Task Instructions

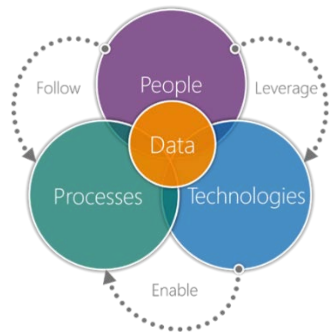
Task ID: *328*
Task Name: *Document Current Agency Business Processes*
Task Start Date: *July 31, 2023*
Task Due Date: *December 15, 2023*

Task Description

Document and submit confirmation of current agency fiscal and payroll processes, including the people and any agency business systems (ABS) engaged in the processes.

Task Overview

Florida PALM is a business transformation that will impact your agency's people, processes, technologies (systems), and data. In order to prepare for your agency's business transformation, a solid understanding of your current business practices, including the processes used, the people involved, and the systems used is the starting point. By having your current business state fully documented you will be better prepared to complete future business transformation tasks and identify future change impacts and system remediations. This task is the culmination of current state analysis tasks and uses elements from your other current state inventories you have documented.



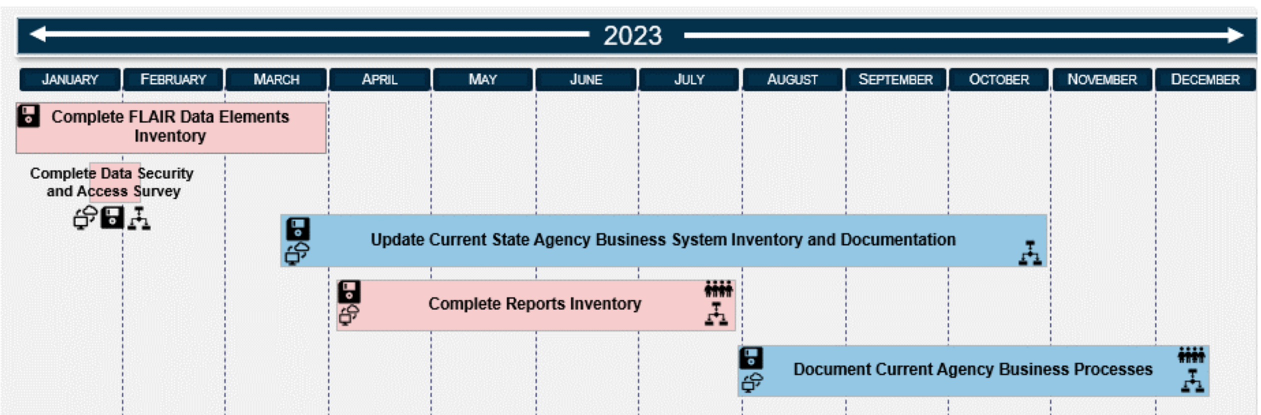


Figure 1: Readiness Workplan Tasks Timeline

This task requires you to create an inventory of business processes and subprocesses and to create and/or update all agency accounting and payroll-related business processes documentation. You should consider how work starts, the path or flow of information, and the downstream implications (i.e., uses or recipients). The documentation should include all processes, the people involved, the technologies used, and the critical data that is created or consumed during the process. Creating user stories can help gather and engage end user perspectives today when looking across your agency and its processes. They can also serve as the framework for future testing scenarios during User Acceptance Testing (UAT).

Whether the effort of the task for your agency will be the creation of business process documentation (*"we know what we do, we just don't have it written down"*), the update of existing process documentation (*"some of what we do is documented, but we could write more"*), or the confirmation of documentation (*"our processes are written down and current"*), a well-documented set of business processes should answer the following questions:

- **What is the process?** *(Give it a name and a clear objective.)*
- **Why is the process necessary?** *(Consider up- and down-stream impacts of the process. Identify law - rule - agreements that make the process necessary. Define how the output of the process is used by the agency or agency partner.)*
- **What are the start and end points?** *(Identify the standard and atypical triggering events and how you know when it is complete.)*
- **What are the inputs?** *(Identify the information, materials or equipment, including agency business systems, necessary to complete the process.)*
- **What are the sequence of key of events in the process?** *(Identify the required steps, decisions, and potential variations.)*
- **What is the expected result?** *(Identify how you know the process has been completed successfully or the potential errors or anomalies along the way, as well as any outputs.)*
- **Who are key players in the process?** *(Identify who completes the task, who relies on the process, and any decision makers.)*

Elements of Task

1. Provide inventory of agency business processes
2. Create and/or update business process documentation

Provide Inventory of Agency Business Processes

The first step is to prepare an inventory of your current business processes. To do this:

- *Gather a knowledgeable team* – Involve the people that carry out the process and their supervisors. Involve those responsible for the process but also include those that rely on the process, such as divisions or offices outside of finance and accounting. Use meetings or focus groups to discuss or model the process. Some agencies have considered using outside support to help gather and document processes.

- *Create an outline of key business processes (i.e., a table of contents) within each Business Process Grouping* – This inventory should cover your agency's daily, weekly, monthly, quarterly, annual or ad hoc processes. For many agencies, some of these processes are identified and/or documented through existing desk procedures, process flows, or standard operating procedures. Your agency's existing procedures are a great place to start with preparing your inventory.

  However, there are likely gaps in such documentation and you will need to consider additional resources for developing your inventory. Using the previous current-state analysis worksheets prepared by your agency, think about the FLAIR data elements and how you use them today, think about the critical outputs (reports), and think about the systems that are used to support the business process. You may also reference the information your team gathered during its preparation for the Personalized Agency Working Sessions last fall, including the helpful guide to Understanding Agency Unique Business Processes provided by the Project.

- *Brainstorm the variations of the key business processes* – The objective is to break your processes into smaller subprocesses, which can be documented as a group, but which can help identify critical variations. These variations are important nuances not to be lost, and will also become the basis for your individual use cases for your agency.

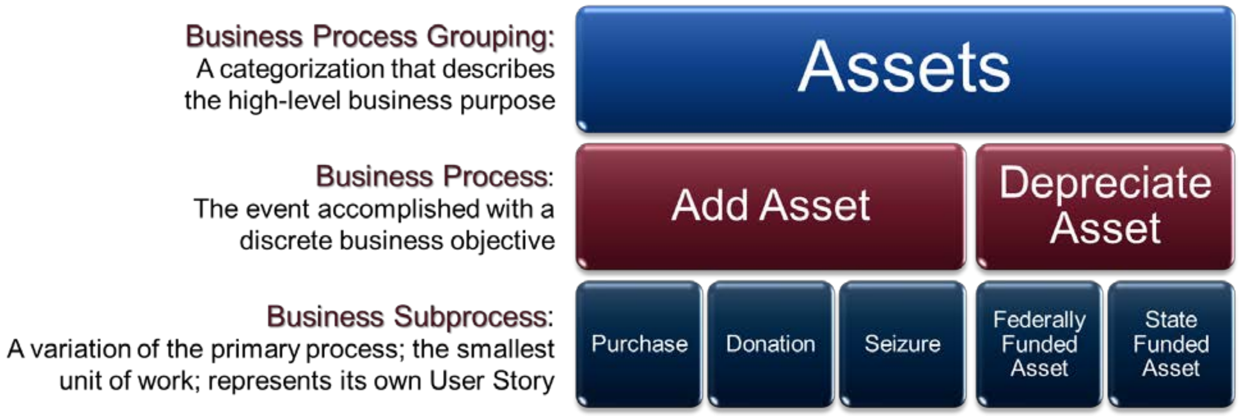


Figure 2: Example of Breaking Down a Business Process

To help uncover the lowest level of detail within your business processes, you can leverage the creation of user stories (use cases), which help to focus on the users' needs by creating a simple statement that describes the user, what they want and why. As your agency transitions to Florida PALM and adopts a new financial management solution for meeting your business needs, the thing that will remain constant is your users' basic needs ('what' they want and 'why'). Linked within the Supporting Materials and Resources section is a template User Story Guide, which can support your agency brainstorming of its business processes, activities, and sub-activities.

- *Fill in the details* – Capture the information about each business process and subprocess in your agency's Current-State Business Processes Inventory worksheet found in your agency's workbook in Smartsheet. Use this worksheet as your checklist/guide for tracking the completion of the documentation of your agency's current state business processes.

Business Process Grouping	Business Process	Business Subprocess	Primary Role	Other Role(s)	Related Reports	Related ABS	Documentation Status	Comments
Disbursements Management	Paying Invoices	Utilities	Accounting Specialist	Accounting Supervisor	Test 1	Test 2	In Progress - 50%	
Disbursements Management	Paying Invoices	Travel Reimbursement	Accountant II	Traveler, Travel Approver			In Progress - 75%	
Disbursements Management	Paying Invoices	Supplies and Materials	Accounting Specialist	Accounting Supervisor			Not Started	

Figure 3: Smartsheet Worksheet Example

Smartsheet Columns

<u>Business Process Grouping</u>

Use this drop down list, described in the Business Process Grouping document, to group your business processes and subprocesses. This list aligns with the grouping used to share the Florida PALM Business Process Models.

Business Process
This freeform text column should include the name of your business process (i.e., the activity undertaken to meet a business objective).

Business Subprocess
This freeform text column should include the variations of your primary process. Each subprocess is the smallest unit of work and should represent its own User Story.

Primary Role
In this freeform text column, describe or name the role that is primarily responsible for completing the process. Using a position title and/or position number may be most useful for future reference.

Other Role(s)
In this freeform text column, describe or name other key roles involved in the process, including those that provide information or that consume information from the process. Consider other active roles/users who move the process toward completion.Again, position titles and locations may be most helpful for future reference.

Related Reports
This column will link directly to your Reports Inventory. Use the multi-select drop down feature within Smartsheet to capture all the reports necessary to complete each process or subprocess. If additional reports are identified, add them to your Reports Inventory first.

Related ABS
This column will link directly to your ABS Inventory. Use the multi-select drop down feature within Smartsheet to capture all the ABS used to complete each subprocess. If additional systems are identified, add them to your ABS Inventory first.

Documentation Status
Note the status of your business process documentation. This column has drop down selection for: Complete, In Progress – 75%, In Progress – 50%, In Progress – 25%, Not Started.

Comments
This freeform text column will capture any agency specific information necessary and/or notes for future consideration during activities related to mapping, testing, training, etc.

Create and/or Update Business Process Documentation

There are a multitude of ways to document agency business processes. The form and format are agency-specific decisions and should be based on factors such as the form or format of your current agency documentation. Regardless of approach, there are some key elements of business process documentation to capture in your process documentation:

- *Step / Description* – activities completed and in what order within the process
- *Triggers* – events that initiate the process
- *Controls* – elements that help ensure compliance or prevent errors or irregularities, such as sign-offs, reviews or reconcilliations
- *Roles* – people and their level of responsibility or authority in completing the process
- *Inputs* – data, interface or report that is used in the process
- *Outputs* – data, interface, or report that results from the process or the benefit or value that is achieved from completing the process

- *Technology* – interface or ABS that is used in the process

Florida Digital Service and a few agencies have agreed to share their business process mapping materials via the Agency Exchange Library, located on the Project's website, to support this statewide task. These resources are listed under the Supporting Materials and Resources section.

How will you know you have a complete list and what will you be able to do with the information?

- ✓ You will have captured all the activities you do in FLAIR today or that use a piece of FLAIR information.
- ✓ You will be able to use the information to more completely determine the impact of the future solution design.
- ✓ You will have a list of people who (a) need to have access to Florida PALM or (b) need to understand what's changing (e.g., with data values).

How can agencies use this information?

You will use the information captured in your Current-State Business Processes Inventory in Smartsheet during future analysis of your agency's change management activities and tasks, specifically future tasks to identify change impacts, role mapping updating of agency specific documentation, and testing. Training Liaisons on your Change Champion Network (CCN) can use this list to begin crafting an Agency Specific Training plan for current FLAIR end users and future users of Florida PALM.

How can Florida PALM use this information?

The Florida PALM team will use agencies' Current-State Business Processes Inventories in Smartsheet to gain a broad understanding of agencies' existing processes as we continue Design phase and move into Build phase of Florida PALM.

Task Instructions

Coordinate with your agency's CCN and functional and technical subject matter experts familiar with your agency processes to complete this task. As your agency experienced with the preparation for the Personalized Agency Working Sessions, the list of divisions, offices, and individuals that use or access processes may be long. The most effective way to ensure a comprehensive inventory for your agency is to engage all stakeholders within your agency.

Please plan accordingly, from a timing, resource, and engagement perspective, to allow your agency time to complete the activity by the requested date. Throughout the task completion period, there will be Project-led meetings and touch points planned where your agency may seek clarification, or you may direct questions to your Readiness Coordinator (RC).

Review and complete the Current-State Business Processes Inventory worksheet that has been added to the Business Processes Inventory folder within your Inventory Workbook in Smartsheet. As a reminder, your Smartsheet Workbook is a protected series of workbooks and can only be updated by the staff you designated for Smartsheet updates. Smartsheet Resources are linked below, which can provide a refresher for how to access and use the tool. You may export your access reports to Excel to support your review and update of team assignments. Update and confirm your agency user Smartsheet access by the requested due date. Your Smartsheet should be updated with your agency's information by the requested due date.

Instructions
1) *With your CCN, determine an approach to identify all key business processes and subprocesses.*
2) *Complete the Current State Business Processes Inventory in Smartsheet.*
3) *Create or update documentation for each process identified in the Current State Business Processes Inventory.*
4) *Send an email confirming completion of your Current State Business Processes Inventory and Documentation to your agency's Readiness Coordinator (RC), Back-up RC, and the Florida PALM inbox:* ***FloridaPALM@myfloridacfo.com*** *by* ***December 15, 2023.***
5) *If you have questions regarding this task, listen to the Tuesday Task Talk on Tuesday, August 1, 2023, or contact your RC.*
6) *Prepare to discuss your agency's progress on this task during monthly touchpoint meetings with your RC.*

Supporting Materials & Resources:

Task 328 Supplemental – Business Process Groupings
Task 328 Supplemental – User Story Guide
Smartsheet User Materials: Access Link, Agency Access Form, Job Aid and User Guide
Florida Digital Service Project Management Resources
Florida Digital Service RACI Chart
Florida Digital Service Process Mapping Powerpoint (09/08/2022 Town Hall)
Understanding Agency Unique Processes Questions (09/08/2022 Town Hall)
Agency Exchange Library Resources