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# DOH Status Report Dashboard

Reporting Period

May - June 2026

Agency Sponsor

Robert Herron

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

RW Task Timeliness

Direct Impact Task Timeliness



Direct Impact Task Timeliness:

Score = 100%

Submitted On Time = 56

Submitted Late = 0

Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 96.89%

Submitted On Time = 98

Submitted Late = 5

Pending Submission = 0

RW Task Completeness

Direct Impact Task Completeness



Direct Task Completeness:

Score = 80.91%

Submitted Complete = 32

Submitted Incomplete = 7

Completed After Submission = 16

Other Task Completeness



Other Task Completeness:

Score = 91.73%

Submitted Complete = 62

Submitted Incomplete = 3

Completed After Submission = 10

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 = 16
- Duplicate Filled Role = 0
- 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                                | People                       | 607     | Update Training Plan                                                       | 04/06/26                | 06/05/26              | 100% - Submitted              | 05/30/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| Direct                             | Data                         | 713     | Confirm Supplier Records                                                   | 04/20/26                | 05/22/26              | 100% - Submitted              | 05/13/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| Direct                             | Data                         | 698     | Complete Data Cleansing in Preparation for Dry Run 2                       | 04/20/26                | 06/17/26              | 100% - Submitted              | 06/17/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| N/A                                | N/A                          | 677     | Submit Bimonthly Agency Readiness Status Report                            | 05/01/26                | 05/11/26              | 100% - Submitted              | 05/07/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| Indirect                           | N/A                          | 678     | Submit Monthly Progress Report - Testing, Training                         | 05/01/26                | 05/29/26              | 100% - Submitted              | 05/29/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| Indirect                           | Data                         | 699     | Maintain Configuration and Conversion Workbooks                            | 05/01/26                | 05/29/26              | 100% - Submitted              | 05/29/26               | We are waiting on FACTS and batch updates to run so all the errors would clear in the Smartsheets.                                                                                                    | Task Closed - Submission Incomplete |                                  |  |
| Indirect                           | People                       | 700     | Maintain Role Mapping Worksheet                                            | 05/01/26                | 05/29/26              | 100% - Submitted              | 05/29/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| N/A                                | Processes                    | 602     | Update Agency Business Process Documentation                               | 05/04/26                | 10/30/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| N/A                                | People                       | 604     | Create Agency-Specific Learning Materials to Support End Users             | 05/04/26                | 10/30/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| Direct                             | Data                         | 701     | Submit Configuration and Conversion Workbooks                              | 06/01/26                | 06/17/26              | 100% - Submitted              | 06/17/26               | DOH has several thousands of ORGs and OCAs. This will be an ongoing process for DOH to maintain this till Go-Live.                                                                                    | Task Closed - Submission Incomplete | 07/07/26                         |  |
| Direct                             | People                       | 702     | Submit Role Mapping Worksheet                                              | 06/01/26                | 06/26/26              | 100% - Submitted              | 06/25/26               | DOH team was trying to make final updates to the Role worksheet when the Smartsheet job ran and the sheet was locked at 3:55 PM. This job overwrote some of the updates that the team was completing. | Submission Incomplete               | 07/07/26                         |  |
| Indirect                           | N/A                          | 679     | Submit Monthly Progress Report - Testing, Training                         | 06/01/26                | 06/30/26              | 100% - Submitted              | 06/30/26               |                                                                                                                                                                                                       | Submission Complete                 |                                  |  |
| Indirect                           | N/A                          | 619     | Update Agency Readiness Certification #3                                   | 06/22/26                | 07/10/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| Indirect                           | Technology                   | 586     | Create Agency Deployment Plan and Cutover Checklist to Prepare for Go-Live | 06/29/26                | 09/11/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| N/A                                | N/A                          | 680     | Submit Bimonthly Agency Readiness Status Report                            | 07/01/26                | 07/10/26              | 100% - Submitted              | 07/10/26               |                                                                                                                                                                                                       |                                     |                                  |  |
| Indirect                           | N/A                          | 681     | Submit Monthly Progress Report - Testing, Training, Cutover                | 07/01/26                | 07/31/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| Indirect                           | Data                         | 703     | Maintain Configuration and Conversion Workbooks                            | 07/01/26                | 07/31/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |
| Indirect                           | People                       | 704     | Maintain Role Mapping Worksheet                                            | 07/01/26                | 08/21/26              |                               |                        |                                                                                                                                                                                                       |                                     |                                  |  |

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.

| DOH Risks           |             |             |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |            |               |            |                                                                                                                                                                                                            |                                                                                  |                              |
|---------------------|-------------|-------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------|
| Status              | Date Opened | Date Closed | Primary Risk Category   | Risk Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Trend      | Risk Rating   | Background | Monitor/Mitigation Plan/Resolution                                                                                                                                                                         | Impact if Risk Becomes an Issue                                                  | Reporting Period Comments    |
| Open and Monitoring | 04/22/25    |             | Business Process Change | The intention is for DFS to setup all of our organization codes and they have to route through their team for an approval process as well. DOH has a large volume of organization codes and is concerned with the process flowing through DFS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Stable     | 9 (High/High) | N/A        | DOH will wait for the Organization codes to be set up by DFS                                                                                                                                               | This will delay things for DOH                                                   | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25    |             | Business Process Change | DOH currently uses multiple RDS and existing reports in preparation of Federal Grant Reporting. DOH is concerned how the agency will generate Grant Reporting within PALM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Increasing | 9 (High/High) | N/A        | DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability. DOH resources are also reviewing current Grants reports start to end again. | DOH will have to continue working on remediation with the information they have. | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25    |             | Business Process Change | PALM eliminating the IBI field for DOH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Stable     | 9 (High/High) | N/A        | DOH is working on a work-around to address this issue.                                                                                                                                                     | DOH will have to continue working on remediation with the information they have. | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25    |             | Post Implementation     | <p>With the implementation of PALM there will be many enterprise processes that are overseen by one agency that will impact all agencies.</p> <p>One example of this is DFS. DFS oversees areas such as Vendor Relations, Auditing, Financial Statements and New Account Codes. DFS will solely establish processes that will impact the successful implementation of PALM at the agency level based on these processes in relation to PALM being provided prior to implementation.</p> <p>Enterprise entities like AG/IG's offices or Agencies like DMS, DFS may present new processes / changes at or close to Go-Live or during Hypercare, that may present more work on the Agency. For example, auditing of payments and the increased number of returns and possibly hold up of payments all while transitioning and learning how to work within PALM. Back in 2019 when we went live with the Statewide Travel Management System (STMS), our trips were sampled for audit and returned by DFS increased from approximately 0-2 trips returned per month to 34 trips returned in April 2019 and 197 trips returned in May 2019. Once these trips were returned, we had to review the return and clear up the issue with the returns which meant coordinating with each traveler for each trip returned. This was very time consuming and a struggle to learn a new system and deal with the influx in sampled trips being returned.</p> | Stable     | 9 (High/High) | N/A        | DOH will await the changes in policies and procedures                                                                                                                                                      | DOH will have to prepare for possible delays.                                    | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25    |             | Business Process Change | <p>*Payroll Reallocation Voucher Adjustment: • How will we complete payroll reallocations for a voucher that posted in FLAIR in November - December 2026 when PRP is to process in January 2027 using the PALM data?</p> <p>• How will FIRS or CHDs edit or correct any vouchers between November - December 2026 when we go to PALM January 2027?</p> <p>• If only the balances are rolling over to PALM, then what about the voucher details?</p> <p>This is specific for Payroll Reallocation, but this will be true for all Vouchers."</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Stable     | 9 (High/High) | N/A        | DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability.                                                                             | DOH will have to continue working on remediation with the information they have. | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25    |             | Deployment/Cutover      | Missing or Incomplete information - Clear understanding and instructions from the Project team to the agency to complete tasks. Time to process the ask of the task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Stable     | 9 (High/High) | N/A        | DOH is in constant touch with the Readiness Coordinator to understand / clarify instructions                                                                                                               | DOH PM will be in touch with the PALM Project Readiness Coordinator              | Risk reviewed with CORE team |

|                     |          |  |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |                 |                                                                                                                                                                                                                    |                                                                                                                       |                                                                                                                                                                                                                                   |                              |
|---------------------|----------|--|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
|                     |          |  |                      | and have enough time to discuss and complete the task correctly.                                                                                                                                                                                                                                                                                                                                                                             |            |                 |                                                                                                                                                                                                                    |                                                                                                                       |                                                                                                                                                                                                                                   |                              |
| Open and Monitoring | 10/22/25 |  | Conversion/Configura | Cross Agency: Uncertainty around Data Warehouse Data and Access may cause a delay in agency planning or rework. Still concerned with the Data Warehouse functionality as the FLAIR reports which exist today in Information Warehouse were not migrated to the new warehouse only the FLAIR data tables were migrated.                                                                                                                       | Increasing | 9 (High/High)   | The answer to this risk affects our designs for agency data structure.                                                                                                                                             | Check documents released by the PALM Team to confirm assumptions or resolve end user needs by creating reports in FDW | The longer that this design is delayed the more likely that rework will be required at the agency level to meet historical data needs for Agency Business Systems and Users, which will potentially put the Go-Live Date at risk. | Risk reviewed with CORE team |
| Open and Monitoring | 03/06/26 |  | User Acceptance Test | SME's cannot test all functionality. Few controls are missing or not available to SME's. SME's are learning in limited scope - not understanding the complete end to end process.                                                                                                                                                                                                                                                            | Increasing | 9 (High/High)   | This was discovered during UAT                                                                                                                                                                                     | SME's will continue to participate and understand and ask questions as much as they can.                              | Work with PALM team to get the full picture.                                                                                                                                                                                      | Risk reviewed with CORE team |
| Open and Monitoring | 03/06/26 |  | User Acceptance Test | Many big impactful changes are being made without understanding the complete process within the system.                                                                                                                                                                                                                                                                                                                                      | Increasing | 9 (High/High)   | This was discovered during UAT                                                                                                                                                                                     | SME's will continue to participate and understand and ask questions as much as they can.                              | Work with PALM team to get the full picture.                                                                                                                                                                                      | Risk reviewed with CORE team |
| Open and Monitoring | 03/06/26 |  | User Acceptance Test | Limited number of SMEs at UAT                                                                                                                                                                                                                                                                                                                                                                                                                | Stable     | 9 (High/High)   | Only 3 SMEs are allowed by PALM to attend UAT sessions                                                                                                                                                             | SME's will continue to participate and understand and ask questions as much as they can.                              | 3 SMEs that go to PALM UAT will work with rest of the SMEs                                                                                                                                                                        | Risk reviewed with CORE team |
| Open and Monitoring | 03/06/26 |  | User Acceptance Test | Auditors do not accept reports that do not come out of the source system. Current RDS reports come out of FLAIR (source system)                                                                                                                                                                                                                                                                                                              | Increasing | 9 (High/High)   | Auditors have rejected reports that are not produced from source system.                                                                                                                                           | We will review the DW / BI reports                                                                                    | Work with PALM team to add reports needed by auditors                                                                                                                                                                             | Risk reviewed with CORE team |
| Open and Monitoring | 03/06/26 |  | User Acceptance Test | Configurations and Configurations are not coordinated with source system teams and PALM Project team. Directions are given adhoc. Smartsheets throw errors and DOH has experienced that batch jobs running adhoc as the team is updating the configurations.                                                                                                                                                                                 | Increasing | 9 (High/High)   | PM has informed RC                                                                                                                                                                                                 | We are working very hard on getting the                                                                               | DOH team will continue to work on this                                                                                                                                                                                            | Risk reviewed with CORE team |
| Open and Monitoring | 05/06/26 |  | User Acceptance Test | Currently STMS has not processed a payment in PALM UAT and DOH has had difficulty having a AOD-PALM payment process through to PALM and pay. DOH annually processes 45K to 50K AOD invoices and 15K to 16K STMS payments. Issues not flushed out and remediated prior to go live can cause delays at go live and significant bottle necks in payment processing, when payment queues will already be overloaded and stressed with crossover. | Increasing | 9 (High/High)   | Issues not flushed out and remediated prior to go live can cause delays at go live and significant bottle necks in payment processing, when payment queues will already be overloaded and stressed with crossover. | Test / Figure out issues in Production environment                                                                    | This will have a big impact on DOH due to high volumes of STMS and AOD payments. Staff will have to work overtime to accommodate and timely payments may not be made.                                                             | Risk reviewed with CORE team |
| Open and Monitoring | 05/19/26 |  | User Acceptance Test | MFMP does not plan to build out the AOD-PALM UAT environment to mirror production. The first time we test all converted functionality will be when we go live.                                                                                                                                                                                                                                                                               | Increasing | 9 (High/High)   | Samantha W was testing Converted MFMP POs report loaded in AOD-PALM and she discovered issues - the PULs don't align with Production.                                                                              | Test functionality missing in UAT Environment in Production environment                                               | This will have a big impact on DOH due to high volume of POs                                                                                                                                                                      | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25 |  | Training             | Lack of Training: The training needs to be specific to the State of Florida implementation, including specific Chart of Accounts ChartField values as well as other configured elements. In addition, there also needs to be technical related training for interfacing methods, data access for the IW, and remediation techniques                                                                                                          | Increasing | 6 (High/Medium) | N/A                                                                                                                                                                                                                | DOH is working on creating Foundational trainings and involved in UAT Pre-requisite meetings with DFS team.           | DOH will have to have expedite training.                                                                                                                                                                                          | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25 |  | Training             | The training timeframe given will not be enough time for us to create and launch agency specific trainings. End users won't have time to take them before go live either.                                                                                                                                                                                                                                                                    | Stable     | 6 (High/Medium) | N/A                                                                                                                                                                                                                | DOH training team is currently working on metrics to create a UAT plan to manage trainings for all PALM users.        | DOH will have to have expedite training.                                                                                                                                                                                          | Risk reviewed with CORE team |
| Open and Monitoring | 10/22/25 |  | Business Process Ch  | Cross Agency: Uncertainty Around Batch Schedule during E2E Interface Testing, may create challenge for agency ability to perform E2E Testing. There is currently a batch schedule; however, still not clear on if it is running as scheduled since there are times that DOH has been told the batches were stopped due to issues.                                                                                                            | Decreasing | 6 (High/Medium) | We can't know when new information is going to be coming from PALM to schedule processes to populate Agency Business Systems with up to date financial information.                                                | Worked closely with the PALM team to coordinate and resolve issues that arise during Interface Testing.               | The later that this is delayed the more likely that there will be impacts at the agency level that will require rework to meet the PALM Batch Schedule and potentially put the Go-Live Date at risk at the agency level.          | Risk reviewed with CORE team |
| Open and Monitoring | 04/27/26 |  | User Acceptance Test | MFMP has indicated that agencies can manually add users for testing purposes. While this is helpful, this approach presents several challenges.                                                                                                                                                                                                                                                                                              | Increasing | 6 (High/Medium) | Just like with PALM, we need CHD and program users actively testing their business processes in the system and gaining exposure to the new fields and converted data. We                                           | Train CHD users after Go-Live                                                                                         | Train CHD users after Go-Live                                                                                                                                                                                                     | Risk reviewed with CORE team |

|                     |          |  |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            |                   |                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                            |                              |
|---------------------|----------|--|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
|                     |          |  |                      | <p>One issue identified during UAT is that user roles and groups in the AOD PALM UAT environment were not configured to mirror the current production environment. Without MFMP's support in establishing these user accounts, DOH must determine the correct roles and groups through trial and error. This is highly time consuming, especially given the volume of system generated error messages encountered during user maintenance and the fact that DOH has thousands of users.</p> <p>Additionally, MFMP has developed a conversion plan for all AOD user profiles that will result in incorrect ORG security levels for DOH users. This plan was created without DOH input, and DOH is not aware of any plans to test the converted user profiles during agency UAT. DOH should have the opportunity to review converted user accounts during UAT rather than waiting until go live to troubleshoot both the issues already identified and any new issues that may arise.</p> |            |                   | converted data. We cannot have them logging in for the first time when the system goes live in January. That scenario would set us up for major issues. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                            |                              |
| Open and Monitoring | 10/22/25 |  | Conversion/Configura | Cross Agency: Limited use of special characters may lead to rework/ additional work at agencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Stable     | 4 (Medium/Medium) | The project could have automated the removal of special characters. Configurations and conversions were updated by technical resources.                 | Configurations and conversions Smartsheets were updated by technical resources.                                                                                                                                                                                                                                                                                                                                                                                                             | Rework/additional work will be needed                                                                                                                      | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25 |  | Business Process Ch  | Agency is unable to determine how the Trial Balance, Schedule of Allotment Balances, year-end closing processes and Schedule I processes will be completed with the Account field which combines the current FLAIR General Ledger Code and Object Code.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Stable     | 3 (Low/High)      | N/A                                                                                                                                                     | DOH is reviewing all the information available on Knowledge center to understand and implement changes to the best of ability.                                                                                                                                                                                                                                                                                                                                                              | DOH will have to continue working on remediation with the information they have.                                                                           | Risk reviewed with CORE team |
| Open and Monitoring | 09/09/25 |  | Agency Business Sys  | Timely completion of AxiomPro system remediation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Stable     | 2 (Low/Medium)    | AxiomPro is a 3rd party managed Agency business system, which is used by at least 9 different agencies.                                                 | DOH is working with Image API to identify the requirements and the final report.                                                                                                                                                                                                                                                                                                                                                                                                            | DOH will work with Image API on an alternate solution.                                                                                                     | Risk reviewed with CORE team |
| Open and Monitoring | 10/22/25 |  | Agency Business Sys  | Cross Agency: Timely completion of AxiomPro system remediation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Stable     | 2 (Low/Medium)    | AxiomPro is a 3rd party managed Agency business system, which is used by at least 9 different agencies.                                                 | 1. Vendor to refer FL PALM knowledge center to plan & design the system remediation.<br>2. Vendor to perform unit testing with the information provided by the FL PALM team.<br>3. FL PALM Team to make sizable and reliable sample/ test files available.<br>4. Vendor to perform exhaustive Technical Testing of the system integration (Cycle 2 - Testing) and complete defect fixes.<br>5. Agency to monitor the progress of the system remediation and provide support/ consultations. | ABS remediation of several agencies will be impacted. Some agency may have manual workaround however this may impact go-live readiness for a few agencies. | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25 |  | Agency Business Sys  | Awaiting confirmation and finalized configurations, conversions, and interfaces so DOH can calculate work effort on remediation and develop project timelines for completion of necessary tasks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Decreasing | 1 (Low/Low)       | N/A                                                                                                                                                     | We are creating DOH's FDW                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | DOH will have to continue working on remediation.                                                                                                          | Risk reviewed with CORE team |
| Open and Monitoring | 04/22/25 |  | Training             | Payroll Design Sessions are scheduled to complete / finalize by the PALM project in July-October 2024 (Segment IV). Agencies may not have enough time to understand and implement change of processes, requirements, interface files.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Decreasing | 1 (Low/Low)       | N/A                                                                                                                                                     | DOH is reading all the available information on knowledge center to understand Payroll changes.                                                                                                                                                                                                                                                                                                                                                                                             | DOH will have to continue working on remediation with the information they have.                                                                           | Risk reviewed with CORE team |

| DOH Issues |             |             |                            |                         |                                                                                                                                                                                                                           |                                                                                                |                          |                                   |                              |
|------------|-------------|-------------|----------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------|------------------------------|
| Status     | Date Opened | Date Closed | Priority                   | Primary Issue Category  | Issue Title                                                                                                                                                                                                               | Background                                                                                     | Action Plan              | Planned or Actual Resolution Date | Reporting Period Comments    |
| Open       | 04/24/26    |             | High - Impacts the ability | User Acceptance Testing | AOD is indicating agencies can add users for the purpose of testing. This will assist, but due to some of the challenges DOH has faced within in the AOD-PALM UAT, it would be beneficial if AOD-PALM tested adding users | CHDs would not access until go-live. I think this is an issue we need to add to our issue log. | Train CHDs after Go-Live | 12/01/26                          | Risk reviewed with CORE team |

|      |          |  |                             |                        |                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                    |                                                          |          |                              |
|------|----------|--|-----------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------|------------------------------|
|      |          |  |                             |                        | before using tools using an automated process similar to migration at go-live, prior to go-live.                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                    |                                                          |          |                              |
| Open | 05/01/25 |  | Low - All impacts not liste | Agency Business System | Changes to PALM website, PALM tasks, and the Interface files: Our agency is taking a lot of effort to educate and train technical and non-technical staff. Constant changes disrupts processes and it takes time to find the same information and retrain staff. For e.g., DOH staff got used to receiving emails for Interface and Report updates, now we have 2 or 3 resources who will check the Change Log every so often | DOH staff got used to receiving emails for Interface and Report updates, now we have 2 or 3 resources who will check the Change Log every so often | Resources will check PALM site and Change Log every week | 06/30/26 | Risk reviewed with CORE team |

| DOH Assumptions                  |                                                                                                                                                     |        |                        |                                          |                                               |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------|------------------------------------------|-----------------------------------------------|
| Critical Operational Elements    | Assumption                                                                                                                                          | Status | Date Logged or Removed | Impacted Stakeholder(s) and/or System(s) | Reporting Period Comments for May - June 2026 |
| People Processes Technology Data | PALM will provide solution and remediation of enterprise applications i.e., STMS, PeopleFirst, etc.                                                 | Logged | 05/01/25               | DOH Finance and Accounting               | Risk reviewed with CORE team                  |
| People Processes Technology Data | PALM will maintain the project "On schedule"                                                                                                        | Logged | 05/01/25               | DOH PALM Project team                    | Risk reviewed with CORE team                  |
| People Processes Technology Data | Enterprise entities like AG/IG's office, or Agencies like DMS, DFS will not add changes or new processes at Go-Live or during PALM HyperCare period | Logged | 05/01/25               | DOH Finance and Accounting               | Risk reviewed with CORE team                  |

Agency Sponsor Confirmation

Fields marked with an asterisk (\*) are required.

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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Privacy Policy

Report Abuse

| DOH Status Report Confirmation |                      |                            |                    |
|--------------------------------|----------------------|----------------------------|--------------------|
| Reporting Period               | Agency Sponsor Name: | Confirmed By:              | Confirmation Date: |
| May - June 2026                | Robert Herron        | robert.herron@flhealth.gov | 07/10/26           |
| March - April 2026             | Robert Herron        | robert.herron@flhealth.gov | 05/07/26           |
| January - February 2026        | Robert Herron        | robert.herron@flhealth.gov | 03/09/26           |