

## Task Instructions

Task ID: 331

Task Name: *Submit Bimonthly Agency Readiness Status Report*

Task Start Date: *September 1, 2023*

Task Due Date: *September 10, 2023*

### Task Description

Agency Sponsor to confirm and submit bimonthly status report, in the format approved by the ESC and access provided by the Project, on the activities and ongoing work within the agency to prepare their people, processes, technology, and data for the deployment of Florida PALM.

### Task Overview

In accordance with the 2023-2024 Implementing Bill, Agency Project Sponsors must provide a bimonthly status report to the Florida PALM Executive Steering Committee (ESC) providing information *“on the activities and ongoing work within the agency to prepare their systems and impacted employees for the deployment of the Florida PALM System.”*

The status report is to be submitted on a bimonthly cadence using the report template as approved by the ESC to include *“meaningful information on each agency’s progress in planning for the Florida PALM Major Implementation, covering the agency’s people, processes, technology, and data transformation activities.”*

An agency’s critical operational elements are defined as:

- People – The staff and stakeholders affected by your agency’s transition to Florida PALM.
- Processes – The sequence of procedures to accomplish a business objective.
- Technology – The applications or tools used to process, track, or report on financial operations.
- Data – Information used in or procured from an agency’s financial business operations.

To support status monitoring and reporting, a comprehensive Agency Status Report Dashboard (Dashboard) has been created in Smartsheet for each agency. The Dashboard combines agency specific readiness risks, issues, assumptions, and activities with a snapshot of agency’s status across the four critical operational elements: People, Process, Technology and Data.

The data represented on the Dashboard will change based on priority activities, Project timeline, and the reporting period. The data and metrics displayed on the Dashboard are detailed in the supplement dashboard overview document.

## Guidance for Agency Bimonthly Status Report Completion

### Bimonthly Agency Readiness Status Reporting

Agencies will use Smartsheet to report agency specific readiness risks, issues, assumptions, and activities. To collect this agency-specific information, a “Status Reporting” folder has been added to the agency workspace in Smartsheet. Within that folder are four sheets: Agency Risks, Agency Issues, Agency Assumptions, and Agency-Specific Readiness Activities. Agencies should use these sheets for status reporting and the data relevant to the reporting period and will be displayed in the “Agency Reported” section of the Dashboard.

**Risks**

Agencies should be actively identifying, managing and reporting Florida PALM-related readiness risks (or opportunities) and issues. Risks may impact a project whereas issues are or have impacted a project; therefore, the main difference between the two is timing and likelihood.

- **Risk Definition: A potential event or condition that may impact the project’s objective positively or negatively (i.e., risks may become issues)**
- **Issue Definition: An event or condition that is certain or has already happened that could affect project success**

A robust risk management process actively identifies and manages potential events that can adversely (or positively) affect an agency’s ability to achieve its stated goals or objectives. Risk management employs mitigation strategies to avoid risks becoming issues or help promote positive opportunities.

Identification, tracking and remediation of risks is crucial to the agency’s success. Risks should be logged and tracked in the Agency Risk sheet in Smartsheet.

Critical Operational Elements	Risk Description	Status	Impact Rating	Probability Rating	Risk Rating	Mitigation/Response Strategy	Reporting Period Comments or Updates	Date of Status Change	Owner / Coordinator
Technology	Grant Tracking System remediation will not be completed in time to perform testing with Florida PALM	Open	High (3) - Extensive impact	High (3) - Likely to occur often or soon	9 (High/High)	A contract amendment is being developed to update requirements (scope) to the current agreement with the vendor.		07/14/23	John Smith, Chief of Finance and Budget
Technology	Poor vendor response to RFQ	Open	Low (1) - No or minimal impact	Low (1) - Unlikely but possible to occur	1 (Low/Low)	An extended response time will be included. A pre-response conference will be held prior to the response due date.		08/10/23	John Smith, Chief of Finance and Budget

Figure 1: Agency Risks Sheet in Smartsheet

**Agency Risks Smartsheet Columns**

- **Critical Operational Element** – Identify which of the four the risk is related to: People, Processes, Technology, or Data
- **Risk Description** – Provide a brief description of the identified risk (or opportunity)
- **Status** – Indicate whether the risk is open or was closed during the period
- **Impact Rating** – Select the impact (severity) of the task
- **Probability Rating** – Select the probability (likelihood) of the task
- **Risk Rating** – The sheet will assign a risk rating based on the Impact Rating and Probability Rating (See the supplemental risk and issues scoring document for additional guidance)
- **Mitigation / Response Strategy** – Describe your agency’s approach to addressing the risk to keep the risk from becoming an issue
- **Reporting Period Comments or Updates** – Describe any changes to the issue during this reporting period
- **Date of Status Change** – Include the date the risk was opened or closed
- **Owner/Coordinator** – Identify the primary risk owner or coordinator within your agency

**Issues**

An agency’s issue management process establishes the approach and tools used to identify and resolve issues that arise due to unplanned or unexpected events, or a materialized risk. An issue is the realization of a risk or problem creating a negative impact and therefore will have a resolution plan to minimize or prevent negative effects.

In the Agency Issues sheet in Smartsheet, include any “realized” risks or known issues that impact your agency’s readiness journey.

Critical Operational Elements	Issue Description	Status	Priority	Resolution Plan	Reporting Period Comments or Updates	Planned or Actual Resolution Date	Owner / Coordinator
People	Key Agency F&A Resource Resigned	Open	High - Impacts the ability of the agency to meet deadlines or milestones	The agency is actively recruiting for a replacement. In the meantime, the agency is hiring the employee back with in a temporary OPS position.		09/15/23	John Smith, Chief of Finance and Budget

Figure 2: Agency Issues Sheet in Smartsheet

### Agency Issues Smartsheet Columns

- **Critical Operational Element** – Identify which of the four the issue is related to: People, Processes, Technology, or Data
- **Issue Description** – Provide a brief description of the identified issue
- **Status** – Indicate whether the issue is open or was closed during the period
- **Priority** – Include the priority for the issue (see the supplemental risk and issues scoring document for additional guidance)
- **Resolution Plan** – Describe your agency’s approach to addressing the issue
- **Reporting Period Comments or Updates** – Describe any changes to the issue during this reporting period
- **Planned or Actual Resolution Date** – Indicate the date the issue is expected to be addressed or was addressed
- **Owner/Coordinator** – Identify the primary issue owner or coordinator within your agency

### Assumptions

Assumptions describe what your agency believes to be true and play an essential role in developing your risk management approach. They are expected events or circumstances during your transformation journey, are based on your experience or the information available at hand and may not end up being true. Assumptions should be realistically analyzed as they can sometimes be false and may negatively affect your efforts, adding risk. Therefore, identifying and communicating assumptions throughout your readiness journey allows your agency and stakeholders to better understand the basis for your approach and can help avoid or reduce risks associated with the assumption turning out differently.

In the Agency Assumptions sheet in Smartsheet, include a list of assumptions that impact your agency’s readiness journey.

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments or Updates
People Processes Technology	The agency will be able to access the available Administered Funds to support readiness activities.	Logged	07/03/23	All agency business systems	

Figure 3: Agency Assumptions Sheet in Smartsheet

### Agency Assumptions Smartsheet Columns

- **Critical Operational Element** – Identify which of the four the assumption is related to: People, Processes, Technology, or Data
- **Assumption** – Include a description of the expected event or circumstance

- **Status** – Indicate whether the assumption is open or was closed during the period
- **Date Logged or Removed** – Include the date the assumption was opened or closed
- **Impacted Stakeholder(s) and/or System(s)** – List each system that is affected by the assumption and each stakeholder or stakeholder group that may be impacted by the assumption
- **Reporting Period Comments or Updates** – Include additional pertinent information regarding the assumption

### Agency-Specific Readiness Activities

In this sheet, you will provide key activities your agency conducted to ready your people, processes, technology and data. This is an opportunity to highlight any agency-specific activities, beyond the RW-assigned task itself, that your agency conducted, including those that may be in benefit of the effort to complete the RW task.

*Note: There is no need to duplicate information that is generated on the Dashboard including RW task activity/completion or Project hosted meetings and workshops that your agency attended. Agencies should only report non-RW related, agency-specific activities.*

Critical Operational Elements	Activity Description	Date(s)	Impacted Stakeholder(s) and/or System(s)	Objective	Reporting Period Comments or Updates
People	Florida PALM Sandbox Lunch and Learn	07/12/23 07/25/23	Accounts Payable Team General Services Team	To provide future Florida PALM end users a view of what Florida PALM looks like and how to navigate	A current Florida PALM end user provided a demonstration of a transaction in the current Florida PALM Sandbox
Processes	Started a current-state desktop procedures library	07/14/23	Business process owners throughout the Division of Administration	Create a single location of all procedure documents that will require updating for Florida PALM	Ongoing process, will continue to add to the library as documentation is identified
Processes	Posted procurement to obtain consulting services	08/21/23	Bureau of Finance & Accounting as Contract Manager	Update business processes for Florida PALM	Vendor responses to RFQ to be received by 09/15/23. Evaluation and selection to conclude by 10/13/23.
Technology	Conducted a monthly meeting with agency business system owners to discuss current-state and remediation needs	07/11/23 08/10/23	All agency business systems	Ensure regular updates and information is shared between the core support team and the technical system owners	A new risk related to the Grant Tracking System was identified during this month's meeting (See Agency Risks worksheet).
Technology	Posted procurement to obtain consulting services	08/21/23	Office of Information Technology	Update technical business system documentation in anticipation for Florida PALM	Vendor responses to RFQ to be received by 09/15/23. Evaluation and selection to conclude by 10/13/23.
Data	Continued analysis for data clean-up of Org Codes and Project IDs	Ongoing	Grant Tracking System All agency users	To review the extent of the use of Org Codes and Project IDs	Current action item on track to be complete by 12/31/23. Next step will be to prioritize the clean-up activities.
Data	Participated in Master File Balance working group conducted by A&A	08/14/23	Jane Doe, Bureau of F&A	Provide subject matter expertise to the working group and to expand agency understanding of Master File Balance clean up options	This was the second meeting of the working group, led by A&A. The work group is set to release its results and to present to the Advisory Council on 9/13/23. To support the working group, the agency representative analyzed the agency's current master file balances to determine characteristics and identify potential areas of concern for discussion with the group.

Figure 4: Agency-Specific Readiness Activities in Smartsheet

### Agency-Specific Readiness Activities Smartsheet Columns

- **Critical Operational Elements** – Identify which of the four the activity is related to: People, Processes, Technology, or Data
- **Activity Description** – Provide a brief description of the activity completed
- **Date(s)** – Identify when the activity was completed or indicate “Ongoing” if the activity continues beyond the end of the reporting period
- **Impacted Stakeholder(s) and/or System(s)** – List each system that is affected by the activity and each stakeholder or stakeholder group that may be impacted by the activity
- **Objective** – Provide a brief description of the intended objective of the activity
- **Reporting Period Comments or Updates** – Include additional pertinent information regarding the activity

### Agency Sponsor Confirmation

For each reporting period, Agency Sponsors must review all Dashboard information and provide confirmation that the data represented is accurate. If updates are needed to the Dashboard, the

supporting agency Smartsheet should be updated, as appropriate, prior to submission of confirmation. To submit the Dashboard, Agency Sponsor will provide their name, click the box to confirm the Dashboard, and then click the submit button. Upon submission, a confirmation status will appear in the Status Report Confirmation section.

The screenshot shows two main sections side-by-side. The left section is titled 'Agency Sponsor Confirmation' and contains a paragraph of text, a text input field for 'Agency Sponsor Name', a checkbox for 'Confirm', and a 'Submit' button. The right section is titled 'DEMO Status Report Confirmation' and contains a table with four columns: 'Reporting Period', 'Agency Sponsor Name', 'Confirmed By', and 'Confirmation Date'.

Figure 5: Agency Sponsor Confirmation Section of Dashboard

### How can agencies use this information?

Agencies can use the information in their Dashboard to:

- Plan for resources and activities needed to prepare for Florida PALM implementation
- Create documentation for legislative budget requests
- Monitor their readiness progress in preparation for Florida PALM implementation
- Communicate their readiness progress and/or needs to stakeholders, such as the ESC, the agency’s CCN and agency leadership

### How can Florida PALM use this information?

The Florida PALM team will publish your Dashboard to the Florida PALM website and share with the ESC and other key stakeholders for review to satisfy the requirements of the Implementing Bill for 2023-2024. Information provided by agencies will also be summarized and discussed in ESC meetings. Information shared may result in outreach from the ESC and/or the Project team to gather more information or provide additional support.

## Task Instructions

Coordinate with your agency CCN to identify, log, and maintain the Status Reporting sheets in Smartsheet. These sheets are available to update at any time. Only information relevant to the reporting period will be displayed on the Dashboard.

Agency Sponsors should work with their Change Champion Network to review the Dashboard for accuracy and submit confirmation.

This task is completed in your agency workspace in Smartsheet. Your Agency Liaison and Project Management Liaison manage access to that workspace for users within your agency. Work with your CCN to ensure that Agency Sponsors have access to the workspace to complete this task.

Instructions
<p><b>1) Review and update the Status Reporting Sheets (Agency Risks, Agency Issues, Agency Assumptions and Agency-Specific Readiness Activities) in Smartsheet</b></p>

**Instructions**

- 2) Agency Sponsors review and confirm the Dashboard located in the Agency's Florida PALM Workbook, Agency Status Reporting folder in Smartsheet by the 10<sup>th</sup> of each month following the end of the bimonthly reporting period.*
- 3) If you have questions regarding this task, listen to the Tuesday Task Talk on Tuesday, August 29, 2023, or contact your RC.*
- 4) Prepare to discuss your agency's progress on this task during monthly touchpoint meetings with your RC.*

**Supporting Materials & Resources:**

[Understanding Your Dashboard Supplemental](#)  
[Risk and Issue Scoring Supplemental](#)  
[Smartsheet User Materials](#)