Florida PALM

Planning, Accounting, and Ledger Management

Executive Steering Committee

Department of Financial Services

July 22, 2020

FloridaPALM
Planning, Accounting, and Ledger Management

Project Update

Matt Cole, Tabitha Hunter,
Shannon Segers, Melissa Turner

Florida PALM Project Update

Risks and Issues

- Since the last ESC meeting, one issue was logged
  - Role Mapping Workshops, as scheduled, will not include the entirety of the design solution if Functional Designs delayed
- Since the last ESC meeting, one risk had a risk score increase and one risk was closed
  - Risk Score Increase: Impact of delayed Functional Designs
  - Closed: Q4 Budget Amendment Release
- 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 19-20

FY 2019-2020 Spend Plan Summary As of June 30, 2020				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD**	**Release Remaining**
Special Category	$23,874,417	$21,118,017	$24,391,107	$3,273,090
SSI Contract	$21,439,296	$18,887,688		
Project Admin	$339,999	$340,696		
Support Services	$1,155,634	$1,119,435		
IV&V	$939,488	$770,198		
Salaries and Benefits	$5,354,879	$5,157,452	$6,464,626	$1,307,174
DMS Transfer and Risk Management	$24,887	$24,887	$24,887	$0
Total	**$29,254,183**	**$26,300,356**	**$30,880,620**	**$4,580,264**

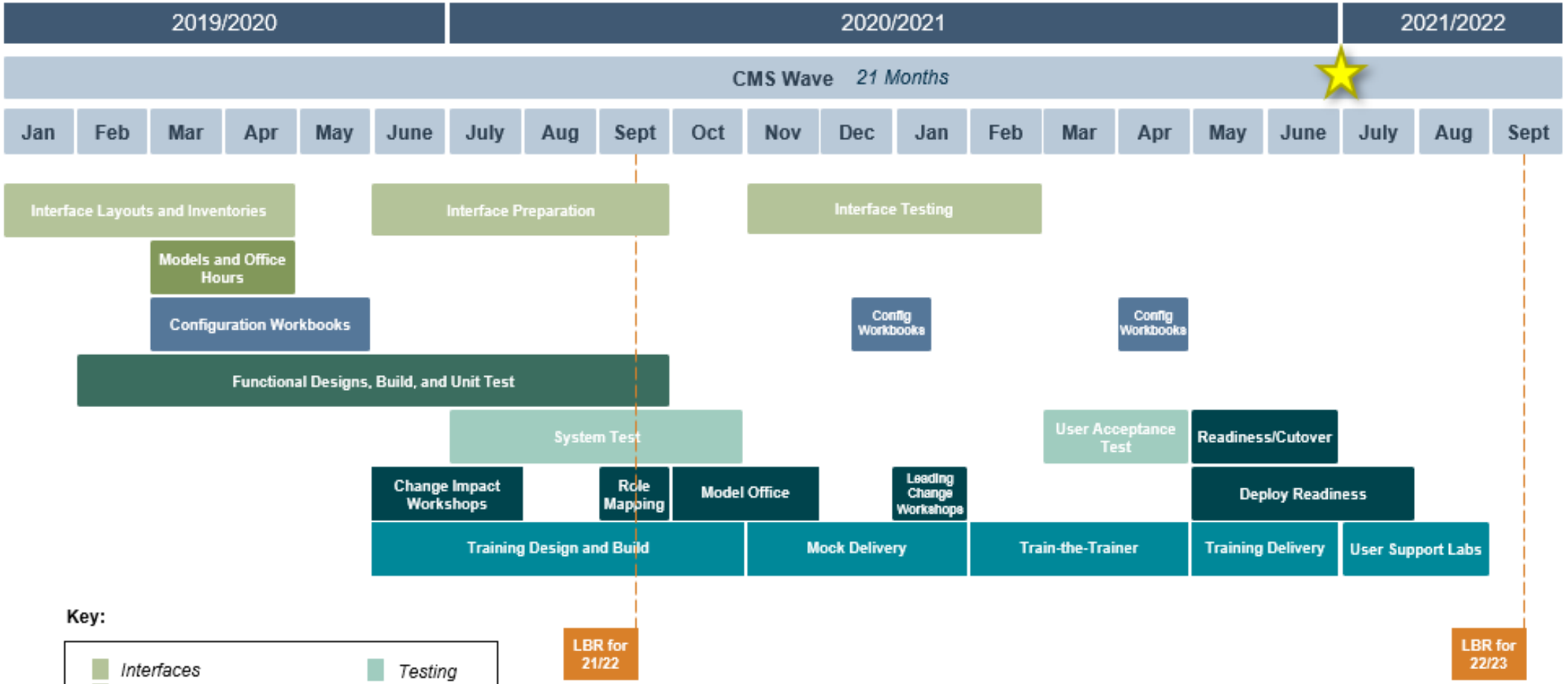
Florida PALM Project Update

Budget – Fiscal Year 20-21

FY 2020-2021 Spend Plan Projections As of July 1, 2020	
Category	**Projected**
Special Category	$26,364,285
SSI Contract	$22,331,277
Project Admin	$2,002,272
Support Services	$1,091,248
IV&V	$939,488
Salaries and Benefits	$5,830,980
DMS Transfer and Risk Management	$22,173
Total	**$32,217,438**

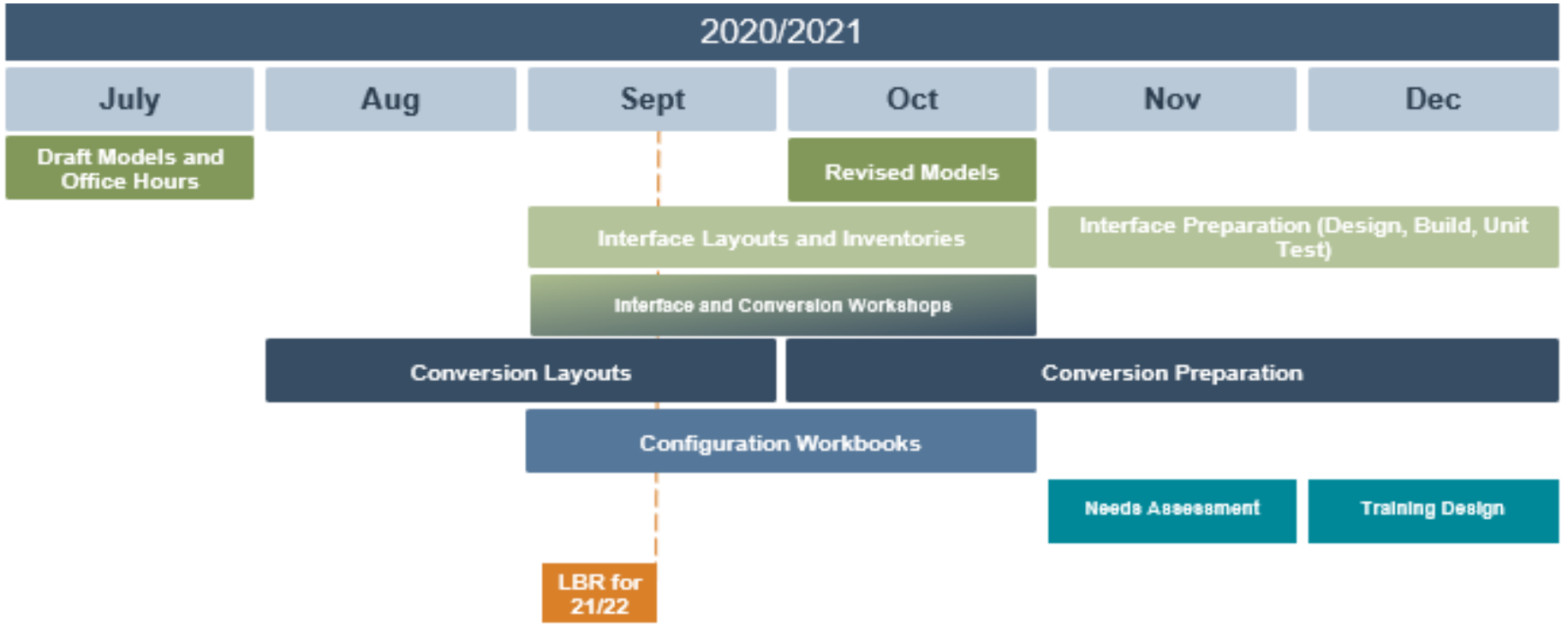
Florida PALM Project Update

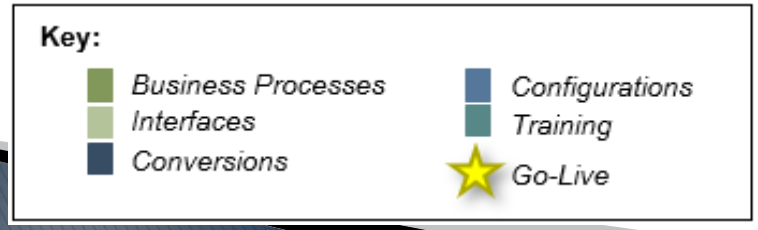
Schedule – CMS Wave Activities



Florida PALM Project Update

Schedule – Central Wave Agency Activities





Florida PALM Project Update

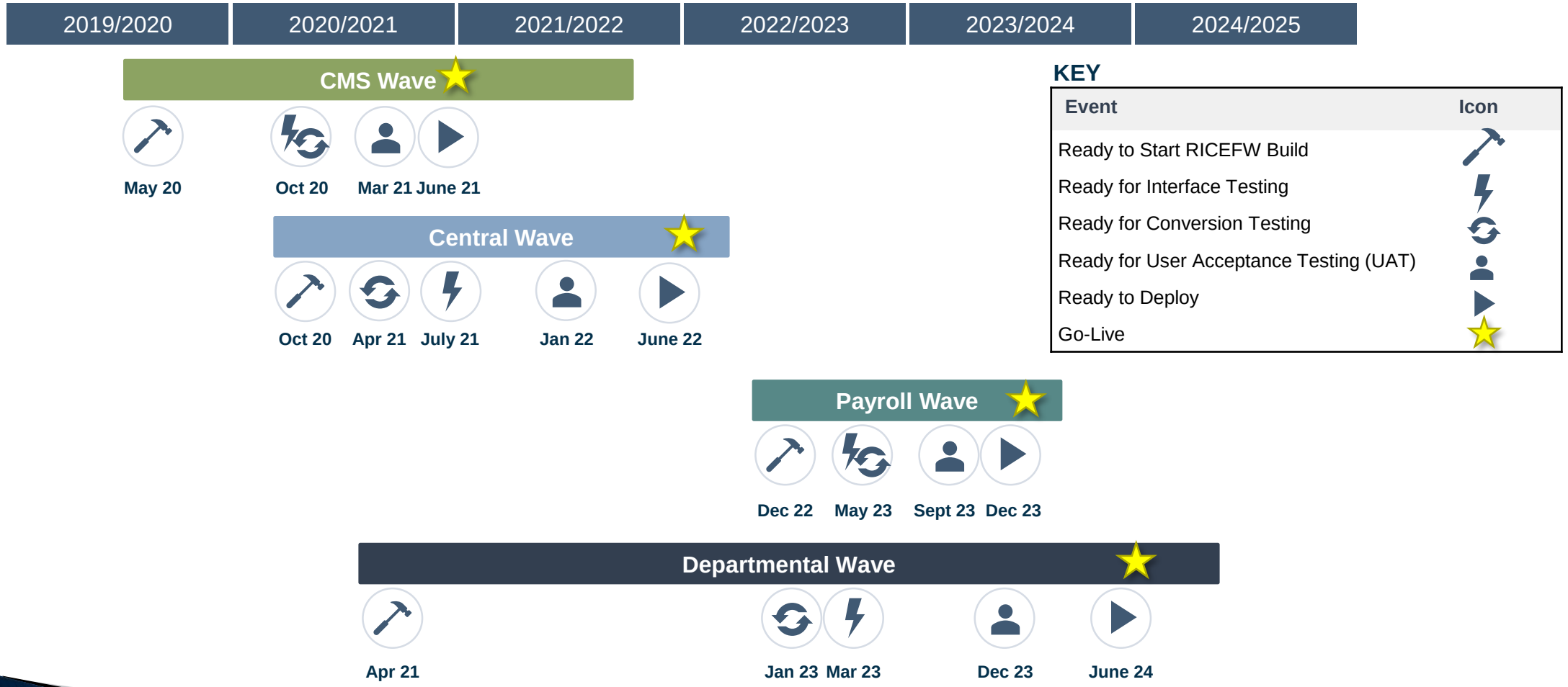
Schedule

- PCR 58 – Go/No-Go Decisions through remainder of Project
  - Names and due dates were updated to align with revised implementation approach
  - Proposing to make Go/No-Go Decisions consistent across the Waves
- PCR 59 – Reclassification of Certain Major Project Deliverables
  - Proposing reclassification of certain Major Project Deliverables to written deliverables
  - Allows focus on Major Project Deliverables that influence the standardization of business processes

Florida PALM Project Update

Planned Go/No-Go Decisions

Fiscal Year



Florida PALM Project Update

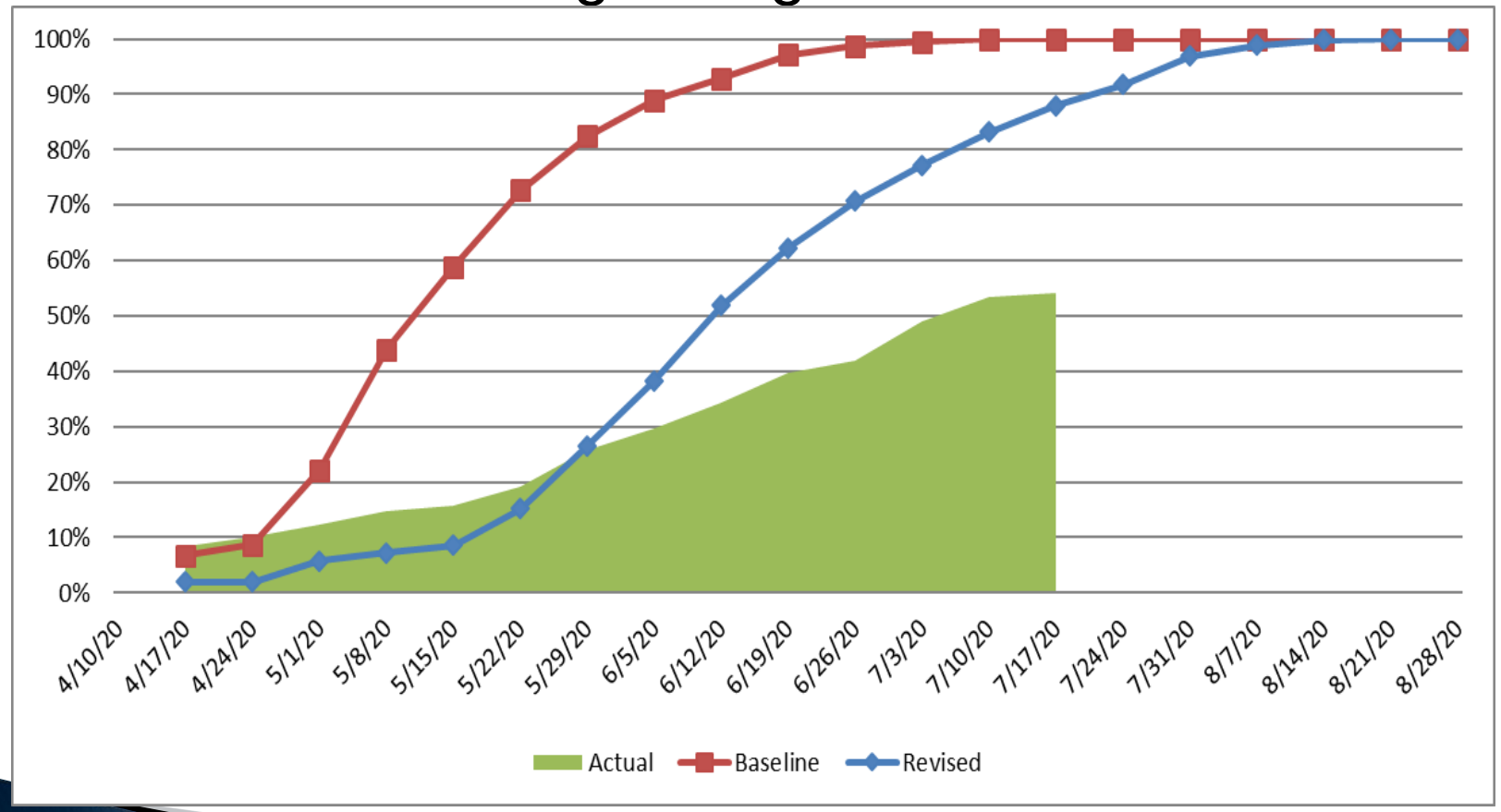
Scope

- Proposed 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
  - Complete Departmental Wave process models
  - Complete Departmental Wave RICEFW inventory
  - Confirm operational readiness for production support

Florida PALM Project Update

Scope

- Functional Design Progress*



Status	Count
Not Started	33
In Process	11
Ready for ACN Lead Review	7
Ready for State Lead Review	5
Ready for Team Manager Review	5
On Hold	0
Completed	31
Total	**92**

**As of 7/13/2020*

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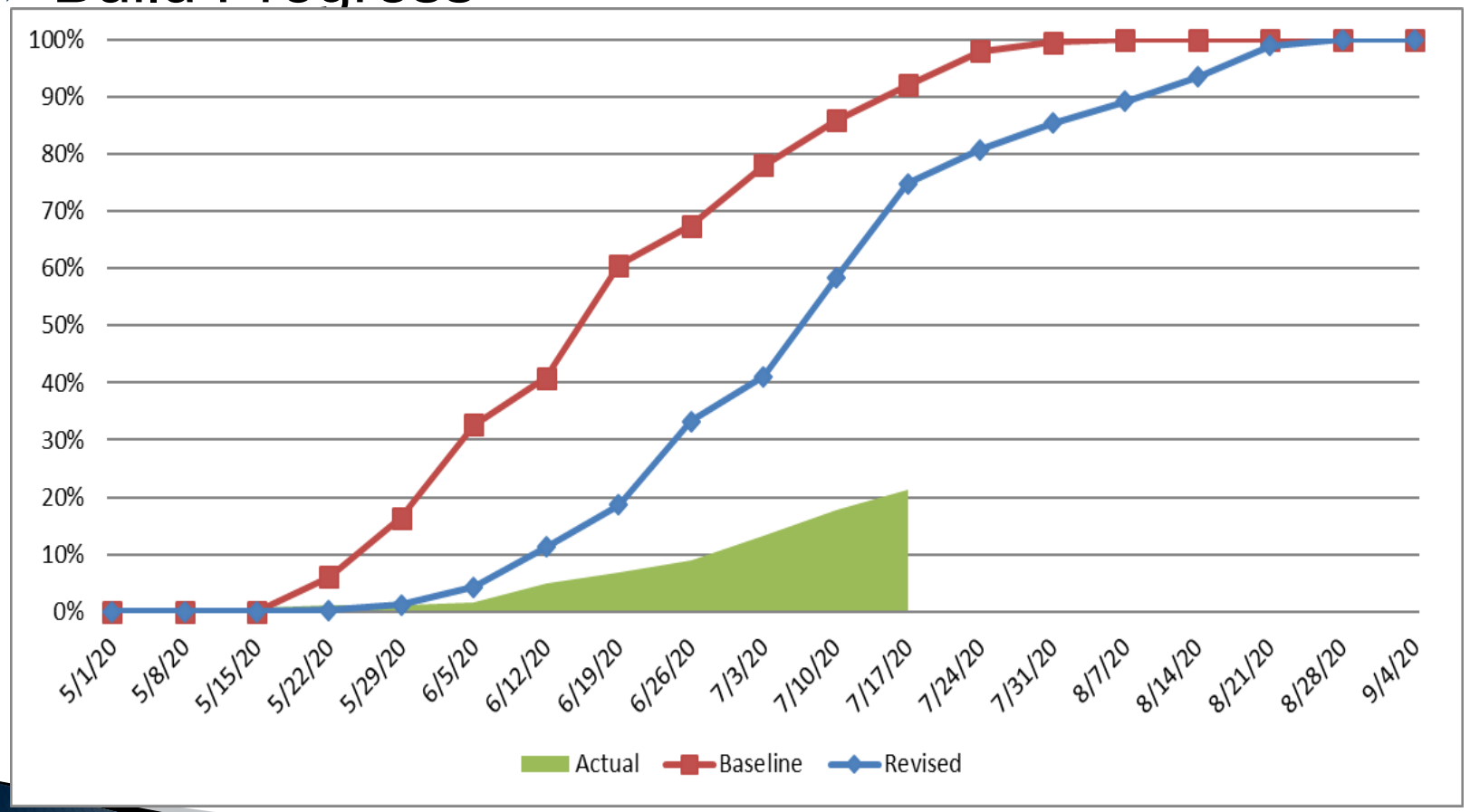
Planning, Accounting, and Ledger Management

Florida PALM Project Update

Scope

- Build Progress*



Status	Count
Not Started	69
In Process	10
Ready for ACN Lead Review	11
Ready for State Lead Review	2
Ready for Team Manager Review	0
On Hold	0
Completed	0
Total	**92**

**As of 7/13/2020*

Florida PALM Project Update

Scope

- Solution Demonstration: **Reports Inquiry**

Florida PALM Project Update

Scope

- Solution Demonstration: **Reports Query**

Florida PALM Project Update

Scope

- Change Impact Workshops – 100% agency participation, 138 attendees
- 2nd virtual Change Champion Network Town Hall
- Training Focus Groups (July 21, 22, 23) with select agencies to confirm training topics and design
- PALMcast – Division of Treasury
- Florida PALM Website Updates
- Agency Status Report and Guidance

Florida PALM Project Update

Scope

- Agency Internal Readiness Indicators
  - An Agency Internal Readiness Indicator survey was developed to assess the state of readiness around people, process, technology, and project management related to a specific Go/No Go Decision
  - The survey will be distributed to Agency Sponsors using a five-point Likert scale and a mandatory free form field for each indicator
  - A summary of the results will be shared with ESC members one month prior to a Go/No-Go Decision vote
  - Proposed survey questions were shared with ESC *(additional feedback can be provided live in July 22, 2020 ESC meeting)*

Florida PALM Project Update

Scope

- Department of Revenue: Managing MRW Tasks
  - Dedicated SharePoint Site
  - Each Wave has its own folder with MRW tasks in subfolders
  - MRW Tasks posted in separate folders for each task
  - MRW tasks and associated documents maintained in SharePoint folders and distributed by email to Change Champions and subject matter experts
  - Meetings held as needed to discuss requirements and complete tasks
  - Due dates posted to Outlook Calendar

Florida PALM Project Update

Scope

- Department of Revenue: Managing MRW Tasks, continued
  - Tasks are tracked by individual task, with task status captured in monthly oversight meeting minutes
  - Meeting minutes are stored in the Oversight Meetings subfolder on the dedicated SharePoint site
  - Task completion emails submitted to Florida PALM are maintained in a dedicated subfolder on the Agency Liaison's Outlook account

Florida PALM Project Update

Scope

- Department of Revenue: Business System Remediation
  - Impacts to business systems are identified through a collaborative effort led by the Florida PALM Project Team
  - Reviewing standard and interim business process models and their associated interfaces allows Department technical and program subject matter experts to identify impacts and remediate the business systems
  - Business systems will be remediated by internal programming changes so they will work with Florida PALM interfaces

Florida PALM Project Update

Scope

- Department of Financial Services, Office of Information Technology
  - Florida PALM readiness is a top priority
  - All OIT resources are allocated across multiple projects in addition to maintenance and support activities
  - Coordination of OIT activities with Florida PALM
  - Leveraging accepted project management practices
  - Comprehensive tracking of technology projects and tasks
    - Agency Business System Interfaces
    - Agency Business System Remediation
    - Cash Management Transition
    - iFLAIR
    - Change Champion Network Readiness
    - OIT Infrastructure and Security Support

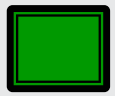
Independent Validation and Verification (IV&V)

Content Provided by Mark Fairbank

IV&V Assessment

June 2020 Reporting Period

Overall Status

Current Period	Prior Period	Overall Trend	Summary Observations
			• Planning activities are consistent with the Project Management Plan and standard practices. • The Project regularly conducts proactive communications to stakeholders, including enterprise partner system organizations (FFMIS/STMS) and state agencies. • The Project has not incurred major negative impacts to productivity during the COVID-19 emergency. However, risk of delays to some work has emerged as a result. ◆ Rescheduling provides extended time for many activities to be completed. This should enable the Project to secure commitment from enterprise partner system organizations and agencies to fulfill critical dependencies. Otherwise, there is a risk to the schedule. • Risks and Issues are being managed proactively and with an appropriate sense of urgency. The Project is actively managing risk to execution of project activities and the implementation schedule. • The project's managerial and reporting structure supports staff development, process definition, quality assurance, and other functions necessary for project success. • 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. • The Project trend is stable as work toward executing the statement of work and producing deliverables is proceeding according to plan

IV&V Assessment

Additional Observations

- At the end of June, three factors affected the IV&V assessment of risk to the Project schedule:
  - Delay in completion of BPS functional design documents has caused downstream delays in the development of select RICEFW items, test scripts, training designs, and materials for end user role mapping workshops
  - The combination of fiscal year end demand for resources within the Department and agencies statewide, and operational impacts of COVID-19, while largely mitigated within the Project, still present challenges to conducting analytical and readiness activities involving external resources
  - There is some uncertainty that all enterprise partner systems (FFMIS/STMS) are aligned to complete work and be ready to test interfaces according to the project schedule

VOTING ACTION

SCOTT FENNELL

Florida PALM Project Update

Voting Action

- Request for public comment
- Project Change Request 58 – Go/No-Go Decision through Project Duration
- Project Change Request 59 – Reclassification of Certain Major Project Deliverables

UPCOMING

Florida PALM Project Update

Upcoming

- Central Wave Office Hours *(July 27, 28, 29)*
- Agency Status Reporting for Proviso *(August for July reporting period)*
- Role Mapping Workshops *(September)*

Next Scheduled Meeting

August 26, 2020

Location/format to be determined

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