THURSDAY Task Talk

Hosted by your favorite Florida PALM RC's

MAY 1, 2025

# Agenda

➢ Agency Readiness Workgroup

➢ Task Spotlight:

   ➢ 599 – Submit Bimonthly Agency Readiness Status Report

   ➢ 576 – Complete Internal Agency Business System Test and Remediation to Prepare for Cycle 2 - Technical Interface Testing

➢ Production Support Contacts

➢ Readiness Workplan Update – May Tasks

➢ Reminders

# Florida Department of Health

## Florida PALM Thursday Task Talk – Readiness Workgroup

**May 1, 2025**

# Presenter

**Terri Mulkey**
Bureau Chief, Finance and Accounting
Division of Administration
Florida Department of Health (DOH)

# Topics

- Email from Florida PALM Project Team (02.13.25)
- Florida PALM Advisory Council – Open Discussion (03.05.25)
- DOH Florida PALM Readiness Plan
- Florida PALM Readiness Workgroup Formed
- Florida PALM Readiness Workgroup Meetings
- Workgroup Results

# Email Florida PALM Project Team

**Three Questions to Gather Input on How To Measure Agency Readiness:**

1. *What questions should the Project be asking agencies to determine agency readiness?*
2. *How will your agency know if it's ready (e.g., success criteria, internal factors or measure)?*
3. *What mitigation strategies are you considering if your success measures are not met (e.g., contingency plans, alternative approaches)?*

# Florida PALM Advisory Council Meeting

**DOH Areas for Determining Agency Readiness**
A fully developed system in which agencies, including enterprise agency processes,, can fully walk through modules, processes, chart of accounts, and validation of migrated data within Florida PALM.

1. Identification of Key Business Processes
2. Validation of Integration with ABS
3. User Acceptance Testing
4. Implementation Plan Based on Go-Live Date
5. Development of Agency Training, Help Desk and Strike Teams

Florida
HEALTH

# 1. Identification of Key Business Processes

**Questions**
- What are the key business processes (e.g., Keep the Lights On [KTLO])?
- What is their priority for day 1? Day 30? Day 90? Day 180?
- What are variations in our standard processes?

**Resources**
- Current State Business Processes
- Topics and Activities Listing
- Change Analysis

**Key Outcome**
- Test Cases for UAT

# 2. Validation of Integration with ABS

- **Test Agency Business System Integration**

- **Update Agency Business System Documentation**

# 3. User Acceptance Testing

- Train SMEs

- Allow SMEs to become familiar with system

- SMEs review processes

- Ensure basic operational processes can be carried out

- Train End Users

- Establish a testing plan that addresses processes based on importance (KTLO)

- Identify and test user access – access control, approval flow

- Test all enterprise workflow and processes with individual agencies prior to conclusion of UAT

# 4. Implementation Plan Based on Go-Live Dates

- Identify critical year-end closing activities

- Identify recurring month-end activities

# 5. Development Agency Training, Help Desk and Strike Teams

- Establish expectations for how/when SMEs are adequately training

- Establish expectations for how/when end users are adequately trained

- Create approach for measurement and reporting of training progress

- Identify internal support and issue escalation path for end users

- Strike Teams to go out to the field to assist end users with any problem areas

# Florida PALM Readiness Workgroup Formed

At the end of the Florida PALM Advisory Council Meeting on March 5, 2025, the Council asked for a Readiness Workgroup to be formed to further develop a Readiness Plan for all agencies to use internally to assess agency readiness for Florida PALM Go-Live.

# Florida PALM Readiness Workgroup Meetings

**Readiness Workgroup Meetings**
- April 1, 2025 – Initial Kickoff Meeting
- April 15, 2025 – Working Meeting
- April 29, 2025 – Final Meeting

- *April 16, 2025 – Presented Draft to Florida PALM Advisory Council and Published for Comments*

# Agency Florida PALM Readiness Success Factors

| Number | Phase | Internal Factors | Success Criteria Tracking | Success Criteria | Internal Factor Status (In-Progress, Complete) | Success (Pass/Fail) | Internal Factor Date Start | Internal Factor End Date | Overall Status (On Track/ Delayed / Critically Delayed) |
|---|---|---|---|---|---|---|---|---|---|
| | | **Measures / Internal Factors and Success Criteria** | | | | | | | |
| 1 | Remediation | Agency Business System (ABS) Development | | 100% Development Complete | | | Sep-24 | Jun-24 | |
| 2 | Remediation | Unit Testing ABS (Agency Internal Testing with Applicable Areas) | | 100% Unit Testing Complete | | | Jan-25 | Jun-25 | |
| 3 | Remediation | PALM Configured Interface Values Provided to Agencies and Interface Error File Formats Provided to Agencies for Testing | | 85-100% Configurations Complete | | | May-25 | Jul-25 | |
| 4 | Remediation | Interface File Testing with PALM | | 25-50% Successful With No Show Stopper Bugs | | | Jun-25 | Aug-25 | |
| 5 | Remediation | Test Tier 2 Agency ABS Interface Testing (i.e. test information from Tier 1 ABS going to Tier 2 Agency ABS) | | 100% Testing Complete | | | Aug-25 | Nov-25 | |
| | SG | **Stage Gate 3 - Ready to begin UAT - July 30, 2025** | | | | | | | |
| 6 | Training | SMEs Trained on PALM User Interface / System | | 100% SME's are Trained | | | Aug-25 | Nov-25 | |
| 7 | Training | Identified SMEs Completed UAT Prerequisite Training | | 100% SMEs are Trained | | | Jun-25 | Jul-25 | |
| 8 | Training | Version One SME UAT User Guide Complete | | 100% Complete | | | Jul-25 | Aug-25 | |
| 9 | Training | End Users Training on PALM User Interfaces and System | | At Least 50-75% End Users Have Tested in Every Applicable Area | | | Oct-25 | Dec-25 | |
| 10 | Training | PALM Users Know How To Access PALM | | 50-75% of the Users Can Access PALM | | | Aug-25 | Dec-25 | |
| 11 | UAT | Regardless of Go-Live date, UAT Must Start in August 2025 | | 50-75% System Ready for UAT - Focus on Understanding PALM Process and Data Flow for Each Module | | | Aug-25 | May-26 | |
| 12 | UAT | Complete Interface File Testing with PALM | | 90% Successful With No Show Stopper Bugs | | | Aug-25 | Oct-25 | |

Florida HEALTH

# Internal Factors and Success Criteria Explanations

| Internal Factors and Success Criteria Explanations |
|---|
| Remediation Phase (Prior to Stage Gate 3): Agencies should be working to complete preparation tasks prior to PALM Training and UAT. |
| Training/UAT Phase (Prior to Stage Gate 4): Agency SMEs should be focusing on tasks related to the Training/UAT Phase. This phase is also where the intention is to develop agency specific processes and work through most, if not all bugs in preparation for full end-user UAT. |
| UAT/PALM Training (Prior to Stage Gate 5): All agency end-users should be focusing on tasks related to the Training/UAT Phase. |
| Go-Live Measures Phase (Prior to Stage Gate 6): Agencies have been trained, participated in UAT, worked through agency processes and prepared as much as possible for GoLive. In addition, agencies should have identified any outstanding issues and developed mitigation strategies, as applicable. |
| Go-Live Measures Phase (Prior to Stage Gate 7): Agencies have staff/teams in place to deploy to offices/areas which are experiencing difficulties in transitioning to the new system. In addition, dedicated training facilities are available for staff to receive additional training and assistance from SMEs. Agency SMEs will also confirm configurations, conversions and balances are accurate for Go-Live. |
| Post Deploy Phase (Prior to Stage Gate 8): All agency processes, all business owners, and techical staff are fully supporting the system and end-users with ongoing operations. |

# Florida PALM Business Processes - Tiers

| | | PALM Business Processes | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Business Process Grouping** | **Business Process** | **Associated Process Module** | **Module** | **Tier Level** | | **Tier** | **Definition** |
| Account Management and Financial Reporting (AMFR) | 10.1.1 Agency Add or Modify ChartField Values | GL | General Ledger | T1 | | T1 | Priority |
| Account Management and Financial Reporting (AMFR) | 10.1.2 Enterprise Add or Modify Statewide ChartField Values | GL | General Ledger | E | | T2 | Secondary |
| Account Management and Financial Reporting (AMFR) | 10.1.3 Enterprise Add or Modify Fund Values | GL | General Ledger | E | | T3 | Not Priority |
| Account Management and Financial Reporting (AMFR) | 10.1.4 Enterprise Add or Modify Budgetary ChartField Values | GL | General Ledger | E | | T4 | Monthly/Quarterly |
| Account Management and Financial Reporting (AMFR) | 10.1.5 Enterprise Set Up and Maintain Trees and/or Combination Edits | GL | General Ledger | E | | T5 | Year End |
| Account Management and Financial Reporting (AMFR) | 10.1.6 Agency Set Up and Maintain SpeedKeys | GL | General Ledger | T1 | | E | Enterprise |
| Account Management and Financial Reporting (AMFR) | 10.2.1 Source Module Journal Entry | GL | General Ledger | T1 | | | |
| Account Management and Financial Reporting (AMFR) | 10.2.2 Edit Check | GL | General Ledger | T1 | | | |
| Account Management and Financial Reporting (AMFR) | 10.2.3 Agency Create and Approve Journals | GL | General Ledger | T2 | | | |
| Account Management and Financial Reporting (AMFR) | 10.2.4 Enterprise Create and Approve Journals | GL | General Ledger | E | | | |
| Account Management and Financial Reporting (AMFR) | 10.3.1 Perform Month End Close | GL | General Ledger | T3 | | | |
| Account Management and Financial Reporting (AMFR) | 10.4 Close General Ledger and Consolidate Results | GL | General Ledger | T5 | | | |
| Payroll (PR) | 100.1 Set Up and Maintain Positions | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.2.1 Personal Data | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.2.2 Payroll Data | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.2.3 Retirement Data | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.2.4 Deferred Compensation | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.2.5 Garnishments | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.1 Create, Load, and Manage Paysheets | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.2 Calculate Payroll | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.3 Update Paysheets | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.4 Confirm Payroll | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.5 Manage ACH Feeds | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.3.6 Distribute Payroll Warrants | PAY | Payroll | T1 | | | |
| Payroll (PR) | 100.4.1 Off-Cycle Processing | PAY | Payroll | T1 | | | |

# 599 – Submit Bimonthly Agency Readiness Status Report
## Due 5/12/2025

- New dial scoring for Direct Impact tasks effective 5/1, as approved by the ESC
- Total score reflected on the Dashboard Dial for Direct Impact Tasks is representative of a combined composite score.
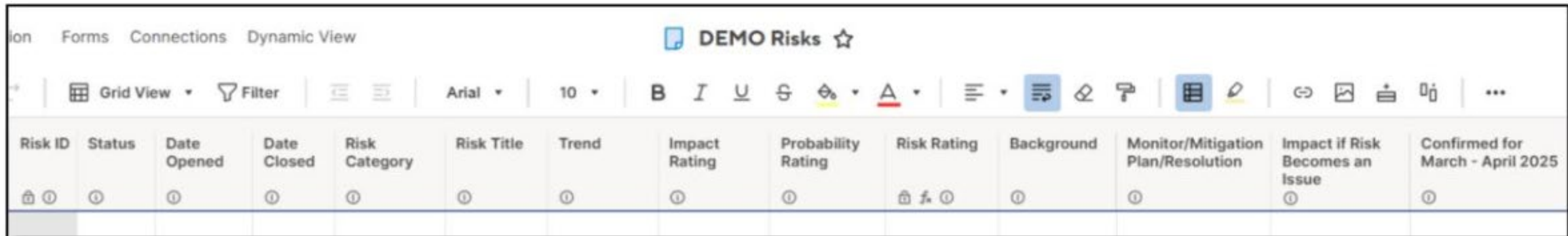
| | **Other Tasks (No change)** | **Direct Impact Tasks** |
|---|---|---|
| Scale for Task Timeliness and Completeness Dials | • 100% - 80% = Green<br>• 79% and 50% = Yellow<br>• 49% and 0% = Red | • 100% - 90% = Green<br>• 89% and 70% = Yellow<br>• 69% and 0% = Red |
| Scoring Timeline for Task Timeliness | • 100% when submitted by due date<br>• 10% reduction every 5 business days past due date | • 100% when submitted by due date<br>• 10% reduction every *3 business days* past due date |
| Scoring Timeline for Task Completeness | • 100% when submitted complete<br>• If incomplete, 10% reduction every 5 business days to resubmit | • 100% when submitted complete<br>• If incomplete, 10% reduction every *3 business days* to resubmit |

Florida**PALM**
Planning, Accounting, and Ledger Management

05/01/2025

# Guidance for Bimonthly Agency Readiness Status Report Completion

- Risks, Issues, and Assumptions must be confirmed to appear on your dashboard and should be added before Sponsor confirmation of the Bimonthly Status Report
- Reporting period comments are required to be added each reporting period
- All fields are required with the exception of "Date Closed", which is only required after the items is closed

# 576 – Prepare for Cycle 2 - Technical Interface Testing
**Due 7/25/2025**

- Agencies should regularly update and maintain 'Cycle 2 Test Readiness Status' for each interface listed in the "Interface Test Planning" worksheet
  - Build Not Started
  - Build In Progress - 25%
  - Build In Progress - 50%
  - Build In Progress - 75%
  - Build Complete
  - Unit Testing In Progress - 25%
  - Unit Testing In Progress - 50%
  - Unit Testing In Progress - 75%
  - Ready for Cycle 2 Testing

- An Interface Testing Readiness Status report will be posted to the Florida PALM website in mid May

Florida**PALM**
Planning, Accounting, and Ledger Management

05/01/2025

# Who are your Production Support Contacts?

- All agencies have Security Access Managers (SAMs) and Identity Provider (IdP) SMEs identified to support current Florida PALM Users
- Those same SAMs and IdP SMEs will play critical roles in support UAT, as described in the UAT Approach
- Review your current SAMs and IdP SMEs to ensure the right people are identified. Update as needed.

### Florida PALM Security Access Managers Update – CFO Memo No. 28

Agencies must maintain at least one primary SAM and one backup SAM. A&A will approve an agency having more than two SAMs in accordance with the standard below:

- If an agency has less than 100 End Users, the agency cannot exceed two SAMs.
- If an agency has between 101 and 200 End Users, the agency cannot exceed three SAMs.
- If an agency has between 201 and 300 End Users, the agency cannot exceed four SAMs.
- If an agency has more than 301 End Users, the agency can have five SAMs.

An exception will be considered on a case-by-case basis. To request an exception, contact Access2PALM@myfloridacfo.com.

Florida **PALM**
Planning, Accounting, and Ledger Management

05/01/2025

# RW Tasks for May

| 599 | Submit Bimonthly Agency Readiness Status Report | Agency Sponsor to confirm and submit bimonthly status report, in the format provided by the Project, on the activities and ongoing work within the agency to prepare their systems and impacted employees for the deployment of Florida PALM. | 05/01/25 | 05/12/25 |
|---|---|---|---|---|
| 578 | Confirm Identity Provider for Florida PALM | Confirm intended identity provider(s) planned to store or contain the agency's users for Florida PALM. | 05/05/25 | 05/23/25 |
| 571 | Complete Data Cleansing Based on Mock Conversion 2 | Review Mock Conversion 2 results and perform data cleansing activities to prepare data for Mock Conversion 3. | 5/12/2025 | 6/20/2025 |
| 659 | Update Conversion Field Mapping | Complete and submit mapping of FLAIR codes (ORG, OCA, Grant ID, and Location Code) to Florida PALM values for Mock Conversion 3. | 5/12/2025 | 6/20/2025 |
| 657 | Submit Updated Configuration Workbooks | Update Configuration Workbooks to prepare for Mock 3 | 05/12/25 | 06/20/25 |
| 573-A | Complete and Submit End User Role Mapping Worksheet for UAT | Complete and submit the End User Role Mapping Worksheet to assign end users to Florida PALM end user roles to SMEs for UAT. | 05/19/25 | 06/20/25 |
| 574 | Prepare Documentation for User Acceptance Testing | Create and prepare User Acceptance Testing user stories and materials. | 05/19/25 | 08/08/25 |

FloridaPALM
Planning, Accounting, and Ledger Management

05/01/2025

# Reminders: Upcoming Due Dates for Current Tasks

## May 2

- ✓ 536-C – Create Agency Specific User Acceptance Testing Plan
- ✓ 560 – Submit Change Analysis Tool
- ✓ 579 – Confirm UAT SMEs

## May 12

- ✓ 599 – Submit Bimonthly Status Report

## May 23

- ✓ 578 – Confirm Identity Provider for Florida PALM

## May 30

- ✓ 568 – Create Training Plan for Agency End User Training

05/01/2025

# Questions?

CONTACT US

[FLORIDAPALM@MYFLORIDACFO.COM](mailto:FloridaPALM@myfloridacfo.com)

PROJECT WEBSITE

[WWW.MYFLORIDACFO.COM/FLORIDAPALM/](http://www.myfloridacfo.com/floridapalm/)

KNOWLEDGE CENTER

[HTTPS//:MYFLORIDACFOFLORIDAPALM.US.DOCUMENT360.IO](https://myfloridacfofloridapalm.us.document360.io)