

<b>Project Team:</b>	State staff; Accenture; DFS Accounting and Auditing, Treasury, OIT
<b>Period:</b>	September 1, 2022 – September 31, 2022
<b>Submission Date:</b>	October 14, 2022

# **1 – CMS REMEDIATION REPORT**

## **A. Purpose**

Pursuant to Proviso contained in the General Appropriations Act for the 2022-2023 fiscal year, the Department of Financial Services (DFS) is submitting the CMS Remediation Report for the replacement of Florida Accounting and Information Resource (FLAIR) system and Cash Management System (CMS) known as the Florida Planning, Accounting, and Ledger Management (PALM) Project. This report is intended to provide meaningful information related to the efforts completed by the Florida PALM Project and the divisions of Accounting and Auditing, Treasury, and the Office of Information Technology (DFS enterprise divisions) during September 2022, for CMS remediation.

## **B. Summary**

In accordance with Amendment 7, several CMS remediation activities were completed during this reporting period: Two CMS remediation related and one deal management incidents were closed and one enhancement was implemented; continued work on enhancing fiscal year end; continued support of the DFS Division of Accounting and Auditing with monthly tasks; and other related stabilization activities.

## **C. Production Support Ticket Enhancements**

The Solution Center staff continues to work on creating searchable Knowledge Articles within the ticket management system as well as Desk Guides to help agents with recurring themes. This allows the Solution Center agents to provide the customer with a timelier resolution. Having the Knowledge Articles will provide more consistent customer support and storing the articles allows the Production Operations team to have the information housed in one place. This also assists the Solution Center with training current and new employees. Solution Center staff is also working on updating the Ticket Management Procedures based on lessons learned this past year.

## **D. System Remediation**

The following provides a breakout of the CMS remediation and deal management related tickets that were opened and or closed during the period. Deal management tickets are being separated out for transparency.

### *CMS Remediation Tickets Opened:*

- *Incidents (defects)* – 0 CMS remediation tickets were opened.
- *Service Requests (e.g., how to, maintenance)* – 0 CMS remediation service requests were opened.
- *Enhancements* – 1 CMS remediation enhancement was opened.

### *CMS Remediation Tickets Closed:*

- *Incidents (defects)* – 2 CMS remediation tickets were closed.
- *Service Requests (e.g., how to, maintenance)* – 0 CMS remediation service requests were closed.
- *Enhancements* – 1 CMS remediation enhancement was implemented.

### *Deal Management Remediation Tickets Opened:*

- *Incidents (defects)* – 1 Deal management ticket was opened.

- *Service Requests* (e.g., how to, maintenance) – 0 Deal management service requests were opened.
- *Enhancements* – 0 Deal Management enhancements were opened.

*Deal Management Remediation Tickets Closed:*

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

## E. Reconciliation Activities

In September, the Project updated the Outbound Disinvestment and Apportionment Journals (GLI066) interface to support agencies and enterprise divisions to reconcile FLAIR and Florida PALM. GLI066 sends journals for disinvestments and interest apportionment to Central FLAIR. The interface now sends the last seven digits of the Florida PALM Journal ID (for disinvestments) in the Agency Document Number (ADN/ADOCNO) field. By using this legacy field, end users can use legacy reports to compare the Journal ID that was processed in Florida PALM to the ADN/ADOCNO in FLAIR, while also viewing the Statewide Document Number in the same legacy report.

In addition, Outbound Treasury Investment Balances (GLI067) interface was tested with Central FLAIR and went live. This interface contains General Revenue and Trust Fund beginning balances and summary transactional detail. This is an annual file that is used to assist in producing budget and trust fund annual report.

DFS Divisions of Accounting and Auditing and Treasury have assumed responsibilities in completing transaction and cash balance reconciliations. End users are updating the *Managing Cash Balance Guide* to tailor the guidance for their areas.

## F. Stabilization Activities

Moving into September, DFS Divisions of Accounting and Auditing and Treasury performed their monthly tasks (chart of accounts confirmation, book to bank reconciliation, and error handling) and closed the period of August on September 30, 2022. The Project continued to support DFS enterprise divisions as needed during this process. Additional remediation meetings were held with Treasury three times a week to support the e-Payments implementation and incident ticket resolution.

Only one CMS Remediation ticket was opened in September compared to 48 tickets opened from May 1, 2022 – August 31, 2022. At the end of September, only one CMS remediation ticket remained open (was implemented in production in September and was pending business operations validation) related to an enhancement.

The Project Readiness Coordinators continued to follow up with agencies who had contacted the Florida PALM Solution Center to confirm their end user questions had been answered and additional follow up was not needed.

## G. Deal Management

During the initial Florida PALM Cash Management System implementation, the decision was made to only implement the Deal Management module (Investment Accounting) for internally managed investments. After working within the Deal Management solution for over a year, it is apparent that the solution will not meet the Treasury needs related to Investment Accounting. In order to remediate this issue, Treasury has procured a “best of breed” investment accounting solution that will support investing into current as well as more complex securities types that will provide higher rates of return. The contract was executed during this reporting period.

Deal Management processes will continue to be monitored and maintained in Florida PALM until Treasury transitions to the new investment accounting solution. After transition, summary investment data will be recorded in the Florida PALM General Ledger to support financial reporting requirements. During September, there was one ticket opened and closed related to service request incident reported by the Division of Treasury.

#### **H. Additional Resources**

There were no additional support materials needed for the month of September.

## **2 – ATTACHMENTS**

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

**CMS Remediation Report  
Attachment 1: Service Requests**

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

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Opened Tickets</b>												
No CMS remediation incident tickets were opened this reporting period												
<b>Closed Tickets</b>												
7/22/2022	INC30706875	Add/Update Comments on objects that are changed/created as part of the enhancements	A few (17) objects were identified that need updates to the comments.	Application Code Change	3 - Moderate	9/1/2022	9/9/2022	9/12/2022	DFS	Incident	NA	NA
8/3/2022	INC30895973	GLI065 interface records in FLP not inheriting SWDN on cash line	The cash side of the GLI065 transactions, carry the 101013 account and previously inherited the SWDN from the CMSEXP or CMSREV line to populate the Line Description field. Beginning on July 20, the cash line does not contain the SWDN, but rather the account name. All of the records with this issue have a reference number of 12 (the transfer of funds to the EFT clearing fund due to the issuance of an EFT payment) or 42 (the receipt of funds into the EFT clearing fund due to the issuance of an EFT payment).	Application Code Change	3 - Moderate	9/1/2022	9/2/2022	9/5/2022	DFS	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Opened Tickets</b>												
9/2/2022	INC31417911	DMI001 - Cash Management - Unamortized amount is not properly calculating for Partial Sale	Track updates for unamortized amount not calculated per Treasury requirements for Partial Sale. Adding FLP_SELLHST_TBL record to FLP_DM_CUSTOM access group in Query Tree. History table created to maintain track of partial sell amount for calculation AMort and unamort amount properly for Deals where multiple partial sell involved. History record build required and Script required to insert already partial sell entries into history record.	NA	3 - Moderate	11/2/2022	NA	NA	DFS	Enhancement	NA	NA
<b>Implemented Tickets</b>												
7/26/2022	INC30766997	CMR030 Book to Bank Discrepancy Report	Treasury is requesting the Book to Bank Discrepancy Report (CMR030) be updated to include denied bank transfers that still have accounting entries associated to them. This is a new discrepancy scenario that was identified while resolving the April-June discrepancies for Accounts 5776 and 3136.	Enhancement	3 - Moderate	9/15/2022	9/21/2022	9/24/2022	DFS	Enhancement	NA	NA

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

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Opened Tickets</b>												
One ticket was opened and closed during this reporting period (see Closed Tickets below)												
<b>Closed Tickets</b>												
9/12/2022	INC31581441	Book to Bank Reconciliation (August 2022) Unexplained variance in BOA account ending 4444	<p>Please open a high-priority ticket for the following.</p> <p>In processing the August book-to-bank reconciliations, we have stumbled upon an account with an unexplained variance in 4444_BANK_OF_AMERICA_EPAYMENT bank account. We have run all related queries and selected/unselected all relevant items, but we still have an amount that is unexplained (and does not easily match up to any outstanding amounts on the B2B page). At best, we think the BSP journals created and posted during August may not have included everything it should have, or they included more than they should.</p> <p>Please assist with researching, as this impacts Treasury's capability to prepare the monthly proviso report.</p>	Data	3 - Moderate	11/11/2022	9/13/2022	9/16/2022	DFS	Incident	NA	NA