

Helpful Links

[Dashboard Snapshots](#)
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[Florida PALM Workbook for DOAH](#)
[Readiness Workplan](#)

DOAH 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

Megan Silver

RW Task Timeliness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Timeliness:

Score = 97.18%

Submitted On Time = 37

Submitted Late = 2

Pending Submission = 0

RW Task Completeness

Direct Impact Task Completeness

Other Task Completeness

Direct Task Completeness:

Score = 95.79%

Submitted Complete = 35

Submitted Incomplete = 1

Completed After Submission = 2

Other Task Completeness:

Score = 96.25%

Submitted Complete = 43

Submitted Incomplete = 0

Completed After Submission = 5

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:

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

- Unique Filled Role = 4
- Duplicate Filled Role = 8
- Vacant Role = 2

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
N/A	Processes	560	Submit Change Analysis Tool	12/09/24	05/02/25	75% - Consolidating/Inputting Information for Submission				
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	08/26/25	DOAH has contracted with Docufree/Image API to reconfigure Axiom Pro application to be ready for UAT Interface Testing in October 2025.	Submission Complete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	10/03/25	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	07/08/25		N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/10/25		Submission Complete	
Indirect	N/A	593	Update Agency Readiness Certification #1	06/23/25	07/18/25	100% - Submitted	07/18/25		Submission Complete	
N/A	N/A	611	Submit Bimonthly Agency Readiness Status Report	07/01/25	07/10/25	100% - Submitted	07/08/25		Submission Complete	
N/A	People	616	Share Florida PALM Updates	07/14/25	07/25/25	100% - Submitted	07/24/25	Added meetings held with CCN and Leadership to the communications sheet.	Submission Complete	08/08/25
Direct	People	573-B	Complete and Submit End User Role Mapping Worksheet for remaining End Users.	07/14/25	10/03/25					
Indirect	N/A	660	Submit Monthly Progress Report - Testing	08/04/25	08/29/25	100% - Submitted	08/28/25		Submission Complete	
Direct	Data	587-A	Complete Data Cleansing Based on Mock Conversion 3	08/11/25	10/03/25	100% - Submitted	08/26/25			
Direct	Data	587-B	Complete Data Cleansing Based on Mock Conversion 3 – APC001 Suppliers	08/11/25	10/03/25					
Direct	Data	661	Update Conversion Field Mapping	08/11/25	10/03/25					
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	10/03/25					
N/A	N/A	617	Submit Bimonthly Agency Readiness Status Report	08/29/25	09/10/25	100% - Submitted	09/08/25			
Indirect	N/A	664	Submit Monthly Progress Report - Testing	09/02/25	09/30/25					

Agency Reported

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.

DOAH 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 Mitigating	11/07/24		Agency Business System Interface User Acceptance Testing	If Axiom Pro is not reconfigured for UAT, the system will not be ready for UAT.	Decreasing	4 (Medium/Medium)	DOAH utilizes the Axiom Pro application for our voucher schedule workflow.	Agency Liaison will collaborate with other agencies and Image API to ensure the system is reconfigured for UAT.	Staff will make plans to test the process using our previous method of assembling and storing vouchers.	DOAH established a purchase order with Docufree/Image API to reconfigure the Axiom Pro application. They will meet monthly with DOAH to discuss needs and provide status updates.

			Testing	accountants will be unable to test and verify the functionality of the application with FL PALM..			approval and as a repository for our voucher schedules.	reconfiguration is completed prior to UAT. Agency Liaison will request status updates from Image API to ensure timeliness of end product.	our vouchers.	needs and provide status updates.
Open and Mitigating	07/05/23		Staffing/Resource Availability Training	If resources are not fully trained to do their jobs, go-live will continue but DOAH will not be ready for go-live.	Decreasing	3 (High/Low)	DOAH is a small agency with limited workforce. There are eight purchasing and accounting positions, one budget director, and one personnel director that perform functions in FLAIR today. It is critical these personnel are able to perform their function in PALM.	DOAH will work with the DOAH's SMEs and PALM team to ensure staff's capabilities to function in PALM by attending meetings, reviewing information from the Knowledge Center, and Thursday Talks to keep abreast of information. Have affected staff (all end users) participate in testing and training for PALM. All SMEs have participated in Segment III and IV workshops.	DOAH will not effectively function in PALM and business processes will be delayed for completion. This will effect our internal and external customers.	End users will be actively participating in UAT. They are currently taking the UAT prerequisite training required to participate in UAT.
Open and Mitigating	08/28/24		Staffing/Resource Availability	The staff's previous experience with system implementation may lead to low or lack of engagement in transitioning to the new financial system.	Decreasing	2 (Medium/Low)	Staff's experience with the previous rollout of the CMS was did not go well. They are anxious about transitioning to a new system.	Agency Liaison will integrate PALM awareness through emails, meeting discussions and providing updates regarding PALM during management staff meetings. Agency Liaison will provide staff with PALM resources to become familiar with the system. SMEs and future end users will participate in Segment IV meetings and meet regularly to discuss PALM implementation in designated meetings so the conversation is focused."	Staff will not be actively engaged and will hinder the testing and training with PALM. Thus, not having trained staff to function in PALM on the Go-Live date.	Staff are actively engaged with UAT activities such as prerequisite training, developing user stories and reviewing business processes.

DOAH 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
Open	04/08/25		Staffing/Resource Availability	Accounting Supervisor Resigned	High - Impacts the ability	Accounting Supervisor resigned their position of March 21st and their duties and responsibilities have been reallocated in the interim.	Management will review the accounting supervisor's duties and responsibilities to develop a strategy to address the structure of the unit. Based on the analysis, it will be determined how to move forward with position.	09/30/25	During UAT an analysis will be conducted to determine workload impact and how best to fill the position.
Open	02/07/25		Staffing/Resource Availability	Contract Manager Leaving	Low - All impacts not liste	Staff Member (Contract Manager) leaving October 31st who prepares invoices for auditors and creates invoices for ALJ Services Contracts	Transition Plan to fill the position with overlap time in order for the outgoing staff member to train the new staff.	10/31/25	DOAH has made a contingent offer to fill the anticipated vacancy. This should allow for 6 weeks overlap for training.
Open	09/03/25		Staffing/Resource Availability	Accountant III-Revenue Resigned	Low - All impacts not liste	Accountant III-Revenue resigned their position on September 3rd.	Accountant II will be placed in the Accountant III role with assigned duties and responsibilities effective September 12th. This will create a vacancy with the Accountant II position. Advertise and fill Accountant II position.	11/03/25	Emailed the Accountant II advertisement to HR Manager for posting. Will advertise for 7 days.

DOAH Assumptions					
Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for July - August 2025
People Processes Technology Data	Staff will be able to perform their assigned function proficiently in PALM on Go Live Date	Logged	09/08/23	End Users	Staff are working to complete the required prerequisite training modules for PALM prior to UAT.
Technology	Axiom Pro Application will be reconfigured to pull the vouchers in PALM by UAT.	Logged	10/31/24	End Users	DOAH established a purchase order with Docufree/Image API to reconfigure Axiom Pro prior to UAT Interface testing. Monthly meetings have been set up them to discuss efforts.
People	All positions will be filled with staff trained on current business processes.	Logged	04/04/25	End Users	Staff have been working on updating their desk manuals for all their activities and will align them with the topics/activities with FL PALM.

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.

DOAH Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
July - August 2025	Megan S. Silver	megan.silver@doah.state.fl.us	09/08/25
May - June 2025	Megan S. Silver	megan.silver@doah.state.fl.us	07/08/25
March - April 2025	Megan S. Silver	megan.silver@doah.state.fl.us	05/12/25
January - February 2025	Megan S. Silver	megan.silver@doah.state.fl.us	03/07/25

Agency Sponsor Name: *