DFS Status Report Dashboard

Click on the various statistics or dials to view the supporting information within your agency's Smartsheet Florida PALM Workbook.

Reporting Period

July - August 2025

Agency Sponsor

Scott Fennell

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Completeness

Other Task Completeness

Direct Impact Task Timeliness:

Score = 99.78%

- Submitted On Time = 44
- Submitted Late = 1
- Pending Submission = 0

Other Task Timeliness:

Score = 89.35%

- Submitted On Time = 64
- Submitted Late = 13
- Pending Submission = 0

Direct Task Completeness:

Score = 97.05%

- Submitted Complete = 39
- Submitted Incomplete = 0
- Completed After Submission = 5

Other Task Completeness:

Score = 98.78%

- Submitted Complete = 48
- Submitted Incomplete = 0
- Completed After Submission = 1

The RW Task Timeliness dials reflect the timeliness of your agency's submission of all RW tasks based on the task due date. Calculations are based on all RW tasks to date.

The RW Task Completeness dials reflect the completeness of your agency's task submissions based on the task rubric. Calculations of task completeness includes all RW Tasks since RW 512.

Change Champion Network:

- Unique Filled Role = 12
- Duplicate Filled Role = 6
- Vacant Role = 0

The Change Champion Network composition reflects the completeness of your CCN makeup.

The dials above include an intuitive Green-Yellow-Red spectrum, where green indicates the measure is in a positive range, yellow represents that the gaps in expected results present an increasing risk to the agency, and red indicates that there are significant gaps in expected results that present an elevated risk level for the agency.

RW Tasks - Completed or Open Items

Project Impact	Critical Operational Element	Task ID	Task Name	Task Planned Start Date	Task Planned End Date	Agency Reported Task Progress	Agency Submission Date	Status Comment	Project Verification of Completion	Agency Corrected Submission Date
Direct	Technology	576	Complete Internal Agency Business System Test and Remediation to prepare for Cycle 2 - Technical Interface Testing	01/06/25	07/25/25	100% - Submitted	07/25/25	Project approved exception for FLIPS as it has a separately agreed to timeline with Florida PALM.	Submission Complete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	10/03/25	50% - In Progress		As of 7/17/25, DFS has reached 82.76% completion of the PALM Standard Topics, exceeding the 75% threshold required for Agency Certification ahead of the 7/18 deadline.		
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	06/26/25		N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/07/25		Submission Complete	
Indirect	N/A	593	Update Agency Readiness Certification #1	06/23/25	07/18/25	100% - Submitted	07/17/25		Submission Complete	
N/A	N/A	611	Submit Bimonthly Agency Readiness Status Report	07/01/25	07/10/25	100% - Submitted	07/10/25		Submission Complete	
N/A	People	616	Share Florida PALM Updates	07/14/25	07/25/25	100% - Submitted	07/25/25		Submission Complete	
Direct	People	573-B	Complete and Submit End User Role Mapping Worksheet for remaining End Users.	07/14/25	10/03/25	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	N/A	660	Submit Monthly Progress Report - Testing	08/04/25	08/29/25	100% - Submitted	08/29/25		Submission Complete	
Direct	Data	587-A	Complete Data Cleansing Based on Mock Conversion 3	08/11/25	10/03/25	50% - In Progress				
Direct	Data	587-B	Complete Data Cleansing Based on Mock Conversion 3 – APC001 Suppliers	08/11/25	10/03/25	50% - In Progress				
Direct	Data	661	Update Conversion Field Mapping	08/11/25	10/03/25	50% - In Progress				
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	10/03/25	50% - In Progress				
N/A	N/A	617	Submit Bimonthly Agency Readiness Status Report	08/29/25	09/10/25	75% - Consolidating/Inputting Information for Submission				
Indirect	N/A	664	Submit Monthly Progress Report - Testing	09/02/25	09/30/25					

The Risks, Issues, and Assumptions tables below display only items that were marked confirmed and were opened/logged, closed/resolved or active during the reporting period.

DFS Risks

Status	Date Opened	Date Closed	Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for July - August 2025
Open and Monitoring	04/17/25		Conversion/Configuration Training User Acceptance Testing	ENTERPRISE A&A - Conversion and Data Validation:	Stable	9 (High/High)	There is a risk that the agencies' data conversion validation process may not be thorough or accurate, leading to incomplete or incorrect data being converted to Florida PALM.	• A&A will work closely with the Project to understand where agencies need support and additional guidance in understanding their agency's FLAIR data. • A&A will provide guidance to agencies to help them understand the critical things to consider and evaluate for conversion. • A&A will meet with agencies through workshops or one-on-one sessions to further support agencies in cleaning up their data in preparation for conversion. • Closely working with project and agencies on mock conversion results to find solutions.	This could result in operational inefficiencies, data integrity issues, potential delays in project timelines, and incorrect trial balance information in Florida PALM, which could impact financial reports.	Risk has been reviewed and we continue to monitor.
Open and Monitoring	10/20/23		Deployment/Cutover Staffing/Resource Availability	ENTERPRISE A&A - Project Timeline.	Stable	9 (High/High)	• The Project timeline is very conservative regarding flexibility, and A&A's involvement is critical for project success. A&A Our level of involvement pulls our resources in multiple directions putting a strain on our time to complete tasks. A&A change management and internal preparation for A&A preparedness activities have already started, but having adequate resources will be key to successful implementation.	• Recruit knowledgeable and skilled staff, not entry level positions, to help with preparedness activities and management of daily operations. • Retain our critical staff that are involved in Florida PALM activities and those who are picking up added job responsibilities so that subject matter experts can dedicate time to Florida PALM activities. • Provide expectations that staff will cross-train and provide knowledge transfer to increase the depth need to continue operating with a high level of service and accuracy. • A&A was approved for for 9 FTEs to be onboarded for FY 2026.	It can hinder successful implementation of project.	Mitigation updated
Open and Monitoring	10/11/23		Staffing/Resource Availability	ENTERPRISE A&A - Resource Impacts.	Decreasing	9 (High/High)	Resource impacts due to A&A operational staff spending a significant amount of time performing Project related tasks. • Project tasks may require additional time outside employees designated working hours to attend meetings, review time sensitive documents, or contribute to critical tasks. Some positions are not granted flexibility to flex time throughout the month, but they must flex it within the week. This policy limitation causes a strain on availability of resources. Allowing current staff more flexibility to flex their time beyond the work week would help with resource allocation. • As we get closer to implementation, the number of items that will require attention will continue to increase. This will include, assisting agencies with data management, preparing enterprise data for conversion, developing cut-over and FLAIR close out plans, participating in all levels of integration and UAT testing, validating testing results, participation and validation of mock and production conversions, developing policy around new processes	• Contract with staff aug who can help with data analysis, developing testing scenarios, perform testing functions, support cut-over, support FLAIR retirement activities. • Hire additional staff (FTE or OPS) to learn current operations so that our experienced staff can continue to participate with the Florida PALM Project in design, testing, and implementation activities. • Consider providing current staff with Special Pay Increase to acknowledge the increased job responsibilities and retain these critical members of the team. • Work with Human Resources to properly document team members who should be classified as SES staff. • Establish plans for reduction of current operational activities and prioritize responsibilities based on risk and probability. This could include posting all payments and suspending pre-audit activities, suspending Article V and Contract Management audits, suspending processing of EFT applications, as	Pulling resources from operations, will increases workloads, and will cause stress and an increased chance of employee burnout.	Risk has been reviewed and we continue to monitor.

Status	Date		Category	Name	Trend	Rating	Description	Mitigation	Impact	Comments
							around new processes.	of EFT applications, as examples.		
Open and Monitoring	01/25/24		Deployment/Cutover	TREASURY - Outstanding warrants at cutover	Stable	6 (High/Medium)	Discussions relating to the status of outstanding warrants at the cutover from June 2026 to July 2026 has not been finalized and could, potentially have impacts to warrant recipients and reconciliation processes.	• Continue to collaborate with the Florida PALM Project on policy relating to outstanding warrants. • Potential solutions being discussed between PALM and Treasury including the possibility that warrants would be maintained in FLAIR and concurrently canceled and reissued in PALM while maintaining warrant number. Note that solution is pending approval from Treasury.	Could potentially have impacts to warrant recipients and reconciliation processes.	Cutover discussions have ended and Florida PALM is working to make decisions and will provide updates when available.
Open and Monitoring	12/13/23		Interface Conversion/Configuration	TREASURY - Concentration account	Increasing	6 (High/Medium)	The current Deposit Concentration Account was issued in 2016 contract ends in March of 2026. DFS has already invoked one 5-year renewal and does have one 6-month extension available. If a different financial institution is awarded the contract during the procurement process, an implementation will need to occur with Florida PALM. The new bank and all of the subaccounts (currently 550+) will need to be configured in PALM, along with file transmissions, BAI codes, returned item processing, book to bank processing, cash transfer processing, and reconciliation rules. Agencies will be involved in this transition and will need to communicate new depository instructions to their vendors, including Federal agencies. Agencies would also need to receive and distribute new depository supplies to their locations. This could also impact User Acceptance Testing if processes are validated using current contractor and new vendor values are not in the UAT environment.	• Continue to collaborate with the Florida PALM Project and seek resources through staff augmentation, additional FTE, or contracts as needs are discovered. • The current concentration account agreement, Contract #TR201, has a 6-month extension available as permitted in Section 287.057, F.S. if additional time is needed. Treasury and OPCS will work together to implement the extension when appropriate. • Stay in close communications with Edward Nabong within OPCS on the vendor negotiation status. Edward is the sole point of contact for the ongoing ITN, and all communications must be directed specifically to him. If negotiations not concluded before December 2025, DFS will extend our contract with existing financial institution in 6-month increments.	Although unlikely, if Wells Fargo does not agree to extend their contract, this could result in agencies not being able to make deposits into their accounts and impacting agencies revenue.	Negotiations are still in progress at this time.
Open and Monitoring	02/19/24		Staffing/Resource Availability	CCN - Potential loss of CCN resources.	Stable	6 (High/Medium)	The loss of CCN resources would constrain current CCN staff capacity and could result in the loss of critical functional and institutional knowledge, which is imperative to the success of the Florida PALM Project.	• Create a knowledge base of CCN operational processes and procedures; develop training methods to facilitate knowledge transfer; and provide cross-training among CCN members where feasible. • Use of dedicated back-up CCN Liaisons will aid in the short-term continuity.	It could result in the loss of critical functional and institutional knowledge.	Risk continues to be monitored and mitigation strategies are ongoing.
Open and Monitoring	10/20/23		Agency Business System Interface User Acceptance Testing	OIT/ABS - Reduced Testing Window	Stable	6 (High/Medium)	Reduced duration for agency business system end-to-end testing with Florida PALM during UAT could impact Tier 1 agency business systems with significant changes, as well as those systems that will require downstream Tier 2 interface testing.	• Develop remediation timelines and resources to prepare the agency business systems to be ready for the start of ABS end-to-end testing with Florida PALM. • Work with Division/Office management to allow technical and functional resources to be available during the ABS end-to-end testing period with Florida PALM.	As a result, DFS may not have enough time to successfully complete all of the testing needed for agency business systems, which in turn could impact agency readiness for go-live with Florida PALM.	Risk has been reviewed and continues to be monitored.
Open and Monitoring	10/11/23		Deployment/Cutover Staffing/Resource Availability Training	ENTERPRISE A&A - Planning.	Decreasing	6 (High/Medium)	Planning for some critical activities has not been done. Until these plans have been developed, A&A cannot adequately determine needed resources, time and effort. • Cutover planning • FLAIR retirement planning • Stabilization period planning • Specialized knowledge that may be needed for new processes, such as processing States'	• Continue to collaborate with the Florida PALM Project and seek resources through staff aug. additional FTE or contracts as needs are discovered. • Cutover planning sessions are in progress	Lack of required resources to support around go live and beyond.	Risk has been reviewed and we continue to monitor.

Status	Date		Risk Category	Area	Trend	Rating	Description	Mitigation	Impact	Comments
							taxes from payroll • Financial Reporting mappings and data rollup			
Open and Monitoring	12/13/23		Business Process Change Conversion/Configuration	TREASURY - CMIA	Stable	4 (Medium/Medium)	Relating to CMIA, expenditures for agency covered programs will need to be tracked in PALM by CFDA number so clearance patterns can be calculated. Agencies will be responsible for providing the PALM chartfields for their covered programs and PALM will need to track the expenditures for those account codes. Clearance patterns will have to be calculated by CFDA Number for CMIA reporting.	• Continue to collaborate with the Florida PALM Project and seek resources through staff augmentation, additional FTE, or contracts as needs are discovered.	If PALM cannot track and calculate the clearance pattern for CMIA, Federal reporting will be impacted	Treasury has requested data in UAT to test the calculation of clearance patterns. Once we are able to test in UAT, we will have a better idea of whether the solution meets the needs of agencies and Treasury.
Open and Mitigating	02/27/24		Agency Business System Deployment/Cutover User Acceptance Testing	OIT/ABS - Third Party Vendors	Increasing	4 (Medium/Medium)	Agency business systems supported by third-party vendors could have different design and build timelines for Florida PALM remediation activities.	• Communicate the Florida PALM timelines with third-party vendors. • Provide information and advisory support to the functional area(s) related to remediation activities and timelines. • Provide advisory support if needed related to interfaces, interface field mapping, and possible functional changes.	This could impact the Department's ability to meet the scheduled finish dates for Florida PALM Readiness Workplan tasks related to design, build, and testing activities.	Risk continues to be monitored and mitigation strategies are ongoing.
Open and Mitigating	10/20/23		Agency Business System Staffing/Resource Availability	OIT/ABS - Resource Impacts.	Stable	4 (Medium/Medium)	Resource impacts due to unforeseen system changes from DFS divisions, other projects, and external entities.	• Work closely with the ABS functional and technical owners to coordinate the timeline of changes with the Florida PALM timeline. • Work closely with the ABS functional and technical owners on design strategies related to Florida PALM integration.	It could cause delays in the ABS Remediation timeline.	Risk has been reviewed and continues to be monitored.
Open and Monitoring	10/11/23		Business Process Change Deployment/Cutover Training	ENTERPRISE A&A - Process Changes.	Stable	4 (Medium/Medium)	• All bureaus within the division will have significant process changes. • Insufficient preparation or reluctance to adopt and adapt to changes could result in delays; operational deficiencies; and critical operations, tools, technologies, and resources not being available. • Performance issues at implementation if staff are not able to adapt and produce results at the current, expected level of output.	• Prepare staff through regular change management engagements. • Perform knowledge transfer on why things are done so we can ensure better understanding of future processes. •Complete thorough process analysis and mapping of each process, along with the technology, tools, and resources to future functionality can ensure that we have identified where operational changes will occur and to what extent it will be affected. • Monitor staffs' engagement. • Analyze current skill sets and mentor or provide training needed to acquire the proper skills and address skill gaps. • Review organizational charts and identify succession planning or knowledge transfers for known gaps. • A&A has contracted with a People Soft experienced resource to help with implementation activities, including identifying staffing model changes and process changes. • A&A onboarded a UAT Testing Team, and is working to onboard an HCM functional expert to assist with transformation.	Due to the unique activities that A&A performs at an enterprise level, reduced performance could have a negative impact on agencies.	Mitigation updated
Open and Monitoring	10/11/23		Deployment/Cutover Staffing/Resource Availability	ENTERPRISE A&A - Risk of External Impacts on Business Processes.	Stable	4 (Medium/Medium)	A&A serves all other agencies; therefore, our processes are at risk from external impacts: • Agencies – All A&A processes are downstream of agency processes. Agencies may lack their own training and resources	• Continue to work closely with the Florida PALM Project to identify areas where significant training will be needed for agency staff. • A&A OFFE team make outreach with agencies to determine training needs for skills that will	This will cause significant issues for A&A to be able to continue operations at an acceptable level and could cause more significant increase in work or rework for A&A staff around go live.	Risk has been reviewed and we continue to monitor.

Status	Date Opened		Agency Business System Business Process Change Interface User Acceptance Testing	ENTERPRISE A&A - ABS Testing.	Stable	4 (Medium/Medium)				

for proper preparation. If agencies are not ready for implementation, this will cause significant issues for A&A to be able to continue operations at an acceptable level and could cause more significant increase in work or rework for A&A staff around go live.

• Project – There may be changes in Project directions or decisions that negative affect A&A that would cause an increase of time and resources or provide confusion and lack of clarity among A&A's expectations.

• Government/Florida Statutes/Regulations – Any potential changes to laws, regulations, or elected officials could change Project direction or restrict A&A's operations.

be needed in Florida PALM users.
• Participate with all FFMIS and Enterprise partners to ensure remediation, testing and change management needs are understood and acted upon.
• Assist agencies with readiness tasks such as data analysis and cleansing.
• Develop contingency plans for agencies that are not prepared for Florida PALM implementation.
• Monitor activities, changes in rules and regulations, and agencies competencies.
• Establish contingency plans as risks become more probable (as information becomes available) and communicate those changes as quickly and clearly as possible.
• A&A is seeking funding through the LBR process to contract for financial expertise that State Agencies can use to identify knowledge gaps and areas needing improvement and address those issues.

Row:

| Open and Monitoring | 10/08/24 | | Agency Business System Business Process Change Interface User Acceptance Testing | ENTERPRISE A&A - ABS Testing. | Stable | 4 (Medium/Medium) | A&A is responsible for several enterprise business systems, some of which are interdependent. Testing each system through the entire process, from start to finish, will be critical to determine success. This will require testing to be synchronized according to the Interdependencies and workflow. Failure to do so could result in functions not being appropriately tested. This risk is really meant to address the issue around the complication of staging multiple business systems and the data within them for testing. This requires a huge effort and any misalignment of data, or refresh dates, can impact testing results, or the ability to test processes. Both Interface Testing and User Acceptance Testing can be impacted. | • Identify all enterprise business systems that will need to be tested. • Work with Division/Office management to allow dedicated technical and functional resources to be available for enterprise business systems testing efforts when the UAT timeline is released. • We plan to work through the CCN Network with other agencies on planning and collaboration that needs to happen for those cross agencies testing scenarios. • A&A has onboarded a UAT Testing Team, and is currenting working to onboard an HCM functional expert to assist with transformation. | It has potential to impact, or delay go live if agency enterprise systems cannot be fully tested in the allotted time. The enterprise owners and systems impacted includes STMS, PeopleFirst, PCard Works, FACTs, LASPBS, and other critical agency business systems that interface with Florida PALM. | Mitigation updated. |

DFS Issues

Status	Date Opened	Date Closed	Issue Category	Issue Title	Priority	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for July - August 2025

DFS Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for July - August 2025
Technology	The Florida PALM Project will be able to provide timely and complete requirements for agency business system interfaces and business processes with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems	Assumption reviewed and continues to be valid.
Technology	Agency business system owners will understand Florida PALM impacts to be able to provide requirements for system modifications with enough detail and time to implement the changes according to the Florida PALM schedule.	Logged	10/20/23	Agency Business Systems	Assumption reviewed and continues to be valid.
Technology	Based on the Florida PALM implementation timeline established with the execution of Amendment #12, the Go-Live date for the Florida PALM solution is expected to occur in July 2026.	Logged	03/31/25	Agency Business Systems	Assumption reviewed and continues to be valid.

Agency Sponsor Confirmation

As Agency Sponsor, I understand my role and responsibility for monitoring and reporting on my agency's readiness status. I have reviewed and confirmed the accuracy of my agency's readiness status as reflected in this dashboard.

Agency Sponsor Name: *

☐ Confirm *

Submit

Privacy Policy | Report Abuse

DFS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
July - August 2025	Scott Fennell	scott.fennell@myfloridacfo.com	09/10/25
May - June 2025	Scott Fennell	scott.fennell@myfloridacfo.com	07/10/25
March - April 2025	Scott Fennell	scott.fennell@myfloridacfo.com	05/09/25
January - February 2025	Scott Fennell	scott.fennell@myfloridacfo.com	03/06/25