EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

AUGUST 24, 2022

PROJECT UPDATE

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Florida PALM Project Update
Budget – Fiscal Year 22-23

FY 2022-2023 Spend Plan Summary As of July 31, 2022				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD**	**Release Remaining**
FLAIR System Replacement	**$2,737,874**	**$563,608**	**$4,735,717**	**$4,172,109**
CMS Remediation and Stabilization	$400,000	$0	$1,000,000	$1,000,000
Production Support	$1,050,229	$396,276	$2,116,946	$1,720,670
Oracle Software and Maintenance	$0	$0	$476,482	$476,482
Operational Project Administration	$46,285	$357	$37,500	$37,143
Enterprise Resource Planning Support Services	$115,000	$88,115	$366,600	$278,485
Information Warehouse Assessment	$0	$0	$500,000	$500,000
Facilities and Maintenance	$78,860	$78,860	$238,189	$159,329
Revert/Appropriate from FY 21-22	$1,047,500	$0	$0	$0
Implementation Services	$0	$0	$0	$0
Contingency	$0	$467,588	$0	$0
Salaries & Benefits	$517,899	$0	$6,199,114	$5,731,526
HR Transfer and Risk Management Insurance	$13,080	$0	$22,457	$22,457
Total:	**$3,268,853**	**$1,031,196**	**$10,957,288**	**$9,926,092**

Florida PALM Project Update
Risks and Issues

▸ Since the last ESC meeting, no Issues have been opened, one Issue has been closed, and one remains open

  ◦ Issue 30 closed – The externally managed investment process has not launched as scheduled due to a delay in the receipt of the conversion data

  ◦ Issue 27 – Schedule delays prevented a fully committed project schedule

▸ There are no open Risks with a score of 15 or greater

Florida PALM Project Update
Advisory Council Update

▸ Summary of Advisory Council Activity

Florida PALM Project Update
Contract Update

▸ Attachment 10 request for feedback

▸ Project Change Request; PCR87, PCR88, PCR89 and PCR90
  ◦ PCR87 – Project Director Approval
    • INC29954487 – Update to API107 to support additional year-end processing (process file in July as June 30)
    • INC28881121 – Update to GLI067 Outbound Treasury Investment Balances Interface – Provides GR and Trust Fund beginning balance and summary transactional data to Central FLAIR annually to assist in producing budget and trust fund annual reporting
    • INC28575093 – Update to GLI066 Daily Interface to FLAIR Agency Doc Number change to use last 7-digits of Journal ID in place of system generated document number
    • INC27788462 – Update to API107/APE010 to include missing stale-dated and escheated warrant cancellations and Incorrect accounting classification for prior year warrant cancellations (long-term solution)

Florida PALM Project Update
Contract Update

▸ Project Change Requests (PCR) continued:

- PCR88 – Project Director Approval
  - Base line adjustment for CMS remediation project deliverable to remove baseline submission date (was included by error)
- PCR89 – Project Director Approval
  - INC28578724 – Update to bank file load process to split out netted deposits (currently a manual process)
  - INC28672230 – Update to API108 to allow re-reconciling of previous warrants and update to the API108 history file to include warrant number (Payment_ref_Id)
  - INC30316113 – Update to support batch upload of COA crosswalk entries
- PCR90 – Consolidated Revolving Fund Fraud Report
  - Voting Action Required

Florida PALM Project Update
Project Updates

▸ CMS remediation update

▸ Compliant and up-to-date with Proviso reporting requirements

- ◦ CMS Remediation Monthly Report

- ◦ Monthly Status Report

- ◦ Treasury's Governors Report

▸ Year End Process

▸ Requirements Review -- FLAIR functions and subfunctions meetings

▸ Information Warehouse Assessment update

Florida PALM Project Update
Project Updates

▸ Personalized Agency Working Sessions

  ◦ To be held September 13 – December 15

  ◦ All agencies have tentatively scheduled

  ◦ Agencies' unique accounting processes

▸ Change Champion Network Town Hall

  ◦ Scheduled for September 8

  ◦ Topics include update on Project activities, overview of Florida PALM Module relationships, differences between FLAIR and an Agency Panel on Personalized Agency Working Sessions prep

▸ Production Support Round Table

  ◦ Conducted August 24

  ◦ Topics included: reconciling investment and disinvestment, scheduling a query and Treasury correspondence forms

INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP

IV&V Update
Month-End Close & Year-End Close

▸ The Florida PALM IV&V Team commends the Florida PALM Project Team on the successful Central FLAIR FY22 closing and transition into FY23 on Friday (8/12/22)

▸ Based on significant progress with Month-End Close (MEC) and Year-End Close (YEC) activities, IV&V's Finding ID: 8 closed on 7/22/22

▸ IV&V will monitor the remaining closure, adjustment, and post-closing actions for FY22 and new FY23 reconciliation activities

IV&V Update
Testing Analysis

▸ IV&V performed analysis to independently verify and validate conformance to testing processes for incidents and enhancements

▸ Reviewed two randomly selected ServiceNow incidents

▸ IV&V Recommendations:

  ◦ Document the current testing processes being followed and the acceptance criteria for each testing phase

  ◦ Consider creating a future state requirements tracker, to document any potential changes which will need to occur because of testing performed

IV&V Update
Project Change Requests

▸ The Florida PALM Project Team does not yet have a process for Change Requests for the Production environment. While a process is being developed, Change Requests are managed via the default Florida PALM PMP PCR process, which is designed for Implementation phases.

▸ IV&V reviewed the first PCR in the CMS Remediation Phase and identified that it was not in compliance with the PCR process outlined in the Florida PALM PMP or the State of Florida Project Management and Oversight Standards for Information Technology (IT) projects (60GG-1 (elaws.us).

  ◦ Work began prior to PCR creation and upon verbal approval
  ◦ PCR Enhancements not in project schedule until after in-progress or completed

IV&V Update
Project Change Requests (Continued)

▸ IV&V Recommendations

- Document a process that is specific to Production PCR process that incorporates "fast track" procedures for items that must move quickly through the process

- Document verbal authorizations to begin the work as part of the incident's capture in ServiceNow and in the PCR

- Strive to update the project schedule as soon as possible after PCR approval, to comply with PMP PCR process and State of Florida Project Management and Oversight Standards for Information Technology (IT) projects (60GG-1 (elaws.us))

IV&V Update
Data Dictionary and Functional Definitions Development

▶ IV&V researched industry standards for data dictionaries across public and private organizations

▶ In addition to the critical information already contained in the Florida PALM Project's Data Dictionary, IV&V recommended additional attributes that effective and complete data dictionaries should include according to the industry sources for best practices

IV&V Update
Florida PALM Requirements Review

▸ IV&V monitoring Florida PALM Project Team and SSI Vendor requirement reviews

▸ IV&V Recommendations:

- Florida PALM Project Team consider developing user stories and use cases in collaboration with the agencies during Personalized Agency Working Sessions (PAWS)

  - User stories describe the "raw" user need in normal operations and become an ongoing tool throughout the Project that end users rely upon for testing and readiness
  - Use cases comprehensively describe how users and systems interact to design a functional system that meets user needs

- Track changes centrally and make agencies aware of the proposed shift of requirements between modules before the Agency Working Sessions begin, so they are appropriately prepared

IV&V Update
Open Findings

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 4	Issue	Low	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	8/24/22 – The Florida PALM IV&V Team reduced the priority of this issue to Low. Over the last 5 months, the Florida PALM PMO addressed the multiple unused standard fields/components and updated tasks' successors and predecessors to within best practice and guidance of the Florida PALM Project Management Plan (PMP). The teams' efforts have reduced the overall risk of the Project's ability to control the project schedule. The Florida PALM IV&V Team continues to monitor the progress on the Florida PALM Project Schedule updates and conformance to the Florida PALM PMP. Additionally, the Florida PALM IV&V Team has created a Schedule Assessment Dashboard and will be periodically reviewing that with the Florida PALM PMO.

‣ IV&V ID: 3, 5, 8, 9 have all been closed in this period

IV&V Update
Florida PALM Comprehensive Assessment

- Assessment kicked off 07/20/2022
- Team onboarded and making progress as planned
- First two deliverables submitted:
  - IVV-D1 Contractor Comprehensive Assessment IV&V Team Established and Onboarded
  - IVV-D2 IV&V Project Schedule and Work Plan
- Monthly Checkpoint Dashboard Report DED approved
- First Monthly Checkpoint Dashboard Report delivered and Checkpoint with DMS scheduled for 08/22/2022

Monthly Meeting

September 28

Department of Revenue

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