EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

OCTOBER 26, 2022

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

PROJECT UPDATE

JASON ADANK, TANNER COLLINS, JIMMY COX, STEVEN FIELDER, TOMMY WERNER

Florida PALM Project Update
Budget – Fiscal Year 22-23

FY 2022-2023 Spend Plan Summary As of October 7, 2022				
Category	**Projected FYTD**	**Incurred FYTD**	**Released FYTD**	**Release Remaining**
FLAIR System Replacement	**$7,552,931**	**$5,921,173**	**$14,144,212**	**$8,223,039**
CMS Remediation and Stabilization	$900,000	$650,000	$1,000,000	$350,000
Production Support	$2,264,334	$2,183,618	$4,231,508	$2,047,890
Oracle Software and Maintenance	$499,478	$499,351	$806,951	$307,600
Operational Project Administration	$117,241	$1,208	$127,068	$125,860
Enterprise Resource Planning Support Services	$367,080	$252,265	$717,600	$465,335
Information Warehouse Assessment	$24,548	$24,548	$500,000	$475,452
Facilities and Maintenance	$237,750	$237,750	$476,085	$238,335
Revert/Appropriate from FY 21-22	$3,142,500	$2,072,433	$6,285,000	$4,212,567
Implementation Services	$0	$0	$0	$0
Contingency	$0	$0	$0	$0
Settlement Agreement	$5,991,399	$5,991,399	$5,991,399	$0
Salaries & Benefits	$1,553,697	$1,456,750	$6,525,356	$5,068,606
HR Transfer and Risk Management Insurance	$13,080	$6,944	$23,377	$16,433
Total:	**$15,111,107**	**$13,376,266**	**$26,684,344**	**$13,308,078**

Florida PALM Project Update
Risks and Issues

▸ Since the last ESC meeting, no Risks or Issues have been opened or closed

▸ 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
Contract Update – Amendment 8

▸ Updated Review Schedule

Contract Document	Review Effort	To ESC for Review	ESC Meeting
SSI Contract	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 12 – Parent Company Agreement	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 13 – Software Source Code	Minimal	Nov. 23, 2022	Dec. 14, 2022
Att. 10 – Service Level Agreement	Moderate	Nov. 23, 2022	Dec. 14, 2022
Att. 1 – Statement of Work	Major	Feb. 3, 2023	Feb. 27, 2023
Att. 6 – Definitions	Minor	Feb. 3, 2023	Feb. 27, 2023
Att. 2 – Payment Schedule	Moderate	Feb. 10, 2023	Feb. 27, 2023
Att. 5 – Business Requirements	Major	March 6, 2023	March 22, 2023
Att. 8 – Deliverable Acceptance Criteria	Major	Feb. 10, 2023	Feb. 27, 2023

Florida PALM Project Update
Advisory Council Update

Florida PALM Project Update
Audit of CMS Calculations in Florida PALM

▶ KPMG has reviewed 4,941 tickets

- Currently 346 are in scope
- 422 tickets still to be reviewed

▶ Testing and validation on tickets is being performed

▶ Draft report to stakeholders is due by November 15

Florida PALM Project Update
Implementation of New Investment Accounting Solution

▶ Contract has been executed

▶ Kickoff meeting with the vendor occurred October 11

  ◦ Project scoping is underway

  ◦ Third party vendors are engaged

  ◦ Transmission files are being reviewed/confirmed

Florida PALM Project Update
CMS Remediation – Amendment 7

▸ Amendment 7

  ✓ To meet the criteria for CMS to be fully remediated and stabilized, the following must be completed and accepted by the Department's Contract Manager:

  ✓ Cash balancing activities (identification of reconciliation issues, balancing all accounts, and completion of applicable adjustments) have been completed to reconcile all accounts, recognizing an expected level of variation due to timing;

  ✓ A cash balancing automation tool has been implemented and validated in production;

  ✓ The cash balancing processes have been stabilized within business operations;

  ✓ Agreed upon CMS related incidents (e.g., system defects that cause accounting entries to post incorrectly have been systemically fixed) and enhancements (e.g., applicable user-friendly changes), including priority tickets, as agreed to in this Amendment, have been fully remediated; and

  ✓ Documentation related to functional requirements, interface layouts, batch schedules, and development has been updated to reflect the production state (i.e., original requirements, updated to include modifications that have been implemented or are implemented as part of CMS remediation) and have been validated by the Department.

Florida PALM Project Update
CMS Remediation – Amendment 7

▸ CMS Remediation Services (section 5)

✓ Primary Months: May and June 2022

✓ Optional Months:

✓ Available: July – December 2022

✓ Activated for: July, August and September 2022

✓ Not Activated Starting: October 2022

Florida PALM Project Update
CMS Remediation - Proviso

▸ Proviso
- Line 2395 / Section 117 of the 2022-23 GAA
  - ✓ Execution of an amendment to the software and system integrator services contract that:
    - ✓ (a) suspends further work to replace remaining FLAIR functionality until the successful remediation of the PALM Cash Management System (CMS) and
    - ✓ (b) retains support of PALM functionality in production
    - ✓ Amendment 7 accomplished these requirements
  - ✓ Monthly CMS Remediation Reports Starting July 2022
    - ✓ Expanded Scope – Initial report included activities for May – July
    - ✓ Subsequent Reports Issued – August and September

Florida PALM Project Update
CMS Remediation – Production Support

▸ Florida PALM Solution Center is in production support mode

▸ Tickets

- Tickets trend continues to show stabilization of operations
  - Most tickets are being resolved same day
  - 56 tickets are open
    - 24 tickets are for enhancement consideration
    - 32 tickets are incidents or service request
- Majority of tickets coming in are tied to external processes, not to Florida PALM processes (e.g., late files coming into PALM, COA crosswalk)

▸ Enhancements

- Primarily focused on providing enhanced user functions within Florida PALM
- Secondary focus is on integrations to simplify business functions

Florida PALM Project Update
Current Work Streams

▸ On-going major activities
- FLAIR Requirements Review – 37% Complete
- Personalized Agency Working Sessions – 29% Complete
- Information Warehouse Assessment – Final Report Due End of November
- Projects and Grants Survey
- Amendment 8 Drafting

▸ Other activities the Project is supporting
- Audit of CMS Calculations in Florida PALM
- Implementation of New Investment Accounting Solution
- IV&V Assessment

Florida PALM Project Update
Personalized Agency Working Sessions

▸ Status

- 10 of 34 agencies are complete
- 3 agencies are in progress
- 21 agencies are upcoming
- Continue through December 20, 2022

Florida PALM Project Update
Personalized Agency Working Sessions

▸ Leadership engagement is critical

▸ Subject Matter Experts (SMEs) should be at the table

▸ Accounting Project, but agency considerations should be broader

▸ Everyone has unique processes (even if you think you don't)!

▸ Don't just check the box!

Florida PALM Project Update
Personalized Agency Working Sessions

▸ How / Where / Why do you use the FLAIR Org Code today other than FLAIR and People First?

  ◦ E.g., any ties to building access, network access, internal agency business system access or other agency purposes

▸ What elements in the Position Funding screen do you use for HR or other non-accounting purposes?

  ◦ Intra/Inter Departmental ID, EO, EO Version, Warrant Distribution Number, etc.

▸ Special payroll processes

Florida PALM Project Update
Personalized Agency Working Sessions

▸ Who creates reports using FLAIR related data?

▸ What reports are used and how are they used?

▸ What interface files are used and how are they used?

▸ Don't just think about FLAIR, think about data pulled from Agency Business Systems, People First or other systems that use the data.

▸ Think about those things that were set-up a long-time ago and just run now!!! Will they break (i.e., is there any FLAIR info)?

▸ What agency projects are in the works? Are they potentially impacted?

Florida PALM Project Update
Information Warehouse Assessment

▸ Requirements:

- Identify top data warehouse options for the Florida PALM Data Warehouse

- Identify top business intelligence reporting solutions for use with the Florida PALM Data Warehouse

- Identify top three recommended solutions (combined data warehouse and business intelligence solutions) for the Florida PALM Data Warehouse

▸ Goals:

- Develop a separate data warehousing solution that contains historical FLAIR IW data (only IW data) and Florida PALM data

- Empower agencies through data and self-service capabilities

Florida PALM Project Update
Information Warehouse Assessment

▶ Goals Continued:

  ◦ User-friendly reporting solution

  ◦ Reduce dependencies on production system

  ◦ Allow for quicker resolution of data driven challenges

▶ Report Due Date: November 30, 2022

▶ Expected Use (either or both):

  ◦ Amendment 8

  ◦ Technology Procurement

Florida PALM Project Update
Projects and Grants Survey

▸ Readiness Workbook Task 323

▸ Distributed: 10/20/2022

▸ Due Date: 11/04/2022

▸ Importance: High

▸ Use:

◦ Will assist the Project to fully scope out projects and grants requirements for both Financials and Future Waves

◦ Advisory Council will review to help formulate recommended path forward for projects and grants

INDEPENDENT VALIDATION AND VERIFICATION (IV&V)

CONTENT PROVIDED BY PUBLIC CONSULTING GROUP

IV&V Update
Personalized Agency Working Sessions

▸ Florida PALM IV&V Team continues to monitor the Personalized Agency Working Sessions (PAWS) for the Florida PALM Project Team and SSI Vendor to better understand Agency FLAIR use and customized features

▸ The Florida PALM IV&V Team opened a Risk (IV&V Finding #10) on the potential lack of full engagement of an agency resulting in an agency not fully defining their requirements

▸ The Florida PALM IV&V Team is arranging agency interviews to better understand their engagement with the Florida PALM Project and the PAWS

IV&V Update
Penetration Testing

- The SSI Vendor performed Penetration Testing and provided the WP293 Penetration Testing Report Work Product

- The Florida PALM IV&V Team received the WP293 Penetration Testing Report Work Product 9/27/22 and performed an assessment of the Florida PALM Penetration Testing Plan and the Penetration Testing Work Product

- The Florida PALM IV&V Team is providing the assessment via a separate report

IV&V Update
Amendment 8 Review

▶ The Florida PALM Team is undergoing discussions with the SSI Vendor on the upcoming contract Amendment 8

▶ The Florida PALM IV&V Team will gain exposure to the documents as they are made available and will review according to the anticipated schedule below:

Attachments	Description	Dates
10,12,13	Contract, SLA, Guarantee, Source Code	11/8/22 – 11/22/22
1, 6	SOW & Definitions	1/17/22 – 2/2/23
8	Deliverable Acceptance Criteria	1/30/23 – 2/9/23
2, 5	Business Requirements & Payment Schedule	2/1/23 – 2/9/23

IV&V Update
Fiscal Year 2022 Year-End Close Insights

‣ IV&V has completed interviews concerning Fiscal Year 2022 (FY22) closing (8/26/22) and transitioning reconciliation responsibilities from the Florida PALM Project Team to A&A and Treasury for Fiscal Year 2023 (FY23)

‣ The Florida PALM IV&V Team will be providing interview details, requests made, and full IV&V recommendations in the October 2022 Monthly Assessment Report

IV&V Update
Work Products

- IV&V is reviewing definitions and clarity concerning Work Products
- The Florida PALM IV&V Team met with members of the SSI Vendor team on 10/6/22 for understanding the following from their perspective:
  - The determination process for distinguishing between a Deliverable and a Work Product
  - The collaborative development of Work Products
  - The submission and approval process for Work Products
- The Florida PALM IV&V Team will continue the research into the use of Work Products and provide results in an upcoming report

IV&V Update
Open Findings

ID	Type	Priority	Summary	Date Logged	Update
IV&V ID: 10	Risk	Medium	The Florida PALM Project may be at risk due to low levels of Agency involvement. Agency outcomes may also be at risk due to the poor definition of needs. This situation could result in missed requirements and potential rework to address the missed requirements. Robust Agency involvement is critical to proactively define needs for the Florida PALM system functionality.	9/23/2022	Interviews with the Readiness and Training Team revealed that Agencies during the CMS Wave did not always submit materials in a timely manner or requested materials were incomplete. In response, the Florida PALM Project Team created a variety of new outreach programs to Agencies or enhanced existing programs. However, while many Agencies are responding to tasks and questions to a satisfactory degree, there is still a risk that lack of overall buy-in and cooperation from all Agencies will result in incomplete requirements definition and a solution design that lacks the required functionality the Agencies depend upon. The Florida PALM Project Team should continue performing outreach to Agencies encouraging full engagement with the Florida PALM Project, as well as supporting Agencies in whatever questions or tasks they may need to accomplish. The Florida PALM IV&V Team will be performing outreach to Agencies to better understand their engagement with the Florida PALM Project and the PAWS.

IV&V Update
Closed Finding

ID	Type	Priority	Summary	Date Logged & Closed	Update
IV&V ID: 11	Preliminary Concern	Medium	The arrival of Hurricane Ian to the state of Florida caused severe damage to many areas. Millions of people evacuated, business and government offices closed, and some areas are still without power. Hurricane Ian also impacted areas of the Atlantic Coast such as Georgia and the Carolinas. Considering these factors, the Florida PALM IV&V Team is opening this Preliminary Concern to account for the potential impact to resources, both personnel and facilities/equipment. Agencies have mentioned Hurricane Ian's disruptive impact on their operations in meetings with the Florida PALM Project Team. The Department of Health's contribution to the Florida PALM Project was directly impacted by the cancellation of their PAWS during the week of Hurricane Ian. Because of the hurricane's lingering impacts, there is a concern relying on resources that may be unavailable for an indeterminate amount of time due to direct or indirect effects. Displacement or redirection of resources can also increase the time it takes for responses to questions to return. **Recommendations** The Florida PALM Project Team should be aware of and allow additional time for responses, required inputs, and other activities from Florida Agencies to account for these impacts	Opened 10/7/22 Closed 10/21/22	The Florida PALM IV&V Team formally closed this risk on 10/21/22 since continued observation showed minimal impact on the Florida PALM Project. The Florida PALM Project Team and Software and System Integrator (SSI) Vendor are operating at normal levels and did not experience delays in Project tasks or an impact to Project scope.

IV&V Update
Florida PALM Comprehensive Assessment

- Florida PALM IV&V Team is actively reviewing requirements, Project governance and management structure, and application artifacts
- Monthly Checkpoint Dashboard Report delivered 10/19/22
- Completed reviews of 59 deliverable artifacts during September
- Deliverable #4 – Conduct Agency Interviews Status:
  - Out of an anticipated total of 34 unique Agencies, 25 interviews scheduled and 9 completed
  - Deliverable #4 is on target for11/17/22

MONTHLY MEETING

NOVEMBER 16
DEPARTMENT OF CHILDREN AND FAMILIES

CONTACT INFORMATION

[FLORIDAPALM@MYFLORIDACFO.COM](mailto:FloridaPALM@MyFloridaCFO.com)

[MYFLORIDACFO.COM/FLORIDAPALM](http://MyFloridaCFO.com/FloridaPALM)