

Florida **PALM**

Planning, Accounting, and Ledger Management



CHANGE CHAMPION NETWORK TOWN HALL

SEPTEMBER 8, 2022



Agenda



PROJECT UPDATES

Requirements Review
IW Assessment
Personalized Agency Working Sessions



AGENCY EXCHANGE

Preparing for Personalized Agency Working Session

FWC and DOH



RESOURCES FOR AGENCIES

Process Mapping

Florida Digital Service



FLAIR to Florida PALM Landscape

Understanding the Key Differences



NEXT STEPS

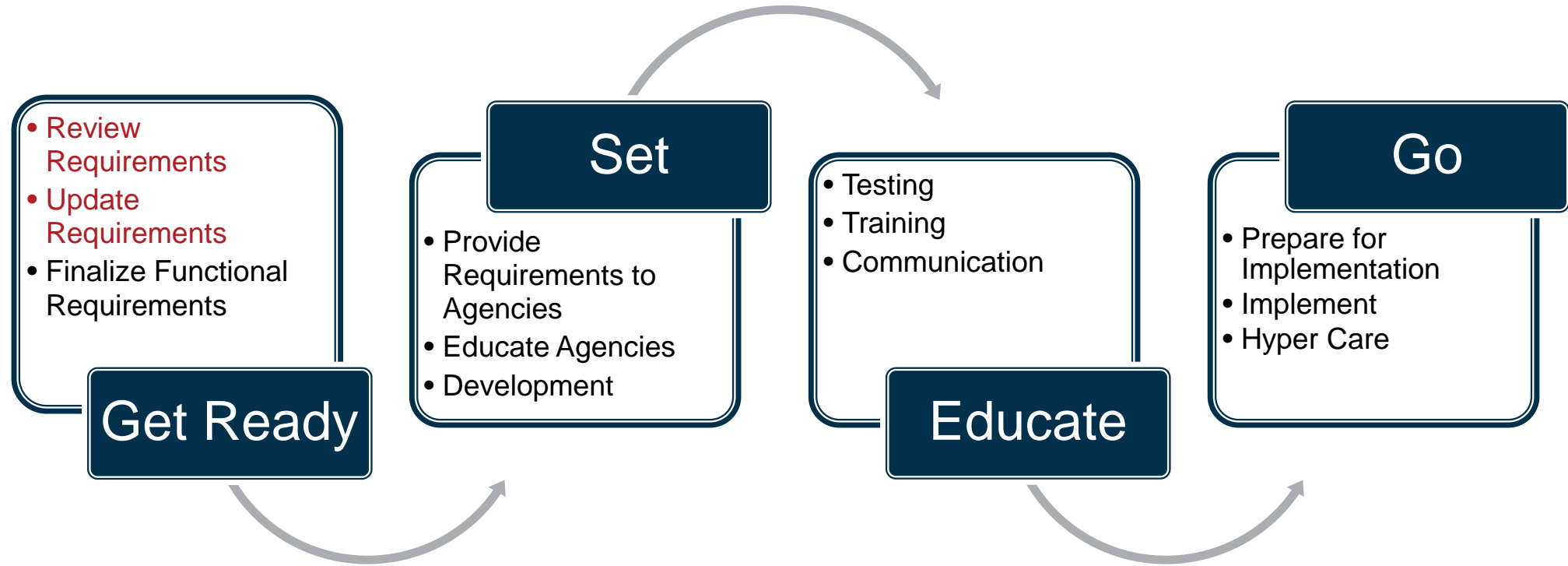
Personalized Agency Working Sessions



PROJECT UPDATE



Project Update



Project Update

Requirements Review

In Progress

- ✓ FLAIR Requirements Reconciliation
- ✓ Personalized Agency Meetings
- ✓ Project Review of Requirements
- ✓ IV&V Review
- ✓ Treasury Calculations Audit
- ✓ IW Assessment

To Be Completed

- ▶ Advisory Council Input
- ▶ ESC Decisions
- ▶ Confirm Requirements
- ▶ Document Customizations
- ▶ State Workforce Transformation Begins



Project Update

Information Warehouse Assessment

- ▶ Data Warehouse & Business Intelligence Solution
 - Replace Information Warehouse
 - Self-service functionality
 - Standard reports
 - Ad-hoc reports & data extracts
 - Historical reporting
 - Business intelligence tools
- ▶ Gartner report expected by November 2022
- ▶ Stakeholder review & feedback
- ▶ Implementation to be concurrent with Financials & Payroll Waves



Project Update

Personalized Agency Working Sessions

- ▶ Sessions begin next week with FWC
- ▶ Focus is on understanding your agency unique processes
- ▶ Today's materials can help:
 - Peer Approaches
 - FLAIR to Florida PALM Differences
 - Questions to Consider



PERSONALIZED AGENCY WORKING SESSIONS

AGENCY EXCHANGE



Personalized Agency Working Session

Agency Exchange



Robert Herron
Department of Health



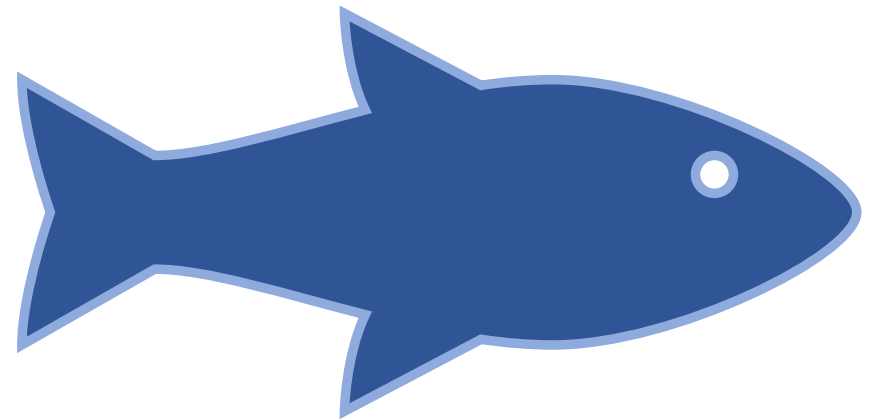
Amber Burns
Fish and Wildlife Commission



Florida Fish and Wildlife Conservation Commission

Florida PALM

Personalized Agency Working Session Prep



Coordination

1. FWC has ongoing communication with management responsible for financial processes through regular Finance and Budget Office (FBO) Leadership meetings
2. Held One-on-one meetings with FBO Managers to ensure we have identified all processes performed by staff that touch FLAIR
 - Budget
 - Encumbered and Unencumbered Disbursements
 - Document management
 - Financial Management
 - Revenue and Grants Management
 - Reporting
 - Financial Reporting
 - Asset Management
3. Developed list of staff specific duties to ensure we have the right people in attendance for each portion of the agenda



Agenda Preparation

Florida PALM Specific Meetings with managers to identify where FLAIR processes performed in FWC have unique characteristics and develop the draft agenda. Due to Florida PALM Team three weeks prior to the meeting dates.

Personalized Agency Working Sessions Agenda Items

September 13

Chart of Accounts (9:00 – 11:00)

- Agency defined Chart fields
- Project IDs

Payroll (11:00 – 12:00, 1:00 – 2:00)

- Project ID/Cost allocation (PCDS- Internal FWC business system)
- Positions funding in multiple funds (potentially unique situation)
- Scripting

Grant Management (2:00 – 4:00)

- Cost allocation (fund & grant level) for the agency
- Project IDs grant, species, activities

September 14

Vouchers (9:00 – 11:00)

- Documentation retention (Laserfiche-agency system)

Disbursements (11:00 – 12:00, 1:00 – 2:00)

- Expenditure Moves (Financial Management Tracking System – Internal FWC business system)
- Invoice submittal (Invoice Tracking System – Internal FWC business system)
- Documentation retention (Laserfiche-agency system)

Agency Business Systems (2:00 – 4:00)

- Utilized to handle financial processes outside of FLAIR due to its limitations
- Licensing Revenue
- Scripting

September 15

Property (9:00 – 11:00)

- Acquire and set up assets
 - Depreciation schedule
- Set up and maintain asset controls
 - Transfers, surplus, Missing, Non-Acct data input
- Asset management period close
 - Run depreciation, Prior year indicator (Dual year functionality)

Reporting (11:00 – 12:00, 1:00 – 2:00)

- FLINT Internal FWC business system
- Metrics

Budget (2:00 – 4:00)

- LAS/PBS Crosswalk (Fund)
- New account exercise

Remaining weeks before meetings will be used to refine discussion topics, gather materials and create presentations.



Department of Health

DOH-PALM Agenda Prep



Prep for Internal Meetings







- ✓ Plan, Identify, & Schedule Meetings with Bureaus that depend on FLAIR
 - ✓ Disbursements
 - ✓ Financial Management
 - ✓ Purchasing
 - ✓ Budget
 - ✓ Revenue
 - ✓ Property Management
- ✓ Identify Subject Matter Experts within Bureaus and Application teams
- ✓ Identify Systems and processes impacted, Batch Uploads, and Critical reports that depend on FLAIR
- ✓ Review Statues to confirm Department needs/requirements/obligations

Internal Meeting

Colloquial Meetings with Bureaus to discuss:

- ✓ Processes that would not be considered routine or standard
- ✓ Unique coding structures, and what lead to those structures
- ✓ Any systems used to generate entries, reports, or processes
- ✓ Areas of concern or lack of understanding how processes will migrate or transition to PALM
- ✓ Statutory language that directly impacts operation or structure
- ✓ Accounting Architecture and overall PALM impact on the agency

Snapshot of DOH Agenda

Agenda for Personalized Working Session September 27-29, 2022				
Date	Bureau	Topics - Agenda Items	Key Resources	Attachments
9/27/2022, Tuesday				
8:00 AM - 8:30 AM	Director's Office	Introduction - Meet and Greet the PALM team		
09/27/2022 8:30 AM - 9:30 AM	Director's Office	1) Florida Statute 194.02, 20.43 2) Revised Financial Information System (FIS) 3) Organization Code and OCA 4) Director Speed typer, Comba Edit 5) Grant 6) TSI - Data field 7) Access Central	Robert Horran, Terri Mulkey, Sheetal Shikha, Pankaj Singh, Pura Ailor, John Carter	
09/27/2022 9:45 AM - Noon	Bureau of Finance & Accounting - Financial Management, Disbursements (Encumbrance & Payable), & PCard	Disbursements 1) How will Manual Payment in MFMP work? Can we make a manual payment in PALM just as we do in FLAIR? Can we make a manual payment in PALM just as we do in FLAIR? 2) Director Transaction 51 3) Show Encumbrance and Account Payable report 4) What happens when Vendor_ID and Sequence # change? VID cannot be used because it does not match in FLAIR 5) Ruler for correction encumbrance - Zero line in FLAIR 6) Director Data input from FLAIR - specifically - Reports, Check cancellation, Stop Payments, Warrants, Vouchers. 7) Director warrant process in PALM 8) CHD Siter - We have about 100 siter. How will Access central for vouchers work? This includes monitoring and following the voucher flow process. Director grouping character. Reports for grouping siter run every morning. How will vouchers be created (i.e. Grouping Character in FLAIR)? 9) Voucher ID sequence number 10) Director Cardinal Process (attached) 11) How will Prompt payment reporting work? 12) How will payment made in one account in lump sum work in PALM? Since there is no IBI how will this work? 13) Enterprise App - People First, MFMP, STS, PCard will have a huge impact on our processes Financial Management 1) Cell phone system - Verification system? How will this work with PALM? 9) Statewide Cart Allocation Plan 2) Payroll - Detailed payroll process 10) Re-cancellation System 3) DHS Planner - How will invoice and accrual work? We have about 16000 phone numbers. 11) Financial Information System (FIS) 4) How will Year end process work? Certified Forward? 12) Online Trial Balance 5) IBI is going away in PALM - Option for interim for IBI 13) Account Receivable Annual Report (HMS) 6) Director organization code and OCA Purchasing Card 7) Define a correction, reallocation and Journal Transfer (JT) in PALM DOH has approximately 3,100 P Card users. P Card users have groups defined for access control. 8) Director Allocated Journal Transfer System (Cart Allocation)	Terora Harville, Terri Mulkey, Brian Thompson, Nancy Quaney, John Razz, Brian Thompson, LaTarsha Maxwell, Jannell Staton	 
LUNCH MEET - 1 PM				
09/27/2022 1:00 PM - 3:00 PM	Bureau of General Services - Central Purchasing & Property/Asset Management	Purchasing 1) PALM Integration with MFMP: Can MFMP do everything that is procurement related and PALM process the payment? 2) W9-TIN matching - Approval currently take 2-3 weeks. Will there be an override process in PALM to make payments. 3) Can PALM and MFMP reconcile and payments be made in PALM? Establish Parent-child ruler in PALM. 4) How will certified forward work in PALM? 5) Will login via AD work PALM 6) AOD Approval Flow 7) Validation of data code with category and object code 8) Director encumbrance file process 9) Director FLIP Invoice - Once the item is shipped invoice is automatically created, user marks when received and then Finance & Accounting processes for payment. Check and Balance mixing in case user marks incorrectly or item not received. Property Management 1) County Property Asset - Most county assets are maintained by same counties have exceptions if the county does not want to liability. Purchase recorded but it comes off the books. For e.g., WIC is unique because WIC is federally funded. 2) Attach the process 3) Current AIMS systems of DOH does not interact with FLAIR. AIMS user written in 1996 and app users make manual changes in FLAIR 4) Property threshold in FLAIR is \$5000, purchase & attractive mainly to challenge assets are entered that are under \$5000 5) Will the Asset Management be deployed with Financial users?	Sam Warhington, Allora Small, Michael Graddy, Earnestine Blair-Hairton	
09/27/2022 3:15 PM - 5:15 PM	Office of Budget & Revenue Management - Revenue	Revenue 1) New PALM revenue object code 2) Grant Number and Grant Master 3) CHIA - Annual Report 4) Draft Process 5) CIFA 6) Schedule O Reimbursements 7) Year End AR Report 8) Zero Treasury Receipt 9) Billinar - Refugee Health, Snap Program 10) State Wide Allocation Plan	Veronica Bishop, BeTina Slater, Ed Nolan	
9/28/2022, Wednesday				
9/28/2022 8:00 AM - 10:00 AM	Office of Budget	CHDR & Budget 1) Will there be any impact on LASPBS application? Will our reporting continue to be the same? Will there be any impact on BAPS application? 2) Director IBI unavailability 3) Can firm ORG code change - 11 dial to 9 dial; DOH needs to fix Ora code internally.	Jennie Bishop, Demonica Cannell, Robert Horran, Ty Gentle, Ashley Froidin	



Q&A



RESOURCES FOR AGENCIES

FLORIDA DIGITAL SERVICE



Florida [Digital Service]

Process Mapping

Adam Taylor
Chief of Service Experience
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AUG 8, 2022

The Benefits of Business Process Mapping

A business process map helps you understand how a process operates, why it operates at a certain level (time, cost, quality), and what steps can be taken to improve it.

- 1 Provides a visual representation and common understanding of a process.
- 2 Promotes consistency across the organization by using mapping standards.
- 3 Acts as an important driver to ensure the organization achieves its desired future state.
- 4 Becomes useful for job design, training, and communication.
- 5 Identifies inefficiencies, redundancies, and bottlenecks in processes.
- 6 Points out opportunities for collaboration between departments and roles.
- 7 Clarifies process accountabilities and responsibilities.
- 8 Assists enterprise application vendors and integrators when configuring systems.



Risks of Not Process Mapping

If you never truly understand what the process looks like today, you'll never be able to improve it.

- Poorly aligned processes expose the organization to the risk of not meeting audit and regulatory requirements.
- Redundancies, process (or people) bottlenecks, and inefficiencies within the organization result in high costs.
- Inability to identify job requirements as per the organization's future direction results in a skills gap.
- Unclear accountabilities and responsibilities across processes can lead to a lack of ownership.
- Data to support improvement initiatives may be lacking— a process map is a great way to highlight areas of opportunity and alignment.
- Unnecessary complexity can exist in a workflow simply because people are doing things the way they have always done them versus justifying each task.



Process Document Review Questions

1. What is your role in the process?
2. Who owns the process or is the primary decision maker for the process?
3. Who are the major stakeholders involved in the process?
4. Please give your interpretation of the major steps in the process from start to finish, also identifying who is responsible for each step:
 - What Starts the Process?
 - When is the Process Complete?
5. What parts of the process work well?
6. What parts of the process seem to always go wrong?
7. Do you feel that the process is carried out the way it was initially planned?
8. How do you feel that the process deviated from the initial plan?
9. What is the impact or risk if a step is missed in the process?
10. What are the underlying intellectual property and IT resources and services that support each critical business activity?
 - What systems/ applications are used to facilitate the process?
11. Can you suggest any areas for improvement?



Process Title:

What is the primary objective or output of this process?

What business functions are impacted by this process?

What are the major steps involved in this process? (Identify who is responsible and what the action is)



What technology, if any, is used in this process?

What works well in the current process?

Are there any initiatives underway to change this process?

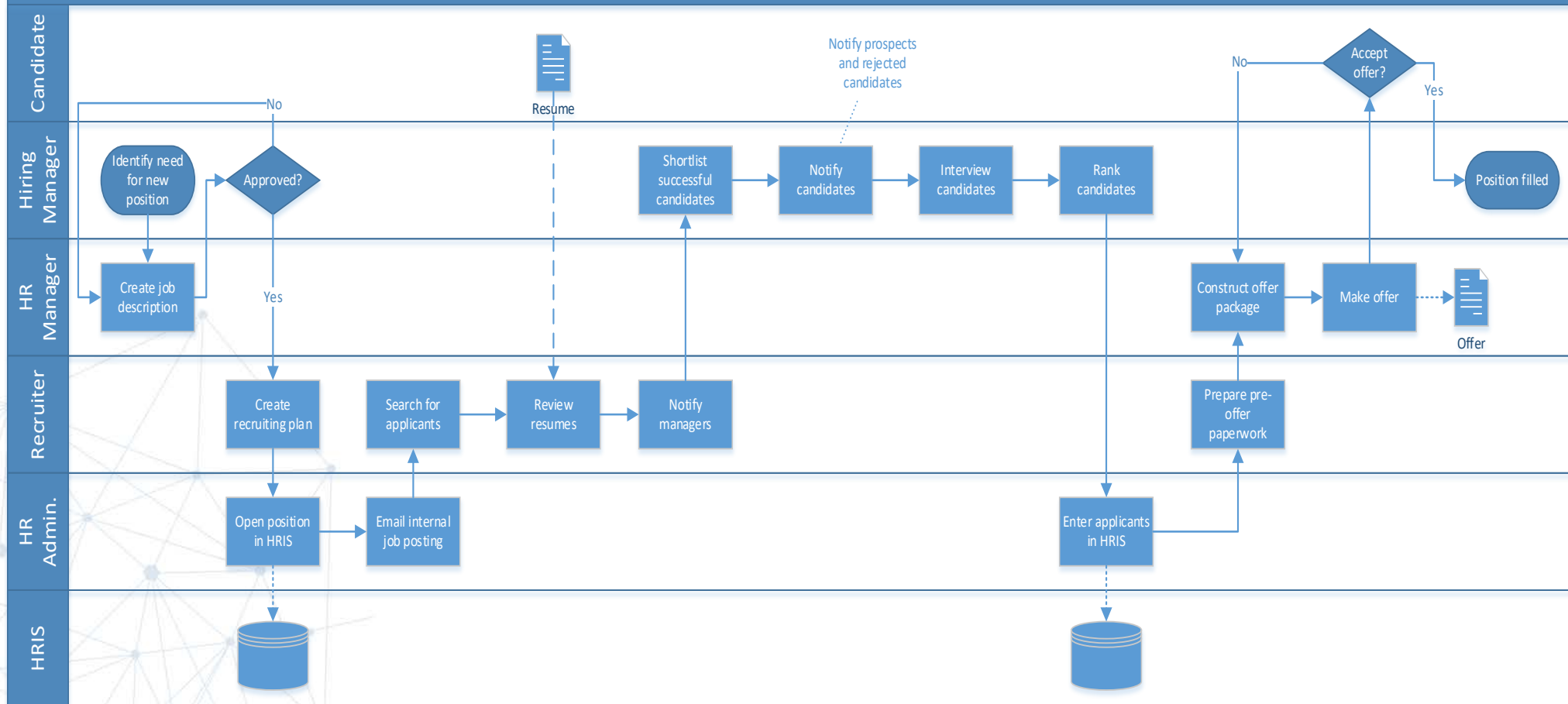
What are the pain points with the current process?

SAMPLE TEMPLATE

Process Map Example

4.3.1 Internal Hiring Process

Level 3



The FL[DS] CoLab

FL[DS] Co-Lab brings world-class thought leadership and education to the state enterprise, showing Florida's commitment to digital innovation and collaboration throughout the state.

- Events are hosted weekly, Tuesday-Thursday and are marketed to participants on a monthly basis.
- Events range from 90 min to multi-days.
- Event topics include: Leadership, Project Management, Change Management, Cybersecurity, Cloud/Application Modernization, Technology and Innovation, and MORE!
- Contact colab@digital.fl.gov to learn more.





Q&A

service@digital.fl.gov



FLAIR TO FLORIDA PALM LANDSCAPE

FLORIDA PALM TEAM



FLAIR to Florida PALM Landscape

Topic Areas

- ▶ System to System
- ▶ Activities by Primary Functions



FLAIR to Florida PALM Landscape

Ground Rules

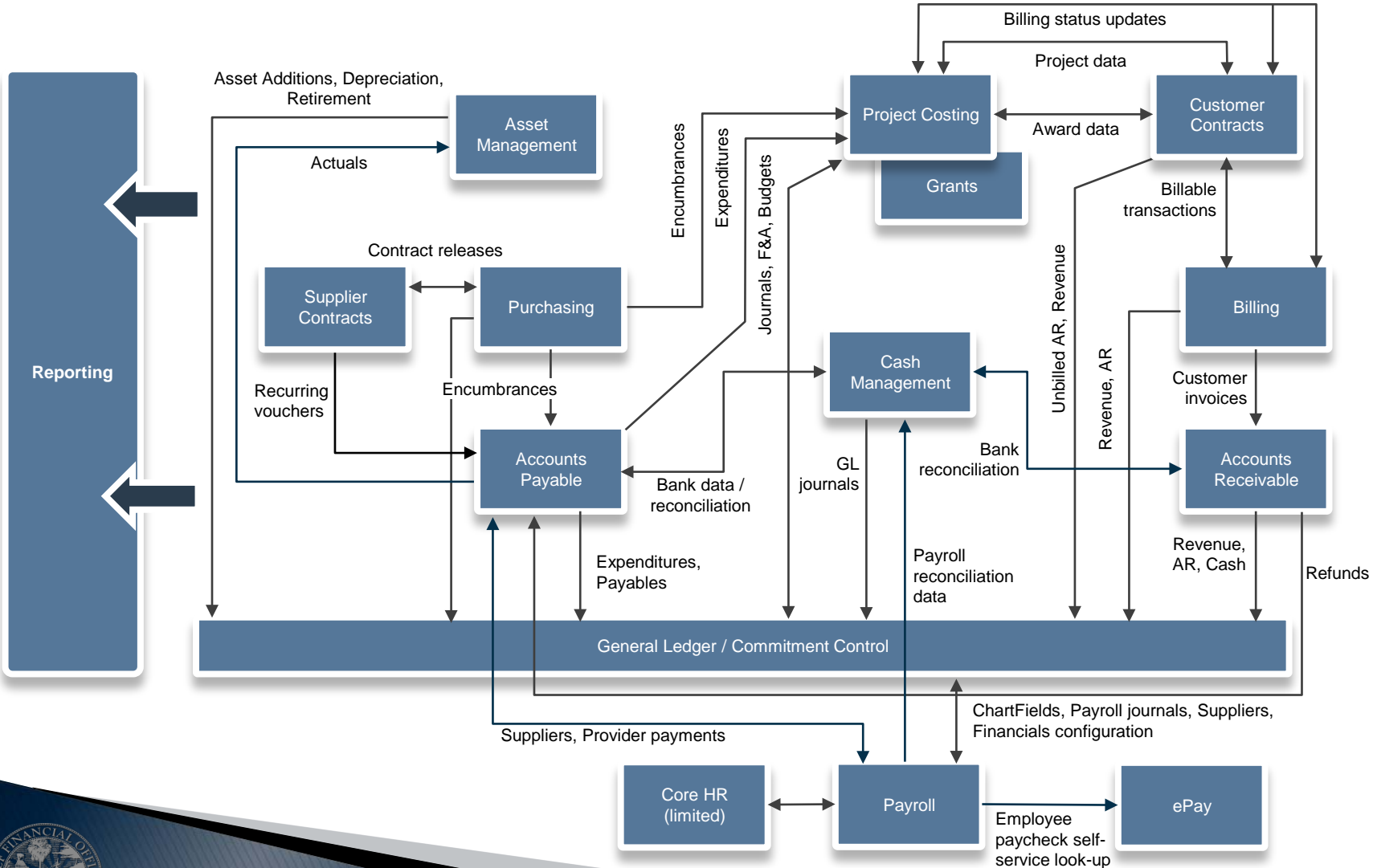
- ▶ Ask content clarifying questions throughout
- ▶ Gather questions for discussion during your agency working session
- ▶ Make a list for your Readiness Coordinator of:
 - Your more detailed or agency specific questions
 - Topics that you didn't hear about today but that are important to your agency
- ▶ Make a plan for how you will share what you've learned with others in your agency:
 - Think about who to engage
 - Write down questions you have of them
 - Share the slides and recording



SYSTEM TO SYSTEM



System to System



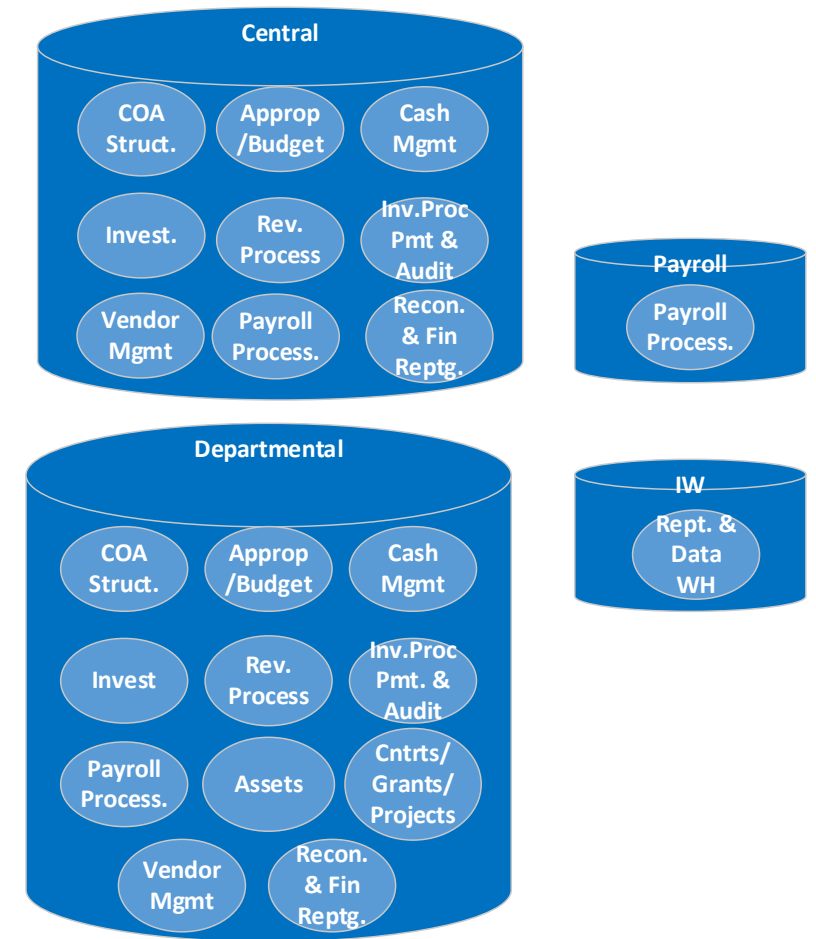
- ▶ Financial data is not in a single file, but is housed within the module tables and the general ledger
- ▶ Transactions can update multiple modules / tables
- ▶ Enterprise and agency users and functions in the same modules and tables



System to System

- ▶ No Central and Departmental → A collection of tables and ledgers, organized around Business Units (BU), which are updated throughout the day
- ▶ A fiscal year is broken into periods (months)
 - Accounting Date on a transaction determines to which period the entry is recorded
 - Multiple periods, including (eventually) years of historical information are available

FLAIR Components



System to System



- ▶ Monitoring transactions through the transaction lifecycle will still be a critical agency function to ensure smooth monthly close process
- ▶ Budget and cash are consumed at different points along a transaction's lifecycle
- ▶ Florida PALM is an accrual-based system, which means:
 - Accounting records (account balances) are updated earlier in the transaction cycle than in FLAIR
 - Transactions are assigned to accounting periods by an Accounting Date



System to System

- ▶ The user base for FLAIR is smaller than the potential user base for Florida PALM
- ▶ Many records and transactions support attaching supporting files
- ▶ Transactions can be charged to multiple accounts / budgets at the time of entry



Reallocation = When you do not know the final funding source at the time of payment, e.g., among grants based on statistic or metric

Redistribution = When you do know the final funding source at the time of payment but are constrained by the ability to pay from multiple sources initially, e.g., budgetary or cash flow, system (FLAIR) limitation



System to System

Key questions to understand agency unique processes

System to System

Who are our current FLAIR users? Who performs any portion of the *Activities by Primary Functions*, even if they are not FLAIR users (e.g., data collectors, approvers)?

Who uses our financial information today (i.e., internal, external)?

What files do we receive from FLAIR today? How is the information consumed? What are the key pieces of information we leverage?

How do we input and retrieve information from FLAIR today (e.g., business system, screen scraping, manual input, IW, file extract)?

What are our key business processes? What internal controls have we built for those business processes, including those in FLAIR and outside of FLAIR.

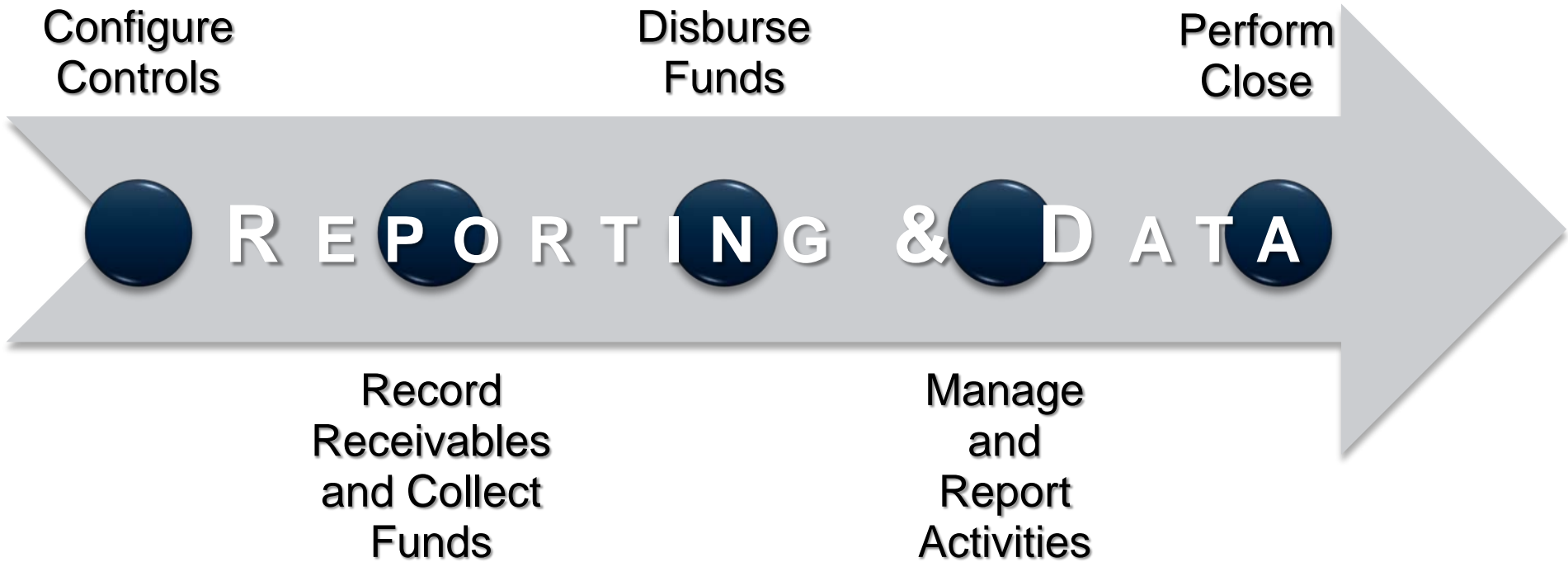


ACTIVITIES BY PRIMARY FUNCTIONS



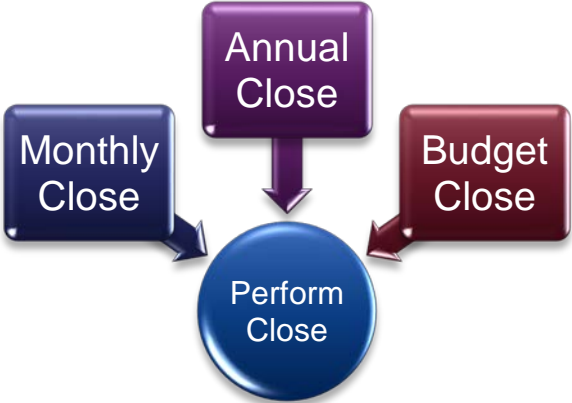
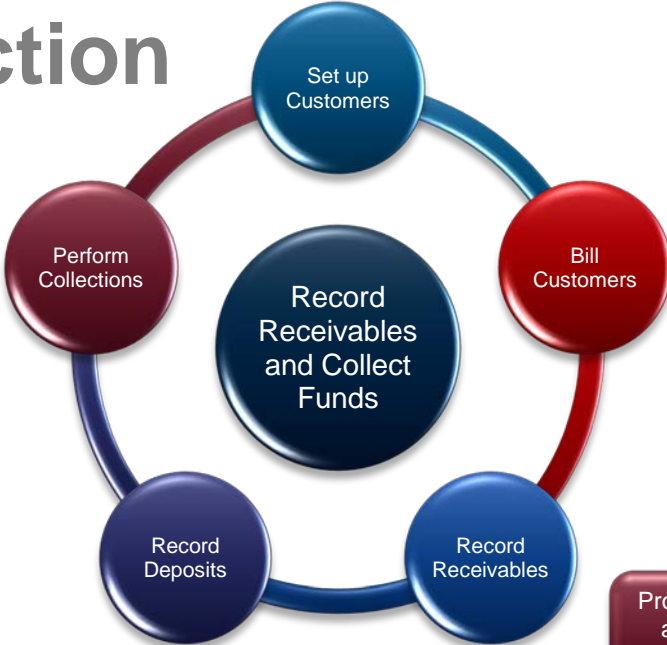
FLAIR to Florida PALM Landscape

Primary Functions



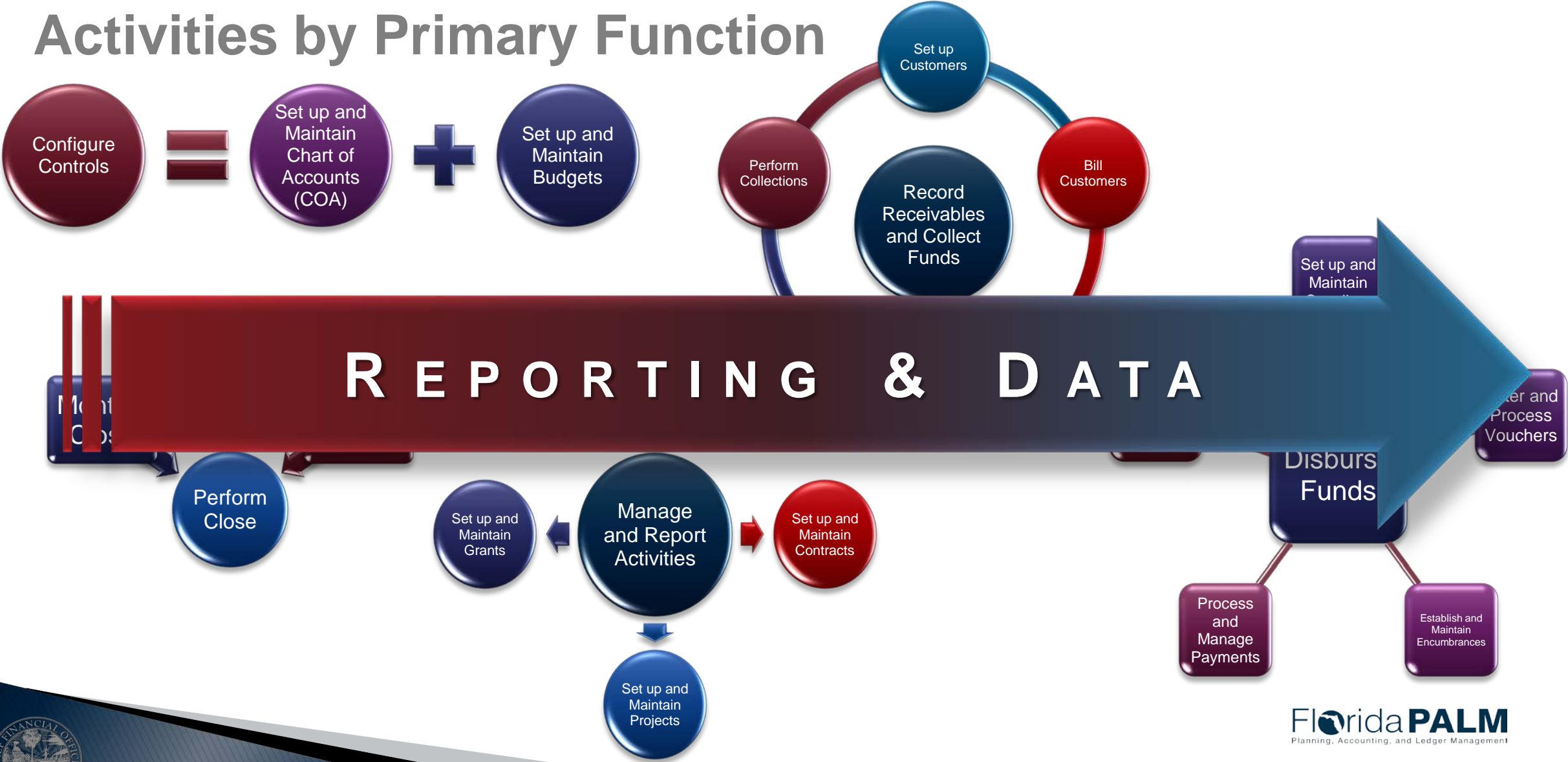
FLAIR to Florida PALM Landscape

Activities by Primary Function



FLAIR to Florida PALM Landscape

Activities by Primary Function





CONFIGURE CONTROLS



Set up and Maintain Chart of Accounts (COA)

- ▶ COA consist of Statewide and Agency specific ChartFields values
 - Statewide: GL Business Unit, Fund, Account, State Program, Budget Entity, Category
 - Agency: Organization, Project, Contract, Other Accumulator (1 & 2)
- ▶ Agencies can request the creation and approval of ChartField values
 - Fund Questionnaire Form
 - ChartField Request Form
- ▶ Statewide ChartField values may contain attributes
 - Attributes are used to record additional characteristics about individual ChartField values
 - Attributes are used for reference and reporting purposes



Set up and Maintain Chart of Accounts (COA)

- ▶ Activation or inactivation of ChartField values are established by using a current or future date
- ▶ Trees:
 - Maintain the hierarchical relationship of ChartField values
 - Created and maintained at an Enterprise level
- ▶ Combination Edits:
 - Provide the ability to require and control how ChartField values are used in transactions
 - Created and maintained at an Enterprise level



Set up and Maintain Chart of Accounts (COA)

▶ Edit Check:

- Ensures accounting entry integrity via ChartField values
- Used across source modules
- Triggers the combination edit rule on transactions

▶ SpeedType/SpeedChart:

- Is an optional tool that reduces data entry for transactions by prepopulating ChartField values
 - SpeedType - General Ledger and Accounts Receivable modules; created using one ChartField string
 - SpeedChart - Accounts Payable and Purchasing modules; can be created using one or multiple ChartField strings
- Set up and maintained at an agency level



TIP: SpeedTypes are currently being used for Disinvestments in the CMS Wave.



Set up and Maintain Chart of Accounts (COA)

Expansion Option (EO) Functionality	Florida PALM Functionality
Quick key used to prepopulate FLAIR Data Elements on transactions	SpeedType/SpeedChart used to populate ChartFields on a transaction
Relies on the set file to create / prepopulate data elements	Established by adding each ChartField value (one or all) needed for the SpeedType/SpeedChart
Defines level for checking different available balances	Budget and cash checking defined and executed within the Commitment Control module
EO value remains on transaction history	Code only used at time of entry to insert ChartFields in transaction
Required on transaction	SpeedType/SpeedChart is not required on a transaction



Set up and Maintain Chart of Accounts (COA)

The screenshot shows the Florida PALM website interface. The browser address bar displays the URL: <https://myfloridacfo.com/floridapalm/implementation/chart-of-accounts>. The page header includes the MyFloridaCFO logo and the Florida PALM logo, along with navigation links for Implementation, Oversight, and User Support. The main content area is titled "Statewide Chart of Accounts Design" and contains the following text:

The Florida PALM Chart of Accounts (COA) establishes a statewide structure for tracking and recording financial transactions, combining the two COA structures (Central and Departmental) used in FLAIR into one. The Florida PALM COA is comprised of individual ChartFields, like the use of data elements in FLAIR. The COA Design evolved and was refined through iterative and collaborative work with Department of Financial Services (DFS) Divisions and Offices, agencies, and enterprise partners. The COA Design establishes the statewide COA structure for all Waves and Phases.

COA Design Structure Overview - This document provides agencies with a summary of how FLAIR data elements will be accounted for in Florida PALM.

COA Configuration Workbook - The purpose of the COA Workbook is to document the Florida PALM Chart of Account values for the CMS Wave at launch. This workbook represents a point in time and will not be updated. Once Florida PALM launches, Florida PALM end users with designated role(s) can access the ChartField Value Report directly from Florida PALM.

Below the text is a diagram titled "More Functionality. Fewer Codes." which illustrates the Florida PALM ChartFields structure. The diagram shows a hierarchy of fields: Business Unit, Organization, Fund, Account, Budget Entity, State Program, Category, Project, Contract, OA1, and OA2. Below this, it lists FLAIR Data Elements: DLO, DPA Code, OF, SF, FID, SL Code, DE, DE, DE, DE, CAT, YR, and OCA. A note indicates that some FLAIR Data Elements will no longer be necessary due to system design changes.

- ▶ Check out the Florida PALM website for more information about the COA design
- ▶ Information includes:
 - a document that describes the COA design
 - a brief COA overview document that provides more details about each ChartField
 - a crosswalk from FLAIR to Florida PALM



Set up and Maintain Budgets

Appropriations

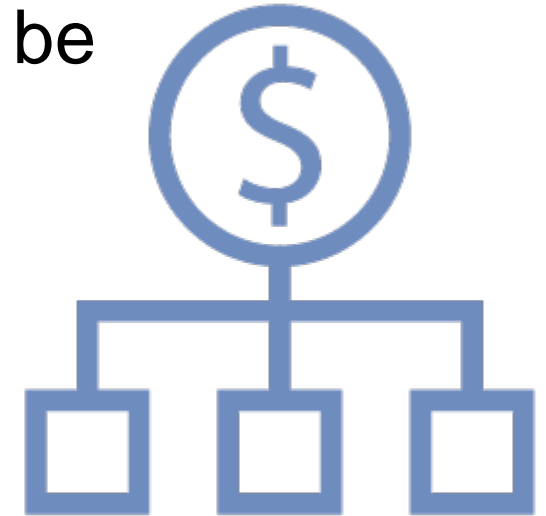
- ▶ Commitment Control (KK) is the budget module and is used for budgetary control
- ▶ KK includes a ledger structure and establishes rules that define both the budget and cash checking process
- ▶ Budget Structures define KK ledgers, which enable rules to control and track budget, cash, encumbrances, expenditures, and revenue



Set up and Maintain Budgets

Allotments

- ▶ Used to further breakdown appropriations and can be created for all COA ChartFields, such as:
 - Fund, Budget Entity, Category, Account, Organization
 - Fund, Budget Entity, Category, Account, Organization, Project
 - Fund, Budget Entity, Category, Account, Organization, OA1
 - Fund, Budget Entity, Category, Account, Organization, Contract, OA2
- ▶ Includes budgetary control to NOT exceed appropriations and will be prohibited by Budget check functionality



Set up and Maintain Budgets

Allotments

- ▶ Three methods to create budget allotments:
 - ▶ Manual budget journal
 - ▶ Spreadsheet Upload
 - ▶ Interface
- ▶ Agencies will utilize workflow to review and approve transactions
- ▶ Available budget (i.e., appropriations, releases, reserves, allotments) is consumed upon budget checking of expenditures and encumbrances *at the time of transaction entry*



Set up and Maintain Budgets

Budget and Cash Checking

- ▶ Commitment Control module checks to see if there is available funding before a valid budget / cash status can be achieved in order to ensure that commitments and expenditures do not exceed total appropriations or cash balances
 - ▶ Transactions that pass are saved to ledgers and reduces available appropriations and cash balances
 - ▶ Transactions that fail will result in exceptions and do not impact available appropriations and cash balances
- ▶ Agencies can submit an override request form, along with workflow for appropriate transactions



Configure Controls

Key questions to understand agency unique processes

Chart of Accounts	Budget and Cash
What FLAIR data elements do we use and for what purpose?	How do we manage our agency budget in and outside FLAIR?
Do our agency-established values have meaning? If so, what and who established? What process (i.e., function or report) leverages the established meaning?	How do we manage cash? What process do we use to reconcile cash? At what level do we reconcile cash (e.g., fund, grant, project)?
How do we use EOs/Set Files? Who maintains them? How often do they change?	At which level do we load allotments and perform budget and cash checking?
How often do we perform maintenance or clean up of FLAIR data elements?	Do we have Fixed Capital Outlay (FCO) funds? If yes, for what purpose? How do we manage?
What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?





RECORD RECEIVABLES AND COLLECT FUNDS



Set up Customers

- ▶ Capture multiple addresses and contacts per customer
- ▶ Secure confidential or sensitive customer data
- ▶ Additional fields are available to capture agency unique data
- ▶ Agencies can attach supporting documents and include notes pertaining to customer interactions



Bill Customers



- ▶ Allows agencies to standardize, automate, and maintain billing activities, so that invoices generate accounting entries (e.g., receivable)
- ▶ Bill records include information such as bill type, customer, and payment terms
- ▶ Agencies can create Installment, Recurring, and Consolidated bills
- ▶ Attachments and notes can be added to the bill for support and reference
- ▶ Invoices can be delivered by email

Record Receivables

- ▶ Agencies can record AR to a customer and assign payment terms
- ▶ Customer refunds in AR is integrated with AP for customer refunds
- ▶ Attachments can be added to the AR for support



Record Deposits

- ▶ Bank and deposit type (e.g., Check, EFT/ACH deposits, Credit Card deposits) are needed for deposit processing
- ▶ Expenditure refunds utilize workflow to review and approve transactions to restore spending authority
- ▶ Once the deposit is entered, Payment Predictor is used to automatically apply payments to customer accounts/AR
- ▶ Attachments can be added to the deposit for support and reference



Perform Collections

- ▶ Provides AR aging analysis, sending statements and notices to customers, and referring customers to external collection agencies
- ▶ Collection Workbench allows agencies a central workspace that presents a complete view of each customer
- ▶ Write-off approval from A&A through workflow



Record Receivables and Collect Funds

Key questions to understand agency unique processes

Customers	Billing / AR	Collections
How do we track and report on customers? What information is important to capture?	How do we track and report receivables and revenues? Do we bill for services or fees?	Do we have processes in place to track and manage collections?
What variations or exceptions do we experience?	What information is important to capture?	What information is important to capture?
Do we have confidential customer records or aspects of a customer's record? If yes, how do we manage?	Who monitors our transaction lifecycle? What variations or exceptions do we experience?	Who monitors our transaction lifecycle? What variations or exceptions do we experience?
What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?





DISBURSE FUNDS



Set up and Maintain Suppliers

- ▶ All payees are in the same file
- ▶ New and updated supplier requests are submitted via an online form and routed through workflow for approval by DFS
- ▶ MFMP suppliers will continue to register in MFMP and interface to Florida PALM
- ▶ The supplier record allows for robust data collection:
 - Identifying Information
 - Address
 - Location
 - Contacts
- ▶ Documents can be attached directly to the supplier record



Enter and Process Vouchers



- ▶ One invoice = One voucher
- ▶ Voucher styles are used instead of transaction (TR) types:
 - Regular
 - Adjustment
 - Single Payment
- ▶ Multiple funding sources can be used when creating a voucher reducing the need for redistributions
- ▶ Voucher workflow allows for multiple levels of approval within the system
- ▶ Documents can be attached to the voucher record



Enter and Process Vouchers

- ▶ Single Payment Vouchers are entered via interface or spreadsheet upload
 - No supplier record is created for Single Payment Vouchers
 - Single Payment Vouchers cannot contain 1099 applicable transactions
- ▶ Interfaces replace the need for screen scraping and scripting:
 - API002 Inbound Voucher Load
 - API028 Inbound Voucher Web Service
 - API041 Inbound Voucher Spreadsheet Upload
- ▶ Only Budget checking and consumption of budget occurs when the voucher is posted



Establish and Maintain Encumbrances

- ▶ The Purchase Order (PO) Module is used for creating encumbrances - *Florida PALM* will **NOT** replace *MyFloridaMarketPlace (MFMP)* functionality
- ▶ Workflow allows agencies to review encumbrances prior to being established
- ▶ A supplier record is required to create an encumbrance
- ▶ Budget is consumed upon creation of the encumbrance
- ▶ Change orders are used to update encumbrances



Process and Manage Payments



- ▶ Multiple vouchers for a single supplier are on one payment per BU
- ▶ Payment messages have limited character length
- ▶ Payment cancellations are submitted via interface or submitted on an electronic request form
 - Inbound Payment Cancellation (API006)
 - Inbound Payment Cancellation Web Service (API126)
 - Payment Cancellation Request Form
- ▶ Reissued payments receive a new payment number and are associated with the original voucher
- ▶ Cash checking and the consumption of cash happens during the payment process



Disburse Funds

Key questions to understand agency unique processes

Suppliers

How do we track and report on our suppliers? Does our process include anything other than MFMP or the Statewide Vendor File (SWVF)? What variations or exceptions do we experience?

What information is important to capture? Is that information in FLAIR, MFMP or in a separate database / business system?

Do we have confidential records or aspects of a supplier's record that needs to be treated as sensitive? If yes, how do we manage?

What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?



Disburse Funds

Key questions to understand agency unique processes

Vouchers / Encumbrances	Payments
How are we storing our voucher supporting documentation? What relies on this stored information? How long is the information available?	Do we have payment messages printed on our warrants?
What is our process for managing the disbursement process? Do we use site codes?	How are payments distributed? From where and by whom?
Do we have single pay voucher needs? Are they 1099 reportable transactions?	Who monitors our payment lifecycle? What variations or exceptions do we experience?
Who monitors our transaction lifecycle? What variations or exceptions do we experience?	What is our escheatment process? What types of payments are typically escheated? Do we have any constraints, such as by funding?
Who approves invoices today within the organization? Is it standard or does it vary by unit?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?
What transactions do we encumber today? Do we always know the supplier? If not, what are the scenarios when we do not?	
What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	



Process and Manage Payroll

- ▶ Florida PALM will replace FLAIR PYRL
- ▶ Florida PALM will **NOT** replace current HR system functionality:
 - People First
 - Highline
 - Agency Business Systems
- ▶ Allows users to distribute to multiple COA values reducing the need to redistribute payroll funding
- ▶ Supporting payroll related documents can be attached



Disburse Funds

Key questions to understand agency unique processes

Payroll

How do we account for our payroll costs? Do we record charges at an organization level or by person? What are key data elements (e.g., OCA, Grant, Project)?

Do we re-distribute based on an allocation method or metric?

What are the drivers for how we manage payroll (e.g., grant requirements)?

What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?





MANAGE AND REPORT ACTIVITIES



Set Up and Maintain Assets

- ▶ Asset acquisitions can be entered through Accounts Payable module integration, interface, spreadsheet upload, or direct input
- ▶ Within the Asset Management (AM) Asset Staging Table (*which replaces Departmental FLAIR Property Pending File*):
 - a user can update asset-related data
 - payment-related information cannot be updated
 - a transaction may be deleted prior to creation of the asset record



Set Up and Maintain Assets

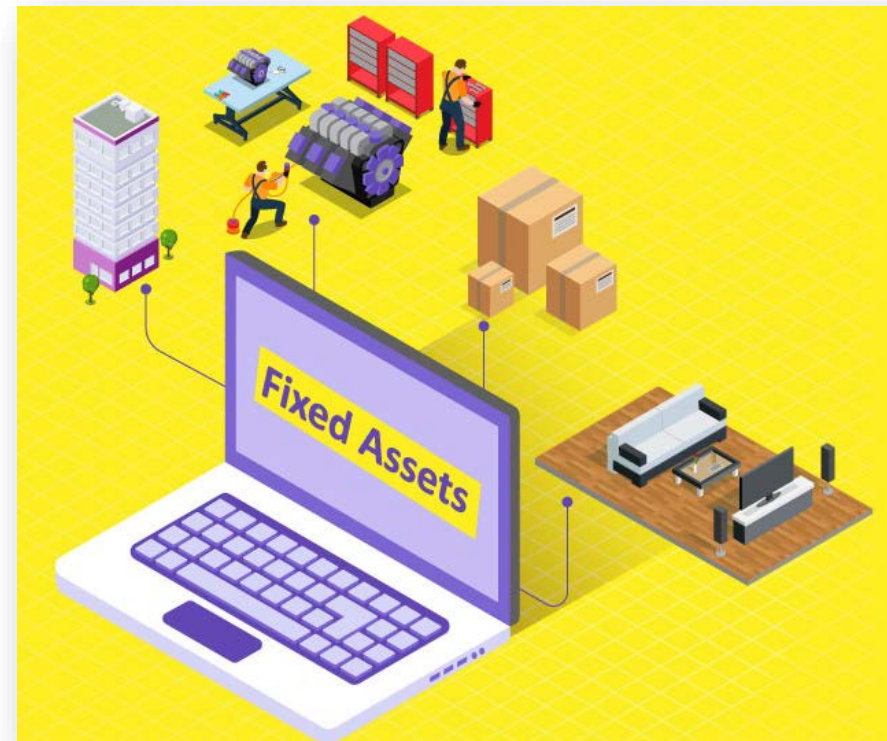


- ▶ An agency unique Asset ID is assigned by the system to each record when it clears the Staging Table
- ▶ Updates to existing asset records can be entered through interface, spreadsheet upload, or direct input
- ▶ Florida PALM is used to initiate and record the results of a physical inventory, but will not replace the agency business system that support the physical inventory process



Set Up and Maintain Assets

- ▶ AM workflow is used to manage approval of:
 - Transfer of Assets
 - Disposal of Assets
 - Write-Off of Assets
- ▶ AM Asset Location records agency addresses used by all Florida PALM modules



Manage and Report Activities

Key questions to understand agency unique processes

Assets

What types of assets do we purchase and capitalize? What is our process for approving the purchase and acquiring asset? Are any acquired through agreements or funding that includes special conditions?

Do we have asset information stored outside of FLAIR? If so, what types of information? Where is the information stored? Why is the information not in FLAIR?

Do we have assets categorized as “sensitive”? If so, what types of assets? What information about the asset needs to be protected?

Do we loan assets to other agencies? If so, how do we manage the loaned assets?

Do we have leased assets? If yes, what role does DMS perform in the acquisition / recording of the assets? How do we manage those assets (i.e., what staff are responsible and what systems / processes help us)?

Where are our assets located? Does the location of the asset drive the approach to managing the asset?

What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?



Set Up and Maintain Contracts

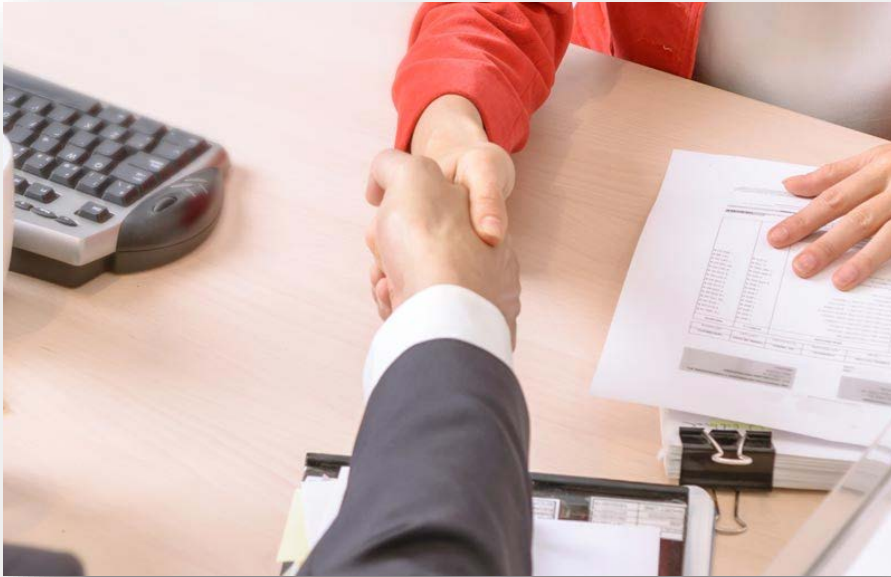
Supplier Contracts

- ▶ Florida PALM will replace FACTS' back-end database using functionality within the Supplier Contract Management Module (SCM)
- ▶ Documents can be attached to the contract record
- ▶ Contract records can be linked to the encumbrance using the Encumbrance ID (PO ID)



Set Up and Maintain Contracts

Customer Contracts

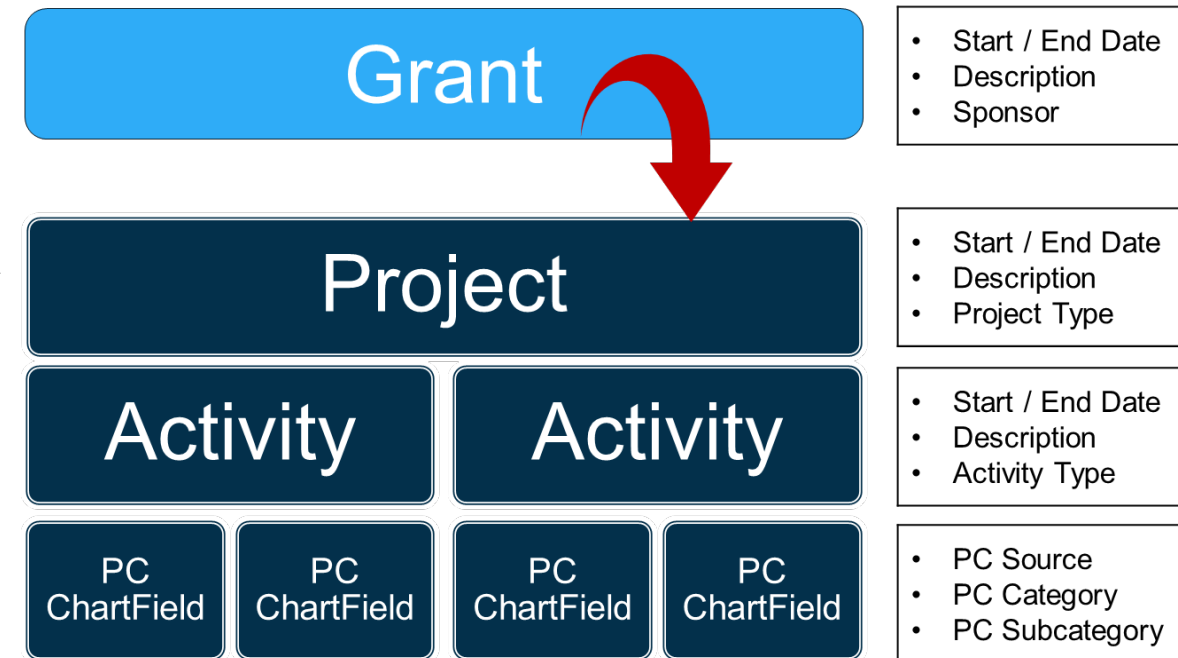


- ▶ Used to record and track revenue agreements
- ▶ Documents can be attached to the contract record
- ▶ Integrates with Billing, Project Costing and Grants modules






Set up and Maintain - Projects & Grants

- ▶ Relationships between Project, Activity, PC ChartFields and a Grant is maintained within the system
- ▶ Each Grant requires at least one project
- ▶ Each Project requires at least one activity
- ▶ Track more granular details with PC ChartFields
- ▶ Additional information collected
- ▶ Collected information is used for system validation and edit checks
- ▶ Flexible reporting and analysis



Set up and Maintain Projects & Grants

Project

Florida PALM	FLAIR
Project ID	Project ID
Project Type 	
Title	Short Title
Description	Long Title
Long Description	
Start Date	Start Date
End Date	End Date
Project Status 	
Location 	Location Code
Additional Fields	
3 Open Text fields	
3 Amount fields	
2 Date fields	





 Configurable Field



Set up and Maintain Projects & Grants



Activity

Florida PALM	FLAIR
Activity ID 	
Activity Type 	
Description	
Long Description	
Start Date	
End Date	
Activity Status 	
Location 	
Additional Fields	
5 Open Text fields	
3 Amount fields	
2 Date fields	

 Configurable Field



Set up and Maintain Projects & Grants











PC Chartfields

Florida PALM	FLAIR
PC Source Type 🔍	
PC Category 🔍	
PC Subcategory 🔍	



Set up and Maintain Projects & Grants

Grant

Florida PALM	FLAIR
Award ID	Grant ID
Title	Short Title
Long Description	Long Title
Sponsor ID 	Grantor ID
Federal Award ID #	
Reference Award #	Other Number
Grant Administrator 	
Award Status 	
Start Date	Start Date
End Date	End Date
Purpose 	
Award Type 	
Department 	
Institution 	
Subdivision 	
Additional Information	
Keywords	-----
Attributes	-----
Resources	-----

 Configurable Field

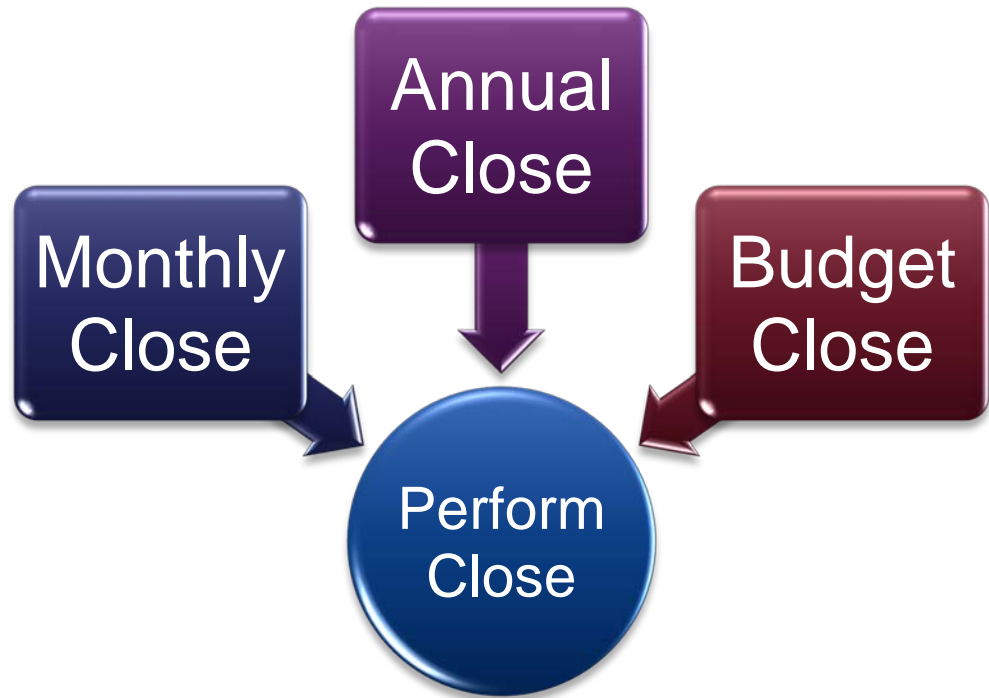


Manage and Report Activities

Key questions to understand agency unique processes

Supplier / Customer Contracts	Projects / Grants
What types of contracts do we execute and manage? Are they disbursement or revenue contracts?	What types of grants are we tracking? What method and tools are we using to track them? What are the requirements that drive our grant accounting processes?
What types of information is important to capture about the agreement and why (i.e., reporting requirements)?	What types of projects are we tracking? What method and tools are we using to track them? What are the requirements that drive our project accounting process?
Who manages contracts and the contract lifecycle?	Who monitors our grant transaction lifecycle? Who monitors our project transaction lifecycle?
Is any of the information or the entire agreement itself sensitive or confidential? If so, what and why?	What FLAIR data elements do we use to track grants and projects? Are these values smart coded?
What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?





PERFORM CLOSE



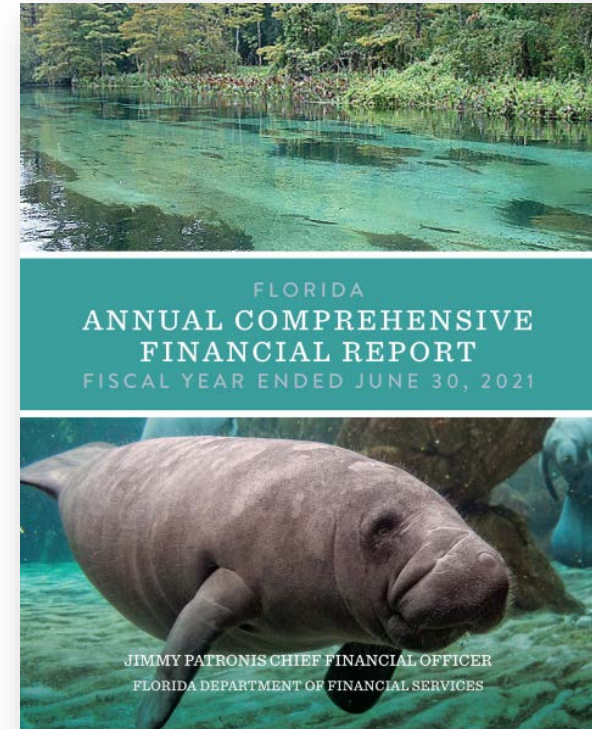
Monthly Close

- ▶ Monthly and annual closing schedule is created, communicated, and controlled at an enterprise level
- ▶ Completed source module transactions post to the General Ledger on a timely basis
- ▶ Agencies proactively review and monitor transactions by using various reports and queries
- ▶ Corrections are processed in the source module or directly in the General Ledger, as needed
- ▶ Agencies can perform cost reallocations and/or reclassifications



Annual Close

- ▶ Modules have a close process independent of the General Ledger close
- ▶ New FY will be open while the prior is being closed out
- ▶ After the close of the 12th period (June), an adjustment period (998) will be available
- ▶ Post-closing adjustment entries will be input directly in Florida PALM and routed through workflow



Budget Close



- ▶ Multiple budget periods can be open – new year budget can be loaded prior to close of the current year
- ▶ Statutory guidance for the budget closing process of annual appropriations (Carry Forward, Certified Forward and Continuing Appropriations) does not change
- ▶ Annual and periodic guidance memorandums from DFS and EOG/OPB will continue



Perform Close

Key questions to understand agency unique processes

Monthly / Annual	Budget
Do we record accruals monthly in FLAIR?	How many years of budgetary information do we store outside of FLAIR?
What external information do we rely on for monthly and annual close? What is the timing and method of receiving that information?	Do we have fixed capital outlay (FCO) budget? If yes, what information do we track about the projects outside of FLAIR?
What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?	What business systems support these processes? Do the systems feed or retrieve information from FLAIR? What data does it rely on?



REPORTING & DATA



Reporting & Data Expectations

- ▶ One Accounting System
 - ▶ Standard Data Structure
 - ▶ Timely, Accessible Information
 - ▶ User Self-Service
 - ▶ Analytics & Business Intelligence
 - ▶ Comparable Information Across Entities
- ▶ Financial reporting from many data sources & different tools
 - ▶ Nonstandard processes
 - ▶ FLAIR functionality limitations
 - ▶ Different chart of accounts, data elements and data values
 - ▶ Inconsistent terminology

Objectives

Challenges



Terminology

Data Structure

Chart of
Accounts

Other

Data Elements

Required

Optional

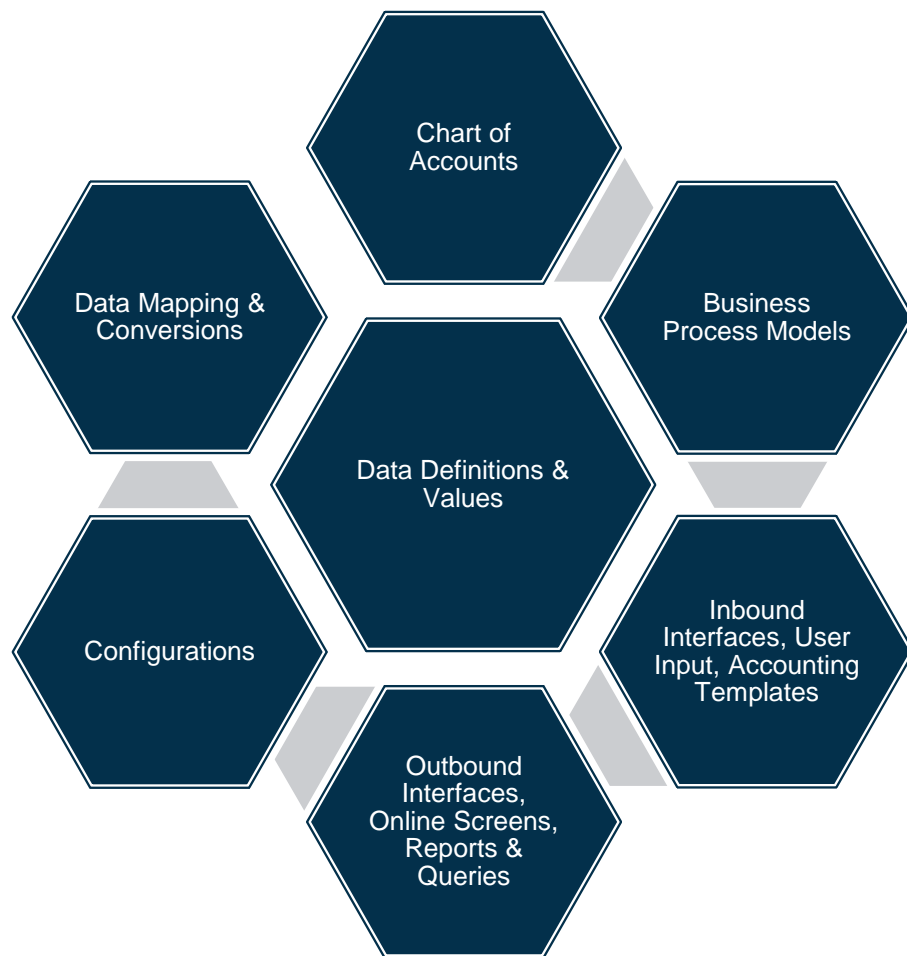
Data Values

Input

System Created



Data-Related Tasks & Resources



► Resources:

- [Chart of Accounts Structure](#)
- [Business Process Models](#)
- Catalogs – [Reports](#), Interfaces & Conversions
- File Layouts
- [Reporting Approach](#)
- [Configuration Approach](#)
- Configuration Workbooks
- [Conversions Approach](#)
- [Data Dictionary](#)



Agency Preparedness

- ▶ Legacy Considerations
 - Agency analyze & understanding existing processes
 - Provide feedback for planned functionality
 - [Pathfinder](#)
 - [Reports Catalog](#)
 - [Data Dictionary](#)
- ▶ Data Cleansing
 - Agency identify relevant data sources
 - Agencies prepare/cleanse agency-managed data
 - [Data Management Approach](#)
- ▶ Consider discussions for:
 - Business needs/objectives
 - Data sources
 - Key data needs
 - Required reports
- ▶ Prepare for data readiness
 - Incomplete records
 - Duplicate records
 - Inactive or obsolete records
 - Incorrect records
 - Data formats
 - Compound data fields



Reporting & Data

Key questions to understand agency unique processes

Reporting	Data
What key reports do we produce on a recurring basis? Ad hoc basis?	What data is kept in agency business systems? What is the volume of data sent via interface?
What are key reference identifiers used by our agency business systems or users?	What data elements are used for objectives other than the original purpose?
What are our agency-specific reporting needs? What laws, rules or other requirements drive the reporting needs?	What are our data security needs other than those identified in Section 119.07, F.S.?
What are our top reporting needs or concerns?	What are our unique record retention requirements?
What disparate sources of information do we combine? What data / information is combined? Are they expected to change with the implementation of Florida PALM?	How much history do we maintain? What laws, rules or other requirements drive this?



NEXT STEPS

FALL 2022



Next Steps

- ▶ Review
- ▶ Discuss
- ▶ Prepare
- ▶ Agenda Development
- ▶ Meet with the Florida PALM Team!





Q&A



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