

Overview

Agencies will use Smartsheet to report:

- Agency-specific risks and issues as described in their Risks and Issues Management Plan.
- Agency assumptions informing the agency's readiness approach.

To collect this agency-specific information, the following worksheets are made available in each agency's Status Reporting folder in Smartsheet: Agency Risks, Agency Issues, and Agency Assumptions. Agencies should use these sheets for status reporting. The confirmed data relevant to the reporting period will be displayed in the "Agency Reported" section of the Dashboard. The information in the below sections provides guidance for completing the worksheets, as well as the Agency Sponsor Confirmation section of the Dashboard.

Risks and Issues

Agencies must actively identify, manage, and report Florida PALM-related readiness risks (or opportunities) and issues using the approach or process described in their Agency-Specific Risks and Issues Management Plan. Risks should be logged and tracked in the Agency Risk sheet in Smartsheet.

Risk ID	Status	Date Opened	Date Closed	Primary Risk Category	Secondary Risk Category	Risk Title	Trend	Impact Rating	Probability Rating	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact If Risk Becomes an Issue	Confirmed for Sep. - Oct. 2025	Reporting Period Comments for Sep. - Oct. 2025

Figure 1: DEMO Risks Sheet in Smartsheet

Agency Risks Smartsheet Columns

- **Risk ID** – Unique identifier systematically added when a new risk is logged, and the worksheet is saved (no action required by the agency)
- **Status** – Indicate whether the risk is 'Open and Mitigating', 'Open and Monitoring', or was 'Closed' during the period
- **Date Opened** – Indicate the date that the risk was opened *
- **Date Closed** – Indicate the date that the risk was closed *
- **Primary Risk Category** – Select one from the following list of available risk categories:
 - Agency Business System
 - Business Process Change
 - Interface
 - Conversion / Configuration
 - Deployment / Cutover
 - Identity Provider (IdP)
 - Post Implementation
 - Role Mapping
 - Staffing / Resource Availability
 - Training
 - User Acceptance Testing
- **Secondary Risk Category** – Select one or more from the following list of available related risk categories, where appropriate:
 - Agency Business System

- Business Process Change
- Interface
- Conversion / Configuration
- Deployment / Cutover
- Identity Provider (IdP)
- Post Implementation
- Role Mapping
- Staffing / Resource Availability
- Training
- User Acceptance Testing
- **Risk Title** – Provide a brief description of the identified risk (or opportunity)
- **Trend** – Select from one of the following trends:
 - **Stable** – The threat that the risk may become an issue is unchanged
 - **Increasing** – The threat that the risk may become an issue is rising
 - **Decreasing** – The threat that the risk may become an issue is declining
- **Impact Rating** – Select the impact (severity) of the risk from one of the following:
 - **Low (1)** – No or minimal impact
 - **Medium (2)** – Moderate impact
 - **High (3)** – Extensive impact
- **Probability Rating** – Select the probability (likelihood) of the risk from one of the following:
 - **Low (1)** – Unlikely but possible to occur
 - **Medium (2)** – Likely to occur at some time
 - **High (3)** – Likely to occur often or soon
- **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)
- **Background** – Describe the contributing factors and events which lead to the identification of the risk or that have influenced the risk after identification
- **Monitor/Mitigation Plan/Resolution** – Describe the actions, dates, and resources needed to monitor or mitigate the potential events which could turn the risk into an issue
- **Impact if Risk Becomes an Issue** – Describe the implications if the risk becomes an issue
- **Confirmed for <Reporting Period>** – Confirm that the status and related information for each risk is accurately reflected for the reporting period by adding a checkmark **
- **Reporting Period Comments for <Reporting Period>** – Describe any changes to the risk during this period or provide an assessment of the risk during this period, including any reasons for updates to the risk **

NOTE: *N/A is not an acceptable response in the Reporting Period Comments for <Reporting Period> column. The comment should contain appropriate and meaningful data to describe the period's status.*

** Field cannot be changed in subsequent reporting periods. Attempts to change the open date in subsequent reporting periods will be reverted back to the original date.*

*** Field is reset in subsequent reporting periods.*

The 'Confirmed for <Reporting Period>' and 'Reporting Period Comments of <Reporting Period>' are required to be updated each reporting period for any risks that are created, remaining open or closed during the reporting period. The 'Date Closed' column is only required for closed risks,

and the 'Secondary Risk Category' column is optional. All other fields are required for each risk that is logged.

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

Issue ID	Status	Date Opened	Date Closed	Priority	Primary Issue Category	Secondary Issue Category	Issue Title	Risk Number	Background	Action Plan	Planned or Actual Resolution Date	Confirmed for Sep. - Oct. 2025	Reporting Period Comments for Sep. - Oct. 2025
⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵	⌵

Figure 2: DEMO Issues Sheet in Smartsheet

Agency Issues Smartsheet Columns

- **Issue ID** – Unique identifier systematically added when a new issue is logged, and the worksheet is saved (no action required by the agency)
- **Status** – Indicate whether the issue is Open or was Closed during the period
- **Date Opened** – Indicate the date that the issue was opened *
- **Date Closed** – Indicate the date that the issue was closed *
- **Priority** – Include the priority for the issue (see the [supplemental risk and issues scoring document](#) for additional guidance) from one of the following:
 - **Low** – All impacts not listed as Critical or High
 - **High** – Impacts the ability of the agency to meet deadlines or milestones
 - **Critical** – Impacts the ability of the agency to move forward with work without resolution
- **Primary Issue Category** – Select one from the following list of available issue categories:
 - Agency Business System
 - Business Process Change
 - Interface
 - Conversion / Configuration
 - Deployment / Cutover
 - Identity Provider (IdP)
 - Post Implementation
 - Role Mapping
 - Staffing / Resource Availability
 - Training
 - User Acceptance Testing
- **Secondary Issue Category** – Select one or more from the following list of available related issue categories, where appropriate:
 - Agency Business System
 - Business Process Change
 - Interface
 - Conversion / Configuration
 - Deployment / Cutover
 - Identity Provider (IdP)
 - Post Implementation
 - Role Mapping
 - Staffing / Resource Availability
 - Training
 - User Acceptance Testing

- **Issue Title** – Provide a brief description of the identified issue
- **Risk Number** – Indicate the Risk ID number(s) that led to the issue, if applicable
- **Background** – Describe the contributing factors and events which lead to the identification of the issue or that have influenced the issue after identification
- **Action Plan** – Describe the actions, dates, and resources needed to resolve the issue
- **Planned or Actual Resolution Date** – Indicate the date the issue is expected to be addressed or has been addressed
- **Confirmed for <Reporting Period>** – Confirm that the status and related information for each issue is accurately reflected for the reporting period by adding a checkmark **
- **Reporting Period Comments for <Reporting Period>** – Describe any changes to the issue during this period or provide an assessment of the issue during this period, including any reasons for updates to the issue, such as issue closure **

NOTE: *N/A is not an acceptable response in the Reporting Period Comments for <Reporting Period> column. The comment should contain appropriate and meaningful data to describe the period's status.*

** Field cannot be changed in subsequent reporting periods. Attempts to change the open date in subsequent reporting periods will be reverted back to the original date.*

*** Field is reset in subsequent reporting periods.*

The 'Confirmed for <Reporting Period>' and 'Reporting Period Comments of <Reporting Period>' are required to be updated each reporting period for any issues that are created, remaining open or closed during the reporting period. The 'Date Closed' column is only required for closed issues and the 'Secondary Issue Category' column is optional. All other fields are required for each issue that is logged.

NOTE: *In accordance with the 2025-2026 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." To meet this requirement, your agency must maintain relevant information for each risk and issue in the Reporting Period Comments or Updates columns in Smartsheet.*

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 or 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.

Assumption ID	Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Confirmed for Sep. - Oct. 2025	Reporting Period Comments for Sep. - Oct. 2025

Figure 3: DEMO Assumptions Sheet in Smartsheet

Agency Assumptions Smartsheet Columns

- **Assumption ID** – Unique identifier systematically added when a new assumption is logged, and the worksheet is saved (no action required by the agency) *
- **Critical Operational Element** – Identify which of the four categories the assumption is related: 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
- **Confirmed for <Reporting Period>** – Confirm that the status and related information for each assumption is accurately reflected for the reporting period by adding a checkmark **
- **Reporting Period Comments for <Reporting Period>** – Include additional pertinent information regarding the assumption

NOTE: *N/A is not an acceptable response in the Reporting Period Comments for <Reporting Period> column. The comment should contain appropriate and meaningful data to describe the period's status.*

* Field cannot be changed in subsequent reporting periods. Attempts to change the open date in subsequent reporting periods will be reverted back to the original date.

** Field is reset in subsequent reporting periods.

The 'Confirmed for <Reporting Period>' and 'Reporting Period Comments of <Reporting Period>' are required to be updated each reporting period for any assumptions that are created, remaining open, or closed during the reporting period. All other fields are required for each assumption that is logged.

Agency Sponsor Confirmation

For each reporting period, Primary 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, Primary Agency Sponsors or Backup Agency Sponsor will provide their name, select the box to confirm the Dashboard, and then select the submit button. Upon submission, a confirmation status will appear in the Status Report Confirmation section.

Agency Sponsor Confirmation		DEMO Status Report Confirmation									
<p>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.</p> <p>Agency Sponsor Name: *</p> <input type="text"/> <p><input type="checkbox"/> Confirm *</p> <p><input type="button" value="Submit"/></p> <p>Privacy Notice Report Abuse</p>		<table border="1"> <thead> <tr> <th>Reporting Period</th> <th>Agency Sponsor Name</th> <th>Confirmed By:</th> <th>Confirmation Date:</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Reporting Period	Agency Sponsor Name	Confirmed By:	Confirmation Date:				
Reporting Period	Agency Sponsor Name	Confirmed By:	Confirmation Date:								

Figure 4: Agency Sponsor Confirmation Section of Dashboard