FGCC 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

Lisa Mustain

RW Task Timeliness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Timeliness:

Score = 98.25%

- Submitted On Time = 34
- Submitted Late = 6
- Pending Submission = 0

Other Task Timeliness:

Score = 97.44%

- Submitted On Time = 68
- Submitted Late = 9
- Pending Submission = 0

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

RW Task Completeness

Direct Impact Task Completeness

Other Task Completeness

Direct Task Completeness:

Score = 94.36%

- Submitted Complete = 31
- Submitted Incomplete = 0
- Completed After Submission = 8

Other Task Completeness:

Score = 88.00%

- Submitted Complete = 36
- Submitted Incomplete = 2
- Completed After Submission = 12

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 = 5
- Duplicate Filled Role = 9
- 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
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		Submission Complete	07/31/25
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	10/17/25	75% - Consolidating/Inputting Information for Submission				
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	07/09/25		N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	100% - Submitted	07/11/25		Submission Complete	07/25/25
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	07/07/25		Task Closed - Submission Incomplete	07/24/25
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	10/17/25					
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	10/17/25					
Direct	Data	587-B	Complete Data Cleansing Based on Mock Conversion 3 – APC001 Suppliers	08/11/25	10/17/25					
Direct	Data	661	Update Conversion Field Mapping	08/11/25	10/17/25					
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	10/17/25					
N/A	N/A	617	Submit Bimonthly Agency Readiness Status Report	08/29/25	09/10/25	100% - Submitted	09/09/25		Submission Incomplete	09/12/25
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.

FGCC 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	11/25/24		Agency Business System Business Process Change Interface User Acceptance Testing	FGCC is unable to receive our source data from Versa (DBPR). Without this source data FGCC will be unable to create revenue inbound interfaces/spreadsheet uploads for interface testing, UAT, and Go Live.	Increasing	9 (High/High)	This risk is the results of current meetings with DBPR	FGCC is trying to identify alternative methods to create upload interface/spreadsheets	This risk has lead to an issue	This is still an open issue
Open and Monitoring	09/27/24		Agency Business System Business Process Change Interface User Acceptance Testing	FGCC has not found definitive information about the process, procedures, and schedule related Enterprise systems updating the PALM UAT environment during UAT. This impacts our ability to develop appropriate test plans and may also hinder the ability to input and reconcile PALM UAT data and balances.	Stable	6 (Medium/High)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC requests clarification of the interaction between each Enterprise system and PALM UAT environment during UAT	Additional changes to process, procedures, and testing plans	This is still an open issue
Open and Monitoring	06/28/24		Agency Business System Business Process Change Interface Conversion/Configuration User Acceptance Testing	FGCC has not found any definitive information regarding the scope and depth of the conversion testing. Additionally, FGCC has not found definitive information about the available of outbound interface files that can be used to reconcile conversion data in order to identify conversion errors.	Stable	4 (Medium/Medium)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC has bene told that the PALM team is working on process changes between Mock 2 and Mock 3 and that the Mock 3 conversion process will provide more insight	Additional changes to our Go Live process and procedures will need to occur in order to identify and address any conversion errors that are identified after Go Live	This is still an open issue
Open and Monitoring	11/25/24		Agency Business System Business Process Change Interface User Acceptance Testing	FGCC has found no definitive information about the schedule and availability of outbound interface files during UAT.	Stable	4 (Medium/Medium)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC requests clarification that outbound interfaces files will be available on a daily scheduled basis	May impact the ability to complete Testing objectives and reconciliation during UAT	This is still an open issue
Open and Monitoring	09/25/24		Business Process Change Conversion/Configuration User Acceptance Testing	PALM has explained that there are no scheduled resets of initial data loads during UAT. This introduces a risk associated with overall UAT processing. Without reset of initial data loads there is no way to test and confirm fixes associated with errors associated with data conversion that cannot be recreated. This means that the same errors may still occur during Go Live.	Stable	1 (Low/Low)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC requests that there be a few scheduled resets of initial conversion data	Adding additional steps to process and procedures to identify and address errors in cutover promptly	This is still an open issue

FGCC 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	05/12/25		Agency Business System Business Process Change Interface User Acceptance Testing	FGCC is unable to receive our source data from Versa (DBPR).	Critical - Impacts the	This has been an outstanding issue from the beginning	There is no action plan to resolve this issue. FGCC is trying to find alternative methods of getting our revenue data	06/30/26	This is an ongoing issue
Open	09/05/25		Agency Business System Business Process Change Interface	The Knowledge Center business process screen shots, descriptions, and explanations tend to be incomplete. This coupled with the delay in access to UAT environment impacts the ability to verify and validate interface file layouts, developing updated agency business processes, and finalizing agency system remediation. For example, when you go to the knowledge center for Acquire and Setup Assets 40.1 there are 4 sub process. 40.1.2 Online Asset Add is described as "creates individual asset records from details through direct input in Asset Management (AM)." This page contains zero screen shots and zero instructions for how an Agency AM Asset Processor would input anything. Under 40.1.1 Import Asset Add is intended to describe the	High - Impacts the a	This issue has been identified during interface development and testing	There is no action plan to resolve this issue. FGCC requests that PALM update the knowledge center or provide the agencies access to additional PALM screen shots until access to UAT is granted	06/30/26	This is a new issue

Status	Date		Type	Description	Impact	Issue Identified	Action Plan	Target Date	Notes
				import (inbound interface/spreadsheet upload) process. This does have a few screen shots. The screen shots show that the asset module has 6 tabs (general, maintenance, acquisition, location, license, supplemental). However, the knowledge center only provides a screen shot of two of these tabs and therefore the agency can only guess as to what is one the other tabs.					
Open	09/09/25		Agency Business System Business Process Change Interface User Acceptance Testing	The Knowledge Center reports sections appears to be out of date or in some case incorrect.

There are multiple reports within the General Ledger Module that appear to be incorrect because they include a column for GAAFR which is a FLAIR data element that has been replaced and does not exist in PALM. A few examples are GLR085, GLR112, and GLR115.

Additionally, there are numerous reports that only provide a message for "more information will be available soon" (GLR132, GLR133, GLR136, GLR139, GLR140, etc.)

As we prepare out testing plan for UAT as well as our training plans we are unable to identify what can be tested and what will be available to users and agency business systems. Currently, it has been explained that if some data is not available in outbound interfaces then it would be available via the reporting modules. We are unable to complete these processes and plans without knowing what information may be available. | High - Impacts the a | This issue has been identified during interface development and testing | There is no plan of action to resolve this. FGCC requests that PALM update the Knowledge Center Reporting information | 06/30/26 | This is a new issue |
| Open | 05/12/25 | | Agency Business System Business Process Change Interface User Acceptance Testing | FGCC will not be able to utilize all of the built-in PALM Interfaces in preparation for UAT and at PALM Go Live. Therefore, FGCC will not be able to utilize all current capability and functionality of the new statewide accounting system. This also means that FGCC will not be able to fully test available functionality during UAT. Additionally, instead of consistent automated business processes, FGCC must utilize a combination of standard interfaces, spreadsheet uploads, and exported hard copy reports in order to piece together process and procedures to send, receive, and reconcile data between agency business systems, PALM, and other state enterprise systems. | Low - All impacts no | This was uncovered during the interface approval process | There is no action plan to resolve this issue. Currently, FGCC must change our desired business process and procedure to accommodate the lack of access to all PALM functionality. | 06/30/26 | This is an ongoing issue |
| Open | 05/12/25 | | Agency Business System Business Process Change User Acceptance Testing | The changes in the iterative PALM processes has forced FGCC to change intended business process as well as alter testing plans and preparation. The iterative processes leading to Mock conversions have changed and have limited the ability of FGCC to make intended changes in FLAIR as well as the subsequent related conversion process. | Low - All impacts no | This issue was created after the original identified risk was not addressed | There is no action plan that to resolve this issue. FGCC would like to restore the iterative process is possible. | 06/30/26 | This is an ongoing issue |

FGCC 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 Data	FGCC is making the assumption that all Enterprise systems will establish an environment that will coordinate with PALM UAT and that we will be able to enter transactions/data into the enterprise UAT environment and these transactions/data will be integrated into PALM UAT	Logged	05/01/25	Agency Business Ssytems	This is still a current assumption
Technology Data	FGCC will not have a Versa Replacement system in place prior to PALM Go Live	Logged	05/01/25	Agency Business Ssytems	This is still a current assumption
Technology Data	FGCC will be able to utilize all PALM interface available to other agencies files at some point after PALM Go Live but will only have the approved PALM Interfaces for PALM Go Live	Logged	05/01/25	Agency Business Ssytems	This is still a current assumption

Agency Sponsor Confirmation

The form you are attempting to access is no longer active.

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FGCC Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
July - August 2025	Lisa Mustain	lisa.mustain@flgaming.gov	09/09/25
May - June 2025	Lisa Mustain	lisa.mustain@flgaming.gov	06/23/25
March - April 2025	Lisa Mustain	lisa.mustain@flgaming.gov	05/06/25
January - February 2025	Lisa Mustain	lisa.mustain@flgaming.gov	03/12/25

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for July - August 2025
Technology Data	FGCC is making the assumption that all Enterprise systems will establish an environment that will coordinate with PALM UAT and that we will be able to enter transactions/data into the enterprise UAT environment and these transactions/data will be integrated into PALM UAT	Logged			
Technology Data	FGCC will not have a Versa Replacement system in place prior to PALM Go Live				
Technology Data	FGCC will be able to utilize all PALM interface available to other agencies files at some point after PALM Go Live but will only have the approved PALM Interfaces for PALM Go Live				