

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

APRIL 27, 2022



PROJECT UPDATE

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Florida PALM Project Update

Risks and Issues

- ▶ Since the last ESC meeting, one new issues was logged, two were closed, and two 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 (New) – 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, and two remain with a decreased probability:
 - 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 April 21, 2022

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
Special Category	\$18,682,822	\$12,375,463	\$12,638,156	\$262,693
SSI Implementation	\$6,551,703	\$515,732		
SSI Production Support	\$5,998,357	\$5,998,357		
Software and Maintenance	\$4,400,550	\$4,400,550		
Project Admin	\$283,232	\$107,901		
ERP Support Services	\$794,485	\$703,080		
IV&V	\$654,495	\$649,843		
Contract Contingency	\$0	\$0	\$0	\$0
Salaries and Benefits	\$3,986,975	\$3,895,894	\$6,229,114	\$2,333,220
DMS Transfer and Risk Mgmt	\$17,126	\$18,748	\$22,457	\$3,709
Total	\$22,686,923	\$16,290,105	\$18,889,727	\$2,599,622



Florida PALM Project Update

Advisory Council Update

- ▶ Advisory Council Membership
- ▶ Summary of Advisory Council Activity



Florida PALM Project Update

Production Support

- ▶ CMS Remediation Activities Update
 - Reconciliation
 - Process
 - Stabilization

- ▶ Production Round Table Overview



Florida PALM Project Update

Production Support

▶ Learning Opportunities

Categories

- > [Chart of Accounts](#)
- > [Disinvestments](#)
- > [General Information](#)
- > [Query](#)
- > [Reporting](#)

In Real Life (IRL)

- [Reconciled Deposits Reports | Placemat](#)
- [Unreconciled Deposits Reports | Placemat](#)

Job Aid

- [CRA Reconciliation Workaround Process](#) - Roles: Agency Banking Reporter; Agency CM Reporter; Agency CRA Processor

Learning Opportunities

- Tips & Tricks: Monitoring Deposits: [Presentation](#) | [Recording](#) (register to view) | [Q&A](#)
- Tips & Tricks: Roadmap to Reports: [Presentation](#) | [Recording](#) (register to view) | [Q&A](#)

Training Videos

- [Running a Report](#)
- [Running a Report Inquiry](#)
- [Using Direct Journal Deposit Reports](#)
- [Running a Report Query](#)



Florida PALM Project Update

Contract Management

- ▶ Amendment 7 and Settlement Discussion



INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

Amendment 7

- ▶ IV&V participating in certain meetings for Amendment 7 and Settlement Agreement review
 - Provided feedback and questions to State team; concerns were mostly addressed or acknowledged
 - Continued concerns regarding costs in Amendment 7 and Settlement Agreement
 - Concerns with Settlement Agreement payment without State acceptance of some deliverables



IV&V Update

CMS Remediation

- ▶ IV&V continues to observe productive transition to CMS Remediation effort
- ▶ The Florida PALM team added CMS Wave Remediation Activities tasks to the RADAR Report:
 - Conducting conversion preparation
 - End-to-end testing
 - Creating training materials for Externally Managed Investments
- ▶ Florida PALM team achieved closure of October 2021 on 4/15/22, IV&V observes a progressively compressed schedule for subsequent month closures
 - IV&V is monitoring monthly close impact to year end processing procedure requirements
 - IV&V recommends creating, documenting, and implementing a standardized process to ensure quality is achieved



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	4/21/22 - The Florida PALM Project Team added CMS Wave Remediation Activities tasks to the Project Schedule. Tasks include conducting conversion preparation, end-to-end testing, and creating training materials for Externally Managed Investments.
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	4/21/22 - The Florida PALM Project placed Financial and Payroll Wave Project Schedule activities on hold pending finalization of Amendment 7, which will drive definition and refinement of CMS Remediation tasking and schedule. The Florida PALM IV&V Team will continue to monitor.
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	4/21/22 - The Florida PALM IV&V Team is seeing the Florida PALM Project Team actively log CMS Remediation tasks in the RADAR report. We will continue to monitor the addition of tasks.
IV&V ID: 6	Risk	Low	The Florida PALM Project Director and Deputy Director have left the project without advance notice.	2/18/2022	4/21/22 – Risk was reduced to Low priority. The Florida PALM IV&V Team will continue to monitor this risk, which was reduced to Low now that the Florida PALM Project Director and the Chief Business Officer have been in place. The Florida PALM Deputy Director position remains open, although the recruitment for the position was re-prioritized as focus remains on Amendment 7 and CMS Remediation.



IV&V Update

Open Findings, continued

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 7	Preliminary Concern	High	Capture, tracking, and reporting of system issues are not standardized and not communicated across all Agencies.	3/15/2022	4/21/22 – The Florida PALM IV&V Team met with members of the Florida PALM Project Team on 4/13/22 to discuss Production Support capture, tracking, and reporting. IV&V utilized this meeting to gain further understanding of current processes utilized for Production Support capture, tracking, and reporting. IV&V will take the information learned and better understand where to make subsequent recommendations to the Florida PALM Project Team. Although the Florida PALM Project Team has made much advancement in the capture of the issues in a single system, there is further consideration for how to track and report the information to various entities that will need to be considered.
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	4/21/22 – The Florida PALM IV&V Team continues to closely monitor this Observation as the Florida PALM Project Team proceeds with the monthly close for October. While currently there is a low probability of failing to resolve month-end closing issues prior to the fiscal year-end, the Florida PALM Project Team has reported that being able to use part of the automated tool while it is being fully developed by the State, along with successful knowledge transfer and training, should result in a faster reconciliation and close process. IV&V will continue to monitor this Observation and the close activities underway.



IV&V Update

ESC Outreach

- ▶ IV&V conducting outreach to ESC Committee Members
 - Completed interviews with all ESC Members as of 4/26/22
 - IV&V is analyzing collective interview responses to identify trends and commonality
 - IV&V producing report that features a summary of the trends in the answers received by the committee members
 - Delivery of analysis report planned for May 13, 2022
- ▶ IV&V thanks ESC Members with whom we have met, your inputs have been valuable and have influenced the identification of improvement opportunity recommendations



UPCOMING

JIMMY COX



RECURRING WEDNESDAY MEETING

MAY 25

DEPARTMENT OF CHILDREN AND FAMILIES



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