Florida Department of Financial Services Planning, Accounting, and Ledger Management Project

IV&V Monthly Assessment Report June 2023

July 17, 2023

Contract: 80101507-IVV-15-1

Engagement: P0055466

PUBLIC CONSULTING GROUP

The information contained in this document may constitute confidential information that is exempt from disclosure under Florida or Federal law including, but not limited to, section 119.0725, Florida Statutes. The information is intended only for the addressee(s) indicated herein. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, distribution, copying or taking of any action in reliance on the content within is strictly prohibited. If you have received this document in error, please notify Public Consulting Group immediately by email at nsuvada@pcgus.com and hsorber@pcgus.com and follow instructions thereafter.

Executive Overview

IV&V Services Start Date	IV&V Services End Date	IV&V Reporting Period
09/03/2021	6/30/2023	6/1/23 – 6/30/23

Project Health Summary

For June 2023, the Florida PALM Independent Verification and Validation (IV&V) Team assesses the overall health of the Florida PALM Project as Low Risk (Green), decreasing from Medium Risk (Yellow) in May. Schedule Risk moved from Yellow to Green, while Scope Risk and Resource Risk remained in Green for June.

The Florida PALM IV&V Team opened no new Findings in June, and no Findings remained open.

The Florida PALM IV&V Team assesses the Florida PALM Project Governance Risk as trending to Green in June. Project governance processes operated as expected in June.

The Florida PALM IV&V Team reviewed Amendment 9 in June. The IV&V Team found that Amendment 9 included language regarding automated regression testing, detailed exit criteria, specific dates for key contractor staff, and shifts in payment milestones for design segments as appropriate. These changes appear to demonstrate positive steps forward and will likely benefit the Florida PALM Project Team.

The Florida PALM IV&V Team reviewed the Service Level Expectation (SLE) changes implemented with the execution of Amendment 8, which calculates the SSI vendor's performance within the Service Level Agreement (SLA). Based on the analysis, the Florida PALM IV&V team has noticed some minor irregularities within the data or formulas used to calculate the SSI vendor performance, although it's important to note that these irregularities have not and would not impact the achievement of the SLAs. The Florida PALM IV&V Team will be communicating our analysis results and working with the Florida PALM Project Team to assess the next steps.

The Florida PALM IV&V Team assesses the Change Readiness and Engagement Risk as remaining Green in June. The Change Champion Network updates were productive as most Agencies saw an increase in their unique resources assigned.

During June, the Florida PALM IV&V Team attended most of the design discussions and observed progress in design disposition, functional design, and pre-functional design documentation activities.

The Report, Interface, Conversion, Extension, Forms, and Workflows (RICEFW) inventory is a working document that is being updated as the functional design updates occur. The Florida PALM IV&V Team takes snapshots of the RICEFW inventory at the end of each month to assess changes. Overall, there were changes in the count of RICEFW items between the end of May and June; however, the total number of RICEFW items only increased by 1. The Florida PALM IV&V Team did compare the counts in the working version of the RICEFW inventory and identified that if you include the CMS Wave items, the current counts for forms and workflows exceed the limits defined in the Statement of Work (SOW). The Florida PALM IV&V Team will meet with the Florida PALM Project Team to discuss the data and the SOW limits.

Overall Risk
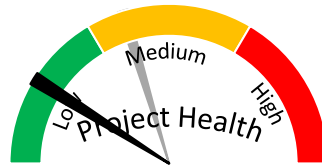
The Florida PALM IV&V Team assessed the overall Risk to the Florida PALM Project as decreasing to Low Risk (Green). Consistent with the Florida PALM Project IV&V Management Plan, the Green rating is the possibility of a slight impact on product quality, manageability, cost or schedule.
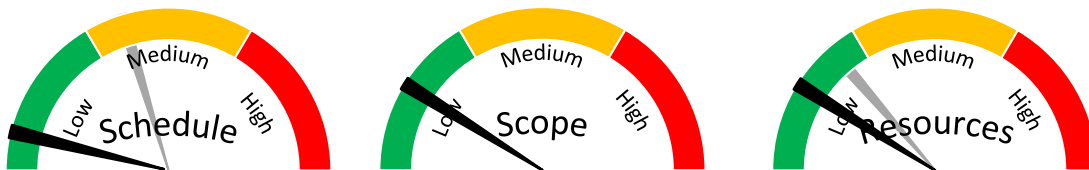
How to Interpret Risk Rating Dials

Each month, the Florida PALM IV&V Team will rate the Florida PALM Project's Risk in terms of its respective Schedule, Scope, and Resources. The dials include an intuitive Green-Yellow-Red spectrum, where Green indicates a positive status or "Low" Risk rating, Yellow represents "Medium" Risk, and Red indicates a "High" Risk rating. A black hand on the dial represents the IV&V's current monthly rating. Any grey hand on the dial shows that IV&V has changed its rating (increased or decreased) compared to the previous month.

Schedule

The Florida PALM IV&V Team assessed the Florida PALM Project Schedule risk as Low Risk (Green) in June. The Florida PALM Project Team received the D635 Project Schedule from the SSI Vendor on Friday, 6/23/23, for review and acceptance. The Florida PALM IV&V Team reviewed the Project Schedule throughout the past several months in collaboration with the Florida PALM Project Team to call out specific areas of interest. On Wednesday, 6/28/23, the IV&V Team reviewed the formal feedback on the mechanics, project schedule creation methodologies, and framework, complete with exports from the Steelray Assessment Tool with DFS. The IV&V Team submitted the formal review to the Florida PALM Distribution List that afternoon. DFS accepted the D635 Project Schedule on Thursday, 6/29/23.

The Florida PALM IV&V Team will prepare to analyze the content within the schedule and provide lessons learned and additional insight that extends beyond the formal mechanics review in the coming month.

Scope

In June, the Florida PALM IV&V team assessed the Florida PALM Project Scope risk as Low Risk (Green). The Florida PALM Project Team continues actively working and progressing through design sessions. Key activities by the Florida PALM Project Team include developing and reviewing Business Process Models (BPMs) for payroll functionality, updating CMS Wave functional design specifications to account for future Financial Wave functionality, and meeting with People First and Bureau of State Payrolls (BOSP). There have been updates to the working version of the Report, Interface, Conversion, Extension, Form, and Workflow (RICEFW) inventory from last month with the total count of RICEFW items increasing from 662 to 663. The changes to the RICEFW inventory are not expected to increase the overall project scope and hence the Florida PALM IV&V Team still considers the scope to be a low-risk area.

Resources

The Florida PALM IV&V Team assessed the Florida PALM Project Resources risk trending to Low Risk (Green) in June. SB 2502, Implementing the 2023-2024 General Appropriations Act, was signed into law by the Governor on 6/15/23. This confirms the availability of increased funding for Agencies to utilize for their Florida PALM readiness activities and potentially hiring additional resources to assist in these activities. In June, Agencies also completed Task 329, Update Change Champion Network (CCN), and Project Contacts. This task asked Agencies to provide updated contacts in their CCNs. Most Agencies increased the number of unique resources assigned to their CCNs. This topic is further explored in the sections below.

Findings

The Florida PALM IV&V Team uses its proprietary Eclipse IV&V® methodology to define the types of Findings used in our IV&V practice:

- **Issue:** an event or condition that has already happened and has impacted or is currently impacting the Project objectives. There is no uncertainty or probability aspect associated with an issue. The issue probability rating is automatically set to the value five as the issue, by definition, has already occurred.

- **Risk:** an uncertain event or condition that, if it occurs, has a positive or negative effect on one or more project objectives such as scope, schedule, cost, or quality.

- **Preliminary Concern:** a condition, based on observations, where the Florida PALM IV&V Team has concerns but may have "limited visibility" of the subject area. More analysis and a better understanding of the Concern are necessary before classifying the item as a Risk or Issue and assessing the potential impact. This Finding may serve as notice of a concern the Florida PALM IV&V Team is researching.

Readers can find the definitions for probability, impact, and priority rating in Appendix A of this document and the IV&V Management Plan.

New Findings

No new Findings were opened in June.

Updated Findings

No Findings remained open at the end of June.

Closed Findings

No Findings were closed in the month of June.

IV&V Activities Completed

This section discusses the activities performed by the Florida PALM IV&V Team during the reporting period. This is not intended to be an exhaustive detailing of the activities but a high-level description.

Meetings Attended

This section contains the meetings the Florida PALM IV&V Team attended, detailing the event's subject, purpose, and timing during the reporting period.

Note: The Florida PALM IV&V Team attendees will only be tracked for meetings conducted by the Florida PALM IV&V Team.

Meeting Subject/Name	Purpose	Date/Time
Weekly Schedule Checkpoint	Review the project schedule tasks feedback	6/1/23 9:30 AM – 10:30 AM
Payroll Discussion	Discuss BPM Assignments and existing payroll information	6/1/23 9:30 AM – 12:00 PM
Project Schedule Review	Review the project schedule tasks feedback	6/1/23 1:00 PM – 2:00 PM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Agenda Topics: 0085 Combo Edits 0083 ChartField Structure Request 0097 Trust Fund Revenue Refunds	6/1/23 1:00 PM – 3:00 PM
Florida PALM Change Advisory Board (CAB) Meeting	Review of Proposed and Active Changes	6/1/23 3:30 PM – 4:00 PM
AP/PO Pre-FD Discussion	Continue review of APE001 Prompt Pay Interest Calculation Extension	6/2/23 8:00 AM – 9:30 PM
Cross-Team Collaboration	Functional design planning	6/2/23 1:00 PM – 2:30 PM
Design Planning Discussion	Review of design disposition log items ready for advancement.	6/2/23 2:30 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
Florida PALM and People First Follow-up Sessions	Discuss Job data and related transactional data	6/5/23 8:30 AM – 5:00 PM
AME002-Asset Additional Fields Draft Discussion	Discuss additional fields for asset management	6/6/23 8:00 AM – 9:30 AM
Project, Grants, & Contract Working Session	Discuss design items related to Projects, Grants and Contracts modules	6/6/23 9:30 AM – 11:00 AM
Florida PALM and People First Follow-up Sessions	Continued discussion on Job data and related transactional data	6/6/23 12:30 PM – 5:00 PM
PMO Weekly Touchpoint	Review PMO Tasks and Activities	6/6/23 3:00 PM – 4:00 PM
Florida PALM and People First Follow-up Sessions	Continued discussion on Job data and related transactional data	6/7/23 8:30 AM – 5:00 PM
PPA Team Weekly Meeting	Functional design planning	6/7/23 2:00 PM – 4:00 PM
CRAIDL Meeting	Discuss Risks identified	6/8/23 8:30 AM – 9:30 AM
Weekly Schedule Checkpoint	Review Schedule Tasks and Activities	6/8/23 9:30 AM – 10:30 AM
Cash Management Improvement Act (CMIA) Process discussion	Discuss design items for cash management module.	6/8/23 9:30 AM – 11:00 AM
Discussion of Budget Pre-Check Interface Transactions (SDE010)	Discuss budget pre-check process for interfacing transactions such as vouchers, purchase orders and journals	6/8/23 11:00 AM – 12:00 PM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Year-end Business Models and Chart of Accounts	6/8/23 2:00 PM – 4:00 PM
Florida PALM Change Advisory Board (CAB)	Review of proposed and active changes	6/8/23 3:30 PM – 4:00 PM
Cross Team Collaboration	Functional design planning	6/9/23 1:00 PM – 2:30 PM

Meeting Subject/Name	Purpose	Date/Time
Design Planning Discussion	Review design items.	6/9/23 2:30 PM – 4:00 PM
Knowledge Transfer - FLAIR & IW	Walk-throughs of FLAIR queries and open for questions from the group	6/12/23 9:30 AM – 10:30 AM
Functional Operational Team Meeting	Discuss the following topics: Administrative Updates Deliverable & Work Product Development/Status Updates	6/12/23 1:00 PM – 2:00 PM
Payroll Work Session	Discuss various topics related to Payroll functionality	6/12/23 1:00 PM – 5:00 PM
Conduct Project Schedule Baseline Prep Meeting	Discuss tasks and activities related to Project Schedule baselining	6/12/23 3:30 PM – 4:30 PM
TRP Functional Design Discussion	Discuss the below items: Banking Services Request Form (CMF001) Same-Day Deposit Request (CMF005) Agency Bank Deposit Extract Report (CMR001)	6/13/23 8:30 AM – 9:30 AM
Payroll Work Session	Discuss various topics related to Payroll functionality	6/13/23 9:00 AM – 11:30 AM
Bureau of State Payroll (BOSP)/Florida PALM Project Touchpoint	Touchpoint meeting to discuss design topics for BOSP and Florida PALM Project	6/13/23 10:00 AM – 11:00 AM
Schedule Analysis Review	Review assessment tool export	6/13/23 11:00 AM – 11:30 AM
Project Director Design Dispositions	Review design dispositions	6/13/23 1:15 PM – 2:15 PM
LAS/PBS PALM Project Touchpoint	Discuss design items related to LAS/PBS	6/13/23 2:00 PM – 3:30 PM
PMO Weekly Touchpoint	Review PMO Tasks and Activities	6/13/23 3:00 PM – 4:00 PM
Design Planning Discussions	Discuss design aspects for RICEFW items	6/14/23 9:00 AM – 11:00 AM

Meeting Subject/Name	Purpose	Date/Time
Payroll Work Session	Discuss various topics related to Payroll functionality	6/14/23 9:30 AM – 12:00 PM
Treasury Production Support	Review of Treasury production support incidents and concerns	6/14/23 2:00 PM – 3:00 PM
LMC Working Meeting	Discuss various Ledger Management and Control Team topics and design considerations	6/14/23 2:00 PM – 4:30 PM
APD/Florida PALM Project Monthly Touchpoint	Review and discuss Florida PALM implementation activities	6/14/23 3:00 PM – 4:00 PM
Existing Functional Design Draft Discussion	To discuss criteria for GLI031 –KKF001-Override Request Form and KKW002 – Override Request Workflow	6/15/23 8:00 AM – 9:30 AM
Payroll Work Session	Discuss various topics related to Payroll functionality	6/15/23 9:00 AM – 11:30 AM
Interunit Requirements/Functionality Discussion	Discuss requirements for Interunit processing	6/15/23 10:00 AM – 11:30 AM
DOL/Florida PALM Project Readiness Touchpoint	Review and discuss Florida PALM implementation activities	6/15/23 1:00 PM – 2:00 PM
Florida PALM Project Disposition Discussions with A&A/OIT/Treasury	Review Design Dispositions	6/15/23 2:00 PM – 4:00 PM
LAS/PBS PALM Project Touchpoint	Interface for Outbound Disbursement Load (GLI071)	6/15/23 2:00 PM – 3:30 PM
Florida PALM Project Change Advisory Board (CAB) Meeting	Review of PCRs and PeopleSoft updates	6/15/23 3:30 PM – 4:00 PM
PALM Training Hosting	Discussion on hosting additional trainings on the Florida PALM Project website	6/16/23 11:00 AM -11:30 AM
Cross Team Collaboration	Agenda: General/Admin Combo Edit Refresher InterUnit Overview LMC Config Request	6/16/23 1:00 PM – 2:30 PM

Meeting Subject/Name	Purpose	Date/Time
Design Planning Discussion	Ongoing design session planning	6/16/23 2:30 PM – 4:00 PM
Payroll Option 1 & Option 2	Discuss options for gross salary calculation between Florida PALM and People First	6/19/23 9:00 AM – 11:00 AM
KT FLAIR and IW	Knowledge transfer on elements of the PeopleSoft system	6/19/23 9:30 AM – 10:30 AM
Functional Operational Team Meeting	Review of Segment I Functional Design status	6/19/23 1:00 PM – 2:00 PM
FDOT/Florida PALM Readiness Touchpoint Meeting	Review and discuss Florida PALM implementation activities	6/19/23 2:00 PM – 3:30 PM

TRP Working Session	Business Process Model Improvements-Brainstorming
	
	Create Workstream Task Log items based on Design Disposition Decisions
	
	Identify items for cross team collaboration
	    Type C
	     Extension
	     Budget
		6/19/23
		2:05 PM – 4:00 PM

AM FD-AME002 - Asset Additional Fields Draft Review	Asset Additional Fields Draft Review	6/20/23 8:00 AM – 9:30 AM
Project, Grants, & Contract Working Session	Discuss design details related to projects, grants, and contracts.	6/20/23 9:30 AM – 11:00 AM
Payroll Work Session	Discuss various payroll topics	6/20/23 9:00 AM – 11:30 AM
Project Director Design Dispositions	Review of Design Disposition Log items	6/20/23 3:00 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
AP/PO Pre-FD/FD Discussion	Pre-FD Items: API023 Outbound Stale Payments File to Unclaimed Property FD Draft Items: APE001 Prompt Pay Interest Calculation Extension	6/21/23 8:00 AM – 9:30 AM
Florida PALM Advisory Council	Expenditure Refunds Attachments within Florida PALM Revenue Account Standardization Amendment 9 Awareness Bimonthly Agency Readiness Status Report	6/21/23 10:00AM – 12:00 PM
Reporting Team Meeting	a. FL PALM Report Standards b. Knowledge Transfer Recordings c. Reporting Roles & Access d. RADS Unit Tracker – review/updates e. Internal Work Products i. I-WP102 Data Dictionary ii. I-WP103 Accounting Events Inventory iii. I-WP104 Exceptions Matrix iv. I-WP105 Reports Catalog	6/21/23 1:00 PM – 2:00 PM
Inter/IntraUnit Team Meeting	Continue the discussion on Interunit/Intraunit accounting design	6/21/23 2:00 PM – 3:00 PM
Florida PALM Executive Steering Committee	Budget Risks/Issues Investment Accounting Solution Readiness Activities Solution Design Activities Bimonthly Agency Status Report Draft Project Schedule Amendment 9 (Voting Action)	6/21/23 2:00PM – 5:00PM

Meeting Subject/Name	Purpose	Date/Time
AP/PO Pre-FD/FD Discussion	Pre-FD Items: APR019 Funds Transferred to Unclaimed Property Report APR020 Funds Exempt from Transfer to Unclaimed Property Report	6/22/23 8:00 AM – 9:30 AM
Payroll Working Session	Discuss various payroll topics	6/22/23 9:00 AM – 11:30 AM
Design Planning Discussions	Discuss the design disposition	6/22/23 9:30 AM – 12:00 PM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	ChartField Request Form and Workflow Demo	6/22/23 2:15 PM – 3:00 PM
Cross Team Collaboration	Removal of BPM flows from FDs Tracking Changes for Revised CMS Wave Interface Layouts Interface Exception Handling ChartField Sequence in Interfaces and Reports	6/23/23 1:00 PM – 2:30 PM
Review State of Texas Hourly Rates for Salaried Employees	This is to explain and walk thru step by step how the state of Texas processes salaried employees using time and labor and how and when their hourly rate is determined and used	6/23/23 3:00 PM – 4:00 PM
Payroll Work Session	Review Business Process Models (BPMs) for Payroll	6/26/23 9:00 AM – 11:30 AM
Knowledge Transfer - FLAIR & IW	Walk-throughs of FLAIR, the Information Warehouse, reporting tools, and legacy reports, data, and accounting	6/26/23 9:30 AM – 10:30 AM
Functional Operational Team Meeting	Discuss Administrative Updates Deliverable & Work Product Development/Status Updates	6/26/23 1:00 PM – 2:00 PM
PPA Team Weekly Meeting	Discuss design items related to Payroll, Purchasing and accounting modules.	6/26/23 2:00 PM – 5:00 PM
TRP Working Session	Review and discuss functional design updates	6/26/23 2:05 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
Payroll Work Session	Review Business Process Models (BPMs) for Payroll	6/27/23 9:00 AM – 11:30 AM
Bureau of State Payroll (BOSP) and Florida PALM Touchpoint	Discuss Florida PALM Payroll Update Business Process Model Meeting Cadence	6/27/23 10:00 AM – 11:00 AM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Combination Edits 0179 Budget Entity/Program Component Interface	6/27/23 1:00 PM – 3:00 PM
Payroll RICEFW Review	Review Payroll RICEFW items	6/27/23 1:00 PM – 5:00 PM
Design Planning Discussions	Discuss Design planning items	6/28/23 9:00 AM – 11:00 AM
Payroll Work Session	Review Business Process Models (BPMs) for Payroll	6/28/23 9:00 AM – 11:00 AM

Meeting Subject/Name	Purpose	Date/Time
Reporting Team meeting	I. Administrative a. Robert Eric Jordan, Data Reporting Analyst starts Monday, July 10th b. Stanton's Retirement Party June 29th @ www.thehubatfeatheroaks.com c. Access Privileges d. Service Requests e. July 5th meeting cancelled II. Assignments a. Observations from FD Reviews b. RADS Unit Tracker c. Update/Maintain Data Inventory - Pradeep d. Update/Maintain Reports Catalog - Eric e. Update/Maintain Error Handling Matrix - Tanya f. Update/Maintain Accounting and Budget Event Inventory - Liz III. Review RADAR & Upcoming Tasks in Schedule IV. Re-Cap/Action Items	6/28/23 1:00 PM – 2:00 PM
Interunit/Intraunit team meeting	Discuss design items for inter/intraunit accounting	6/28/23 2:00 PM – 4:00 PM
FDC & FCOR Readiness Touchpoint Meeting	Review and discuss implementation activities	6/28/23 3:00 PM – 4:00 PM
AP/PO Pre-FD/FD Discussion	API026 Inbound DOR Supplier Levy Flag	6/28/23 3:00 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
AP/PO Pre-FD/FD Discussion	Pre-FD Items: APR050 Payment Cancellation Report FD Draft Items: API002 Inbound Voucher Load API030 Inbound Authorized Bank Titles	6/29/23 8:00 AM – 9:30 AM
AP/PO Pre-FD/FD Discussion	Pre-FD Items: APR007 Scheduled Payments Report	6/29/23 10:00 AM – 11:30 AM
Payroll Work Session	Review Business Process Models (BPMs) for Payroll	6/29/23 9:00 AM – 11:30 AM
Knowledge Base Requirements and Use Cases	Collaborative review of the Knowledge Base Requirements and Use Cases and discuss next steps	6/29/23 1:00 PM – 2:00 PM
Schedule Tasks for Environment Builds	Planning how to incorporate environment build activities into Project Schedule	6/29/23 1:00 PM – 2:00 PM
PMO Weekly Touchpoint	Weekly PMO meeting to discuss administrative topics	6/29/23 2:00 PM – 3:00 PM
AP/PO Pre-FD/FD Discussion	Discuss Pre-FD Items: APW002 Payment Cancellation Workflow API024 Outbound Voucher Status (onshore)	6/30/23 8:00 AM – 9:30 AM
Payroll Work Session	Review Business Process Models (BPMs) for Payroll	6/30/23 9:00 AM – 11:00 AM
Cross Team Collaboration	Discuss various topics that impact multiple teams	6/30/23 1:00 PM – 2:30 PM
Project, Grants, & Contract Working Session	Discussion on various Projects, Grants, and Contracts Modules design topics	6/30/23 2:30 PM – 4:00 PM

Meetings Conducted

This section contains the meetings Florida PALM IV&V Team conducted during the reporting period.

Meeting Subject/Name	Purpose	Date/Time	IV&V Attendees
Florida PALM IV&V Weekly Report Draft Review	Review of the 6/2/23 Weekly Status Report	6/2/23 9:30 AM – 10:00 AM	Florida PALM Deputy Project Director Florida PALM Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende
Florida PALM IV&V Weekly Report Draft Review	Review of the 6/9/23 Weekly Status Report	6/9/23 9:30 AM – 10:00 AM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende Rick Huff

Meeting Subject/Name	Purpose	Date/Time	IV&V Attendees
Florida PALM Project IV&V May Monthly Report Review	Review of the IV&V May Monthly Assessment Report	6/12/23 2:00 PM – 2:30 PM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende Rick Huff
Florida PALM Project IV&V Weekly Report Draft Review	Review of the 6/16/23 Weekly Status Report	6/16/23 9:30 AM – 10:00 AM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende
CCN Update Discussion with IV&V	Discussion of Project views on CCN Update Task responses	6/22/23 2:30 PM – 3:00 PM	Florida PALM Deputy Project Director Stakeholder Architect Readiness Team Manager Sebastian Lende

Meeting Subject/Name	Purpose	Date/Time	IV&V Attendees
Florida PALM Project IV&V Weekly Report Draft Review	Review of the 6/23/23 Weekly Status Report	6/23/23 9:30 AM – 10:00 AM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager John Gunnufsen Srikanth Durvasula Rick Huff Sebastian Lende
Florida PALM D635 Project Schedule IV&V Review Discussion	Review the IV&V feedback on D635 Project Schedule for the Florida PALM Project	6/28/23 1:00 PM – 2:00 PM	Florida PALM Deputy Project Director Florida PALM Contract Manager Florida PALM PMO Manager Florida PALM PMO Lead Nicolle Suvada Hannah Sorber John Gunnufsen Rick Huff Sebastian Lende
Florida PALM Project IV&V Weekly Report Draft Review	Review of the 6/30/23 Weekly Status Report	6/30/23 9:30 AM – 10:00 AM	Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada John Gunnufsen Srikanth Durvasula Rick Huff Sebastian Lende

IV&V Deliverables and Documentation Submitted

The following are the materials the Florida PALM IV&V Team delivered to the Florida PALM Distribution List during the reporting month.

| Deliverable Name	SOW ID	Date Submitted
Florida PALM IV&V Weekly Status Report 060223	IV&V3-D6	6/2/23
Florida PALM IV&V Weekly Status Report 060923	IV&V3-D6	6/9/23
Florida PALM IV&V Monthly Assessment Report for May 2023	IV&V3-D7	6/12/23
Florida PALM IV&V Weekly Status Report 061623	IV&V3-D6	6/16/23
Florida PALM IV&V Weekly Status Report 062323	IV&V3-D6	6/23/23
Florida PALM IV&V D635 Project Schedule Deliverable Assessment Report	IV&V3-D10	6/28/23
Florida PALM IV&V Weekly Status Report 063023	IV&V3-D6	6/30/23

Project Documentation Reviewed

During June, IV&V reviewed the following documents.

Subject	Document in Review	Description
Design Planning	Requirements Traceability Matrix	Identifies where and how requirements will be met in Florida PALM.
	RICEFW Inventory	An inventory of all Florida PALM Reports, Interfaces, Conversions, Extensions, Forms, and Workflows.
	Design Work Unit Tracker	List of design work items and dates for completion of drafting, review, and approval of each item.
	Design Disposition Log	Captures and tracks design decisions that the Florida PALM Project will be dispositioned.
Amendment 9 to the SSI Vendor Contract	Attachment 1 – Statement of Work	A high-level overview of the work and responsibilities of the SSI Vendor in the Florida PALM Project
	Attachment 2 – Payment Schedule	Payment rates and planned cost schedule for the Florida PALM Project
	Attachment 8 – Deliverable Acceptance Criteria	Acceptance Criteria for all Florida PALM Project Deliverables split between Amendment 8 and all previous Amendments.
Change Champion	Change Champion Network Roles and Responsibilities	Describes the updated Change Champion Network roles and responsibilities for each one

Subject	Document in Review	Description
Network Updates	329 - Update CCN and Project Contacts Task Instructions	Task instructions for Agencies to update their CCN contacts
	Agency CCN Contacts List	Lists containing all updated Agency CCN contacts
Service Level Expectations Metrics Analysis	Attachment 10 - Service Level Agreement (SLA) for Amendment 8	Establishes the methodology used to measure and assess the performance of the SSI vendor
	Service Level Expectations (SLE) 7 and 8 (Application Availability)	Measures the Availability of the Solution application in the production environment and Availability of UAT, training delivery, sandbox non-production environments, and other environments as mutually agreed by the parties.
	Service Level Expectations (SLE) 10 and 11 (Application Response Times)	Sets forth the expected response times for incidents involving applications
	Service Level Expectations (SLE) 12, 13, 14, 19, 20, 22, 23, 24, 25 (Response and Resolution)	Measures the timeliness of the Contractor's initial Response and resolution of incidents in production and non-production environments
	Service Level Expectations (SLE) 15, 16, 17, 18, 21, 22 (Root Cause Analysis)	Evaluates the timeliness of the development of Root Cause Analysis for incidents involving production and non-production support
	Service Level Expectations (SLE) 29 (Code Change Documentation)	Measures the timeliness of the Contractor's completion of application development documentation
	Service Level Expectations (SLE) 9 (Timeliness of Batch Completion)	Measures the timeliness of completion of scheduled Critical Batch Jobs
	Service Level Expectations (SLE) Data Sources and Query Criteria	Hard data communicating the effectiveness of the vendor

Project Governance Assessment
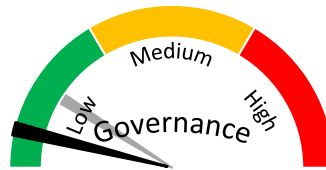
Project Governance Risk Rating

Project Governance Risk Assessment

The Florida PALM IV&V Team assesses the Florida PALM Project Governance as trending to Low Risk (Green) in June. Project governance processes operated as expected in June. Amendment 9 to the SSI Vendor Contract was a positive change and was voted in without issue. The SLE comparison found discrepancies in data used to determine levels, but the SLE process works as expected.

Amendment 9

The Florida PALM IV&V Team reviewed Amendment 9 in June. The IV&V Team found that Amendment 9 included language regarding automated regression testing, detailed exit criteria, specific dates for key contractor staff, and shifts in payment milestones for design segments as appropriate. These changes demonstrate positive steps forward and will benefit the Florida PALM Project Team.

Service Level Expectations Metrics Analysis

The Florida PALM IV&V Team reviewed the Service Level Expectation (SLE) changes implemented with the execution of Amendment 8, which calculates the SSI vendor's performance within Attachment 10, Service Level Agreement (SLA). The SLA establishes the methodology used to measure and assess the performance of the SSI vendor. Therefore, it is important to clarify whether the SLEs utilized align with the information in Attachment 10 of Amendment 8.

Based on the analysis, the Florida PALM IV&V team noticed some irregularities within the data or formulas used to calculate the SSI vendor performance. Overall, the issues are benign and do not impact the actual results or achievement of the defined SLEs.

The Florida PALM IV&V Team will be communicating our analysis results and working with the Florida PALM Project Team to assess the next steps.

Change Readiness and Engagement Initiatives Assessment
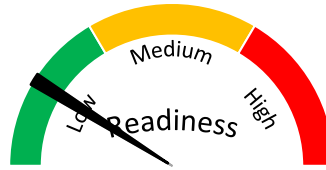
Change Readiness and Engagement Initiatives Risk Rating

Change Readiness and Engagement Risk Assessment

The Florida PALM IV&V Team assesses the Change Readiness and Engagement Risk as remaining Low Risk (Green) in June. The Change Champion Network updates were productive as most Agencies saw increased unique resources assigned. While there is still the presence of one person holding multiple roles at Agencies, the Agencies also decreased the proportion of people doing so. The IV&V Team will examine Agency readiness in more detail. Agencies are engaging effectively in readiness activities otherwise.

Change Champion Network Updates

The Florida PALM Project Team released Readiness Workplan Task 329, Update Change Champion Network (CCN) and Project Contacts, on 5/22/23 to solicit staffing updates for the Agency CCN's liaison and subject matter expert roles. The task ran through 6/2/23, after which the Florida PALM Project Team began analyzing the changes. However, the CCN Contacts lists remain open for Agencies to make changes as necessary during their readiness efforts.

The Florida PALM IV&V Team compared Task 329's results against a baseline version from May before the release of the task. The Florida PALM IV&V Team also met with the Florida PALM Project Team on 6/22/23 to discuss their perspectives on the updated results. Many Agencies still have a high proportion of personnel holding multiple roles. Inconsistent staffing and engagement at the Agencies were contributing factors in the CMS Wave to readiness challenges. However, the majority of Agencies have increased the number of unique personnel assigned to their CCN. And while duplicated roles are still prevalent, most Agencies also decreased the proportion of personnel holding multiple roles.

Agency Bimonthly Status Report

Per Provision in SB 2502, Implementing the 2023-2024 General Appropriations Act, the previous monthly Agency Status Report is being replaced with a Bimonthly Agency Status Report. This new report is a tool through which Agency Sponsors can share information on their readiness activities, track Agency-side risks and issues, and provide additional context to the Readiness Workplan tasks on readiness progress. Agency Sponsors will be responsible for ensuring the

completion of the reports; however, it is expected that multiple members of an Agency's CCN will contribute to the completion of the report.

The Florida PALM Project Team introduced the Bimonthly Agency Status Report in the June Advisory Council and Executive Steering Committee meetings on 6/21/23. The Florida PALM Project Team distributed example templates and instructions to various Florida PALM Project stakeholders for review, including the Florida PALM IV&V Team. Feedback on this material is requested ahead of the July Advisory Council and Executive Steering Committee meetings. The new report format is a positive step forward compared to the previous Agency Status Report, especially as the Florida PALM Project and Agency stakeholders will be able to better define the information they need to collect from Agencies, if stakeholders engage in the review process with the Florida PALM Project Team. Ensuring that this new report format serves the needs of all Florida PALM Project stakeholders is a key step in improving the transparency and accuracy of information on Agency readiness.

Design Planning

During June, the Florida PALM IV&V Team attended most of the design discussions and observed progress in design disposition, functional design, and pre-functional design documentation activities. Observed progress includes:

- Payroll-related business process models, tentative schedules, and assignments;

- A working version of Report, Interface, Conversion, Extension, Forms, and Workflow (RICEFW);

- Design disposition for payroll items such as negative earnings, payroll edits and escheatment;

- Design discussions on the People First interface with Florida PALM solution around employee data, job data, transfers, and hire/re-hire business scenarios; and

- A meeting with the Bureau of State Payrolls to review payroll business processes and their role in the processes.

RICEFW Updates

The Report, Interface, Conversion, Extension, Forms, and Workflows (RICEFW) inventory is a working document that is being updated as the functional design updates occur. The Florida PALM IV&V Team takes snapshots of the RICEFW inventory at the end of each month to assess changes. As this is a working document, it is normal to have the item counts change as design sessions occur. The Florida PALM IV&V Team is not concerned about the level of change seen in the RICEFW inventory so far. The table below includes CMS, Financials, and Payroll Wave Items that are not in a canceled status.

Overall, there were changes in the count of RICEFW items between the end of May and June; however, the total number of RICEFW items only increased by 1. Most Financials and Payroll Wave items are in a proposed state (92%) and are subject to change before approval. If you include the CMS Wave items, the current counts for forms and workflows will exceed the limits defined in the Statement of Work (SOW). The Florida PALM Project Team should review the inventory to ensure limits defined in the SOW are not exceeded.

Total By Type (Includes CMS & Excludes Cancelled Items	31-May	30-Jun	SOW Limit
Report	274	268	300
Interface	191	187	200
DW (Data Warehouse) Extract	0	6	NA
Conversion	43	44	NA
Extension	105	99	NA
Form	18	24	16
Workflow	31	35	33
Total	**662**	**663**	

The Florida PALM IV&V Team will meet with the Florida PALM Project Team to discuss the data and the SOW limits.

IV&V Activities Planned for Future Periods

Design Activities

The Florida PALM IV&V Team will:

- Continue participating in upcoming Functional Design updates and review sessions;

- Review ongoing updates to RTM, RICEFW, and configuration items inventory;

- Participate in joint meetings between Florida PALM and People First Teams;

- Review and assess the scope for each Design Segment based on finalized mapping of business processes to segments; and

- Participate in enterprise interface partners meetings to discuss interfaces' functional and technical design aspects.

Agency Engagement Outreach

The Florida PALM IV&V Team will initiate outreach to Agencies to discuss aspects of their CCN updates, readiness activities, and general thoughts on the progress of the Florida PALM Project.

Agency Bimonthly Status Report Review

The Florida PALM IV&V Team is reviewing the Agency Bimonthly Status Report template and supporting draft material that the Florida PALM Project Team introduced in the June Advisory Council and Executive Steering Committee meetings. The results of this review will be provided in a Deliverable Assessment Report.

Documentation/Information Requests

The Florida PALM IV&V Team has no pending Information requests.

Appendix A: Risk Priority Matrix

The Florida PALM IV&V Analysts will use the following table to assign a Risk probability rating to each identified Risk.

Risk Probability Rating	Probability of Occurrence	Probability Description
1	Improbable	Risk has between a 1%-19% likelihood of occurring.
2	Unlikely	Risk has between a 20%-39% likelihood of occurring.
3	Possible	Risk has between a 40%-59% likelihood of occurring.
4	Likely	Risk has between a 60%-79% likelihood of occurring.
5	Probable	Risk has between an 80%-99% likelihood of occurring.

The Risk Impact Criteria the Florida PALM IV&V Analysts will use to assign a Risk impact rating to each identified Risk are described in the table below.

Risk Impact Rating	Magnitude of Impact	Impact Description
1	Negligible	Risk will have an impact so small that it can be ignored when studying the larger effect.
2	Minor	Risk will have a small impact on the Project that should not be ignored when studying the larger effect.
3	Moderate	Risk will have a noticeable impact on the Project.
4	Significant	Risk will have a large impact on the Project
5	Critical	Risk will have a large impact and may jeopardize the success of the Project.

The table below outlines the Risk Priority Ratings for a Finding based on a combination of impact and probability of occurrence.

Probability of Occurrence	Magnitude of Impact				
	Negligible 1	Minor 2	Moderate 3	Significant 4	Critical 5
Probable 5			**High**		
Likely 4					
Possible 3		**Medium**			
Unlikely 2					
Improbable 1	**Low**				

The table below defines the levels of the Risk Priority Ratings.

Rating	Definition
High	The possibility of substantial impact to product quality manageability cost or schedule. Major disruption is likely, and the consequences would be unacceptable. A different approach is required. Mitigation strategies should be evaluated and acted upon immediately.
Medium	The possibility of moderate impact to product quality manageability cost or schedule. Some disruption is likely, and a different approach may be required. Mitigation strategies should be evaluated and implemented as soon as feasible.
Low	The possibility of a slight impact to product quality manageability cost or schedule. Minimal disruption is likely, and some oversight is needed to ensure that it remains low. Mitigation strategies should be evaluated and considered for implementation when possible.