks and expressing cautious optimism about effectively using Florida PALM for critical operations. The Multi-Agency Project Management Liaison (PML) - Change Management Liaison (CML) Meeting continues to offer collaborative support, especially on shared initiatives like Readiness checklists.</p> <p>UAT prerequisite planning and Training preparations are progressing well, with regular sub-group meetings driving positive outcomes. Agencies are reporting improved understanding and confidence in their readiness preparations as a result.</p>

Focus Area	Last Month Indicator	Current Month Indicator	Trend	Update Summary
Agency Requirements and Design	Medium	Medium	No Change	<p>The Risk Rating for this Focus Area remains a Medium Risk.</p> <p>Agencies have responded positively to the Florida PALM Knowledge Center Change Catalog and are using it proactively to support their Readiness efforts. The Florida PALM IV&amp;V Team observed 43 updates in the Change Catalog across Business Processes, Reports, and Interfaces.</p>
Agency Testing	Medium	Medium	Improving	<p>The Risk Rating for this Focus Area remains a Medium Risk but is improving from a Medium to Low Yellow.</p> <p>Agencies are actively preparing for Interface and UAT, with many developing test scenarios, mapping business processes, and addressing security role needs. Collaborative efforts across Agencies, including UAT prerequisite sessions and shared training resource development, demonstrate a coordinated commitment to Readiness.</p>
Agency Data, Conversion, and Interfaces	Medium	Medium	Improving	<p>The Risk Rating for this Focus Area remains a Medium Risk but is improving from a High to Medium Yellow.</p> <p>Agencies remain engaged in Data validation, Conversion planning, and Interface development to support Florida PALM implementation. Continued collaboration with the Florida PALM Project Team, through Readiness Coordinators (RCs), will be critical to mitigating risks and ensuring Readiness for successful data migration and system integration.</p>
Agency Implementation Readiness	NA	NA	NA	<p>The Florida PALM IV&amp;V Team will begin reporting progress once Agency Implementation efforts begin.</p>

## New Findings

**Finding Type:** Risk

**Impact:** High

**Probability:** Likely

**Priority:** High

**Finding # and Title:** **Finding 20** – The updated Florida PALM Project Schedule is delayed, and no new confirmed release date has been set.

**Finding Description:** Following the execution of Amendment 12 on 3/3/25, the Florida PALM Project Schedule required updates to reflect the extended timeline. The Florida PALM Project Team also chose to incorporate all remaining tasks for future Deliverables, as well as Readiness Workplan Tasks, into the Florida PALM Project Schedule, rather than waiting until each Deliverable Expectations Document (DED) is submitted. This proactive approach increases visibility into the full scope of work required to meet the new go-live date of 7/13/26, allowing for better planning, risk identification, and resource alignment.

The original target date for completing the updated Florida PALM Project Schedule was 3/24/25. Due to the volume of new tasks and the need for additional planning sessions to verify the accuracy of the updates, the delivery date was extended to 4/22/25. As of 4/30/25, the updated Florida PALM Project Schedule has not been published, and a revised release date has not been communicated.

**Criteria:** Although the Florida PALM Project Team has updated various trackers, such as the Design Work Unit Tracker (DWUT) and the Test Execution Tracker (TEXT), to monitor specific tasks and maintain progress while the Florida PALM Project Schedule is being updated, these trackers are not integrated. As a result, they do not provide a comprehensive view of potential downstream impacts on resources or timelines if delays occur.

The Project Management Body of Knowledge (PMBOK)® Guide and PMI's Standard for Project Management provide clear principles and performance domains that support the importance of publishing and maintaining a project schedule and timely communication of schedule impacts. Planning Performance Domain (PMBOK 7th Edition) stresses the need to develop and maintain a project schedule that guides execution and monitoring. It emphasizes that planning should be iterative and responsive to change and that stakeholders must be informed of impacts to scope, schedule, and cost promptly and transparently.

**Cause:** The approval and execution of Amendment 12 took approximately one month longer than initially anticipated, which impacted the Florida PALM Project Team's ability to begin working on the Florida PALM Project Schedule updates, even as continued progress was expected to support the feasibility of the six-month extension. Additionally, the Florida PALM Project Team opted to expand the scope of the update to include all remaining tasks through go-live, which added complexity and required additional planning sessions to ensure thoroughness and alignment.

**Effect:** The delay in updating the Florida PALM Project Schedule presents the following challenges for the Florida PALM Project Team:

- Lack of visibility into tasks that are past due in the baselined Florida PALM Schedule and are not represented in a specific tracker presents an incomplete and inaccurate picture of the remaining work, especially for Critical Path items, until the updated Florida PALM Project Schedule is published.
- Progress must be entered into both the baselined and draft Florida PALM Project Schedules, creating inefficiencies and increasing the risk of discrepancies in progress tracking.
- Teams lack clarity on revised milestones, dependencies, and deadlines, which can impact planning, execution, and coordination across workstreams.
- Resource planning becomes difficult, potentially leading to underutilization or misallocation of staff and delaying critical activities.
- Without a structured timeline, key decisions may be delayed or made without understanding downstream implications, increasing delivery risk.
- The Florida PALM Project Team cannot yet implement a structured process for tracking estimated start/finish dates to assess potential delays and risks across tasks proactively.

Since RW updates depend on the updated Florida PALM Project Schedule, Agencies may also be impacted in the following ways:

- Agencies may struggle to adjust staffing, internal timelines, and coordination with external vendors (e.g., for system remediation or testing), which can impact key milestones.
- Conflicts between Florida PALM Project activities and operational activities, such as fiscal year-end processes, may not be identified or resolved in a timely manner.
- The absence of an updated Florida PALM Project Schedule may undermine confidence in Florida PALM Project governance and transparency, increasing reliance on assumptions and informal updates, and risking misalignment.
- Further delays in publishing an updated Florida PALM Project Schedule may stall internal preparation for testing, integration, and change readiness. This could result in a compressed timeline, which increases the risk of incomplete testing, reduced quality, and insufficient user training that could hinder Florida PALM adoption.

**Recommendations:** The Florida PALM IV&V Team recommends the following actions to support the timely completion and effective communication of the updated Florida PALM Project Schedule.

- Based on the remaining updates and the effort required to finalize it, set and adhere to a feasible publication date for the updated Florida PALM Project Schedule.
- Maintain consistent, transparent communication with Agencies and stakeholders regarding Florida PALM Project Schedule status to build trust and alignment across teams.
- Consider developing mitigation strategies to prevent compression of future critical activities and to reduce additional timeline risks.
- If the Florida PALM Project Team anticipates that the Executive Steering Committee (ESC) will vote to implement the contingency go-live date outlined in Amendment 12,

consider aligning with PMBOK practices by updating the Florida PALM Project Schedule in advance of the ESC Stage Gate 4 vote to reflect the associated changes.

**Finding Type:** Preliminary Concern

**Impact:** Moderate

**Probability:** Possible

**Priority:** Medium

**Finding # and Title:** **Finding 21** – Pace of execution for Segment III may impact the Florida PALM Project Team's ability to meet the planned finish date of 6/30/25 for System Testing.

**Finding Description:** Per the TEXT, 143 Test Scripts have been executed in the six weeks since System Testing Segment III began, an average of 24 Test Scripts per week, which is less than half the pace of the approximately 55 Test Scripts per week achieved during Segments I and II.

As of 4/30/25, 902 Test Scripts remain to be executed within the 8.5 weeks left for System Testing. Per the TEXT, 657 scripts are planned for execution in May (averaging 164 per week) and 245 in June (averaging 61 per week). To meet this accelerated pace, the Florida PALM Project Team plans to reallocate Functional and Development resources to support test execution.

The Florida PALM IV&V Team has not seen evidence of a formal analysis to support this plan, such as the number of additional testers required, transition timing, percent allocation to testing, expected execution capacity, or potential impacts on Design and Development activities.

Additional concerns include:

- The need for an even higher execution rate if more Test Scripts are introduced as Development concludes.
- The need for Testing staff to prioritize between retesting Critical and High-priority SIRs and executing planned Test Scripts.

**Criteria:** Per the Exit Criteria defined in D643 – Updated System Testing Plan, the SSI Vendor cannot exit System Testing unless “all planned Test Scripts (for all Cycles) have been executed with evidence supplied.” System Testing is scheduled to be completed on 6/30/25 and exit criteria will be assessed at Stage Gate 3 – Ready for UAT on 7/30/25.

**Cause:** The execution pace of 24 Test Scripts per week for the first six weeks of System Testing for Segment III has been below the historic average execution pace of approximately 55 Test Scripts per week for previous Segments. To complete the execution of the 902 Test Scripts remaining, the TEXT identifies a weekly execution pace for May that is triple the historic average execution pace.

**Effect:** If execution of all planned Segment III Test Scripts is not completed by the 6/30/25 planned finish date, one of the System Testing exit criteria may not be met when assessed at Stage Gate 3 – Ready for UAT, and the start of UAT could be delayed.

**Recommendations:** To successfully meet the planned finish date of 6/30/25 for System Testing, the Florida PALM IV&V Team recommends the following:

- The SSI Vendor should continue to develop and migrate high-quality, adequately tested code to the System Test environments to reduce the number of new SIRs being logged and decrease the need for multiple re-runs.
- Develop more accurate productivity estimates for reallocated resources by having the SSI Vendor produce a detailed test execution plan that outlines weekly targets by team and includes baseline productivity assumptions.
- Identify contingency plans or mitigation strategies in the event that planned execution is not achieved.

## Open Findings

**Finding Number and Title:** **Finding 15** – Risk that high failure rate for RICEFW-related Test Scripts may impact Stage Gate 3.

<b>Date Opened:</b> 10/31/24		
<b>Finding Description:</b> Although System Testing execution is progressing, the Florida PALM IV&V Team has identified an initial failure rate of approximately 76% for Test Scripts associated with the RICEFW Items. As of 10/31/24, the failure rate for the second and third runs for RICEFW Items that failed initial execution is also high, with 30% failing during the second run and 38% failing on the third run. Compared to other types of Test Scripts, the failure rate of RICEFW-related Test Scripts for first, second, and third runs is substantially higher.		
<b>Current Impact:</b> Moderate	<b>Previous Impact:</b> Moderate	<b>Trend:</b> No Change
<b>Current Probability:</b> Possible	<b>Previous Probability:</b> Unlikely	<b>Trend:</b> Worsening
<b>Current Priority:</b> Medium	<b>Previous Priority:</b> Low	<b>Trend:</b> Worsening

**Status Update:** While the initial failure rate for RICEFW-related Test Scripts showed sustained improvement from December 2024 through March 2025, averaging around 39.1%, the Florida PALM IV&V Team observed an increase to 62.9% in April 2025. With 659 RICEFW Test Scripts remaining (34% of the total), this increased failure rate poses a risk to the overall completion of System Testing.

**Recommendation #1:** The SSI Vendor should assign SIRs back to the original Developer that built the failed RICEFW Item.

**Status:** In Process

**Update:** Based on a review of Developers assigned to resolve SIRs, it does appear that most are being assigned back to the original Developer.

**Recommendation #2:** The SSI Vendor should add additional Development staff to focus on the remaining items for Build Segment IV.

**Status:** In Process

**Update:** Additional Development staff have been added to the Florida PALM Project starting in June 2024, and additional staffing is expected through June 2025 to correspond to the updated timeline for completing System Testing.

**Recommendation #3:** The SSI Vendor should prioritize Test Scripts to facilitate early testing of the most critical business functionality.

**Status:** In Process



**Update:** Test Scripts are being prioritized and coordinated with the Development team based on what is available. The Florida PALM IV&V Team has not observed System Testing resources trying to test functionality that is still in Build. A total of 400 Test Scripts from System Testing Segment II were deferred to Segment III, with most of these deferred due to delays in Build Segment IV.

**Recommendation #4:** The SSI Vendor should document and standardize approaches to maintain consistency in configuration, application security roles, and settings across different environments.

**Status:** In Process

**Update:** The percentage of SIRs with a defect type of “configuration,” “application security,” “migration,” or “not a defect” has been reduced. These defect types accounted for 38.3% of SIRs in December, 24.9% in January, 14.7% in February, 15.7% in March, and 12.2% in April. The percentage of these defect types seen between January and April 2025 is consistent with other similar testing efforts. Overall, process improvements have increased consistency and reduced unnecessary SIRs.

**Recommendation #5:** The SSI Vendor should enhance smoke testing performed on Builds migrated to the System Testing environments using automated Test Scripts. Smoke testing is intended to assess the stability and functionality of new code when it is released in a new environment.

**Status:** No Change

**Update:** Although some smoke testing is performed, the Florida PALM IV&V Team is not aware of any increase in the number of smoke tests performed or that any of the tests are being automated. Regression Testing has started, and this testing is expected to include 312 automated Test Scripts.

**Recommendation #6:** The SSI Vendor should continue existing meetings and processes between the Development and Testing Teams to coordinate the availability of RICEFW Items for System Testing and identify any dependencies among RICEFW Items.

**Status:** In Process

**Update:** The SSI Vendor Development and Testing teams are in frequent contact to coordinate the testing of RICEFW Items based on availability. The Florida PALM IV&V Team has not observed any instances where testing was attempted on a RICEFW Item that had not been completed.

**Recommendation #7:** The SSI Vendor should continuously log and review the root causes of SIRs with testers to minimize future identification of SIRs that are not valid defects.

**Status:** In Process

**Update:** Root causes are now consistently being added to SIRs. Approximately 98% of the closed SIRs have a root cause entered.

**Recommendation #8:** The SSI Vendor should develop a burn-up chart based on the Stage Gate 3 Entry Criteria and track performance against it.

**Status:** No Change

**Update:** The Florida PALM IV&V Team has not observed the creation of a burn-up chart for System Testing based on the Stage Gate 3 criteria that can be used to determine whether the trajectory of progress is sufficient to meet the criteria. The Florida PALM IV&V Team continues to recommend that this type of burn-up chart be created.

**Finding Number and Title:** **Finding 16** – Compounding delays in Mock Conversion 0 and 1 have led to a compressed timeline for Mock Conversion 2 and have the potential to impact multiple downstream activities, such as Interface Testing, future Mock Conversions, and UAT.

<b>Date Opened:</b> 11/29/24		
<b>Finding Description:</b> Mock Conversion 0B has been delayed due to delays with the development of critical Payroll Conversion interfaces, pushing the anticipated completion date of Mock Conversion 0B beyond November. As of 11/30/24, the Florida PALM Project Team completed Conversion activities for 10 out of the 14 interfaces for Mock Conversion 0B. Three of the remaining Conversion interfaces are 50% complete, and one is 25% complete. Additionally, there are two open High-priority SIRs, with one remaining unresolved since October, and 10 Medium-priority SIRs. These delays have pushed the completion of Mock Conversion 1B to early December, but Mock Conversion 1B cannot be finalized until Mock Conversion 0B is complete. Mock Conversion 1A has been reopened and new SIRs have been logged as a result.		
<b>Current Impact:</b> High	<b>Previous Impact:</b> High	<b>Trend:</b> No Change
<b>Current Probability:</b> Likely	<b>Previous Probability:</b> Likely	<b>Trend:</b> No Change
<b>Current Priority:</b> High	<b>Previous Priority:</b> High	<b>Trend:</b> No Change

**Status Update:** Finding 16 remains unchanged due to the delayed start of Mock Conversion 2 against the baselined Florida PALM Project Schedule. The Amendment 12 Statement of Work (SOW) does not include revised planned start and finish dates for Mock Conversion 2, but does push back the planned start of Interface Testing Cycle 2 to accommodate the delay.

Mock Conversion 2A, which began on 3/19/25, was initially scheduled to conclude by 4/11/25 but has been extended to 5/2/25. Mock Conversion 2B, which started on 4/7/25, has also been extended to 5/2/25. Updates to the Florida PALM Project Schedule are expected to include a revised timeline for the remaining Mock Conversions.

**Recommendation #1:** Prioritize the resolution of SIRs from Mock Conversions 0B and 1B and finalize Mock Conversion 0B activities to prevent further delays to Mock Conversion 1B. The Florida PALM Project Team should review completion dates for the remaining Mock Conversions and consider mitigation strategies such as allocating additional resources or extending work hours to realign the Mock Conversion timeline and promptly address new SIRs.

**Status:** In Process

**Update:** The Florida PALM IV&V Team has observed that the Florida PALM Project Team is continuing to prioritize resolution of SIRs from prior Mock Conversions while progressing with Mock Conversions 2A and 2B. As of 4/30/25, three Medium-priority and two Low-priority SIRs from Mock Conversion 1B remain unresolved.

The Florida PALM IV&V Team continues to recommend that the Florida PALM Project Team work with the SSI Vendor to define clear deadlines for resolving outstanding SIRs, complete outstanding Test Script execution, and finalize the Florida PALM Project Team's validation for previous Mock Conversions. Establishing a structured timeline for these activities will help ensure timely completion and reduce the risk of further delays.

**Finding Number and Title:** **Finding 17** – The overlapping timing of UAT, Training activities, and YEC tasks can create resource constraints, potentially reducing the effectiveness of Training delivery.

<b>Date Opened:</b> 11/29/24		
<b>Finding Description:</b> Agency Subject Matter Experts (SMEs) and end users will depend on UAT and Training to gain the familiarity needed to perform their job functions in Florida PALM. The concurrent timelines for UAT, Training, and YEC activities may strain Agency resources and divide their focus across these overlapping efforts.		
<b>Current Impact:</b> Significant	<b>Previous Impact:</b> Significant	<b>Trend:</b> No Change
<b>Current Probability:</b> Likely	<b>Previous Probability:</b> Likely	<b>Trend:</b> No Change
<b>Current Priority:</b> High	<b>Previous Priority:</b> High	<b>Trend:</b> No Change

**Status Update:** Finding 17 remains unchanged, as the Florida PALM IV&V Team cannot accurately assess the impact of Amendment 12 on this Finding until an updated Florida PALM Project Schedule and RW are available.

**Recommendation #1:** Agencies should plan to increase resources – potentially through staff augmentation – to better support their staff during these parallel activities before beginning UAT. The Florida PALM IV&V Team also recommends that the Florida PALM Project Team track Training readiness through defined Key Performance Indicators (KPIs), surveys, and other metrics (i.e., SME and end-user participation in UAT, UAT progress, Training participation, completion rates, and knowledge transfer evaluations).

**Status:** In Process

**Update:** The Florida PALM IV&V Team observed that Agencies continue their staff augmentation efforts to improve their ability to prepare for and implement Florida PALM. Some Agencies are actively hiring for positions, and many are including staff augmentation funding in their Legislative Budget Requests to support readiness efforts.

**Recommendation #2:** Consider additional support mechanisms during this period, such as setting up support labs, offering office hours, and hosting targeted workshops to address learning gaps and technical issues during UAT and Training. While the Florida PALM Project Team is already considering some of these measures, they could be especially effective through early engagement to identify specific Training needs and gaps, which can then be incorporated into the Training materials.

**Status:** In Process

**Update:** The Florida PALM Project Team continues to plan workshops to provide Agencies additional guidance on developing UAT and Training plans.

**Finding Number and Title:** **Finding 19** – The Florida PALM Project could benefit from increased adherence and updates to the Risk and Issue Management process, promoting additional clarity and transparency regarding open Risks and Issues.

<b>Date Opened:</b> 1/31/25		
<b>Finding Description:</b> The Florida PALM IV&V Team has observed that Florida PALM Project Risk statuses and mitigation strategies have not been updated or escalated in a timely manner per the Changes, Risks, Action Items, Issues, Decisions, and Lessons Learned (CRAIDL) management process outlined in the Florida PALM Project Management Plan (PMP). The Florida PALM IV&V Team began reporting on the CRAIDL process in the November and December 2024 Florida PALM IV&V Monthly Assessment Reports, emphasizing the need for a more proactive approach to Risk and Issue management for a project of this scale.		
<b>Current Impact:</b> Significant	<b>Previous Impact:</b> Significant	<b>Trend:</b> No Change
<b>Current Probability:</b> Probable	<b>Previous Probability:</b> Probable	<b>Trend:</b> No Change
<b>Current Priority:</b> High	<b>Previous Priority:</b> High	<b>Trend:</b> No Change

**Status Update:** Finding 19 remains unchanged, as the Florida PALM Project Team continues to prioritize updates to the Florida PALM Project Schedule.

**Recommendation #1:** Update the CRAIDL management process in the PMP to include a provision allowing exceptions in cases where extenuating circumstances prevent the Florida PALM Project Team from following the standard process for escalating Risks and documenting mitigation strategies that involve changes to scope, cost, and/or schedule.

**Status:** No Change

**Update:** The Florida PALM IV&V Team reviewed the PMP, and the language has not yet been updated.

**Recommendation #2:** Where possible, create distinct entries for individual Risks in the CRAIDL log and develop detailed mitigation plans specific to each Risk, rather than using broad, high-level descriptions to cover multiple Risks. For example, Risk #8, which was originally opened to track the overlap between System Testing and UAT, also includes scope expansion due to additional work related to the DW/BI and delays in the Financials and Payroll Build Segment IV. Separating these into individual Risks would provide greater clarity and more targeted mitigation strategies.

**Status:** In Process

**Update:** The Florida PALM IV&V Team observed improvements in Issue documentation for an Issue that was closed by the Florida PALM Project Team. This included the use of separate entries to reflect distinct changes in mitigation strategies. The closure status also provided clear details on how the Issue was resolved.

**Recommendation #3:** Refine the process for reviewing and tracking Risk status updates to include:

- Action items

- Assigned resource for Action Item
- Expected Time of Completion (ETC) for each Action Item
- Chronological status history
- Current status of Action items providing visibility into mitigation efforts

**Status:** No Change

**Update:** The Florida PALM IV&V Team has not yet observed changes to the process.

**Recommendation #4:** Specify whether a Risk is being Mitigated, Accepted, or Avoided in the mitigation plan.

**Status:** In Process

**Update:** The Florida PALM IV&V Team has observed updated language, including “Mitigate” or “Monitor Plan.” The Florida PALM Project Team could also consider including clear language outlining whether the risk will be Accepted or Avoided.

**Recommendation #5:** Include standardized reporting practices in the PMP to provide greater clarity regarding Florida PALM Project Risks and Issues in the Monthly Status Report and ESC Meetings.

**Status:** No Change

**Update:** The Florida PALM IV&V Team reviewed the PMP, and the language has not yet been updated.

## **Closed Findings**

No findings were closed in the month of April.

## Metrics Related to Findings

The Figure below shows the open, closed, and new Findings the Florida PALM IV&V Team identified. Two new Findings were opened this month. There are four open Findings and four closed Findings.

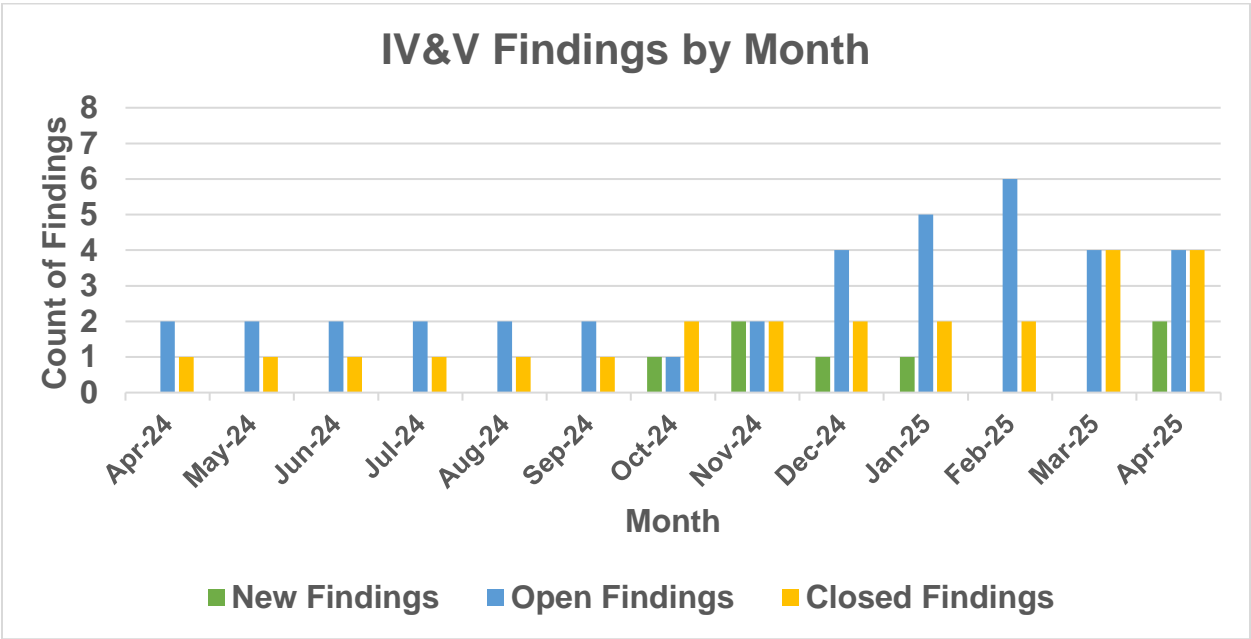


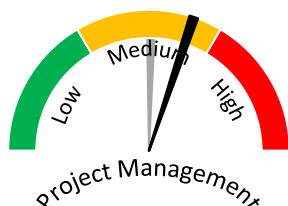
Figure 1: Florida PALM IV&V Findings by Month



## Florida PALM Project Focus Area Updates

### Florida PALM Project Management

#### Focus Area Indicator<sup>1</sup>



Trend: Worsening

#### Florida PALM Project Management Updates

The Florida PALM Project Schedule is being updated to align with Amendment 12 changes. Due to the number of shifting variables, the Florida PALM IV&V Team will not provide metrics in this report, as doing so may result in inaccurate representations of overall Florida PALM Project status and health.

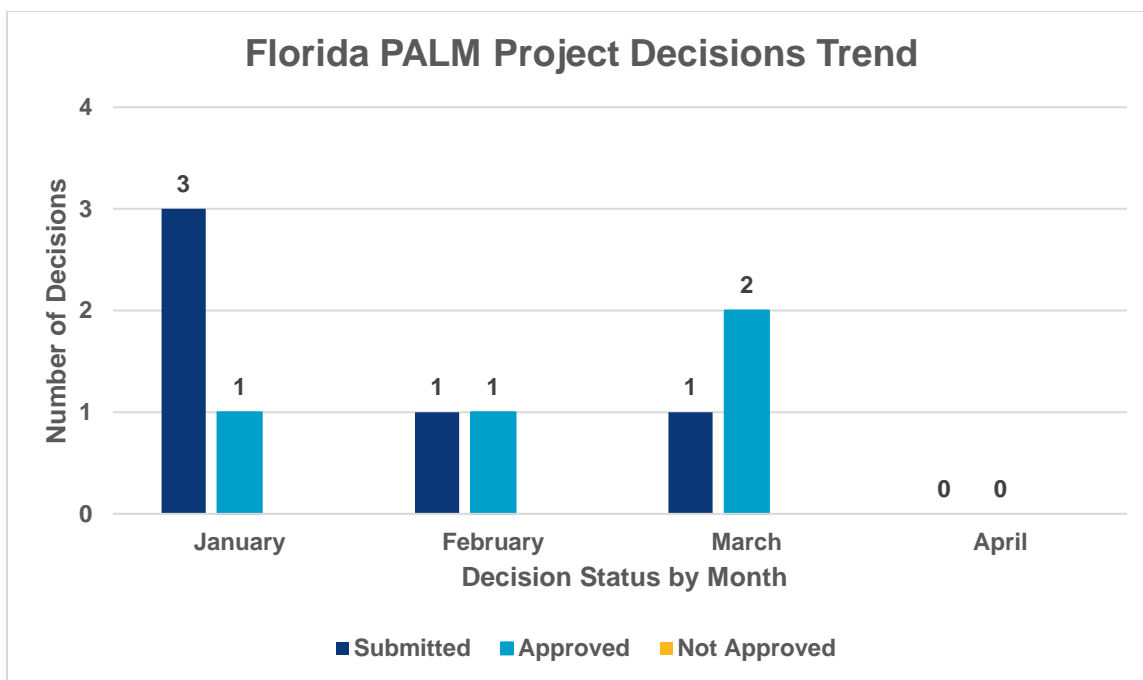
The Florida PALM IV&V Team recognizes the importance of having an accurate and finalized Florida PALM Project Schedule. While delivery of the updated Schedule was targeted for 4/22/25, updates were still ongoing as of 4/30/25. Due to the risk associated with not having a baselined Florida PALM Project Schedule to assess progress against the updated timeline, the Florida PALM IV&V Team has opened Finding 20. Additional details are provided in the New Findings section of this report.

A baselined schedule is a critical project management tool that outlines the approved tasks, dependencies, and target dates. It provides a fixed point of reference for monitoring progress and managing performance. Maintaining a current baseline is essential to identify schedule deviations, manage risks, and prevent potential delays or cost overruns.

#### Florida PALM Project Decisions

No new Florida PALM Project Decisions or Project Change Requests (PCRs) were submitted, approved, or not approved in April. The Figure below shows the Decision trend over the last four months.

<sup>1</sup> Indicator would include this month's indicator as well as a shadow that shows what the previous indicator rating was similar to what is provided in the current Monthly Assessment Report template.

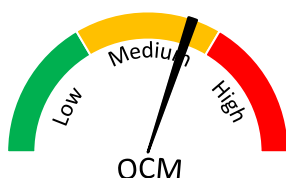


**Figure 2: Florida PALM Project Decisions Trend**

Due to the delay in finalizing the updated Florida PALM Project Schedule as documented in Finding 20 and Finding 19 related to the Florida PALM Project Risk and Issue Management process remaining unchanged, the Risk Rating for this Focus Area remains a Medium Risk but is worsening to a High Yellow.

### Florida PALM Organizational Change Management

#### Focus Area Indicator



Trend: No Change

#### Florida PALM Organizational Change Management Updates

The Florida PALM IV&V Team participated in multiple Agency Readiness Touchpoints to observe OCM activities, UAT planning, Training development, and stakeholder engagement. RCs continue to support Agencies by guiding RW Task completion, addressing questions, reviewing internal OCM efforts, and facilitating discussions through Agency-led UAT and Training workgroups. RCs also promote collaboration via the public-facing Florida PALM Project website, where materials are shared through the Agency Exchange Library, and by highlighting updates

to the Florida PALM Knowledge Center Catalogue and resources such as the Change Impact Analysis series and printable posters. Additionally, they are helping to raise awareness about the upcoming Interface and Conversion Workshop scheduled for 6/11/25.

During Agency Readiness Touchpoints and meetings with Florida PALM IV&V, Agencies shared updates on their internal OCM efforts, noting progress in building stakeholder awareness through various engagement activities, including:

- CCNs hosting watercooler and end-user meetings.
- Using Florida PALM Project communication materials such as posters and other promotional content.
- Deploying internal surveys to gauge readiness.
- Creating interactive tools, like games, to educate users on upcoming changes.

While Agencies reported growing interest in Florida PALM, some noted excitement among stakeholders, while others expressed mild apprehension due to limited information about the changes. Agencies anticipate increased engagement as the Florida PALM Project moves toward key milestones like UAT and Training.

During Readiness Touchpoints, some Agencies reported that they found value in the CoLabs, citing sessions like the OCM CoLab as engaging and supportive of Readiness efforts. Other Agencies noted that some CoLab sessions feel too general and less aligned with Florida PALM-specific processes, particularly when compared to the more tailored Training CoLab. The Florida PALM IV&V Team recognizes that CoLabs are intended to provide general guidance rather than fully Florida PALM-specific content.

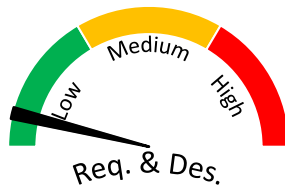
RCs continue to encourage Agency participation in Agency-led subgroups, such as the Multi-Agency PML-CML group and the UAT Planning and Training subgroups, including sharing contact information for subgroup leads. The Florida PALM IV&V Team observed that 23 Agencies are engaged with the Multi-Agency PML-CML group, and 13 Agencies actively participate in subgroups. RCs help monitor these groups to address potential misinformation and foster discussion and engagement.

The Florida PALM IV&V Team observed inconsistent responses from RCs in Agency Touchpoints regarding the timing of the updated Florida PALM Project Schedule, which may cause confusion, frustration, and resistance among Agencies. To address this, the Florida PALM IV&V Team recommends updating the FAQ on the Florida PALM public webpage to include a line item for the Florida PALM Project Schedule, with timely updates on its expected release.

The Risk Rating for this Focus Area remains a Medium Risk.

## Florida PALM Requirements and Design

### Focus Area Indicator



Trend: No Change

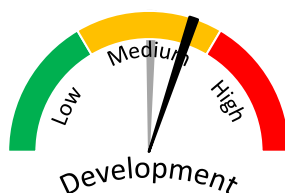
### Florida PALM Requirements and Design Updates

The Florida PALM IV&V Team continues to participate in Pre-Build and Build review meetings for several RICEFW items, including Inter-Unit Accounting discussions between the Florida PALM Project Team and the Florida Retirement System (FRS) for both Payroll and Financial Reporting. The Florida PALM IV&V Team also engaged in Configuration Workbook and data mapping/sequence discussions, as well as organization-level security for modules such as Purchasing (PO). No issues or roadblocks have been identified, and the Florida PALM IV&V Team will continue observing these discussions. Additionally, the Florida PALM IV&V Team attended the MyFloridaMarketPlace (MFMP)-hosted Change Network meeting, which covered topics such as Conversion efforts and organizational security.

The Risk Rating for this Focus Area remains a Low Risk.

## Florida PALM Development

### Focus Area Indicator



Trend: Worsening

### Florida PALM Development Updates

#### *Build Segments IV*

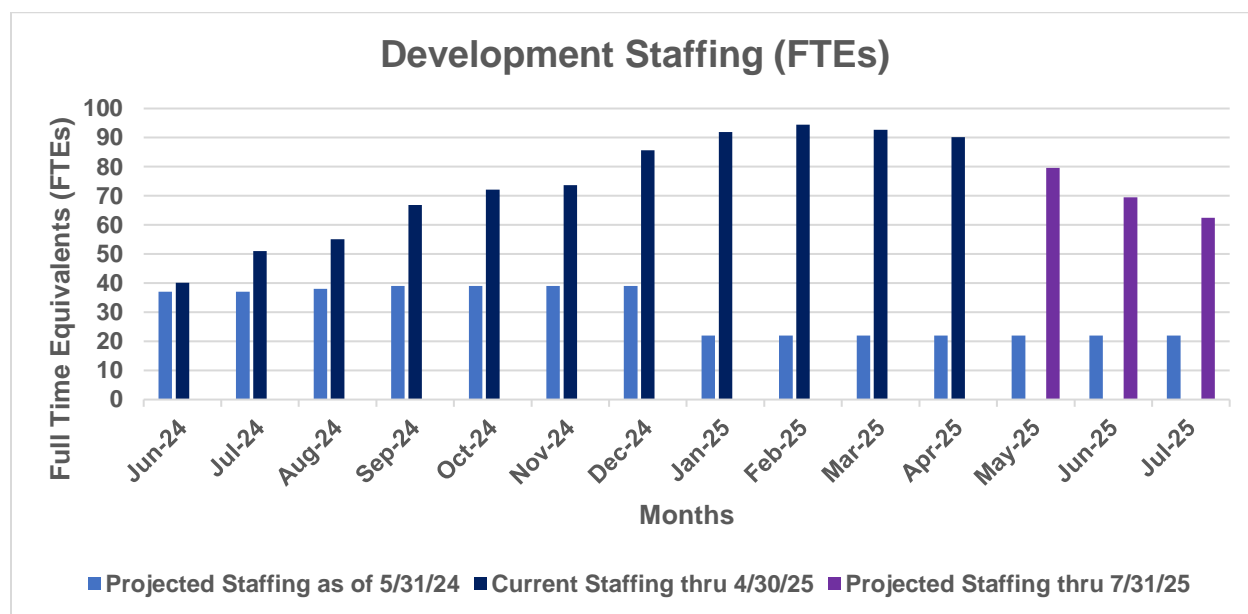
According to the DWUT, the revised target date for approving all Segment IV AD documents is 5/9/25. As of 4/30/25, all 112 AD documents have been drafted, and 92 have been approved,

which is slightly behind the target of 96. The Florida PALM IV&V Team projects that all Segment IV AD documents may be approved by 5/20/25, which remains ahead of the 5/30/25 Development completion date outlined in Amendment 12.

The Florida PALM IV&V Team has noted several root causes that have contributed to the delays in previous Builds, including:

- Development staff misunderstanding content in the Functional Designs (FDs), leading to rework.
- Development staff need to make multiple rounds of updates to AD documents based on feedback and clarifications from the Florida PALM Project Team.
- Onboarding newly added Development staff that do not have background knowledge of the Florida PALM Project.
- Initial underestimation of the scope and complexity of Build Segment III.

To mitigate delays in drafting the AD documents for previous Build Segments, the SSI Vendor has consistently added Development staff starting in July 2024. The changes to Development staffing levels are shown in the Figure below.



**Figure 3: Changes in Development Staffing**

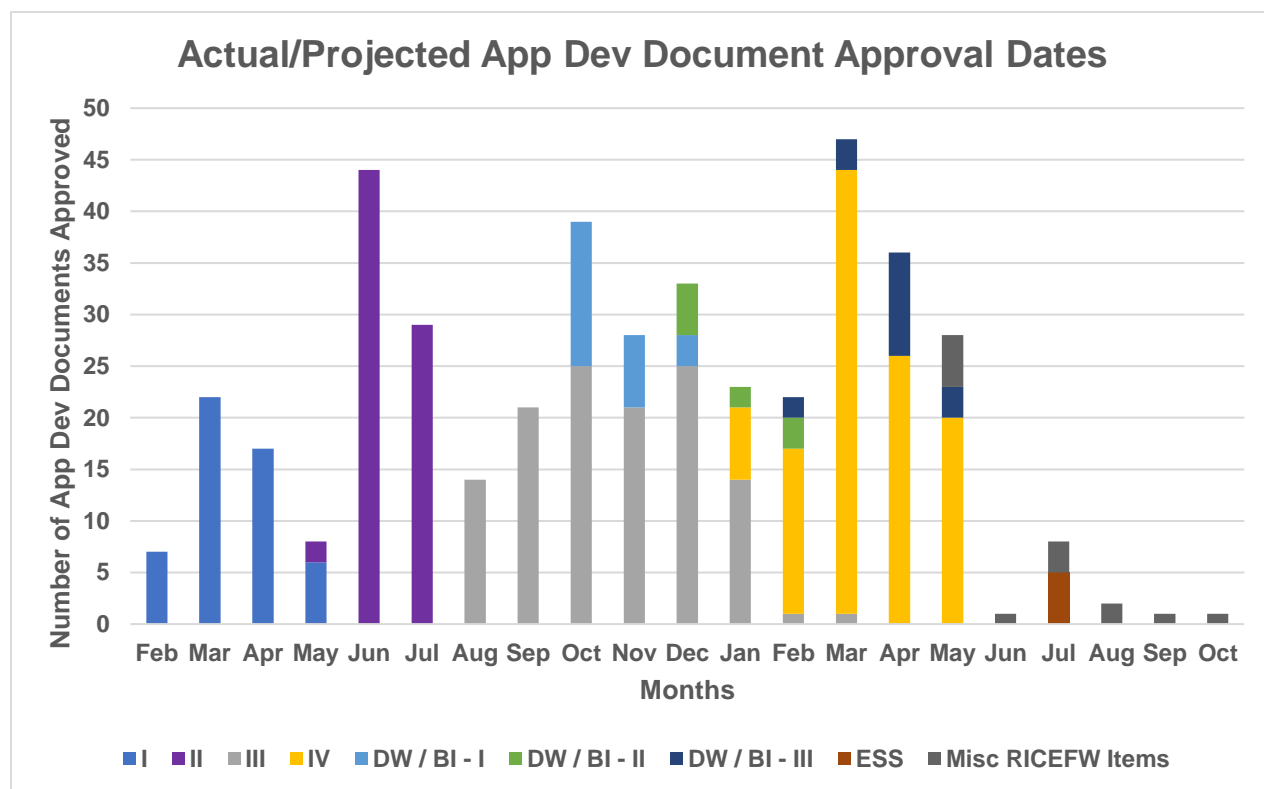
As of 4/30/25, the Staffing Plan indicates Development staff will be reduced from May through July 2025. Since all Segment IV AD documents have been drafted and are under review, these reductions are not expected to affect their approval.

For Build Segment IV, the primary responsibility has shifted to the Florida PALM Project Team to complete the review and approval process. On average, this process takes 32 business days from submission to approval. The review and approval process is thorough and includes independent unit testing by the SSI Vendor, collaborative review between the SSI Vendor and the Florida PALM Project Team, Team Manager review, Project Architect review, and Project Director review. See the table below for average review times by Build Segment.

**Table 3: Average Business Days for Build Segments**

Build Segment	Average Business Days (AD Drafted to Approval)
I	36.7
II	21.4
III	39.8
IV	33.0
DW / BI - I	23.2
DW / BI - II	19.7
DW / BI - III	25.4
<b>Overall Average</b>	<b>32.2</b>

The Florida PALM Project Team approved 36 Segment IV AD documents in April. To stay on target for both Build Segment IV and Build DW/BI Segment III, 28 will need to be approved in May. The Figure below provides the actual number of approved AD documents by month through April 2025 and projected AD document approvals required in the coming months.

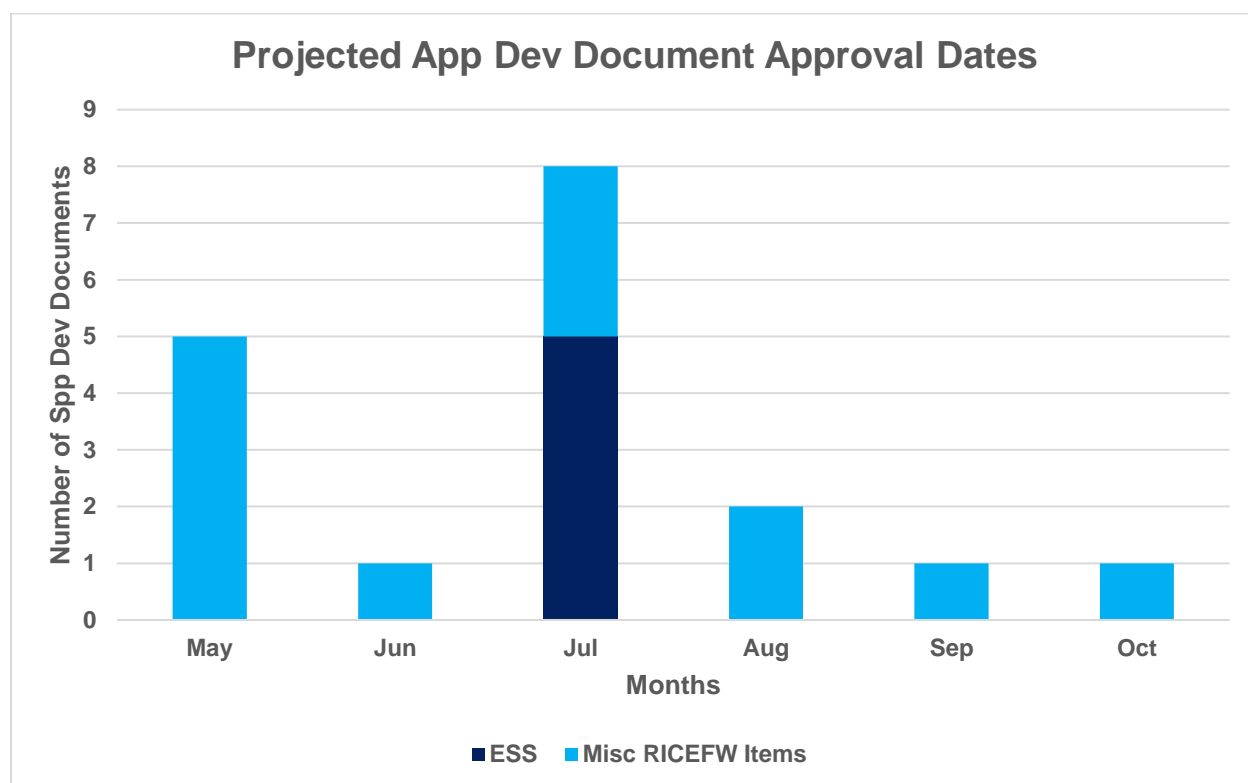


**Figure 4: Actual and Projected AD Document Approvals per Month**

Based on the historical review pace and the number of AD documents approved in March and April by the Florida PALM Project Team, the Florida PALM IV&V Team projects that all AD documents may be completed by 5/20/25. While this is approximately two weeks behind the updated target date of 5/9/25, it remains 1.5 weeks ahead of the contractual Development completion date of 5/30/25.

#### *ESS and Miscellaneous RICEFW Build*

Some RICEFW items are excluded from the contractual Development completion date outlined in Amendment 12. This includes ESS functionality, and 13 items identified due to PCRs approved after the completion of all Design Segments and the revised timeline established in Amendment 12. These items will require separate Design and Development outside of Build Segment IV. The chart below outlines the expected AD approvals by month.



**Figure 5: Projected AD Approvals per Month**

Five RICEFW Items will be developed before the end of System Testing, while four will not be completed until after UAT begins. Test Scripts for these RICEFW Items are expected to be drafted after FD approval, and the updated Florida PALM Project Schedule should include corresponding System Testing and UAT tasks.

#### *SIR Resolution*

The SSI Vendor's Development staff is involved in resolving SIRs that are generated by Testing activities. The Figure below shows the count of active SIRs over time, categorized by their assigned priority in Jira (None to Highest).

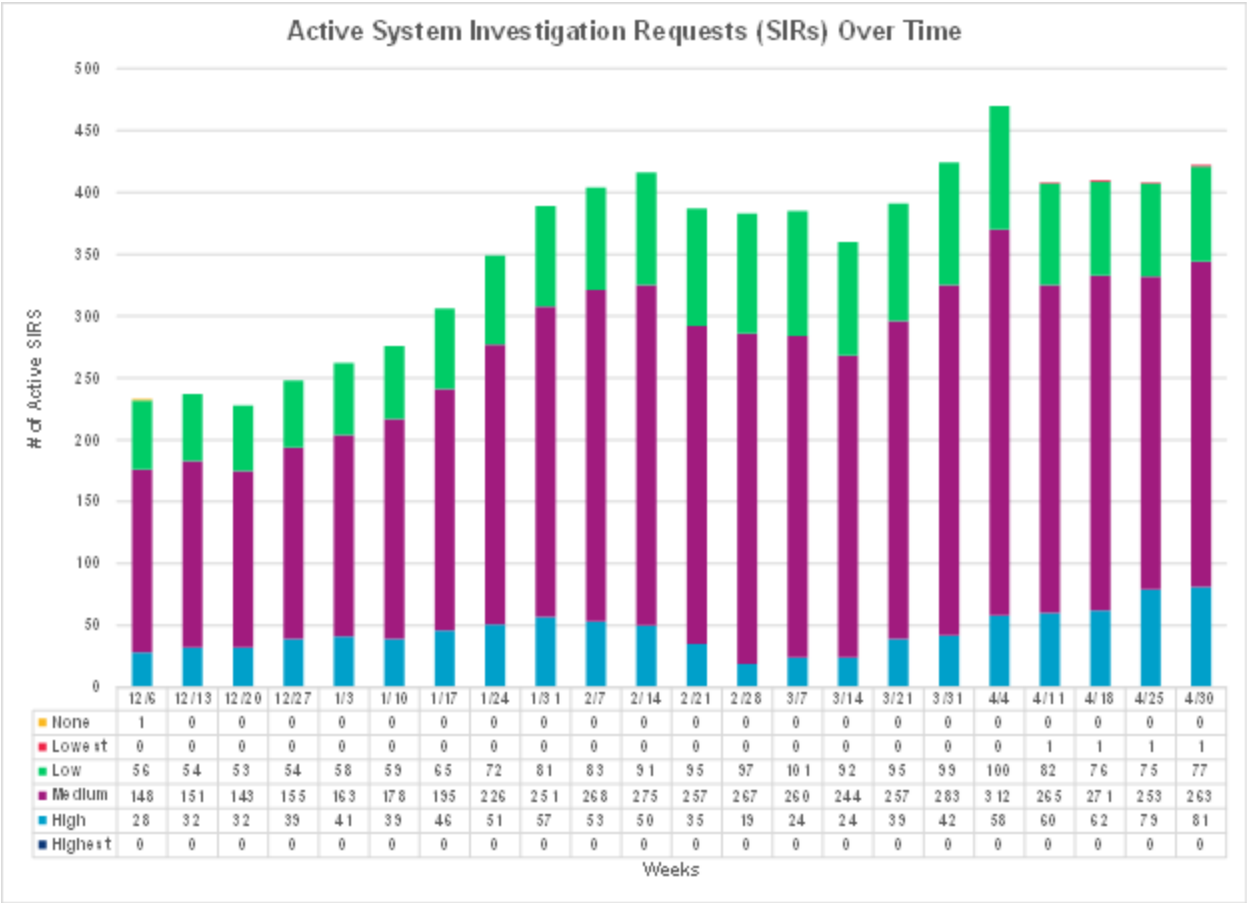


Figure 6: Active SIRs over Time

Although the number of active SIRs decreased in the first week of April, it remained steady for the rest of the month. As more System Test Scripts are executed in May, the Florida PALM IV&V Team expects the number to begin rising again. On average, 91 new SIRs were identified each week in April, which contributed to the increasing total of active SIRs. This trend is illustrated in the Figure below.



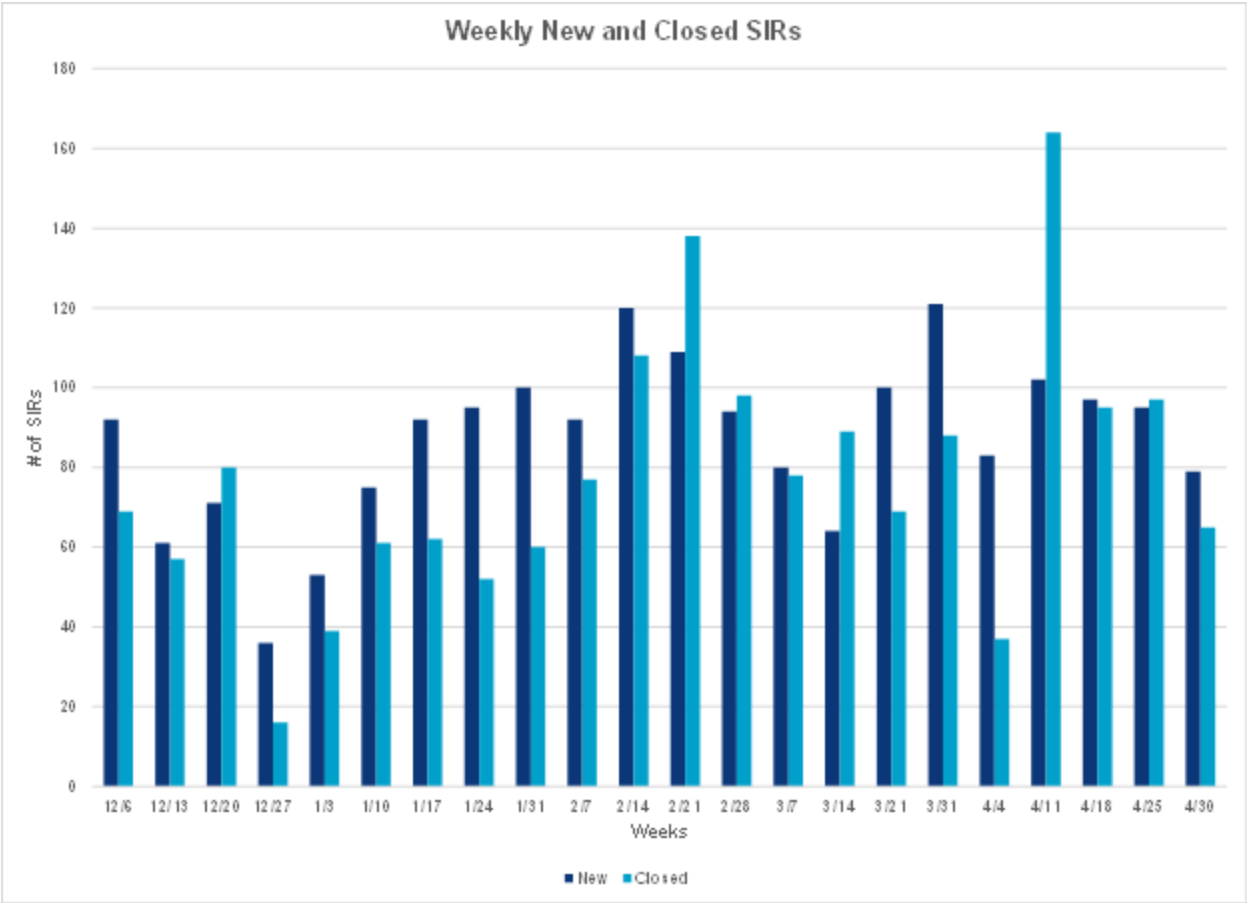
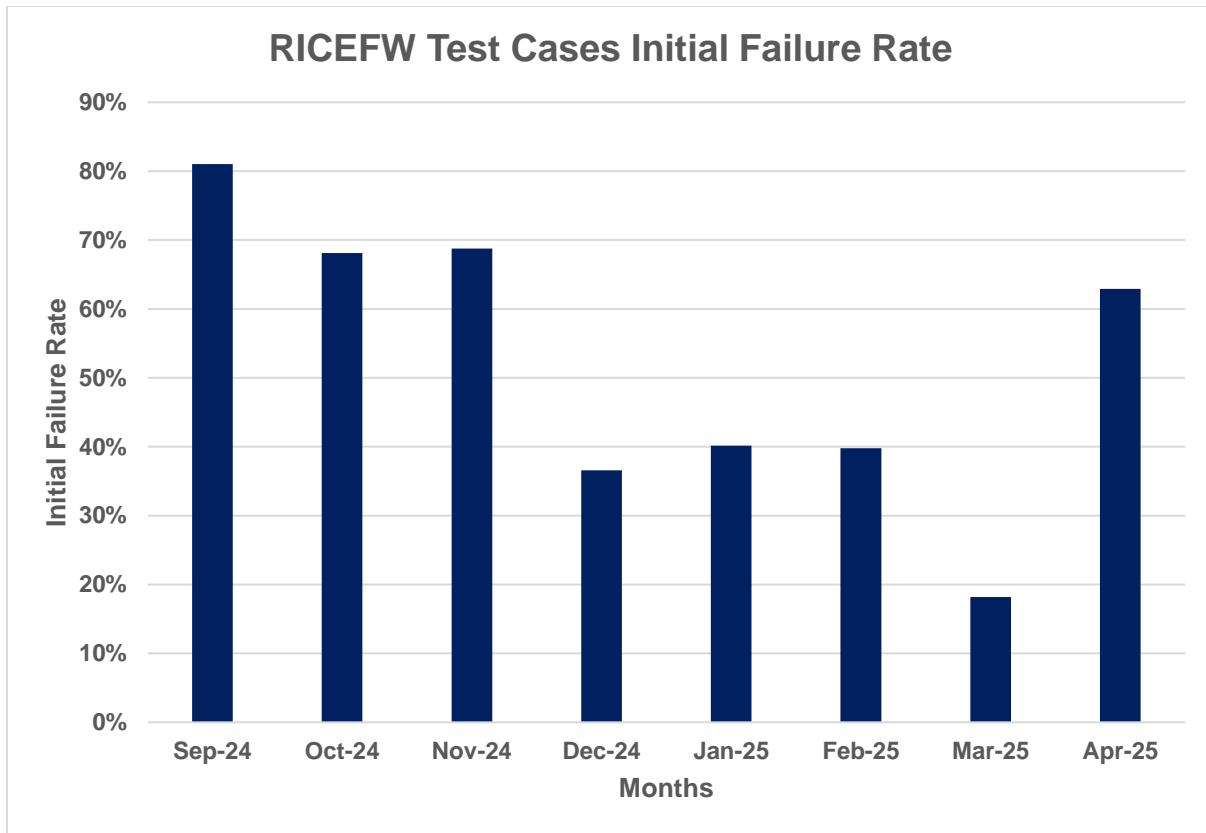


Figure 7: New and Closed SIRs over Time

The Florida PALM IV&V Team observed an improvement in the initial failure rate for RICEFW-related Test Scripts from December 2024 to March 2025, compared to October and November 2024. This trend shifted in April, as the pace of Segment III System Testing increased and the initial failure rate rose to 62.9%. This change is reflected in the Figure below.

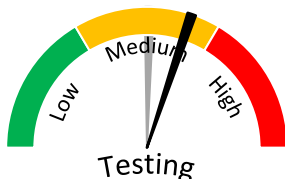


**Figure 8: Monthly Initial Failure Rate for RICEFW-related Test Scripts**

The Risk Rating for this Focus Area remains a Medium Risk but has worsened to a High Yellow due to the increase in the initial failure rate for RICEFW-related Test Scripts, which may indicate a potential decline in code quality being pushed to the System Testing environments.

## Florida PALM Testing

### Focus Area Indicator



Trend: Worsening

### Florida PALM Testing Updates

#### *System Testing Segment III*

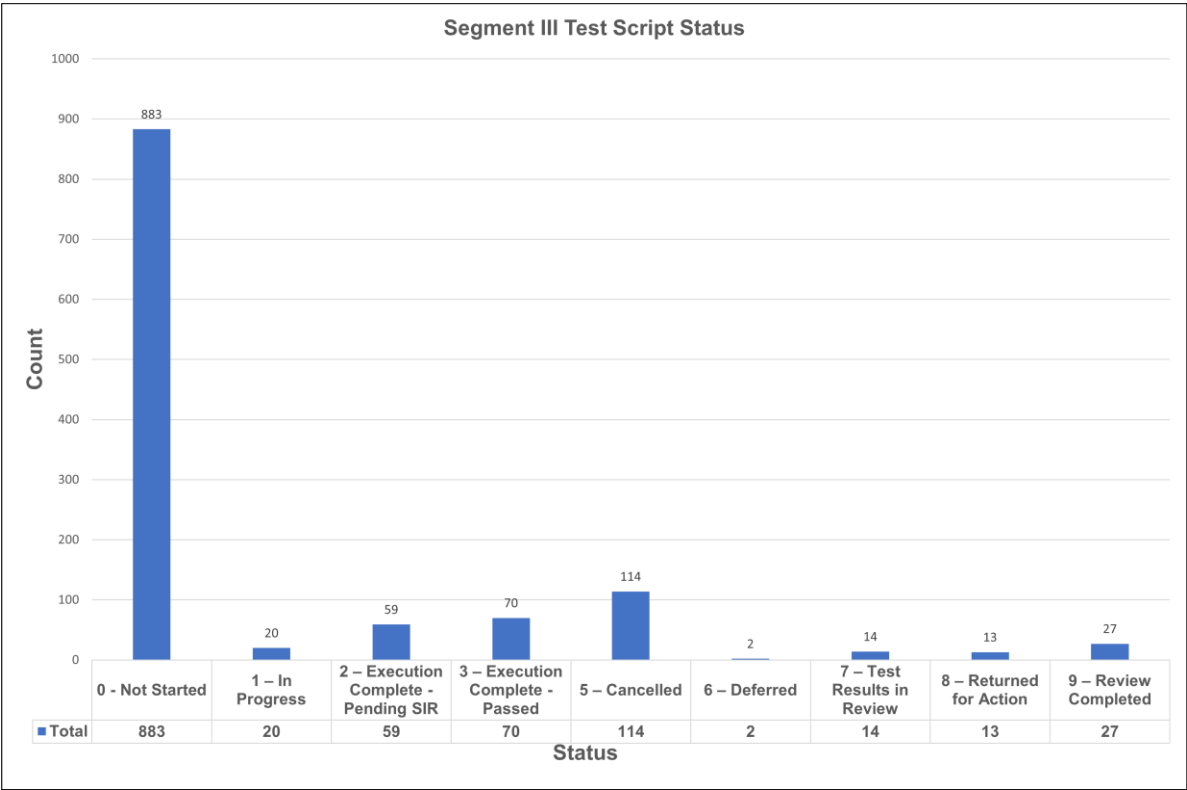
System Testing Segment III is ongoing, with 8.5 weeks remaining until the scheduled completion date of 6/30/25 in Amendment 12. As of 4/30/25, the Test Script Work Unit Tracker (TSWUT) includes 1,206 Test Scripts for Segment III, which represents an increase of 373 since March and 500 more than the 706 submitted in the initial list of Test Scripts as part of the DED for D696 – Completion of System Test Segment III. The updated count of Test Scripts is as shown in the Table below.

**Table 4: Segment III Test Script Increase**

D696 Initial Count	TSWUT March Count	TSWUT April Count	Total Cancelled	Total Scripts Added
706	833	1206	114	500

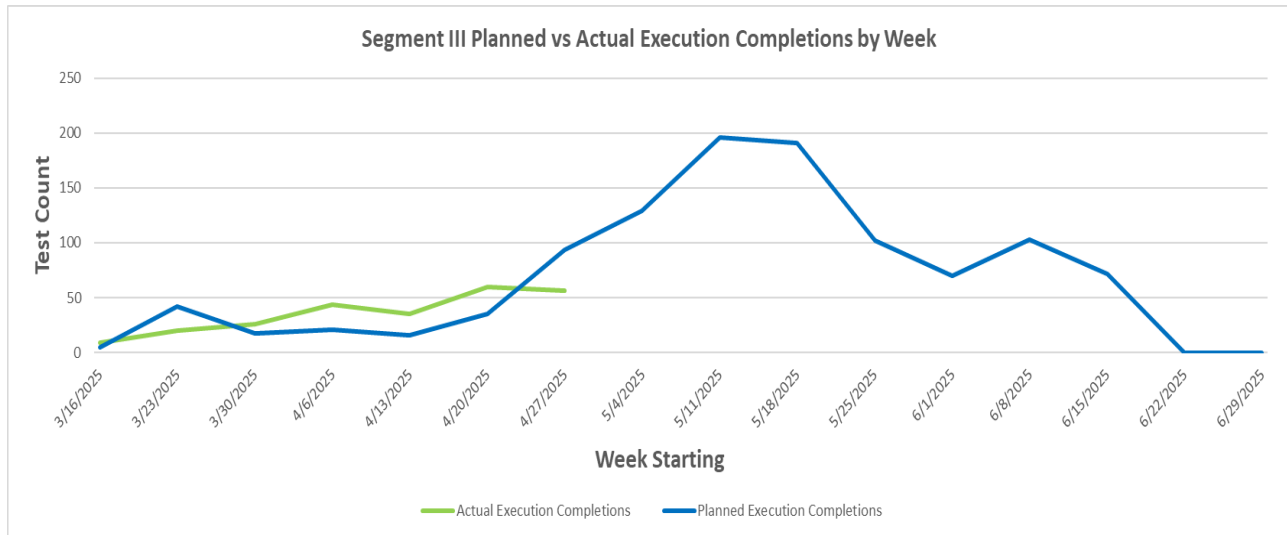
An additional 37 Test Scripts were marked as Cancelled, bringing the total to 114. A Florida PALM Project Decision outlining final counts and justifications for Cancelled or Deferred Test Scripts is required for approval before submitting D696 – Completion of System Test Segment III. The majority of the cancellations fall into two categories:

- Redundancy – 50 Test Scripts covered functionality already tested in Segments I or II.
- Change in scope – 10 Test Scripts related to IU Reverse transactions were deemed no longer necessary by the Florida PALM Project Team.



**Figure 9: Segment III Test Scripts Status**

The TEXT outlines a daily execution target to complete System Testing by the planned finish date of 6/30/25 in Amendment 12. According to the TEXT, the SSI Vendor planned to execute 192 Segment III Test Scripts and has completed 183 since Testing began on 3/17/25, with 143 executed in April. A total of 902 Test Scripts remain. The Florida PALM IV&V Team notes a significant increase in planned execution with 657 Test Scripts planned for May (a 360% increase over April) and 245 for June (a 71% increase) as illustrated in the Figure below.



**Figure 10: Planned Test Execution vs. Completed Test Execution**

Finding 21 has been opened due to a Preliminary Concern that the pace of test execution must increase to meet the System Testing completion date.

The Table below provides a snapshot of the execution status for System Test Segment III.

**Table 5: Test Execution Status for System Testing Segment III**

Test Execution Status for Test Segment III (As of 4/30/25)								
Cycle	Total No of Test Scripts	No. of Test Scripts Canceled	No. of Test Scripts Deferred	Actual No. of Test Scripts Execution Complete	Pass	Fail	Pass % (based on executed)	Fail % (based on executed)
Cycle 0	6	0	0	2	1	1	50%	50%
Cycle 1	16	1	0	12	12	0	100%	0%
Cycle 2	728	92	2	51	37	14	73%	27%
Cycle 3	193	0	0	75	47	28	63%	37%
Cycle 4	43	3	0	5	1	4	20%	80%
Cycle 5	28	12	0	11	11	0	100%	0%
Cycle 6	115	0	0	8	5	3	63%	38%

Test Execution Status for Test Segment III (As of 4/30/25)								
Cycle	Total No of Test Scripts	No. of Test Scripts Canceled	No. of Test Scripts Deferred	Actual No. of Test Scripts Execution Complete	Pass	Fail	Pass % (based on executed)	Fail % (based on executed)
Cycle 7	23	0	0	10	3	7	30%	70%
Cycle 8	12	5	0	5	5	0	100%	0%
Cycle 9	38	1	0	4	2	2	50%	50%
Grand Total	1202	114	2	183	124	59	68%	32%

#### Active System Test SIRs

For System Testing Segment III, 192 SIRs remain unresolved (SIRs with a status of Cancelled, Closed, Marked as Duplicates, or Rejected have been excluded). As shown in the Figure below, this includes five unresolved SIRs with a Business Criticality of 1 – Critical, and 49 with a Business Criticality of 2 – High.

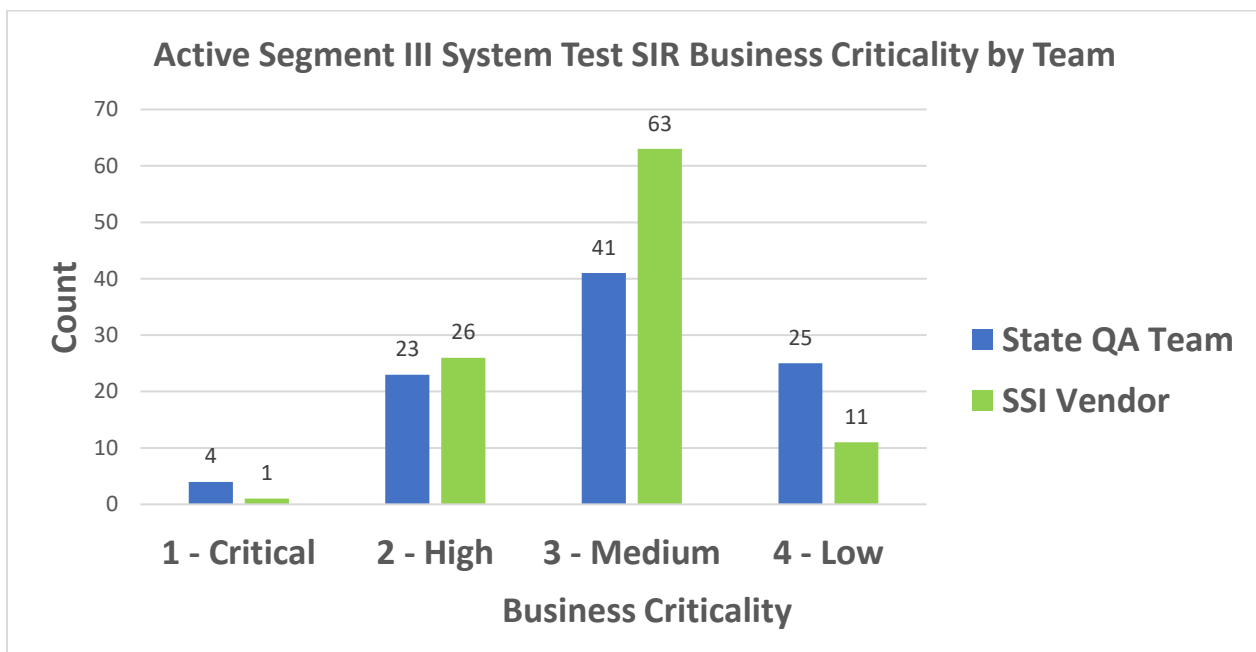
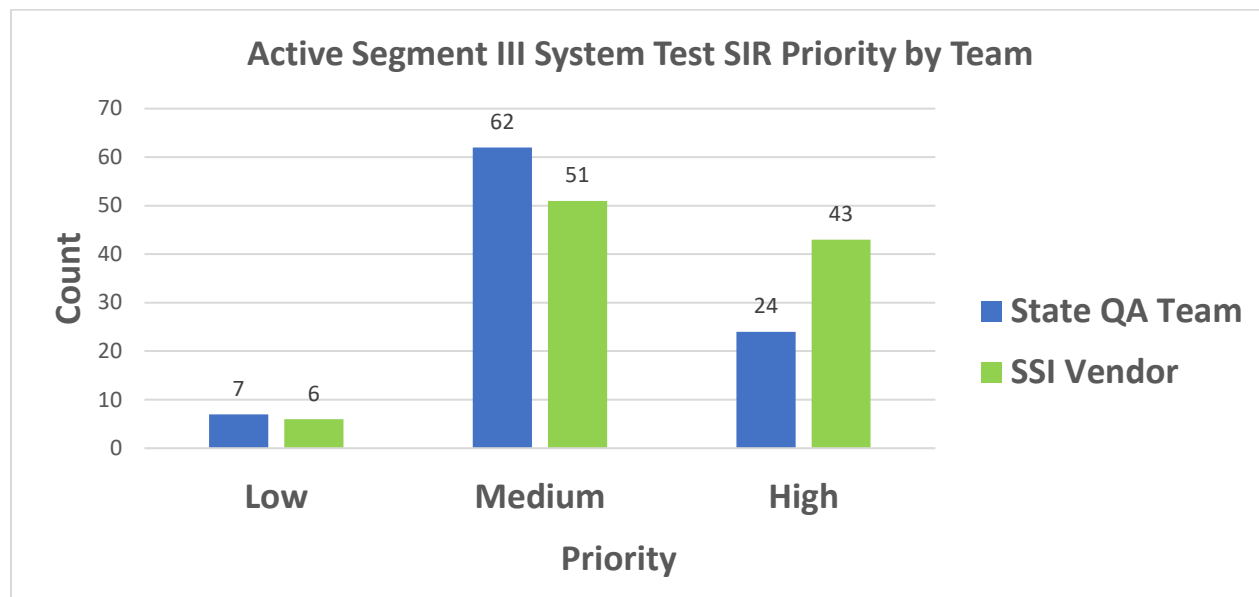


Figure 11: Active Segment III System Test SIR Business Criticality by Team

The Figure below shows the active Segment III SIRs by Priority.



**Figure 12: Active Segment III System Test SIR Priority by Team**

It is important to note that 654 RICEFW-related Test Scripts (approximately 33%) have yet to be executed as part of Segment III of System Testing. If the initial failure rate of 62.9% continues, this could result in approximately 400 SIRs that may require retesting (62.9% failure rate times the 659 remaining RICEFW Test Scripts). The need to retest SIR fixes could also potentially impact the System Testing timeline.

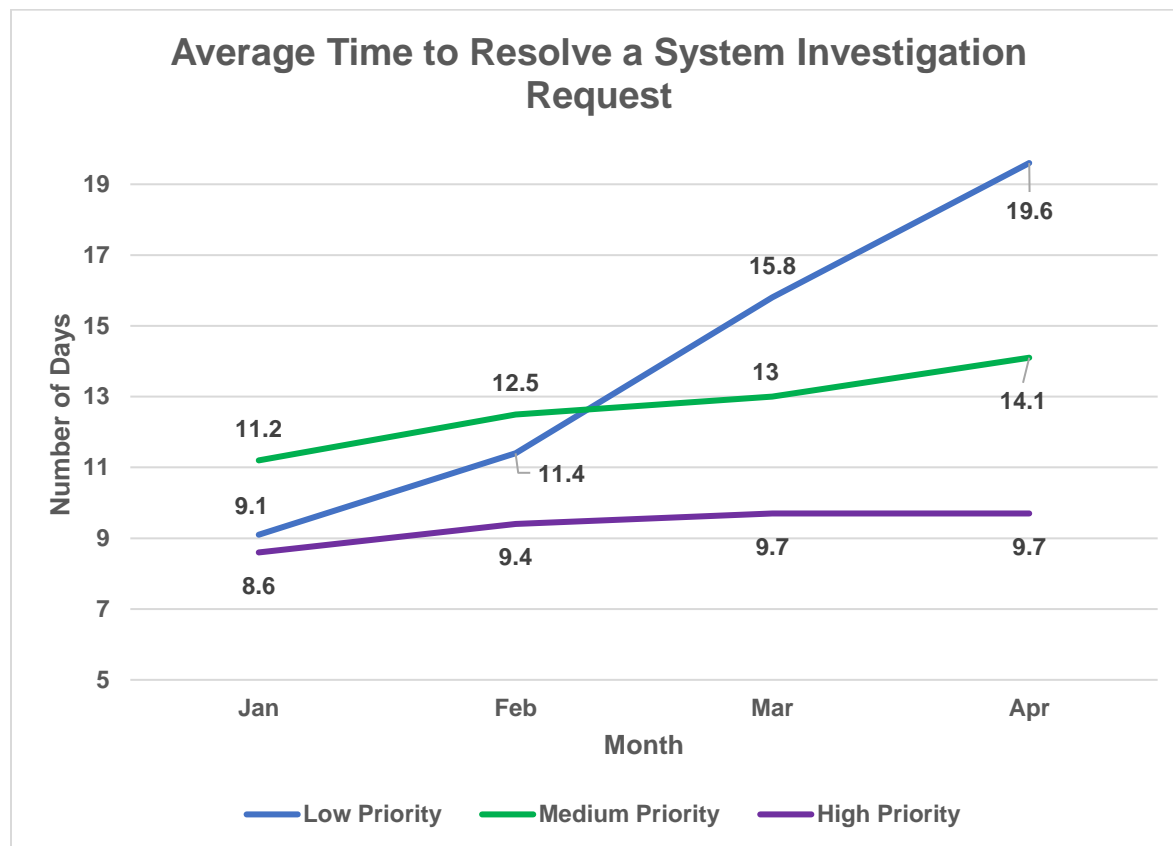
Per the SIR Management process defined in D643 – Updated System Testing Plan, Critical or High-Business Criticality SIRs must be resolved or have an agreed-upon disposition to exit System Testing and proceed to UAT. The Florida PALM Project Team confirmed that the System Testing Exit Criteria apply to all System Test SIRs regardless of which team (SSI Vendor or State Quality Assurance) opened them. The Table below shows the number of SIRs logged during Testing of Segments I, II, and III that remain unresolved.

**Table 6: Active SIRs by Business Criticality**

Business Criticality	All Segments (I, II, III)
1- Critical	5
2- High	71
3- Medium	202
4- Low	74
<b>TOTAL</b>	<b>352</b>

### Aging of SIRs

Aging is the period between the time a SIR is logged and the time it is resolved. The Florida PALM IV&V Team uses aging data as a method to assess the Florida PALM Project Team's ability to meet System Testing exit criteria. The Florida PALM IV&V Team observed that the average number of days required to resolve a High-priority SIR (9.7 days) remained unchanged from the prior month. Medium-priority SIR resolution time increased from 13 days to 14.1 days, and Low-priority SIR resolution time increased from 15.8 days to 19.6 days, as seen in the Figure below. The increase in aging of Low-priority SIRs suggests that the SSI Vendor's approach to prioritizing the resolution of higher-priority and criticality SIRs over lower-priority SIRs is aligning with best practices.



**Figure 13: Average SIR Resolution Time by Priority**

### DW/BI System Testing

The initial inventory of System Test Scripts for Data Warehouse (DW)/Business Intelligence (BI) submitted with the DED for D661 – Completion of System Test DW/BI included 157 Test Scripts. DW/BI System Testing is scheduled to occur from 5/12/25-7/18/25. The Florida PALM Project Team informed the Florida PALM IV&V Team that preparation activities are ongoing, including Test Script development, Test environment configuration, TEXT preparation, and materials for the kickoff meeting scheduled for 5/7/25. As of 4/30/25, the Florida PALM IV&V Team has observed 128 Test Scripts, covering subject areas, security roles, reports, and custom tables, within the D661 Completion of System Test (DW/BI) folder on the Florida PALM SharePoint.

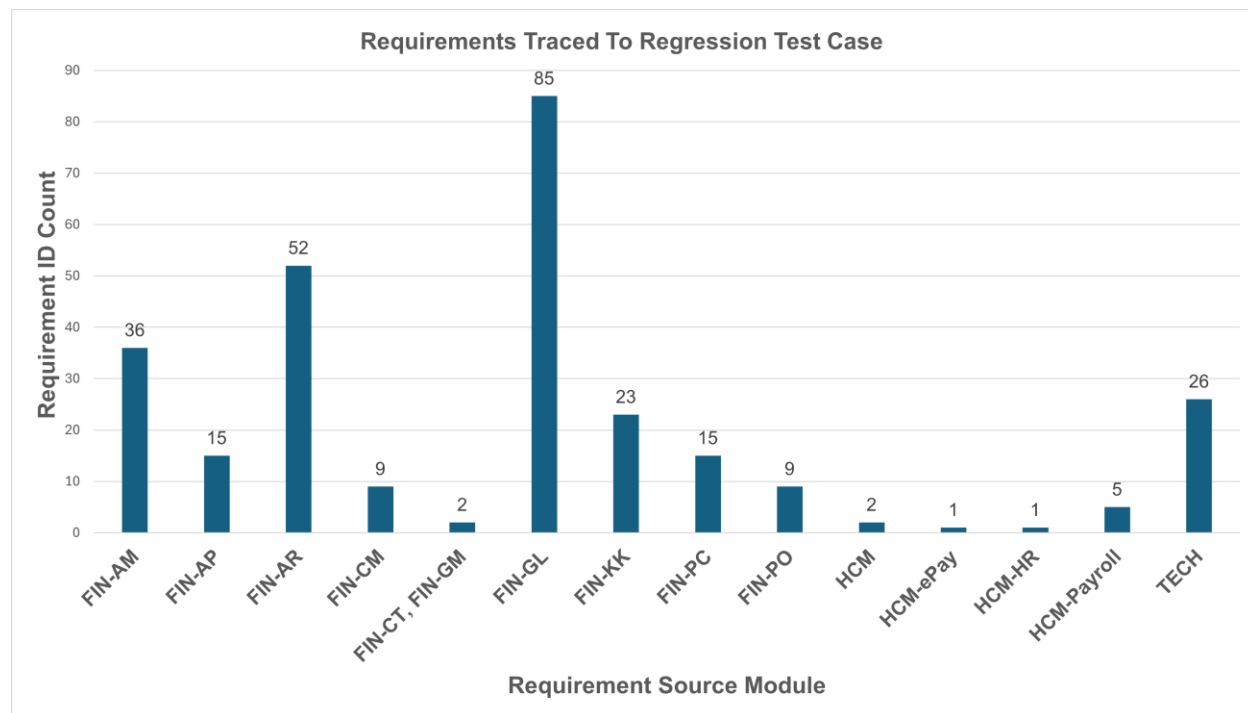


## Regression Testing

Regression Testing Event 1 is scheduled from 4/1/25 to 5/30/25. This phase focuses on re-executing previously passed Test Scripts from Segments I and II to ensure that recent changes and Build Segment IV updates have not impacted existing functionality. The goal is to validate that functionality tested in earlier Segments continues to perform as expected.

The SSI Vendor's approach includes selecting a subset of System Test Scripts from the Financial and Payroll waves, along with targeted CMS Wave regression tests and scripts tied to approved PCRs. Regression Test leads are coordinating with Functional Support teams to identify relevant scripts and with the Production Support team to select appropriate CMS scripts. The Florida PALM Project Team will review all regression Test Scripts, and additions or removals of obsolete scripts require approval from the Florida PALM Project Team.

The Florida PALM IV&V Team has identified traceability between Segment I and II Test Scripts and 281 distinct Requirement IDs from WP402 – Requirements Traceability Matrix. The Figure below shows the number of Fully or Partially Met Functional Area Requirements by Source Module that are linked to an Event 1 Regression Test Case ID.



**Figure 14: Requirements Traced to Regression Test Case**

The Table below presents System Test coverage for Segments I and II (excluding Cancelled or Deferred Test Scripts) alongside Event 1 Regression Test coverage across various modules and test types. This comparison provides insight into how the Regression Test suite aligns with the original System Testing, helping to assess the focus and proportionality of Regression efforts. By

analyzing the percentage distribution of Test Scripts by module, the Florida PALM IV&V Team can identify potential gaps or areas with limited Regression coverage.

**Table 7: Segment I & II Test Execution Coverage by Module and Test Type**

Test Type by Module	Segment I & Segment II				
	RICEFW	BPM <sup>1</sup>	FCMP <sup>2</sup>	Total	% of Total
AP	193	17	0	210	15%
All	208	0	0	208	15%
AR	157	29	6	192	14%
GL	150	26	0	176	13%
AM	108	47	10	165	12%
PR	80	52	0	132	10%
PO	71	15	0	86	6%
KK	55	6	0	61	4%
CM	50	0	4	54	4%
PC	36	2	12	50	4%
GM	32	0	0	32	2%
CT	20	0	0	20	1%
<b>Totals</b>	<b>1160</b>	<b>194</b>	<b>32</b>	<b>1386</b>	<b>100%</b>

<sup>1</sup>BPM = Business Process Model

<sup>2</sup>FCMP = Functional Cross-Module Process

**Table 8: Regression Test Coverage Proportionate to Segment I & II**

Test Type by Module:	RICEFW	BPM	FCMP	Regression Total	Regression% of Regression Test Total	System Test % of System Test Total	Regression Coverage % difference from Seg I & II
GL	92	21	0	113	25%	13%	+12%
AR	54	22	0	76	17%	14%	+3%
CM	48	17	0	65	15%	4%	+11%
AM	36	11	2	49	11%	12%	-1%
PO	23	7	0	30	7%	6%	+1%
KK	20	6	0	26	6%	4%	+2%
AP	17	4	0	21	4%	15%	-11%
PR	12	7	0	19	5%	10%	-5%
GM	19	0	0	19	3%	2%	+1%
PC	3	0	12	15	4%	4%	0%
CT	11	0	0	11	2%	1%	+1%
SD	4	0	0	4	1%	0%	+1%
All	0	0	0	0	0%	15%	-15%
Totals	339	95	14	448	100%	100%	N/A

WP409 – Regression Test Plan outlines a prioritization approach that considers recent changes, historical issues, user-facing functionality, and critical or core functions identified by the Functional Support team. Test Scripts may be assigned a priority of High, Medium, or Low.

- High – The Test Script is associated with critical business functions and covers multiple business processes, which may impact one or more modules that would affect all users for the respective function.
- Medium – The Test Script is associated with functionality that has a moderate impact on the business and covers one business process that may impact multiple modules.

- Low – The Test Script is associated with functionality that covers one business process within a single module.

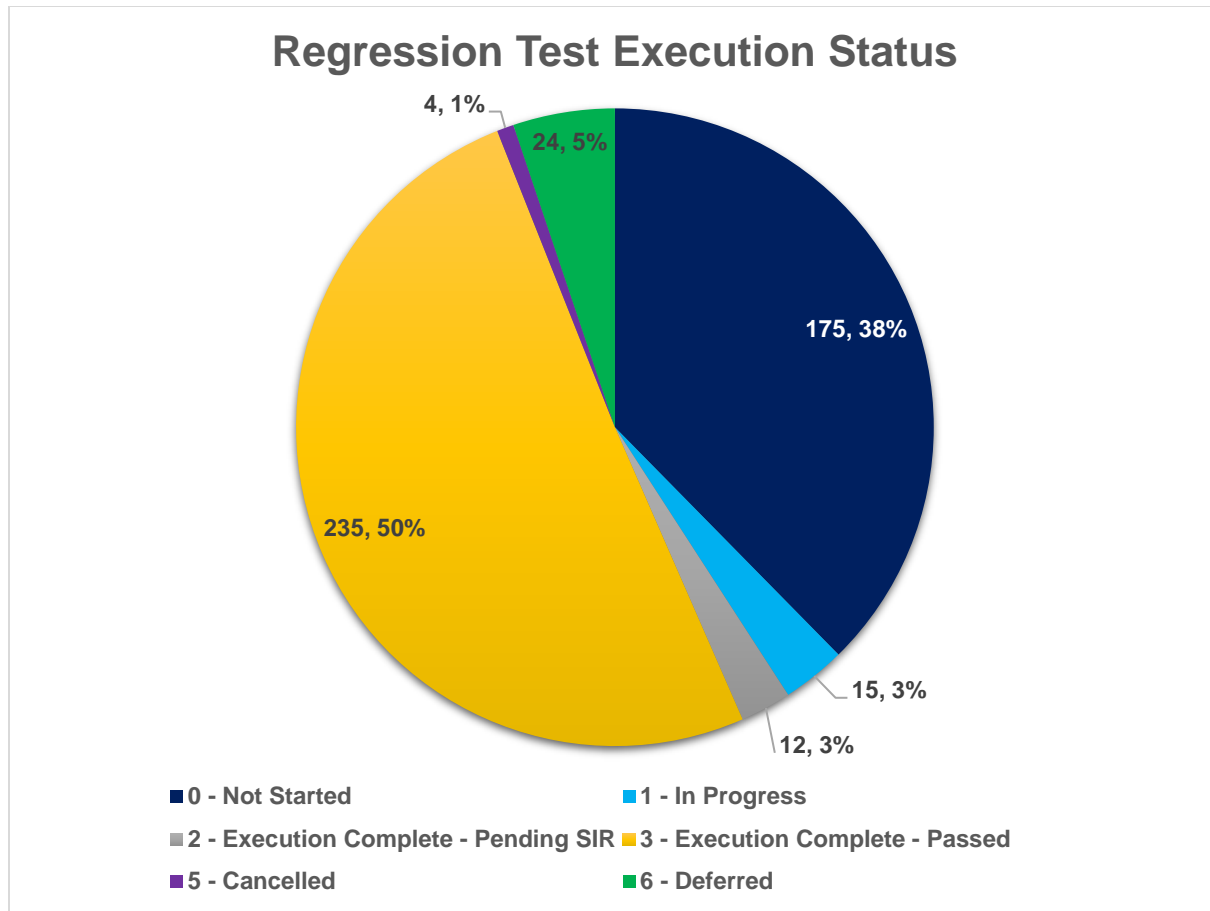
The Regression Test Metrics are to be gathered during test execution to assess actual progress against planned progress rates.

The Florida PALM IV&V Team reviewed the Regression Test Execution Tracker (ReTEXT) and noted that of the 465 listed Test Scripts, approximately 51% are labeled as Medium-priority, 2% as Low-priority, and 47% have no priority assigned. Based on the execution tracker, it appears that planned execution dates reflect priority, with critical Test Scripts generally scheduled earlier.

While 231 Test Scripts had been executed as of 4/30/25, 86 (37%) were executed ahead of their planned dates, and 96 Test Scripts with past-due planned execution dates remain unexecuted. This suggests a deviation from the planned approach described in WP409 – Regression Test Plan. Executing lower-priority scripts ahead of higher-priority ones may delay the discovery of critical defects and reduce alignment with industry standards. Delayed testing of critical functionality increases the likelihood of defects surfacing later, when remediation options are limited, and affects traceability and readiness assessments.

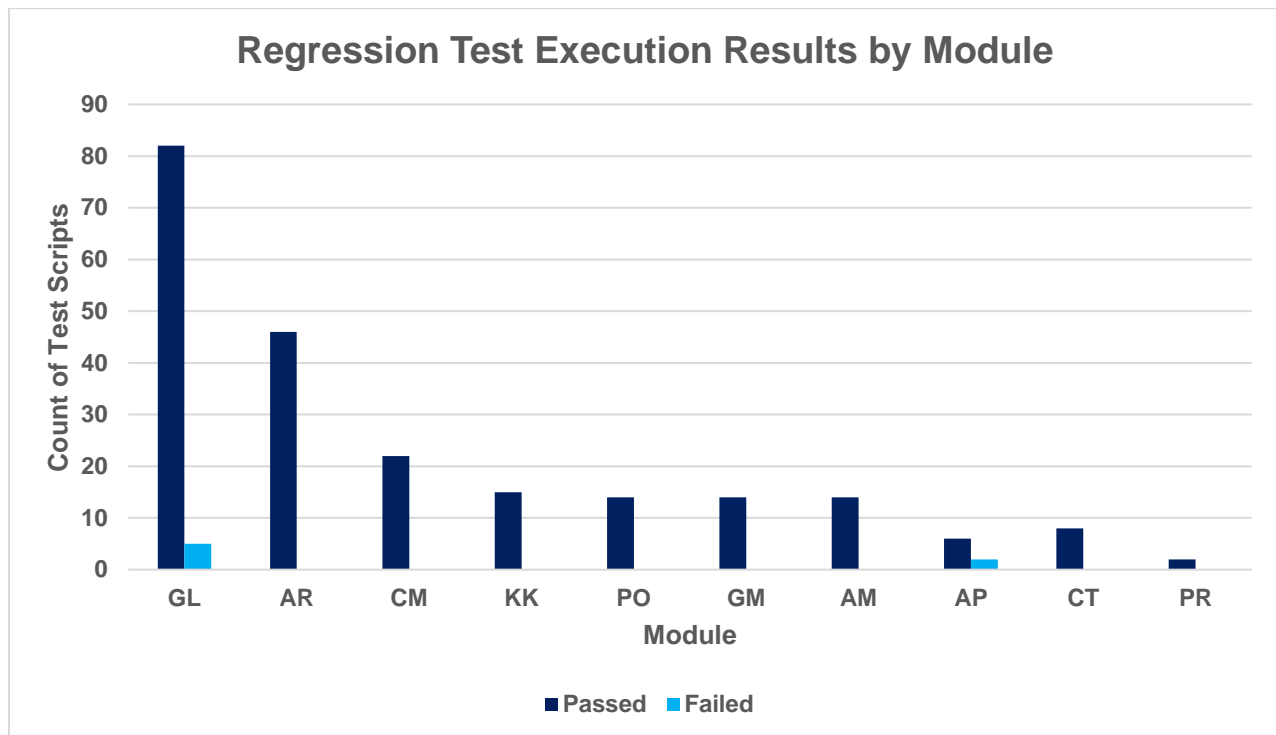
The average pace of execution in April was approximately 60 Test Scripts per week. With 191 remaining Test Scripts and eight Regression SIRs pending retest, plus an estimated 12 additional retests (based on a 6% failure rate), the projected total is 211 remaining Test Scripts to execute. At this pace, the SSI Vendor appears on track to complete Regression Event 1 by 5/30/25.

The Figure below provides a summary of the Regression Test Script execution, showing the overall test execution status progress.



**Figure 15: Regression Test Execution Status**

The Figure below highlights the results of executed Regression Test Scripts, showing how many passed or failed.



**Figure 16: Regression Test Execution Overall Results by Module**

WP409 states that test progress should be assessed by comparing actual execution to planned execution rates. The Florida PALM IV&V Team observed that progress is being measured only by completed executions, without comparison to the planned schedule. This limits visibility into whether execution is aligning with intended priorities. To improve oversight, the Florida PALM IV&V Team recommends that progress tracking align with WP409 by comparing actual execution against planned timelines. This will support earlier identification of risks and ensure higher-priority Test Scripts are executed earlier in the cycle.

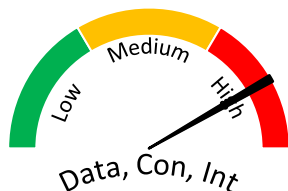
Additionally, WP409 states that defects should be tracked as new SIRs or ServiceNow (SNow) tickets, with Regression defects logged separately from prior System Testing issues. The Florida PALM IV&V Team observed a deviation from this process where defects rediscovered during regression are being reopened as System Testing SIRs, rather than logged as new Regression defects. This practice conflicts with the WP409 plan and the Institute of Electrical and Electronics Engineers (IEEE) 1044-2009, which emphasizes the importance of tracking defects to the specific code version in which they reappear. Proper defect classification is essential for accurate Regression metrics and risk analysis. Without distinct Regression SIRs, it becomes more difficult to evaluate release quality, perform root cause analysis, and manage risk effectively.

The Florida PALM IV&V Team recommends that the SSI Vendor follow processes documented in WP409 and industry best practices by logging new Regression SIRs even for recurring defects to ensure proper resolution tracking, accurate metrics, and timely identification of recurring issues.

The Risk Rating for this Focus Area remains a Medium Risk but is worsening to a High Yellow.

### Florida PALM Data, Conversion, and Interfaces

#### Focus Area Indicator



Trend: No Change

#### Florida PALM Data, Conversion, and Interface Updates

##### Conversions

Mock Conversion 2A, which began on 3/19/25, was initially scheduled to conclude by 4/11/25 but has been extended to 5/2/25. Mock Conversion 2B, which started on 4/7/25, shares this revised completion date. As of 4/30/25, 18 SIRs remain open for Mock Conversion 2. With an average SIR resolution time of 13 business days, the Florida PALM IV&V Team is projecting that the resolution of all High and Medium-priority SIRs may not be completed by the targeted finish date of 5/2/25. Timely completion is critical, as Mock Conversion 2 data will be used to support upcoming Interface Testing activities. Continued focused effort to resolve the remaining SIRs is critical to preventing delays and preserving the Mock Conversion timeline. The Florida PALM IV&V Team acknowledges the progress made and encourages the Florida PALM Project Team to maintain momentum in addressing outstanding SIRs to support overall Florida PALM Project success.

##### Mock Conversion 1A SIRs

All Mock Conversion 1A SIRs have been resolved and closed, as seen in the Table below.

**Table 9: Status of SIRs for Mock Conversion 1A**

Priority	Jira Status		
	Resolve	Re-test	Closed
High	0	0	0
Medium	0	0	1
Low	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>

Note: A Jira status of Resolve indicates the SIR has been assigned to the appropriate Development staff and a fix is being worked on. A Jira status of Re-test indicates a resolution for the SIR that has been loaded into the Testing environments and is ready for re-test. A Jira status of Closed indicates that the SIR resolution has passed a re-test and has been closed.

#### *Mock Conversion 1B SIRs*

No new SIRs for Mock Conversion 1B were opened in April. The SSI Vendor closed two SIRs, leaving three Medium-priority and two Low-priority SIRs unresolved.

**Table 10: Status of SIRs for Mock Conversion 1B**

Priority	Jira Status		
	Resolve	Re-test	Closed
High	0	0	0
Medium	3	0	2
Low	2	0	0
<b>Total</b>	<b>5</b>	<b>0</b>	<b>2</b>

#### *Mock Conversion 2A SIRs*

Thirty-six new SIRs for Mock Conversion 2A were opened in April. The SSI Vendor closed 35 SIRs, leaving one High-priority and two Medium-priority SIRs unresolved.

**Table 11: Status of SIRs for Mock Conversion 2A**

Priority	Jira Status		
	Resolve	Re-test	Closed
High	1	0	23
Medium	2	0	9
Low	5	0	3
<b>Total</b>	<b>8</b>	<b>0</b>	<b>35</b>

#### *Mock Conversion 2B SIRs*

Fourteen new SIRs for Mock Conversion 2B were opened in April. The SSI Vendor closed four SIRs, with one High-priority and five Medium-priority SIRs remaining unresolved.



**Table 12: Status of SIRs for Mock Conversion 2B**

Priority	Jira Status		
	Resolve	Re-test	Closed
High	1	2	3
Medium	5	1	1
Low	1	0	0
<b>Total</b>	<b>7</b>	<b>3</b>	<b>4</b>

### *Interfaces*

The Functional Design team improved stakeholder engagement by holding regular meetings to clarify requirements, reduce ambiguity, and streamline Design preparation. Agencies continued Readiness efforts, addressing Design comments and planning for system remediation. Since 4/1/25, two work units have progressed to pre-FD discussions, and several open issues have been updated. Additional analysis and review sessions are planned for May to support draft completion and approval readiness.

### *Data Warehouse/Business Intelligence*

Build DW/BI Segment III includes 18 reports, with three still in progress. IUR004 (IU Encumbrance and Accrual Activity Report) and PRR004 (Salary Adjustments Report) are in collaborative review. For APR064 (Clearance Pattern Report), the ACN (Accenture) Payroll Functional team is working to stage data that meets the required filter criteria. The kickoff for System Testing DW/BI is scheduled for 5/7/25, and Test Script development is underway, with completion expected by 5/3/25.

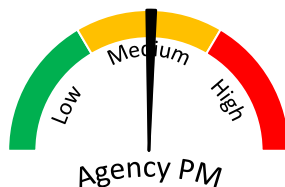
### **Florida PALM Implementation Readiness Updates**

The Florida PALM IV&V Team will begin reporting progress once Implementation Readiness efforts begin.

## Florida PALM Agency Focus Area Updates

### Agency Project Management

#### Focus Area Indicator



Trend: No Change

#### Agency Project Management Updates

The Florida PALM IV&V Team attended monthly meetings, including Agency Monthly Readiness Touchpoints, RDNS/RW meetings, Readiness Team meetings, and Thursday Task Talks, to assess each Agency's Readiness progress. This included reviewing the Agency Dashboards, their CCN composition and engagement, Agency engagement in monthly Agency Readiness meetings, Agency documentation of Risks and Issues, and overall RW Task completion.

#### Overall Task Completion

The Florida PALM IV&V Team analyzed the RW to assess Agency performance across all Tasks. Data was compiled for RW Tasks starting with Task 512, with deadlines before 4/30/25. A total of 85 Tasks were included in this analysis.

**Table 13: Submission Totals by Florida PALM Project Impact**

Task Status	Project Impact Totals			
	Direct	Indirect	N/A	Total
Verified as Complete	30	7	14	51
Submission Incomplete	6	3	17	26
N/A (No Task Rubric for Verification)	1	0	7	8
<b>Total</b>	<b>37</b>	<b>10</b>	<b>38</b>	<b>85</b>

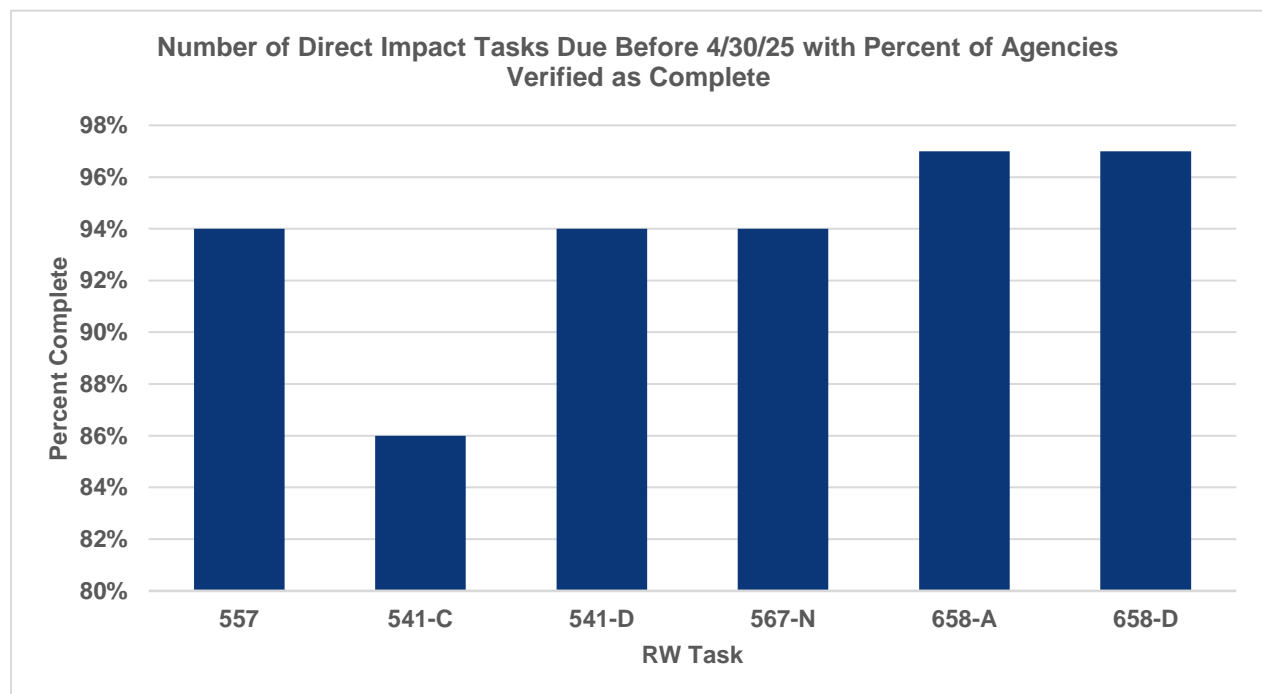
There were no Direct Impact Tasks due in April. The number of Direct Impact Tasks Verified as Complete increased by 25% over March, bringing the overall rate for Tasks Verified as Complete to 81%. The completion rate for Indirect Tasks declined from 78% in March to 70% in April.

One N/A task, Task 598 – Share Florida PALM Updates, began in April and was due by 4/30/25. As of the due date, eight Agencies have not been Verified as Complete. This includes a combination of Agencies that are pending resubmission, Agencies that have not 100% submitted, and Agencies that are 100% submitted but are waiting to be Verified as Complete.

### *Direct Tasks Verified as Complete*

Of the Direct Tasks due prior to April, six have not been Verified as Complete by the Florida PALM Agency Readiness Team. This includes a combination of Agencies that have not 100% submitted and those that have but are waiting to be Verified as Complete. This represents a 50% reduction from the 12 outstanding Tasks needing verification as of 3/31/25, highlighting a positive trend as the Florida PALM Agency Readiness Team continues to review and validate Task submissions. The Figure below shows the six outstanding Direct Impact Tasks that have not been Verified as Complete as of 4/30/25.

Note: Verified as Complete indicates that an Agency has submitted 100% of the required information or data for the Task, and the Florida PALM Agency Readiness Team has reviewed and validated it against the Task Rubric. The Florida PALM Agency Readiness Team does not review Agency submissions to validate the accuracy of data or information against current Agency business processes and systems. Submissions deemed insufficient or incomplete, requiring resubmission by the Agencies, are excluded. This distinction underscores the importance of achieving Verified as Complete to ensure readiness and alignment with Florida PALM Project objectives.



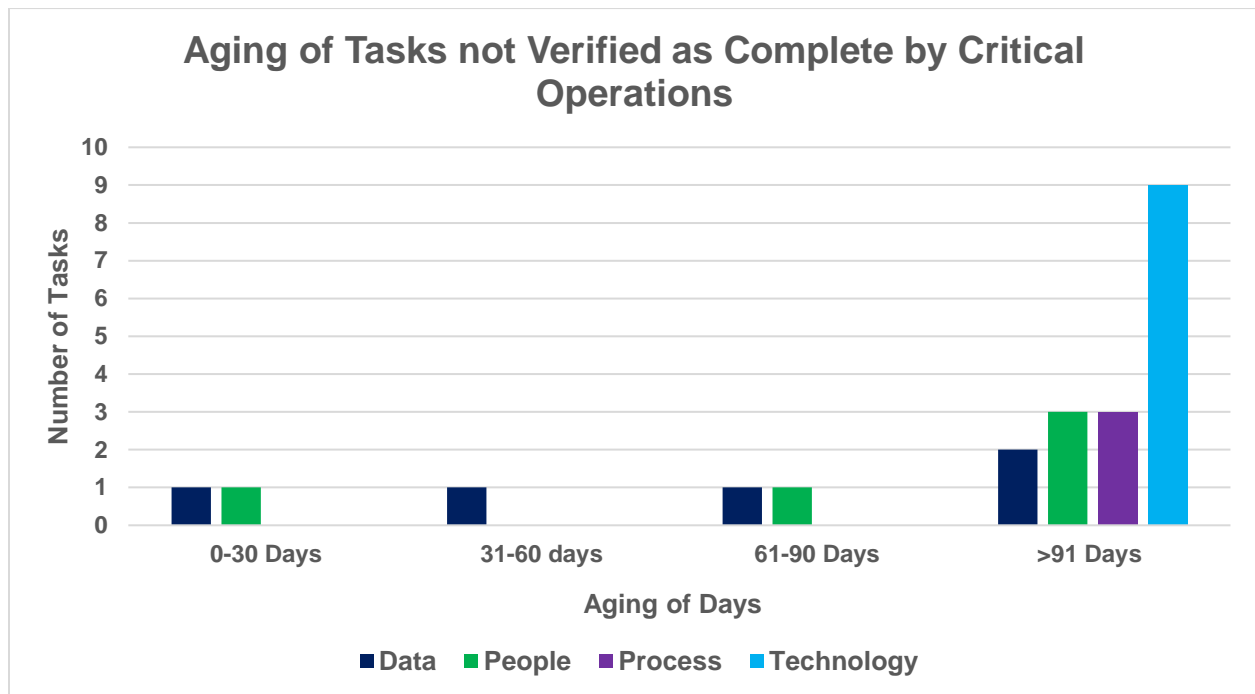
**Figure 17: Direct Impact Tasks Due Before 4/30/25 with Percent Verified as Complete**

The Florida PALM IV&V Team also reviewed the categories and aging of Tasks not yet Verified as Complete across the following critical operational areas:

- Data – Information used in or produced from an Agency’s financial operations. This includes data supporting People, Processes, and Technology, which must be evaluated against those specific purposes.
- People – Staff and stakeholders impacted by the Agency’s transition to Florida PALM (e.g., leadership, technical and functional owners, SMEs, and end users). This category

focuses on staffing levels, skill gaps, knowledge, awareness, and buy-in, which are key to successful transformation.

- **Process** – The sequence of activities used to accomplish business objectives. As business processes evolve at the State and Agency levels, this area emphasizes the need for resources to learn, adopt, and adapt to future-state workflows.
- **Technology** – The systems, tools, or applications used to process, track, or report on financial operations.



**Figure 18: Aging of Tasks not Verified as Complete by Critical Operations**

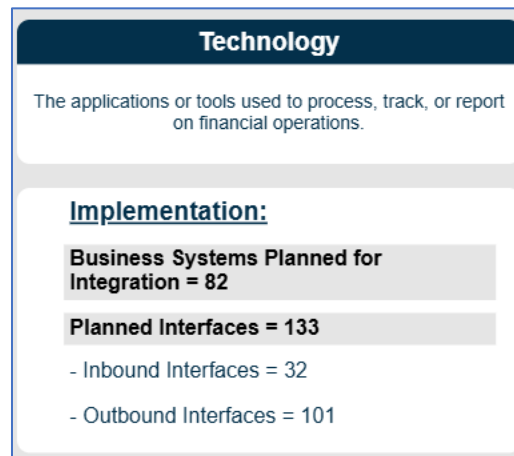
The data shows minimal change in Tasks aging over 90 days. Although Agencies have fewer Direct Impact Tasks overall, five Direct Impact Tasks remain incomplete by the Agencies (less than 100% submitted), each falling under the Data category. These Tasks are concentrated in two key areas: Configuration Workbooks (Tasks 541C, 541D, and 567N) and Field Mapping Data (Tasks 658A and 658D).

Task 599 – Submit Bimonthly Agency Readiness Status Report archived the current Agency Risks and Issues, many of which were outdated or not actively managed. Agencies will now have the opportunity to review and validate their Risk and Issue entries during each bimonthly reporting cycle by using a confirmation column. Due to the transition to the new format, the Florida PALM IV&V Team’s analysis of Tasks not Verified as Complete by Critical Operation will resume in May. This analysis aims to assess potential correlations between open Agency Risks and Issues and the Critical Operation category.

#### *Agency Status Report Dashboards*

The Florida PALM IV&V Team observed that 18 Agencies showed a change in the count of Planned Interfaces on their Dashboard between March and April, which resulted in what initially

appeared to be an overall increase of 338 Interfaces. The Florida PALM IV&V Team clarified with the Florida PALM Project Team that the Planned Interfaces totals reflect the number of Interface connections listed in the Agency Implementation Interface Details Smartsheet, including both inbound and outbound connections. The Figure below shows an example of how the Planned Interfaces (connections) counts appear on the Agency Dashboards.



**Figure 19: Planned Interfaces Count on Agency Dashboards**

The Florida PALM IV&V Team recommends updating the Agency Dashboard titles to Planned Interface Connections, Inbound Interface Connections, and Outbound Interface Connections to accurately describe what the counts are reflecting and improve reporting accuracy in both the Agency Dashboards and the Agency Bi-Monthly Reports.

#### *Agency Readiness Workplan Updates*

Due to continued efforts to update the Florida PALM Project Schedule to align with Amendment 12, approximately eight tasks now reflect extended due dates, which could introduce potential challenges for Agencies and stakeholders in the following areas:

- Securing resource availability for key activities such as technical interface testing, UAT, training registration, and Agency-specific training development.
- Coordinating business system remediation efforts with the revised schedule.
- Evaluating potential budget impacts resulting from the extended timeline.
- Managing overlapping deadlines, which may create conflicts with other planned activities and reduce efficiency.

The Florida PALM IV&V Team recommends that Agencies continue to work towards planned due dates for RW Tasks, where feasible, rather than delaying Tasks. Doing so offers several benefits:

- Maintains momentum for teams and optimizes resource use by continuing to make progress.
- Improves visibility into progress and allows for early issue identification and resolution.
- Supports flexibility to adapt quickly once the updated Florida PALM Project Schedule is finalized.

### *Agency Risk and Issue Analysis*

The Florida PALM IV&V Team observed that Agencies are transitioning to the newly revised Risk and Issue reporting template issued by the Florida PALM Project Team. This updated template includes additional fields, such as Trend, Impact if Risk becomes an Issue, and Date Opened, which provide valuable context to better assess the potential impact and develop more effective mitigation strategies. The revised reporting format is a positive step toward enhancing overall Risk and Issue management maturity across Agencies.

As of 4/30/25, 19 Agencies have begun updating their Risks and Issues using the new format, while others are still in the process of understanding and aligning with the revised structure. Due to the number of shifting variables during this transition period across all Agencies, the Florida PALM IV&V Team will not provide Agency-level Risk and Issue metrics in this report, as doing so may result in inaccurate representations of Agencies' status and readiness. The Florida PALM IV&V Team encourages all Agencies to adopt and consistently utilize the updated template to ensure standardized, comprehensive, and actionable tracking of Risks and Issues. The Florida PALM IV&V Team also recommends that Agencies align their identification and documentation practices with the following PMBOK definitions:

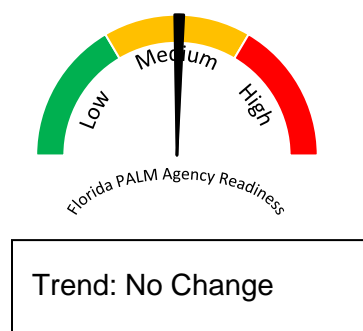
- Risk – An uncertain event or condition that has not yet occurred, and if it occurs, has a positive or negative effect on a project's objectives.
- Issue – A current problem actively affecting project performance and requiring immediate resolution.

Adhering to these definitions supports more transparent communication, prioritization, and mitigation planning at both the Agency and enterprise levels.

The Risk Rating for this Focus Area remains a Medium Risk.

### **Florida PALM Agency Readiness**

#### **Focus Area Indicator**



#### **Florida PALM Agency Readiness Updates**

The Florida PALM IV&V Team observed that Agencies continue progressing on existing RW Tasks, including those with extended due dates, with encouragement from their respective RCs

to maintain momentum. Other successes include multi-Agency collaboration that led to the development of tools and training resources to support Agencies in effectively navigating UAT.

The Florida PALM IV&V Team held many Agency Readiness Touchpoints during April, allowing for open discussion with Agencies to assess Readiness progress. While Agencies expressed cautious optimism about their ability to effectively use Florida PALM for critical business operations, such as generating reports and monitoring workflows, many acknowledged that it is still too early to be certain due to unknown outcomes of UAT and Training. While some Agencies believe they will adapt and be able to perform key functions, others noted concerns about reporting capabilities and may rely on external systems until Florida PALM is fully validated. Overall, Agencies actively participated in collaboration meetings, reviewed system documentation, and continued to await further guidance and training to build confidence in using Florida PALM effectively.

The Florida PALM IV&V Team attended the Multi-Agency PML-CML Meetings, facilitated by alternating Agency PML and CML. This group encourages Agency participation through bi-weekly meetings and a Teams Channel for ongoing Readiness content availability. The Florida PALM IV&V Team also attended the UAT Prerequisite Agency Collaboration sub-group meetings.

Key updates include:

- The Multi-Agency PML-CML workgroup was successful in establishing core tenets for collaboration, organizing existing sub-groups, identifying key points of contact, and creating a centralized list to enhance coordination. Sub-group meetings are scheduled bi-weekly.
  - A Florida PALM Cross-Agency Idea Identification and Issue Resolution Collaboration Process document was created to provide guidance and additional support to the Florida PALM Cross-Agency Collaboration Team(s). The Florida PALM IV&V Team has reviewed the process document, and it is an excellent way for Agencies to collaborate and address their common questions and concerns. The Florida PALM IV&V Team recommends that the workgroup validate outputs with the Florida PALM Agency Readiness Team to confirm that the identified resolutions or responses are accurate and appropriate before publishing.
- The UAT Prerequisite Collaboration workgroup has begun engaging OCM and Training liaisons from each Agency to support meaningful participation and productive outcomes. Participation has increased, particularly following recent outreach at the CoLab, but challenges remain in engaging the appropriate contacts beyond the initially designated Training Liaisons. Some Agencies have assigned multiple participants (4-6 individuals), often to compensate for limited training expertise.
  - Not all Agency Training Liaisons have a background in training, which has led to broader staff involvement. While this can be helpful, the core focus remains on ensuring that OCM and Training Liaisons are aligned and engaged and are best positioned to support and deliver effective learning.
  - One important goal is to avoid redundant Training development across Agencies by leveraging shared expertise and a unified approach. Blending OCM and Training activities will help streamline efforts and encourage consistency in messaging and execution. Agencies are encouraged to collaborate on syllabus development and resource sharing.

- Some Agencies were unaware that this workgroup operates outside of the CCN. The Florida PALM IV&V Team recommends that Project Managers involved in the CCN ensure the Agency's Training Liaison is informed and connected to this workgroup.

On 4/30/25, an Agency CCN distributed a communication highlighting five key Florida PALM Tools and Training resources to support end users in successfully navigating UAT and transitioning to Florida PALM. These resources include the following:

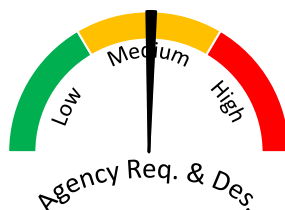
- Micro-training and lunch-and-learn sessions will offer quick, focused instruction on key Tasks using practical demonstrations and recorded content.
- UAT Prerequisite Training will help Agencies begin UAT with confidence. The training will be offered on the People First LMS so that it can be easily referenced.
- A comprehensive UAT Handbook has been developed to serve as a go-to guide during UAT.
- Handouts and Job Aids are available through the Resources Tab on the Florida PALM Stakeholder site. This site is updated regularly with tools to assist in preparing for go-live.
- The PML-CML assigned workgroups will create training materials, including a robust End User Manual, to guide Agencies through Florida PALM changes and reinforce learning throughout the transition.

These tools work together to build Readiness and confidence across Agencies participating in Florida PALM UAT.

The Risk Rating for this Focus Area remains a Medium Risk.

### Agency Requirements and Design

#### Focus Area Indicator



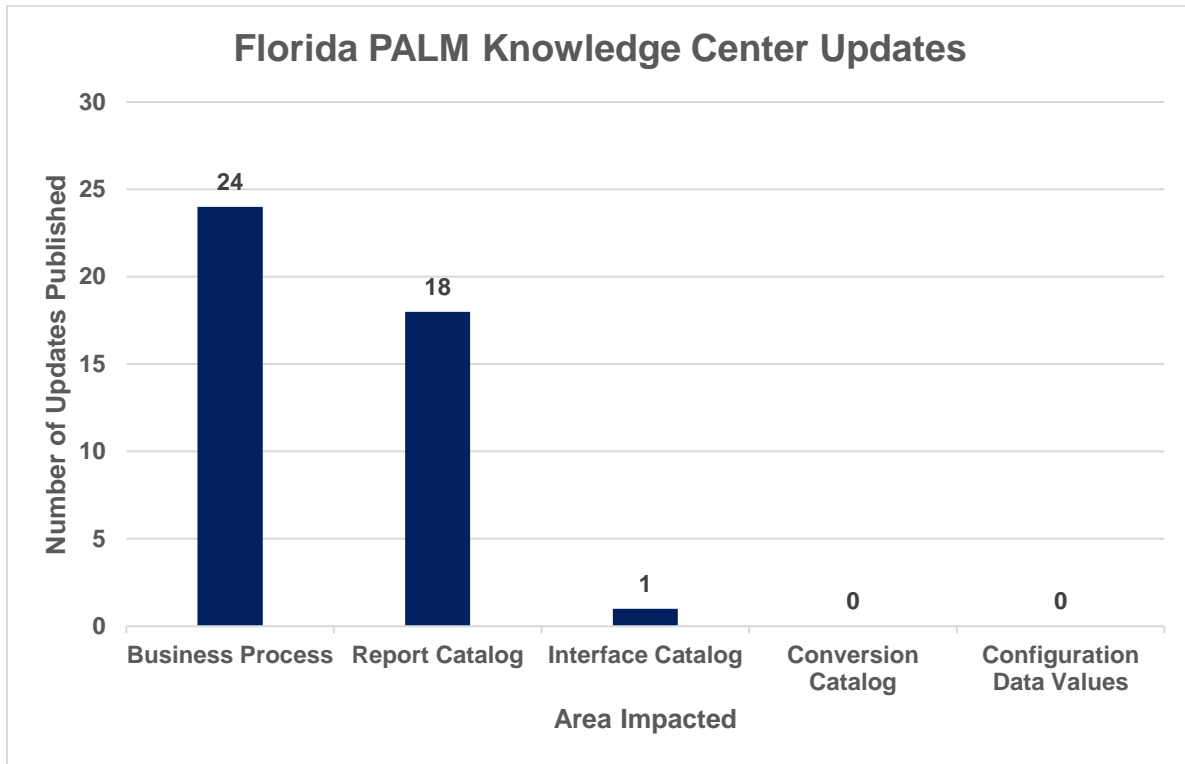
Trend: No Change

#### Agency Requirements and Design Updates

The Florida PALM Project Team has implemented the Florida PALM Knowledge Center Change Catalog, which is updated in real time. Agencies gave positive feedback for this addition and are proactively using it to identify and take action on changes impacting their Readiness efforts. The Florida PALM IV&V Team observed 43 updated items in the Change Catalog, an increase of 28 over the 15 updated items in March. The Figure below illustrates the breakdown of updates across the different areas.



Note: New and Removed items are not included.



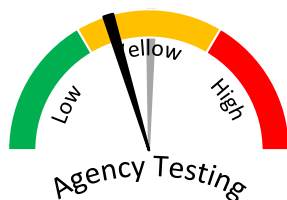
**Figure 20: Updates Published to the Knowledge Center in April**

Timely communication about changes is critical to minimizing disruptions, ensuring compatibility, and supporting user adaptation. It helps stakeholders prepare, reduces integration issues, and prevents rework. The addition of the Change Catalog has increased Agency confidence in these areas. It supports compliance, enhances security and trust, and promotes smoother change management, contributing to a more reliable and efficient transition to Florida PALM.

The Risk Rating for this Focus Area remains a Medium Risk.

### Agency Testing

#### Focus Area Indicator



Trend: Improving

## Agency Testing Updates

To prepare for UAT, Agencies are mapping business processes, testing new business process workflows (where appropriate for unique Agency needs), and adapting to Florida PALM requirements. Many are developing scenarios and refining workflows. There is a shared understanding that while core functions, such as invoice processing, will remain, the execution methods may shift post-conversion, potentially requiring manual processes.

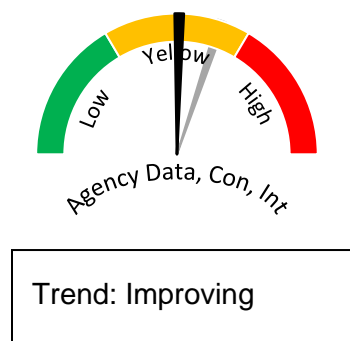
Some Agencies are still finalizing test plans, while others have begun scenario-based testing tied to security roles. Agencies are also engaging SMEs, using past events to simulate test cases, and aligning internal processes with Florida PALM expectations. Training plans are underway, with Quick Start Cards and end-user handbooks in development to support a smooth transition.

The April UAT Prerequisite Collaboration meeting highlighted strong multi-Agency coordination. Participants discussed training standardization, resource needs, and the challenge of content development ahead of Testing. With 23 Agencies involved and weekly sessions planned, there is a collective focus on Readiness, continuous improvement, and transparent communication to support successful UAT and Florida PALM adoption.

The Risk Rating for this Focus Area remains a Medium Risk but is improving to a Low Yellow.

### Agency Data, Conversion, and Interfaces

#### Focus Area Indicator



#### Agency Data, Conversion, and Interfaces Updates

Agencies continued to engage in critical activities related to data validation, Conversion planning, and Interface development in preparation for Interface Cycle 2 Testing.

##### Data

Agencies participated in data validation efforts to ensure the accuracy and completeness of FLAIR data to be converted into Florida PALM. The Florida PALM Project Team has provided data templates and guidance to support these efforts. Some Agencies have expressed the need for additional clarification regarding the transformation logic to meet required business system formatting and quality standards.

##### Conversion

Agencies are working to reconcile data elements from FLAIR with the Florida PALM data structure. Several Agencies have completed initial mapping and are preparing for the upcoming

Mock Conversion 2 data cleansing. Feedback indicates a need for early visibility into Conversion error reports to address root causes, cleanse data, and proactively reduce downstream impacts. The Mock Conversion 2 data will also be used for the Interface Cycle 2 Testing.

### *Interfaces*

Many Agencies are in various stages of Interface planning, development, and testing. While core Interface design documentation has been provided, Agencies continue to identify clarifications needed around data exchange schedules, error handling, and coordination across shared service components.

The Risk Rating for this Focus Area remains a Medium Risk but has improved to a Medium Yellow.

### **Agency Implementation Readiness**

#### **Agency Implementation Readiness Updates**

The Florida PALM IV&V Team will report progress in this Focus Area once Agency Implementation efforts begin.

## Key Metrics or Analysis

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

### Development Metrics

#### *Build Segment IV Draft*

The Figure below shows the target number of AD documents to be drafted versus the actual count for Build Segment IV. As of 4/30/25, all 112 AD documents have been drafted.

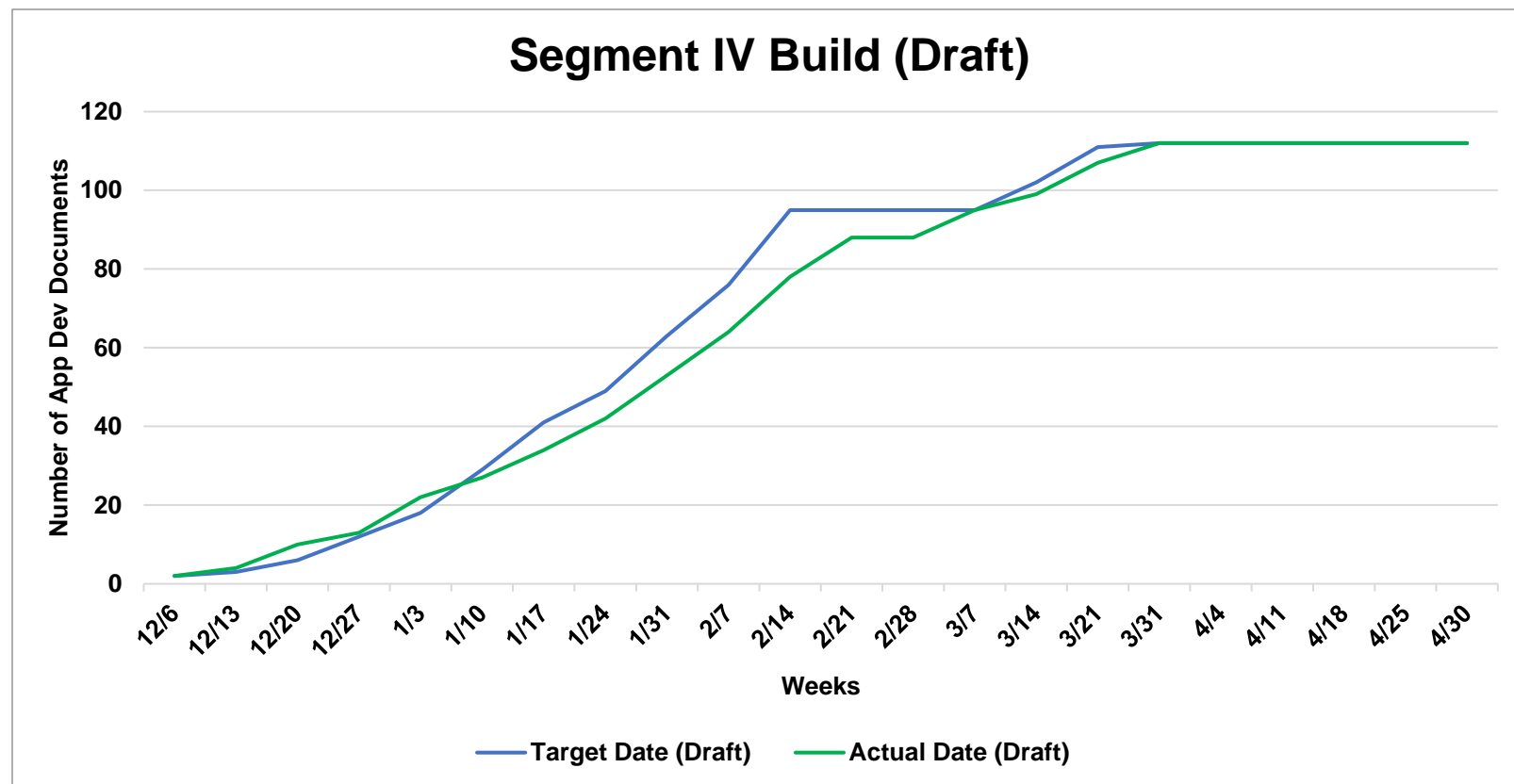


Figure 21: Segment IV Build Documents – Draft

### *Build Segment IV Final Approval*

The Figure below shows the targeted number of AD documents that were expected to be approved versus the actual count approved. As of 4/30/25, 92 of the 112 AD documents have been approved. All 112 Segment IV AD documents were targeted for approval by 5/9/24 in the DWUT.

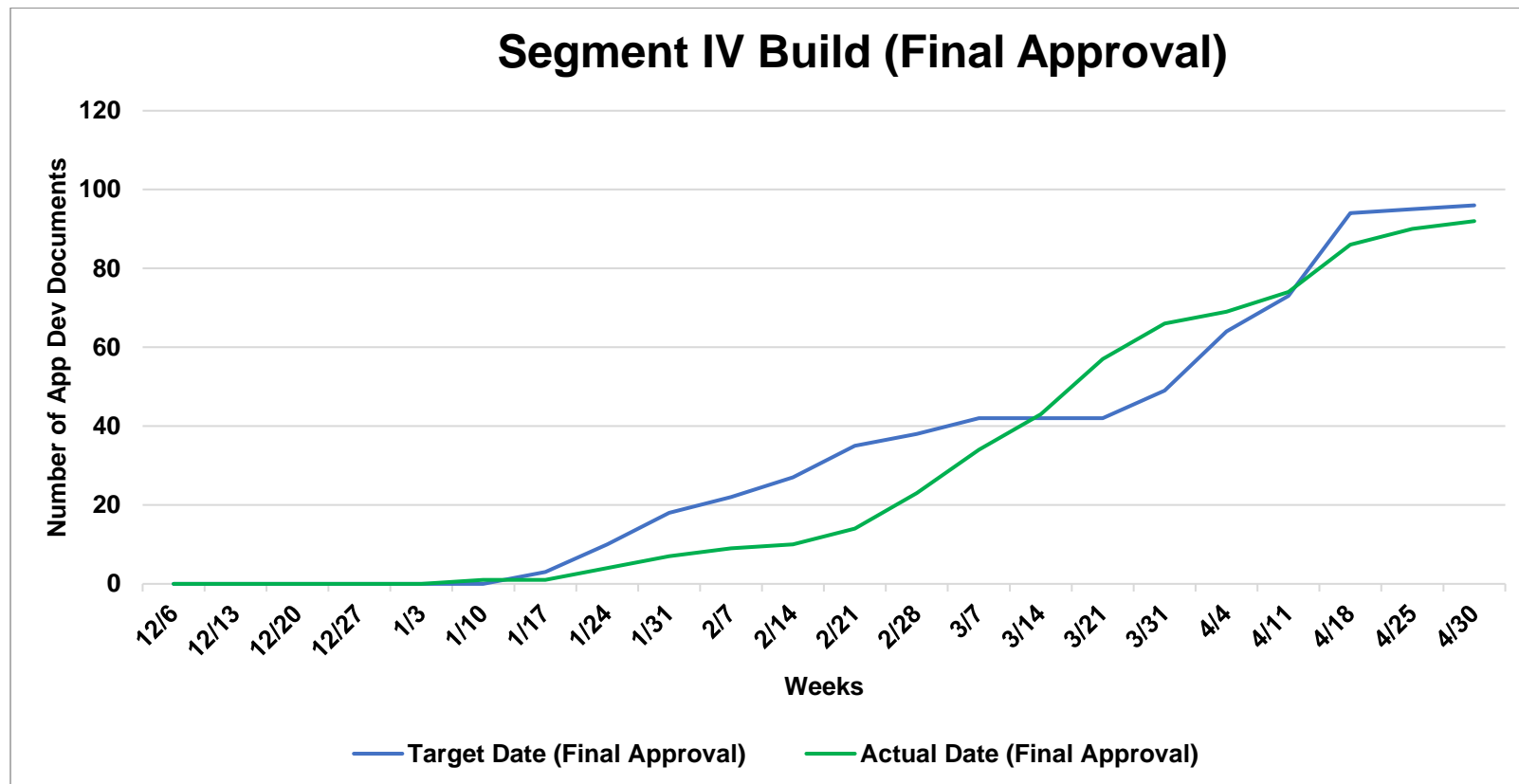


Figure 22: Segment IV Build Documents – Final Approval

### DW/BI Build Segment III Draft

The Figure below shows the targeted number of AD documents that were expected to be drafted versus the actual. As of 4/30/25, all 18 AD documents have been drafted.

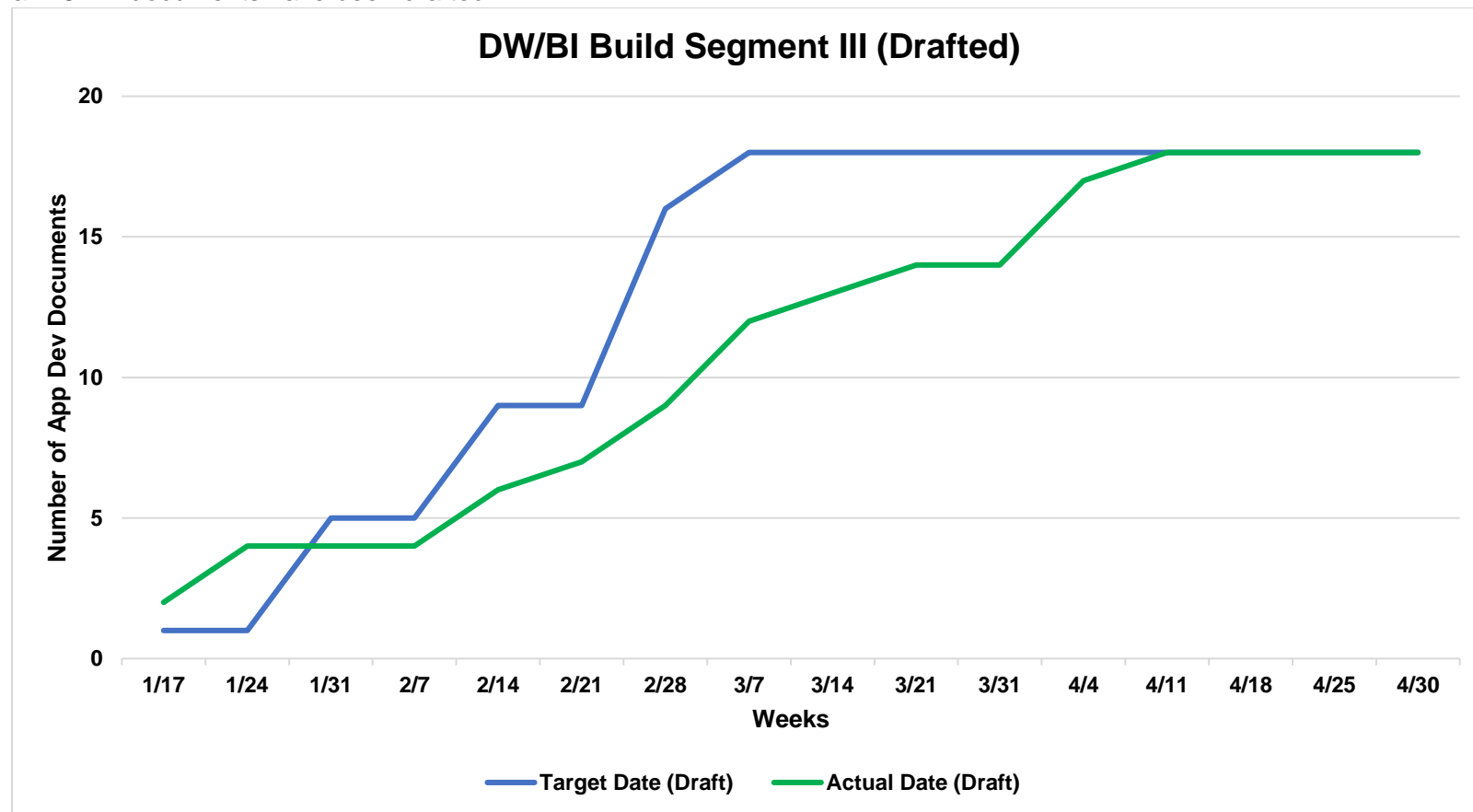
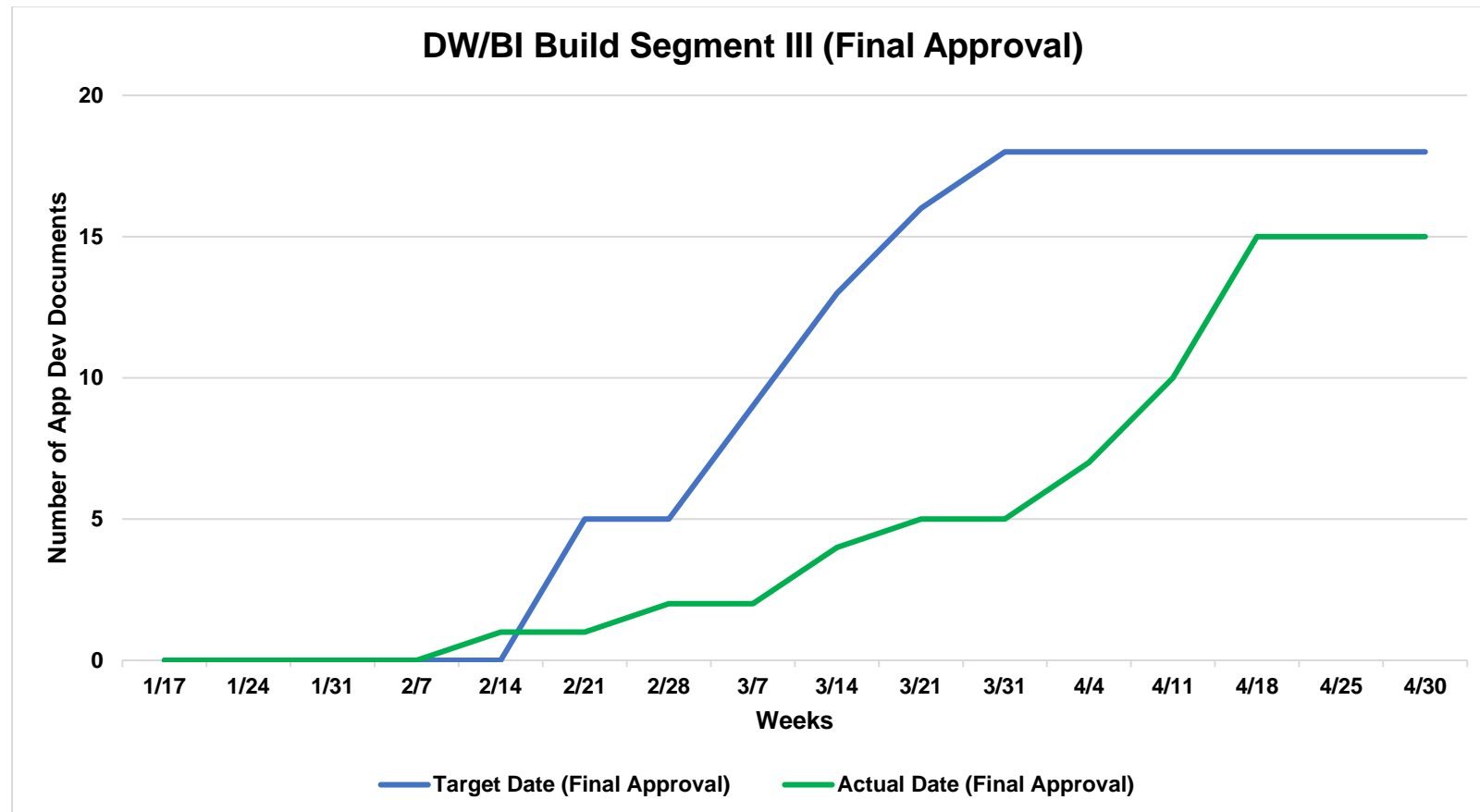


Figure 23: DW/BI Build Documents – Drafted

### *DW/BI Build Segment III Final Approval*

The Figure below shows the targeted number of AD documents that were expected to be approved versus the actual number approved. As of 4/30/25, 15 of the 18 AD documents have been approved. All 18 were targeted for approval by 3/26/25.



**Figure 24: DW/BI Build Documents – Final Approval**

## Testing Metrics

### *Test Scripts Drafted Planned versus Actual for All Cycles*

The Figure below shows the number of planned versus actual Test Scripts drafted by the SSI Vendor for all System Testing Cycles as of 4/30/25.

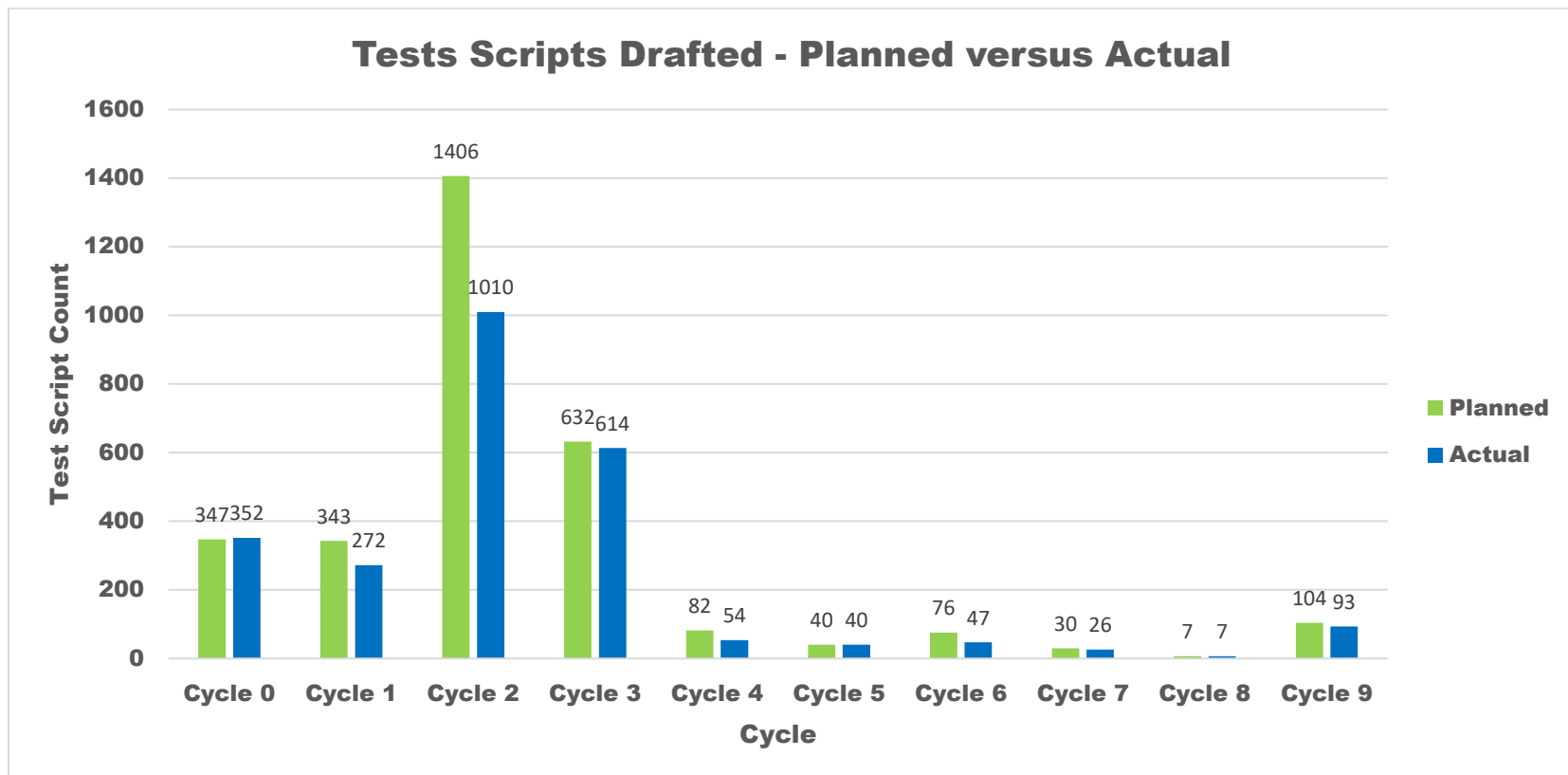
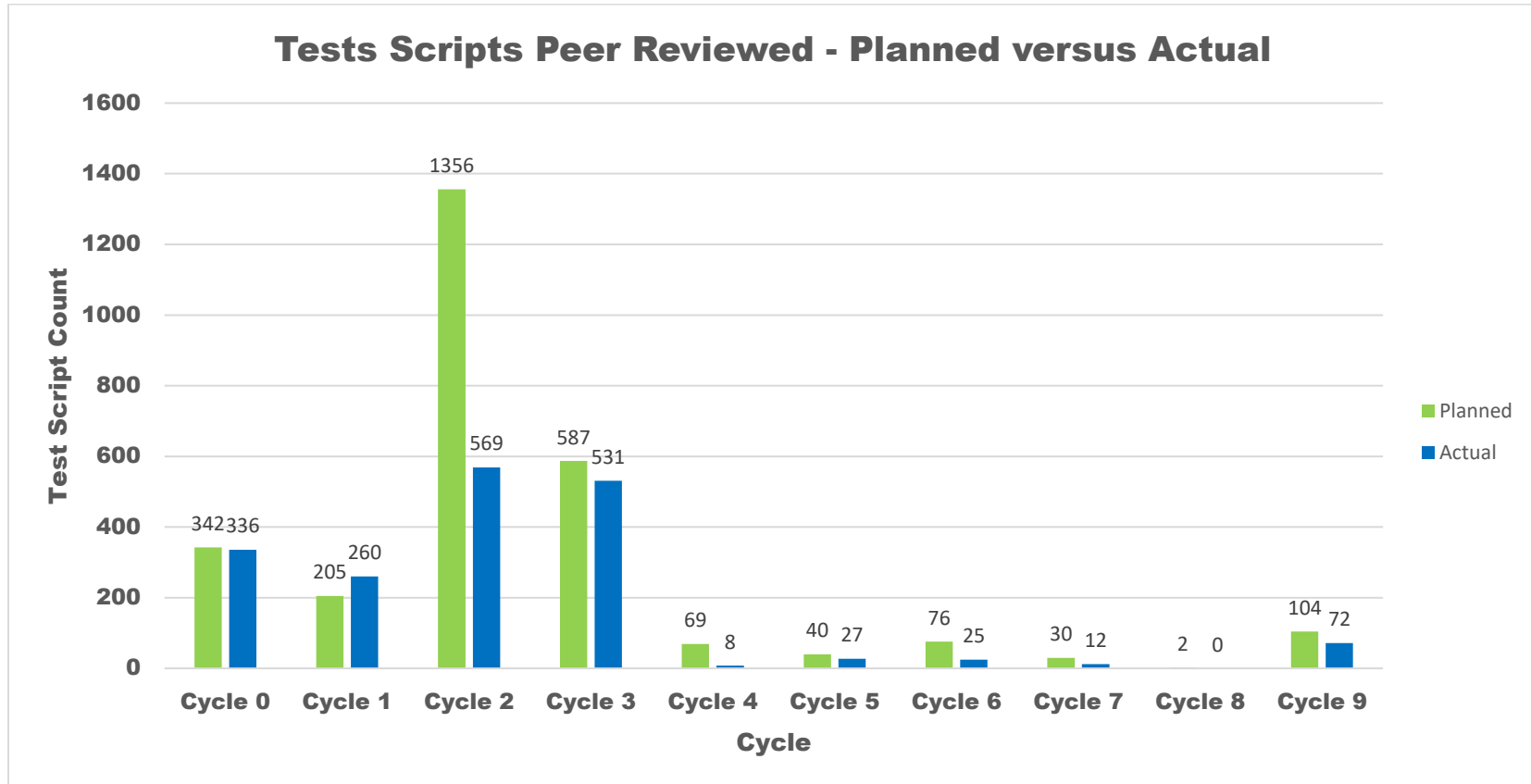


Figure 25: Planned and Actual Test Scripts Drafted



### *Test Scripts Peer Reviewed Planned versus Actual for All Cycles*

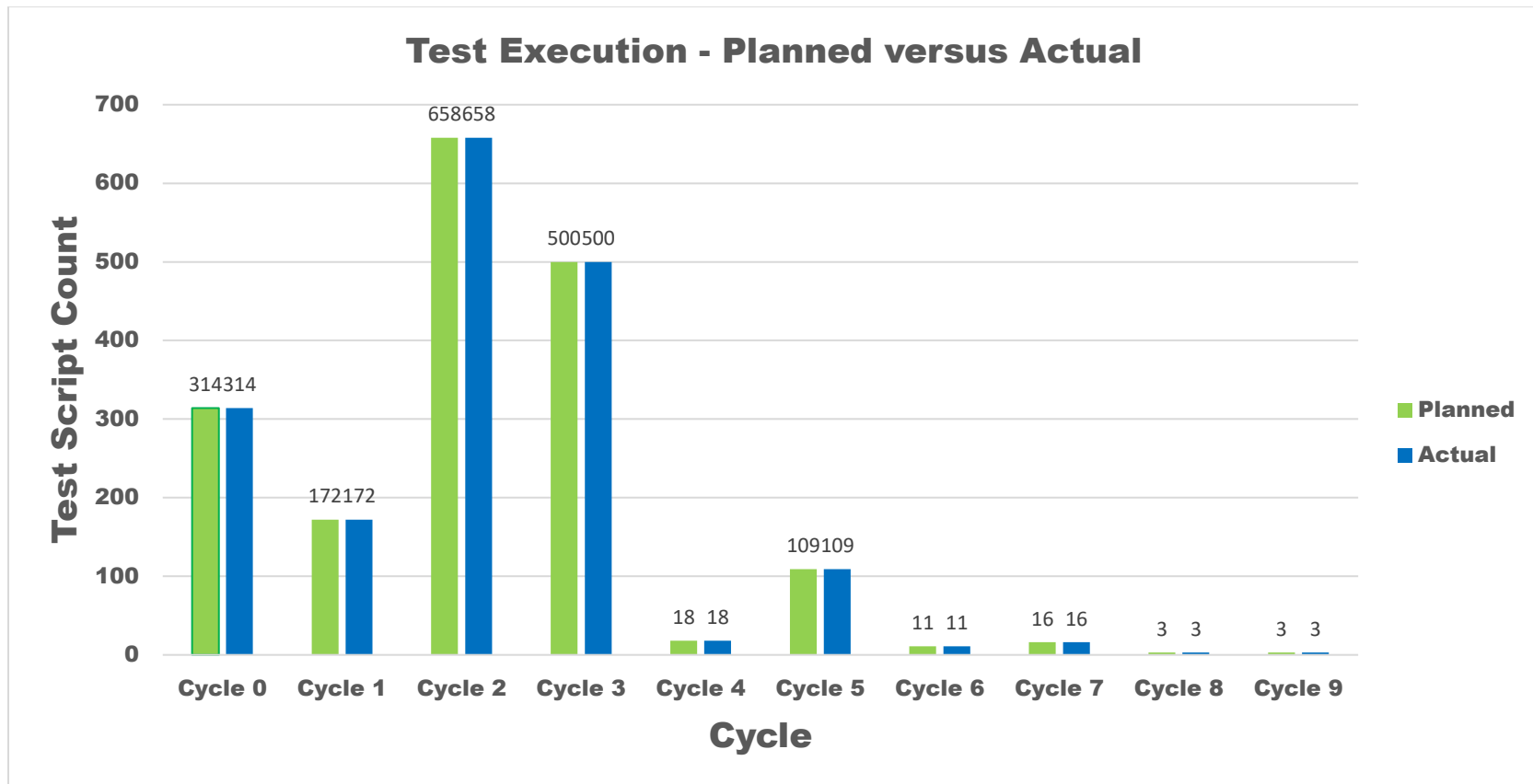
The Figure below shows the number of planned versus actual Test Scripts Peer Reviewed for all Cycles as of 4/30/25.



**Figure 26: Planned and Actual Test Scripts Peer Reviewed**

### *Test Scripts Executed Planned versus Actual for All Cycles*

The Figure below shows the number of planned versus actual Test Scripts executed by the SSI Vendor for all Cycles as of 4/30/25.



**Figure 27: Planned and Actual Test Scripts Executed**

## IV&V Information Requests

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

Table 14: IV&V Information Requests

Information Request	Date of Request	Status
None	NA	NA

## Appendix A – 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 15: 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 16: Risk Impact Criteria**

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 significant impact on the Project
5	Critical	Risk will have a significant 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 17: Risk Priority Ratings**

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 18: Risk Priority Definitions**

Rating	Definition
<b>High</b>	The possibility of substantial impact on 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.
<b>Medium</b>	The possibility of moderate impact to 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.
<b>Low</b>	The possibility of a slight impact to 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.