EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

AUGUST 25, 2021

PROJECT UPDATE

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Florida PALM Project Update
Contract Management

▸ Amendment 6 update
- ◦ Deliverable Updates:
  - • Central Deliverables merging into Departmental Deliverables
  - • Payroll Deliverables are being retained
  - • Some Deliverables may be paid based on completion percentage
  - • Repeating Deliverables will be moved to the Operational Calendar
  - • Future Strategy Deliverables are not needed if not changing
- ◦ Documents will be shared as they are ready for ESC review
  - • Contract Amendment, Attachment 1 – Statement of Work, Attachment 2 – Payment Schedule, Attachment 5.1 – Business Requirements, Attachment 6 – Definitions, Attachment 8 – Deliverable Acceptance Criteria, Attachment 10 – Service Level Agreement, Attachment 15 – Optional Services

▸ Agency Input on Payroll Timing

Florida PALM Project Update
Contract Management

▸ Project Management Plan updates

▸ Contract Performance Update
  ◦ Service Level Agreement defines 31 Critical Performance Indicators (CPIs)
    • 23 CPIs activated in July with CMS Wave launch
    • A number of CPIs have a validation period
  ◦ Monthly Performance Report
    • Documents results of all 31 CPIs and includes supporting detail
    • Department confirms metrics and supporting details
  ◦ Highlights for July 2021 results
    • 3 Deliverables submitted on time
    • Production was available for 100% of the 588 hours planned uptime
    • All (406) batch processes completed on time
    • Source code was delivered on time
    • 3.8 average rating for quality of services to Project Team
    • 4.5 average rating for responsiveness to requests of legacy system owners/stakeholders

Florida PALM Project Update
Risks and Issues

- Since the last ESC meeting, no new issues were logged
- Since the last ESC meeting, one new risk was logged, three risks remain:
  - 261 – Without an executed contract amendment to define the 2024 implementation approach, the Project implementation and agency adoption schedules are at risk
  - 262 – Agencies may encounter delays in funding releases for transition activities
  - 265 – There may be a misalignment of stakeholder expectations with Project team activities
  - 266 – Unfunded financial resources at agencies may impact Florida PALM transitions
- 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
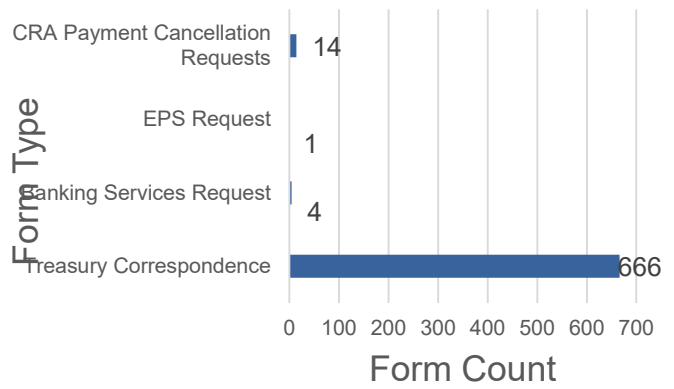
Budget – Fiscal Year 21-22

FY 2021-2022 Spend Plan Summary As of July 31, 2021				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	$7,164,232	$347,932	$2,000,000	$1,652,068
SSI Services	$3,159,655	$229,457		
Software and Maintenance	$3,750,335	$0		
Project Admin	$75,482	$6,178		
ERP Support Services	$76,840	$52,552		
IV&V	$101,920	$59,745		
Contract Contingency	$0	$0	$0	$0
Salaries and Benefits	$463,326	$489,442	$6,197,071	$5,707,629
DMS Transfer and Risk Mgmt	$13,080	$0	$25,220	$25,220
Total	**$7,640,638**	**$837,374**	**$8,222,291**	**N/A**

At a Glance

687
Total # of unique logins

568
Total # of Incidents created

Form Metrics (Cumulative)

Form Type vs Form Count

- CRA Payment Cancellation Requests: 14
- EPS Request: 1
- Banking Services Request: 4
- Treasury Correspondence: 666

(Form Count axis: 0, 100, 200, 300, 400, 500, 600, 700)

% of Transactions Reconciled

■ Reconciled

JP Morgan Chase
- 5%
- 95%

Bank of America
- 3%
- 97%

Wells Fargo
- 5%
- 95%

Transaction Metrics

Transaction Count (log scale: 1, 10, 100, 1000, 10000, 100000, 1000000)

- Warrants Cancellations Processed: 2,160
- Journals Posted: 65,799
- Issued Warrants Loaded: 442,647
- Deals Created: 1,137
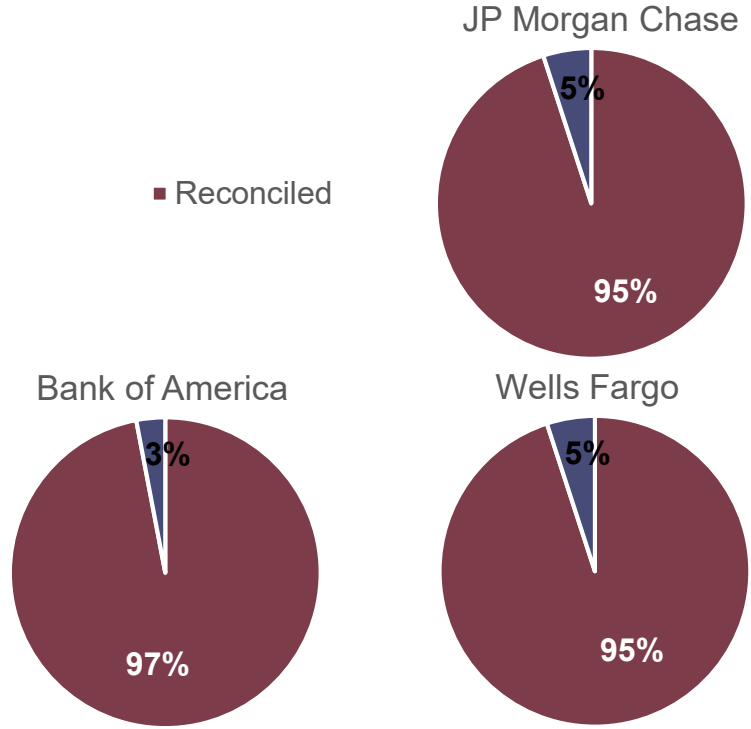
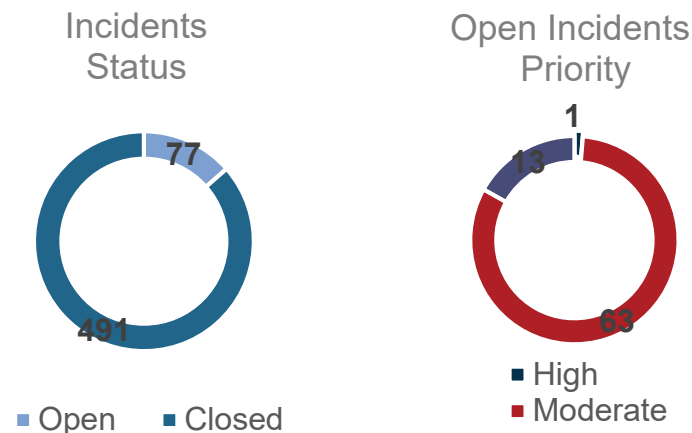Transaction Type
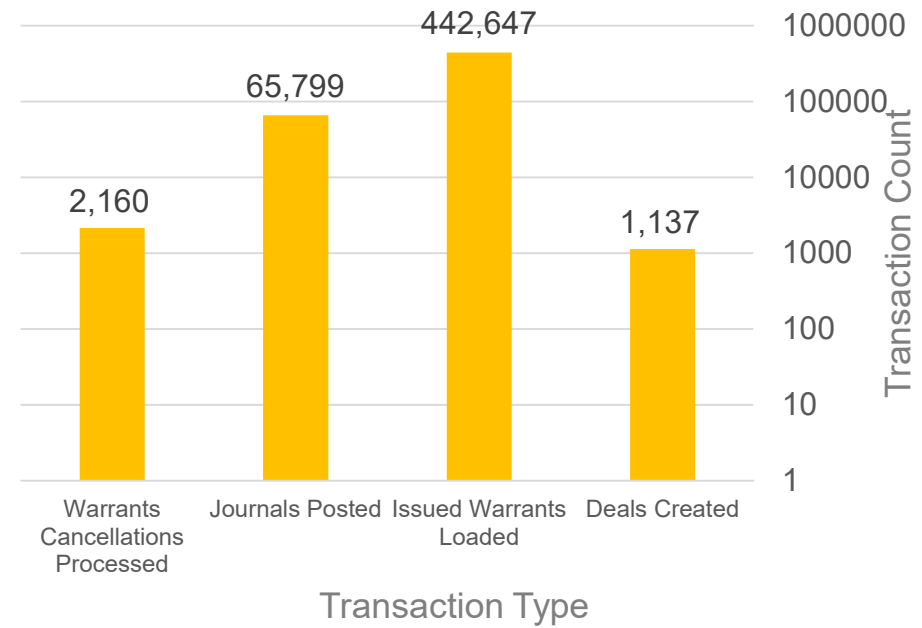
Key Updates

- Processed over $3,500,000,000 in deposits for DOR
- Preparing for interest apportionment functionality
- Completed July production maintenance (operating system patching)
- Top 3 Incident Categories account for over 62% of all tickets and is a sign end users are actively using Florida PALM
  - "How To" questions
  - Access issues
  - Configuration

Solution Center Incidents

Incidents Status
- 77
- 491

■ Open ■ Closed

Open Incidents Priority
- 1
- 13
- 63

■ High
■ Moderate
■ Low

10
Total # of New Incidents Created (8/20)

Florida PALM Project Update
Financial Wave

▶ **Modules Workgroups**

- New engagement with agencies to understand Florida PALM Modules
- Kickoff will be held August 31
- Workgroup sessions will be held this Fall
- Agency communication to introduce business transformation

▶ **Interface and Conversion layouts for the Financials Wave**

- 10 conversion layouts shared on 7/30
- 48 interface layouts shared during CMS and Central Wave activities
- 21 interface layouts shared on 7/30
- 10 interface layouts will be shared on 8/30

Florida PALM Project Update

Agency Readiness – Department of Children and Families

▸ Fully adopting Florida PALM's capabilities is the least risky, highest-value approach we can take. Combining the Central and Departmental Waves presents the fewest unknowns and best path to success for the project.

▸ Risk Management is identifying, assessing, and planning responses to uncertain conditions. Responses include:

- Avoidance/Exploitation
- Transfer
- Mitigate/Enhance
- Accept

Florida PALM Project Update

Agency Readiness – Department of Children and Families

▸ PeopleSoft 9.2 is a fully-mature Enterprise Resource Planning (ERP) system with thousands of enterprise users globally.

▸ Florida PALM purchased all but one PeopleSoft modules as an enterprise license; ensuring maximum functionality and complete flexibility on a proven platform.

▸ Instead of several standalone databases with an endless inventory of disconnected spreadsheets, ERP systems can create, store, and use the same data derived through common processes.

▸ DCF has not found a single business use-case that PeopleSoft is not capable of accomplishing, given sufficient analysis and discussion.

Florida PALM Project Update

Agency Readiness – Department of Children and Families

Florida PALM Project

- Deliver a working system which can accomplish every business function of CMS and FLAIR.
- Train the State in how to use system capabilities.
- Support the analysis of Agency-specific process by fostering dialogue and providing expert guidance on planned Florida PALM functionality

Department of Children and Families

- Determine how best to use the Florida PALM system to meet our individual mission and business needs.
- Design agency-specific process information to conform to applicable governance.
- Train end-users on agency-specific information and duties at each process step.

Florida PALM Project Update
Agency Readiness and Training

▸ User Support Labs

▸ Tuesday Task Talks

▸ Agency communications

INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY MARK FAIRBANK

IV&V Update
Observations

Florida PALM system production operations are stable and processing most CMS Wave business without disruption

▶ Incidents affecting routine automated processing are concentrated in the areas of newly detailed investment accounting and interest apportionment

- ◦ In both areas the Project and Treasury relied on extemporaneous analysis of data scenarios to guide configuration and development rather than having complete requirements and specifications prior to build
- ◦ Incidents that occur as new data is introduced will require remediation
- ◦ Hypercare sessions are productive but consume time and resources
- ◦ Manual contingency processes do not appear sustainable long-term

▶ The Production Support incident management process is orderly and draws on Project resources as needed to expedite resolution

▶ The frequency and volume of incidents is not extraordinary

IV&V Update
Observations

- **The deliberations and development of Contract Amendment 6 continue to be productive**

- While the pace of drafting the amendment is faster than prior amendments, it still appears the effort will take many weeks to complete

- The Project team has identified work that should proceed immediately because its definition and form are not affected by the shift in approach

- To avoid loss of the benefit of time gained by the Financials Wave Decision, a speedy finalized Amendment 6 is essential to provide definitive direction and schedule to Enterprise Partners and Agencies

IV&V Update
Observations

Risk of Reliance on Crosswalks and Ongoing Data Translation

▸ With the decision to consolidate Central & Departmental Waves into a single Financials Wave, the need to translate FLAIR-to-Florida PALM and vice versa on a daily basis is greatly reduced

▸ The Project does not plan to extend and maintain data crosswalks beyond implementation

▸ However, the idea of translating data to avoid the need to modify legacy systems has gained popularity

▸ If organizations invest in crosswalk programs that enable legacy systems to continue to operate using FLAIR data elements, there are immediate risks to implementation quality and long-term risks to business continuity once FLAIR data maintenance ceases and Florida PALM data evolves

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

UPCOMING

MELISSA TURNER

Florida PALM Project Update
Upcoming

▸ Recommendation of Statutory Changes in November

▸ Request for suggested future ESC meeting topics

NEXT SCHEDULED MEETING

SEPTEMBER 22, 2021

LOCATION TBA

CONTACT INFORMATION

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