Florida PALM

Planning, Accounting, and Ledger Management



BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

OCTOBER 28, 2026

BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

FloridaPALM
Planning, Accounting, and Ledger Management

ADMINISTRATIVE

JULIAN GOTREAUX

Administrative

Budget

FY 2026-2027 Spend Plan Summary as of October 23, 2026

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	**$13,958,243**	**$12,334,578**	**$24,847,014**	**$12,512,436**
SSI Implementation Services	$5,446,333	$4,846,333		
Facilities and Maintenance	$138,564	$138,564		
Production Support	$3,719,847	$3,719,847		
Additional Facilities	$81,441	$61,080		
Production Support Administration	$106,755	$9,264		
Oracle Software and Maintenance	$874,013	$508,692		
Project Administration	$174,133	$115,865		
Florida PALM-UAT	$1,210,832	$1,210,832		
ERP Support Services	$1,718,149	$1,295,445		
QA Support Services	$488,176	$428,656		
Data Processing Services	$0	$0	$0	$0
Contingency	$0	$0	$0	$0
Salaries & Benefits	$3,815,888	$2,724,049	$12,285,849	$9,561,800
HR Transfer and Risk Management Insurance	$29,465	$22,598	$43,163	$20,565
Total:	**$17,803,596**	**$15,081,225**	**$37,176,026**	**$22,094,801**

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FloridaPALM
Planning, Accounting, and Ledger Management

Administrative
Schedule

SG4 – Agency Readiness *Agency Readiness Certifications have been received*		November 18, 2026
Critical Path Item	Trend	Status (Due Date)
I-WP110 – Training Build (Training Materials Ready for Stage Gate 4 – Milestone)	●	Complete (10/16/2026)
UAT Complete	●	In Progress (11/06/2026)
Agency Readiness Certification 4	●	In Progress (11/10/2026)

● Completed/Accepted ● On Schedule ● Behind Schedule ● Late

Status as of 10/26/2026

Administrative

Schedule

SG5 – Deployment Readiness

December 16, 2026

The following activities are completed: •UAT (results, Known Issues and Enhancements list) • Enterprise Systems Interface testing • Penetration Testing • Performance Testing* • Disaster Recovery Testing* • Dry Runs* Deployment and Contingency Plan**

**Requires Project Director Approval*

Critical Path Item	Trend	Status (Due Date)	Critical Path Item	Trend	Status (Due Date)
D658 – Develop the Deployment and Contingency Plan	●	Accepted	D674 – Completion of Penetration Testing	●	In Progress (10/27/2026)
D662 – Completion of Mock Conversion IV	●	Accepted	D676 – Completion of Disaster Recovery Testing	●	In Progress (10/09/2026)
D664 – Development of Hypercare Support Plan	●	Accepted	D710 – Completion of Interface Testing Segment III	●	Completed
D665 – Updated Post Implementation Support Plan	●	Accepted	D711 – Completion of Performance Testing Segment II	●	In Progress (10/27/2026)
D664 – Hypercare Support Plan – Review and Update	●	Approved	D708 – Completion of Dry Run 4	●	In Progress (11/13/2026)
D670 – Completion of Payroll Parallel Testing	●	In Progress (10/28/2026)	Final Cutover Checklist Approve	●	Future Task (12/04/2026)
Full Batch Schedule Including Critical Jobs List	●	In Progress (11/10/2026)	Known Issues & Enhancements List Confirmed	●	Future Task (12/04/2026)
WP416 – Completion of Regression Testing	●	In Progress (11/02/2026)			

● Completed/Accepted/Approved ● On Schedule ● Behind Schedule ● Late

Status as of 10/26/2026

Administrative

Risks and Issues

- One Closed Issue
  - Issue 41 – Carry Forward Receipt Transaction-Process Functionality Gaps
- Two open Issues
  - Issue 39 – Performance Issues Related to Processing the FRS Retiree Payroll File
  - Issue 42 – The Project will be Delayed in Completing all Training Materials By Milestone
- Five open risks with a score of 6 or greater
  - One with a score of 6
    - Risk 5 – Timing and efficiency of information sharing – *Increasing*
  - Four with a score of 9
    - Risk 1 – Insufficient staffing, delays in onboarding, or the loss of critical personnel – *Increasing*
    - Risk 2 – External stakeholders and agencies expectations – *Increasing*
    - Risk 4 – Agency engagement – *Increasing*
    - Risk 14 – UAT Exit Criteria for Florida PALM – *Increasing*

Open Issues Log
Open Risks Log

FLORIDA DIGITAL SERVICE MONTHLY STATUS REPORT

WARREN SPONHOLTZ

Overall Q1 Assessment

- Florida PALM remains high risk, due to:
  - Increasing schedule pressure
  - System stability and performance results
  - $ 984,000 (7%) underspent for FY 2026-2027
  - Continued risks related to UAT, volume and batch testing, and quantifying implementation readiness

Key Risk Drivers and Impacts

- Schedule and execution
- System stability and performance
- Training and agency readiness
- UAT exit criteria and implementation readiness

Recommendations for Risk Mitigation

- Accelerate activities essential to implementation readiness
- Validate critical production processes
- Strengthen agency readiness
- Demonstrate readiness using quantitative criteria

Independent Verification and Validation (IV&V)

Content Provided by Public Consulting Group

IV&V Update

Agency Readiness and Testing

- Agency testing activities:
  - First-pass test execution was 70% at end of Sept.
  - Test execution progress generally not updated by Agencies in Smartsheet until end of month.
- Agency participation in UAT:
  - Approximately 766 registered users have not logged in, with 240 users concentrated within 2 Agencies.
  - Hours logged per business day have decreased from 580 in Sept to 540 hours through 10/15.
  - End users can continue to log in/train after end of UAT, but tickets cannot be submitted.
  - IV&V recommends Agencies with the largest populations of inactive users establish weekly login and testing participation targets and report progress through end of UAT.

IV&V Update

Agency Readiness and Testing

- Self-reported Agency readiness concerns:
  - 14 Agencies self-assessed as below "Moderately Confident" that critical business processes would be tested end-to-end (5 were Somewhat or Highly Concerned).
  - Several Agencies reported interunit transactions involving partner Agencies not yet complete for end-to-end testing.
  - IV&V recommends Agencies below Moderately Confident confirm which critical end-to-end processes can still be tested before end of UAT. Document workarounds for those that can’t before Readiness Certification #4.

IV&V Update

Florida PALM Testing

- Performance Testing Segment II:
  - Cycle 1 is complete, with Cycles 2-7 in progress or not started
  - Cycles 5, 6, and 7 (Stress, Endurance, Fail-over tests) are behind, Performance Testing Segment II is at risk of not meeting the targeted completion date of 11/16.
  - SSI Vendor has not yet demonstrated that some application response-time requirements have been met.
  - If performance objectives are not achieved, users may experience slow response times, transaction failures, or service disruptions during peak processing periods.
  - IV&V recommends FL PALM identify remaining test activities, resource commitments, key dependencies, and milestones needed to complete all performance, stress, endurance, and failover testing before completion date.

IV&V Update

Florida PALM Testing

- Regression Event 4:
  - 71 Test Scripts require review or defect resolution and 72 have not yet been executed with 2 weeks remaining, increasing the risk that Regression Event 4 may not be completed as scheduled.
  - 1 of 37 Payroll Test Scripts executed as of 10/21, increases likelihood of late identification of defects in critical business area.
  - 50% of Accounts Payable Test Scripts remain either unstarted or pending resolution, potentially impacting timely completion and review.
  - Current pace of execution is 56 Test Scripts per week, opportunity remains to complete Regression Event 4 by targeted completion date of 11/4.
  - IV&V recommends FL PALM:
    - Prioritize Payroll and Accounts Payable Regression testing activities and implement daily monitoring through completion.
    - Identify potential resource constraints, expedite resolution of Test Scripts requiring rework, and establish recovery plan to execute, review, and finalize remaining Test Scripts before targeted completion.

IV&V Update

Agency Data, Conversion, and Interfaces

- Data cleansing for Dry Run 4:
  - 9 Agencies submitted late or incomplete data, creating potential readiness risks.
  - Data quality continues to improve, with data errors decreasing by 18.4% compared to Dry Run 3.
  - Several data-cleansing files were released 1 week before submission deadline, limiting Agencies' time to identify and correct data issues.
  - Timely release of Grants, Contracts, and Supplier data files by FL PALM will be critical due to upcoming submission deadlines.
- Interface Testing Cycle 3:
  - 97% of Interfaces have been tested by Agencies, and 98% received satisfactory or better performance ratings.
  - Remaining validation activities will exercise contingency testing time through 10/23.
  - Interfaces have been tested multiple times, including validation by multiple Agencies, providing increased confidence in Interface readiness.

IV&V Update

Amendment 14 Review Summary

- Key Cost Changes:
  - Updates renewal pricing to reflect previously negotiated Application Management (AM) and Infrastructure Management (IM) service rates (3% annual increase during renewal periods).
  - Establishes 3 renewal periods over 9 years, increasing total renewal-period costs by $52.6 million.
  - Adds Post-Implementation Support and deliverables for the first renewal period (7/20/27–1/31/2028).
    - Only 2.5 months of Post-Implementation support prior to end of current contract, which may not be sufficient for stabilization.
    - Total renewal-period costs include $2.8 million Post-Implementation support extension for first renewal period.

IV&V Update

Amendment 14 Review Summary

- Other Changes:
  - Establishes a process for the State and SSI Vendor to prioritize Enhancements that can be delivered within existing capacity at no additional cost.
    - SSI Vendor will provide estimated hours for each Enhancement.
    - If not mutually agreed upon, then a Project Change Request (PCR) is needed.
  - Defines upgrade schedule for PeopleSoft Update Manager (PUM) and PeopleTools during renewal periods (every two years).
  - Adds 4 zero-cost customizations to Business Requirements and Customizations attachments.

IV&V Update

Amendment 14 IV&V Observations

- Extending Post-Implementation Support through 1/31/28 reduces operational risk by providing dedicated stabilization resources to address post-Go-Live issues.
- Proposed zero-cost customizations appear necessary to address requirements that cannot be met through delivered PeopleSoft functionality or configuration.
  - Retiree payroll processing: Improve performance to desired levels.
  - Budget Cash check processing: Maintain visibility into budget data.
  - Voucher processing: Prevent bypassing Agency approval authorization.
  - Carry Forward voucher processing: Prevent users from modifying Carry Forward vouchers.
- Provides flexibility for State and SSI Vendor to prioritize and implement Enhancements but does not establish objective criteria for determining which qualify for implementation at no additional cost.

IV&V Update

Amendment 14 IV&V Recommendations

- Florida PALM IV&V recommends approval of Amendment 14.
- Additional recommendations include:
  - Define conditions, effort thresholds, and approval criteria to determine whether an Enhancement can be completed within existing contract capacity.
  - Track enhancement requests, prioritization decisions, available vendor capacity, and Enhancements completed at no cost to provide transparency and support contract oversight.
  - Prepare State staff for increased operational responsibilities through defined training objectives, competency assessments, and transition metrics.
  - Document future-state roles, responsibilities, staffing requirements, and vendor dependencies to support informed decisions regarding renewal options.
  - Establish system stabilization, issue resolution, user support, and operational readiness performance measures to evaluate objectives for extended Post-Implementation Support period before transitioning to production support services.

CONTRACT

JIMMY COX, STEVEN FIELDER

Amendment 14

- Statement of Work Updates
  - Replaced name of IAM tool
  - Swap of 34.8 reports for 58 additional interface connections
    - Zero-dollar swap
    - Still have 37 unused reports, so no risk of reducing this bucket too much
    - Provides bandwidth post go-live for agencies that are approved to use new connections (currently we have 6 remaining)
  - Added Enhancement language in both Post Implementation Support and Production Support sections
    - Zero cost impact
    - Provides flexibility to prioritize small and medium enhancements over low and medium priority tickets; does not increase staff or capacity, resides within planned staff and capacity
  - Added Section 4.12 Renewal
    - Clarifies Key Staff roles that apply during the renewal period and the applicable end dates
    - Adds clarification for PeopleTools upgrades to be applied biannually to ensure Florida PALM remains fully supported
    - Clarifies the Support Tools that apply during the renewal period (note this section is confidential)

Amendment 14

- Attachment 2 – Renewal Rates
  - Updates Renewal Costs tab based on scope changes from Amendment 8 – 13 (no impacts based on Amendment 14)
    - Most cost changes are a result of Amendment 8, where significant scope was added to the SSI contract, including the DW/BI solution, removal of work share, and new enhancements
    - Additional impacts are from PCRs completed since Amendment 8
  - Breaks the full renewal period (9-years) into three separate periods; however, does not require or limit to these three periods
  - Updates to Cost Summary tab based on updated renewal rates
  - No changes to Payment Schedule or Labor Rates tabs

Contract Renewal

- Attachment 5.2 Customizations (included in FP004 document) is updated to add 4 enhancements (details are included in PCR126)
  - All enhancements are zero dollar enhancements
  - FRS Retirement Payroll Processing Customization
    - Address performance issues for budget and cash checking process for the retiree payroll
    - Required for go-live
  - Payroll Budget/Cash Checking Processing Customization
    - Address performance issues for budget checking process for the biweekly payroll
    - Required for go-live
  - Agency Approval Criteria for Inbound Voucher Interface and Spreadsheet Upload Customization
    - Update to force uploaded vouchers to route through online approval, if the voucher is updated prior to fully processing
    - Required for go-live
  - Carry Forward Voucher Restrictions Customization
    - Updates to prevent manipulation of a Carry Forward Receipt
    - Required prior to Year-End processing for FY 2026-27

Voting Action

- Request for Public Comment
- Voting Action:
  - Amendment 14
  - Contract Renewal

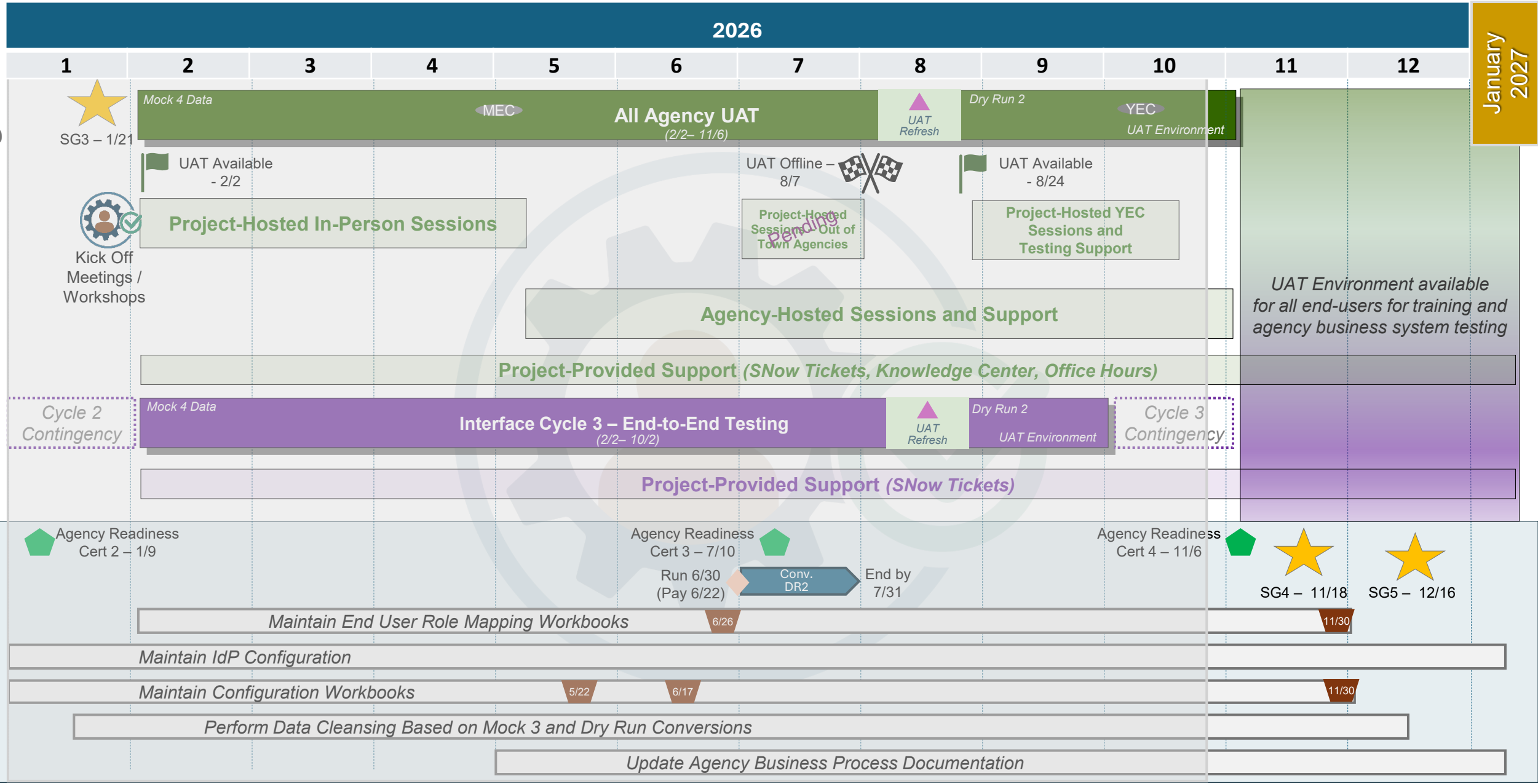
Testing Activities

Jimmy Cox, Stacey Morton,
Angie Robertson

User Acceptance Testing (UAT) Timeline

July 20, 2026

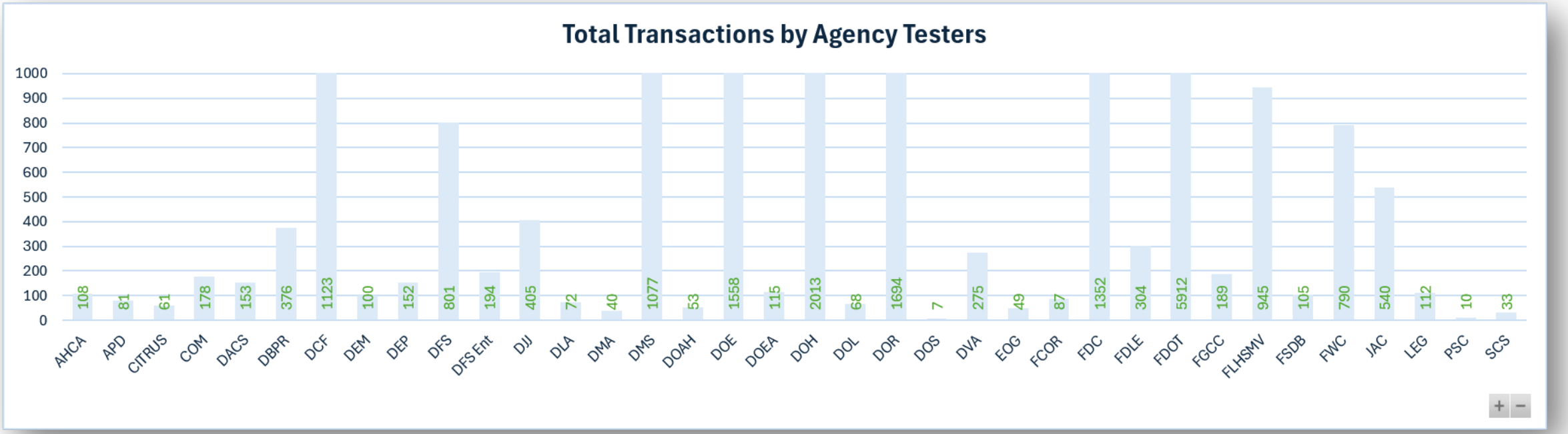
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Testing Activities

User Acceptance Testing

- There are 7 business days until the end of UAT
- 11/6 will be the last Office Hours session

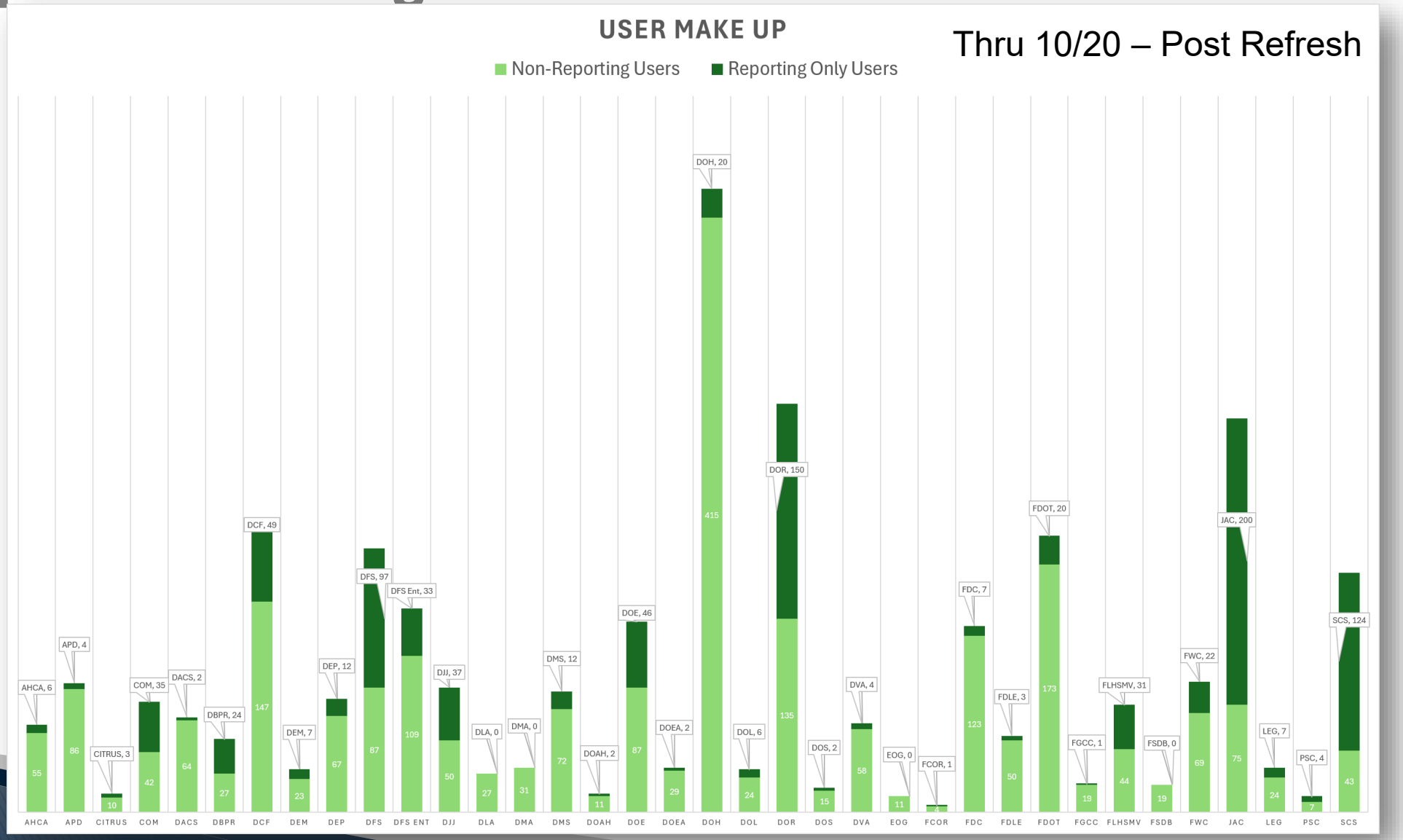


Thru 10/20 – Post Refresh

Testing Activities

User Acceptance Testing

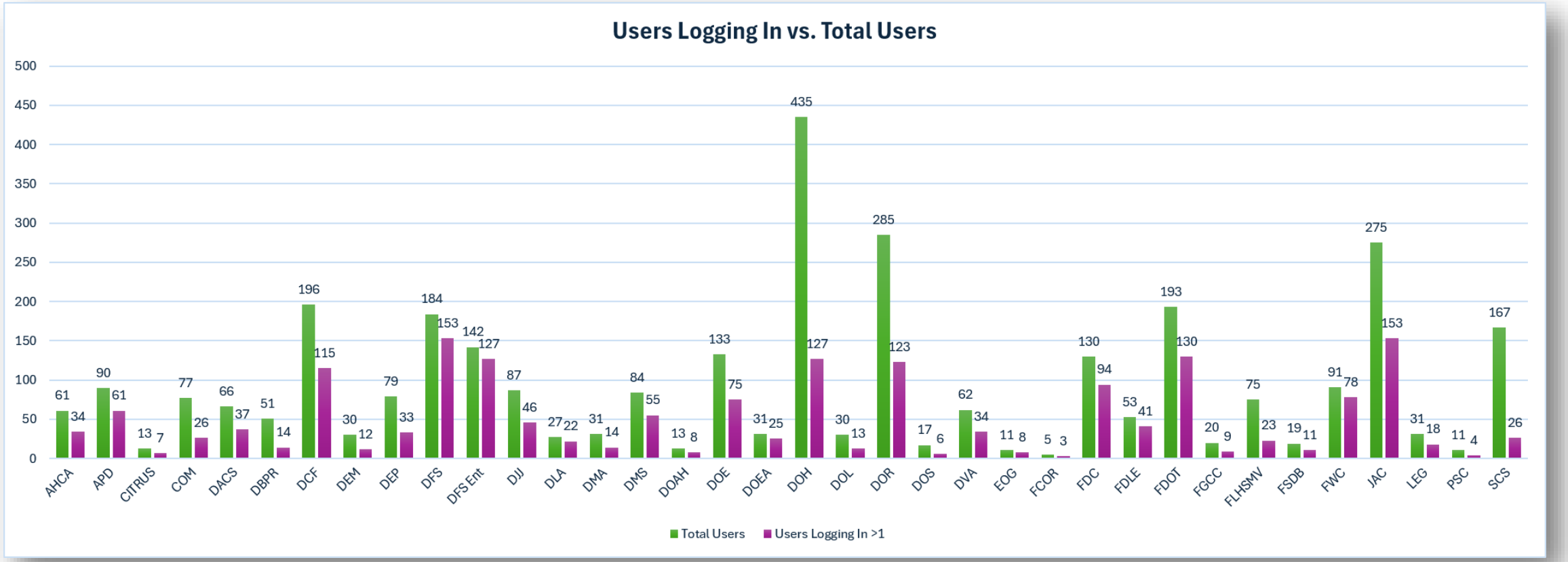
- Non-Reporting Users are those with the ability to create or approve transactions in the system
- Reporting Only includes DW/BI and Florida PALM



Testing Activities

User Acceptance Testing

- Users Logging In removes users who only logged in once during the Post Refresh period

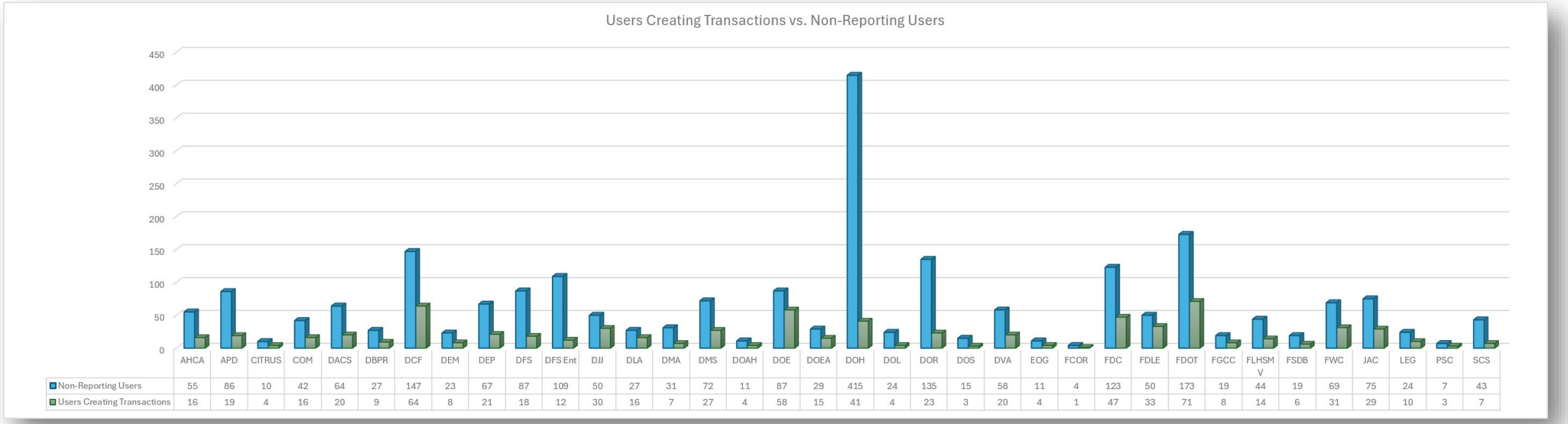


Thru 10/20 – Post Refresh

Testing Activities

User Acceptance Testing

- This shows the number of users creating the more core transactions (Deposits, Vouchers, Assets, Projects, Journals, etc.) compared to the number of users who have more than reporting only role



	AHCA	APD	CITRUS	COM	DACS	DBPR	DCF	DEM	DEP	DFS	DFS Ent	DJJ	DLA	DMA	DMS	DOAH	DOE	DOEA	DOH	DOL	DOR	DOS	DVA	EOG	FCOR	FDC	FDLE	FDOT	FGCC	FLHSMV	FSDB	FWC	JAC	LEG	PSC	SCS
Non-Reporting Users	55	86	10	42	64	27	147	23	67	87	109	50	27	31	72	11	87	29	415	24	135	15	58	11	4	123	50	173	19	44	19	69	75	24	7	43
Users Creating Transactions	16	19	4	16	20	9	64	8	21	18	12	30	16	7	27	4	58	15	41	4	23	3	20	4	1	47	33	71	8	14	6	31	29	10	3	7

Thru 10/20 – Post Refresh

Testing Activities

Fundamentals In-Person Training Session

- On October 7 & 8, the Project led a training session designed to provide information about key concepts that are the building blocks of Florida PALM and how the interconnectedness of the system impacts all aspects of working in Florida PALM
- Included a virtual option for agency participants who are from agencies headquartered outside of Tallahassee
- We asked for active, experienced testers to be the attendees
- Attended by 417 users (>500 registered)

- Feedback from the participant survey included:
  - 18% said they had not been in the UAT environment
  - Lowest rated aspect was the relevance of what we covered to their role
  - The depth and breadth of information covered was a lot
  - They came wanting / expecting detailed module discussion

"Not sure as to what I didn't know or realize that I wished I did before coming. One thing would have been, that Training environment/UAT was open since February 2026."

"Wish my role in PALM could be determined to be able to test in the UAT. It would have been helpful to have the PALM coordinator at our Agency determine exactly what position duties are to accurately determine the role in PALM."

Testing Activities

FRS File Processing – Issue 39

- The custom Retiree Payroll performance solution will be implemented prior to Go-Live to process the January payment file. The custom solution consists of the following:
  - Vouchers are loaded and assigned to a Pay Group to allow for parallel Pay Cycle processing
  - Vouchers are marked to be Budget Checked and Cash Checked as summary journals in the General Ledger (GL) vs. individual transactions in the Accounts Payable source module

Testing Approach	Target Completion Date	Status
Build and unit test custom solution	October 16	Complete
System test and regression test custom solution	November 3	In Progress
Test file processing with FRS	November 13	Not Started

Testing Activities

Performance Testing

- Performance Testing Segment II (as of October 25):
  - Consists of 7 testing cycles to verify the designated transactions, reports and batch jobs perform at expected levels; targeting to complete by October 28
  - Engaged various tuning and infrastructure SMEs to evaluate and support implementation of performance recommendations

Segment II Performance Test Cycles
• Cycle 1 – Baseline Testing (**Complete**)
• Cycle 2 – Peak Load Testing (**In Progress; target completion 10/27**)
• Cycle 3 – Batch Testing (**In Progress; target completion 10/28**)
• Cycle 4 – Combined Online with Batch (**In Progress; target completion 10/28**)
• Cycle 5 – Stress Testing (**In Progress; target completion 10/28**)
• Cycle 6 – Endurance Testing (**In Progress; target completion 10/28**)
• Cycle 7 – High Availability Failover Testing (**Not Started per plan; target completion 10/28**)

Testing Activities

Penetration Testing

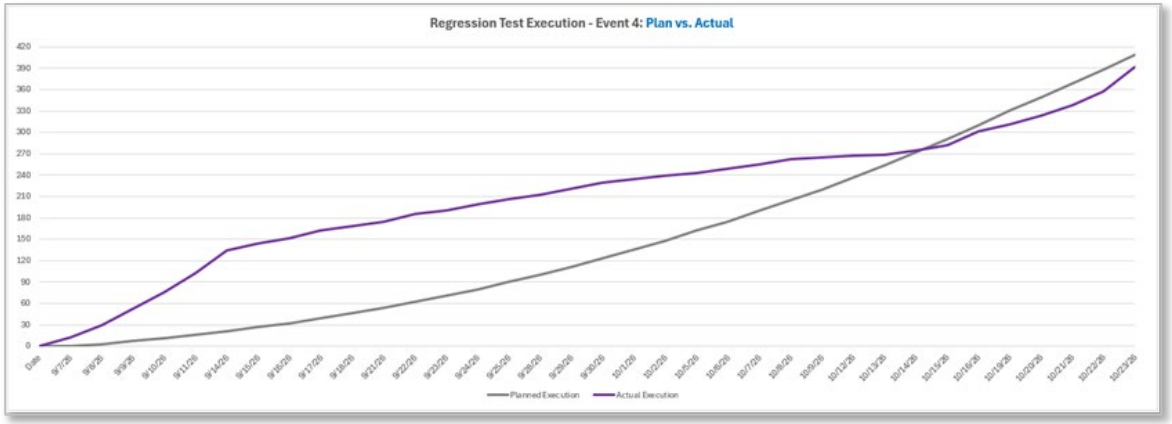
- Penetration (PEN) testing consists of two cycles of Web application and Infrastructure testing:
  - Cycle 1 – Completed
    - Completed on schedule September 21 and reviewed documentation of Infrastructure and Web Application findings
  - Cycle 2 – Completed
    - Completed ahead of schedule on October 23 (planned October 30)
    - Completed documentation of Infrastructure and Web Application findings
    - Assessing findings with SMEs

Testing Activities

Regression Testing

- Regression Test Summary Status (as of October 24)
  - Overall % Execution: 96% against a plan of 100%, (planned 10/23 completion)
    - Remaining 17 scripts are targeted to be completed by 10/30 (16 – Financials, 1 – Payroll)
    - 11 total open tickets (9 Medium and 2 Low)
    - Submission of WP416 – Completion of Regression Testing remains on track for 11/3/26

Regression Testing - Event 4	Count	% Against Total	% Against Executed to Date
Original Total Number of Scripts	402	-	-
New Total Number of Scripts	**409**	-	-
Planned to Date	409	100%	-
Executed to Date	392	96%	-
Pass Rate	375	92%	96%
Fail Rate	17	4%	4%



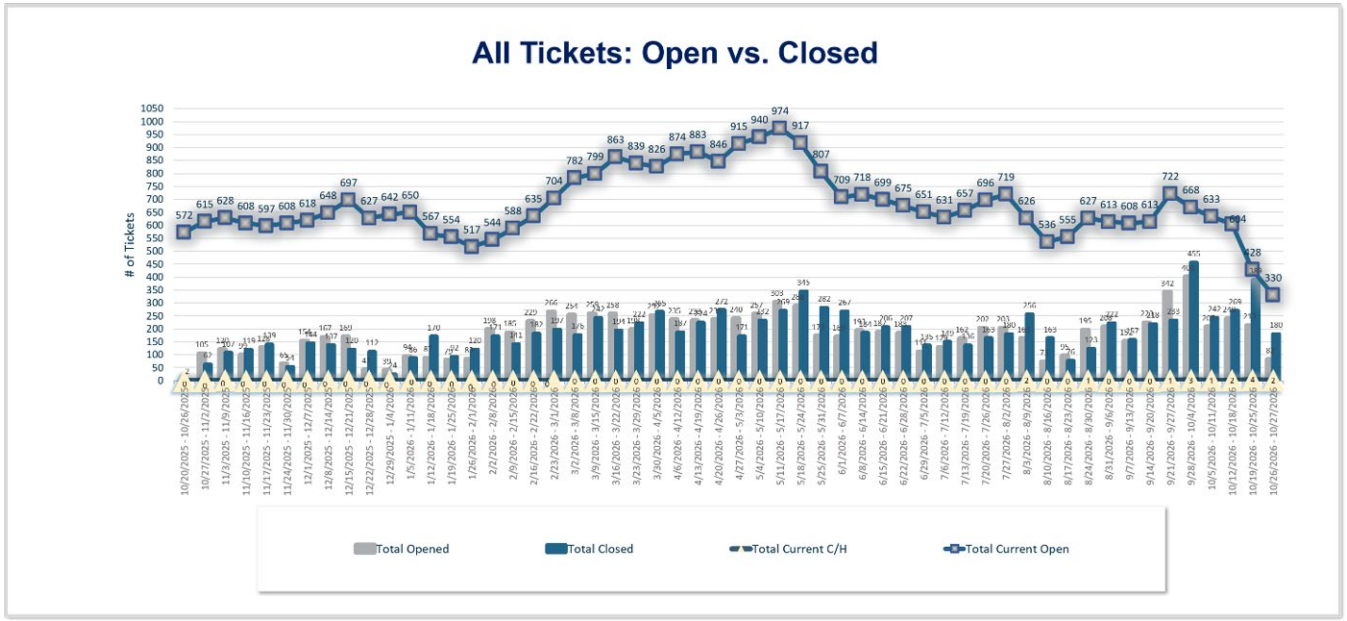
Status Meeting Agenda

10/28/2026

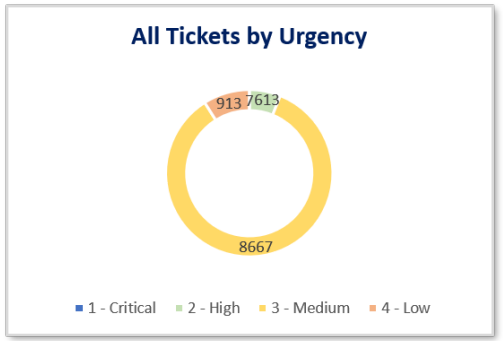
All Tickets Status

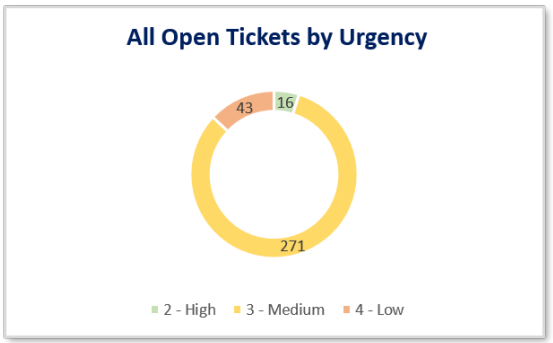
(as of 10/27/2026)

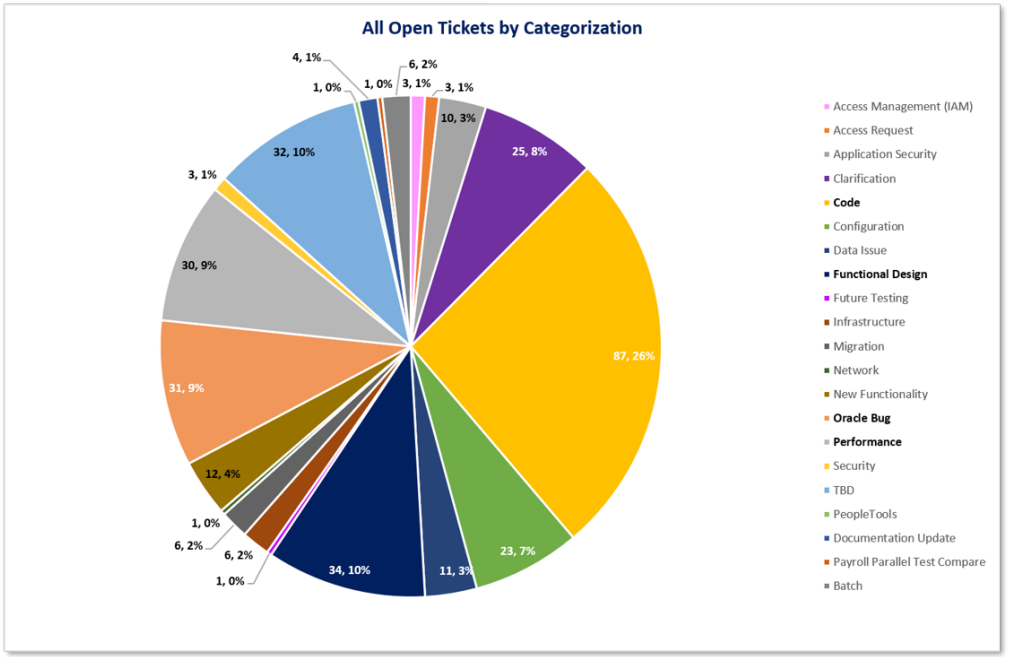
10,200	9,870	330
Total # of Logged Tickets	Total # of Closed Tickets	Total # of Open Tickets



All Ticket Metrics







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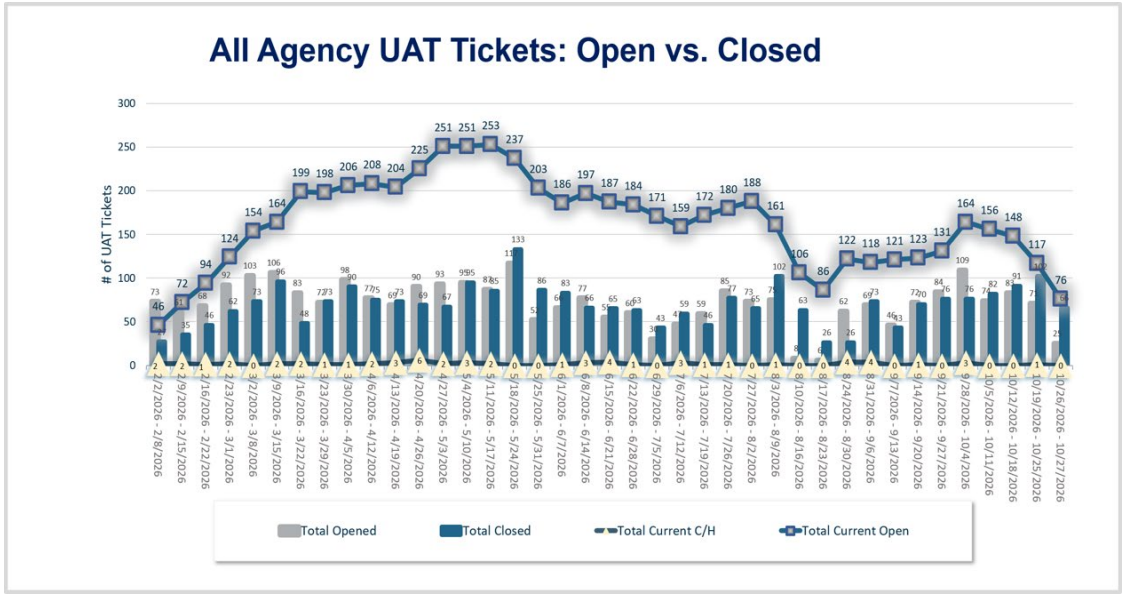
Status Meeting Agenda

10/28/2026

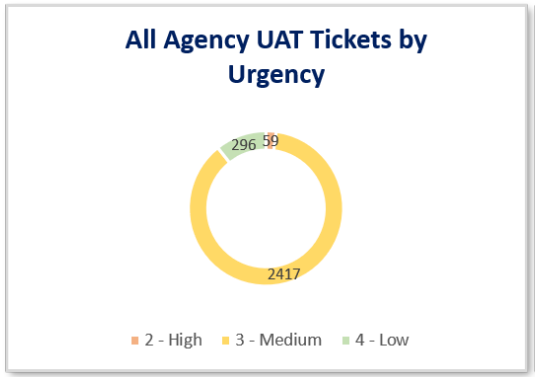
All Agency UAT Tickets Status

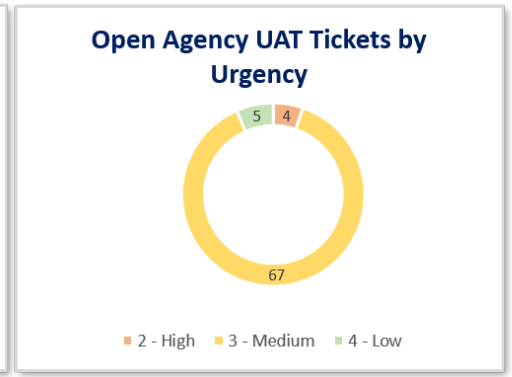
(as of 10/27/2026)

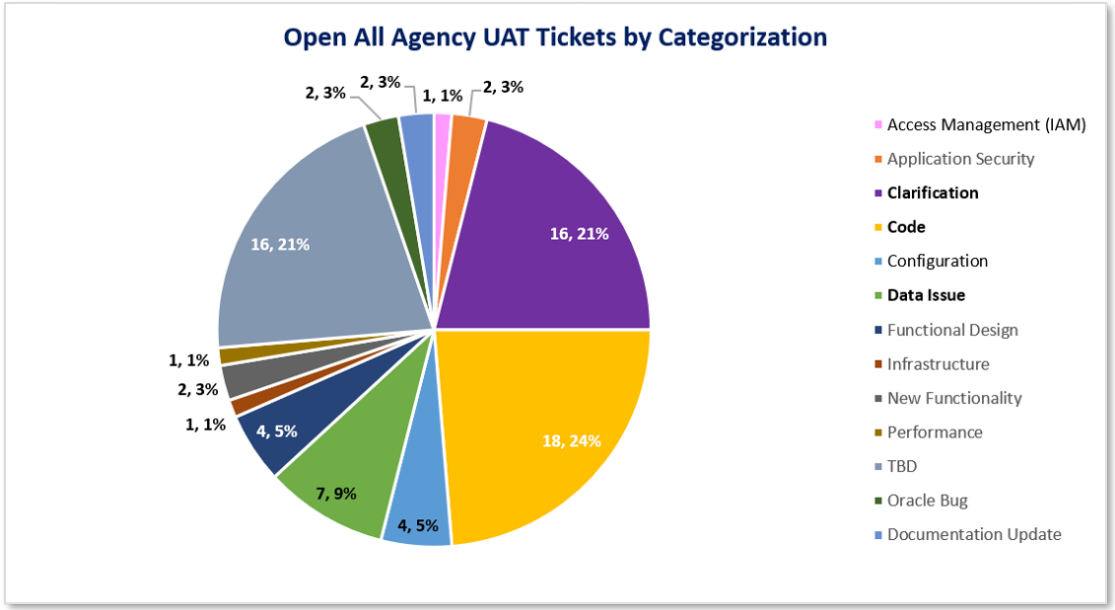
2,772	2,696	76
Total # of Logged Tickets	Total # of Closed Tickets	Total # of Open Tickets



All Agency UAT Ticket Metrics







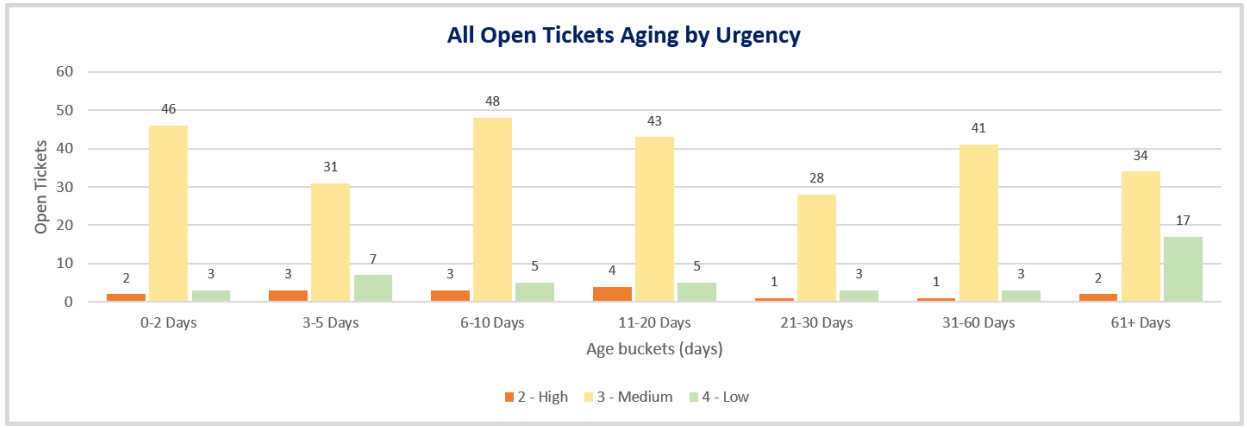
Status Meeting Agenda

10/28/2026

Ticket Metrics - Priority and Stage Found

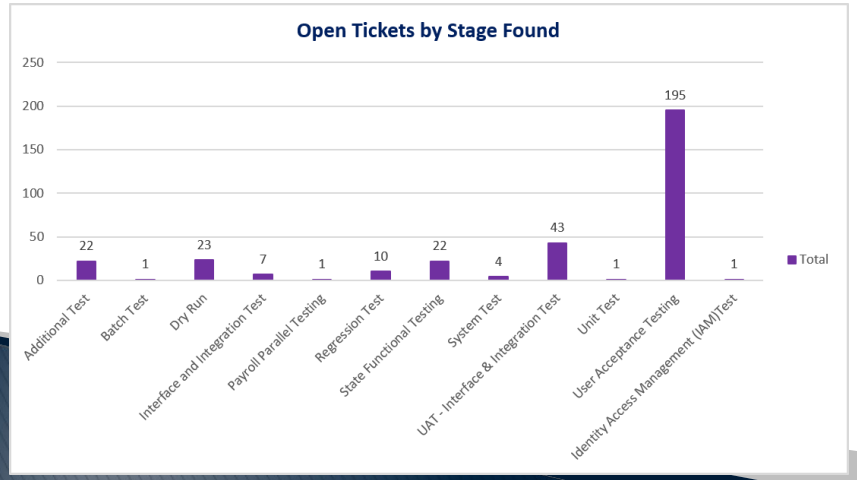
All Open Tickets Aging by Urgency

(as of 10/27/2026)



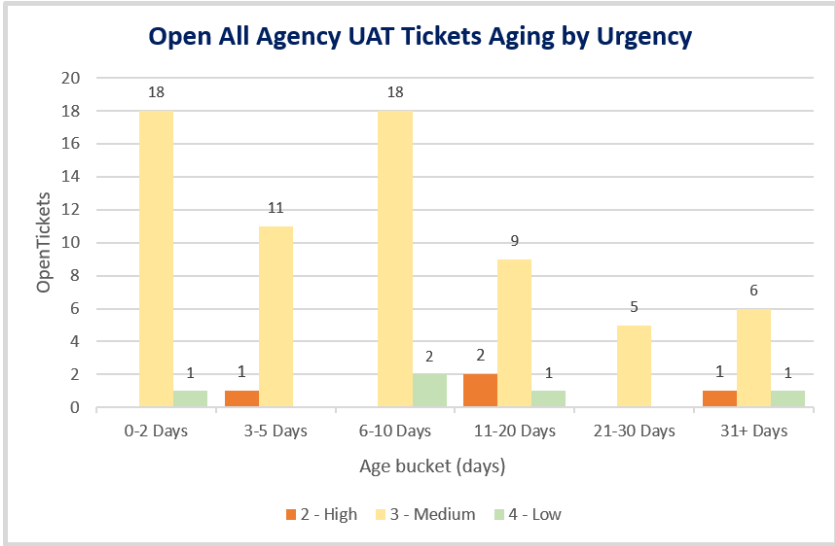
All Open Tickets by Stage Found

(as of 10/27/2026)



Agency UAT Tickets by Urgency

(as of 10/27/2026)



UAT Ticket – High Urgency Aging

- **3 - 5 Days (1)**
  - UAT0019297 (DFS) – Ready for Retest (Case)
- **11 - 20 Days (2)**
  - UAT0018480 (DFS) – Ready for Retest (Case)
  - UAT0018348 (DCF) – Ready for Migration (Case)
- **31+ Days (1)**
  - UAT0016633 (DFS) – Working as Designed (Enhancement)

Training Activities

Kimberly Kemp

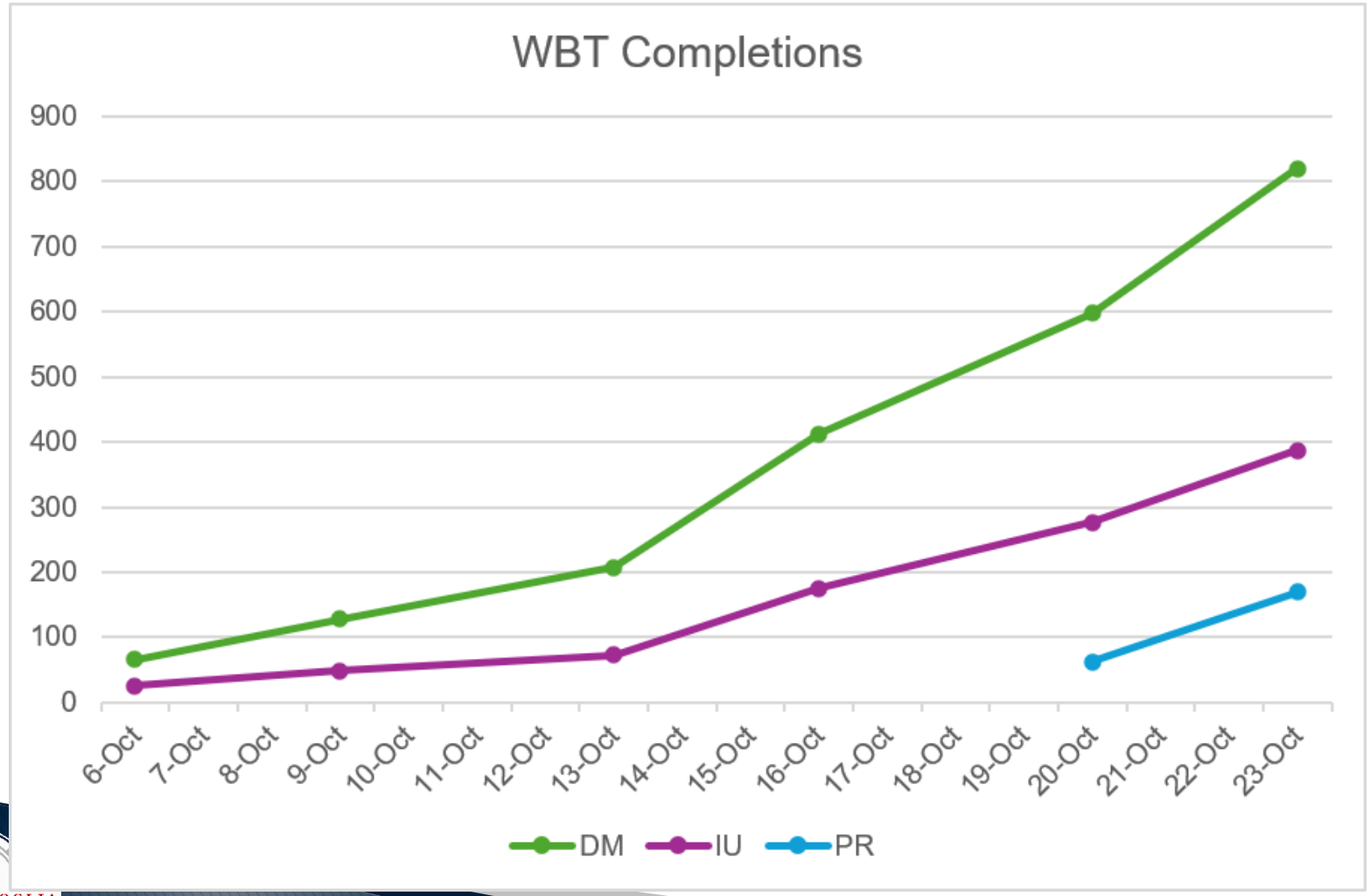
Training Activities
Published Since Last ESC

- Web Based Training:
  - October 2:
    - Disbursements Management (DM)
      - 6 Subject Areas
      - 6 of Hours of Content
    - Inter/IntraUnit Management (IU)
      - 2 Subject Areas
      - 3 Hours of Content
  - October 16 – Payroll Management (PM)
    - 4 Subject Areas
    - 7.5 Hours of Content

- End User Manual:
  - October 23 – Payroll Management (PM)

Training Activities

Web Based Training



- Over 1300 course completions to-date
- Over 770 individuals have started or completed a course
- 2 agencies have no courses started; 2 agencies without completions

As of 10/23

Training Activities

Survey Feedback



Overall Satisfaction

(on a 5-point scale)

- Disbursements Management – 3.77
- Inter/IntraUnit – 4.18
- Payroll – 4.22

More Prepared to Perform in Florida PALM

- Disbursements Management – 66%
- Inter/IntraUnit – 77%
- Payroll – 73%

Training Activities
Upcoming Publishing

- Web Based Training
  - October 30:
    - Account Management and Financial Reporting (AMFR) – 2 Subject Areas
    - Budget Management and Cash Control (BMCC) – 2 Subject Areas
    - Accounts Receivables (AR) – 3 Subject Areas
    - Revenue Accounting (RA) – 1 Subject Area
    - Grants Management (GM) – 1 Subject Area
    - Contract Management (CT) – 1 Subject Area
    - Projects Management (PM) – 1 Subject Area
  - November 6:
    - Asset Accounting and Management (AAM) – 5 Subject Areas
    - Account Management and Financial Reporting (AMFR) – 1 Subject Area

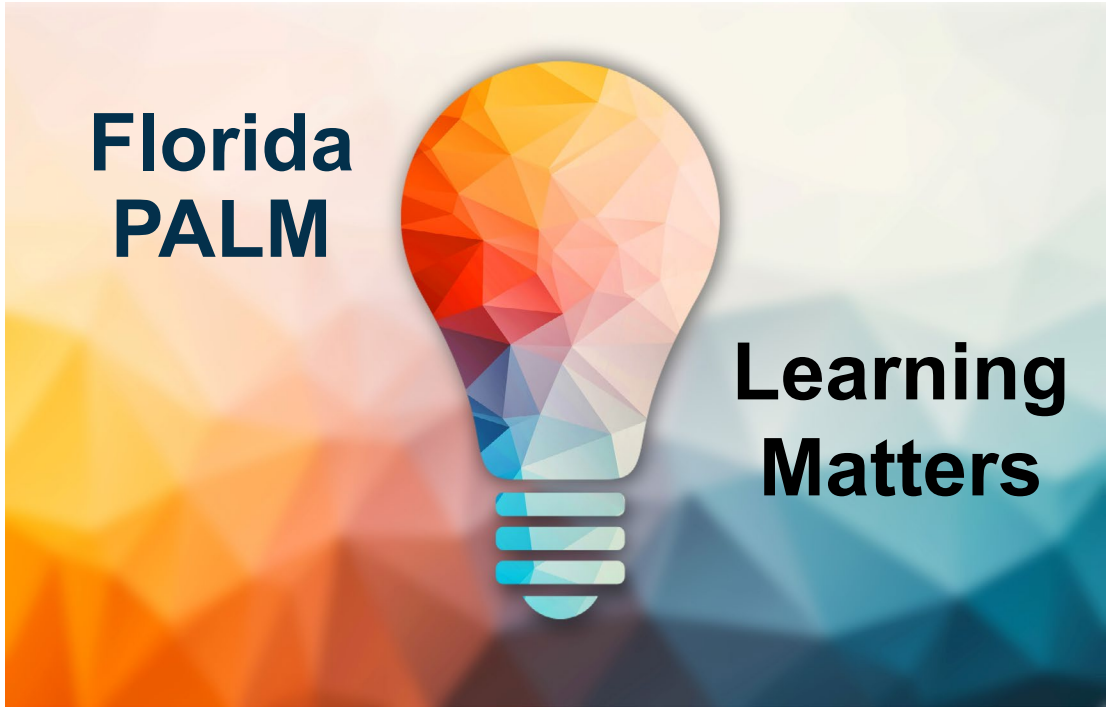
Training Activities

In-Person Training Sessions

Session Topic	Dates	Status
Building Reports & Queries	10/19 – 10/23	152 attendees across 29 agencies and A&A and Auditor General
Inter/IntraUnit Lifecycle	11/3 – 11/5	Registration Closed 10/23; 5 seats per agency
Deposit Lifecycle	11/9 & 11/10	Registration Closes 10/30; 4 seats per agency
FCO Project Lifecycle	11/12 & 11/13	Registration Closes 10/30; 4 seats per agency
Voucher Lifecycle	11/16 – 11/18	Registration Closes 11/9; 5 seats per agency
Payroll Lifecycle	11/30 – 12/3	Registration Closes 11/16; Biweekly and Monthly agencies attend separately; 8 seats per agency

Training Activities
Learning Matters

Week	# of Attendees	Topic Discussions
1	28	Session Format and Working through the LMS and Knowledge Center
2	62	DM Talk Through – Enter a Voucher Manually and Reviewing and Approving Vouchers
3	58	IU Talk Through – Creating an Expenditure/ Revenue Transaction and Searching and Responding for the Received Transactions



Readiness Activities

Nikki Klein

Readiness Activities

Current Tasks

- Post-Implementation Support Plan – Due 10/30
  - Agencies should consider lessons learned from supporting UAT as well as current internal FLAIR support to determine necessary support structure as Florida PALM becomes operational
- Update/Create Agency Business Process Documentation – Due 10/30
- Create Agency-Specific Learning Materials – Due 10/30
- October Monthly Progress Report – Due 10/30
  - New – Reporting of WBT Training Completion
  - Final month for reporting testing progress
- Readiness Certification #4 – Released this week, Due 11/10
- Final submission of Data Cleansing, Configuration and Conversion Workbooks and Role Mapping – 11/30

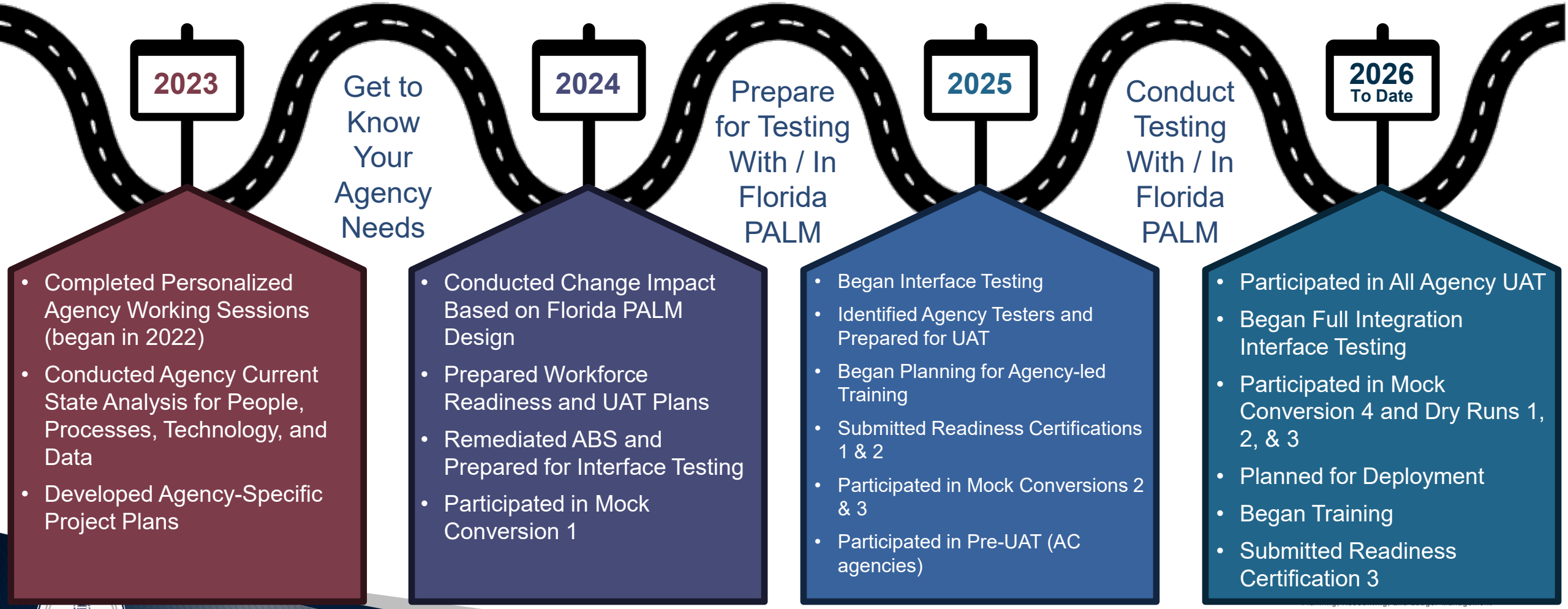
Readiness Activities

Readiness Certification #4

- Sponsor Summit – October 21
  - Objective: To prepare Agency Sponsors for completion of the final Agency Readiness Certification and encourage Agency Sponsors to share their status, blockers, concerns, and critical pending items
    - 33 agencies and all enterprise partners attended in person or virtually
    - Over 190 individuals in attendance
  - Discussed the agency readiness journey, certification criteria, and Cutover and Deployment activities

Readiness Activities

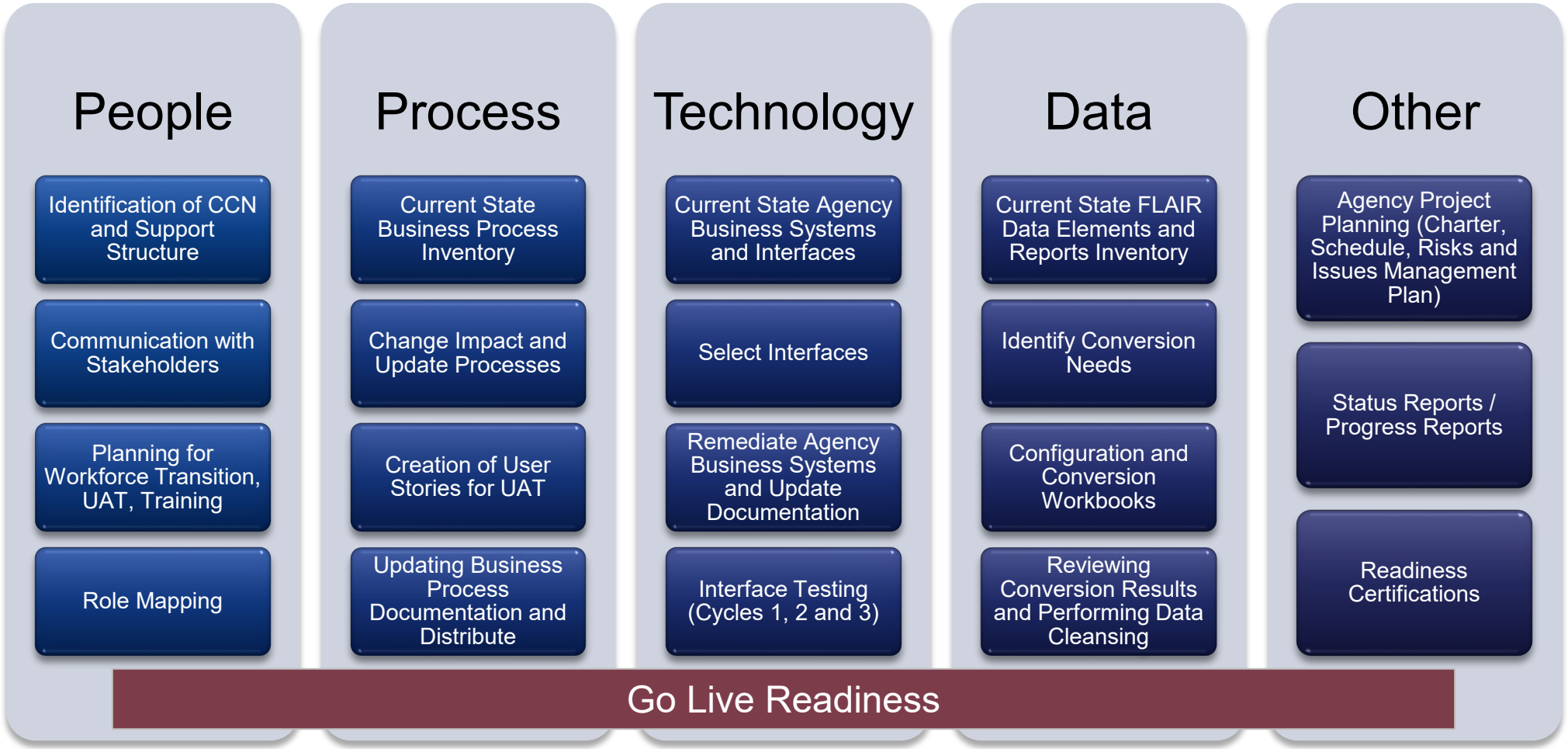
Agency Readiness Journey



Readiness Activities

The Readiness Workplan - A Key Resource

- 190 Readiness Workplan tasks – not all tasks are weighted the same
- Tasks have stepped agencies forward in the readiness journey towards Go-Live



Readiness Certification #4

Readiness Criteria Groupings by Critical Operational Element

Prime Objective: **Operational Readiness**

Business systems and people are fully prepared to adopt the change

People
7 Criteria

- End User Training and Practice
- End User Role Mapping
- Stakeholder Preparation
- Prepare to Support after Go-Live

Process
2 Criteria

- Business Process Testing
- Business Process Documentation

Technology
5 Criteria

- Interface Testing
- Business System Remediation and Testing
- Deployment Planning
- Cutover Planning
- Prepare to Support after Go-Live

Data
4 Criteria

- Configuration Testing
- Data Cleansing and Maintenance
- Reporting Needs Confirmation

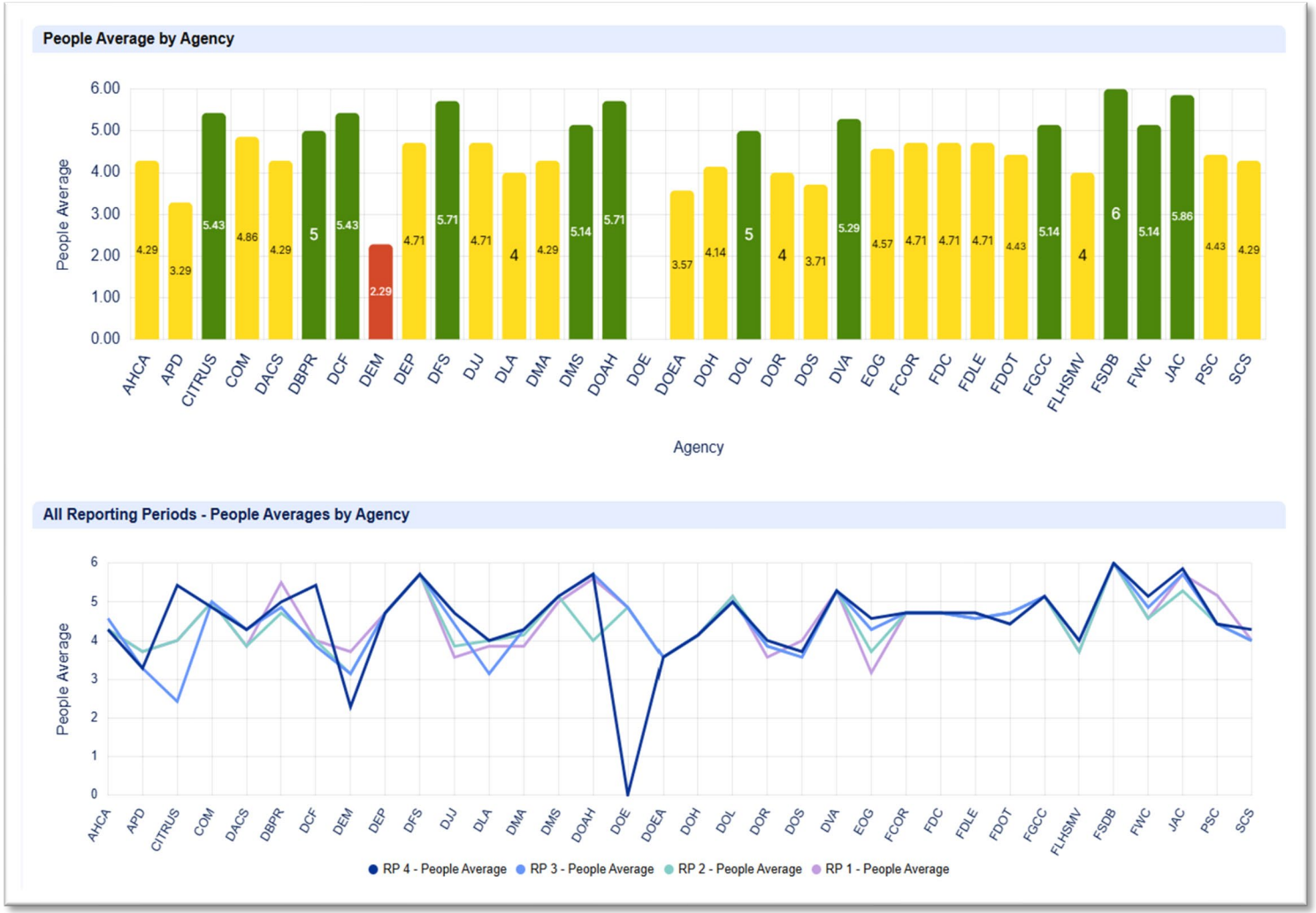
Unmet criteria will require a mitigation plan to be described

Readiness Update

Certification #4 – Biweekly Pulse Checks

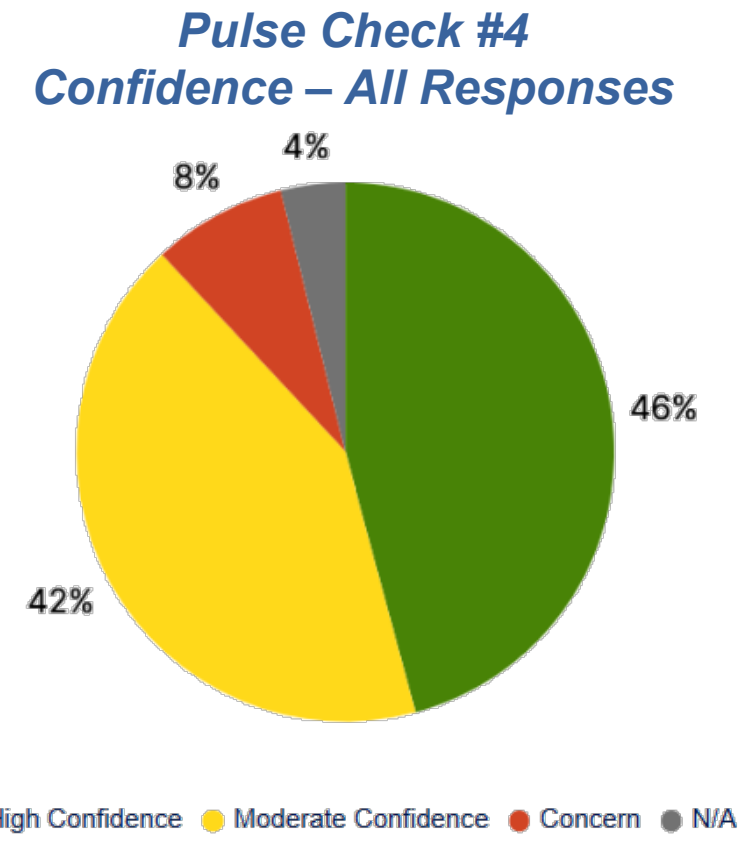
- 5 Pulse Checks complete
- Dashboards are published after each submission
  - All agency responses
  - Summarized data for each agency and critical operational element
  - Comparison across the reporting periods
  - Readiness Criteria with reported concerns

Pulse Check 1 Pulse Check 3
Pulse Check 2 Pulse Check 4
Pulse Check 5



Readiness Update

Agency Sponsor Pulse Check 4 (as of 10/12)

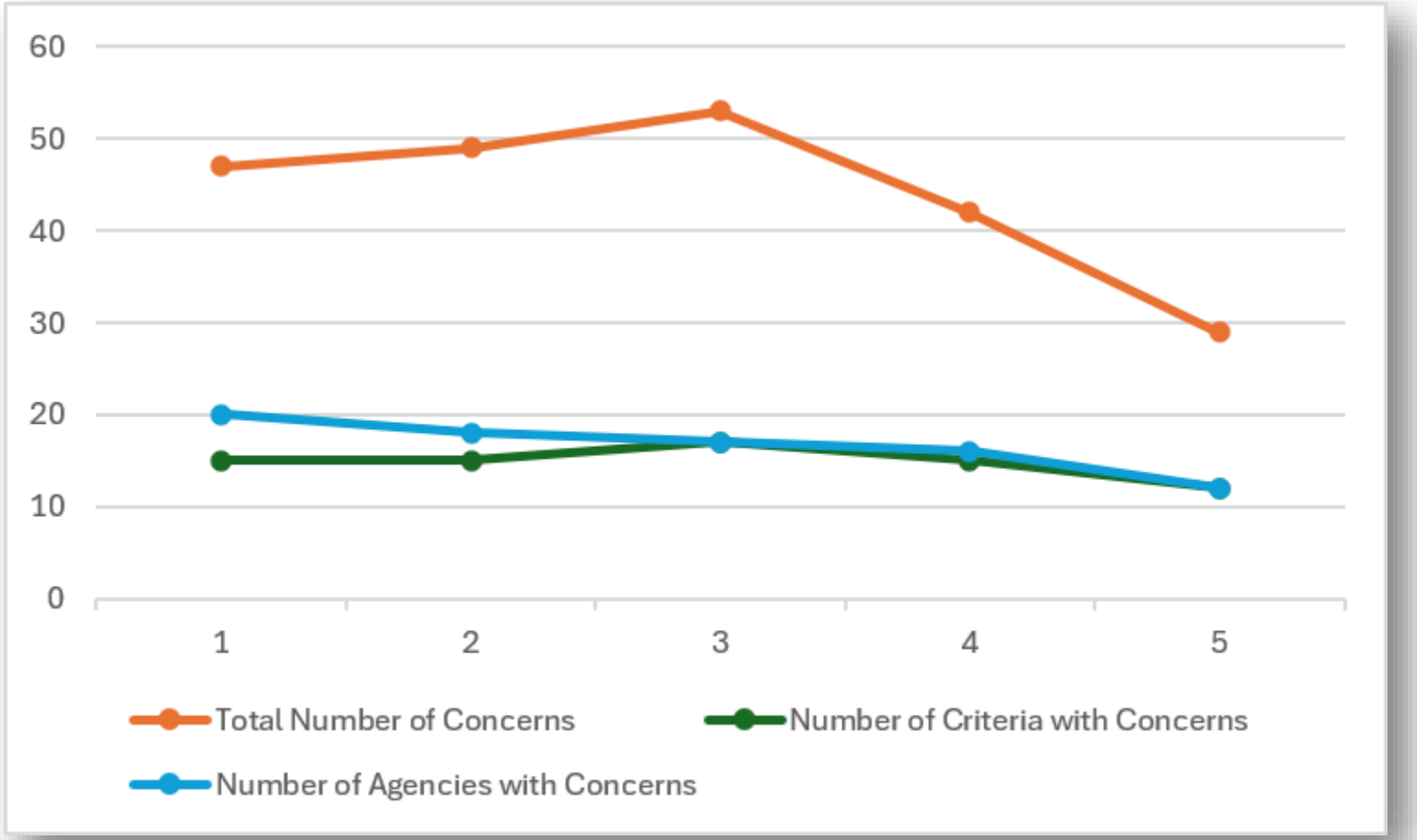


- Majority of responses reporting high or moderate confidence to meet the criteria
  - 18 agencies with no reported concerns
- 16 agencies reported concerns
  - 12 agencies reported 3 or less concerns
  - 4 agencies reported more than 3 concerns
- 12 criteria with reported concerns. Criteria with more then 3 concerns reported:
  - Data readiness for final conversion (4)
  - Process changes identified and documented (4)
  - Testing of end-to-end processes (5)
  - Reporting needs tested and validated (7)

Readiness Update

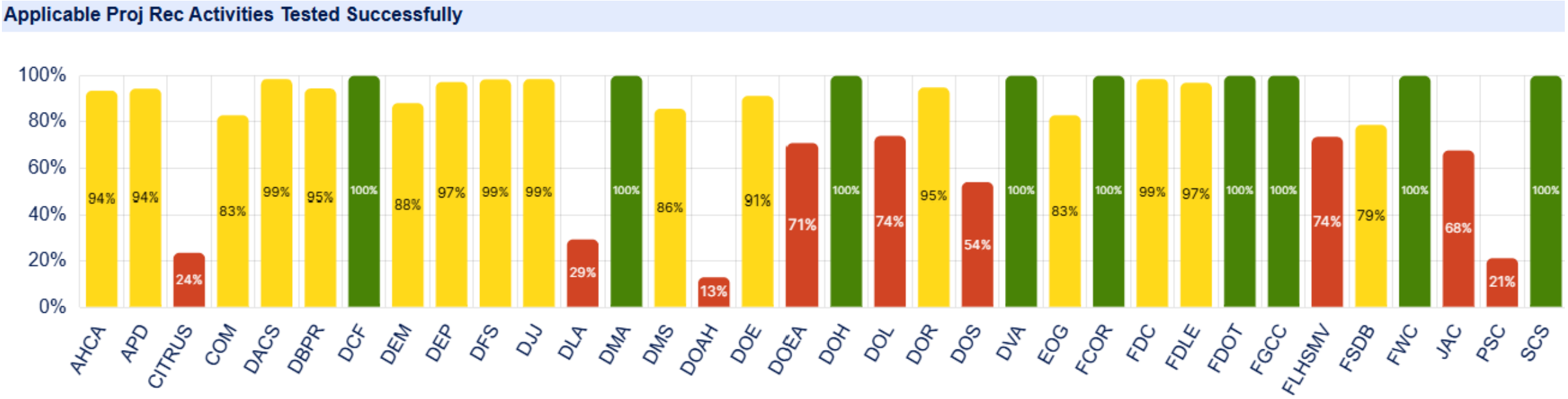
Agency Sponsor Pulse Check Trends

- Across the 5 Pulse Checks, the number of criteria with “concerns” are trending downward



Readiness Update

Cumulative User Story Testing Progress

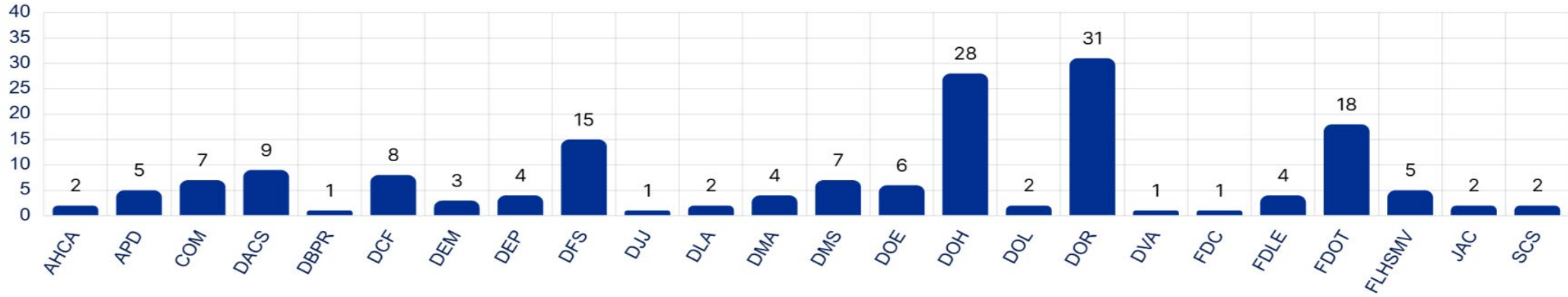


- Data reflects agency reported testing progress from February through October 24
- Agencies should have been nearing 100% prior to UAT refresh
- UAT ends 11/6 and Readiness Certification due 11/10

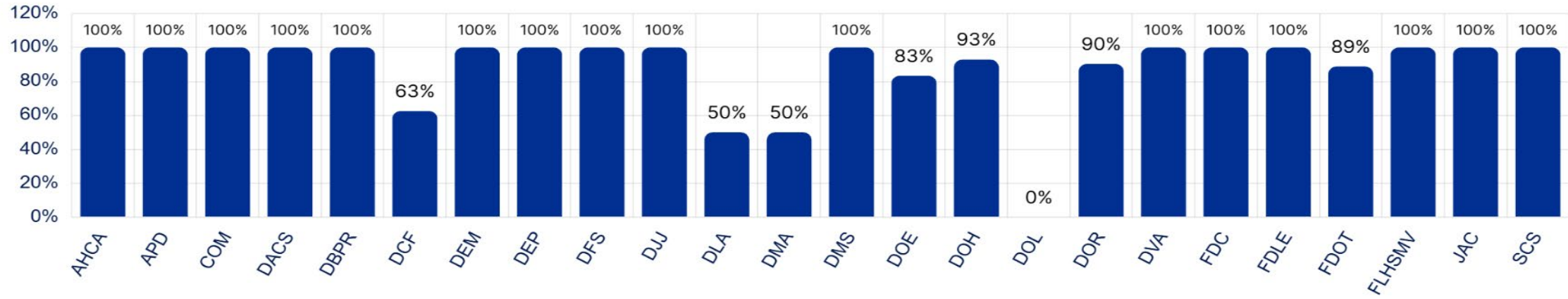
Readiness Update

Cumulative Inbound Cycle 3 Testing Progress

Count of Inbound Interfaces by Agency



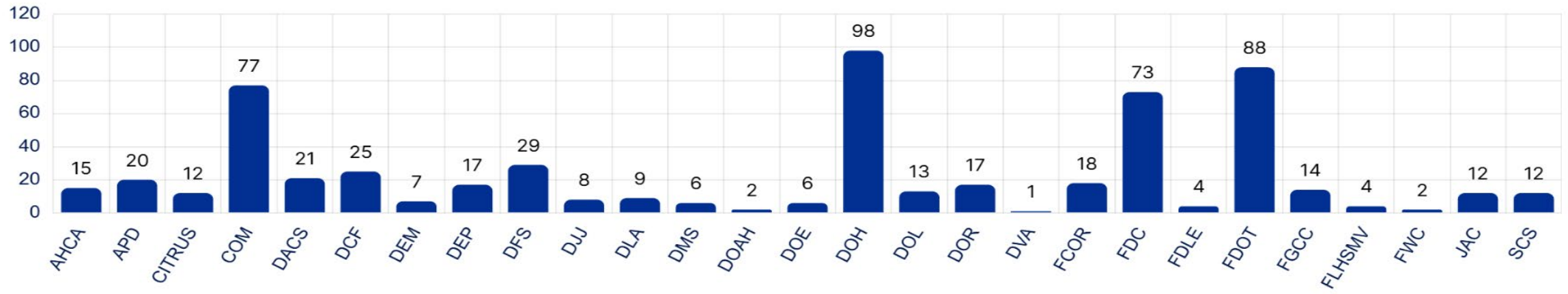
Inbounds Tested Successfully Multiple Times



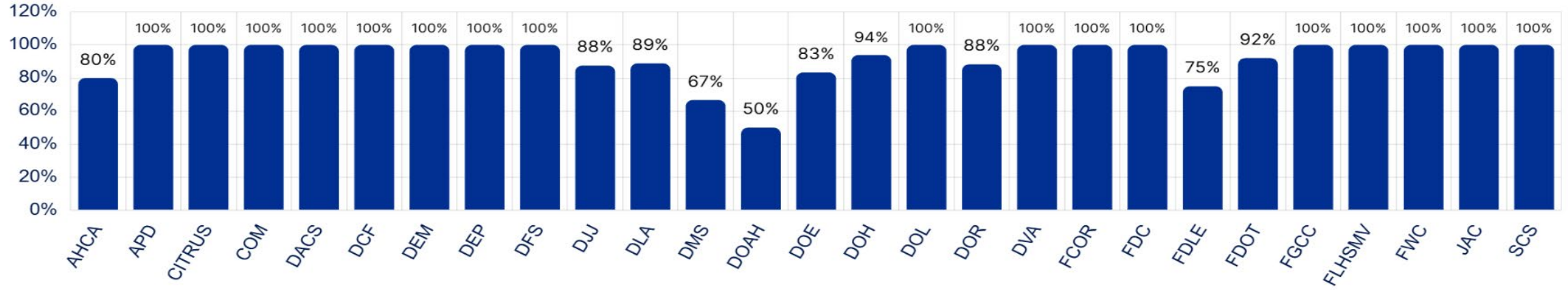
Readiness Update

Cumulative Outbound Cycle 3 Testing Progress

Count of Outbound Interfaces by Agency



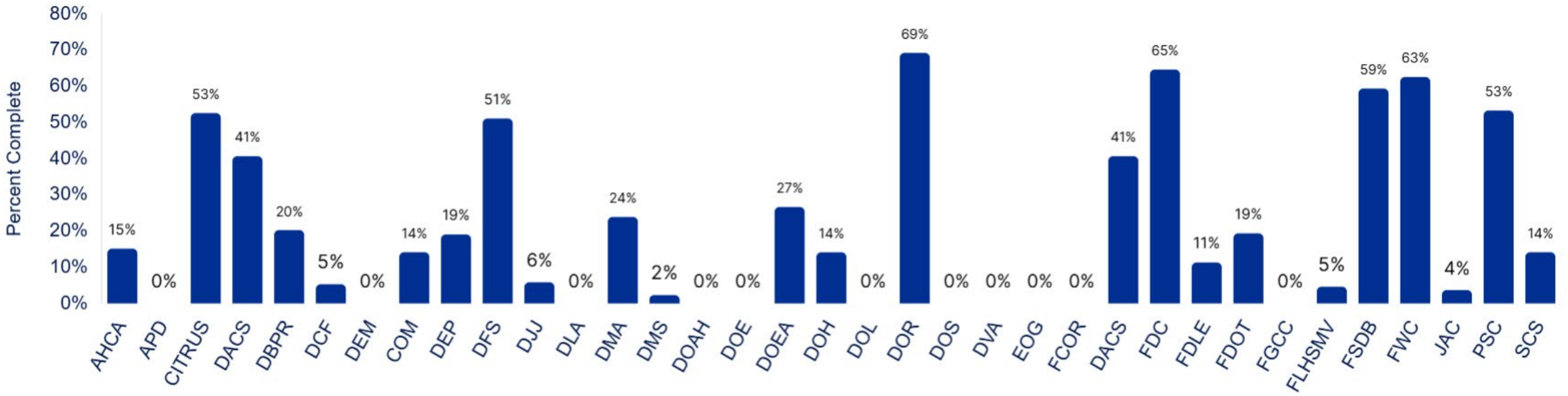
Outbounds Tested Successfully Multiple Times



Readiness Update

Training Completion Progress

Percent Complete of WBT released 10/2 and 10/16



- Readiness Certification #4 criteria – at least 25% complete
- Based on agency reporting in Smartsheet

Cutover & Deployment Activities

Jimmy Cox

Cutover & Deployment

Pre-Cutover

- November 14, 2026 – ChartField values freeze (except for Contracts and Grants)
  - Final agency ChartFields must be created by 5 pm EST on November 13, 2026
  - Any newly identified ChartFields after this date must be saved and configured once Florida PALM is live
  - Will also be the snapshot date for Position funding setup from People First
  - FLAIR refresh to capture final agency unique ChartField values
- November 18 – 20, 2026
  - Daily ESC meetings to discuss and vote on Agency Readiness
  - Question 1 – Are agencies ready?
  - Question 2 – If not, do they have a plan to get ready?
  - Question 3 – If no to both 1 and 2 for one or more agencies, does that impact Go-Live?
- November 19 – 23, 2026
  - Start processing initial conversion files (suppliers, contracts and grants) in conversion environment

Cutover & Deployment

Pre-Cutover

- November 30, 2026 – Agency workbooks, including final configuration, conversion and role mapping are due
  - Yes, this is the Monday after Thanksgiving, so plan and work ahead, don't wait to complete
- December 1 – 4, 2026
  - Project team will review agency workbooks, and work with agencies on any clarifications needed
  - Configuration of agency values will start in the production conversion environment
  - Final refresh of production configuration values
- December 5, 2026 – Contract, Grant and Vendor updates freeze
  - Contracts and Grants must be created in FACTS (or FLAIR) on or before December 4, 2026
  - New vendor registrations must be completed by December 4, 2026
  - FLAIR refresh to capture final contract, grant and vendor information

Cutover & Deployment

Pre-Cutover

- December 7 – 11, 2026
  - Process delta files for suppliers, contracts and grants
  - Load SpeedKeys (can't load until all configs are completed)
  - Finalize preparation activities for cutover conversions
- December 14 – 18, 2026
  - Daily ESC meetings scheduled to review cutover readiness
  - Question 1 – Is Florida PALM ready?
  - Question 2 – Are pre-cutover activities on schedule?
- December 14 – 23, 2026
  - Generate master data value extracts to enterprise partners and agencies receiving those files
- December 23, 2026
  - All enterprise systems come down at 5 pm EST, and processing stops in these systems
  - Transaction processing ends sooner, depending on the system and the transaction dependencies, but sure your team is clear on all cutoffs and has fully developed an executable plan

Cutover & Deployment

Cutover

- Florida PALM Cutover starts on December 24, 2026
  - Snapshot of final FLAIR data (used to create conversion files)
  - Restore point of CMS environment (1st cutover activity)
  - Refresh Production CMS Sandbox Environment (Treasury use only)
  - Warrant Cancellations processed in CMS (2nd cutover activity)
  - Restore point of CMS environment (3rd cutover activity)
- No agency interface files should be submitted to Florida PALM during the downtime except for catch-up deposit files
  - If an agency is continuing processing in their ABS during the downtime, transactions must be rolled into one file and submitted for processing on or after January 12, 2027
  - Exception is deposit files; we will discuss this in a bit
- December 25, 2026 – Team will be off to celebrate with their families

Cutover & Deployment

Cutover

- December 26, 2026
  - Starts 24-7 cutover execution
  - Technical upgrade of CMS environment will begin
  - Financials conversion files will start being created
  - Payroll conversion files will start being processed
- December 27 – 31, 2026
  - Finalize upgrade and code migrations
  - Finish payroll conversion file processing, and ready for processing the January 8, 2027, biweekly pay date
  - Start processing financials conversions (most will start/finish in this time frame)
- January 1 – 3, 2027
  - Finish processing Financials conversions
  - Process catch-up processing (if any) for payroll
  - Start processing of Biweekly payroll

Cutover & Deployment

Cutover

- January 4, 2027 – Stage Gate 6 Decision
- January 4 – 11, 2027
  - Downstream processing for Financials Conversions
  - Catch-up processing for banking files (CMS files)
  - Finalize Biweekly Payroll
  - Post Biweekly Payroll (consume budget and cash)
- January 11, 2027 – Stage Gate 7 Decision to Open the System to Agency Users
- January 12, 2027
  - Florida PALM Live
  - Full batch processing in place
  - Starts nightly file processing

Next Meeting

November 18, 2026 – *Regular Meeting* (DOR)

November 19, 2026 – *Contingency Meeting* (DOR)

November 20, 2026 – *Contingency Meeting* (virtual)

BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

FloridaPALM
Planning, Accounting, and Ledger Management

APPENDIX

Readiness Update

Certification #4 – Biweekly Pulse Check #4

- 10 of 18 criteria had 2 or more agencies reporting concerns as of 10/12
- Areas of concern (2+ agencies) for Critical Operational Element - **People**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
At least 25% of end users have completed Project-provided training, and the agency has a documented plan to complete remaining training before the end of January 2027	APD DEM DOEA	Competing priorities, timing of release of Project-provided training and schedule of Project-hosted training to be released
All agency-led training sessions have been scheduled and sessions have begun	APD DEM DOEA	Competing priorities, time constraints, upcoming holidays, Project's delayed rollout of training, agency dependency on Project's training
End users have practiced or will practice completing job functions in UAT before go-live	DEM DOH	Competing priorities, time constraints, large user base requiring training

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Processes**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
All critical business processes from end-to-end have been tested and validated.	APD DLA DOH FCOR FDC	Recent publishing of the remaining Process Steps to the Knowledge Center and other Knowledge Center updates including movement of content to the End User Manual, testing of reports not complete, uncertainty of DW/BI capabilities,
All process changes have been identified and at least 50% of business process documentation has been updated and prepared for distribution, and agency has a fully documented plan to complete the updates and distribute prior to January 2027.	DFS DMS DOH FLHSMV	Staff availability and focus on testing activities, lack of understanding of new processes or process changes, need to update agency documentation when related items in Knowledge Center are updated

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Technology**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
All interfaces needed for go-live have been tested and validated.	DLA FCOR FDC	• DLA – Inconsistencies of ARI024, pending end to end testing with API002 • FCOR/FDC – Confirmed successful tests of all interfaces, concern around instability of interface availability and documentation
All agency business systems remediation, needed for go-live (e.g., Tier 1), have been tested and validated.	DCF DLA FDOT	• DCF – remediation of Grants system still in progress • DLA – ABS remediation underway • FDOT – Florida PALM interface changes, data inconsistencies, and fluctuating batch schedule

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Data**

Readiness Criteria	Number of Agencies w/Concern	Reported basis/reason for concern
Agency data in FLAIR, FACTS and MFMP is cleansed based on Dry Run 3 and 4 conversion results.	DLA DOH FDOT	DLA – Competing priorities and staff availability DOH – Concern with Master Balance and Trial Balance data, have met with the Project FDOT – Concern with Encumbrance and Grant conversion
Agency data is ready for final conversion and agency has a plan to maintain the data until cutover.	COM DLA DOH FDOT	COM/DOH – Concern with GLC001, working with the Project DLA – Recent agency decision to convert Project, Contracts and Grants FDOT – Concern with Project conversion logic and accuracy
All reporting needs and solutions have been tested and validated.	APD DCF DEM DOE DOL FDLE FLHSMV	Waiting on training and use of query tool, agency has not documented reporting needs, Agency-developed reports are still being developed, Florida PALM data and reports are different, incomplete data mapping of FLAIR to Florida PALM, lack of testing/validation by agency

Contact us

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Project Website

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Knowledge Center

https//:myfloridacfofloridapalm.us.document360.io

Knowledge Center

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