Florida PALM

Planning, Accounting, and Ledger Management



BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

THURSDAY Task Talk

Hosted by the Florida PALM Readiness Team

OCTOBER 22, 2026

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Planning, Accounting, and Ledger Management

Agenda

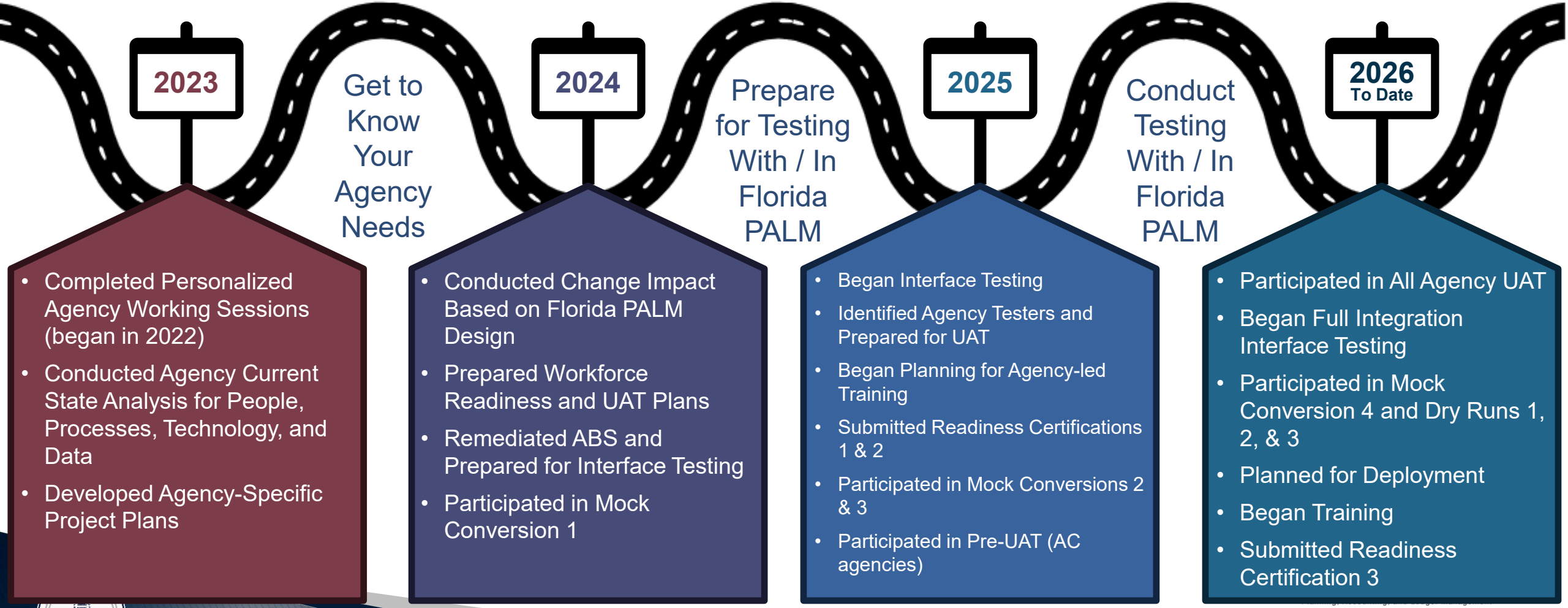
- Action Requested – GLC001 Survey
- Readiness Certification #4
- Spill The Training Tea!
- Upcoming Due Dates and Reminders
- Questions

Action Requested – Survey GLC001 Conversion

- Proposed GLC001 Conversion Updates
- **Background:** As part of Mock Conversions 3 and 4 and Dry Runs 1, 2 and 3, the General Ledger conversion from FLAIR to Florida PALM has included logic to default Budget Entity and Category to all zeros (0) when an invalid FUND- Budget Entity – Category – State Program combination exists in FLAIR. Specifically, if either the Budget Entity or Category are invalid/inactive, then both are defaulted to all zeros (0), to allow the records to convert.
  - This logic was finetuned between Dry Run 1 and 2 to include additional mapping rules to reduce the amount of mapping that was occurring.
  - Following the UAT refresh a couple of agencies requested further finetuning of the mapping logic to convert valid Budget Entities, even if the associated category is not valid for use with that Budget Entity.
- A survey is being distributed to each agency to request whether they would like to stay with the current approach (Dry Run 2/3 Mapping) or have their GL conversion follow the proposed approach (Proposed Dry Run 4 Mapping).
  - A single response is due by on **Monday, October 26 at 10am**. No response will result in the agency's conversion moving to the new approach.

Agency Readiness Journey

Key Activities Year by Year



- Completed Personalized Agency Working Sessions (began in 2022)
- Conducted Agency Current State Analysis for People, Processes, Technology, and Data
- Developed Agency-Specific Project Plans

- Conducted Change Impact Based on Florida PALM Design
- Prepared Workforce Readiness and UAT Plans
- Remediated ABS and Prepared for Interface Testing
- Participated in Mock Conversion 1

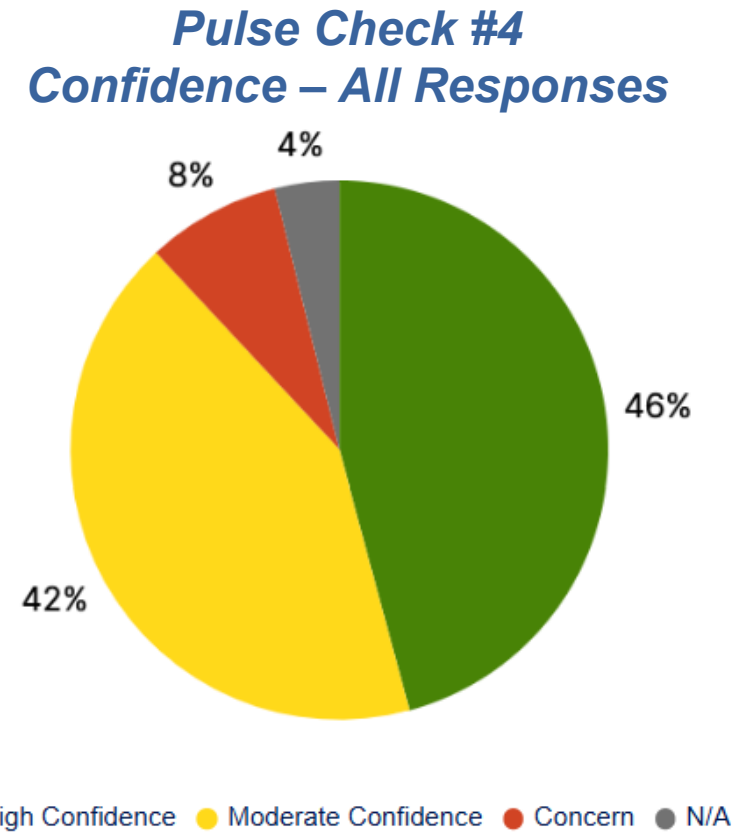
- Began Interface Testing
- Identified Agency Testers and Prepared for UAT
- Began Planning for Agency-led Training
- Submitted Readiness Certifications 1 & 2
- Participated in Mock Conversions 2 & 3
- Participated in Pre-UAT (AC agencies)

- Participated in All Agency UAT
- Began Full Integration Interface Testing
- Participated in Mock Conversion 4 and Dry Runs 1, 2, & 3
- Planned for Deployment
- Began Training
- Submitted Readiness Certification 3

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Agency Readiness Journey

Agency Sponsor Pulse Checks



- Majority of responses reporting high or moderate confidence to meet the criteria
- 16 agencies reported concerns
  - 11 agencies reported 3 or less concerns
  - 5 agencies reported more than 3 concerns
- 12 criteria with reported concerns. Criteria with more then 3 concerns reported:
  - Data readiness for final conversion (4)
  - Process changes identified and documented (4)
  - Testing of end-to-end processes (5)
  - Reporting needs tested and validated (7)

Readiness Certification #4

Are you ready? - Due November 6th

- Confirm your agency's readiness status for go-live by responding to 18 readiness criteria – representing the culmination of all testing and readiness activities
- Due date aligns with end of UAT
- Certification responses are a key input for ESC's vote for Stage Gate 4 – Agency Readiness
- What's different this time?
  - Confidence levels will not be requested
  - Detailed responses required for testing of business processes and interfaces and validation of reporting needs

*The achievement of agency readiness is strictly to the **benefit of the agency** and its stakeholders. Achieving readiness certification criteria benefits the agency by having all critical operational components ready for a smooth transition upon go-live.*

Florida PALM can and will go live even if some agencies have not achieved all readiness certification criteria or have gaps in their completion of readiness activities.

Readiness Certification #4

Readiness Criteria Groupings by Critical Operational Element

Prime Objective: **Operational Readiness**

Business systems and people are fully prepared to adopt the change

People
7 Criteria

- End User Training and Practice
- End User Role Mapping
- Stakeholder Preparation
- Prepare to Support after Go Live

Process
2 Criteria

- Business Process Testing
- Business Process Documentation

Technology
5 Criteria

- Interface Testing
- Business System Remediation and Testing
- Deployment Planning
- Cutover Planning
- Prepare to Support after Go Live

Data
4 Criteria

- Configuration Testing
- Data Cleansing and Maintenance
- Reporting Needs Confirmation

Un-met criteria will require a mitigation plan to be described

Readiness Certification #4

People

ID	Criteria
1.1a	At least 25% of end users have completed Project-provided training.
1.1b	Plan to complete remaining training before end of January 2027.
1.2	All agency-led training sessions have been scheduled and sessions have begun.

What has the Project done?

- Published Knowledge Center materials, process steps and demo videos, and begun releasing End User Manual
- Released Web-Based Training per training release schedule
- Began in-person training sessions and weekly support sessions

What have agencies done?

- Created agency specific training plan (RW Task 607)
- Identified and developed agency-developed training material (current RW Task 604)
- Began completing Project-provided WBT and agency-led trainings

What are we hearing?

- 3 agencies concerned – time constraints, unknown training release schedule, delayed training delivery from the Project
- Not all agencies intend to create agency-specific materials or provide training sessions

How to determine if criteria has been met?

- Training completion calculated from Training Completion Tracker in Smartsheet
- Agency reported number of planned agency-led training sessions and sessions complete through October
- Assertion that agency has a plan to complete training

Readiness Certification #4

People

ID	Criteria
1.3	End users have practiced or will practice completing job functions in UAT before go-live.
1.4	End users have tested and validated end user roles.

What has the Project done?

- Provided access to the UAT environment for all end users since February 2, with AC member access given in the Fall of 2025
- Published process steps and role articles to the Knowledge Center
- Role Mapping worksheet with multiple validations to support accurate role assignment and SOD conflict management

What have agencies done?

- Set expectations for end user participation in UAT
- Provided User Stories for testers
- Completed multiple role mapping RW tasks including submission of all end users to be loaded at UAT Refresh

What are we hearing?

- 2 agencies concerned – competing priorities and waiting on training from the Project
- Agencies have plans to engage their users fully from now until Go Live

How to determine if criteria has been met?

- Agency attestation of either users' having or planned to be in the UAT environment to practice processes and confirm end user roles.
- Review end user log-in data and internal end user activity reporting

Readiness Certification #4

People

ID	Criteria
1.5	All impacted stakeholders are aware of go-live.

What have agencies done?

- Identified the external stakeholders (e.g., vendors and customers) that will be impacted by the change or by the downtime (cutover period)
- Referenced the Project-published and enterprise partner (e.g., A&A, MFMP, STMS) information about key dates and cutover activities to make external stakeholders aware of deadlines and agency expectations for required actions

What are we hearing?

- Agencies are making outreach to their external stakeholders
- Plans are being made for how agencies will operate during the cutover period

How to determine if criteria has been met?

- Agency attestation of either having communicated or having a plan to communicate with impacted stakeholder

Readiness Certification #4

People

ID	Criteria
1.7	Agency has identified their post-implementation support team and has a plan to prepare that team for their roles after go-live.

What have agencies done / will have done?

- Complete current RW Task 623 – Create Agency Post-Implementation Support Plan, due October 30
- Leverage lessons learned during the UAT period to determine the right support resources, how best to communicate (to and from) with end users, and the most effective triage approach for issues and questions

What are we hearing?

- No reported concerns
- Agencies want more information about support the Project team will provide after go-live

How to determine if criteria has been met?

- Ensure agency Post-Implementation Support Plan is complete and includes the identification of the support team, clearly states the roles and responsibilities of the team, and plan to prepare them for their roles at go-live
- Agency attestation of their identification of the support team and plan for preparing that team to support their agency end users after Go Live

Readiness Certification #4

People

ID	Criteria
1.6	Agency is tracking user and role changes in UAT since the UAT Refresh, has a plan for a final submission of complete and error-free role mapping before go-live and has a plan to track user or role changes until cutover.

What do agencies need to do?

- Resolve any SOD conflicts by adjusting role assignment or request an exception from A&A
- Make any necessary updates early, do not wait until final submission
- Establish best practice for managing user access and role changes after go-live

What are we hearing?

- No agencies expressed concern

How to determine if criteria has been met?

- Agency attestation of having a process in place to ensure this information is ready to submit in the final Role Mapping worksheet (RW Task 711) on November 30

Readiness Certification #4

Process

ID	Criteria
2.1	All critical business processes from end-to-end have been tested and validated.
2.2	All process changes have been identified and at least 50% of business process documentation has been updated and prepared for distribution, and agency has a fully documented plan to complete the updates and distribute prior to January 2027.

What have agencies done / need to do?

- Leveraged their current state analysis and change analysis tool to determine business processes impacted by the transition to Florida PALM
- Created User Stories that were shared with agency UAT testers to perform testing in the UAT environment
- Developed inventory of documentation needs and began documenting process changes (current RW Task 602)
- Complete the documentation of business process changes and communicate process changes to internal and external stakeholders, as appropriate

What are we hearing?

- 2.1 – 5 agencies concerned – incomplete testing of reports, incomplete interface testing, unable to test all end-to-end processes with Enterprise Partners, Project's delay in publishing process steps
- 2.2 – 4 agencies concerned – competing priorities and unable to test all end-to-end processes

How to determine if criteria has been met?

- Agencies will confirm testing completion for each Project Recommended Standard Activity and provide information regarding roadblocks for any not complete
  - Refer to your reported Cumulative User Story Testing progress from Monthly Progress Reporting
- Agency reported completion of documentation and distribution of business process changes or having a plan to do so by Go Live
  - Documentation completion calculated from agency-reported progress in Business Process Documentation Inventory (current RW Task 602)

Readiness Certification #4
Technology

ID	Criteria
3.1	All interfaces needed for go-live have been tested and validated.
3.2	All agency business systems remediation, needed for go-live (e.g., Tier 1) have been tested and validated.

What have agencies done?

- Leveraged their current state analysis and change analysis tool to determine interface and Tier 1 business system needs
- Completed remediation of systems iteratively as Florida PALM design was released
- Completed connectivity testing to the MFT server, technical testing in the INT environment and full integration testing in the UAT environment
- Connectivity testing to the Production MFT server is in progress

What are we hearing?

- 5 agencies concerned – delay in agency business system development, interface/data changes and batch schedule inconsistencies
- Agencies want a finalized batch schedule prior to go-live

How to determine if criteria has been met?

- Agencies will confirm testing completion for applicable interface and provide information regarding roadblocks for any not complete
  - Refer to your reported Cumulative Interface Testing progress from Monthly Progress Reporting
- Agency attestation that Tier 1 business systems are ready for go-live

Readiness Certification #4
Technology

ID	Criteria
3.3	Agency has developed their agency specific deployment plan.
3.4	Agency has drafted their agency specific cutover plan to test, update and confirm prior to cutover.

What have agencies done?

- Leveraged the Deployment Planning article and key dates in the Knowledge Center to help develop agency-specific plans and cutover checklists
- Considered agency business systems, including users and other stakeholders
- Began tracking cutover checklist activities for reporting in Monthly Progress Reporting

What are we hearing?

- No reported concerns

How to determine if criteria has been met?

- Agency submission of their Deployment Plan and Cutover Checklist (RW Task 586) on September 11

Readiness Certification #4
Technology

ID	Criteria
3.5	Agency has developed their post implementation support plan.

What have agencies done / will have done?

- Create and operationalize their support plan for post-go-live
- Leverage lessons learned during the UAT period to determine the right support resources, how best to communicate (to and from) with end users, and the most effective triage approach for issues and questions

What are we hearing?

- 1 agency concerned – coordinating with agency stakeholders to complete plan
- Agencies want more information about Project provided post-implementation support

How to determine if criteria has been met?

- Agency submission of their Post-Implementation Support Plan (RW Task 623) on October 30

Readiness Certification #4

Data

ID	Criteria
4.1	All agency specific configurations have been tested, validated and agency is prepared to submit prior to go-live.
4.2	Agency data in FLAIR, FACTS and MFMP is cleansed based on Dry Run 3 conversion results.

What have agencies done?

- Leveraged current state analysis – FLAIR Data Elements Inventory and Business Process Inventory to determine configurations needs
- Identified initial agency specific configurations in 2024, and agencies have been updating/maintain workbooks since then
  - Initial workbooks were completed in Excel. The Project designed and developed integrated worksheets with error validation to support the complex nature of configuration activities and ongoing maintenance for agencies.
- Agencies completed a Data Readiness Analysis and Data Cleansing Plan in 2024
- For each Mock Conversion and Dry Run, Agencies submitted workbooks prior to support the conversion activities and after reviewed conversion results and performed any necessary data cleansing

What are we hearing?

- 2 agencies concerned – competing priorities impacting ability to cleanse data, Florida PALM conversion logic

How to determine if criteria has been met?

- Agency attestation that configurations will be ready to submit for go-live on November 30
- Agency reported data cleansing progress in preparation for Dry Run 4 (RW Task 710)

Readiness Certification #4

Data

ID	Criteria
4.3	Agency data in FLAIR, FACTS and MFMP is cleansed based on Dry Run 4 conversion results and agency has a plan to maintain the data until cutover.
4.4	All reporting needs and solutions have been tested and validated.

What do agencies need to do?

- Review Dry Run 4 results, as they become available, and perform any necessary data cleansing
- Maintain data readiness until cutover
- Complete validation of reporting needs. Attend DW/BI in-person trainings sessions and weekly virtual support sessions.

What are we hearing?

- 7 agencies concerned about reporting – the readiness criteria with the most concerns
- Testing of reports was not prioritized, last to be tested, reports and data structure is different, lack of reporting and DW/BI training

How to determine if criteria has been met?

- Agency attestation of plan for data readiness for cutover
- Agencies will provide reporting needs, including any identified gaps, based on all Topics from the Topics and Activities List



It's Training Time!

- This week – *Building Reports & Queries* in-person sessions
- Mondays – *DW/BI Virtual Support Sessions* (resuming next week)
- Tuesdays – *Learning Matters*

Preparing for Training

Upcoming WBT Release – 10/30

BPG	Subject Area
AMFR	Managing ChartField Values, Combination Edits, and SpeedKeys
AMFR	Processing GL Journals
AR	Entering and Maintaining Accounts Receivables
AR	Managing AR Deposits and Returned items
AR	Managing Direct Journal Deposits
BM/CC	Managing Agency Budget, Cash, and Invested Balance Checking
BM/CC	Managing Budget Allotments or Estimated Revenue Requests
BM/CC	Resolving Budget, Cash, and Invested Balance Checking Exceptions
CT	Creating and Maintaining Contracts
GM	Managing Grants
PM	Managing Projects
RA	Managing Customers

Planned in-person sessions

Session Topic	Dates
Building Reports & Queries	10/19 – 10/23
Inter/IntraUnit Lifecycle	11/3 – 11/5
Deposit Lifecycle	11/9 & 11/10
FCO Project Lifecycle	11/12 & 11/13
Voucher Lifecycle	11/16 – 11/18
Payroll Lifecycle	11/30 – 12/3

Indicates that registration is now open!

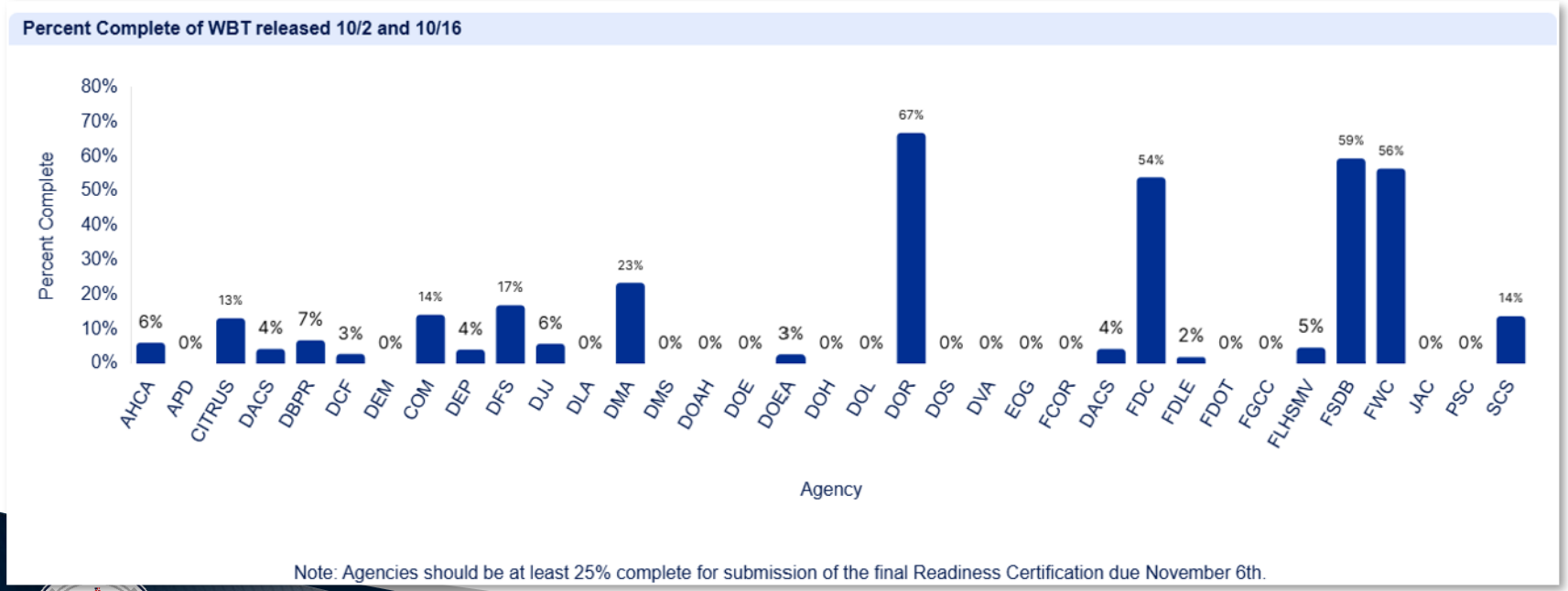
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Training Completion and Reporting

What we know about training completion:

- 669 individuals have started or completed
- 938 completions to-date!
- Feedback in end of course (EOC) survey indicate:
  - Demo videos are helpful



Agency Reporting as of 10/22

Subject Area	# of Completions
Setting Up and Maintaining Suppliers FLPALM_DM_SUAMS	48
Creating and Maintaining Encumbrances FLPALM_DM_CME	113
Entering and Processing Vouchers FLPALM_DM_EPV	156
Recording and Managing Manual Payments FLPALM_DM_RAMMP	21
Managing Payment Cancellations FLPALM_DM_MP	128
Managing AP/PO Transactions FLPALM_DM_MAPT	132
Processing IU Transactions FLPALM_IU_PIT	127
Managing IU Transactions FLPALM_IU_MIT	150
Setting Up and Maintaining Position Funding FLPALM_PR_SUPF	12
Processing Payroll FLPALM_PR_PP	11
Managing Payroll Accounting FLPALM_PR_MPACT	27
Managing Payroll Adjustments FLPALM_PR_MPADJ	13

LMS Reporting as of 10/20

Task / Other Reminders

Monday, October 26

- ✓ Pulse Check #5 – Last One!

Friday, October 30

- ✓ 602 – Update Agency Business Process Documentation
- ✓ 604 – Create Agency-Specific Learning Materials to Support End Users
- ✓ 623 – Create Agency Post-Implementation Support Plan
- ✓ 715 – Maintain Role Mapping Worksheet
- ✓ 692 – Submit Monthly Progress Report

Friday, November 6

- ✓ 628 –Readiness Certification #4
- ✓ **Last day to submit requests for Agency Supplier Record changes**
- ✓ **UAT Ends**

Friday, November 13

- ✓ **Production ChartField Configuration Freeze**

Friday, November 30 – Final Workbook Submissions

- ✓ 714 – Submit Configuration and Conversion Workbooks
- ✓ 711 – Submit Role Mapping

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Testing Timeline

As of July 21, 2026

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11 working days till November 6

Questions?

Don’t forget to send your testing questions in for tomorrow’s UAT Office Hours

FRIDAYS THRU NOVEMBER 6th



UAT Ends in November!

Help your agency meet its UAT objectives for Agency Readiness Certification #4

To support your testing efforts, the Project team has scheduled Office Hours for each Friday of the remaining weeks of user acceptance testing.

To add Office Hours to your calendar, visit the ***UAT Communication Page***

Contact us

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Project Website

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Knowledge Center

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Knowledge Center

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