

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

MAY 25, 2022



PROJECT UPDATE

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Florida PALM Project Update

Risks and Issues

- ▶ Since the last ESC meeting, no new issues were logged, and three remain:
 - Issue 27 – Schedule delays prevented a fully committed project schedule
 - Issue 30 – The externally managed investment process has not launched as scheduled due to a delay in the receipt of the conversion data
 - Issue 31 – The Project does not control sufficient funds to pay all invoices within the prompt pay window
- ▶ Since the last ESC meeting, no risks were opened or closed
- ▶ 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 April 30, 2022

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$13,415,633	\$13,437,282	\$12,638,156	\$(799,126)
SSI Implementation	\$515,732	\$515,732		
SSI Production Support	\$6,838,959	\$6,838,959		
Software and Maintenance	\$4,400,550	\$4,400,550		
Project Admin	\$128,159	\$136,661		
ERP Support Services	\$800,310	\$795,100		
IV&V	\$731,923	\$750,280		
Contract Contingency	\$0	\$0	\$0	\$0
Salaries and Benefits	\$4,359,220	\$4,372,377	\$6,229,114	\$1,856,737
DMS Transfer and Risk Mgmt	\$22,795	\$22,457	\$22,457	\$0
Total	\$17,797,648	\$17,832,116	\$18,889,727	\$1,057,611



Florida PALM Project Update

Advisory Council Update

- ▶ Summary of Advisory Council Activity



Florida PALM Project Update

Production Support

- ▶ Month-end closing
- ▶ CMS remediation activities
 - Resolving remaining CMS defects
 - Implementing CMS related enhancements
 - Normalizing business operations and production support teams
- ▶ Production Support team and process updates
- ▶ Production Support Round Table



Florida PALM Project Update

Contract Management

- ▶ Amendment 8 Discussion



INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

Amendment 7

- ▶ IV&V reviewed and commented on various versions of Amendment 7 and the Settlement agreement
- ▶ Some of the items under discussion happened prior to the PCG IV&V Team's arrival on the Project, so it will be difficult to know and understand all that led up to this point
- ▶ The Florida PALM IV&V Team discussed questions and feedback on the 5/3/22 revision of Amendment 7 and the Settlement agreement with the Florida PALM Contract Manager, the Florida PALM Project Director, and the Chief Business Manager on 5/18/22
- ▶ IV&V will continue to monitor several points as the Florida PALM Project progresses into Amendment 8



IV&V Update

ESC Outreach

- ▶ The Florida PALM IV&V Team conducted its final interview with the Chief Business Manager on 5/18/22 to discuss the ESC's functioning and effectiveness
- ▶ The Florida PALM IV&V Team intends to present the IV&V summary report and corresponding recommendations to the Florida PALM Contract Manager on Thursday, 5/26/22, with an expected distribution to the standard Florida PALM Project Distribution List on Friday 5/27/22



IV&V Update

SLE

- ▶ IV&V distributed the Service Level Expectation Comparison Assessment Report on 5/3/22
 - Assessment aims to provide the State with helpful information in considering a basis for the appropriate Service Credit Levels or penalties assessed on an SSI Vendor for not meeting Critical Performance Indicators (CPI)
 - Includes recommendations for enhancing SLEs to improve performance expectations between both parties



IV&V Update

CMS Remediation

- ▶ IV&V continues to observe Florida PALM Project progressing positively on the CMS Remediation efforts. The Florida PALM Project discussed multiple topics this reporting period including:
 - Long-term Solution for the Automated Reconciliation
 - Treasurer's Investment Trust Fund solution for reporting, cash balance monitoring, and reconciliation
The Florida PALM Project presented alternative options to implement the solution
- ▶ The Florida PALM Team has defined the current Project Schedule which includes CMS Remediation tasks, consisting of:
 - High-priority items progressing now (formerly in the CMS Remediation Task List)
 - CMS Remediation Enhancements
- ▶ The Florida PALM Project communicated the CMS Remediation enhancement tasks will be baselined during the week of 5/23/22
 - The Florida PALM IV&V Team has begun performing a review of the current Project Schedule, to include SteelRay analysis and evaluate for closure of IV&V Findings 3, 4, and 5



IV&V Update

Oracle PeopleSoft Support

- ▶ The Florida PALM IV&V Team brought the future Oracle PeopleSoft Support Date (2032) to the attention of the Florida PALM Project and is analyzing potential impacts
 - The currently planned design for the upcoming Financials Wave will continue to be the on-premises PeopleSoft application
 - Based on the planned Design, Develop, and Implementation Schedule for the upcoming wave, the Florida PALM system should build in the appropriate time to transition to a Platform as a Service (PaaS) prior to the Oracle PeopleSoft current end of life



IV&V Update

Open Findings

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 3	Issue	Medium	The lack of detailed activities, durations, resources, and dependencies related to the Hillclimber activities significantly diminishes the value and reliability of the data and analyses available through the Project Schedule.	1/25/2022	<p>5/20/22 - The Florida PALM Project Team has defined the current Project Schedule which includes CMS Remediation tasks, consisting of: 1) high-priority items progressing now (formerly in the CMS Remediation Task List) and 2) CMS Remediation Enhancements. The Florida PALM Project Team communicated that the CMS Remediation Enhancement tasks will be baselined next week.</p> <p>The Florida PALM IV&V Team has begun review of the current Florida PALM Project Schedule, to include SteelRay analysis and evaluate for closure of IV&V findings 3, 4, and 5.</p>
IV&V ID: 4	Issue	Medium	The Project Schedule does not meet contractual, State, or industry standards and does not contain the necessary information to indicate project progress accurately.	1/25/2022	
IV&V ID: 5	Risk	Medium	The Project Schedule does not have a clear and reliable critical path making it difficult to measure progress and determine whether delays are imminent, or resources are being wasted.	1/25/2022	



IV&V Update

Open Findings

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 6	Risk	Low	The Florida PALM Project Director and Deputy Director have left the project without advance notice.	2/18/2022	5/20/22 – 5/20/22 – The Florida PALM Project Director informed the Florida PALM IV&V Team on 5/18/22 that he is working with DFS HR to post the Florida PALM Deputy Director position.
IV&V ID: 7	Preliminary Concern	Medium	Capture, tracking, and reporting of system issues are not standardized and not communicated across all Agencies.	3/15/2022	<p>5/20/22 – The Florida PALM IV&V Team continues to examine the capture, tracking, and reporting of system issues and has received additional information from the Florida PALM Project Team on the parameters used for the reporting process.</p> <p>IV&V is conducting an independent validation of the accuracy of the data within the report(s); initial results are very positive that the metrics reported reflect those in the ServiceNow system.</p> <p>Based on the very positive progress the Florida PALM Project Team has made in this area, IV&V has reduced the Finding to Medium with a trend to likely be Low or Closed following IV&V's completion on the comparison metrics in the next week.</p>



IV&V Update

Open Findings

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 8	Preliminary Concern	Medium	Delays in completing month end closings could impact the year end processing if not resolved in a timely manner.	3/30/2022	5/20/22 – The Florida PALM Project Team did not meet their planned date for closing the month of April by 5/20/22, which has the potential to impact year-end activities. The Florida PALM Project Team is actively working on the root cause analysis and bringing the month to close as quickly as possible.



UPCOMING

JIMMY COX



RECURRING WEDNESDAY MEETING

JUNE 22

TBD



CONTACT INFORMATION

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