# Task Instructions

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| **Task ID**: *504* | **Task ID**: *505* |
| **Task Name**: *Update Agency Business System Documentation for Segment I* | **Task Name**: *Update Florida PALM Interface Inventory for Segment I* |
| **Task Start Date**: *October 30, 2023* | **Task Start Date**: *October 30, 2023* |
| **Task Due Date**: *January 12, 2024* | **Task Checkpoint**: *December 1, 2023* |
| | **Task Due Date**: *January 12, 2024* |

*This document combined the task instructions for the above two tasks related to Segment I since the effort to select Florida PALM interfaces (Task 505) must be complete in order to accurately update agency business system documentation (Task 504). These tasks for subsequent Segments will be released similarly. An overview and guidance for completing both tasks is listed below.*

## Task Descriptions

Task 504 – Update Agency Business System Documentation for Segment I. This includes functional requirements, technical requirements, and test cases from reviewing Segment I resources.

Task 505 – Update Florida PALM Interface Inventory for Segment I. Identify and document interface needs for Florida PALM implementation by reviewing Segment I resources.

## Task Overview

Florida PALM is a large-scale business transformation impacting your people, processes, technology, and data. You must plan for your transformation to be successful. Once you have a plan in place, you can begin to remediate based on your plans.

Transformation planning for your agency business systems requires:

1. An understanding of the current state of your business systems and the business needs the systems support;
2. An understanding of future state, including how Florida PALM will work and the related integration options; and
3. Selecting, planning for the integration option(s) that best fit your business needs and remediating your business systems.
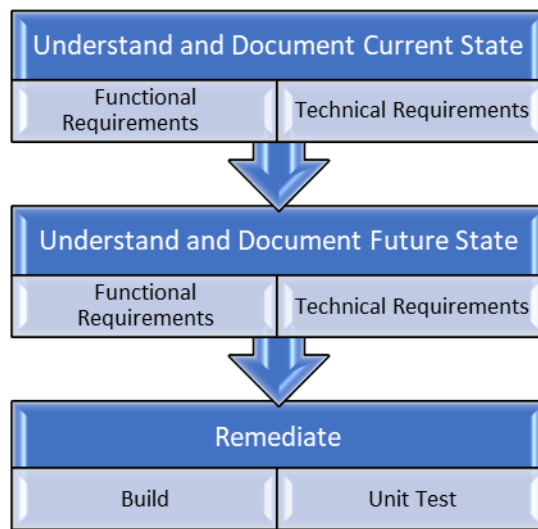


*Figure 1: Transformation Planning*

You previously completed Task 326 - Update Current-State Agency Business System Inventory and Documentation to better understand and document your agency business systems' current functional and technical specifications and the business functions they support. Now that you have an understanding of your current-state agency business systems, you will begin planning for how your systems will integrate with Florida PALM.

To complete these tasks, based on your understanding of the future design of Florida PALM, you will select the interfaces needed to support your business needs and update related agency business system documentation. This is an iterative process and will be completed for each design segment.

## Task Elements

### Gain Understanding of Segment I Functionality

The following Segment I resources have been published and shared with agencies. These resources were also presented and discussed in the Segment I Design Workshop. Review these resources with your functional and technical subject matter experts (SMEs) to gain an understanding of the related functions in Florida PALM.

- Business Process Models
    - o 10.1 Set Up and Maintain Chart of Accounts
    - o 20.1 Enter and Process Budget Journals
    - o 30.3 Enter and Process Vouchers
- Segment I Design Workshop Presentations and Videos
- Related interface and report layouts found in the Interface Catalog and the Reports Catalog

### Identify How You Will Integrate with Florida PALM

Based on your business needs and the business functions of Segment I design, make decisions about how your agency will integrate with Florida PALM. When making integration decisions, consider the following:



*Figure 2: Inbound and Outbound Options*

- For most processes, information can be entered into Florida PALM three different ways:
    - o An inbound standard interface from an agency business system to Florida PALM; this requires the use of a standard layout.
    - o A spreadsheet upload, requiring the use of a standard Excel spreadsheet template populated by a user and then uploaded as needed (by authorized roles) to Florida PALM.
    - o End user manual entry.
- Information from Florida PALM can be extracted by:
    - o An outbound standard interface from Florida PALM to support an agency business system.

- End user access to reports, queries, or online inquiry in Florida PALM.
- End user access to reports or data extracts in the Data Warehouse. Information recorded in Florida PALM will be available for self-service use in the Data Warehouse. The Data Warehouse is expected to be updated on a nightly basis.

Consider the following questions to help determine if an interface is the best integration option to meet your agency's business needs.

**Inbound Interfaces to Florida PALM:**
- Is an interface and/or a spreadsheet upload template available for the business process?
- Does your agency have a business system that generates transactions that need to be loaded to Florida PALM for continued processing?
- What is the volume of transactions that need to be loaded from the business system to Florida PALM? If a low volume of transactions is managed:
  - Is the use of a Spreadsheet Upload a suitable option?
  - Is the use of user entry directly to the system a suitable option?
- What is the frequency that transactions need to be loaded from the business system to Florida PALM? If transactions need to be loaded infrequently:
  - Is the use of a Spreadsheet Upload a suitable option?
  - Is the use of user entry directly to the system a suitable option?
- Is an existing interface used with FLAIR today? At what interval are files provided to FLAIR?

**Outbound Interfaces to Agency Business Systems:**
- Is an outbound interface needed?
  - Does your agency business system need transaction updates to support agency processes?
  - Does your agency business system need other (non-transaction) information to support agency processes, such as Chart of Accounts or supplier information?
- Is an extract from the Data Warehouse a suitable option for meeting information needs?
  - Does your agency need targeted information to support an agency business system need?
  - Does your agency need information to meet ad-hoc or on-demand information needs?

## Task 505: Update Florida PALM Interface Inventory

Now it is time to make your interface selections. Through the completion of Readiness Workplan (RW) Task 326, you provided an initial determination of which agency business systems will require remediation and indicated the "Planned Integration". Now that you have identified the need to integrate with Florida PALM based on Segment I functionality, you must update the "Planned Integration" status, if needed, and make your interface selections in the two areas identified below.

1. Current-State Business Systems (Located in the Business System Inventory folder in Smartsheet)

Since some CMS Wave interfaces are planned to go away with future segment design and will need a new interface selection, this worksheet has been updated to include a new column titled "Currently Utilized Florida PALM Interface(s) – CMS". This is a multi-select drop down list containing all existing Florida PALM interface connections for your agency, if any. If your agency does not currently use cash management interfaces, this drop-down list will be blank.

*Figure 3: <Agency Acronym> Current-State Business Systems inventory in Smartsheet*

2. Implementation Interfaces & Documentation (new sheet Located in the Interface Inventory folder in Smartsheet)

This is a new sheet containing a pre-populated list of Business System Names and System Readiness Activity values pulled from your Current-State Business Systems inventory. This list is filtered to only include agency business systems where the System Readiness Activity value selected is "Replace Components of the System", "Remediate the Entire System", or "Remediate Components of the System".

This sheet also contains the multi-select drop down column titled "Florida PALM Interface Selection(s)" that you will use to select all Segment I interfaces needed per agency business system.



*Figure 4: <Agency Acronym> Implementation Interfaces & Documentation inventory in Smartsheet*

If the Planned Integration value selected for an agency business system is not set to "Interfaced / Direct Connection Using Standard Interface", then the Florida PALM Interface Selection(s) cell for that system will be greyed out through conditional formatting. If you make a change to the name or qualifying criteria of an agency business system in your Current-State Business Systems Inventory, the business system name listed in your Implementation Interfaces & Documentation inventory will turn red. This indicates that an error has occurred, and action must be taken to replace or remove the business system name by selecting the correct value in the drop-down list.

*Task Checkpoint (December 1) - The Project team will review agency selections in the worksheet and will discuss those selections in your agency's December touchpoints, if needed. This checkpoint will allow the Project and agencies to confirm progress in selecting the appropriate interface for the impacted systems.*

## Task 504: Update Agency Business System Documentation

As you are reviewing Segment I designs and making interface selections, you must update any related agency business system documentation to reflect the change needed to prepare for the new integration to Florida PALM. As you are making plans for all business systems impacted by Segment I designs (all tiers), you may also need to update information documented in your Current-State Agency Business Systems Inventory (RW Task 326), such as the "Readiness Level of Effort" or "Planned Integration" columns.

The updates to your previously completed documentation should include functional and technical specification requirement changes needed to integrate with Florida PALM. The Agency Business System Documentation Template (previously provided in RW Task 326) is a good resource to review to determine the nature of the critical elements of business system specification changes.

When updating your documentation, consider the following questions:

- What does the agency business system do (functional process) and how might it have to change to meet Florida PALM requirements?
- How does the Florida PALM workflow process change agency business processes and how does it affect related agency business systems?
- What interface connections will be needed between Florida PALM and agency business systems (RW Task 505)?
- Are there any user interface design changes needed for agency business systems with the Florida PALM integration?
- Does the Florida PALM report offerings or Data Warehouse availability change agency reporting needs (RW Task 327)? What report design changes are needed for Florida PALM integration?
- Are there any middle tier or backend application programming design changes needed for Florida PALM integration?
- What agency business system configuration changes are needed for Florida PALM integration?
- Are there any database design changes needed for Florida PALM integration?
- What unit test plans (for testing all design changes) are needed before testing with Florida PALM?

As your documentation is being updated, you will update the status as "Updates Not Started", "Updates In Progress", or "Updates Complete" in the "ABS Documentation Status based on Segment I" column of your Implementation Interfaces & Documentation inventory in Smartsheet. Once you set a documentation status to "Updates Complete", you will attach the updated documentation for each agency business system to the relevant row. This attachment will be replaced with each future iteration of this task. The overall status of this task will be based on the submission of updated documentation for each impacted business system.

## How will agencies use this information?

Identifying future interface needs and documenting needed agency business system changes will help agencies to:

- Better understand scope, level of effort, and resource needs for agency business system transformation.

- Refine your timeline and plan for remediation.
- Support resource requests (e.g., legislative budget requests).

Upon the completion of these tasks you will receive a task (RW Task 519) to begin remediating your agency business systems based on the documented changes.

## How will Florida PALM use this information?

The Florida PALM Project team will use your interface selections to plan for future interface testing. By providing your updated agency business system documentation, the Florida PALM Project team will gain insights into your agency's unique planning and level of remediation efforts, as well as to identify trends across agencies. Collectively the readiness tasks provide the Florida PALM Project team insights that allow us to better assist each agency.

## Task Instructions

Collaborate with your CCN and functional and technical SMEs to identify interfaces to support your business needs and update the related agency business system documentation. Update the existing Current-State Business Systems Inventory worksheet in Smartsheet to include existing CMS Wave interfaces per agency business system, if any. Finally, update the new worksheet in Smartsheet to include:

- Interfaces needed per agency business system based on the Segment I impact to the agency business system, if any;
- Progress of agency business system documentation updates based on Segment I impact; and
- An attachment of updated agency business system documentation based on Segment I impact, if applicable.

As you are working, track progress in your RW Task Tracker. Indicate task completion by updating the RW Task Tracker to 100%, when you have completed and submitted documentation updates to all impacted business systems.

| Instructions |
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| 1) *Collaborate with your CCN and functional and technical SMEs to understand the designs for Segment I and integration needs to support your agency business functions.* |
| 2) *Complete initial Florida PALM Interface selections in the Implementation Interfaces & Documentation worksheet in Smartsheet by December 1, 2023.* |
| 3) *Be prepared to discuss interface selections with the Project team in December, if needed. Agencies may choose to make changes to interface selections after discussions with the Project team.* |
| 4) *Update Agency Business System documentation to reflect integration changes.* |
| 5) *Track and record task progress in the RW Task Tracker in Smartsheet until finalized. Be prepared to discuss progress in Agency Touchpoints with your Readiness Coordinator.* |
| 6) *Finalize interface selections and updates to agency business system documentation by January 12, 2024.* |
| 7) *Attach updated agency business system documentation to the related row in the Implementation Interfaces & Documentation worksheet in Smartsheet.* |

| Instructions | |
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| **8)** | *When complete, update the RW Task Tracker, Agency Reported Task Progress column, to 100% and save.* |
| **9)** | *If you have questions, participate in or review the Tuesday Task Talk recording to be released on Tuesday, October 31, 2023, or contact your Readiness Coordinator.* |

## Supporting Materials and Resources:

- RW Task 326 - Update Current-State Agency Business System Inventory and Documentation Materials
- Florida PALM Resources (Interface and Reports Catalogs)