

## Role Assignment Approach

Florida PALM is a role-based system. End users are granted access to complete functions in Florida PALM based on their role assignment(s). Roles are a component of access controls for sensitive or protected data and training is offered based on end user roles.

Agencies assign roles to end users to complete functions specific to their job duties and responsibilities. Florida PALM roles may include responsibilities and abilities which are similar or very different to how end users perform their duties in the legacy system. Agencies are responsible for understanding how working in Florida PALM will be different from FLAIR. Agencies will evaluate the duties and capabilities of each Florida PALM role and make assignments to agency end users based on agency business processes and objectives.

CMS Wave roles are active and available in Florida PALM, as identified in the [Agency Role Mapping Handbook](#). Agency Security Access Managers (SAMs) maintain role assignments for current Florida PALM end users.<sup>1</sup> Additional Florida PALM roles needed for future implementation will be designed, shared and used during four primary implementation activities: functional design, role mapping, User Acceptance Testing (UAT) and end user training.

The following figure depicts how Florida PALM roles will be defined, shared and used in Project activities prior to go-live.

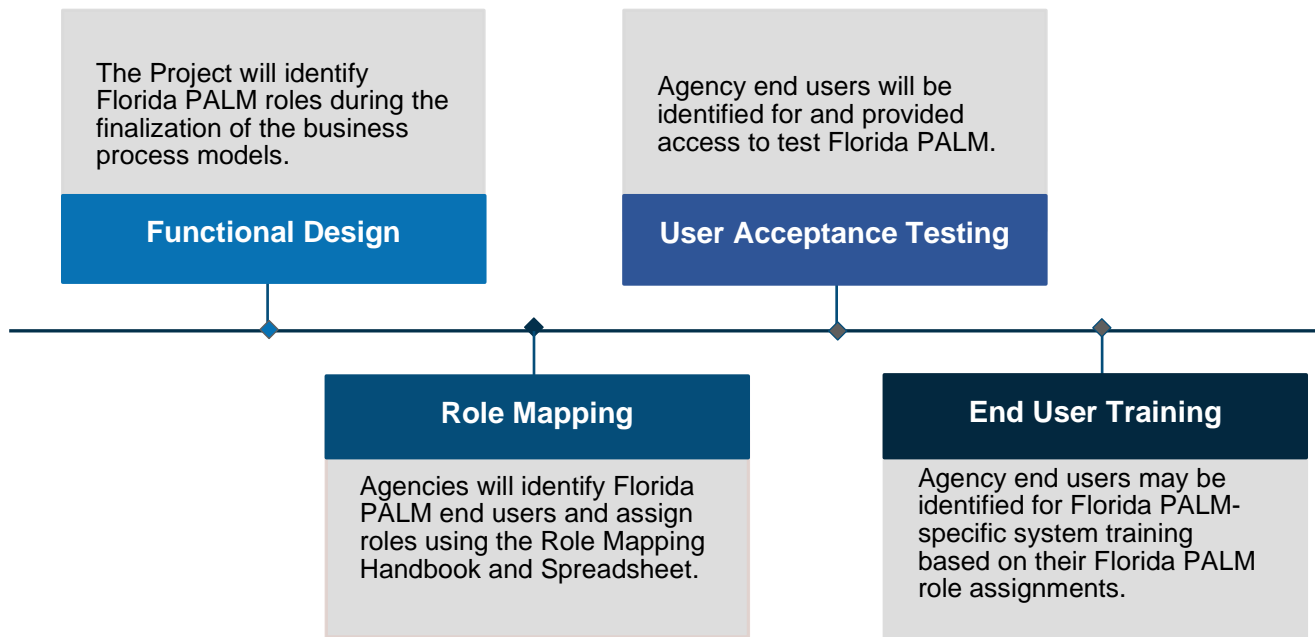


Figure 1: Florida PALM role assignment activities

During functional design, the Project will finalize the business process models for implementation, identifying the roles required to complete each business process. The Project will further define roles by updating the Agency Role Mapping Handbook to include new roles and updates to existing roles.

<sup>1</sup>The [Florida PALM Security Access Manager User Manual](#) provides guidance for this role.

The Agency Role Mapping Handbook will include all available roles and their descriptions, associated business processes, responsibilities, relationship to other roles, and any separation of duties. Agencies will gain understanding of roles using the Agency Role Mapping Handbook.

Prior to UAT, an End User Role Mapping Spreadsheet that includes all roles will be provided to each agency to identify end users and assign roles. The Project will use the End User Role Mapping Spreadsheet to upload end users and assign roles in Florida PALM for UAT and go-live. This will be an iterative process, with agencies reviewing and updating the End User Role Mapping Spreadsheet as needed through testing cycles and prior to go-live.

End user training will be role based. The Project will develop curriculum for each end user role. Agencies will communicate role assignments with end users and assign Florida PALM training courses based on their end user role assignment(s).

After go-live, agency SAMs will be responsible for maintaining role assignments. The Division of Accounting and Auditing (A&A) SAM monitors and manages agency assignments for separation of duties. A&A requires agencies to provide an explanation for role assignments with separation of duties conflicts and a description of applicable compensating controls. Agencies can request the Access Control Form by emailing [Access2PALM@myfloridacfo.com](mailto:Access2PALM@myfloridacfo.com). The Access Control Form includes a section on Separation of Duties to be completed with compensating control information for any separation of duties conflicts.