Helpful Links

- Dashboard Snapshots
- Knowledge Center
- Florida PALM Workbook for SCS
- Readiness Workplan

SCS 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

May - June 2026

Agency Sponsor

Eric Maclure

RW Task Timeliness

Direct Impact Task Timeliness

Direct Impact Task Timeliness:

Score = 99.63%

- Submitted On Time = 53
- Submitted Late = 1
- Pending Submission = 0

Other Task Timeliness

Other Task Timeliness:

Score = 97.77%

- Submitted On Time = 94
- 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.

RW Task Completeness

Direct Impact Task Completeness

Direct Task Completeness:

Score = 90.19%

- Submitted Complete = 38
- Submitted Incomplete = 2
- Completed After Submission = 13

Other Task Completeness

Other Task Completeness:

Score = 93.87%

- Submitted Complete = 61
- 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.

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

Change Champion Network:

- 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	**06/05/26**		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	**05/11/26**		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**		Submission Complete	
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	75% - Consolidating/Inputting Information for Submission				
N/A	People	**604**	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26	50% - In Progress				
Direct	Data	**701**	Submit Configuration and Conversion Workbooks	06/01/26	06/17/26	100% - Submitted	**06/17/26**		Submission Complete	
Direct	People	**702**	Submit Role Mapping Worksheet	06/01/26	06/26/26	100% - Submitted	**06/26/26**		Submission Complete	
Indirect	N/A	**679**	Submit Monthly Progress Report - Testing, Training	06/01/26	06/30/26	100% - Submitted	**06/29/26**		Submission Complete	
Indirect	N/A	**619**	Update Agency Readiness Certification #3	06/22/26	07/10/26	75% - Consolidating/Inputting Information for Submission				
Indirect	Technology	**586**	Create Agency Deployment Plan and Cutover Checklist to Prepare for Go-Live	06/29/26	09/11/26	50% - In Progress				
N/A	N/A	**680**	Submit Bimonthly Agency Readiness Status Report	07/01/26	07/10/26	100% - Submitted	**07/10/26**			07/10/26
Indirect	N/A	**681**	Submit Monthly Progress Report - Testing, Training, Cutover	07/01/26	07/31/26	50% - In Progress				
Indirect	Data	**703**	Maintain Configuration and Conversion Workbooks	07/01/26	07/31/26	50% - In Progress				
Indirect	People	**704**	Maintain Role Mapping Worksheet	07/01/26	08/21/26	50% - In Progress				

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.

SCS 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 Mitigating	06/11/25		User Acceptance Testing	If SCS cannot process end-to-end transactions at or above FLAIR transaction times and volumes, (i.e., invoice-to-warrant within 48 hours or procure-to-pay within 48 hours), SCS will find it difficult to certify that the PALM system and Enterprise Partners are ready to service SCS Financial Operations	Increasing	9 (High/High)	SCS has requested PALM to include formal UAT testing scenarios that exercises PALM processing times (singular) and Enterprise Partners (dual processing dependencies)	SCS has requested PALM to include formal "performance based" UAT test scenarios that includes multiple end-to-end transaction types that measure life-cycles timings in PALM and Enterprise Partners against what FLAIR and Enterprise Partners achieve today. Service Level Agreement (SLA) targets need to be defined and achieved with UAT testing for SCS to accept the PALM and Enterprise Partner systems for go-live.	SCS will not accept the PALM solution for go-live.	As SCS continues to execute our testing scenarios and expand into our "end-to-end" scenarios - post PALM UAT Refresh, we will continue to monitor the PALM and EBS applications to ensure processing accuracy to service all SCS financial transaction efficiently and effectively.
Open and Mitigating	06/02/26		Agency Business System	Supplier Remittance Addresses: If Supplier addresses fail to populate correctly between the SCS ABS systems of; Invoice Management System (IMS) and Tracker (Contract Management System); and EBS of FACTS, FLIPS and PALM, then SCS faces risks of payment delays, contract compliance breaches, and misdirected disbursements.	Decreasing	9 (High/High)	Root Cause Possibilities: System integration or data mapping failures when: - If Supplier Addresses are not captured and stored correctly in PALM Financials as defined by the Supplier in FLIPS: - Impact: SCS Tracker system only sends the Supplier ID to FACTS, then FACTS sends it to PALM. If PALM does not associate the correct Supplier Remittance Address with the Supplier ID, then SCS Contract accuracy is at risk. - Impact: SCS IMS system is required to send the Supplier ID and Supplier Address with all Invoices via interface API002 (inbound) to PALM. IMS relies on outbound PALM interface, API020 (Supplier Data), to provide correct Supplier remittance address. If PALM does not associate the correct Supplier Remittance Address with the Supplier ID, then SCS Invoice Payments are at risk. The Impact (Then): o Financial: Incorrect vendor addresses can cause invoice processing holds or misrouted payments. o Legal & Compliance: Misaligned records make it difficult to verify contractual obligations and tax liabilities. o Operational: Staff must resort to manual data validation and time-consuming invoice corrections Supplier Address dependencies: o Setup and stored: FLIPS and PALM o SCS Usage: Tracker and IMS	Root Cause Possibilities: System integration or data mapping failures	SCS faces risks of payment delays, contract compliance breaches, and misdirected disbursements.	PALM has provided updated Supplier processing instructions on the Knowledge Center to help mitigate this risk. SCS will test and monitor the results as we expand our testing scenarios to include "end-to-end" testing post PALM UAT Refresh.
Open and Mitigating	05/02/25		User Acceptance Testing	If PALM is not fully operations in UAT, then SCS schedules, timelines, and delivery dates in SCS IMS will need to be delayed with dependencies adjusted. . Depending on what PALM UAT functionality is delivered, SCS's will need to reassess which parts of our Financial, HR/Payroll, and Reporting operations PALM will be able to service. To ensure proper alignment is in place to operate in PALM throughout UAT and possibly Training and Production, SCS must perform additional analysis of our business process models, staffing levels, resource structures, workflows, operating procedures, and changes to internal	Increasing	6 (High/Medium)	Milestones missed, Schedules and Timelines have been extended	Requested through IV&V to have PALM communicate directly to all agencies their progress against plan on establish “control thresholds information" on a regular basis. Following up with PALM POC's and other Agency contact.	SCS schedules, timelines, and delivery dates in SCS IMS will be delayed with increases in time and costs.	SCS is Becoming Confident in our readiness to perform all required SCS financial transactions in the PALM system as we continue to: 1) Prepare training materials that will help SCS staff to perform their duties in PALM 2) Update desktop procedures to perform PALM end-to-end transactions involving Agency Business Systems (ABS) and Enterprise Business Systems (EBS) 3) Deploy updated technology systems that enable Agency Business Systems (ABS) to interface with PALM and EBS 4) Validate converted

				and changes to internal Agency Business Systems to determine our SCS functional and technical operational models.						4) Validate converted FLAIR data and configuration data in the PALM system for all required financial transactions
Open and Mitigating	05/02/25		User Acceptance Testing	If Enterprise Partner applications are not operational in UAT, then SCS schedules, timelines, and delivery dates in SCS IMS will need to be delayed with dependencies adjusted. . Enterprise Partners are critical in processing SCS Financial, HR/Payroll, and Report distribution information. Depending on what functionality is delivered, SCS's will need to reassess which parts of our Financial, HR/Payroll, and Reporting operations PALM and Enterprise Partners will be able to service. To ensure proper alignment is in place to operate in PALM throughout UAT and possibly Training and Production, SCS must perform additional analysis of our business process models, staffing levels, resource structures, workflows, operating procedures, and changes to internal Agency Business Systems to determine our SCS functional and technical operational models..	Increasing	6 (High/Medium)	PALM has encouraged Agencies to take on more responsibilities by directly engaging Enterprise Partners (EP). This approach can overwhelm EPs.	SCS is focusing on internal ABS testing and defining where Enterprise Partners can be leveraged. Also, communicating with external partners our requirements & expectations for successful integration support Continuing to reach out to Enterprise Partner (EP) POC, PALM POC's, and other Agency contacts. Attending EP workshops and demos as they are made available.	SCS will not be able to process critical transactions end-to-end in PALM resulting in schedules, timelines, and delivery date delays.	SCS is Becoming Confident in our readiness to perform all required SCS financial transactions in the PALM system as we continue to: Update desktop procedures to perform PALM end-to-end transactions involving Agency Business Systems (ABS) and Enterprise Business Systems (EBS) Deploy updated technology systems that enable Agency Business Systems (ABS) to interface with PALM and EBS
Open and Mitigating	05/02/25		Staffing/Resource Availal	If SCS does not receive supplemental funding as requested, then SCS's ability to migrate and transform to PALM Financials, HR/Payroll, and Reporting at go-live will be at risk. Receiving requested funds will allow SCS to properly prepare, migrate, and transition to PALM Financial, HR/Payroll, and Reporting operations within schedules, timelines, target delivery dates, and costs.	Increasing	6 (High/Medium)	SCS will submit supplemental funding request and justification to support additional SCS resources	Monitoring funding allocations	SCS's ability to migrate and transform to PALM Financials, HR/Payroll, and Reporting at go-live will be at risk.	SCS continues to monitor our ability to perform all required SCS financial transactions in the PALM system as we continue to evaluate PALM Financials Transactions, HR/Payroll Processing, and Reporting: SCS Staff: - Prepare training materials that will help SCS staff to perform their duties in PALM SCS Process & Procedures: - Update desktop procedures to perform PALM end-to-end transactions involving Agency Business Systems (ABS) and Enterprise Business Systems (EBS) SCS Technology Support Systems: - Deploy updated technology systems that enable Agency Business Systems (ABS) to interface with PALM and EBS SCS Data Conversion and Configuration Data Values: - Validate converted FLAIR data and configuration data in the PALM system for all required financial transactions"
Open and Mitigating	06/06/25		User Acceptance Testing	If PALM Business Intelligence, Reporting and Data Warehouse is not similar to FLAIR functionality in UAT, then SCS will to have to modify our current PALM defined business process models, staffing levels, resource structures, workflows, operating procedures and changes to internal Agency Business Systems which will delay SCS schedules, timelines, and delivery dates.	Increasing	4 (Medium/Medium)	In July 2024, prior to opening a Risk, SCS sent a question to the PALM Project Team regarding Financial Transaction Details and received a response in December. This did not satisfy SCS reporting requirements that are provided in FLAIR today.	Following up with PALM POC's and other Agency contacts. Sent an email to PALM on June 06/06/2025 requesting similar FLAIR Data Warehouse capabilities and for PALM to conduct a session discussing reporting solutions/alternatives with agencies. SCS has received responses from PALM around operationalizing PALM delivered Business Intelligence, Reporting and Data Warehouse functionality. SCS is currently set to	SCS will not be able to properly provide pre-defined and custom reports for individuals, units, organizations, locally, and remotely (Florida-wide SCS community).	As SCS expands our user community to include new end users in Report Recipient Roles, SCS will monitor that the PALM information requested is accessible and delivered efficiently as we execute our "end-to-end" testing scenarios post PALM UAT Refresh beginning in August 2026.

								begin testing internal ABS testing scenarios that will accommodate “end-to-end” functional scenarios between PALM, SCS, & Enterprise Partners. However, based on PALM's responses to SCS questions around PALM delivered Business Intelligence, Reporting and Data Warehouse utilization, SCS is having to modify our current PALM defined business process models, staffing levels, resource structures, workflows, operating procedures, and changes to internal Agency Business Systems. SCS Transaction History will be our heavy lift on how to retrieve transactional data fields from a wide array of PALM tables.		
Open and Mitigating	10/07/25		Interface	If PALM Interfaces do not provide Asset information that relates to specific payment transactions through the API031 Outbound Voucher and Payment Extract interface, then SCS will not be able to load that information into our ABS Trans-History application for Agency to utilize	Stable	4 (Medium/Medium)	SCS requires Asset information that relates to specific payment transactions be available for our ABS Trans-History application for users to utilize	SCS is looking at alternate ways to load Asset information that relates to specific payment transactions.	SCS will not be able to load that information into our ABS Trans-History application for users to utilize.	SCS continues to monitor payment posting accuracy with Asset related information to ensure this information is available in our ABS Trans-History application for users to search and retrieve.
Open and Mitigating	10/31/25		Agency Business Systen	If SCS does not have the ability to test and validate our annual Leave Liability and ARS Time Reporting reconciliation process with People First and PALM, then SCS time-to-close will be extended to allow for manual processing to complete our end-of-year postings to DFS.	Increasing	4 (Medium/Medium)	This situation exists because SCS does not use People First for employee time entry processing. SCS utilizes two ABS applications instead, ARS for employees to enter their time throughout the fiscal year and Leave Liability to reconcile and post their liability balances to DFS Financials at yearend.	SCS must interpret any People First and PALM HRMS changes within the context of our configuration, then reach out when necessary for clarity.	SCS time-to-close will be extended to allow for additional manual processing to complete our Leave Liability balance postings to DFS Financials.	As SCS executes post PALM UAT Refresh testing scenarios beginning in August 2026, PALM will focus on Yearend testing scenarios, this will allow SCS to test our employee time entry from ABS ARS and reconcile SCS Leave Liability posting of employee liability balances to DFS Financials at yearend
Open and Mitigating	05/02/25		Identity Provider (IdP)	If SCS domain transition from “.org” to “.gov” is not complete before PALM UAT is available, then SCS users may have trouble accessing the PALM UAT environment resulting in falling behind with migration and transformation activities in UAT.	Decreasing	1 (Low/Low)	This change has impacted current SCS Cash Management (CM) users' ability to access the current PALM CM application. If these changes aren’t rolled out before PALM UAT begins, it will affect timely submission of upcoming tasks and can also affect SME access to the UAT environment.	SCS is working with PALM IT with case number CS0012635 - to resolve any .gov related access issues.	SCS users may have trouble accessing the PALM UAT environment resulting in falling behind with migration and transformation activities in UAT.	All changes applied to date that impact SCS users accessing PALM have been successful. Continuing to monitor as we expand our user community to include other Domains that require PALM access as we enter into "end-to-end" testing post PALM UAT Refresh in August 2026.
Open and Mitigating	05/02/25		Conversion/Configuratior	If SCS does not fully understand the complete impact of how PALM is converting FLAIR Vendor/Sequence Numbers to PALM Supplier Numbers, then SCS will not be able to properly process Contracts and Supplier related transactions correctly. PALM maintaining accurate FLAIR Vendor/Seq number to PALM Supplier number conversion cross-walk is critical for SCS to process financial transactions correctly.	Stable	1 (Low/Low)	SCS is working with PALM and MFMP to determine how FLAIR Vendor/Seq # are converted to PALM Supplier #	SCS is working with PALM and MFMP to determine how FLAIR Vendor/Seq # are converted to PALM Supplier #	SCS will not be able to properly process Contracts and Supplier transactions correctly.	Continue to receive PALM updated Vendor to Supplier cross-walk to test financial transaction posting accuracy.

SCS Issues

Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments
Open	05/07/25		High - Impacts the ability	Business Process Chang	SCS is adopting new PALM HR/Payroll business processing requirements, designs, & reporting: - This will Impact internal SCS ABS ARS Timekeeping, Leave Liability reconciliation with PALM Financials and SCS HRIS payroll reporting from PALM	Implementing the information collected during the PALM HR/Payroll workshops. SCS is conducting internal design sessions to update agency procedures.	Validating updated processing with SCS HR, F&A, & OIT	07/31/25	As SCS executes post PALM UAT Refresh testing scenarios beginning in August 2026, PALM will focus on Yearend testing scenarios, this will allow SCS to test any HR/Payroll procedures changes and test our employee time entry process impacts from our ABS ARS and also reconcile SCS Leave Liability posting of employee balances to DFS Financials at fiscal yearend.

SCS 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	SCS is assuming that PALM will provide full application functionality for all modules & business processes to support SCS’s modified production performance model	Logged	06/06/25	SCS Business Units: - F&A Budget	SCS is Becoming Confident in our readiness to perform all required SCS financial transactions in the PALM system as we continue to:

	SCS's modified production performance model. SCS is creating internal ABS testing scenarios that will integrate a complete "end-to-end" testing scenario between SCS, Enterprise Partners, & PALM			- Budget - Contracts & Grants - HR/Payroll - OIT - Courts Administration	continue to: 1) Prepare training materials that will help SCS staff to perform their duties in PALM 2) Update desktop procedures to perform PALM end-to-end transactions involving Agency Business Systems (ABS) and Enterprise Business Systems (EBS) 3) Deploy updated technology systems that enable Agency Business Systems (ABS) to interface with PALM and EBS 4) Validate converted FLAIR data and configuration data in the PALM system for all required financial transactions
People Processes Technology Data	PALM related changes to Leave Liability and ARS will not be processed until June 2027, post PALM go-live date targeted for January 2027. There will be a grace period from PALM's go-live date to the date when Leave Liability and ARS will be processed for fiscal end-of-year reconciliation and posting to PALM	Logged	10/28/25	SCS Business Units: - F&A - HR/Payroll - OIT	As SCS executes post PALM UAT Refresh testing scenarios beginning in August 2026, PALM will focus on Yearend testing scenarios, this will allow SCS to test any HR/Payroll procedures changes and test our employee time entry process impacts from our ABS ARS and also reconcile SCS Leave Liability posting of employee balances to DFS Financials at fiscal yearend.

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*

Submit

SCS Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
May - June 2026	Eric W. Maclure, State (	macluree@flcourts.org	07/10/26
March - April 2026	Eric W. Maclure, State (	macluree@flcourts.org	05/10/26
January - February 2026	Eric W. Maclure, State (	macluree@flcourts.org	03/08/26