

Helpful Links

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[Florida PALM Workbook for DVA](#)
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DVA 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

AI Carter

RW Task Timeliness


Direct Impact Task Timeliness



Direct Impact Task Timeliness:
Score = 94.63%

- Submitted On Time = 38
- Submitted Late = 3
- Pending Submission = 0

Other Task Timeliness




Other Task Timeliness:
Score = 80.79%

- Submitted On Time = 52
- Submitted Late = 24
- Pending Submission = 1

RW Task Completeness


Direct Impact Task Completeness



Direct Task Completeness:
Score = 90.25%

- Submitted Complete = 30
- Submitted Incomplete = 2
- Completed After Submission = 8

Other Task Completeness



Other Task Completeness:
Score = 82.50%

- Submitted Complete = 34
- Submitted Incomplete = 5
- Completed After Submission = 9

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 = 6
- Duplicate Filled Role = 13
- Vacant Role = 0

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	515	Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II	01/29/24	04/12/24	Pending Resubmission	06/28/24	1/16/2025: task remains incomplete. Address items noted in verification form for completion. -dlt ETA by July 2024 - RFQ in process RC comment: as of 8/20, task remains incomplete via review with E. RiceMorgan. Anticipate completion by end of December 2024. VACO Analyst Jose Gutierrez working through Business processes.	Submission Incomplete	01/15/25
N/A	Processes	527	Identify Change Impacts and Update Agency Business Process Documentation for Segment III	04/15/24	07/12/24	Pending Resubmission	07/12/24	Remains incomplete. 1. Mark None where spreadsheet uploads are not identified. 2. Complete process documentation updates for Segments I, II, and III. -dlt, 11/6/2024	Submission Incomplete	09/19/24
N/A	Processes	543	Identify Change Impacts and Update Agency Business Process Documentation for Segment IV	07/22/24	10/18/24	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	04/08/25		Submission Complete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	10/03/25	75% - Consolidating/Inputting Information for Submission				
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	06/30/25		N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/09/25		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	07/10/25		Task Closed - Submission Incomplete	
N/A	People	616	Share Florida PALM Updates	07/14/25	07/25/25	100% - Submitted	07/24/25	Agency continues to keep leadership informed of progress. We do not have many stakeholders that will have a direct impact/play with Florida PALM.	Submission Complete	07/24/25
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		Looking to bring new vendor on board August 1. Then will incorporate them into the process of working training matters. End User Role mapping is nearly complete.		
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	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	587-B	Complete Data Cleansing Based on Mock Conversion 3 – APC001 Suppliers	08/11/25	10/03/25	100% - Submitted	08/19/25	DVA does not have any confidential Supplier records.		
Direct	Data	587-C	Complete Data Cleansing Based on Mock Conversion 3 – PCC001 Projects	08/11/25	10/03/25	25% - Beginning Initial Internal Meetings and Information Gathering				

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	09/10/25			
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.

DVA 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	05/14/25		Staffing/Resource Availability	Staffing shortfalls	Increasing	6 (Medium/High)	FDVA has one person performing most functions and must keep PALM tasks on track while simultaneously performing day-to-day required tasks. Also, staff turnover is an issue as some of these personnel are retiring or terminating employment due to increased workload. Additionally, major cyclic operations and events like year-end closeout and hurricane season becomes priority for these singularly manned positions.	Working to hire a new vendor/consultant to assist with key tasks as the current vendor was terminated for work performance.	Tasks will not be accomplished in a timely manner, if at all.	Vendor on board as of 10 September 2025. This vendor, who provided two analyst/consultants, should relieve some pressure from the Agency on policy development and training and allow us to more efficiently meet our goals and timelines.
Open and Monitoring	05/14/25		Staffing/Resource Availability	Contracting and Procurement Funding	Stable	6 (High/Medium)	Our Agency is unique and may require contractor support to meet implementation requirements and ensure our processes and procedures align to meet State, federal and local requirements, and that it supports the transition of staff. It could impact the Agencies ability to meet deliverables. Processes that don't align with PALM will have to be retooled to do so. Technology expertise may not be resident to perform retooling requirements.	Requesting that current funding be reverted and reallocated to support getting the contractual support needed.	PALM and Agency required processes won't synchronize leading to the Agency having to do manual processes.	Vendor started today (10 September 2025) so it is too early to determine the impact of the support they will be able to provide when it comes to transition and meeting deliverables. We are hopeful they will be able to assist with aligning our existing processes with PALM and developing our training to crosswalk between the two processes.
Open and Monitoring	05/14/25		Staffing/Resource Availability	Technology - IT Staffing	Stable	4 (Medium/Medium)	Existing IT Staffing has limited knowledge of PALM system and will take time to get trained up, especially given their existing Agency requirements. Agency requested additional personnel through the LBR process but positions to date, have not been approved.	Agency requested additional IT personnel through the LBR process, but these positions were not approved by the legislature. The next legislative session is another year away and the PALM implementation will have begun	Agency will not be able to meet IT requirements timely, if at all, if IT personnel can't support.	Agency is in the process or hiring additional IT Staff which should free existing staff to assist with PALM Information Technology requirements as they pop up.
Open and Monitoring	05/14/25		Interface	FDVA FLAIR and PALM Data Interface	Decreasing	4 (Medium/Medium)	FLAIR and Florida PALM data will be different in its input and likely representation, which may cause challenges when performing data analysis as well as input errors.	Staff will incur extra time and productivity lag in trying to learn, crosswalk and translate data outputs. Hopefully training and SOPs will minimize this issue. SOP being developed and revised, and training plan in place to mitigate this issue.	Data errors or data lag in inputting data.	Still think this will be a time intensive undertaking. A lot of staff have or are in the process of transitioning to retirement or other jobs. Will take time to bring the new and some existing employees up to speed on the PALM platform.

DVA 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	04/22/25		Staffing/Resource Availability	Human Resources Shortfall	Low - All impacts not listed	VACO Consultants were hired to assist Agency with PALM Transition 9 months ago, but had to fire them due to performance issues on 15 April 2025.	Secure a new contractor from State Term Contract listing and bring them onboard NLT 15 May 2025. A new vendor contract is being worked and we anticipate the new contractor being on board on 1 August 2025.	08/01/25	Contractor "Katydid" started today (10 September 2025). Agency is hopeful that the two analyst will be able to support our needs in both administration, operations, and training.

DVA 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	Funding will be approved/provided by the Florida Legislature to secure personnel or contract vendors to support the Agencies full PALM Transition.	Logged	09/18/23	FDVA and the overall Statewide PALM project implementation/all connected Agency process converted to PALM.	Funding received from legislature to procure contract support personnel to assist with PALM. Vendor started on 10 September 2025.
People Processes Technology Data	Sufficient contract personnel will be available to support the Agency as it undergoes its PALM integration.	Logged	05/14/25	FDVA PALM required processes (Admin, Fiscal, and Finance and Accounting functions)	Contractor began on 10 September 2025. Being integrated into the Agency and its processes.

People	FDVA Executive Leadership, including project Sponsor, will support the project by providing resources, access to systems and by supporting the organizational change management strategy created by the project development team.	Logged	09/18/23	Agency Administrative functions (Fiscal and Finance & Accounting)	Receiving support from State PALM Coordinators and have access to workshops, training, and task talks on upcoming requirements/tasks.
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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 *

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DVA Status Report Confirmation			
Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
July - August 2025	ALFRED D. CARTER	al.carter@fdva.fl.gov	09/10/25
May - June 2025	ALFRED D. CARTER	al.carter@fdva.fl.gov	07/01/25
March - April 2025	ALFRED D. CARTER	al.carter@fdva.fl.gov	05/12/25
January - February 2025	ALFRED D. CARTER	al.carter@fdva.fl.gov	03/07/25