

IAL SERVICES

DFS Agency Business Systems Transition & Inventory Creation

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Stacey: Good afternoon everyone. Introductions: I am Stacey Pollock, the DFS CCN Technical Lead and I am Alexandra Weimorts, CCN Business Liaison

Objectives:

- Provide DFS approach identify impacted business systems
- Provide examples, templates and what has worked for DFS



Alexandra:

Today we are planning to

- Provide DFS approach identify impacted business systems
- Provide examples, templates and what has worked for DFS

DFS Process to Build the Agency Business System Inventory

- **Assess all Agency Business Systems utilizing Current-State FLAIR Interfaces**
 - Document all Inbound/Outbound FLAIR interfaces
 - Determine what Agency Business Systems use each interface and if it interfaces with something else
- **Review Other Sources to expand ABS Inventory**
 - 2016 Business Case
 - DFS Surveys
 - Existing business system specifications
 - PALM task #324 FLAIR data elements inventory lists where the elements are located
- **Meetings with Functional and Technical resources**
 - Application Status Assessment with technical and functional resources
 - PAW Sessions

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Stacey:

Our journey to identifying all our agency business systems started roughly in 2018. We knew Florida PALM was coming and had to attempt to find a process that would help locate systems utilizing FLAIR information.

Stacey:

Our first step was to:

Assess all Agency Business Systems utilizing FLAIR Interfaces

- We started by reviewing all interface files to and from FLAIR Central, Departmental, Payroll and the Information Warehouse
 - We reviewed Managed File Transfer (MFT) folders for DFS, FTP servers, and FTP jobs
- We worked with Functional users to identify files like Scripting spreadsheets, IW downloads into utilities or spreadsheets, anything outside of technical FTP files
- Once we had a list of interface files, we began the process to identify what Agency Business System uses each interface
 - During this process, we found a few interfaces that were no longer in use,

but still running. As an example, we found an active process in our Cashier Office Deposit system to create an Batch51 file that was no longer being sent to FLAIR since the vendor conversion/clean-up of the S and F numbers.

Then

Alexandra:

Review Other Sources to expand ABS Inventory

- We reviewed the 2106 Business Case ABS Inventory as a starting point
- We sent out Surveys to the various Divisions and Offices
 - Look for other ABS that have FLAIR data entered manually, through scripting, pull data from a agency warehouse containing FLAIR data
 - Look for access databases, excel spreadsheets, that are pulling data or sending data to FLAIR via spreadsheet (scripting) or upload
 - Examples: Payroll redistribution, Reconciliation, Audit tools
- We used existing business system specifications
- We are also looking at our PALM Task #324.

Also held

Alexandra:

Meetings with Functional and Technical resources

- **Constantly Ask questions** to users that that use excel spreadsheets, or are they still using FoxPro, Access or other tools used by business owners. Remember many of these tools were built many years ago and the business owner staff are just pushing a button and may not know what is behind the scenes.
 - I continue to emphasize do you do something with the FLAIR data elements with another process. We want to make sure all divisions can continue to perform their processes at Florida PALM Go live.
- Review ABS functionality to determine if truly business system (licensing system vs systems that just mimic or expand FLAIR functionality for efficiencies – ex. FLAIR@DFS or budget tool)
- PAWS – forced functional areas to really dig into all FLAIR business processes and procedures. Discovered additional ABS.

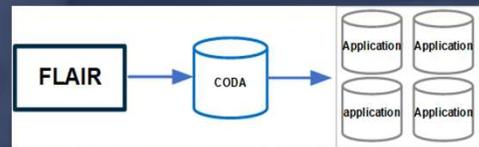
Once we continued to gather all the system nuggets then

DFS Process to Build the Agency Business System Inventory

➤ Determine Downstream Impacts

Tier1: Systems/Applications that send/receive data directly with FLAIR

Tier2: Systems/Applications that send/receive data directly with a Tier1 System that have an impact with FLAIR



➤ Continuous Review of Inventory and Status

Monthly meetings with technical team managers
 LBR review
 Statewide Contract changes
 Enterprise System Changes
 CCN meetings
 Florida PALM Project Design Solution

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Stacey: We continued to break down the task by now looking at the downstream impacts

Determine Downstream Impacts

- Tier 1 systems send and/or receive data directly with FLAIR
- Tier 2 systems send and/or receive data from a Tier 1 system, so we reviewed our workflows and other information in the functional designs as a starting point.
 - As an example: Our Cashier Office Deposit Automation or CODA system is a receipting system that interfaces with FLAIR. Our functional design noted that we have 21 systems that interface with CODA and those interfaces contain FLAIR data fields. We used a survey sent to the technical and functional owners to determine the impact. Through the survey responses and follow up meetings, we were able to document whether these systems required remediation or just needed testing/QA.
- Something to keep in mind, remediation efforts may be needed for more than just an agency business system, it could be a process as well.

Stacey: Now that we have our Agency Business System Inventory, we have processes in place for a:

Continuous Review of the Inventory and business system Status

- We attend Monthly meetings with technical team managers who work with business owners on a monthly basis.
- We review LBRs to monitor for feasibility studies and requests to rewrite business system in our Inventory or build new systems that require FLAIR data
- Statewide Contracts changes – some examples are Treasury ecommerce, Treasury Disbursement account, PcardWorks
- Enterprise Systems Changes for Florida PALM that may impact systems - People First, MFMP, and FACTS for example

Alexandra:

- CCN meetings – sharing information across Divisions/Offices. We have been meeting weekly since the PAW Assignment last year.
- Florida PALM Project Design Solution - Once we start getting Project Design details, we will need to re-assess the ABS status to confirm. We may have status of “retire”, but determine that PALM will not fully cover functionality once we see design details. Payroll good example – we will have to re-assess once we start seeing workflows and designs

DFS Process to Build the Agency Business System Inventory

Wave	App Status	System/ Application/ DB	ABS System Type	Division/ Office	Business Owner	Application Development Group	App Tech Lead	System Supported By	Scope Assessment /Assumption	Retirement Date	Status Comments
Financials Payroll	Retire Remediate Test/QA	System Name	Application Third Party Utility Reporting Website	Division/ Office	Name	Name	Name	OIT Third Party Business Unit	Retire/Sunset - Scheduled to be or already is retired	Retire at FL PALM Go-Live	

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Stacey:

We discussed our process for building our Agency Business System Inventory that includes both Tier 1 and Tier 2 systems.

This is a portion of our inventory with some common fields we have documented for each system. We are tracking a lot of additional details, but this give you an idea of what it looks like.

What is great about this process is that the repository can be modified as we find out additional or new information on our agency business systems.

As an example, we are discussing adding a column to track Florida PALM reports and queries that will replace “retired” systems functionality.

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DFS Process to Build the Agency Business System Inventory

- **Third Party Systems**
- **Extra Technical Resources to Augment Existing Staff**
 - Project Manager
 - Application Integration Engineer/Application Architect
 - Technical Business Analyst
 - Application Developer Analyst/Developer





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Alexandra:

As you collect the agency business system inventory, don't forget about third party systems that are hosted and managed by a vendor. You may need additional funding to cover system remediation, testing, scripting development and implementation work, so you may have to ask your division and or purchasing team.

Stacey: Depending on the number of agency business systems and the current resources available, you may find the need for additional technical resources to support your remediation activities. Here at DFS, we asked the legislature for funding to support the hiring of a:

Some of the benefits we have found from our staff aug team include:

- Core PALM team in OIT focused on Florida PALM and agency business system

remediation

- Creating a team with knowledge of the DFS agency business systems as well as Florida PALM
- They are our facilitators for meetings and documentation
- Provide additional help and support for existing technical and functional staff

Development of the Agency Business Systems Functional Designs

➤ **Function Design Contains Current-State and Future-State Sections**

FLAIR file layouts used by system
Pages/Batch Jobs/Reports containing FLAIR data
Business Workflow/processes dealing with FLAIR data



➤ **Meetings with Functional and Technical Resources**

Technical meetings to document current-state FLAIR data touchpoints and agency business system details
Functional meetings to document current-state business processes between FLAIR and agency business system

➤ **Memorializing the findings for the team**

Will be used for function and technical activities going forward



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Stacey: Once we had our Agency Business System Inventory, we started creating Functional Designs for our agency business systems that we plan to remediate. We documented the current-state information related to FLAIR including FLAIR interfaces and file layouts used by the system, any pages, Batch Jobs, and reports that contain FLAIR data, as well as business workflow and processes within the business system. This is a collaborative effort with both Functional and Technical resources to fully document both sides of what the system or process does related to FLAIR.

These functional designs are a critical part of our process for system remediation and set the groundwork for understanding the changes we will need to make to interface with Florida PALM.

For example, the information will help us with:

- Understanding the change impact
- Data Mapping to Florida PALM interfaces

- Data Clean-up
- Data Conversion if applicable
- Configuration Workbooks if applicable
- Test plan and test scripts

The functional designs have already been helpful in providing information to support the PAW Sessions, Readiness Workplan Task 324, and the Florida PALM Project, as we have some enterprise systems like FACTS.

Alexandra:

Meetings with Functional and Technical Resources

This involved meeting with both Functional and technical folks to talk thru the process of what the functional person is going that kicks off a technical action. By doing so we were able to put words down as well as a Flow of the current state and where FLAIR touches the process.

Alexandra:

Memorializing the finding for the team

The meetings and inventories contents are being rolled up and included in a comprehensive document by business system. As Stacey shared above of some of the intended benefits, It really has helped maintain organization of what, how and where the touchpoints will need to be revisited when the design documents are available.

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Agency Business Systems – Functional Design Document

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- 1 VERSION HISTORY
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- 3 DOCUMENT PURPOSE
- 4 CURRENT APPLICATION PROCESS
- 4.1 DESCRIPTION
- 4.2 DEVELOPMENT PLATFORM
- 4.3 DATABASE PLATFORM
- 4.4 BATCH JOBS INFORMATION
- 4.5 REPORTING PLATFORM INFORMATION
- 4.6 APPLICATION USAGE AND DEPENDENCIES
- 5 CURRENT FLAIR TOUCH POINTS PROCESS
- 5.1 FLAIR AS-IS DATA ELEMENTS
- 5.1.1 *Inbound Files and Data Elements*
- 5.1.2 *Outbound Files and Data Elements*
- 5.2 FLAIR CURRENT AS-IS WORKFLOW PROCESS
- 5.3 FLAIR USER INTERFACE ELEMENTS
- 5.3.1 *Screen Name #1*
- 5.3.2 *Screen Name #2*
- 5.4 FLAIR REPORTS & CADENCE (FOR E.G., DAILY, WEEKLY, MONTHLY)
- 5.5 FLAIR HISTORICAL DATA ACCESS REQUIREMENTS
- 5.6 FLAIR HISTORICAL INTERFACE FILE RETENTION

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Stacey: Here is a example of the table of contents that includes the Current-State sections within the functional design document. As you can see from the sections, we aren't documenting the entire system. Our focus is where the system is impacted by FLAIR currently, therefore Florida PALM in the future.

Alexandra: Let me say, when I finally saw the collection of all our work in this document, it was amazing! I could see all the bite size pieces we have been taking with each assignment and placing it in one source to show the hill we made with our nuggets. This tool is also a living document, that is continuously being updated as we meet with the divisions. It really has been useful and we had to share with our sister agencies.

As part of RW Task 326, even though we have a lot of this work done, we plan to use this time to revisit all functional designs to ensure we have fully captured everything that will be impacted by Florida PALM.



Alexandra

We hope our story will help in collecting and telling your story.... Questions?