All Agency Technology Mitigation Report Certification #1

	Agency	Critical Operational Element	Criteria ID	Criteria	Why has the criteria not been met?	What mitigating actions are being taken?	Who is responsible for supporting the mitigation?	Impact/workaround if mitigation is not completed?	Planned completion date of the mitigation steps?
1	AHCA	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	1) Test Data Issues: There is a significant lack of valid test data necessary for validating and structuring changes, leading to extended remediation times. It has been found to be difficult to create test files also leading to extended remediation time. The absence of a proper sandbox environment has complicated the process. 2) Effective integration of complex ABS: Integrating the highly complex ABS (SunFocus) with new structural data changes of the Florida PALM data is challenging. 3) Complex Structural Changes: Structural changes have proven more complex than initially anticipated, impacting the overall remediation timeline. 4) Resource Limitations: With the loss of the most experienced developer (application and institutional knowledge) and continued enhancements to the current SunFocus system, there has been a significant impact to the remediation plans.	1)The remediation efforts will prioritize unique agency processes, specifically the Weekly Medicaid Run and Invoicing Modules, which are essential for daily operations. 2) For incomplete modules, alternative methods will be identified to perform necessary functions. This will involve manually intensive efforts by the BFS teams, such as extracting data from the data warehouse, using standardized Florida PALM reports, and utilizing Florida PALM online for daily activities until full remediation is achieved. 3) Additional development resources will be allocated, and current development resources time will be increased to focus on Florida PALM, reducing time spent on other activities. 4) The AHCA IT PALM team will also provide additional guidance to developers to enhance their understanding of Florida PALM and the remediation requirements.	Abby Dunn/Phyllis Wander	Will continue to perform manual operations as more efficient efforts are being made to streamline tasks for the BFS team	11/07/25
2	CITRUS	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	Due to budget and timing constraints, Citrus has elected to not begin construction of our interface files into our Data Warehouse until September 2025.	Per our Readiness Touchpoints, Citrus will begin construction of our interfaces in September 2025 to align with budget and testing needs.	Project Manager, Director of Information Technology, Managed Services Partner (AllTek Services), Implementation Partner (TBD)	Failure to complete the construction and testing on schedule will delay the implementation of the interfaces at Citrus. There is no workaround. The overall impact to the Florida PALM Project will be minimal as all Citrus interfaces are outbound from Florida PALM.	09/26/25
3	CITRUS	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	Citrus is undergoing a Agency-wide infrastructure migration to the Azure Cloud, the final location and configuration of the test environment is dependent upon completion of this effort.	Citrus is aware of the logical dependency and has constructed our implementation timeline to meet the expected deadlines.	Project Manager, Director of Information Technology, Managed Services Partner (AllTek Services)	Failure to complete the migration on schedule will delay the construction and testing of the interfaces. There is no workaround. The overall impact to the Florida PALM Project will be minimal as all Citrus interfaces are outbound from Florida PALM.	08/29/25
4	CITRUS	Technology	3.4	Agency IdP has been confirmed, and configuration with the Florida PALM UAT environment is on track to be complete before the start of UAT.	Citrus is undergoing a Agency-wide infrastructure migration to the Azure Cloud, the final configuration of the IdP is included in this effort.	Citrus is actively working our Managed Services Partner to complete the infrastructure migration and configuration.	Project Manager, Director of Information Technology, Managed Services Partner (AllTek Services)	Failure to complete the configuration of the IdP on schedule will delay Citrus' participation in UAT. There is no workaround. The overall impact to the Florida PALM Project will be minimal as all Citrus interfaces are outbound from Florida PALM.	08/15/25

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CITRUS	Technology	3.5	Agency SME end users have been added to the agency's IdP for the Florida PALM UAT environment.	Citrus is undergoing a Agency-wide infrastructure migration to the Azure Cloud, the final configuration of the IdP is included in this effort.	Citrus is actively working our Managed Services Partner to complete the infrastructure migration and configuration.	Project Manager, Director of Information Technology, Managed Services Partner (AllTek Services)	Failure to complete the configuration of the IdP on schedule will delay Citrus' participation in UAT. There is no workaround. The overall impact to the Florida PALM Project will be minimal as all Citrus interfaces are outbound from Florida PALM.	08/15/25
DCF	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	DCF's internal development targets are to be ready by the defined Integration Test dates for integration testing. We continue to experience lags due to lack of access to realistic sample data and with questions regarding integrations raised to the project receiving slow response times.	DCF Project Manager is actively monitoring development time frames to ensure systems are ready for testing by the target dates in August - October.	DCF PM, TL and PALM Project Liaison	DCF is prepared to mock-up integration files if needed to complete initial integration testing. We will be prepared for testing loads of all outbound files to our data warehouse by August 1.	10/15/25
DCF	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	DCF's internal development targets are prioritized and defined by the Integration Test dates. Some development, such as our GRANTS short-term solution, has been impacted due to lack of access to realistic sample data and data mapping questions not yet responded to.	DCF Project Manager is actively monitoring development time frames to ensure systems are ready for testing by the target dates in August - October.	DCF PM, TL and PALM Project Liaison	DCF is prepared to mock-up integration files if needed to complete initial integration testing. We will be prepared for testing loads of all outbound files to our data warehouse by August 1.	10/15/25
DEM	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	Coordination of all parties necessary for successful remediation required lead time for contract management and workflow integration. We have conducted remediation, however, PALM is not fully completed and additional remediation and success may be necessary as PALM approaches completeness.	Expedited design and development teams have been created and are engaged in remediation	Michael Braun	System data will be stored outside of ABS and translated by Finance bureau into PALM appropriate instructive data	10/03/25
DLA	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	Design and Development are little slower than expected; Anticipate an Internal Test on 31st July	Iterative Testing until all the errors are eliminated.	Tony Sullivan	Manual testing until remediation is completed	08/29/25
DMA	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	Quicken replacement program is still in development.	System will come online latter part of Jul 25 first of Aug 25.	Vendor	Minimal - Continue to use the Quicken program for Cooperative Agreements.	08/30/25
DMA	Technology	3.4	Agency IdP has been confirmed, and configuration with the Florida PALM UAT environment is on track to be complete before the start of UAT.	Currently working with PALM Staff to ensure that the @dma.fl.gov is added to the correct security group.	Should be completed NLT COB 11 Jul 25.	DMA and PALM IT Staff	Minimal - Would use a temporary log in for PALM until the permissions are fixed.	07/11/25
DMA	Technology	3.5	Agency SME end users have been added to the agency's IdP for the Florida PALM UAT environment.	Currently working with PALM Staff to ensure that the @dma.fl.gov is added to the correct security group.	Should be completed NLT COB 11 Jul 25.	DMA and PALM IT Staff	Minimal - Would use a temporary log in for PALM until the permissions are fixed.	07/11/25
DOE	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	ABS remediation and uplift has depended on the finalization of various PALM interface files. Finalization was delayed by six months.	Development will continue and accelerate through October 2025.	Technical liaison/Agency Liaison/Project Manager	Manual processes will be employed for any systems not ready by due date.	03/27/26

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14	FDLE	Technology	3.1	Agency interface needs have been confirmed.	Agency has recognized need for a new reporting system which will need data from some PALM outbound interfaces. The need for new reporting system was identified recently hence the delay in confirming interfaces.	We are in process of evaluating interfaces and will be able to provide updates within next few days.	ITS	FDLE will be limited to Data Warehouse and PALM canned reports and the retention schedule of those systems.	08/08/25
15	FDLE	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	The complexity of the RAMS application code and time needed to modify this system is preventing us from reaching the 75% threshold currently.	We are increasing development efforts for RAMS.	ITS	If mitigation is not completed RAMS will not be able to interface with PALM application. The volume of manual interaction with PALM would be overwhelming for staff.	11/30/25
16	FDOT	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	The agency does not have access to a PALM test environment, the PALM data warehouse, or interface testing data.	Mitigation actions are not feasible as continued development is contingent upon the ability to enter into UAT and test PALM functionality, interfaces, and data warehouse reporting.	Agency Technical Leads and Developers	Further development of agency business systems will be hindered and based upon assumed PALM capability that has not yet been observed or tested.	08/01/25
17	FDOT	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	Recurring changes to interface layouts and the lack of data entity relationships for interfaces have made it very challenging to finalize the data model for the PALM development environment. We believe we now have the final data model that will be used for UAT in our development environment and anticipate having our UAT environment complete on August 8.	The development environment will be used for interface testing if the UAT environment is not ready in time.	Agency interface developers and database administrators	Not needed. The development environment has the capability to be used for interface testing.	08/01/25
18	LEG	Technology	3.2	Agency business system remediation for Tier 1 systems is at least 75% complete.	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	03/31/26
19	LEG	Technology	3.3	Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM.	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	This has been discussed during the last two Monthly meetings	03/31/26