

Project Team:	State staff; Accenture; DFS Accounting and Auditing, Treasury, OIT
Period:	August 1, 2022 – August 31, 2022
Submission Date:	September 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 August 2022, for CMS remediation.

B. Summary

In accordance with Amendment 7, numerous CMS remediation activities were closed during the period. This included resolving CMS related incidents; completing CMS related service requests (e.g., how to request); developing and publishing training guides and resources; beginning work on enhancing fiscal year end checklists; assisting business partners to develop updated procedures; and other related stabilization activities.

C. Production Support Ticket Enhancements

The Solution Center staff is currently working on creating searchable Knowledge Articles within the ticket management system as well as Desk Guides to help agents with recurring themes. This allows the 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 assist the Solution Center with training current and new employees.

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)* – 1 CMS remediation ticket was opened.
- *Service Requests* (e.g., how to, maintenance, etc.) – 0 CMS remediation service requests were opened.
- *Enhancements* – 0 CMS remediation enhancements were opened.

CMS Remediation Tickets Closed:

- *Incidents (defects)* – 3 CMS remediation tickets were closed.
- *Service Requests* (e.g., how to, maintenance, etc.) – 2 CMS remediation service requests were closed.
- *Enhancements* – 0 CMS remediation enhancements were implemented.

Deal Management Remediation Tickets Opened:

- *Incidents (defects)* – 3 Deal management tickets were opened.
- *Service Requests* (e.g., how to, maintenance, etc.) – 0 Deal management service requests were opened.
- *Enhancements* – 0 Deal Management enhancement were opened.

Deal Management Remediation Tickets Closed

- *Incidents* (defects) – 2 Deal management tickets were closed.
- *Service Requests* (e.g., how to, maintenance, etc.) – 0 Deal management service requests were closed.
- *Enhancements* – 0 Deal management enhancement tickets were implemented.

E. Reconciliation Activities

As part of stabilization activities, the reconciliation activities were transitioned to the divisions of Accounting and Auditing and Treasury. These divisions have assigned responsibilities for completing the transaction and balance reconciliations to applicable staff. The Project team continues to provide support as needed.

F. Stabilization Activities

Stabilization activities continued to occur during the CMS remediation period. During August, the training team created and published 4 new user learning tools on the Florida PALM website:

- Graphics – 2 (*How to Avoid Disinvestment Journal Errors, Benefits of using the Sandbox*)
- In Real Life videos – 2 (*Crosswalk Value Report, ChartField Value Report*)

Graphics present concepts in a visual and easy to understand format. In Real Life videos demonstrate at a higher-level how an end user would perform a function more easily in Florida PALM.

The 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.

A Production Support Round Table was held August 24 and included Florida PALM updates, a demonstration from Florida Fish and Wildlife Conservation Commission users on correcting a disinvestment, and DFS Training Team on reconciling investments and disinvestments. In addition, tips and tricks from the Project were provided to agencies for using the Data Dictionary and Reports Catalog.

By the end of August, the Project was able to move into more of a support mode with agencies and DFS enterprise divisions, as the majority of pending CMS Remediation incident tickets and enhancements were moved into production. In addition, reconciliation monitoring tools, checklists, job aids, and the Cash Balance Guide were turned over to DFS Enterprise divisions. Only one CMS Remediation ticket was opened in August compared to 47 tickets opened May 1, 2022 – July 31, 2022. As of the end of August, the Project only had five CMS Remediation tickets still open, one Incident, and four enhancements.

Discussion topics for the recurring check-in meetings lessened as the month progressed, and by the end of the month, morning check-in meetings were no longer necessary. Topics for the CMS Remediation meetings that focused on reconciliation, pending enhancements and open incident tickets decreased as the month progressed. Towards the end of the month, meetings were repurposed to discuss normal business operations and production related topics.

The Project worked with DFS enterprise divisions to clarify and gain agreement on outstanding CMS Remediation. As part of those discussions, enhancements were identified and agreed upon. Progress continues on those items. As mentioned above in Reconciliation Activities Section, DFS enterprise divisions assumed primary lead on reconciliation and monthly closing activities for July 2022. Accounting and Auditing established their own meeting series and resources were identified to perform reconciliations. The Project continues to support and assist agencies and DFS enterprise divisions as 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 is procuring 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. Contract execution is expected in September 2022. 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.

H. Additional Resources

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

- Benefits of using the [CMS Sandbox](#)
- [Production Support Round Table](#) presentation and meeting recording
- New learning tools to support CMS end users:
 - [ChartField Value IRL](#)
 - [Crosswalk Value Report](#)
 - [How to Avoid Disinvestment Journal Errors](#)

2 – ATTACHMENTS

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

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Open Tickets												
No CMS remediation service request tickets were opened this reporting period												
Closed Tickets												
7/7/2022	INC30391631	Auto Recon Scheduling and RC Update	<p>Please open a ticket and assign to Sashi Tummala and Rahul Yadav. We need to create jobs and run controls for the FLP_RCN_LOAD and FLP_RECON app engines as part of the FLP_GLI082_GL project. This is in anticipation of the August 1st files to be received from FLAIR Central and IW. The details of the jobs to be scheduled are as follows:</p> <ol style="list-style-type: none"> Schedule – The jobs should be scheduled on the 1st of every month after all Florida PALM processing has completed in the evening. Time – Again, after all processing so the time of initiation should allow for all data to be complete in their custom and delivered PeopleSoft processes. File dependency – Yes, there are two files. <p>File Source: Central Monthly Transaction History File (AG)</p> <ul style="list-style-type: none"> File Name: FLAIRC_GLI082_M_YYYYMMDD-HHMM.txt File Type: Text Files (fixed width) File Destination: Florida PALM Transmission Protocol: SFTP <p>File Source: FLAIR IW Payroll Detail File (IW)</p> <ul style="list-style-type: none"> File Name: FLAIRI_GLI082_M_YYYYMMDD-HHMM.csv File Type: Text Files (Delimited files) File Destination: Florida PALM Transmission Protocol: SFTP 	Service Request - Batch	3 - Moderate	7/26/2022	8/2/2022	8/5/2022	DFS	Service Request	NA	NA
7/28/2022	INC30797094	Verify FLP_AGING_RECON_DEP_REPORT is capturing deposits on day zero	confirm that this report is capturing deposits that are reconciled on day zero	Service Request - Data	3 - Moderate	9/28/2022	8/12/2022	8/15/2022	DFS	Service Request	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Open Tickets												
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).		3 - Moderate	9/1/2022			DFS	Incident	NA	NA
Closed Tickets												
7/12/2022	INC30546425	Unposted deposits partially sent to Central FLAIR through ARI027	We verified that payments are not picked by ARI027 if at least one payment from the deposit is unposted. There are total 23 payments not sent to FLAIR. We will need code fix. After code fix these deposit will be picked by ARI027. Discuss with Treasury and A&A as these deposits cross fiscal years and we may need to communicate to agencies for financial reporting impacts. 64000/102917 -50.00 76000/20390 -630.85 76000/28536 -496.90	Incident - Application Code Change	3 - Moderate	7/28/2022	8/1/2022	8/4/2022	DFS	Incident	NA	NA
7/13/2022	INC30563099	API107 picking up payments already cancelled for cancellation again causing Payment Post to fail.	The issue was noticed when PALM tried to process an escheatment only file from OIT. There were 10 payments that were picked up for cancellation, that is the cancel date was updated to the date the program ran, those that have already been cancelled before.	Incident - Application Code Change	3 - Moderate	7/28/2022	8/5/2022	8/8/2022	DFS	Incident	NA	NA
7/13/2022	INC30559615	Update Florida PALM Auto Reconciliation - ARI027	Update Florida PALM Auto Reconciliation - ARI027: include a new step to account for unposted Florida PALM deposits that need to be dispositioned and reconciled against Central FLAIR.	Incident - Application Code Change	3 - Moderate	9/13/2022	8/1/2022	8/4/2022	DFS	Incident	NA	NA

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

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

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
Open Tickets												
7/29/2022	INC30821364	Additional logic of the 1st coupon payment to not update any records	Add additional logic of the 1st coupon payment to not update any records, if the transaction has a status of REC		3 - Moderate	9/29/2022			DFS	Incident	NA	NA
8/3/2022	INC30899024	TRA accounting entry data lost after posting to the GL	Identify the discrepancies between the GL and TRA tables; Investigate the root cause of this loss of data integrity between the DM module, the CM module, and the General Ledger, and Restore the lost data to Cash Management's TRA tables		2 - High	8/11/2022			DFS	Incident	NA	NA
8/15/2022	INC31102614	Modify DMI001 to implement long-term solution for INC30899024 (TRA accounting entry data lost after posting to GL)	For Day Delayed Deals, modify DMI001 to create custom accounting entries to match accounting entries created online instead of Initial Payment		3 - Moderate				DFS	Incident	NA	NA
Closed Tickets												
4/8/2022	INC28133012	Unamortized amount is not properly calculating for Partial Sale	Track updates for unamortized amount not calculated per Treasury requirements for Partial Sale.	Incident - Application Code Change	3 - Moderate	7/26/2022	8/11/2022	8/14/2022	DFS	Incident	NA	NA

**CMS Remediation Report
Attachment 5: Deal Management**

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
8/2/2022	INC30879356	Journal Generator update needed for Undo Deal process (Deal ID 159714)	Deal ID 159714 was called in July, but we missed the call transaction and did not manually sell off our holdings of it. To make it slightly more complicated, it matured as of 8/1, and the Mature Deals process did run yesterday. On Friday, August 5th, once we hopefully have the majority of July accounting entries posted to the GL, we will need to perform the following: 1. Undo Deal ID 159714, reversing all of its accounting entries as of 7/1. 2. Copy the now-deactivated Deal ID 159714, and re-establish it (including TR_POSN and payment dispatch processes) 3. Run the TR Automated Accounting for the newly established Deal (Deal ID will be 159714-1) 4. Change the DM_ENTRY template to have everything post on 7/1. Treasury will need someone with access to do this (Madhavi has assisted in the past). 5. Run Journal Generator 6. Restore the normal configuration for DM_ENTRY template 7. Sell the newly established deal 8. Run TR_POSN again. 9. Run TR Automated Accounting for to pick up the sale 10. Post the sale to the GL. This request is contingent upon Treasury having most of the accounting entries for Deal Management posted to the general ledger by Friday, however. If we are running behind on posting entries to the GL, we may need to hold off on the above scheduled fix until next week. If there are any questions, please let me know!		3 - Moderate			8/12/2022	DFS	Incident	NA	NA