

# Florida **PALM**

Planning, Accounting, and Ledger Management



# CHANGE CHAMPION NETWORK TOWN HALL

MARCH 21, 2023



# CCN Town Hall Agenda



## Personalized Agency Working Sessions

What We Learned

Impacts to Requirements Review

Agency Next Steps



## Implementation Timeline

Timeline Review

Project and Agency Activities



## Agency Current State Analysis

Approach and RW Task 326

Agency Exchange: FDACS and DFS

Upcoming RW Tasks



## Workforce Transformation

Building Awareness

Communication Strategy

Agency Exchange: FDC



## Florida PALM Fundamentals

ERP Basics

Did You Know?

What's Next?



# Personalized Agency Workings Sessions




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# Personalized Agency Working Sessions

## What We Learned

- ▶ You helped us understand you
  - Documented your agency's unique processes
  - Expanded internal stakeholder groups' engagement and awareness
- ▶ Identified many commonalities
- ▶ Added value to Requirements Review



Great Job!!!



# Personalized Agency Working Sessions

## Impacts to Requirements Review

Largely confirmed the existing requirements and new requirements needed to replace FLAIR functionality

- **Expansion Options**
  - New Shortcut Key requirement added
  - Will be stored with the transaction for reporting and analysis
- **Billing and Collections**
  - Moved to Optional Services
  - Broad Agency need for robust billing functionality
- **Reporting**
  - User-friendly data query tool
  - Similar to FIS or FLAIR@
- **Grants**
  - Grant ChartField added to COA design
  - Additional capabilities moved to Optional Services
  - Financials Wave will include Project Costing for projects only



# Personalized Agency Working Sessions

## Agency Next Steps



- ▶ Continue Current-State Analysis tasks
- ▶ Continue expanded engagement with stakeholders
- ▶ Continue referencing your Agency Uniqueness Tracker to support:
  - identification of other unique processes
  - identification of future change impacts to unique processes
  - decisions about remediation of systems that support unique processes



# Personalized Agency Workings Sessions



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# Implementation Timeline

## Road to Amendment 8



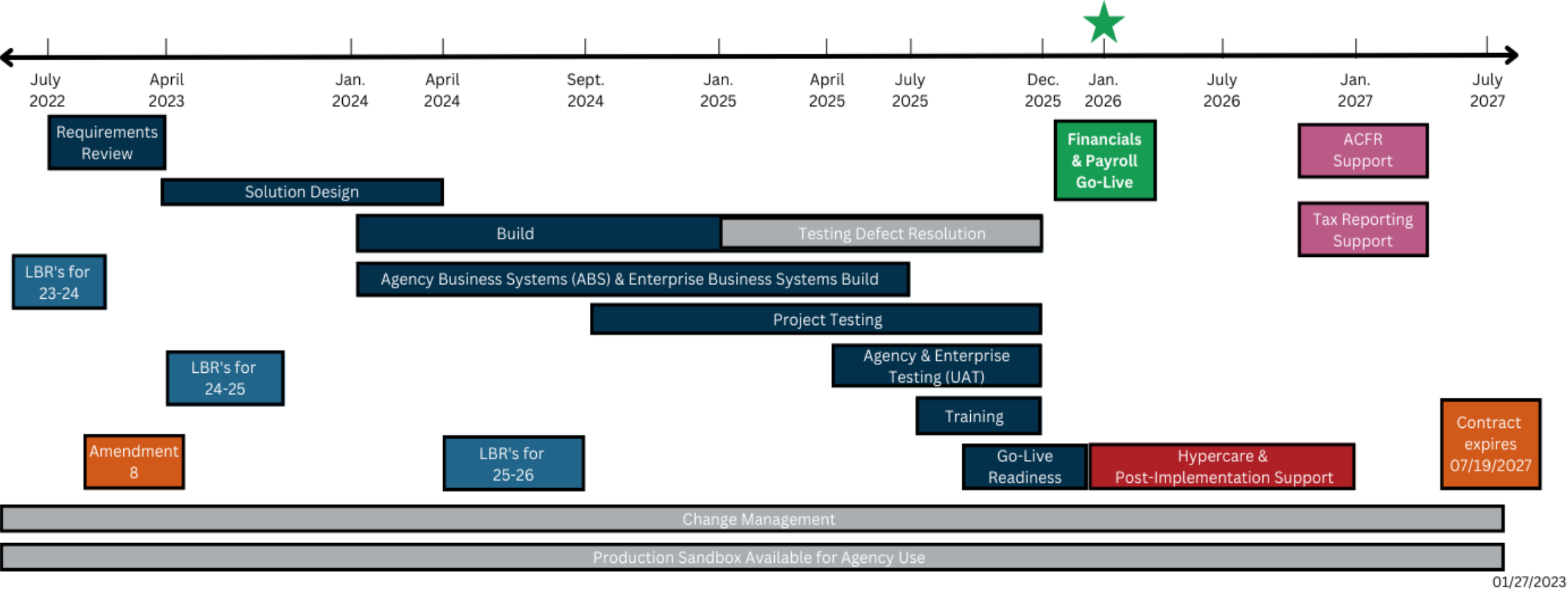
- ▶ Personalized Agency Meetings
- ▶ Treasury Calculations Audit
- ▶ IW Assessment
- ▶ FLAIR Requirements Reconciliation
- ▶ Project Review of Requirements
- ▶ IV&V Review
- ▶ Advisory Council Requirements Review Input



- ▶ ESC Decisions
- ▶ Confirm Requirements
- ▶ Document Customizations

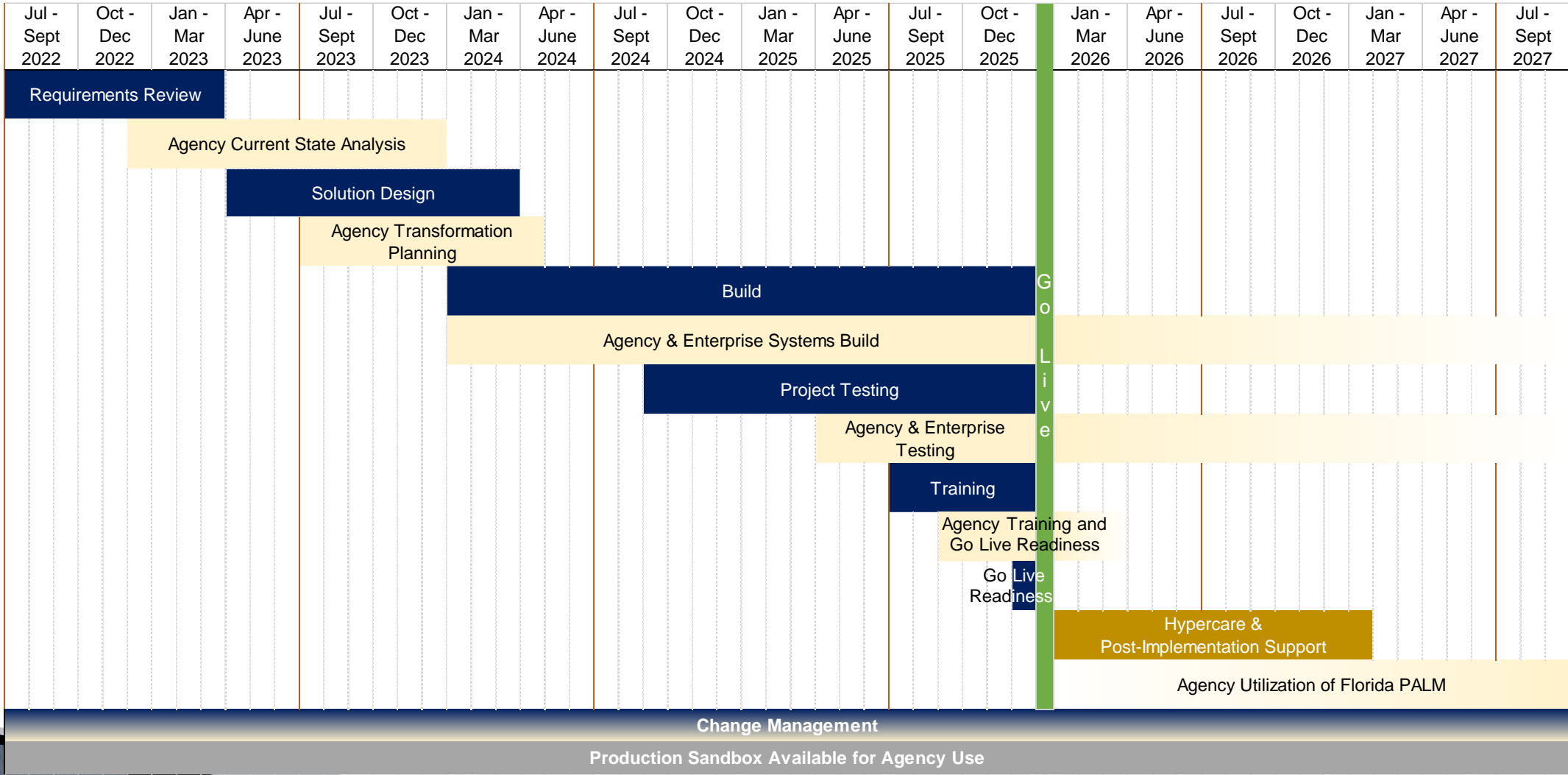


# Implementation Timeline



# Implementation Timeline

## Project and Agency Activities



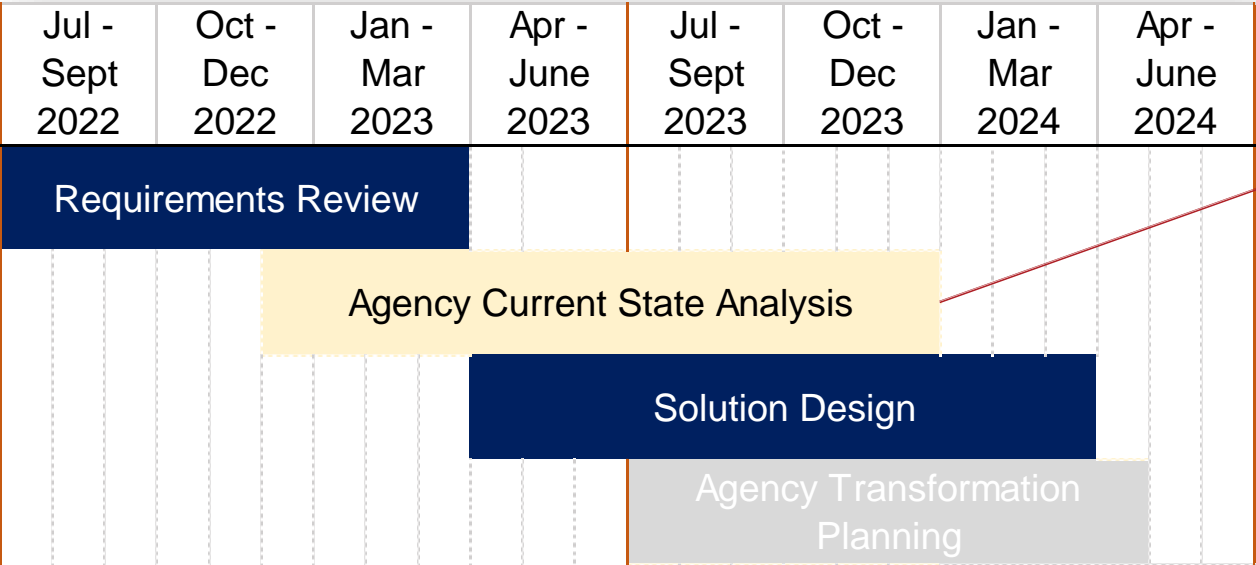
**Legend**

- Agency Activity
- Project Activity



# Implementation Timeline

## Project and Agency Activities



Agencies are expected to fully understand and document current business practices including:

- ✓ How FLAIR is used today
- ✓ Agency business system functions and criticality
- ✓ FLAIR end user functions
- ✓ How FLAIR data is used
- ✓ Reports and critical data elements for reporting

**Change Management**

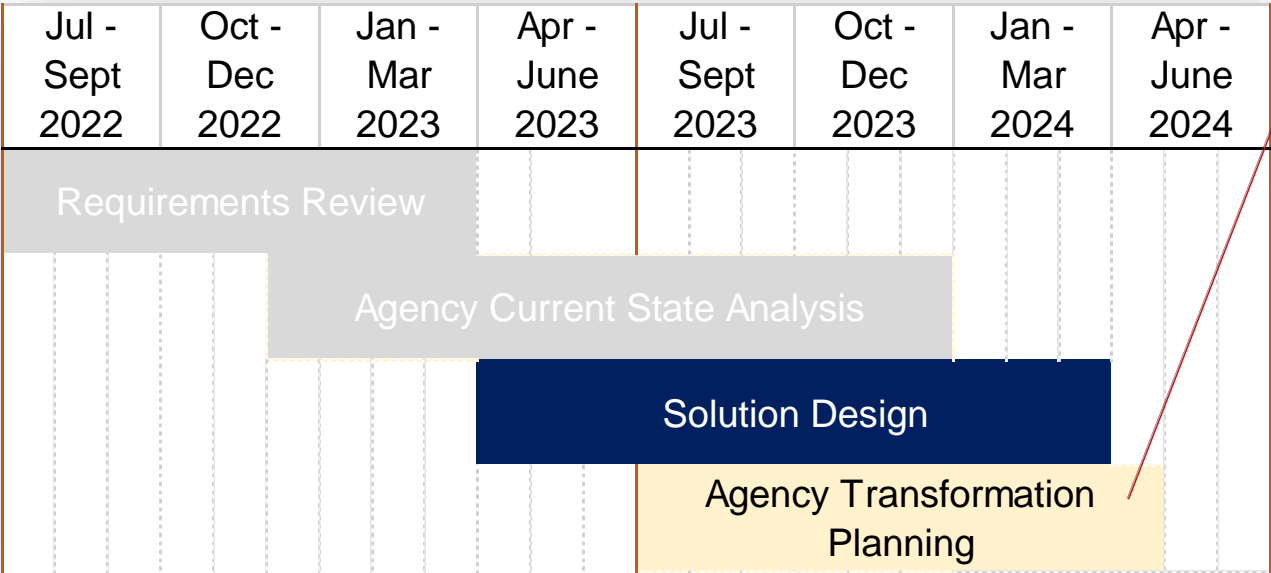
End users should understand:

- ✓ What they are doing today in FLAIR
- ✓ Florida PALM is coming



# Implementation Timeline

## Project and Agency Activities



- Agencies are expected to:
- ✓ Build understanding of the Florida PALM design
  - ✓ Analyze the “gaps” between Florida PALM and agency needs
  - ✓ Create an agency-specific Transformation Plan for people, processes, technology and data

**Change Management**

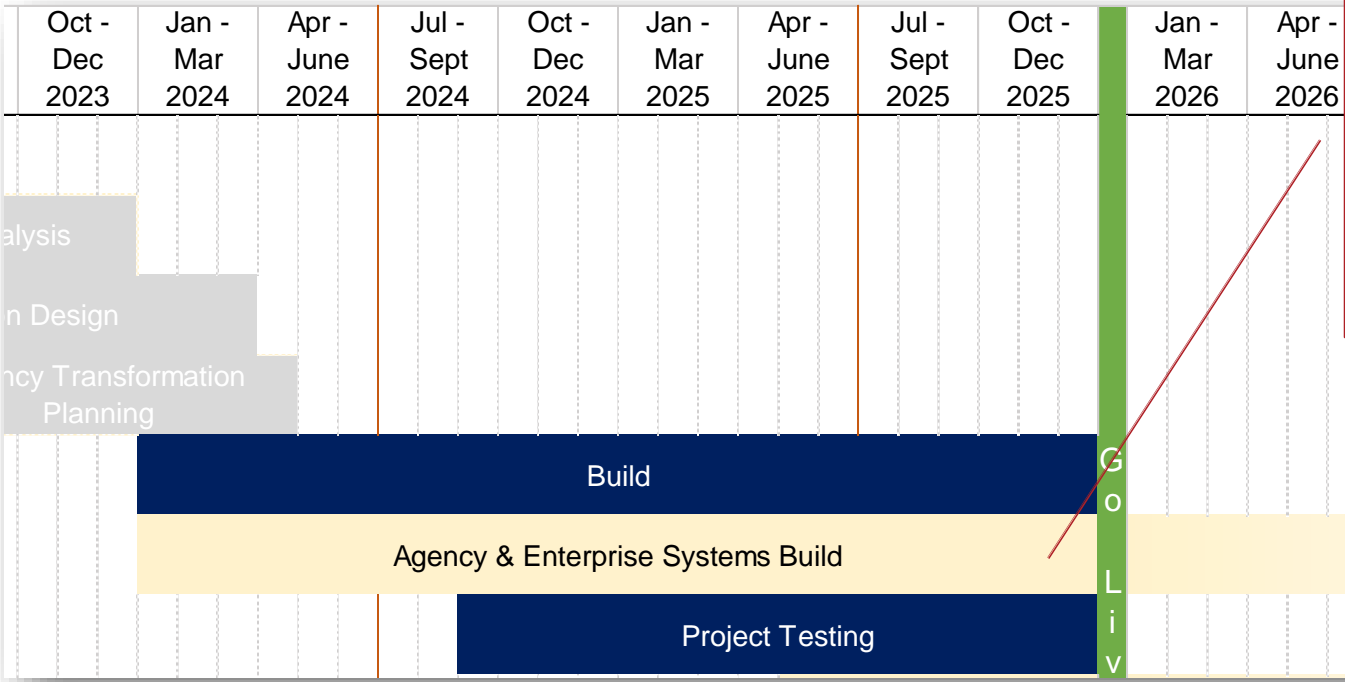
End users should understand:

- ✓ Why they do what they do in FLAIR
- ✓ Basic differences between Florida PALM and FLAIR



# Implementation Timeline

## Project and Agency Activities



Agencies are expected to:

- ✓ Complete Agency Business System remediation
- ✓ Complete interface and conversion testing
- ✓ Identify and assign UAT participants to end user roles

**Change Management**

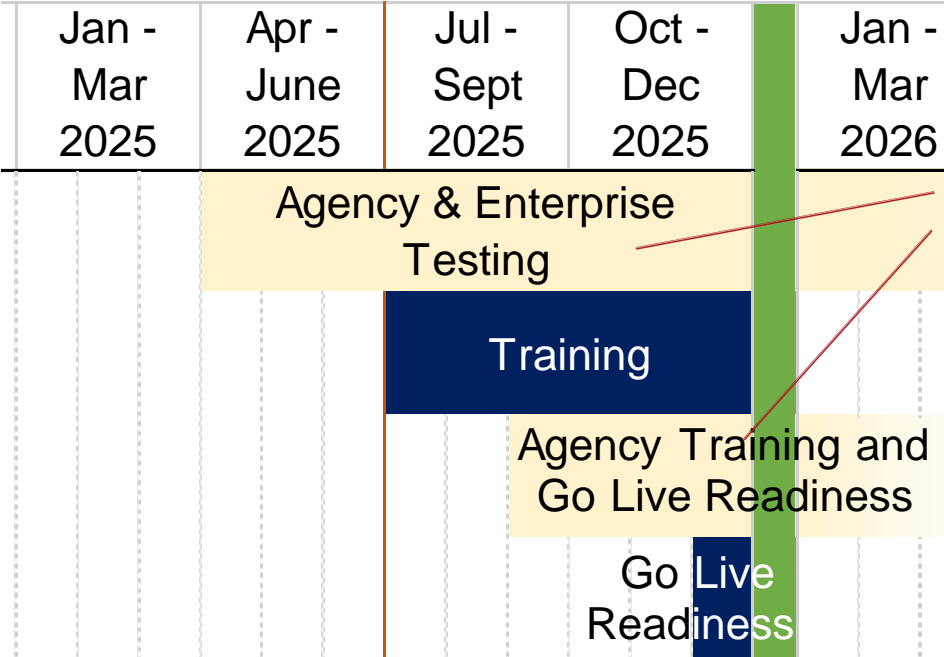
End users should understand:

- ✓ New terminology
- ✓ Benefits of Florida PALM
- ✓ Anticipated process changes with Florida PALM, including agency business systems



# Implementation Timeline

## Project and Agency Activities



Agencies are expected to certify readiness for go-live including:

- ✓ Confirming completion of end-to-end process testing (UAT)
- ✓ Confirming system remediation and successful testing
- ✓ Confirming updates to agency process documentation and agency-specific job aids
- ✓ Confirming all end users have assigned end user roles
- ✓ Confirming end users have completed Project and agency-specific training

**Change Management**

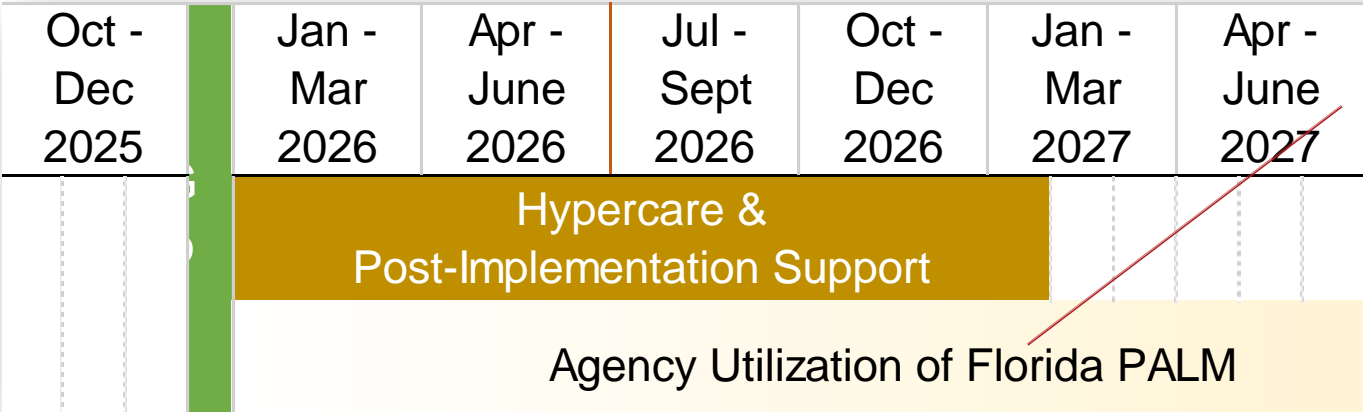
End users should understand:

- ✓ Changes in their job functions
- ✓ How to complete their job in Florida PALM
- ✓ Agency specific values and processes



# Implementation Timeline

## Project and Agency Activities



Agencies are expected to provide ongoing support to their end users including:

- ✓ Agency-specific training
- ✓ Role assignment and management

**Change Management**

End users should understand:

- ✓ How to continue to access training
- ✓ How to practice in the Sandbox
- ✓ Where to go for help





# Personalized Agency Workings Sessions




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**Agency Current State Analysis**

Approach and RW Task 326

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**Florida PALM Fundamentals**

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# Agency Current State Analysis

## Approach

### WHAT?

- ▶ Document and understand your agency's
  - Critical data elements
  - Reports
  - Business systems
  - Business processes

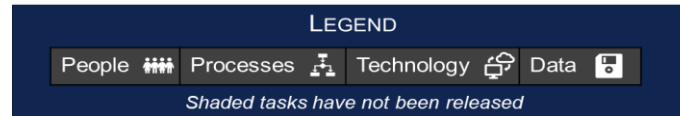
### WHY?

- ▶ Help your current FLAIR end users understand:
  - what they do today
  - why they do it
- ▶ Assist with:
  - identification of change impacts
  - development of your agency's transformation plan
- ▶ Support your resource needs and funding requests



# Agency Current State Analysis Approach

- ✓ 3/13 – Released RW Task 326 to Update Current State Agency Business System Inventory and Documentation, including:
  - Agency Current-State Analysis Approach
  - Example Documentation Template from DFS
- ▶ 4/3 – Release RW Task 327 to Complete Reports Inventory
- ▶ 7/31 – Release RW Task 328 to Document Current Agency Business Processes



# Agency Current State Analysis

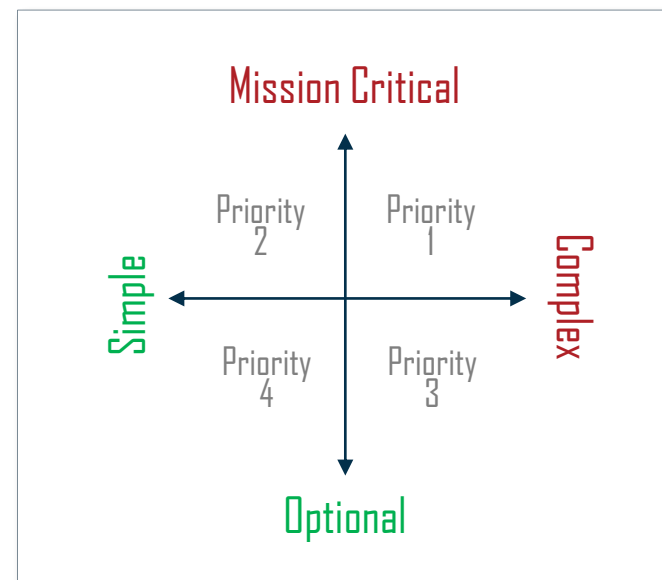
## RW Task 326



#326 Update Current State Agency Business System Inventory and Documentation



- ▶ March 13 – October 27
- ▶ 3-part task:
  1. Update current ABS inventory
  2. Document all current-state interfaces
  3. Review and update ABS documentation
- ▶ Consider ABS criticality and priority
  - Will the changes to the system be simple or complex?
  - What is the system's role in supporting your agency's business processes or mission?



# Agency Current State Analysis

## RW Task 326



#326 Update Current State Agency Business System Inventory and Documentation



- ▶ This will help prepare you for:
  - Documenting current business processes
  - Identifying Agency Business System prioritization
  - Developing your agency business system remediation plan
  - Understanding your resource needs for remediation
  - Selecting Florida PALM interfaces and conversions



# Agency Current State Analysis

## RW Task 326 Agency Approach

### AGENCY EXCHANGE



**Jim Lewandowski**  
FDACS



**Stacey Pollock and  
Alexandra Weimorts**  
DFS



# PALM Readiness at FDACS

## CURRENT-STATE ACTIVITIES



# RUN, DON'T WALK

- CCN Structure
- Effective then Efficient
- FDACS Book Club
- Division Surveys (reports and systems)
- Wading Into the Water – the PRT
- Playing Chess and the PALM Project





# IN SUM

- Consider every opportunity to improve, whether engaging it or not; it may be useful later
- Let everyone have a voice and invite the crazy ideas, especially those performing the process each day
- Openly communicate with users (customers) on what is known and what is not
- Not trying to do it all... prioritize what is needed to launch successfully over what is preferred or would be nice to have



Jim Lewandowski – Chief of Finance and Accounting

[Jim.Lewandowski@FDACS.gov](mailto:Jim.Lewandowski@FDACS.gov)

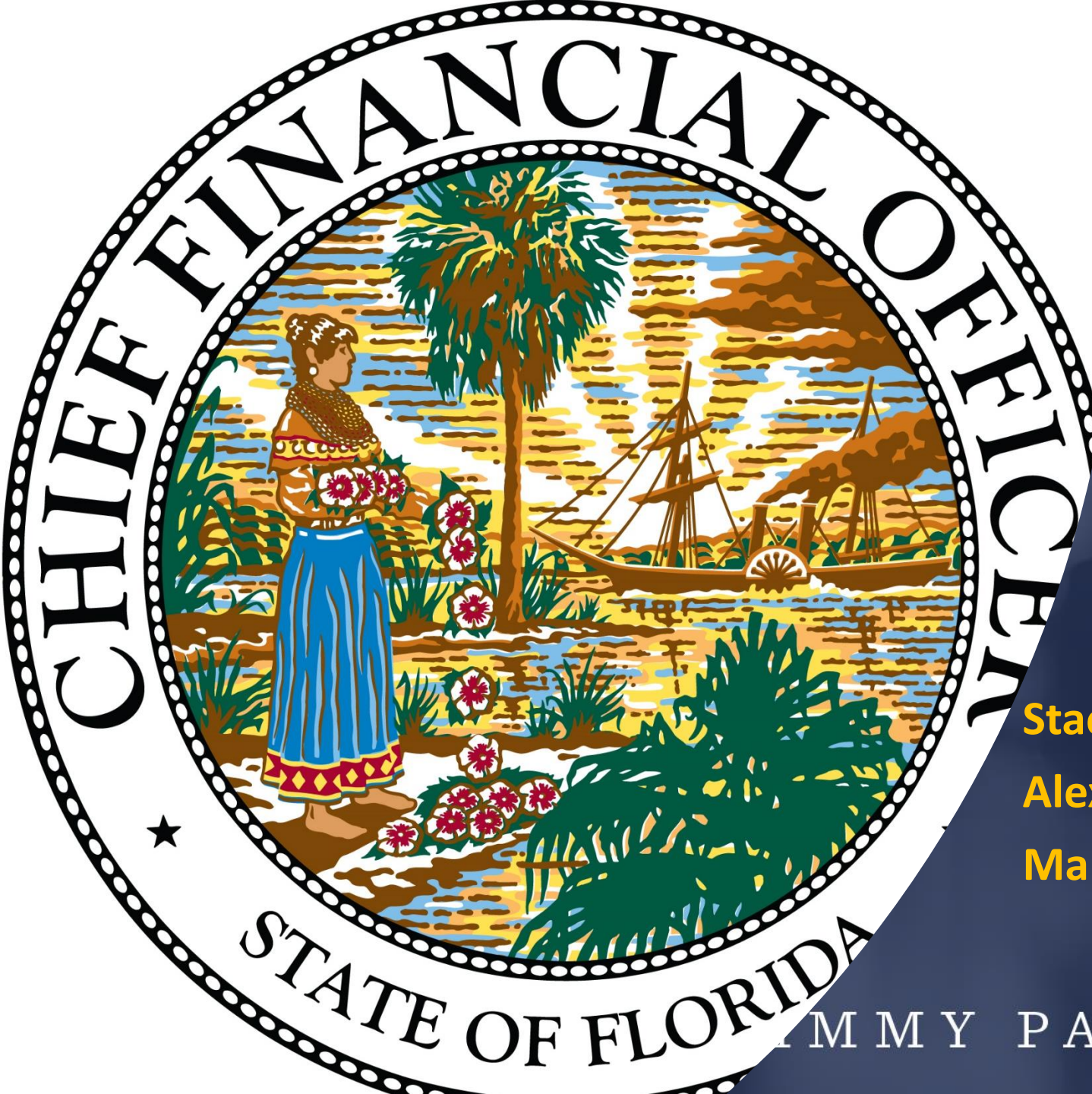
# Agency Current State Analysis

## FL Department of Financial Services



**Stacey Pollock and  
Alexandra Weimorts**  
DFS





IAL SERVICES

# DFS Agency Business Systems Transition & Inventory Creation

**Stacey Pollock, CCN Technical Lead**

**Alexandra Weimorts, CCN Business Lead**

**March 21, 2023**

IMMY PATRONIS

## Objectives:

- 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

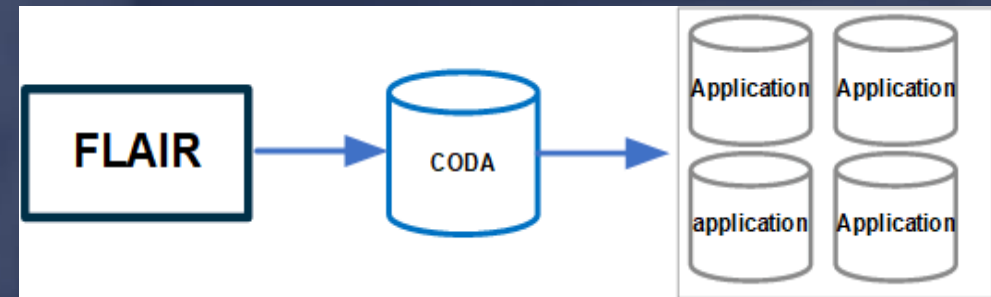
- **Assess all Agency Business Systems utilizing Current-State FLAIR Interfaces**
  - Document all Inbound/Outbound FLAIR interfaces
  - Determine what Agency Business Systems use each interface and if it interfaces with something else
- **Review Other Sources to expand ABS Inventory**
  - 2016 Business 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

# 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

# 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	

# DFS Process to Build the Agency Business System Inventory



## ➤ Third Party Systems

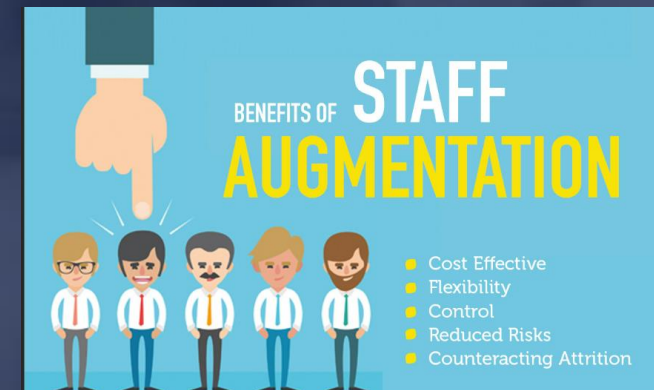
## ➤ Extra Technical Resources to Augment Existing Staff

Project Manager

Application Integration Engineer/Application Architect

Technical Business Analyst

Application Developer Analyst/Developer





# 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



# Agency Business Systems – Functional Design Document

## Table of Contents

<b>1</b>	<b>VERSION HISTORY .....</b>
1.1	APPROVALS.....
<b>2</b>	<b>GLOSSARY .....</b>
<b>3</b>	<b>DOCUMENT PURPOSE .....</b>
<b>4</b>	<b>CURRENT APPLICATION PROCESS.....</b>
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 .....
<b>5</b>	<b>CURRENT FLAIR TOUCH POINTS PROCESS.....</b>
5.1	FLAIR As-Is DATA ELEMENTS.....
5.1.1	<i>Inbound Files and Data Elements.....</i>
5.1.2	<i>Outbound Files and Data Elements.....</i>
5.2	FLAIR CURRENT As-Is WORKFLOW PROCESS.....
5.3	FLAIR USER INTERFACE ELEMENTS.....
5.3.1	<i>Screen Name #1 .....</i>
5.3.2	<i>Screen Name #2 .....</i>
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.....



# Agency Current State Analysis

## RW Task 327



#327 Complete Reports Inventory



- ▶ April 3 – July 28
- ▶ Identify essential reports that use FLAIR data
- ▶ Consider:
  - Who runs or receives the report?
  - How is the report produced?
  - When is the report produced?
  - Why is the report needed?
  - What is the purpose of the report?
  - Where is the data / report sourced from (e.g., Central, IW, agency business system)?
- ▶ What can I do now?
  - Start compiling list of reports
  - Make a list of who to ask



# Agency Current State Analysis

## RW Task 328



#328 Document Current Agency Business Processes



- ▶ July 31 – December 15
- ▶ Confirm that all agency accounting and payroll-related business processes are well documented
- ▶ Develop user stories
- ▶ Consider:
  - Who are key players in the process?
  - When is the process completed?
  - What are impacts of the process and on the process?
  - What is the sequence of key of events?
  - What are the resources that are essential to the process?



# Agency Current State Analysis

## RW Task 328



#328 Document Current Agency Business Processes



### ▶ What can I do now?

- Create an inventory of your business processes organized around the State’s key business functions
- Identify process owners
- Talk within your agency about the “how”, “who”, “when”, “where”, “what”, and “why” of your current processes
- Gather relevant documents
- Create a shared location to store and access the information





# Q&A



# Personalized Agency Workings Sessions

 <p><b>Personalized Agency Working Sessions</b></p> <p>What We Learned</p> <p>Impacts to Requirements Review</p> <p>Agency Next Steps</p>	 <p><b>Implementation Timeline</b></p> <p>Timeline Review</p> <p>Project and Agency Activities</p>	 <p><b>Agency Current State Analysis</b></p> <p>Approach and RW Task 326</p> <p>Agency Exchange: FDACS and DFS</p> <p>Upcoming RW Tasks</p>	 <p><b>Workforce Transformation</b></p> <p>Building Awareness</p> <p>Communication Strategy</p> <p>Agency Exchange: FDC</p>	 <p><b>Florida PALM Fundamentals</b></p> <p>ERP Basics</p> <p>Did You Know?</p> <p>What's Next?</p>
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# Workforce Transformation

## Preparing for a Move





# Workforce Transformation

## Communication and Messaging Strategy



### Communications Basics

- Why?
- When?
- How?

# Workforce Transformation

## Communication and Messaging Strategy



- Planning Change Management Activities
- Utilizing Resources
- Supporting Managers and Supervisors

# Workforce Transformation

## Building Awareness

### AGENCY EXCHANGE



**Erica Starling**  
FDC



# Florida Department of Corrections



## Workforce Transformation Building Awareness

Erica Starling

# PCard Works Communication Approach

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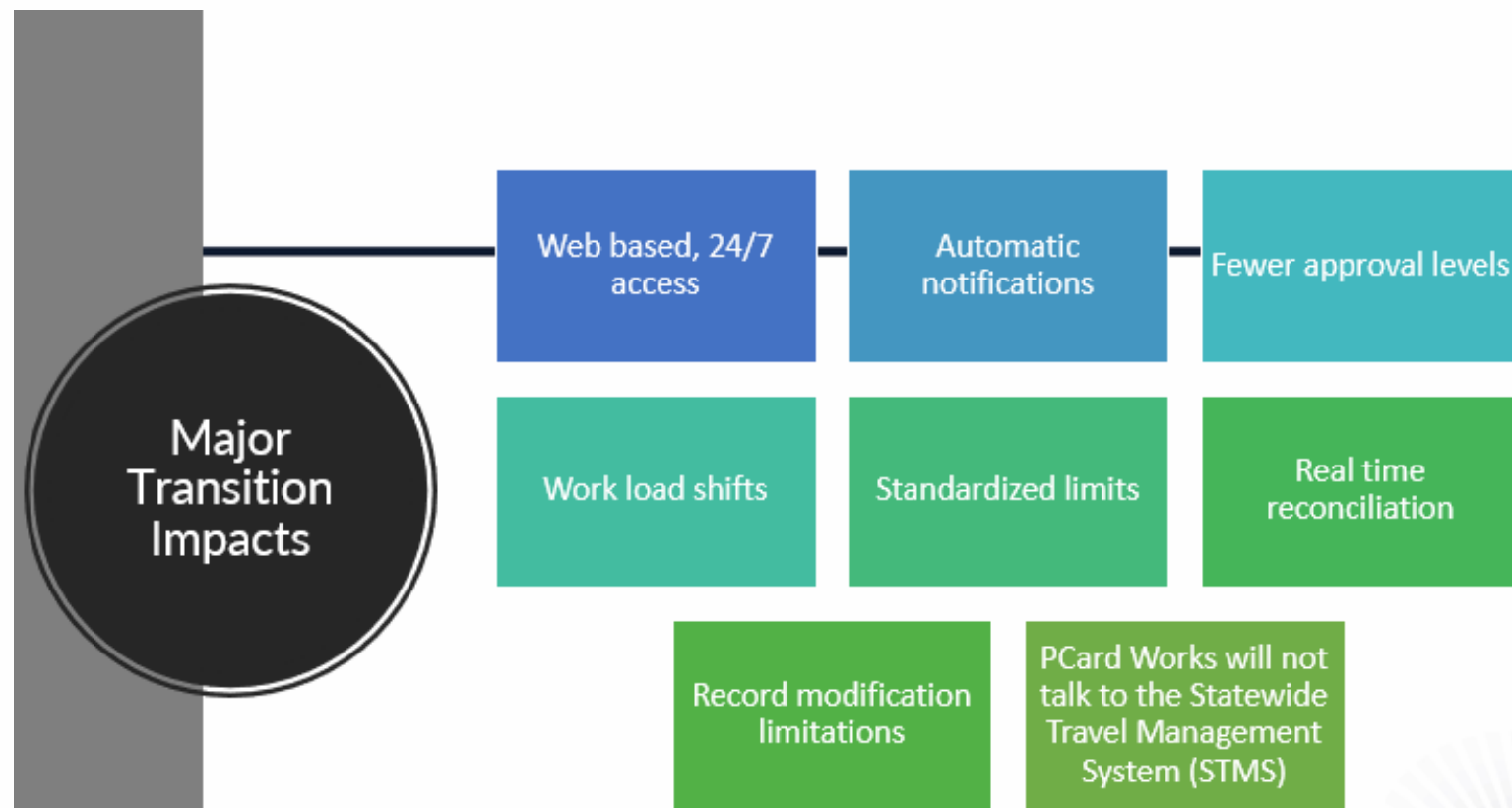
*Business as we know it is about to change!*

- Communicate early and often
- Clearly communicate the 'Why'
- Tailor your message to the audiences
- Keep communication positive to increase the likelihood of success



# PCard Works Awareness

- Early Planning/Timeline
- Major Transition Impacts
- New Approval flows
- Role Changes
- Change Champions
- Group Structure Change
- Data Cleanup
- Training








Q&A?



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**Florida PALM Fundamentals**

ERP Basics

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# Florida PALM Fundamentals

## Foundation

Implement a statewide finance and accounting system to enforce process standardization, promote economies of scale, and enable comprehensive, accurate financial information to be produced.

Implement an evolving solution able to respond and support economic, political and social changes in a timely manner.

Implement a solution to support a true Statewide, unified information system.



**Vision:**

Implement a statewide accounting system that enforces standardization, acts as a scalable foundation to evolve as business needs change and positions Florida for future innovation as it considers a true enterprise-wide solution.



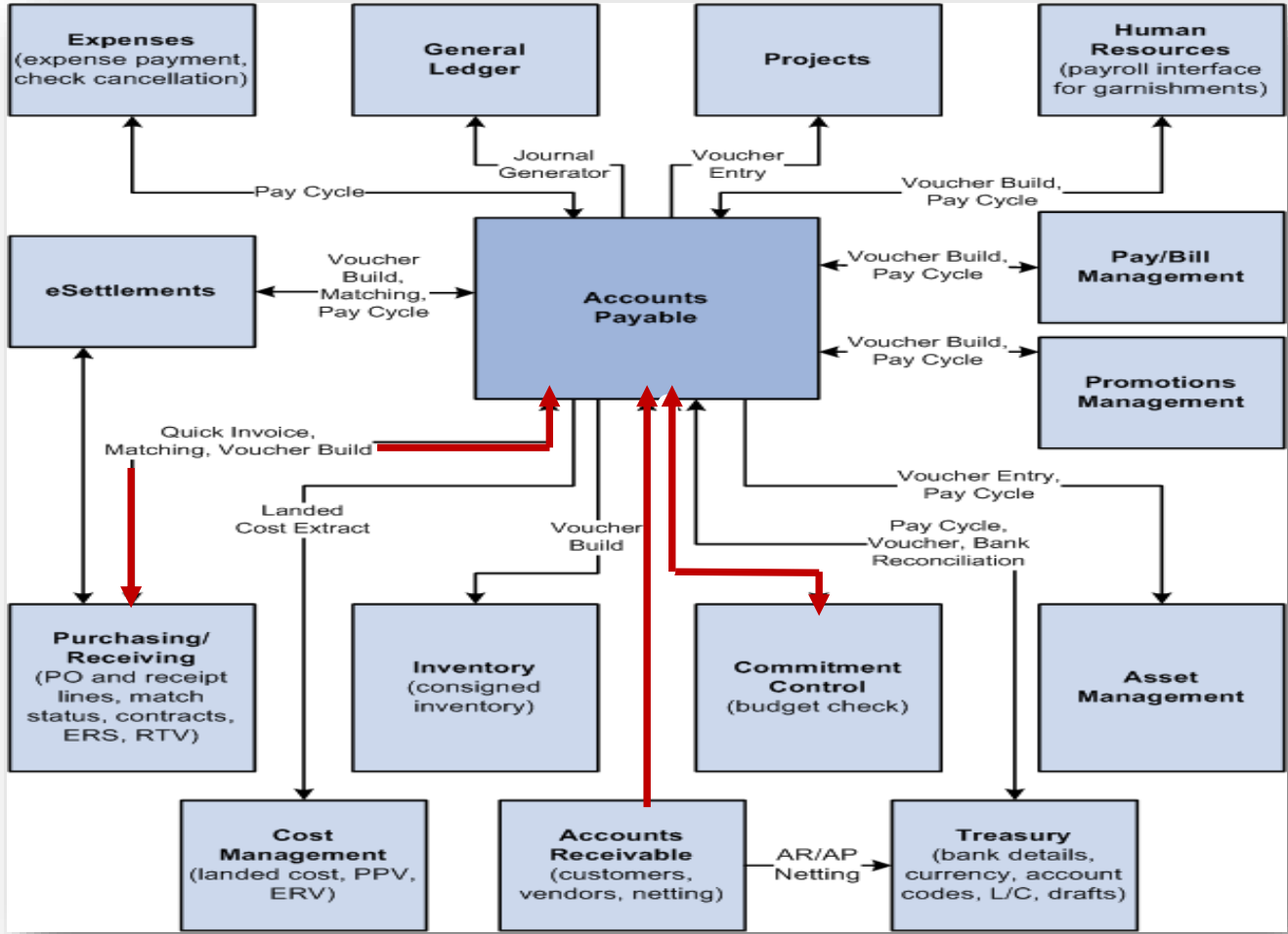
# Florida PALM Fundamentals

## Did You Know?



# Florida PALM Fundamentals

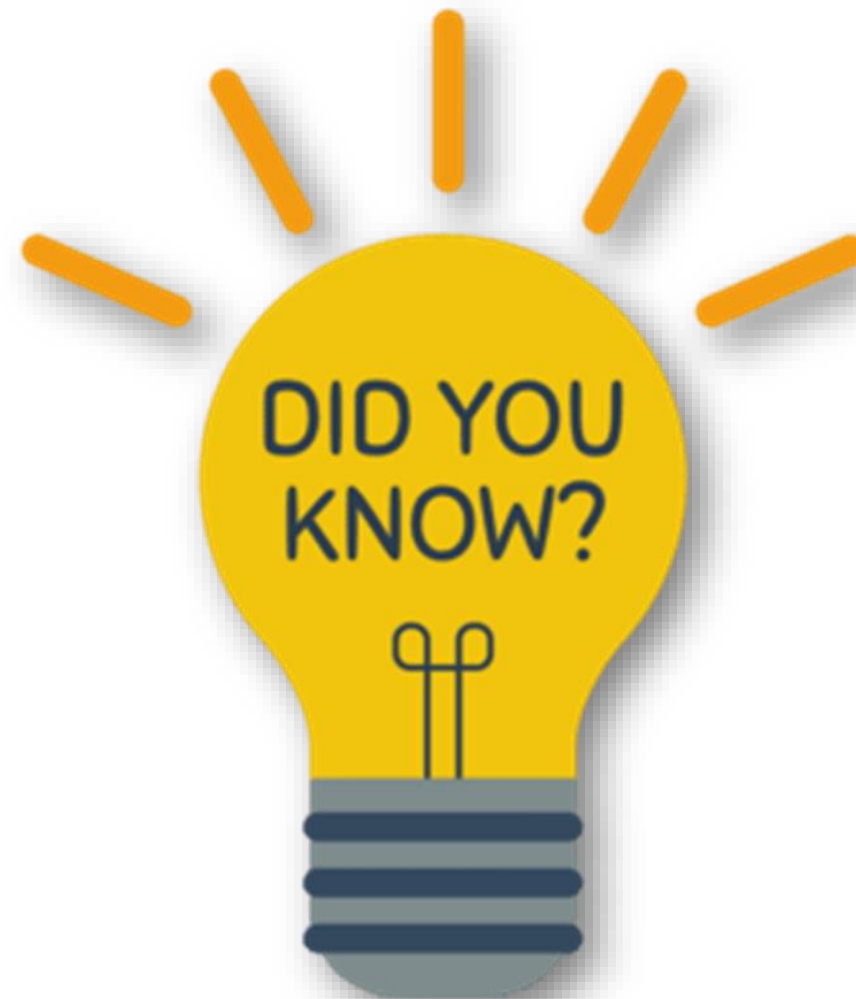
## Did You Know?



# Florida PALM Fundamentals

## Did You Know?

- ▶ EO ~ Shortcut Keys
- ▶ COA ≠ One-to-One
- ▶ Budget ≠ Cash
- ▶ Transaction History = Many tables and ledgers



# Florida PALM Fundamentals

## What's Next?





# Florida PALM Fundamentals

## What's Next?

### Agency Current State Analysis

#### Change Management

End users should understand:

- ✓ What they are doing today in FLAIR
- ✓ Florida PALM is coming

### Agency Transformation Planning

#### Change Management

End users should understand:

- ✓ Why they do what they do in FLAIR
- ✓ Basic differences between Florida PALM and FLAIR

### Agency & Enterprise Systems Build

#### Change Management

End users should understand:

- ✓ New terminology
- ✓ Benefits of Florida PALM
- ✓ Anticipated process changes with Florida PALM, including agency business systems

### Agency & Enterprise Testing

### Agency Training and Go Live Readiness

#### Change Management

End users should understand:

- ✓ Changes in their job functions
- ✓ How to complete their job in Florida PALM
- ✓ Agency specific values and processes

### Agency Utilization of Florida PALM

#### Change Management

End users should understand:

- ✓ How to continue to access training
- ✓ How to practice in the Sandbox
- ✓ Where to go for help





# Q&A



# CONTACT INFORMATION

CONTACT US

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PROJECT WEBSITE

[WWW.MYFLORIDACFO.COM/FLORIDAPALM/](http://WWW.MYFLORIDACFO.COM/FLORIDAPALM/)



# Transforming the Future Together

