

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

JANUARY 27, 2021



PROJECT UPDATE

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Florida PALM Project Update

Risks and Issues

- ▶ Since the December ESC meeting, one issue was logged and one issue remains open
 - Open (Issue 25): Deal Management Interface and Conversion Testing is not aligned with Project Milestones
 - Opened (Issue 26): Bank Account Hierarchy for Wells Fargo is not Aligned with Florida PALM Configuration and Processing
- ▶ Since the December ESC meeting, no risks were logged; one risk was closed; one risk remains open
 - Open (Risk 221): Central Wave build timeline and Central Wave work for MFMP build activities are not aligned
 - Closed (Risk 225): Committed schedule work may be defined/modified by Amendment 3
- ▶ Risks and Issues with a high probability and impact will continue to be shared via monthly status reports and discussed (if necessary or as requested) with the ESC



Florida PALM Project Update

Budget – Fiscal Year 20-21

FY 2020-2021 Spend Plan Summary As of December 31, 2020				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$9,179,363	\$7,124,405	\$7,151,838	\$27,433
SSI Contract	\$8,053,562	\$6,199,162		
Software Maintenance	\$79,225	\$0		
Project Admin	\$80,782	\$73,908		
Support Services	\$518,004	\$508,288		
IV&V	\$447,790	\$343,047		
Salaries and Benefits	\$2,920,075	\$2,921,276	\$4,725,635	\$1,804,359
DMS Transfer and Risk Management	\$22,173	\$17,952	\$26,872	\$8920
Total	\$12,121,611	\$10,063,633	\$11,904,345	\$1,840,712



Florida PALM Project Update

Scope

-  Not Started
-  In Progress
-  Complete

▶ FY20-21 Project Objectives Update

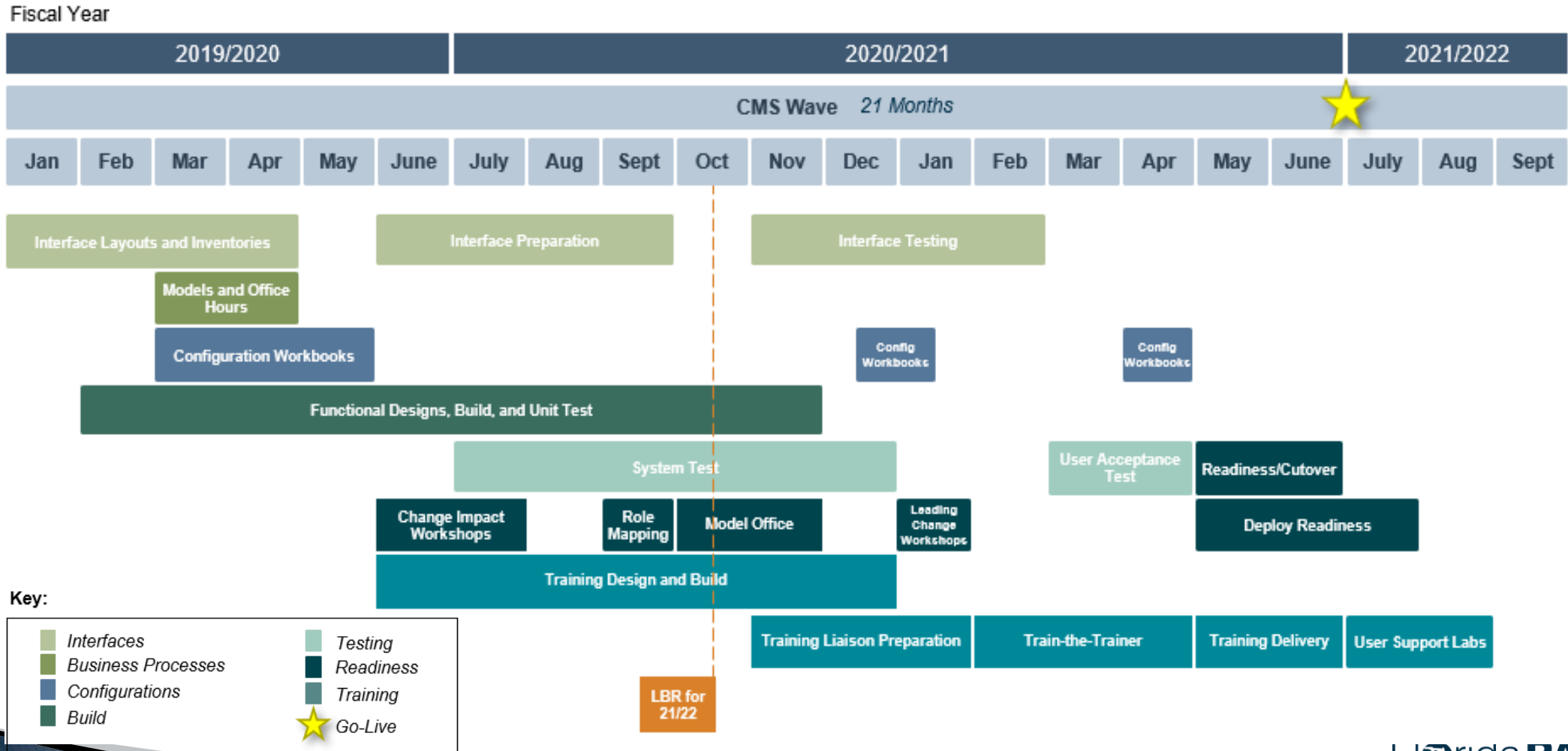
- Complete UAT testing for CMS Wave
- Conduct end user training for CMS Wave functionality
- Initiate CMS Wave deployment activities
- Conduct analysis of current Payroll functionality
- Complete Central Wave process models
- Complete Central Wave RICEFW inventory
- Confirm Updates to Standardized Business Process Models
- Complete Departmental Wave RICEFW inventory
- Confirm operational readiness for production support

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Florida PALM Project Update

Schedule – CMS Wave Activities



Florida PALM Project Update

Scope – CMS Wave

- ▶ System Testing is completed and achieved the desired results for CMS Wave*

Cycle	# of Scripts Executed	# of Scripts Passed	# of valid SIRs identified	# of SIRs open
0 – Env and Config Validation	120 (100%)	120 (100%)	54	0
1 – Simple Processing	69 (100%)	69 (100%)	44	0
2 – Complex Processing	105 (100%)	105 (100%)	45	0
3 – Security	107 (100%)	107 (100%)	77	0
4 – Cross Functional Integration	90 (100%)	89 (99%)	131	1
5 – Reporting	63 (100%)	60 (95%)	143	3
6 – Year End Processing	46 (100%)	45 (98%)	80	9

**As of 01/15/2021*



Florida PALM Project Update

Scope – CMS Wave

- ▶ Interface Testing Cycle 1 (Connectivity Testing) completed in November 2020
- ▶ Interface Testing Cycle 2 (Technical Testing) in progress through March 2021*
 - 27 total interfaces (3 completed, 11 in progress, 13 not started)
 - Inbound interfaces from 2 agencies; outbound interfaces to 7 agencies
 - Interfacing with 4 external partners
 - Testing is yielding the expected results: 70 SIRs identified, 16 SIRs open
- ▶ Interface Testing Cycle 3 (Functional Testing) planned for March 2021

**As of 01/15/2021*



Florida PALM Project Update

Scope – CMS Wave

- ▶ Issue 25 Update (Deal Management Interface and Conversion Testing is not aligned with Project Milestones)
 - On track with mitigation plan to be complete prior to UAT at the end of March
 - Interface and Conversion testing in progress and scheduled for completion by 3/19/2021
- ▶ Issue 26 (Bank Account Hierarchy for Wells Fargo is not Aligned with Florida PALM Configuration and Processing)
 - New issue created due to actual bank account hierarchy not aligning with Florida PALM configuration and processing
 - Two new extensions needed:
 - Develop custom logic to accept bank statement activity at the main Treasury account and record the activity at the agency accounts in Florida PALM
 - Develop logic to sweep into the Treasury account for book to bank reconciliation
 - Interface Testing to be completed by 3/12/2021 prior to UAT



Florida PALM Project Update

Scope – CMS Wave

- ▶ User Acceptance Testing (UAT) strategically targets representative agencies and a sample of the State’s end users to validate Florida PALM
 - DFS Divisions of A&A and Treasury, DFS, DOR, DEP, and 4 other agencies
 - Identifying UAT participants through established MRW tasks
 - UAT sessions conducted starting in March 2021, lasting for 6 weeks
- ▶ Conducted to confirm end users can perform their work functions in Florida PALM
- ▶ Gives an opportunity to “see, feel, and experience” Florida PALM before it is deployed into production



Florida PALM Project Update

Scope – CMS Wave

▶ The below table shows the business processes to be tested each week.

	Business Process		Business Process
Week 1	<ul style="list-style-type: none"> • Maintain Bank Accounts • Manage Treasury Correspondence • Process Bank Cash Transfers • Manage Revolving Funds 	Week 4	<ul style="list-style-type: none"> • Distribute Interest • Monitor Trust Fund Cash Balance • Manage Electronic Receipts Data • Process FLAIR Deposits • Treasury Receipts, Adjustments, and Returned Items • Manage and Reconcile Bank Statements
Week 2	<ul style="list-style-type: none"> • Add or Modify Fund Values • Create and Approve Journals • Edit Check (A) • Invested Balance Checking 	Week 5	<ul style="list-style-type: none"> • Create and Maintain Deals • Additional UAT testing using DFS/agency specific examples or executing additional scenarios that were not covered during previous weeks (includes reporting)
Week 3	<ul style="list-style-type: none"> • Contingency Week 	Week 6	<ul style="list-style-type: none"> • Contingency Week



Florida PALM Project Update

Scope – CMS Wave – Ready for User Acceptance Testing Go/No-Go Decision

- Not Started
- ◐ In Progress
- Complete

Go/No-Go Components

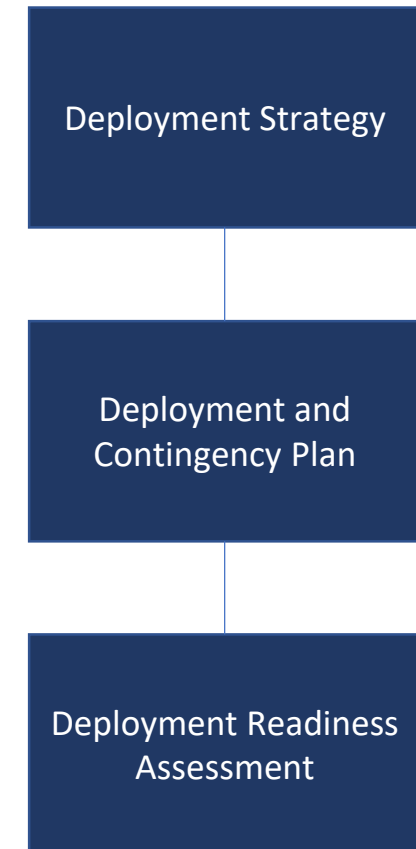
◐ Prototype 3 Delivery	◐ Disaster Recovery Plan
◐ Completion of System Testing	◐ Workflow Administration Guide
● Deployment Strategy	● Training Deployment and Measurement Plan
● Security and Technical Compliance Administration Guide	◐ User Acceptance Testing Plan
◐ Performance Testing Plan	◐ Help Desk Documentation
● Help Desk Training Plan	◐ Training Materials Complete
◐ System Infrastructure Capacity Plan	◐ Application Development - Reports/Extensions/Forms/Workflows



Florida PALM Project Update

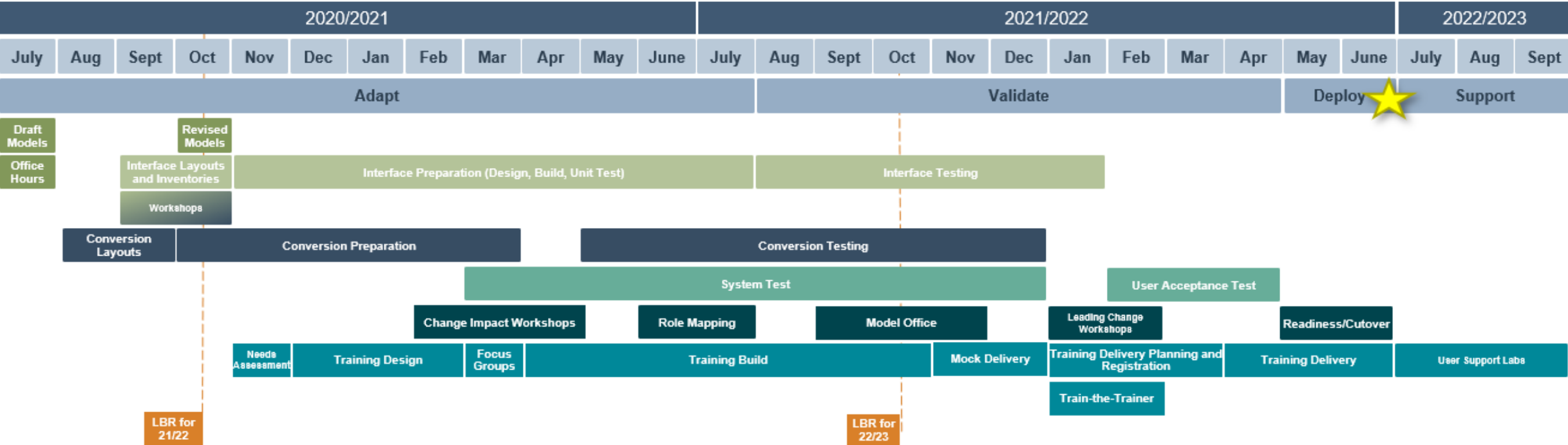
Scope – CMS Wave

- ▶ Deployment is the convergence of workstreams to prepare for and to execute the deployment of the Solution
- ▶ Aligns the work that is preformed across workstreams into a comprehensive focus to prepare the people, process, technology, and data needed to deploy the system into Production
- ▶ Includes collaboration with enterprise partners, agencies, and third-parties
- ▶ Defines pre-cutover, cutover, and post-cutover periods



Florida PALM Project Update

Schedule – Central Wave Agency Activities



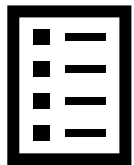
Key:

- Business Processes
- Testing
- Interfaces
- Readiness
- Conversions
- Training
- Configurations
- Go-Live



Florida PALM Project Update

Scope – Central Wave Interfaces



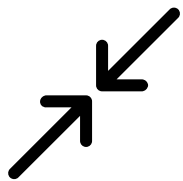
- ▶ 71 interfaces offered



- ▶ 34 agencies and 5 third parties engaged



- ▶ 62 interfaces selected

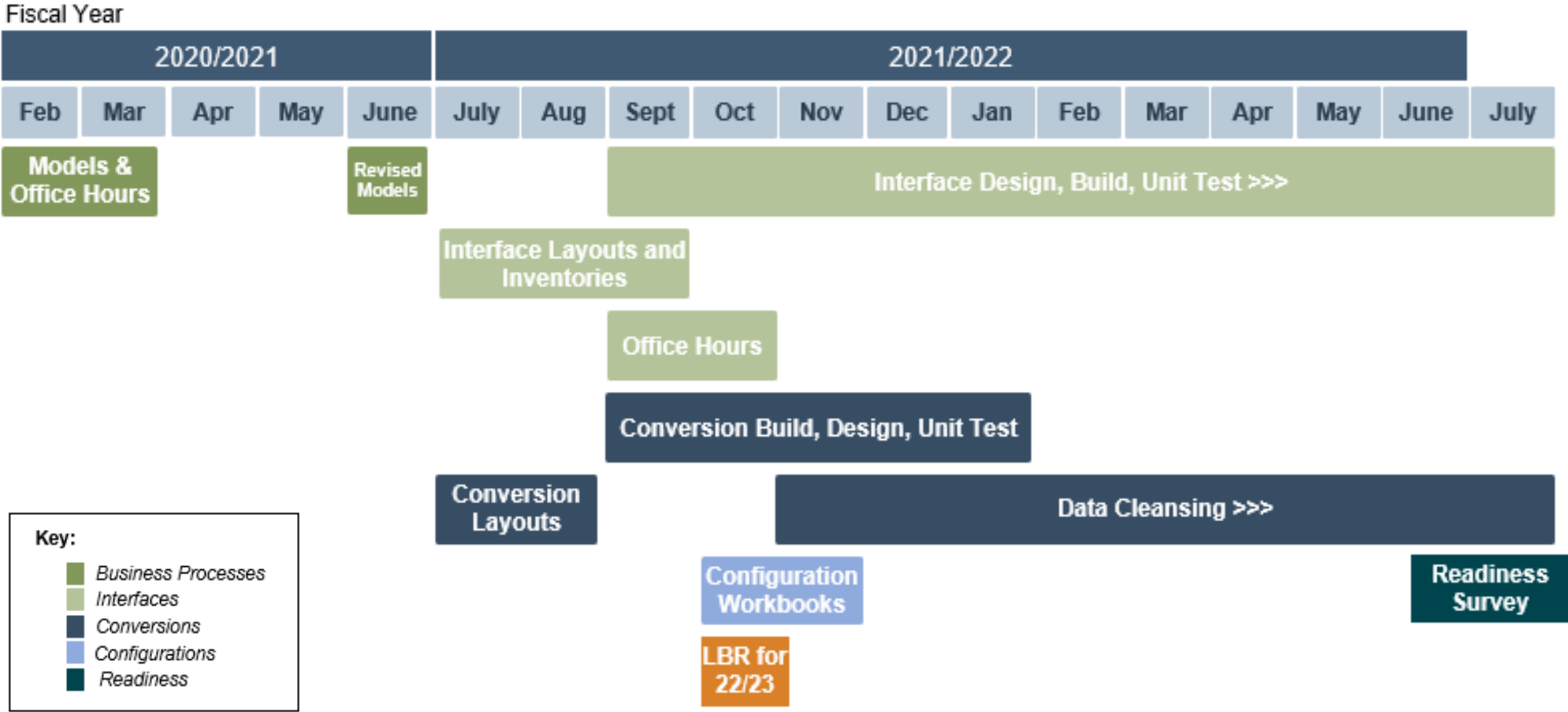


- ▶ 254 interface connections



Florida PALM Project Update

Schedule – Departmental Wave Agency Activities



Florida PALM Project Update

Scope – Departmental Wave

- ▶ Interface layouts timeline
 - Publish draft layouts – 7/7/2021
 - Conduct Interface Office Hours – between 9/7/2021 to 10/29/2021
- ▶ Payroll analysis
 - Review Payroll Requirements and current state business processes
 - Provide a demo of delivered Payroll functionality to the Bureau of State Payrolls and People First
 - Provide a high-level definition of Payroll business processes
 - Provide a list of anticipated interfaces and conversions
 - Provide a list of interdependencies with financial modules
 - Scheduled to be completed by the end of April



Florida PALM Project Update

Scope – Agency Readiness Activities

- ▶ Leading Change Workshop
- ▶ Security Access Manager Training
- ▶ Updated Agency Role Mapping Handbook
- ▶ End User Role Mapping worksheet
- ▶ Agency status reports
- ▶ Feedback Questionnaire



INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

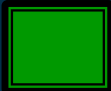
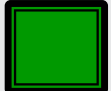


CONTENT PROVIDED BY MARK FAIRBANK



IV&V Assessment

December 2020 Reporting Period

Overall Status

Current Period	Prior Period	Overall Trend	Summary Observations
		 	<p>Observed planning activities are consistent with the Project Management Plan and standard practices.</p> <p>Risks and Issues are being managed proactively and with an appropriate sense of urgency.</p> <p>Issue 25 and Issue 26 contribute to project schedule risks.</p> <p>The risk of turnover in key positions remains high. The multi-year, multi-phase implementation approach increases the probability of occurrence.</p> <p>As part of a multi-faceted organizational change management program, the Project regularly conducts proactive communications to stakeholders, including partner system organizations such as FFMIS/STMS and state agencies. Recent rescheduling has been intended to enable agencies to learn, prepare and pursue funding for internal work and to secure commitment from enterprise partner system organizations and agencies to fulfill critical dependencies.</p> <p>Cost management and resource allocation are monitored closely by Track Managers and PMO. Quality control, financial control, and vendor processes are established and consistently executed. Collaboration between the State Project Team and Accenture Team continues to produce acceptable results.</p> <p>The Project trend is stable as work toward executing the statement of work and producing deliverables is proceeding according to plan.</p>

IV&V Assessment

Additional Observations

- ▶ CMS Wave testing continues to produce results that are consistent with or exceeding expectations. No design conflicts or insurmountable technical challenges have emerged that would prevent or cause reconsideration of the practicality of implementing Peoplesoft as contained in the Florida PALM Solution.
- ▶ Project Schedule Risk remains high due to factors including complexity of the overall phased approach, dependencies FLAIR and other on partner system commitments, and Issues 25/26.
- ▶ Because Issues 25/26 are isolated to specific interfaces and do not impact application functionality, the resolution plans are able to discretely set a course of action that does not disrupt broader activities across the project. This approach dovetails resolution into the regular project schedule prior to User Acceptance Testing, which will ensure full end-to-end testing. It is relevant to note that the Project Team has successfully resolved earlier issues by following similar methods and demonstrated the ability to do so according to the plans detailed in the Issues Log.



UPCOMING





MELISSA TURNER



Florida PALM Project Update

Upcoming

KEY:

-  CMS Wave
-  Central Wave
-  Departmental Wave
-  Non-Wave Specific

24

30 days

- Tier 0 Support
- CCN Town Hall
- SAM Training
- IAM Functional Testing
- Spreadsheet Uploads
- Process Model Updates

90 days

- Process Models Office Hours
- End of Wave Readiness Survey
- Reporting survey & Reporting Workgroups
- User Acceptance Testing
- Interface Office Hours
- FY22/23 LBR Planning
- Reports Catalog

6 months

- CCN Town Hall
- Reporting Workgroups
- Baseline Readiness Survey
- Change Impact tool
- Go-Live Checklist
- End User Training
- Operational Readiness Testing
- Tier 0 Support Kickoff
- Go-Live



NEXT SCHEDULED MEETING

FEBRUARY 24, 2021

VIRTUAL



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