

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

IV&V Monthly Assessment Report May 2023

June 12, 2023

Contract: 80101507-IVV-15-1

Engagement: P0055466



PUBLIC
CONSULTING GROUP

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Executive Overview

IV&V Services Start Date	IV&V Services End Date	IV&V Reporting Period
09/03/2021	6/30/2023	5/1/23 – 5/31/23

Project Health Summary

For May 2023, the Florida PALM Independent Verification and Validation (IV&V) Team assesses the overall health of the Florida PALM Project as remaining at Medium Risk (Yellow) but trending toward Low Risk (Green). Schedule Risk remains in Yellow, while Scope Risk and Resource Risk remain in Green.

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

The Florida PALM Project Team delivered an updated Project Management Plan (PMP) and Project Charter in May for review by the Executive Steering Committee (ESC) and the Florida PALM IV&V Team. The Florida PALM IV&V Team authored questions and recommendations based on the review and met with the Florida PALM DFS Team to communicate its findings. The Florida PALM Project Team addressed IV&V feedback, and the Florida PALM IV&V Team closed out the review process with no further recommendations.

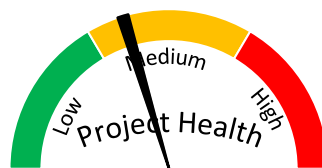
The DFS OIT team migrated the Florida PALM Project to SharePoint Online between 5/27/23 to 5/29/23. The Florida PALM IV&V Team is not tracking any risks related to this migration.

The Florida PALM IV&V Team reviewed the Work Product Expectation Document (WPED) template in May for quality and adherence to industry standards. IV&V has no concerns or questions surrounding the WPED Template and found the WPED template to be good quality.

The Florida PALM Project Team facilitated important stakeholder meetings to inform Agencies on Amendment 8, the next steps relating to the Financials and Payroll waves, and expectations for Agencies going forward.

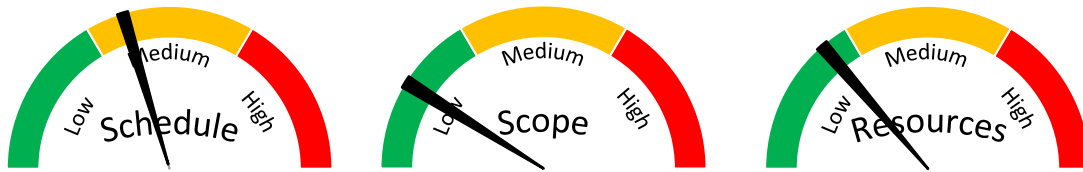
During May, the Florida PALM IV&V Team observed continued progress in planning and preparing for Functional Design (FD) review sessions. Based on the progress, the Florida PALM Project Team should be well-positioned and ready to update and review FD specifications.

Overall Risk



The Florida PALM IV&V Team assessed the overall Risk to the Florida PALM Project as remaining at Medium Risk (Yellow) but trending toward Low Risk (Green). Consistent with the Florida PALM

Project IV&V Management Plan, the Yellow rating is the possibility of a moderate impact on product quality, manageability, cost, or schedule. While the Project's overall health has improved, the schedule not being fully defined as of May leaves an area of risk.



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 assesses the Florida PALM Project Schedule risk as remaining Medium Risk (Yellow) and trending to Low Risk (Green). The Florida PALM IV&V Team observed the project team progressing collaboratively through the necessary tasks and activities to complete the D635 Project Schedule Deliverable on time in June 2023. In May, the Florida PALM Project Team delivered and approved the D635 Project Schedule Deliverable Expectation Document (DED) and the project roadmap and made significant progress toward the integrated and complete project schedule. The IV&V Team provided feedback for consideration concerning the Project's critical path, sequencing, and task duration. At the end of the month, the Project Team was incorporating feedback on the Project Schedule Preview export, and beginning the first week of June, will be prepared to consider the IV&V results from the Steelray assessment tool. The IV&V Team looks forward to continuing working closely with the Project Team through June to see the Project Schedule baselined, delivered, and approved.

Scope

The Florida PALM IV&V team assessed the Florida PALM Project Scope risk as Low Risk (Green) in May. The Florida PALM Project Team continues actively working and progressing through design discussions, including reviewing and updating the Requirements Traceability Matrix, Report, Interface, Conversion, Extension, Form, and Workflow (RICEFW) inventory and Design Disposition Log. The Florida PALM IV&V Team reviewed these artifacts as of May. It will continue to review and participate in the design discussions and any future updates to these artifacts resulting from such design discussions.

Resources

The Florida PALM IV&V Team assesses the Florida PALM Project Resources risk as remaining at the top end of Low Risk (Green) in May. The Florida PALM Project Team and SSI Vendor Team performed team-building activities the week of 5/15/23 to improve cooperation between the different elements of the Florida PALM Project. This coincides with both teams' planned expansion for the Financials and Payroll Waves. Additionally, the Florida PALM Project Team has continued to engage with stakeholders and emphasized the importance of fully staffing their Change Champion Network (CCN). While funds are allocated in the Appropriations Bill for FY 23-24, the bill has not yet been signed into law, which adds an element of risk for changes.

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 May.

Updated Findings

No Findings remained open at the end of May.

Closed Findings

No Findings were closed in the month of May.

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
Functional Operational Team Meeting	Administrative Updates Deliverable & Work Product Development/Status Updates	5/1/23 1:00 PM – 2:00 PM
FLAIR Functions and Assumptions	Review the FLAIR functions and FLAIR Assumptions documents.	5/1/2023 2:00 PM – 3:00 PM
TRP Working Session	Review and discuss updates to RICEFW and configuration items	5/1/23 3:00 PM – 4:30 PM
Ticket Triage Meeting	Discuss and updates outstanding incidents	5/2/23 9:30 AM – 10:30 AM
BOSP/Florida PALM Touchpoint	Touchpoint for Bureau Of State Payrolls (BOSP) and Florida PALM Project Team	5/2/2023 10:00 AM – 11:00 AM
PMO Weekly Touchpoint	Review PMO tasks and activities	5/2/23 3:00 PM – 4:00 PM
SCS/Florida PALM Touchpoint	Touchpoint for Sarasota County Schools (SCS) and Florida PALM Project Team	5/2/23 3:00 PM – 4:00 PM
Payroll Working Session	Discuss payroll file data elements	5/3/23 9:00 AM – 11:30 AM
PPA Team Working Session - Segment 1	Review Segment 1 related RICEFW items	5/3/23 10:00 AM – 12:00 PM

Meeting Subject/Name	Purpose	Date/Time
Readiness Team	Discussion of the Readiness Team's current and planned activities	5/3/23 11:00 AM – 12:00 PM
People First - Florida PALM Approach	Continue the discussion on payroll data elements and approach to the People First interface	5/3/23 1:00 PM – 4:00 PM
Treasury Production Support	Review of Treasury production support tickets	5/3/23 2:00 PM – 3:00 PM
Weekly Schedule Checkpoint	Review project schedule activities and tasks	5/4/23 9:30 AM – 10:30 AM
PPA Team Working Session - Segment 1	Continue the discussion on Segment 1 RICEFW items	5/4/2023 10:00 AM – 12:00 PM
Payroll Bank Files and GL Integration to Financials	Discuss integration between bank file and General Ledger (GL)	5/4/23 1:00 PM – 2:00 PM
Functional Leads Touchpoint	Discuss key topics between functional leads	5/4/23 2:00 PM – 3:00 PM
Schedule Tasks	Non-SSI contract project schedule tasks and activities review	5/4/23 2:00 PM – 3:00 PM
Report Inventory Review	Share guidance for reviewing the RICEFW inventory for reports	5/4/23 2:00 PM – 3:00 PM
Week-end Checkpoint	Key Meetings for the Week and A-8 Items	5/5/23 10:00 AM – 11:30 AM
Check-in meeting with IV&V and Accenture	Weekly touchpoint between IV&V and Accenture leadership	5/5/23 11:30 AM – 12:00 PM
Cross Team Collaboration	Discuss key topics and cross-team status	5/5/23 1:00 PM – 2:30 PM
Business Process Categories	Continue the discussion on business process categories	5/5/23 3:00 PM – 4:00 PM
People First Florida PALM Integration Discussions	Design planning between People First and Florida PALM solution	5/8/2023 8:30 AM – 4:30 PM

Meeting Subject/Name	Purpose	Date/Time
TRP Working Session	Review configuration items list	5/8/2023 2:00 PM – 4:00 PM
Payroll Work Session	Design planning for Payroll	5/9/2023 9:00 AM – 11:30 AM
Monthly SLE Discussion	Review of SLE metrics for April	5/9/23 10:30 AM – 11:30 AM
Master Balance – Data Management	Listen to the A&A-led Data Management Workgroup (with Advisory Council members) discuss clean-up for master balances	5/9/2023 10:30 AM – 12:00 PM
Florida PALM Touchpoint	Touchpoint meeting between the Florida PALM Project and LAS/PBS to begin readiness discussions	5/9/23 1:30 PM – 3:00 PM
PMO Weekly Touchpoint	Review of ongoing PMO activities	5/9/23 3:00 PM – 4:00 PM
Design Disposition Planning	Planning meeting to review the design disposition and segments	5/10/2023 9:00 AM – 12:00 PM
PPA Team Working Session: API002 Inbound Voucher Load	Review API002 Inbound Voucher Load Central Wave FD/TD.	5/10/23 10:00 AM – 12:00 PM
DMS PCard-Florida PALM Touchpoint	Meeting with the DMS PCard team to begin the discussion on design options	5/10/23 2:00 PM – 3:00 PM
LMC Working Meeting	Review Business Process Model (BPM) Updates	5/10/23 2:00 PM – 4:30 PM
APD/FL PALM Monthly Touchpoint	Discuss readiness activities with the Agency	5/10/23 3:00 PM – 4:00 PM
Payroll Working Session	Design planning for Payroll	5/11/2023 9:00 AM – 12:00 PM

Meeting Subject/Name	Purpose	Date/Time
Weekly Schedule Checkpoint	Review project schedule tasks and activities	5/11/2023 9:30 AM – 10:30 AM
Report Inventory Review	Discuss specific reports for possible consolidation or cancellation from reports inventory.	5/11/2023 11:00 AM – 12:00 PM
Design Planning	Planning meeting to review the design disposition and segments	5/11/2023 1:00 PM – 3:30 PM
PPA Team Working Session: API002 Inbound Voucher Load	Discussion on Interface	5/12/2023 10:00 AM – 12:00 PM
Cross Team Collaboration	Cross-Team Topic Discussion	5/12/2023 1:00 PM – 2:30 PM
Payroll Work Session	Discuss design details for payroll	5/15/23 9:00 AM – 11:30 AM
PMO Weekly Touchpoint	Review PMO Tasks and Activities	5/15/23 10:30 AM – 11:30 AM
Florida PALM Sponsor Summit	Discuss Agency sponsor engagement	5/16/23 9:00 AM – 11:00 AM
Payroll Working Session	Discuss various topics related to Payroll functionality	5/16/23 9:00 AM – 11:30 AM
Florida PALM Team Building – Implementation team	Networking and team building with implementation team	5/16/23 1:00 PM – 3:00 PM
Florida PALM Team Building – Production Support team	Networking and team building with production support team	5/16/23 3:00 PM – 5:00 PM
Project Schedule Reporting Working Session	Review Reporting Internal Tasks for the Project Schedule	5/17/23 8:30 AM – 10:00 AM

Meeting Subject/Name	Purpose	Date/Time
Florida PALM Advisory Council	May Advisory Council Meeting	5/17/23 10:00 AM – 12:00 PM
Project Schedule Technical Working Session	Review Technical Internal Tasks for Project Schedule	5/17/23 10:30 AM – 12:00 PM
Project Schedule Stakeholder Engagement Working session	Complete live reviews of the Project Schedule, identify updates, refine tasks, refine resources, review predecessors and successors, and identify other potential updates	5/17/23 2:00 PM – 3:40 PM
Project Schedule Stakeholder Engagement Session	Review Stakeholder Engagement Internal Tasks for Project Schedule	5/17/23 2:00 PM – 3:30 PM
LEG-Florida PALM Payroll Discussion	Discussion with Legislature representatives on Payroll interfacing and design	5/17/23 2:00 PM – 4:00 PM
Project Schedule Functional Session	Review Functional Internal Tasks for Project Schedule	5/17/23 8:00 AM – 9:30 AM
Weekly Schedule Checkpoint	Review Project Schedule Tasks and Activities	5/17/23 9:30 AM – 10:30 AM
Florida PALM Change Champion Network (CCN) Town Hall	Quarterly CCN Town Hall	5/18/23 10:00 AM – 12:00 PM
FACTS Interfaces	Discuss the design details and file layouts for FACTS interfaces	5/18/23 3:00 PM – 4:00 PM
Readiness and Training Touchpoint/RADAR	Review of Readiness and Training activities in RADAR Report	5/18/23 3:00 PM – 4:00 PM
Florida PALM Change Advisory Board (CAB) Meeting	Change Advisory Board reviewing proposed Change Requests	5/18/23 3:30 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
Tech team review	Review tech team progress and any challenges	5/19/23 9:30 AM – 10:00 AM
Week-end Checkpoint	Key Meetings for the Week A-8 Items Solution Center Update	5/19/23 10:00 AM – 12:00 PM
DBPR/FL PALM Monthly Readiness Touchpoint Meeting	Review and discuss implementation activities with the Agency	5/19/23 11:00 AM – 12:00 PM
Design Planning Discussion	Discuss design items and plan the next steps for design phase	5/19/23 2:30 PM – 4:00 PM
Payroll Business Process Models	Discuss business process models for the payroll module	5/22/23 9:00 AM – 11:30 AM
KT - FLAIR and IW	Review functionality associated with FLAIR and Information Warehouse (IW)	5/22/23 9:30 AM – 11:30 AM
Functional Operational Team Meeting	Administrative Updates, Deliverable & Work Product Development/Status Updates	5/22/23 11:00 AM – 12:00 PM
Tuesday Task Talk	Providing instructions on Task 329 – Update CCN and Project Contacts	5/23/23 10:00 AM – 10:30 AM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Discussions related to design dispositions with A&A and OIT	5/23/23 1:00 PM – 3:00 PM
PPA Team Working Session	Review of design activities and business process models	5/23/23 3:00 PM – 4:00 PM
Payroll business process models	Discussions about modeling payroll business processes, including job data	5/24/23 9:00 AM – 11:00 AM
PMO Weekly Touchpoint	Review PMO Tasks and Activities	5/24/23 3:00 PM – 4:00 PM
Project Director Design Dispositions	Discuss design dispositions with Project Director	5/23/23 4:00 PM – 5:00 PM

Meeting Subject/Name	Purpose	Date/Time
Design Planning Discussions	Review approach to sequencing design sessions	5/24/23 9:00 AM – 11:00 AM
CRAIDL Meeting	Review of Project Changes, Risks, Action Items, Issues, Decisions, and Lessons Learned	5/24/23 11:30 AM – 12:30 PM
PPA Team Working Session	Design discussions on BPM 30.3 Enter and Process Vouchers	5/24/23 2:00 PM – 4:00 PM
Executive Steering Committee Meeting	ESC Meeting for May 2023	5/24/23 2:00 PM – 4:00 PM
LMC Working meeting	Functional design discussions for Financials modules	5/24/23 2:00 PM – 4:30 PM
Payroll Business Process Models	Discuss Payroll related topics	5/25/23 9:00 AM – 11:00 AM
Define Tasks to Assign to Critical Path	Review Critical Tasks	5/25/23 9:00 AM – 10:00 AM
Cross Team Collaboration	Discuss topics that impact multiple teams	5/25/23 11:00 AM – 12:00 PM
Payroll Discussion	Discuss payroll topics	5/25/23 2:00 PM – 3:00 PM
FDLE/FL PALM Readiness Touchpoint	The purpose of this meeting is to review and discuss implementation activities.	5/25/23 3:00 PM – 4:00 PM
Florida PALM Change Advisory Board (CAB) Meeting	Review of proposed and active Changes	5/25/23 3:30 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
LMC Weekly Round Up	Administrative topics impacting LMC team	5/26/23 9:30 AM – 10:30 AM
Schedule Export Preview	Review Schedule Export	5/26/23 2:30 PM – 3:00 PM
Bureau of State Payrolls (BOSP)/FLPALM bi-weekly touchpoint	Discuss the below topics: <ul style="list-style-type: none"> • Follow-up on Escheatment and negative earnings • PALM Updates • Payroll edit update 	5/30/23 10:00 AM – 11:00 AM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Discuss the following design dispositions: <ul style="list-style-type: none"> • 0005 Error Handling with Enterprise Partners • 0028 Voucher Rejection • 0207 Cancelling/Deleting Transactions • 0221 Update System Calculated Amounts • 0224 Change Date on Voucher 	5/30/23 1:00 PM – 3:00 PM
PMO (Project Management Office) Weekly Touchpoint	Review PMO tasks and activities	5/30/23 3:00 PM – 4:00 PM
Project Director Design Dispositions	Discuss outstanding design dispositions	5/30/23 3:00 PM – 5:00 PM
Design Planning Discussions	Discuss and update Design Disposition Log by segment.	5/31/23 9:00 AM – 11:00 AM
Payroll Working Session	Discuss Business Process Model (BPM) for Payroll	5/31/23 9:00 AM – 11:00 AM
Project Schedule Review	Review the project schedule tasks feedback process	5/31/23 11:00 AM – 12:00 PM
Payroll Discussion	Discuss the following topics: <ul style="list-style-type: none"> • Collecting underpayments for optional life • Payroll retro processing • People First file layouts to prepare for our sessions the week of June 5th. 	5/31/23 1:00 PM – 3:00 PM

Meeting Subject/Name	Purpose	Date/Time
LMC (Ledger and Management Control) Working meeting	Discuss functional design items from RICEFW	5/31/23 2:00 PM – 4:30 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 5/5/23 Weekly Status Report	5/5/23 9:30 PM – 10:00 PM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada John Gunnufsen Srikanth Durvasula Sebastian Lende
Florida PALM IV&V Monthly Assessment Report Draft Review	Review of the April Monthly Assessment Report	5/9/23 11:30 AM – 12:00 PM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada John Gunnufsen Srikanth Durvasula Sebastian Lende Matthew Berg
Florida PALM IV&V Weekly Report Draft Review	Review of the 5/12/23 Weekly Status Report	5/12/23 9:30 PM – 10:00 PM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada John Gunnufsen Srikanth Durvasula

Meeting Subject/Name	Purpose	Date/Time	IV&V Attendees
Florida PALM IV&V Weekly Report Draft Review	Review of the 5/19/23 Weekly Status Report	5/22/23 2:00 PM – 2:30 PM	Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende
Review IV&V Feedback on Florida PALM Project Management Plan	Review questions and observations by the Florida PALM IV&V Team on the Project Charter and Project Management Plan	5/23/23 8:30 AM – 9:30 AM	Florida PALM Project Director Florida PALM Deputy Project Director Florida PALM Contract Manager Florida PALM PMO Team Manager Florida PALM PMO Lead DMS IV&V Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Sebastian Lende Matthew Berg
Florida PALM IV&V Weekly Report Draft Review	Review of the 5/26/23 Weekly Status Report	5/26/23 11:00 AM – 11:30 AM	Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Hannah Sorber John Gunnufsen Srikanth Durvasula 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.

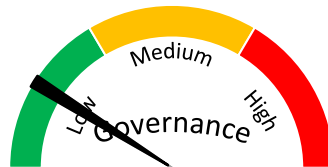
Deliverable Name	SOW ID	Date Submitted
Florida PALM IV&V Weekly Status Report 050523	IV&V3-D6	5/5/23
Florida PALM IV&V Monthly Assessment Report for April 2023	IV&V3-D7	5/10/23
Florida PALM IV&V Weekly Status Report 051223	IV&V3-D6	5/12/23
Florida PALM IV&V Weekly Status Report 051923	IV&V3-D6	5/22/23
IVV Review of the Florida PALM Project Charter and the Project Management Plan	IV&V3-D10	5/23/23
Florida PALM IV&V Weekly Status Report 052623	IV&V3-D6	5/26/23

Project Documentation Reviewed

During May, 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 Disposition Log	Captures and tracks design decisions that the Florida PALM Project will be dispositioned.
Project Management Documents	Project Management Plan (PMP) v.5	The PMP defines the general approach to managing the Florida PALM Project in several key areas.
	Florida PALM Project Charter (PC) v.7	The PC establishes the vision, purpose, and expected value of the Florida PALM Project, as well as the governance and organizational structures.
Work Products Expectation Document (WPED)	WPED_Template	A template setting the structure and expectations for a WPED

Project Governance Assessment



Project Governance Risk Rating

Project Governance Risk Assessment

The Florida PALM IV&V Team assesses the Florida PALM Project Governance as remaining Low Risk (Green) in May. Project governance processes operated as expected in May. The Florida PALM Project Team completed updates to the Project Management Plan and the Project Charter that resulted from the Amendment 8 execution. The Florida PALM Project Team underwent a migration to SharePoint Online.

Project Management

The Florida PALM Project Team delivered an updated Project Management Plan (PMP) and Project Charter in May for review by the Executive Steering Committee (ESC) and the Florida PALM IV&V Team. The IV&V Team authored questions and recommendations based on their review and met with the Florida PALM Project Team to gain insight and communicate the feedback the IV&V Team had for the PMP and Project Charter. The Florida PALM Project Team immediately considered all recommendations, provided answers to each of the IV&V questions, and presented one by one how the Florida PALM Project Team addressed the IV&V feedback in the ESC May monthly meeting. The IV&V Team recognized the effort of the Florida PALM Project Team and closed out the review process with no further recommendations for the PMP or the Project Charter.

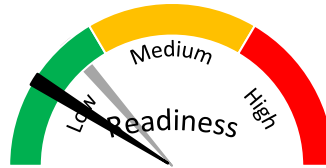
The DFS OIT migrated the Florida PALM Project to SharePoint Online from 5/27/23 to 5/29/23. The Florida PALM PMO Team oversaw the migration from the Project side and worked with the larger Florida PALM Project Team the week before the migration to ensure project artifacts were not in a checked-out status. In addition, after the migration, the PMO Team ran through a checklist to ensure no major issues occurred due to the migration and that there was no impact on the project schedule or progress. As with all technical migrations, there were small incidents and issues with check-in processes and with the team getting used to the new SharePoint Online interface. However, the Florida IV&V Team is not tracking any risks to the Project. It will close out the tracking of the migration with May.

Work Product Expectation Document Review

The Florida PALM IV&V Team reviewed the Work Product Expectation Document (WPED) Template for quality and adherence to industry standards in May. Work Products were inconsistent in quality during the CMS Wave. The WPED will serve as an analog to the Deliverable

Expectation Document (DED), defining the structure and expectations surrounding a Work Product before it is used so that quality of output becomes consistently higher. IV&V compared the WPED against relevant industry standards, templates, and samples from other Projects and found the WPED Template to be good quality. IV&V has no concerns or questions surrounding the WPED Template at this time.

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 Low Risk (Green), trending downwards in May. The Florida PALM Project Team facilitated a series of important stakeholder engagement meetings to inform Agencies on Amendment 8, the steps forward for the Financials and Payroll Waves, and expectations for Agencies. Additionally, the Florida PALM Project Team continues to work effectively with enterprise partners on design topics.

Agency Engagement Sessions

The Florida PALM Project Team facilitated a series of important meetings the week of 5/15/23 to set common expectations with all stakeholders, members, and users of the Florida PALM Project for the Financials and Payroll Waves following the execution of Amendment 8. The first of the meetings to be held was the Florida PALM Sponsor Summit on 5/16/23. A majority of the Agency sponsors attended the Summit. The Summit was a forum for Agencies to share their approach to managing change with each other. The Florida PALM Project Team also shared some details for the upcoming changes to the monthly status reports that will occur in Fiscal Year (FY) 23-24. The DFS Chief Business Officer scheduled individual follow-up meetings with the sponsors of Agencies who were not in attendance to ensure all Agencies received the same information.

This event was followed by the Florida PALM Advisory Council meeting on 5/17/23. Topics of discussion included feedback from the Sponsor Summit, a general timeline for the Financials and Payroll Waves, and an update on data management workshops and activities the Advisory Council is facilitating—a consensus on the need for dedicated and sufficient resources to support business transformation efforts.

On 5/18/23, the Florida PALM Project hosted the Change Champion Network (CCN) Town Hall. Updates from the week's previous meetings were discussed before introducing a new interactive tool for Florida PALM users, allowing tracking of the Chart of Accounts between FLAIR and Florida PALM. Representatives from the Florida Fish and Wildlife Commission, the Department of Environmental Protection, and the Agency for Persons with Disabilities presented at the CCN Town Hall on their activities and how Florida PALM will support their Agency's business functions.

Across these three meetings, the Florida PALM Project Team continually emphasized the need for CCN members to engage with the Florida PALM Project and members of their Agencies to create an understanding and acceptance of changes that will come with implementing Florida PALM. The Florida PALM IV&V Team views the outreach efforts by the Florida PALM Project Team as a positive step to improve Agency readiness heading into the Financials and Payroll Waves.

Design Planning

During May, the Florida PALM IV&V Team observed continued progress in planning and preparing for Functional Design (FD) review sessions. Progress included:

- Updated templates for FD specifications, Requirements Traceability Matrix (RTM), and RICEFW Inventory.
- Completing a review of the working copy of the Report, Interface, Conversion, Extension, Form, and Workflow (RICEFW) inventory associated with the Financial Wave.
- Finalization of the Business Process Models (BPMs) to be included in each design segment. The Design Segments intend to group the design of the Florida PALM System into logical business functions. There are Four Design Segments planned for the Financials/Payroll wave.
- Continued review and disposition of design items both internally and with applicable Agency partners.
- Identified which FD will require participation and review by the various Agencies.
- Defining tentative schedules and assignments for Payroll related BPMs.
- Provided preliminary payroll interface layouts for People First Team review.
- Planned several working sessions with the People First Team to review interface details between 6/5/2023 and 6/7/2023.
- Initiate design discussions with enterprise partners to build interfaces such as FACTS interfaces. Design discussions are expected to provide functional and technical design, including field mapping between systems interfacing with the Florida PALM solution.

Based on the progress noted, the Florida PALM Project Team should be well-positioned and ready to update and review FD specifications.

The Florida PALM IV&V Team also reviewed and analyzed the RICEFW Inventory as of 5/31/2023. The results show that the combined Financials/Payroll Wave has 3.57 times as many RICEFW items as the previous CMS Wave. The table below shows the relative size between the various RICEFW item counts compared to the CMS Wave.

Note: This is a snapshot of data as of 5/31/2023, the RICEFW items will continue to be updated moving forward and IV&V will update the analysis as needed.

Item Type	Relative Item Count Compared to CMS Wave	Count Increase from CMS Wave
Report	4.07	220
Interface	4.03	153
Conversion	6.17	37

Item Type	Relative Item Count Compared to CMS Wave	Count Increase from CMS Wave
Extension	2.89	78
Form	1.25	10
Workflow	1.58	19
All	3.57 (Average)	517 (Total)

The relative size difference between the CMS Wave and the Financials/Payroll Wave is not necessarily a concern. Still, it does demonstrate the need to ensure the SSI Vendor, Florida PALM Project Team, and Agency staff are sufficiently and fully engaged to ensure all the RICEFW items are updated and reviewed efficiently and effectively.

IV&V Activities Planned for Future Periods

Project Schedule

The Florida PALM IV&V Team will review the D635 Project Schedule documents as they progress. The D635 Project Schedule is not due until June 2023; however, the IV&V Team is working with the PMO Team to review in-progress versions of the Project Schedule during the working process to provide real-time input to the PMO Team.

Design Activities

The Florida PALM IV&V Team will:

- Participate 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, and,
- Review and assess the scope for each Design Segment based on finalized mapping of business processes to segments.
- Participate in enterprise interface partners meetings to discuss interfaces' functional and technical design aspects.

Change Champion Network (CCN) Update

The Florida PALM Project Team released RW Task 329 – Update CCN and Project Contacts – on 5/22/23 to elicit updates on the CCN from the Agencies. The Florida PALM IV&V Team will review the results of this effort.

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	Low	Medium	High		
Likely 4			Medium	High	
Possible 3		High			
Unlikely 2		Medium			
Improbable 1		Medium		High	

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.