

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

IV&V Monthly Assessment Report July 2023

August 10, 2023

Contract: 80101507-IVV-15-1

Engagement: P0055466

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Executive Overview

IV&V Services Start Date	IV&V Services End Date	IV&V Reporting Period
07/01/2023	6/30/2024	7/1/23 – 7/31/23

Project Health Summary

The Florida PALM Independent Verification and Validation (IV&V) Team assesses the overall health of the Florida PALM Project as remaining Low Risk (Green) in July 2023. While Schedule Risk increased from bottom to mid-Green, Scope Risk and Resource Risk remained steady in Green in July.

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

The Florida PALM IV&V Team assesses the Florida PALM Project Governance Risk as remaining Green in July. Project governance processes functioned as expected in all areas. The IV&V Team discussed the data behind some Service Level Expectation (SLE) results with the Florida PALM Project Team. Still, the outcome of this discussion does not impact the outcome of the SLE measures or the criteria used for the SLE queries.

The Florida PALM IV&V Team assesses the Change Readiness and Engagement Risk as remaining Green in July. The IV&V Team reviewed the Bimonthly Agency Readiness Status Report draft introduced in June and discussed the results with the Florida PALM Project Team. Overall, the assessment was positive, and comments focused on providing clarity and robustness to the Report and its instructions.

Overall Risk



The Florida PALM IV&V Team assessed the overall Risk to the Florida PALM Project as remaining 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 ongoing management of the Florida PALM Project Schedule and continues to identify the risk as Low Risk (Green) in July with a slight trend toward Medium Risk (Yellow) as the Impact and Probability both move from Level One (1) to Level Two (2) to be Unlikely Probability and Minor Impact. The shift in risk trending to yellow is due to increased tasks in the project schedule reporting as delayed or late. These increases are attributed to several reasons: the creation and acceptance of Deliverable Expectation Documents, which created new tasks in the project schedule, and the review and approval processes for Segment I Design activities. These activities are closely monitored, and delays in review and approval are associated with additional points of clarification, discussions, and adjustments based on reviewer feedback. These are the correct and acceptable processes for review and approval steps, and the Florida PALM Project Team is closely monitoring and adjusting to these activities.

For July, the IV&V Team has no findings associated with the delays in the schedule but will continue to trend the tasks and delays. The IV&V Team will work with the Florida PALM PMO Team to provide any recommendations should we observe continued delays in the Project Schedule that may impact critical tasks such as Stage-Gate activities.

Scope

In July, the Florida PALM IV&V team assessed the Florida PALM Project Scope as Low Risk (Green). The Florida PALM Project Team continues actively working and progressing through design sessions. Although some of the reviews and approvals for the functional design specifications have been completed late, all the Segment I functional specifications are expected to be approved by 8/4/2023. The number of functional designs for Segments II through IV are greater than those completed in Segment I. 52 functional designs were completed in Segment I, but an average of 90 are planned for Segments II through IV. The increased number of functional designs that need to be reviewed for future design segments could place increased pressure on the project team and could impact the overall schedule. The Florida PALM IV&V team will continue monitoring the timelines of design reviews and approvals, but at this time, we still consider this to be a low-risk area as the overall scope of the project has not substantially changed and there have not been any significant delays associated with Segment I functional designs.

Resources

The Florida PALM IV&V Team assessed the Florida PALM Project Resources Risk as remaining in Low Risk (Green) in July. The SSI Vendor had turnover of a key personnel position for the Project Management Office (PMO) Manager at the beginning of July, due to the resource's departure from the company which is out of the control of the SSI Vendor. The SSI Vendor filled the role, and the new PMO Manager was onboarded before the end of the month.

Additionally, Agencies have voiced concerns in the Advisory Council and Executive Steering Committee Meetings in July about their ability to staff and fund their teams for Florida PALM activities and successfully plan for the transition. While the Florida PALM IV&V Team understands the reasoning behind these concerns, further investigation is required before an accurate assessment of the risk can be made.

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 July.

Updated Findings

No Findings remained open at the end of July.

Closed Findings

No Findings were closed in the month of July.

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
Project Director Design Dispositioning	Review design dispositions	7/5/23 9:00 AM – 11:00 AM
BOSP/Florida PALM Payroll Business Process Work Session	Review business process flows with Bureau of State Payrolls (BOSP)	7/5/23 2:00 PM – 4:00 PM
Inter/Intraunit Team meeting	Discuss design topics for inter/intraunit accounting	7/5/23 2:00 PM – 4:00 PM
AP/PO Pre-FD/FD Discussion	Review API023 Outbound State Payments File to Unclaimed Property	7/6/23 8:00 AM – 9:30 AM
AP/PO Pre-FD/FD Discussion	Review various Functional Design (FD) items: Pre-FD Items: API031 Outbound Voucher Accounting Detail FD Draft Items: POW001 Encumbrance Workflow	7/6/23 9:30 AM – 11:30 AM
Payroll Work Session	Review payroll Business Process Models (BPMs)	7/6/23 2:00 PM – 4:30 PM
Projects, Grants and Contract Working Session	Working session for the Florida PALM Team	7/7/23 9:35 AM – 11:00 AM
Design Planning Discussion	Review of Design Disposition Items	7/7/23 2:30 PM – 4:00 PM

Meeting Subject/Name	Purpose	Date/Time
Project, Grants, & Contract Working Session	Discuss design topics for project and grants management	7/10/23 9:35 AM – 11:00 AM
Functional Operational Team Meeting	Administrative Updates Deliverable & Work Product Development/Status Updates	7/10/23 1:00 PM – 2:00 PM
LMC Working Meeting	Discuss design items related to Ledger Management	7/10/23 2:00 PM – 4:00 PM
AP/PO Functional Design Discussion	FD Draft Items: APE007 Fund Based Escheatment Extension	7/11/23 8:00 AM – 9:30 AM
Project Director Design Dispositions - InterUnit Solution Demo	Demonstration and discussion about proposed interunit transfer solution	7/11/23 1:00 PM – 3:00 PM
AP/PO Functional Design Discussion	Pre-FD Items: API058 Inbound PCard Disbursement FD Draft Items: APF001 Payment Cancellation Request Form APE007 Fund Based Escheatment Extension	7/12/23 8:00 AM – 9:30 AM
Design Planning Discussion	Review and discuss assignment of RICEFW items to design segments	7/12/23 10:00 AM – 12:00 PM
CRAIDL Meeting	Review of the Florida PALM Project CRAIDL logs	7/12/23 11:00 AM – 12:00 PM
AHCA/PALM Monthly Touchpoint	Review and discuss Florida PALM implementation activities	7/12/23 1:00 PM – 2:00 PM
Inter/Intraunit Team meeting	Discuss design topics for inter/Intraunit accounting	7/12/23 1:00 PM – 3:00 PM
BOSP/Florida PALM Payroll Business Process Work Session	Review payroll business processes with BOSP	7/12/23 2:00 PM – 4:00 PM
Project Ledger Decision DDID 0197	Discussion of Design Decision 0197 on how to implement the Project Ledger in Florida PALM	7/12/23 3:00 PM – 4:30 PM

Meeting Subject/Name	Purpose	Date/Time
SDE009 FD Draft Discussion	SDE009 Edit Interface Transactions	7/13/23 8:00 AM – 9:30 AM
Ticket Triage Meeting	Review outstanding production support tickets and enhancements	7/13/23 9:30 AM – 10:30 AM
Reporting Team Meeting	Weekly check-in; status updates; discussion for current tasks; other	7/13/23 10:30 AM – 11:30 AM
Payroll Working Session	Review payroll business process models	7/13/23 2:00 PM – 3:30 PM
Florida PALM Change Advisory Board Meeting	Review of upcoming project changes	7/13/23 3:30 PM – 4:00 PM
Existing FD Discussion KKI009	Discuss criteria for KKI009 – Outbound Budget Extract	7/14/23 8:00 AM – 9:30 AM
Project, Grants, & Contract Working Session	Discuss design topics for project and grants management	7/14/23 9:35 AM – 11:00 AM
Interface Layout API023 – Follow-up	Follow up conversation with Project team: NAUP layout confirm information to include confirm the default data elements	7/14/23 10:00 AM – 11:00 AM
Final Approval - API026 Inbound DOR Supplier Levy Flag	Interface review and approval	7/14/23 11:00 AM – 12:00 PM
Cross Team Collaboration	Discuss Deleting, cancelling, and changing transactions	7/14/23 1:00 PM – 2:00 PM
BOSP/Florida PALM Payroll Business Process	Discuss the payroll business processes	7/14/23 2:30 PM – 4:30 PM
Payment and Assets Team planning meeting	Discuss design items and schedule for payments and assets.	7/17/23 8:30 AM – 9:00 AM
Reporting Work Products	Discuss report teamwork product templates	7/17/23 10:00 AM – 11:00 AM
Functional Operational Team Meeting	Review status of function team activities	7/17/23 1:00 PM – 2:00 PM

Meeting Subject/Name	Purpose	Date/Time
PPA Team Weekly Meeting	Discuss Procurement and Purchasing related design items	7/17/23 2:00 PM – 4:00 PM
LMC Working Meeting	Discuss Ledger management related design items	7/17/23 2:00 PM – 4:30 PM
SDE009 FD - FD Draft and Follow up Discussion	Discuss FD Draft items and follow-up items	7/18/23 8:00 AM – 9:30 AM
Project, Grants, & Contract Working Session	Discuss design options for Project, Grants, and Contract team	7/18/23 10:35 AM – 12:00 PM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Discuss design dispositions with A&A, OIT, and Treasury	7/18/23 1:00 PM – 3:00 PM
AR Config Working Session	Review configuration settings for Accounts Receivable (AR)	7/18/23 2:00 PM – 5:00 PM
Project Director Design dispositions	Discuss design disposition and design topics	7/18/23 1:30 PM – 5:00 PM
AP/PO Pre-FD/FD Discussion	FD Draft Items: APE007 Fund Based Escheatment APW002 Payment Cancellation Workflow	7/19/23 8:00 AM – 9:30 AM
CM Configuration Working Session	Review configuration settings for Cash Management (CM)	7/19/23 8:30 AM – 10:30 AM
Florida PALM Advisory Council Meeting	July meeting of the Florida PALM Advisory Council	7/19/23 10:00 AM – 12:00 PM
Florida PALM/Office for Florida Financial Education (OFFE) Touchpoint	Bi-weekly touchpoint to discuss training activities	7/19/23 11:00 AM – 12:00 PM
LMC Working Meeting	Discuss Ledger management related design items	7/19/23 2:00 PM – 4:30 PM
Director Design Dispositions	Discuss design dispositions with Project Director	7/19/23 1:00 PM – 3:00 PM
BOSP/Florida PALM Payroll Business Process Work Session	Walkthrough of Payroll Business Process Models	7/19/23 2:00 PM – 3:00 PM

Meeting Subject/Name	Purpose	Date/Time
AP/PO Pre-FD/FD Discussion	FD Draft Items: API058 Inbound PCard Disbursement API002 Inbound Voucher Load API041 Voucher Spreadsheet Upload	7/20/23 8:00 AM – 9:30 AM
Payroll Business Process Model Review	Review updates to Payroll Business Process Models (BPMs)	7/20/23 9:00 AM – 11:00 AM
Ticket Triage Meeting	Reviewing priority production support tickets	7/20/23 9:30 AM – 10:30 AM
FLHSMV Florida PALM Touchpoint	Review and discuss Florida PALM implementation activities	7/20/23 10:30 AM – 11:30 AM
AP/PO Configuration Review	Review configuration setting for Accounts Payable (AP) and Purchase Order (PO).	7/20/23 1:00 PM – 2:00 PM
Payroll work session	Discuss design topics for Payroll module	7/20/23 2:00 PM – 4:30 PM
Florida PALM Disposition Discussions with A&A/OIT/Treasury	Discuss design dispositions with A&A, OIT, and Treasury	7/20/23 2:00 PM – 4:00 PM
AP/PO Pre-FD/FD Discussion	FD Draft Items: APE015 Restrict Bank Account Access on Vouchers API058 Inbound PCard Disbursement	7/21/23 8:00 AM – 9:30 AM
GL/KK FD Discussion	Functional design discussions for General Ledger (GL)	7/21/23 8:00 AM – 9:30 AM
Projects, Grants and Contracts working session	Review Contract Type (C-CT001) and Contract Status (C-CT002)	7/21/23 9:35 AM – 11:00 AM
Department of Business and Professional Regulation (DBPR) /FL PALM Monthly Readiness Touchpoint Meeting	Review and discuss Florida PALM implementation activities	7/21/23 11:00 AM – 12:00 PM
Department of Agriculture and Consumer Services (DACS) / FLPALM Monthly Touchpoint	Discuss change management updates and next steps	7/21/23 1:00 PM – 2:00 PM

Meeting Subject/Name	Purpose	Date/Time
Department of Financial Services (DFS) / FLPALM Monthly Touchpoint	Discuss change champion network updates and training needs	7/21/23 2:30 PM – 3:30 PM
Reporting Work Products	Discuss reporting teamwork products	7/24/2023 10:00 AM – 11:30 AM
Document360 Demo	Demo of Document360 capabilities and questions on requirements	7/24/2023 11:00 AM – 12:00 PM
Functional Operational Team Meeting	Review of design topics and progress on functional designs	7/24/2023 1:00 PM – 2:00 PM
PPA Team Weekly Meeting	Discuss PPA design and configuration	7/24/2023 2:00 PM – 4:00 PM
AP/PO FD Discussion	FD Draft Items: <ul style="list-style-type: none"> • APR050 Payment Cancellation Report • API058 Inbound PCard Disbursement (if time allows, added placeholder for Wednesday, if needed) 	7/25/2023 8:00 AM – 9:30 AM
Project, Grants, & Contract Working Session	Discuss design and configuration	7/25/2023 9:35 AM – 11:00 AM
FCO Solution Design	Discuss options for numbering and tracking FCO projects	7/25/2023 11:00 AM – 12:00 PM
DMS/Florida PALM Readiness Touchpoint Meeting	Review and discuss Florida PALM implementation activities	7/25/2023 3:00 PM – 4:00 PM
Project Director Design Dispositions	Review design disposition options	7/25/2023 3:00 PM – 5:00 PM
Payroll business process review	Review Payroll Business Process 100.2 Set Up and Maintain Employees.	7/26/2023 8:30 AM – 10:00 AM
AP/PO FD Discussion	Discuss AP/FO designs: FD Draft Items: APR003 Outstanding Vouchers Report (onshore), APR013 Voucher Activity Report (onshore)	7/26/2023 10:00 AM – 11:30 AM

Meeting Subject/Name	Purpose	Date/Time
Wrapup KB requirements	Discuss requirements for Knowledge Base.	07/26/2023 11:00 AM – 12:00 PM
APD- IT Engagement with PALM	Discussion between APD and Florida PALM Project Team on availability of design aspects and material APD will need	7/26/2023 2:00 PM – 3:00 PM
PPA Team Working Session	Discuss PPA design and configuration	7/26/2023 2:00 PM – 4:00 PM
Florida PALM Executive Steering Committee Meeting	July meeting of the Florida PALM Executive Steering Committee	7/26/2023 2:00 PM – 4:00 PM
Projects Config	Discuss the configuration items related to Project Costing module.	7/26/2023 02:10 PM – 04:00 PM
FDC & FCOR Readiness Touchpoint Meeting	Review and discuss Florida PALM implementation activities	7/26/2023 3:00 PM – 4:00 PM
Florida Department of Transportation (FDOT) and FLPALM Touchpoint meeting	Discuss Segment I related design and requirements in addition to meeting agenda	7/27/2023 08:30 AM – 10:00 AM
Ticket Triage Meeting	Review outstanding ticket status and fixes	7/27/2023 9:30 AM – 10:30 AM
APE007 Fund Based Escheatment Extension Accounting Entries	Review design for escheatment extension	7/27/2023 11:00 AM – 12:00 PM
Florida PALM Disposition discussions with A&A/OIT/Treasury	Discuss the design items with A&A and Treasury items	7/27/2023 02:00 PM – 04:00 PM
Payroll Business Process Model Review	Review updates to Business Process Models 100.1 and 100.2	7/28/2023 1:00 PM – 2:00 PM
Reporting Warehouse Discussion	Discuss reporting warehouse design items	7/28/2023 2:00 PM – 3:00 PM
Oracle Analytics Program Discussion	Discuss Oracle Analytics requirements and technical design aspects	7/28/2023 3:00 PM – 3:30 PM

Meeting Subject/Name	Purpose	Date/Time
Payroll Work Session	Working session to discuss Payroll design features	7/31/23 9:00 AM – 11:00 AM
Reporting Work Products	Review of several Work Products assigned to the Reporting team	7/31/23 10:00 AM – 11:30 AM
Functional Operational Team Meeting	Assessing progress on Segment I Functional Designs	7/31/23 1:30 PM – 2:00 PM
Payroll Off Cycle Approach	Discussion on two options to handling off-cycle payroll requests	7/31/23 2:00 PM – 3:30 PM
PPA Team Weekly Meeting	Weekly working meeting for the PPA Team	7/31/23 4:00 PM – 5:00 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
Impromptu IV&V Discussion	Discussion with Florida PALM Project Director	7/19/23 3:00 PM – 3:30 PM	Florida PALM Project Director Nicolle Suvada
Florida PALM Project IV&V Weekly Review	Review of the IV&V Team's work over the past weeks	7/21/23 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 Rick Huff Sebastian Lende
Discuss IV&V SLE Review Questions	Discuss questions related to IV&V analysis of SLE data	7/27/23 2:00 PM – 2:30 PM	Florida PALM Contract Manager Nicolle Suvada John Gunnufsen Matt Berg
Florida PALM Project IV&V Weekly Review	Review of IV&V activities over the past week	7/28/23 9:30 AM – 10:00 AM	Florida PALM Deputy Project Director Florida PALM Contract Manager DMS IV&V Contract Manager Nicolle Suvada Hannah Sorber John Gunnufsen Srikanth Durvasula Rick Huff

Meeting Subject/Name	Purpose	Date/Time	IV&V Attendees
Questions about RICEFW and Design Unit Tracker	Discuss IV&V questions related to RICEFW and Design Work Unit Tracker	7/28/23 1:30 PM – 2:00 PM	Florida PALM Project Director Florida PALM Deputy Project Director DMS IV&V Contract Manager Nicolle Suvada John Gunnufsen Srikanth Durvasula

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 Monthly Assessment Report June 2023	IVV3-D7	7/18/23
Florida PALM IT IVV Management Plan	IVV4-D1	7/31/23
Florida PALM IV&V Schedule	IVV4-D2	7/31/23

Project Documentation Reviewed

During July, 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.
Bimonthly Agency Readiness Status Report	Bimonthly Agency Readiness Status Report (Example)	An example completed form of the report using a fictional Agency to demonstrate usage
	DEMO Readiness Workplan Dashboard	A demonstration of the Readiness Workplan Dashboard that will be available to Agencies in Smartsheet using a fictional Agency
	Supplemental – Readiness Workplan Dashboard	Supplemental instructions and guidance on using the Readiness Workplan Dashboard
	Supplemental – Risk and Issues Scoring Guide	Supplemental instructions and guidance on scoring risks and issues for project management
	Task Instructions Bimonthly Status Report	Instructions on how to complete the Bimonthly Status Report

Project Governance Assessment



Project Governance Risk Rating

Project Governance Risk Assessment

The Florida PALM IV&V Team assessed the Florida PALM Project Governance as Low Risk (Green) in July. Project governance processes operated as expected in July with timely approval of Project Change Requests as well as review and approval of design specifications by the Project Director. The Florida PALM IV&V Team also met with the Florida PALM Project Team to review questions related to our analysis of the SLE data. IV&V continues to work with the Florida PALM Project Team to obtain answers to some minor questions; however, the IV&V analysis did not identify any issues that impact the overall SLE measures or criteria.

Service Level Expectations Metrics Analysis

The Florida PALM IV&V Team met with the Florida PALM Project Team on 7/26/23 to discuss questions and feedback on the analysis of the SLE data. There is an outstanding ticket to MicroFocus (system performance monitoring tool vendor) to explain some of the data related to system response times. Additionally, the IV&V Team provided a file with the specific incident response times along with some questions. The Florida PALM IV&V Team will review responses from MicroFocus and the Florida PALM Project and schedule a subsequent follow-up meeting if needed. Although the questions need to be addressed to ensure clarity and consistency for the SLEs, the outcome will have no impact on the outcome of the SLE measures.

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 July. The Florida PALM Project Team facilitated forum sessions between liaisons of different Agencies to discuss aspects of change management, project management, and training to transmit lessons learned between different Florida PALM Change Champion Network (CCN) members. The Florida PALM Project Team also solicited reviews of a proposed Bimonthly Agency Readiness Status Report, which was approved during the July Executive Steering Committee (ESC) Meeting. Change readiness efforts overall continue effectively.

Bimonthly Agency Readiness 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 Readiness 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, multiple members of an Agency's CCN are expected to contribute to the completion of the report.

The Florida PALM Project IV&V Team reviewed the Bimonthly Agency Readiness Status Report to provide feedback to the Florida PALM Project Team ahead of the July ESC Meeting. The IV&V Team met with the Florida PALM Project Team on 7/21/23 to discuss comments. Overall, the IV&V Team found the proposed templates and instructions of good quality. Most suggestions were aimed at improving the consistency and quality of the report template and the accompanying instructions. Doing so will help Agencies more readily complete the reports in a manner helpful to the intended audience.

Design Sessions

During July, 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 model reviews,
- Inter/intraunit accounting design discussions,
- Updating the RICEFW and RTM working documents,
- Review and approval of functional design specifications,
- Updates to the assignment of functional design between the various design segments, and
- Ongoing meetings with the Bureau of State Payrolls to review payroll business processes and their role in the processes.

The Florida PALM IV&V team attended the demonstration of a custom solution for inter/intra unit accounting requirements. The Florida PALM IV&V team will continue to participate in the design discussions and does not have any additional findings at this time.

Functional Design Segment Analysis

The Florida PALM Project Team has been reviewing and updating assignments of Functional Design items to the various design Segments. The review and update have improved the distribution of Functional Design items to the various Segments. The Florida PALM IV&V Team took snapshots of the Functional Design Segment Analysis spreadsheet on 7/13/23, 7/20/23, 7/27/23 & 7/31/23. The table below shows the updates made to the segments per week.

Segment by RICEFW Type	Timeframe	7/13/23	7/20/23	7/27/23	7/31/23
Segment I - D636	May '23 – Jul '23	59	59	53	53
Segment II	Aug '23 – Oct '23	81	82	86	85
Segment III	Nov '23 – Jan '24	65	90	90	89
Segment IV	Feb '24 – Apr '24	130	93	97	98
Grand Total		335	324	326	325

However, although the workload is now more evenly distributed, there is still a substantial increase in Functional Design Items from Segment I to the rest of the Segments, which can pose a risk to schedule and design quality if resources are not sufficient to handle the additional workload.

In addition to the Functional Design items, there is also a concurrent effort to define and review configuration settings across the various PeopleSoft modules. Based on the design work unit tracker as of 7/31/23, the configuration activities will run concurrently with Segment II and the beginning of Segment III. The table below shows the distribution of configuration activities between July and November 2023.

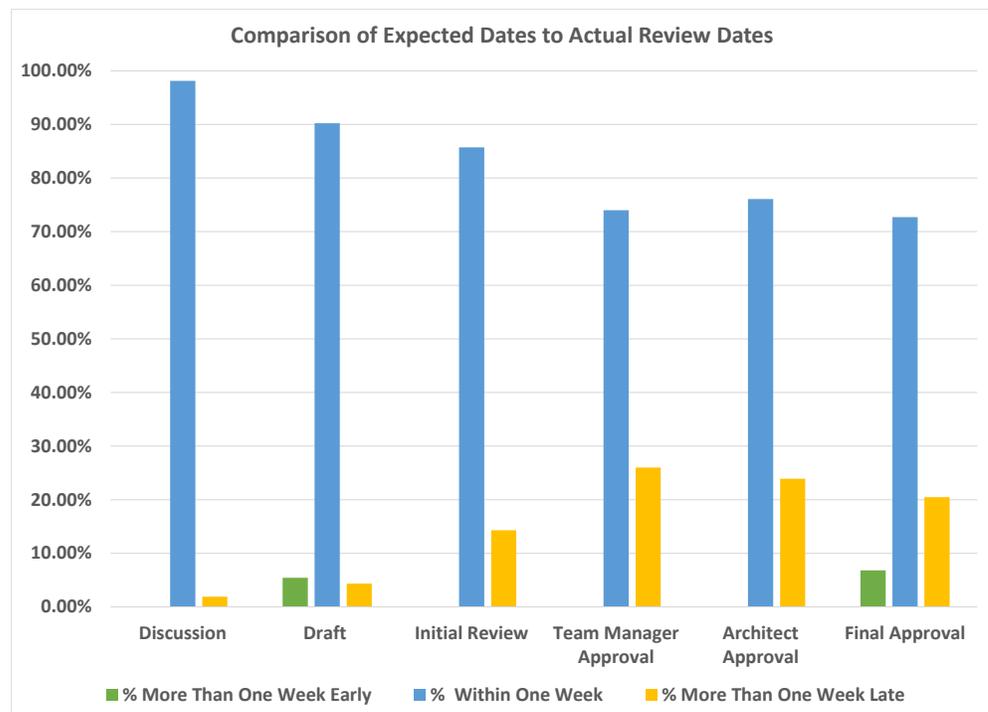
Configuration Activities	July '23	Aug '23	Sept '23	Oct '23	Nov '23
Agency Configuration Workbook				12	
Configuration Workbook	35	102	145	71	
Configure Application		35	102	145	71
Grand Total	35	137	247	228	71

Although configuration activities do not require as much effort as Functional Design items, the number that are planned for August 2023 through October 2023 could place further pressure on the project schedule and resource needs. The Florida PALM Project Team is currently working ahead on Segment II and III items to mitigate the potential risk. The Florida PALM Project Team should continue to monitor the distribution of configuration and Functional Design items and ensure resource needs are clearly communicated ahead of time, both internally and externally.

Functional Design Review Status

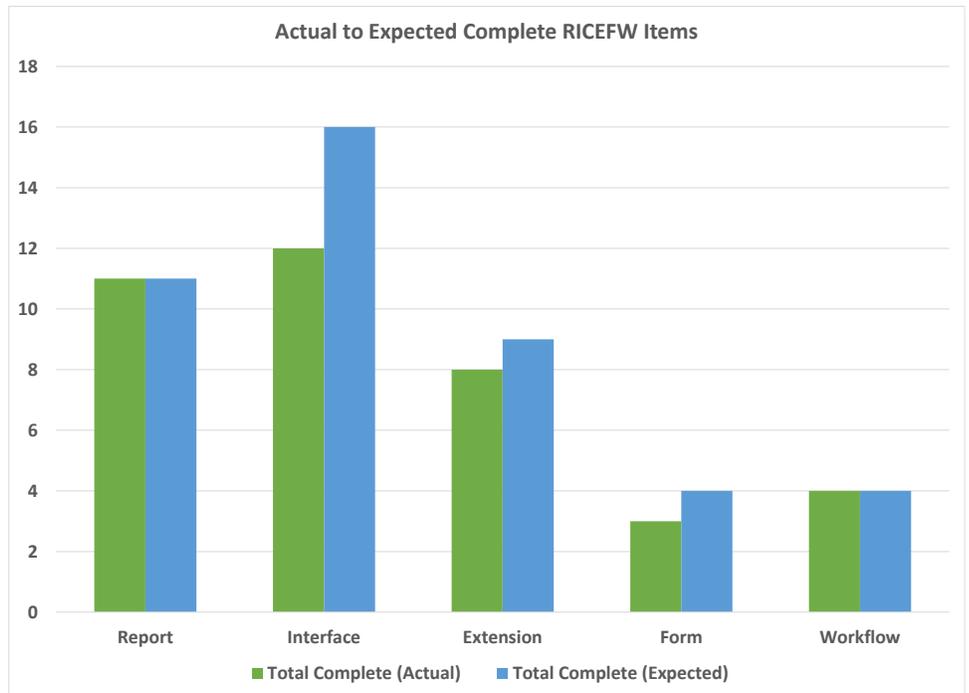
The Florida PALM IV&V Team analyzed the status of the Functional Design drafting and review activities identified in the Design Work Unit Tracker. The chart below compares expected and actual dates for the various review stages as of 7/31/23.

The chart indicates that most of the Functional Designs are being drafted on time, but some are taking longer to review and approve than expected. Between 20% and 26% of the Functional Designs have completed the various approval cycles over a week late.



The next chart focuses on the status of the Functional Designs due by 7/31/23 and how many have been completed by that date. This data is as of 7/31/23 and is from the Design Work Unit Tracker.

This chart indicates that most of the Functional Designs that were expected to complete by 7/31/23 have been completed, but a few interfaces and extensions still need to go through the final review and approval stage. Those that are not complete were also delayed in previous review stages. The remaining items are all expected to complete by 8/4/23, which is the planned completion date for the Segment I design.



Together, the charts indicate delays during the Segment, but these delays have not significantly impacted the completion of the overall design at the Segment level. The Florida PALM IV&V team will continue to analyze the timeliness of the review stages as the workload is expected to increase for Segments II through IV.

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 Enterprise Partners.
- Continue to track and monitor metrics related to functional design reviews and changes to RICEFW items,
- 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 is planning outreach activities to a random sampling of Agencies to discuss their involvement in the Florida PALM Project and readiness for change. This is based on Agency discussions in various forums and feedback with the Florida PALM Project Team, such as the Executive Steering Committee Meeting and the Advisory Council Meeting. IV&V Team efforts will focus on better understanding any constraints and options Agencies face.

Readiness Workplan Review

The Florida PALM Project Team is currently developing the Readiness Workplan, a comprehensive list of major activities that Agencies will execute and submit to the Project to support their readiness transformation to Florida PALM. The Florida PALM IV&V Team will work with the Florida PALM Project Team to provide feedback during development.

Documentation/Information Requests

The Florida PALM IV&V Team is awaiting responses from the Florida PALM Project Team for the outstanding SLE analysis questions requested on 7/27/23.

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		Medium		High	
Unlikely 2				Medium	High
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.