EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF REVENUE
BUILDING 1
AUGUST 22, 2018

Florida **PALM**
Planning, Accounting, and Ledger Management

ROLL CALL AND OPENING REMARKS

FACILITATOR: RYAN WEST

Florida PALM
Planning, Accounting, and Ledger Management

REVIEW OF JULY 25, 2018 MEETING MINUTES

FACILITATOR: MELISSA TURNER

FLORIDA PALM PROJECT UPDATE

FACILITATORS: MELISSA TURNER, PAUL LAVERY

Florida PALM Project Update
Scope and Schedule - Prologue

Florida PALM Project Update
Scope and Schedule – Contract Components

- ▸ SSI Contract – Terms and Conditions
- ▸ Attachment 1 – Statement of Work
- ▸ Attachment 2 – Payment Schedule
- ▸ Attachment 3 – ITN Selected Portions
- ▸ Attachment 4 – Purchasing Form PUR 1000
- ▸ Attachment 5 – Requirements, Customizations, and Software Module Summaries

Florida PALM Project Update
Scope and Schedule – Contract Components

▸ Attachment 6 – Definitions

▸ Attachment 7 – Oracle-related Agreements

▸ Attachment 8 – Deliverable Acceptance Criteria

▸ Attachment 9 – Approved Subcontractors

▸ Attachment 10 – Service Level Agreement

▸ Attachment 11 – Exit Transition Services

▸ Attachment 12 – Parent Company Guarantee

▸ Attachment 13 – Escrow Agreement Form

Florida PALM Project Update
Scope and Schedule – SSI Contract

▸ Contract Manager is Melissa Turner

▸ Accenture's Authorized Representative is Shireen Sackreiter

▸ Initial Contract Term is through all DDI Phases, planned for nine years, through June 30, 2027

▸ Renewal Terms are for two, four and a half year terms

▸ Accenture has full responsibility for the successful performance and completion of all services

▸ Terms include:
  ◦ how data will be accessed and managed
  ◦ ownership and use
  ◦ required Performance Bond

Florida PALM Project Update
Scope and Schedule – Attachment 1 (SOW)

▸ Approach and Timeline

▸ Organization and Staffing

▸ Facilities

▸ Services

▸ Support Tools

▸ Optional Services

Florida PALM Project Update
Scope and Schedule – Attachment 1 (SOW)

- Go/No-Go Decisions represent formal, documented milestones to evaluate progress of the Project
- Some Decisions may repeat, where appropriate
- Decisions aligned by governance tier (Project Director or ESC)
- Examples include:
  ◦ Kick-off Complete
  ◦ Ready to Start Build
  ◦ Ready for Integration Testing
  ◦ Ready for User Acceptance Testing
  ◦ Ready to Deploy
  ◦ Ready to Go Live

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Florida PALM Project Update
Scope and Schedule – Attachment 1 (SOW)

▸ 16 Service Areas

- Project Management, Governance, and Oversight
- Organizational Readiness and Communication
- Technical Architecture
- Solution Analysis and Design
- Application Configuration, Development, and Maintenance
- Reporting
- Interfaces and Integration
- Data Conversion and Data Migration

- Security and Technical Compliance
- Testing
- Knowledge Transfer
- End User Training
- Florida PALM Help Desk
- Deployment and Post-Implementation Support
- Production Support
- Transition

▸ Service Areas include:

- Contractor Responsibilities
- Department Responsibilities
- Agency Responsibilities
- Assumptions

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Florida PALM Project Update
Scope and Schedule – Attachment 1 (SOW)

▸ 11 optional services available to the Department

▸ Examples include:

- First CAFR Production and Audit Support Services
- Warrant Printing and Distribution
- Help Desk Innovation
- Additional Learning Offerings
- Additional Training Facilities

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Florida PALM Project Update
Scope and Schedule – Attachments 3 & 4

▶ Attachment 3 – ITN Selected Portions:

◦ Sections of the ITN are included for Order of Precedence purposes

◦ Includes:

- Attachment B – Project Specifications
- Section 1.3 of ITN Attachment D – Software Vendor Letters

▶ Attachment 4 – Purchasing Form PUR 1000:

◦ Required Form

Florida PALM Project Update
Scope and Schedule – Attachments 5

Functional Requirements

Category	Added / Removed		
	ITN	Contract	Net
Accounts Payable	527	524	(3)
Accounts Receivable and Billing	417	410	(7)
Asset Management	350	353	3
Budget Management	276	278	2
Cash Management	83	83	0
Contracts	127	127	0
General Ledger	300	299	(1)
Grants	341	303	(38)
Payroll	168	169	1
Projects	263	279	16
Treasury Management	291	288	(3)
TOTAL	3,143	3,113	(30)

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Florida PALM Project Update
Scope and Schedule – Attachments 5

Technical Requirements

Category	Added / Removed		
	ITN	Contract	Net
BI and Analytics	29	29	0
Data Management	56	56	0
Enterprise Security	84	79	(5)
General System	70	65	(5)
Integration Architecture	31	33	2
Operations Management	58	54	(4)
Reporting	60	60	0
Support	26	25	(1)
Transaction System	43	43	0
Workflow and UI	64	64	0
TOTAL	521	508	(13)

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Florida PALM Project Update
Scope and Schedule – Attachments 5

All technical requirements implemented in Phase 1

86% functional requirements implemented in Phase 1

Category	Phase	
	1	2
Accounts Payable	524	0
Accounts Receivable and Billing	410	0
Asset Management	324	29
Budget Management	278	0
Cash Management	83	0
Contracts	17	110
General Ledger	299	0
Grants	166	137
Payroll	169	0
Projects	143	136
Treasury Management	288	0
TOTAL	2,701	412

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Florida PALM Project Update
Scope and Schedule – Attachment 5

▸ 10 Customizations – eight in Phase 1, two in Phase 2

▸ Process Area Requirements:
- A2D – 1   R2R – 1
- ARB – 2   SDS – 2
- PAY – 3   TRM – 1
- P2P – 8

▸ Level of Effort:
- High (200+ hrs.) = 2
- Medium (80-200 hrs.) = 3
- Low (<80 hrs.) = 5

Florida PALM Project Update
Scope and Schedule – Attachment 6 (Definitions)

- Includes terms used in the SOW and contract
- Builds upon the definitions included in the ITN

Florida PALM Project Update
Scope and Schedule – Attachment 7 (Oracle)

▸ 7.1 – Supplement Terms, Oracle Software Licensing During the SSI Contract Terms
  ◦ Includes the authority for Accenture to acquire on-behalf of the Department and the ability to assign the program licenses to the Department
  ◦ Right to Use:
    • Identifies the authorized agencies and definitions (i.e., enterprise vs. per user)
    • Includes an Oracle Software Bill of Materials (i.e., what we're purchasing)
    • Distinguishes full use-license for the Department (i.e., outside of Florida PALM)
  ◦ Specified price hold for future purchases

Florida PALM Project Update
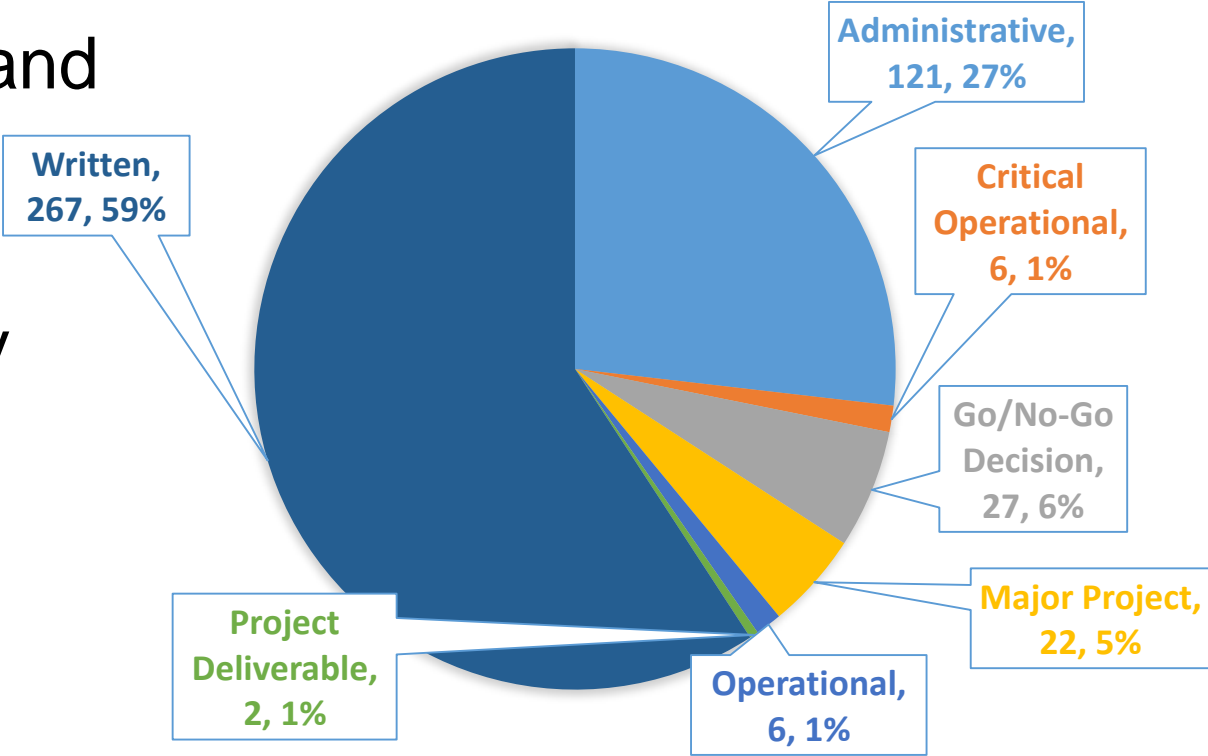## Scope and Schedule – Attachment 7 (Oracle)

▸ **7.2 – Post-Assignment Software License Agreement**
- ◦ Mechanism for Accenture to assign the Oracle Licenses to the Department
- ◦ Includes the terms and conditions for the direct license agreement between the Department and Oracle
- ◦ Enables the Department to continue to receive the rights and benefits of the perpetual license without interruption

▸ **7.3 – Oracle Letters**
- ◦ Six letters provided by Oracle to the Department
- ◦ Reflect Oracle's direct commitments, such as:
  - • Ability for assignment of license
  - • Commitment to support PeopleSoft

Florida PALM Project Update
Scope and Schedule – Attachment 8 (Deliverables)

▸ Go/No-Go – Ready for UAT

▸ Major Project – Solution Analysis and Design Strategy

▸ Written – Project Schedule

▸ Operational – Prototype 2 Delivery

▸ Critical Operational – UAT Environment

▸ Administrative – Facilities Maintenance & Operations

Pie chart labels:
- Administrative, 121, 27%
- Critical Operational, 6, 1%
- Go/No-Go Decision, 27, 6%
- Major Project, 22, 5%
- Operational, 6, 1%
- Project Deliverable, 2, 1%
- Written, 267, 59%

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Florida PALM Project Update
Scope and Schedule – Attachment 9

▶ Describes and authorizes two subcontractors:
- Oracle – Infrastructure Support
- Maverick Solutions – Project Team Training

▶ Provides for a principal point of contract

▶ Provides for who from Accenture will supervise their work

Florida PALM Project Update
Scope and Schedule – Attachment 9 (SLA)

- Includes a service level framework of 31 critical performance indicators (CPIs) across implementation and production support categorized by the following topics:
  - Deliverables
  - Staffing
  - Application
  - Disaster Recovery
  - Operations
  - User Support
- Service Level Credits (Financial Consequences)
- Includes a process for promoting performance indicators to critical through ongoing evaluation

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Florida PALM Project Update
Scope and Schedule – Attachments 11, 12, & 13

▸ Attachment 11 – Exit Transition Services

▸ Attachment 12 – Parent Company Guarantee

▸ Attachment 13 – Escrow Agreement Form

Florida PALM Project Update
Scope and Schedule – SSI Experience

States that chose PeopleSoft for Statewide Finance ERP

- California
- Connecticut
- Delaware
- Georgia
- Hawaii
- Indiana
- Kansas
- Minnesota
- Montana
- New Mexico
- New York
- North Dakota
- Ohio
- Oklahoma
- Tennessee
- Texas
- Vermont
- Virginia
- Wisconsin

> States that chose Accenture as their prime/sub implementer for PeopleSoft Finance
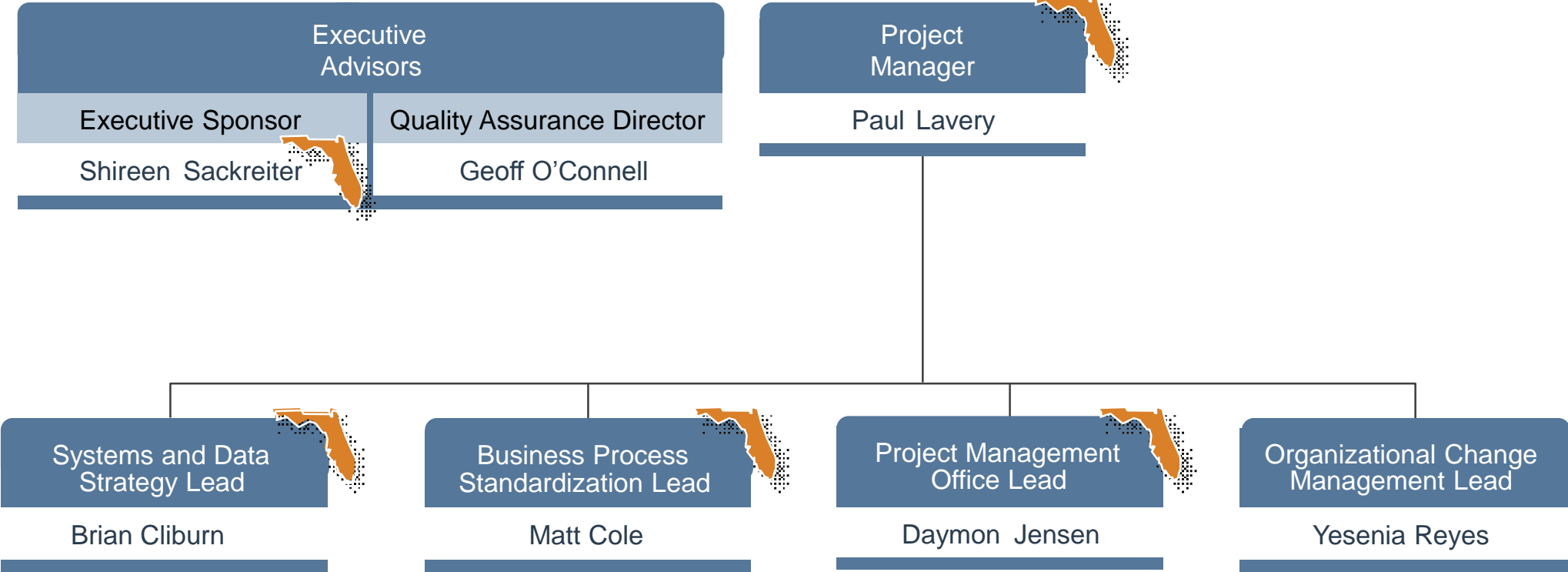
Florida PALM Project Update
Scope and Schedule – Team Structure

▸ Accenture team organization mirrors the Florida PALM organization

▸ Many Florida PALM team resources will have a one-to-one Accenture counterpart

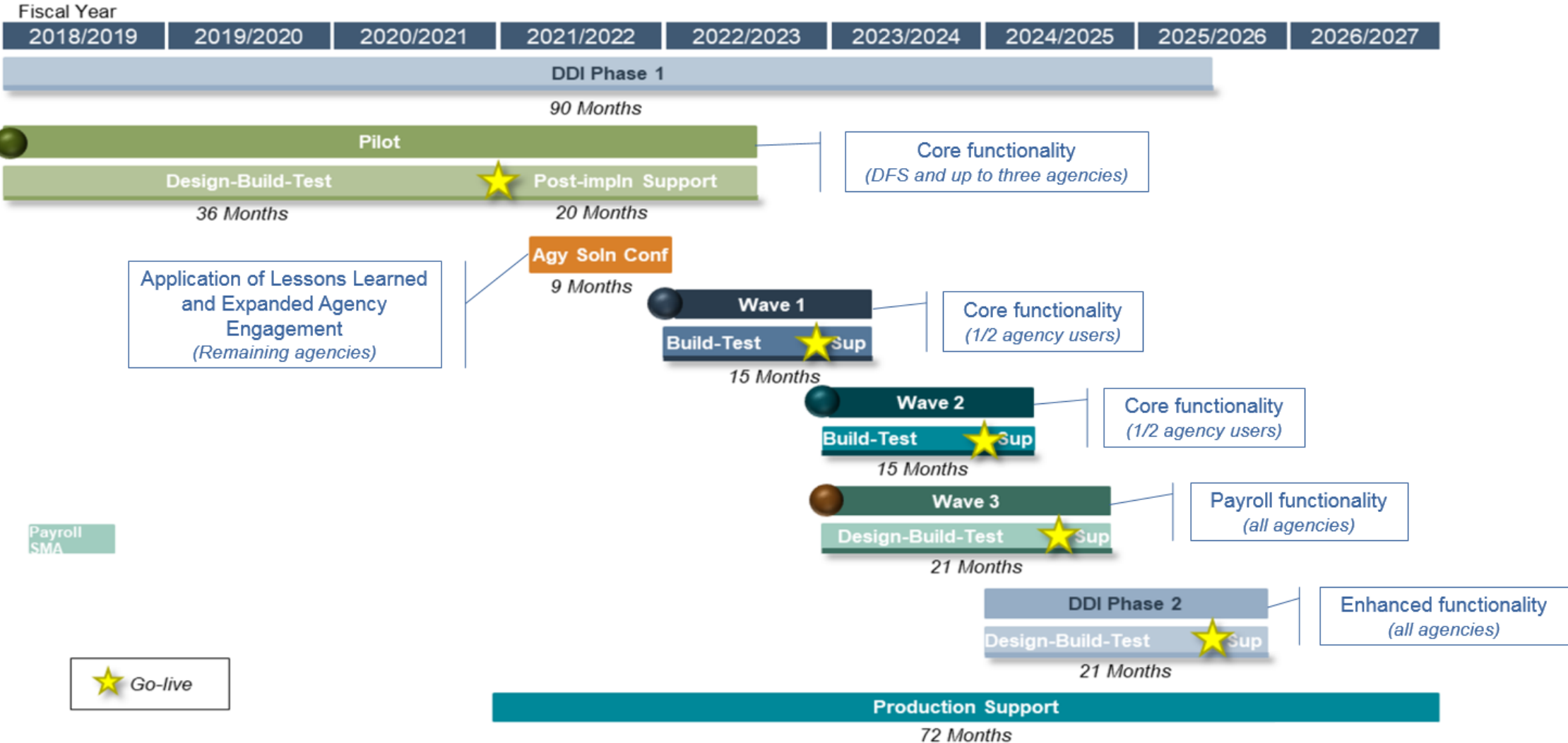▸ Accenture has onboarded 12 resources to date, with staffing in FY 18/19 increasing to around 35 FTEs

Florida PALM Project Update
Scope and Schedule – Team Structure

Executive Advisors		Project Manager
Executive Sponsor	Quality Assurance Director	Paul Lavery
Shireen Sackreiter	Geoff O'Connell	

Systems and Data Strategy Lead	Business Process Standardization Lead	Project Management Office Lead	Organizational Change Management Lead
Brian Cliburn	Matt Cole	Daymon Jensen	Yesenia Reyes

Florida PALM
Planning, Accounting, and Ledger Management

Florida PALM Project Update
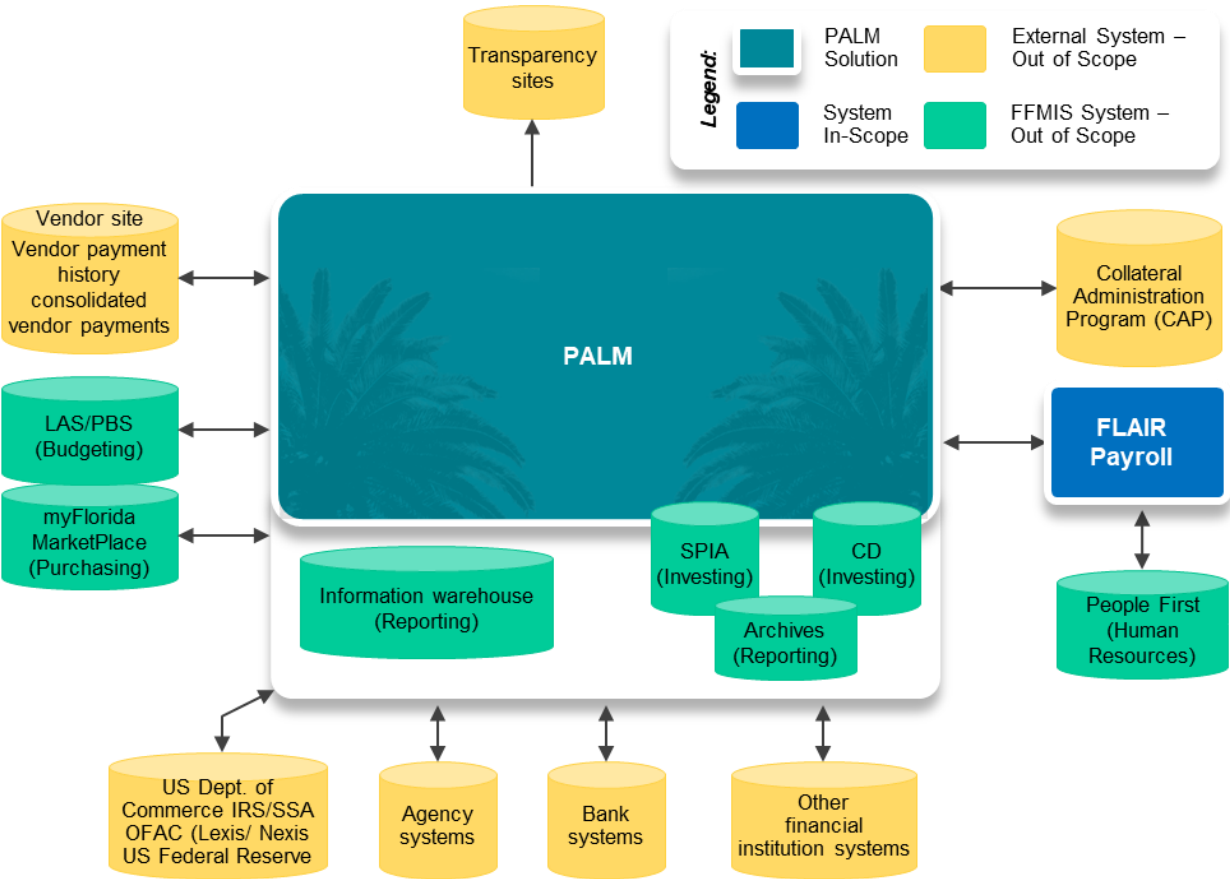## Scope and Schedule – Timeline

Florida PALM Project Update
Scope and Schedule – Solution

- PeopleSoft Finance
- PeopleSoft Payroll
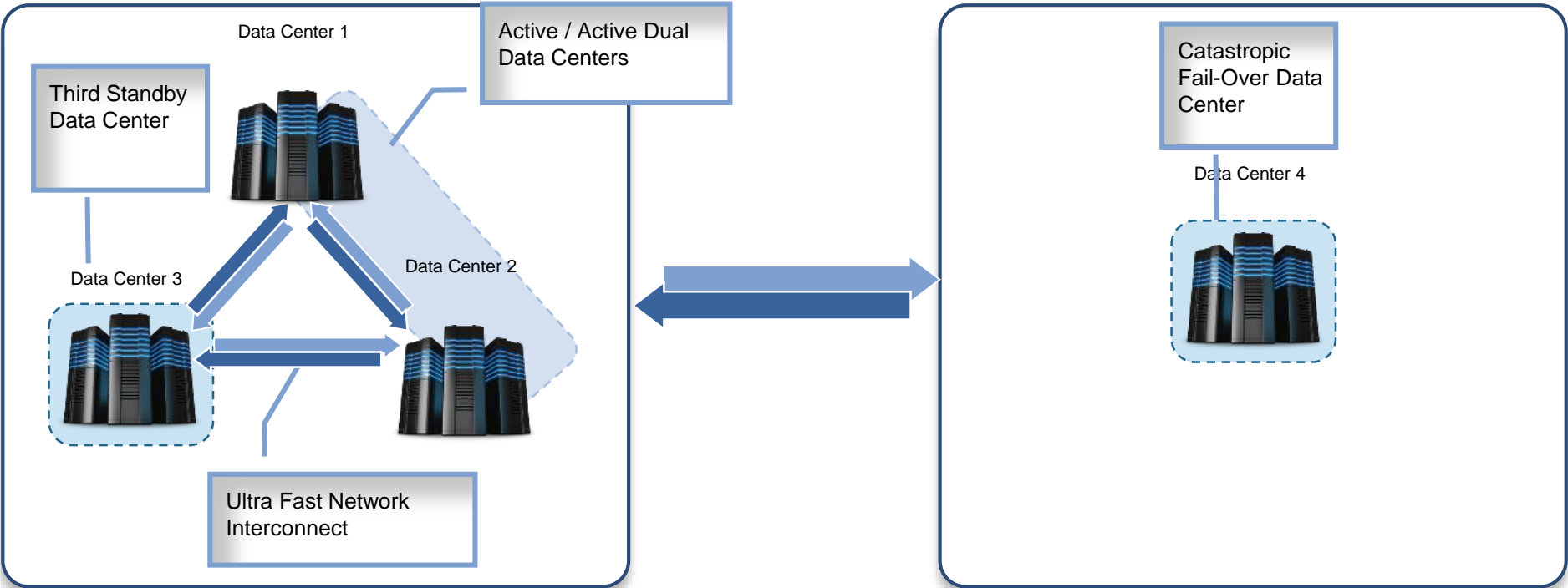- Oracle Business Intelligence Enterprise Edition (OBIEE)

Anticipated Structure for DDI Phase 1, Wave 2

Florida PALM Project Update
Scope and Schedule – Infrastructure

▸ Oracle Cloud Infrastructure (OCI)

Data Center 1

Active / Active Dual Data Centers

Third Standby Data Center

Catastropic Fail-Over Data Center

Data Center 4

Data Center 3

Data Center 2

Ultra Fast Network Interconnect

Primary Data Center Cluster

Catastrophic Fail-Over Data Center

Florida PALM Project Update
Scope and Schedule – Delivery Approach

▸ Hybrid of waterfall and agile

▸ Five stages in each period: Initiate, Adopt, Adapt, Validate, and Deploy

▸ Early and often access to the solution (four Prototypes):

- Prototype 1 – Initial: at the start of Pilot
- Prototype 2 – Configuration: updated based on confirmation activities
- Prototype 3 – RICEFW: adds development objects
- Prototype 4 – Conversion: adds mock conversation data

Florida PALM Project Update
Scope and Schedule – Phase Initiation

▸ Onboard Team

▸ Establish Project processes (Project Charter, Project Management Plan, Risk & Issues)

▸ Distribute Project update to additional stakeholders

▸ Begin planning for strategies across people, process, and technology

Florida PALM Project Update
Scope and Schedule – Agency Engagement

▸ Solution Analysis and Design

  ◦ Facilitated sessions by process area to review gap inventory and understand standard business process models in relationship to Florida PALM Solution

▸ Change Champion Network

  ◦ Champions serve as the primary point of contact between each Agency and the Florida PALM Project to work through the details of readiness planning and execution of implementation activities

Florida PALM Project Update
Scope and Schedule – Agency Engagement

▸ Organizational Change Readiness Survey

◦ Helps the Florida PALM Project understand the current environment and identify change management and communication activities to support adoption of the Florida PALM Solution

▸ Model Office

◦ Hands-on opportunity for agency representatives to experience the Florida PALM Solution

Florida PALM Project Update
Budget – Attachment 2 (Cost)

▸ Proviso directed to not exceed the Study amount

▸ Includes:
  ◦ Deliverables by Phase, month, and year
  ◦ Oracle software and maintenance as cost reimbursement
  ◦ Production Support
  ◦ Renewal
  ◦ Rates for additional Optional Services

▸ Go/No-Go Decisions / Payment Holdback Amounts

Florida PALM Project Update
Budget – Attachment 2 (Cost)

	Initial Term									
Phase	**Fiscal Year**									**Total**
	2018/19	**2019/20**	**2020/21**	**2021/22**	**2022/23**	**2023/24**	**2024/25**	**2025/26**	**2026/27**	
1	$20,897,960	$18,259,796	$22,415,297	$24,690,072	$22,264,085	$23,620,569	$10,113,799	$100,000	$0	$142,361,578
2	$0	$0	$0	$0	$0	$0	$13,016,065	$12,811,708	$11,844,765	$37,672,538
Total	$20,897,960	$18,259,796	$22,415,297	$24,690,072	$22,264,085	$23,620,569	$23,129,864	$12,911,708	$11,844,765	$180,034,116

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Executive Steering Committee   08/22/2018

Florida PALM Project Update
Budget – FY 2018-2019 Spend Plan

FY 2018-2019 Spend Plan Summary
As of July 31, 2018

Category	Projected	Incurred	Remaining Balance
Salaries and Benefits	$308,498.16	$282,325.31	$5,736,594.69
Special Category	$173,103.27	$132,276.08	$159,882.92
Risk Management Insurance	$3,304.00	$3,304.00	$0.00
DMS Transfer	$4,192.50	$4,192.50	$12,577.50
Total	**$5,364,870.91**	**$3,832,235.12**	**$1,532,635.79**

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

FACILITATOR:
MARK FAIRBANK

IV&V Assessment
July 2018 Reporting Period

Status	Prior Status	Assessments
🟩	n/a	• The DDI Phase is off to a strong start • Planning activities are focused on practical, value-added activities and are proceeding at an acceptable pace • Quality control, financial control, and vendor processes are established, evident and consistently executed • Project management and administrative processes relied on since Project inception continue to evolve and serve the Project well to communicate expectations to project resources and stakeholders, track progress, and assure quality of work products and outcomes • Preliminary work on current state analysis complements the forthcoming work being planned with Accenture by creating valuable insights and identifying key dependencies • A high degree of organization combined with positive morale among staff is fostering a collaborative environment • The IV&V Team has identified no significant risks or issues to DDI Phase activities. • *As this is the first DDI Phase assessment report, there is no prior period.*

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UPCOMING ACTIVITIES

FACILITATOR: MELISSA TURNER, PAUL LAVERY

Upcoming Activities
ESC Actions and Meetings

▸ Major Project Deliverables in the next six months
  ◦ D11 Project Management Plan – anticipating approval by October
  ◦ D18 Solution Analysis and Design Strategy – anticipating approval by December
  ◦ D20 Organizational Readiness Strategy – anticipating approval by December
  ◦ Go/No-Go Decisions in the next 6 months
  ◦ Pilot – Project Kickoff Complete – anticipating approval by December

▸ Proposed ESC meetings through December
  ◦ September 26
  ◦ October 24
  ◦ November 7*
  ◦ December 5*

NEW BUSINESS

FACILITATOR: MELISSA TURNER

NEXT MEETING

WEDNESDAY, SEPTEMBER 26, 2018
BUILDING 2, ROOM 1250

Contact Information

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