

<b>Project Team:</b>	<i>State staff; Accenture; DFS Accounting and Auditing, Treasury, OIT</i>
<b>Period:</b>	<i>May 1, 2022 – July 31, 2022</i>
<b>Submission Date:</b>	<i>August 8, 2022</i>

# **1 – CMS REMEDIATION REPORT**

## **A. Purpose**

Pursuant to Proviso contained in the General Appropriations Act for the 2022-2023 fiscal year, the Department of Financial Services (DFS) is submitting the CMS Remediation Report for the replacement of Florida Accounting and Information System (FLAIR) and Cash Management System (CMS) known as the Florida Planning, Accounting, and Ledger Management (PALM) Project. This report is intended to provide meaningful information related to the efforts completed by the Florida PALM Project and the divisions of Accounting and Auditing, Treasury and the Office of Information Technology (DFS enterprise divisions) between May 2022 and July 2022, for CMS remediation. Going forward the reports will include the activities for the prior month. However, for this initial submission the Project wanted to provide additional details to clarify the breadth of CMS remediation efforts.

## **B. Summary**

In accordance with Amendment 7, numerous CMS remediation activities were completed during the period. This included implementing the automated reconciliation between FLAIR and Florida PALM, within the Florida PALM production environment; completing applicable Amendment 7 enhancements, including splitting the Treasury Correspondence form into four forms; resolving CMS related incidents; completing CMS related service requests (e.g., how to request); reconciling the cash balances between FLAIR and Florida PALM, and Florida PALM to the Banks; developing and publishing numerous training guides and resources; developing month end and fiscal year end checklists; assisting business partners to develop updated procedures; and other related stabilization activities.

## **C. Production Support Ticket Enhancements**

To streamline tracking and monitoring, all incidents, service requests and enhancements were consolidated into a single reporting system (ServiceNow). This provides a consistent, repeatable process for tracking all production related work items. Prior to this consolidation and standardization, production related tickets were being tracked in multiple systems. In addition, categorizations (i.e. Incident- Application Code Change / Service Request- How to) were updated to better group the type of tickets for reporting and to assist in identifying areas of concern.

To track CMS remediation tickets appropriately, a separate value was added to distinguish tickets accordingly. This enhancement allows for easy identification and monitoring of CMS remediation related tickets.

Additionally, the team created a new online Ticket Request Form that agencies are now using to submit ticket requests. This has been received very well and provides both a simplified process for the agencies to submit tickets and ensures the Florida PALM Solution Center receives the details needed to support end users. This allows tickets to be resolved quicker and more accurately.

## **D. System Remediation**

Numerous system modifications were made to solve ticket requests or enhance system usability. These modifications included: implementing enhancements to improve end user processes; modifying system calculations; updating existing reports; implementing a new report; developing new queries; and resolving system defects. The following provides a breakout of the CMS remediation and deal management related tickets that were opened and or closed during the period. Deal management tickets are being separated out for transparency.

*CMS Remediation Tickets Opened:*

- *Incidents* (defects) – 25 CMS remediation tickets were opened.
- *Service Requests* (e.g., how to, maintenance, etc.) – 21 CMS remediation service requests were opened.
- *Enhancements* – 1 CMS remediation enhancements were opened.

*CMS Remediation Tickets Closed<sup>1,2</sup>:*

- *Incidents* (defects) – 22 CMS remediation tickets were resolved.
- *Service Requests* (e.g., how to, maintenance, etc.) – 20 CMS remediation service requests were resolved.
- *Enhancements* – 17 CMS remediation enhancements were implemented. This includes 15 enhancements that were included in Amendment 7.

*Deal Management Remediation Tickets Opened:*

- *Incidents* (defects) – 10 Deal management tickets were opened.
- *Service Requests* (e.g., how to, maintenance, etc.) – 1 Deal management service requests were opened.

*Deal Management Remediation Tickets Closed<sup>1,2</sup>:*

- *Incidents* (defects) – 9 Deal management tickets were resolved.
- *Service Requests* (e.g., how to, maintenance, etc.) – 1 Deal management service requests was resolved.

## **E. Reconciliation Activities**

DFS developed and completed monthly cash balance and transaction reconciliations for July 2021 through June 2022. DFS identified and dispositioned known reconciling items and identified required accounting adjustments. DFS corrected errors in Florida PALM and Central FLAIR and reached out to agencies for support in making accounting adjustments as needed. As a result, DFS reconciled cash balances recorded in Florida PALM and Central FLAIR in summary by fund type and at the specific agency fund level for each month and for the 2021-2022 fiscal year.

The reconciliation activities included updates for the solution design, the implementation of an automated reconciliation tool, the development of a DFS Cash Balance Guide, and new and updated enterprise processes for managing operations in Florida PALM and the related legacy systems.

### **Solution Design**

DFS initiated and implemented changes to the solution design for interfaces, reports, the accounting approach for Treasury activities and SpeedTypes. These changes addressed differences in transactions recorded in Florida PALM and Central FLAIR and supported DFS oversight of cash management activities.

### **Interfaces**

DFS reviewed the legacy-like interfaces and identified required updates for four files. The GLI065 – Inbound FLAIR Journals and API107 – Inbound Central FLAIR Issued Payments and Cancellations files required

<sup>1</sup> Unresolved tickets were opened in July

<sup>2</sup> Unresolved tickets will be resolved before July CMS Remediation payments are processed

updates to correctly record transactions for revenue to revenue transfers, net zero adjustments and stale warrant handling. Processes were implemented to support accounting for these items. Two files were updated to support reconciliation analyses. The GLI066 – Outbound Disinvestment and Apportionment Data file was updated to provide Central FLAIR with the last seven digits of the Florida PALM journal number in the agency document number field. The ARI014 – Inbound Verified Deposit Data file was updated to use the FLAIR Posting Date for the Audit Date in Florida PALM.

### *Reports*

A new report, Book to Bank Discrepancies (CMR030), was created to support Treasury bank reconciliations and management of these discrepancies. Four Florida PALM reports (Unreconciled Deposits, Deposit Report, Cash Balance by Fund, and the Consolidated Revolving Account Activity Statement) were updated to support agency monitoring of transactions and balances in Florida PALM. These reports are used by agency end users to support accounting activities in Departmental FLAIR. These report updates included the following:

- The *Unreconciled Deposits Report (ARR021)* was updated to include “statement activity type” and “statement activity type description” to help agencies identify and determine the entries to create in FLAIR related to National Information Center (NIC) ePayments transactions.
- The *Deposit Report (ARR007)* was modified to enhance search results. Previously, the Agency Deposit Number field required an exact match for searching deposit numbers. Now, end users can enter a Business Unit, date range and a wildcard symbol “%” after a full or partial Agency Deposit Number and receive results. Additionally, the report provides a method to search for adjustments made for deposit corrections by entering “%-C” which locates and identifies corrections entries without requiring an exact number.
- The *Cash Balance by Fund Report (GLR151)* was updated to support comparison of Florida PALM cash balance to agency trust fund balances found in Central and Departmental FLAIR. The report also includes general revenue fund information for enterprise end users.
- The *Consolidated Revolving Account (CRA) Activity Statement Report (CMR028)* was revised to support agency reconciliation activities. The report provides a summary of CRA balances as of a specific date and includes a Bank Transaction section that can be used to reconcile bank statement activity against the agency records; a GL Transaction section that can be used to confirm that the bank transactions were posted to the General Ledger; and an Interest Apportionment Transactions section to view interest revenue journal transactions.

### *Treasurer Fund Accounting*

The Treasurer Fund accounting approach was changed beginning in the 2022-2023 fiscal year to improve transparency for the Treasurer activities. The approach now provides for separate (and compiled) accounting for Treasurer activities recorded in Central and Departmental FLAIR as well as other activities. The Special Purpose Investment Account (SPIA) activities for external parties are not accounted for in Central and Departmental FLAIR. This approach for separate and compiled accounting supports an automated reconciliation of the cash balance, reduces manual analyses required and supports Treasury and A&A functional and reporting needs.

### *SpeedTypes*

End user input errors resulted in transactions not being recorded in Florida PALM or not recorded to the correct business unit or fund. In January 2022, SpeedTypes, quick keys to enter agency-specific journal information, were implemented to support a reduction of end user input errors for Florida PALM journals. This functionality reduced the volume of user input errors and supported reconciliation of Florida PALM and Central FLAIR balances.

### *Automated Reconciliation Tool*

DFS created an automated reconciliation tool to reconcile Florida PALM and Central FLAIR. DFS uses the tool to compare Florida PALM with legacy information and to identify transactions that do not have a corresponding transaction in the other system. DFS end users analyze these items to disposition known reconciling items (e.g., due to timing or other reasons) and to identify required corrections. These activities are completed as part of the month end closing activities.

## DFS Cash Balance Guide

DFS created a DFS Cash Balance Guide (Guide) to provide guidance and a directory of resources for DFS to manage cash balances in Florida PALM and support operations for CMS Wave. The Guide provides an overview of Florida PALM functionality, change considerations for accounting, error handling and reconciliations. The Guide describes differences in system objectives for Florida PALM, Central FLAIR and Departmental FLAIR and describes expected reconciling items between these systems. The Guide describes errors that occur during the normal course of business and provides guidance for managing these items. Guidance is included for completing cash balance and transaction reconciliations.

## Enterprise Processes

DFS created and updated enterprise processes to manage operations in Florida PALM and Central FLAIR. Florida PALM records transactions completed in Departmental and Central FLAIR to support Treasury banking and investment processes. Unlike the legacy Cash Management System, Florida PALM records accounting entries for all transactions. To support the accuracy and completeness of Florida PALM and legacy accounting information, new or updated processes are required for transaction error handling, Chart of Accounts maintenance, reconciliations, and month-end close activities. Modified versions of these processes will continue when Florida PALM is fully implemented. Guidance, queries and checklists were developed and shared to support these enterprise processes.

## F. Stabilization Activities

Stabilization activities continued to occur during the CMS remediation period. These activities included developing additional learning tools for agencies, Readiness Coordinators targeting outreach to agencies, hosting Production Support Round Tables and Change Champion Network Town Hall, and providing additional assistance to the DFS enterprise divisions.

While Florida PALM training remains available on the People First LMS, the Project created additional learning tools in a variety of formats to help end users better understand and work more efficiently in Florida PALM. All learning tools were designed to provide simple examples, instructions, tips or overviews of daily activities to assist end users in doing their job. During the time period, the training team created and published 21 new user learning tools on the Florida PALM website:

- Job Aids – 2 (*Viewing End User Roles, New to Florida PALM*)
- Placemats – 13 (*Report Placemats*)
- Graphics – 3 (*Roles and Access, Run Control ID, Difference Between Reports and Queries*)
- In Real Life videos – 3 (*Personalizing Your Disinvestment Journals, Treasury Correspondence Form Update, Treasury Correspondence Form Status Check*)

Job Aids are simple step-by-step instructions on how to perform a function. The Reports Placemats provide a quick reference for specific reports that can be printed and placed on an end user's desk. Each Report Placemat includes what information is available on the report, who runs and uses the report, when the report should be run, where the report is found, and which reports were previously used. Graphics present concepts in a visual and easy to understand format. In Real Life videos demonstrate at a higher-level how an end user would perform a function more easily in Florida PALM. The Florida PALM Sandbox was released in on June 28. The Sandbox enables end users to practice Florida PALM functionality without impacting the Production (live) environment. Agencies are able to use the Sandbox to help end users get more comfortable working in Florida PALM, to practice entering transactions, running queries and reports, and to support training employees once they have been assigned a new role in Florida PALM.

To provide additional support to end users, Readiness Coordinators contacted agencies offering the Project's training team to work alongside their end users. At the preference of the agency, sessions were conducted at the agency, in person, or virtually. Seven agencies received hands-on support working in production. The training team answered questions, provided tips for customization and validated that they are working in Florida PALM the most efficient way. The Readiness Coordinators also followed up with agencies who had contacted the Florida PALM Solution Center to confirm their end user questions had been answered and

additional follow up was not needed. Additionally, Readiness Coordinators collected agency end user feedback through touchpoints, risks and issues reported by agency sponsors and monthly surveys. All CMS Wave agency feedback was documented, analyzed and dispositioned with each agency.

Production Support Round Table meetings were initiated in December 2021. The May 2022 Round Table included Florida PALM updates, demonstrations from agency end users, and a question and answer segment. The next Round Table is scheduled for August.

As part of the stabilization activities, the Project met daily with the DFS enterprise divisions through the end of June. The meetings were an opportunity to discuss priorities, escalate concerns, identify adjustments, set the agenda topics for CMS remediation working sessions, confirm resource availability and resolve CMS remediation items. In July, the daily meeting cadence was modified to Monday, Wednesday and Friday. Existing DFS and Project meetings were leveraged to work through topics that arose during the morning check-in or as issues came up during daily operations. Stabilization activities also took place with DFS enterprise divisions placing them as the primary lead on reconciliation and closing activities with the Project serving in a support capacity.

The Project created 29 resources for the DFS enterprise divisions. These materials were developed and shared with DFS end users. As part of stabilization activities, these materials were reviewed and updated to support knowledge transfer and usefulness of the materials. Examples of these materials include the following:

- Chart of Accounts Crosswalk Maintenance
- Setting Up a New Concentration Account in PALM
- Running the Year End Ledger Close Process
- Creating New Effective Dated Trees for Fiscal Year End
- Treasurer Fund to AP Outstanding Warrants Reconciliation
- Reversing Journal Entries
- Automatic Reconciliation
- DFS Cash Balance Guide

## **G. Deal Management**

During the initial Florida PALM Cash Management System implementation, the decision was made to only implement the Deal Management module (investments) for internally managed investments. The decision was made due to time and complexity. Specifically, the externally managed investment calculations are more intricate than internally managed investments and required an extensive amount of additional time to test and validate prior to implementing. The plan at that time was to implement externally managed investments once CMS stabilization had occurred. To date, externally managed investments have not been implemented within Florida PALM, due in part to CMS remediation needs and the complexity of stabilizing internally managed investment calculations. For internally managed investments and as noted in Section D above, numerous incidents, service requests and enhancements were resolved and implemented to correct investment related calculations, accounting entries, reports/queries and interfaces to properly record and maintain the Treasury managed internal investment portfolio. However, tickets are continuing to be opened and worked for complex investment related issues. The continued issues with the deal management module have provided clarity that this functionality requires a best-of-breed solution and does not belong in an Enterprise Resource Planning (ERP) solution. To that end, Treasury is procuring a “best of breed” investment accounting solution that will support investing into more complex securities that will provide higher rates of return. Deal Management processes will be monitored and maintained in Florida PALM until Treasury transitions to the new investment accounting solution. After transition, summary investment data will be recorded in the Florida PALM General Ledger to support financial reporting requirements.

## **H. Additional Resources**

Additional resources to support CMS remediation and Florida PALM end users can found on the Florida PALM website:

- Executive Steering Committee May 10, 2022 [CMS Remediation Presentation](#)
- Executive Steering Committee July 13, 2022 [Presentation](#)
- Governmental Accounting Basics course in People First [LMS](#)
- [Reports Catalog](#) includes additional information about reports or queries available during CMS Wave, and where applicable, Florida PALM reports were mapped to comparable legacy reports
- [Data Dictionary](#) is now available to all end users; describes all data elements and report terms (for calculated amounts) used in Florida PALM reports and queries for the CMS Wave
- CMS Wave [Sandbox](#) for current end users
- [Ticket Request Form](#) for requesting help from the Solution Center
- Florida PALM [Communication Subscription](#) for agencies related to production emails
- [User Support FAQ](#) update
- [Agency Role Mapping Handbook](#), [End User Manual](#) and [SAM Manual](#) for updated end user roles and separation of duties

## **2 – ATTACHMENTS**

- CMS Remediation Report Attachment 1: Service Requests
- CMS Remediation Report Attachment 2: Incidents
- CMS Remediation Report Attachment 3: Enhancements
- CMS Remediation Report Attachment 4: Deliverables
- CMS Remediation Report Attachment 5: Deal Management

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Open Tickets</b>												
7/7/2022	INC30391631	Auto Recon Scheduling and RC Update	<p>Please open a ticket and assign to Sashi Tummala and Rahul Yadav. We need to create jobs and run controls for the FLP_RCN_LOAD and FLP_RECON app engines as part of the FLP_GLI082_GL project. This is in anticipation of the August 1st files to be received from FLAIR Central and IW. The details of the jobs to be scheduled are as follows:</p> <ol style="list-style-type: none"> <li>1. Schedule – The jobs should be scheduled on the 1st of every month after all Florida PALM processing has completed in the evening.</li> <li>2. Time – Again, after all processing so the time of initiation should allow for all data to be complete in their custom and delivered PeopleSoft processes.</li> <li>3. File dependency – Yes, there are two files.</li> </ol> <p>File Source: Central Monthly Transaction History File (AG)</p> <ul style="list-style-type: none"> <li>• File Name: FLAIRC_GLI082_M_YYYYMMDD-HHMM.txt</li> <li>• File Type: Text Files (fixed width)</li> <li>• File Destination: Florida PALM</li> <li>• Transmission Protocol: SFTP</li> </ul> <p>File Source: FLAIR IW Payroll Detail File (IW)</p> <ul style="list-style-type: none"> <li>• File Name: FLAIRI_GLI082_M_YYYYMMDD-HHMM.csv</li> <li>• File Type: Text Files (Delimited files)</li> <li>• File Destination: Florida PALM</li> <li>• Transmission Protocol: SFTP</li> </ul>		3 - Moderate	7/26/2022			DFS	Service Request	NA	NA
<b>Closed Tickets</b>												
5/24/2022	INC29143061	COA Configuration Request	Please configure the new account value noted below in Production.	Service Request	3 - Moderate		5/24/2022	5/27/2022	DFS	Service Request	NA	NA
5/23/2022	INC29130580	BCM April Cash	Can you assist Treasury in resolving the issue Collateral Management has identified below?	Service Request	3 - Moderate		5/25/2022	5/28/2022	DFS	Service Request	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/25/2022	INC29171017	API107 did not pick up the correct file last night.	API107 did not pick up the correct file last night. It picked up a delta file twice for an error correction run. The process has been executed now with the correct file for the normal 5/24/22 run. So once this ticket is opened it can be resolved. We just need something for documentation/audit purposes.	Other	3 - Moderate		5/25/2022	5/28/2022	DFS	Service Request	NA	NA
5/2/2022	INC28766938	ARI010 Inbound Direct Journal Deposit Spreadsheet Upload - Update Template	Update the ARI010 Direct Journal Deposit Spreadsheet Upload template. We'll need to discuss options with the team to remove Monetary Amount vs Foreign Amount system issues. <ul style="list-style-type: none"> <li>• Unhide Monetary Amount</li> <li>• User to populate Monetary Amount and system auto populates Foreign Amount</li> <li>• Add validation to make sure both amounts equal each other</li> </ul>	Service Request	3 - Moderate	5/24/2022	5/25/2022	5/28/2022	DFS	Service Request	NA	NA
5/3/2022	INC28788648	Unreconciled Deposit - February - HSMV \$27.00	The system transaction below is unreconciled for February, and there does not appear to be a bank transaction to match it to. We would like to resolve this transaction before we close the month. Please advise if you can assist us with reconciling this transaction.	Data	3 - Moderate		5/26/2022	5/29/2022	DFS	Service Request	NA	NA
5/24/2022	INC29149292	BTB_GL_TRANSACTIONS Query	Please open an incident ticket for access to the BTB_GL_TRANSACTIONS query in order to help in the process of Book to Bank.	Service Request	3 - Moderate		5/31/2022	6/3/2022	DFS	Service Request	NA	NA
5/4/2022	INC28806851	Clean up ARI033/ARI003 error log	There are 13 rows in the addenda record that need the FLP_DEPOSIT_FLAG flipped to 'Y'. Treasury has used the details in the record to create manual deposits, so we do not need to create them with ARI003/ARI033.	Data	3 - Moderate	5/26/2022	5/31/2022	6/3/2022	DFS	Service Request	NA	NA
5/25/2022	INC29172817	April's interest apportionment complete; ad hoc run request of GLI010 and GLI047	Treasury has completed the interest apportionment process for April 2022, so @FLPALM_Solutions please create a SNOW ticket to have an ad hoc run of GLI010 and GLI047 scheduled.	Service Request	3 - Moderate		5/31/2022	6/3/2022	DFS	Service Request	NA	NA
5/9/2022	INC28882079	Account adjustment \$700.00	Please advise if we will receive a debit memo for a bank adjustment of \$700	Service Request	3 - Moderate		6/3/2022	6/6/2022	DMS	Service Request	NA	NA



Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/20/2022	INC29083959	PALM ChartField String Corrections	The attached journals need to be corrected within Florida PALM. These corrections are needed due to mismatched values on the crosswalk, which has been addressed. The workbook does contain the correcting entries required in PALM.  Please let me know if more information is needed.	Service Request	3 - Moderate		6/6/2022	6/9/2022	DFS	Service Request	NA	NA
5/4/2022	INC28804973	FLP_ACCT_FUND_BAL_SF_XWALK567304.xlsx	We are trying to verify the amount within the treasurer's fund is equal to the amount of warrants outstanding from AP	Service Request	3 - Moderate		6/9/2022	6/12/2022	DFS	Service Request	NA	NA
6/8/2022	INC29480116	Florida PALM Recon Roles	Please assign this ticket to Justin Randolph.  The FLP_RCN_RC_PG (Load Central Data) needs to be removed from the FLP_RECON_RECONCILER role and added to the FLP_RECON_ADMIN role.	Service Request	3 - Moderate		6/14/2022	6/17/2022	DFS	Service Request	NA	NA
6/6/2022	INC29424740	Questions concerning Disinvestment Journal Entry in Central FLAIR and Reversing Journal Entry	**Disinvestment journal 0000387452 was created in Palm 4/25/2022 in the amount of 400,000.00. It was created in error. Journal 0000389326 was created to liquidate lines 1-4 referencing Journal 0000387452 4/26/2022. A brand new Disinvestment Journal was created in the same amount (journal 0000387469) 4/25/2022 and Transaction 96 was entered in Flair for this journal. Only 1 Transaction 96 was created, however in Central we see that two TR45's were entered twice when there should only be 1 and as a result it is affecting our ability to reconcile records on our end. Could you please advise what is going to be done so that we can move forward?	Service Request	3 - Moderate		6/16/2022	6/19/2022	DBPR	Service Request	NA	NA

**CMS Remediation Report  
Attachment 1: Service Requests**

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/2/2022	INC28771144	Identification of one-way journal posting modules/processes	<p>It has been shared with Treasury that certain modules and/or processes cannot have their journal entries posted to the GL systematically undone/reversed back to the subledger/source module, specifically the cash clearing process from the AP module. This will cause Treasury to have to develop and maintain new manual processes to monitor when bank transactions trigger us to input accounting entries.</p> <p>Please create a SNOW ticket to research other processes and modules to see if there are other defects needing Oracle enhancements like the cash clearing entries (see INC28509513). Specifically, are there any other processes within the AP module or the AR module where journals posting to the General Ledger are only one-way (unposting a journal would not systematically reset things down to the source module like it was not sent to the GL).</p>	How To	3 - Moderate		6/16/2022	6/19/2022	DFS	Service Request	NA	NA
5/10/2022	INC28898614	JPM Payments in Transit	some of these had a reconciled bank transaction, but we are having difficulties finding which system transaction it matched up with	Data	3 - Moderate		6/20/2022	6/23/2022	DFS	Service Request	NA	NA
6/8/2022	INC29479621	Action: Correcting Journal Request INC29340635	<p>I processed a correction based on the emails below because our Palm fund 26102 was out of balance to our records. It appears that we are still out of balance. The correcting journal is 0000443959 and processed on 6/3/22.</p> <p>I ran an investment report this morning to compare to our fund balance and it seems to still be out of balance. I have included the investment report and our spreadsheet showing the fund balance.</p>	How To	3 - Moderate		6/24/2022	6/27/2022	DEP	Service Request	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
6/6/2022	INC29424155	Automated Recon - Role/Permissions	<p>As we are getting ready to deploy the Automated reconciliation process, we would like to request a new Role and Permission list to provide access to the following Menu/Component/Pages</p> <p>Menu Component Page Navigation                      FLP_RCN_MENU FLP_RCN_CMP FLP_RCN_RC_PG Florida PALM Recon -&gt; FL PALM – Recon File Upload                      FLP_RCN_MENU FLP_RUN_REC_N_CMP                      FLP_RUN_RECON_PG Florida PALM Recon -&gt; Reconciliation Process                      FLP_RCN_MENU FLP_CTR_INQ_CMP FLP_CTR_INQ_PG Florida PALM Recon -&gt; Central Transaction Inquiry                      FLP_RCN_MENU                      FLP_AE_RULE_CMP/FLP_AE_IN_RULE_CMP(Secondary Page)                      FLP_AE_RULE_PG/FLP_AE_RULE_AE_IN_PG(Secondary Page) Florida PALM Recon -&gt; AE Rule Setup -&gt; AE Rule Engine Setup</p> <p>Tier 2 support should also have access to the underlying records in Query Manager to build queries and also should have access to Central Inquiry Pages.</p> <p>&lt;Chart is easier to read in email&gt;</p>	Configuration	3 - Moderate	6/30/2022	6/29/2022	7/2/2022	DFS	Service Request	NA	NA
6/22/2022	INC29890814	Request to grant access to the State Operations Configuration role the ability to inactivate the Treasury Correspondence Form once new forms are activated.	<p>Request to grant access to the State Operations Configuration role to have the ability to inactivate the Treasury Correspondence Form once the 4 new forms are ready to be activated. The access should be granted as follows:</p> <ul style="list-style-type: none"> <li>• Navigation: Enterprise Components &gt; Forms &gt; Manage Forms</li> <li>• Business Role Name: State Operations Configuration</li> <li>• System Role Name: FLP_STATE_CONFIGURATION_MAINT</li> <li>• Role Action: Update/Display access</li> </ul> <p>Related Tickets – INC28299539 - Treasury Correspondence Form Enhancement</p>	Service Request	3 - Moderate	6/30/2022	7/1/2022	7/4/2022	DFS	Service Request	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
6/24/2022	INC29947436	Assistance with identifying the transactions that make up the book to bank difference below for the 5776 account for May.(5576 outages)	Treasury would like to request assistance with identifying the transactions that make up the book to bank difference below for the 5776 account for May. We have already used the timing query to identify timing differences and this is the outage that remains.	Service Request	3 - Moderate	6/30/2022	7/20/2022	7/23/2022	DFS	Service Request	NA	NA
6/13/2022	INC29609891	Further assistance identifying unexplained differences in book-to-bank recon for April 2022 - This is a high priority ticket for the Treasury.	Please open a high priority incident ticket to assist Treasury in identifying the unexplained differences on the book-to-bank reconciliation for the month of April 2022. Specifically, we need assistance figuring out the JPM 3136 and JPM 5776 accounts. We reviewed Mayda's previous recon of the 5776 account for April, which seems to show all April transactions reconciling. However, we still have unexplained differences on book-to-bank, and since Treasury needs to confirm these two bank accounts in the book-to-bank recon process, we will need to understand these differences and what GL adjustments are needed.	Service Request	3 - Moderate	6/30/2022	7/20/2022	7/23/2022	DFS	Service Request	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Open Tickets</b>												
7/12/2022	INC30546425	Unposted deposits partially sent to Central FLAIR through ARI027	We verified that payments are not picked by ARI027 if at least one payment from the deposit is unposted. There are total 23 payments not sent to FLAIR. We will need code fix. After code fix these deposit will be picked by ARI027. Discuss with Treasury and A&A as these deposits cross fiscal years and we may need to communicate to agencies for financial reporting impacts. 64000/102917 -50.00 76000/20390 -630.85 76000/28536 -496.90	Service Request	3 - Moderate	7/28/2022	8/1/2022		DFS	Incident	NA	NA
7/13/2022	INC30559615	Update Florida PALM Auto Reconciliation - ARI027	Update Florida PALM Auto Reconciliation - ARI027: include a new step to account for unposted Florida PALM deposits that need to be dispositioned and reconciled against Central FLAIR.	Application Code Change	3 - Moderate	9/13/2022	8/1/2022		DFS	Incident	NA	NA
7/13/2022	INC30563099	API107 picking up payments already cancelled for cancellation again causing Payment Post to fail.	The issue was noticed when PALM tried to process an escheatment only file from OIT. There were 10 payments that were picked up for cancellation, that is the cancel date was updated to the date the program ran, those that have already been cancelled before.		3 - Moderate	7/28/2022			DFS	Incident	NA	NA
<b>Closed Tickets</b>												
5/2/2022	INC28771854	Missing GL Journals for Cutover Deposits	Request to track GL journals needed for missing cutover deposits.	Data	3 - Moderate	5/20/2022	5/24/2022	5/27/2022	DFS	Incident	NA	NA
5/5/2022	INC28824629	GLI068 interface program logic	update the GLI068 interface program logic to consider posted and unposted journals	Application Code Change	3 - Moderate	5/19/2022	5/25/2022	5/28/2022	DFS	Incident	NA	NA
5/12/2022	INC28939151	COA Crosswalk Updates needed	The Budget date should be updated to June 30, 2022 on the COA crosswalk report run 5/12/2022	Service Request	3 - Moderate		5/26/2022	5/29/2022	DFS	Incident	NA	NA
5/20/2022	INC29080899	Warrants that were not included at Conversion	As part of the CMS Reconciliation work, it was found that a population of warrants were not included at Conversion to Florida PALM. Need to perform or load correcting entries for these warrants in Florida PALM.	Data	3 - Moderate		6/2/2022	6/5/2022	DFS	Incident	NA	NA
5/11/2022	INC28915855	ARI010 Performance Tuning	performance tuning of ARI010 – Deposit Spreadsheet Upload	Service Request	3 - Moderate	6/2/2022	6/7/2022	6/10/2022	DFS	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/4/2022	INC28803455	Delayed Settlement accounting templates for purchases	<p>Upon reviewing the delayed settlement issuing and settling accounting templates related to purchases of Deal Management securities, it appears that the amounts mapping to Accounts 300030 and 300031 are not as expected. My understanding was that everything hitting Account 300030 would be the offset to the par amount of whatever instrument type was being purchased, as well as the Purchased Interest component, when applicable. The amount going to Account 300031 would be just the discount or premium amount of that security purchased.</p> <p>It appears that Account 300031 is not mapping/calculating the correct amount of discount/premium on each purchase, which means that the invested cash balance of the General Fund (and its average daily balance, used for interest apportionment) would be misstated at any given time where there are delayed settlement purchases outstanding (majority of days in any given month).</p> <p>It looks like Account 300031 is calculating its amount based on the Settlement Amount minus the Par Amount, which would mean Purchased Interest is being included incorrectly in that calculation. Please research and assist Treasury with any corrections/updates to the accounting templates related to each instrument types' delayed settlement purchase.</p>	Data	3 - Moderate	5/12/2022	6/9/2022	6/12/2022	DFS	Incident	NA	NA
5/18/2022	INC29034999	Debit Memos for chargebacks issues	HSMV still having some of the chargebacks not rolling over to debit memos and are showing on our unreconciled report.	Application Software	3 - Moderate		6/9/2022	6/12/2022	FLHSMV	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/17/2022	INC29019456	Journal Rent error	<p>Corrections are needed for Journals created through GLI065 for flawed agency entry - DPBR to DMS Journal Rent error</p> <p>In December, DPBR prepared an encumbered Journal (C25 / C45) to DMS to pay rent (Object 431000) for what appears to be parking spaces. One line of the four departmental entries, for \$288.00, used Category 190000 instead of 040000, with the DMS Supervision TF (FLAIR FID 696001 / FLP Fund 69600) as the benefitting Fund and Sale of goods and services to State Agencies (001903) as the benefitting Category. A&amp;A posted the JT-2 totaling \$672.00 on 12/07.</p> <p>Florida PALM received the journal as an EXT source and posted the journal on Journal ID BU 79000, 0000200624, two lines to BU 43002 for \$672 DR &amp; CR; and eight lines to 79000 for \$672.00 DR &amp; CR. The Accounts use for 43002 are DR 101013 – Interunit Cash and CR 304000 – Due to Pool 1 Inv.</p> <p>The result of the logic to build the investment journal entry from the information in the GLI065 file has resulted in BU 43002 for the DMS Supervision TF (69600) having a liability for Pool 1 investments, and in BU 72000 the Supervision TF Revenue is understated.</p>	Application Software	3 - Moderate		6/13/2022	6/16/2022	DFS	Incident	NA	NA
5/19/2022	INC29060024	Approval of Cash Transfers	There should be a system control in place so that an end user cannot approve a cash transfer they create. However, Jennifer Pelham reported the system still allows them to approve a cash transfer. Let me know if you need additional information.	Service Request	3 - Moderate	6/9/2022	6/15/2022	6/18/2022	DFS	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
6/14/2022	INC29629804	Interest for Apportionment Report - May	<p>Good Morning,</p> <p>Please open a high priority incident ticket for the Interest for Apportionment report. It is pulling balances for period 11 that do not align with the data in the general ledger. I have attached two account values and highlighted their balances for period 11. Other balances appear to have the same issue.</p> <p>611171 \$22,421,137.33 report has over 179 million 611176 \$23,848,171.28 report has over 190 million</p> <p>The total apportionment for May should be around 45 million. Report states 371 million. This report is critical to the Interest Apportionment Process.</p>	Data	2 - High		6/15/2022	6/18/2022	DFS	Incident	NA	NA
5/4/2022	INC28803100	CRA Activity Statement Report	In reviewing our CRA Activity Statement Reports for April it appears our Bank Transaction: (Reconciled) section seems to be showing double entries for each transaction causing our Bank Transaction Total to be incorrect.	Data	3 - Moderate	6/17/2022	6/17/2022	6/20/2022	FDLE	Incident	NA	NA
5/25/2022	INC29170684	Date Tolerance	When the Date tolerance field is left Blank on a line, it inherits the Date Tolerance from the previous line	Oracle Fix	3 - Moderate		6/17/2022	6/20/2022	DFS	Incident	NA	NA
5/19/2022	INC29060284	Assistance needed for April's book to bank reconciliation	Treasury needs assistance in sorting out what is happening with the April book to bank recon for JPMorgan bank accounts ending in 3136 and 5776. The process we have been following is not explaining all the outages, but there are also ever-expanding lists of items in the GL Adjustments and the Payments in Transit categories that are becoming unwieldy for Treasury to keep up with what should be selected/unselected each month.	Service Request	3 - Moderate		6/22/2022	6/25/2022	DFS	Incident	NA	NA
6/24/2022	INC29956600	Unreconciled Deposits Report within Child Support Program	<p>It appears that PALM isn't correcting or entering deposits from the Unreconciled Deposits Report. This is leaving them unbalanced to the comptroller. Comptroller should post matching entries to balance and show these are no longer unreconciled.</p> <p>I will provide the spreadsheet and a copy of our reconciliation system we use to match with comptroller to keep our book in balance.</p>	Service Request	3 - Moderate	6/30/2022	6/30/2022	6/30/2022	DOR	Incident	NA	NA
5/16/2022	INC28993666	Payment Dispatch	The distribution Status goes to "not posted" in four instances of manually running the Payment Dispatch process	Data	3 - Moderate	6/30/2022	6/28/2022	7/1/2022	DFS	Incident	NA	NA



Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/13/2022	INC28954414	DMI004 not always processing everything on daily interface file	We have reviewed DMI004, and while Bloomberg is sending all of the correct coupon rates, it appears that Florida PALM is not always processing everything on that interface's daily file. Please research and provide an analysis on the missed processing/updating of coupon rates for certain securities on DMI004. If there are any questions, please let me know!	Service Request	3 - Moderate	6/16/2022	6/28/2022	7/1/2022	DFS	Incident	NA	NA
5/2/2022	INC28765840	CME004 Allocation Issue	There have been instances where CME004 is not allocating things from the master account because the string in the descrlong field of the bank statement table is coming from the bank in an "unexpected" format based on the current logic. Research a solution as to how we can get these items allocated to the proper sub-accounts	Data	3 - Moderate	6/30/2022	6/28/2022	7/1/2022	DFS	Incident	NA	NA
6/23/2022	INC29923966	Performance Indexes for FLP_RCN_LOAD Reconciliation custom Application Engine	Performance Indexes for FLP_RCN_LOAD Reconciliation custom Application Engine	Other	3 - Moderate	6/29/2022	6/29/2022	7/2/2022	DFS	Incident	NA	NA
6/29/2022	INC30115879	Florida PALM System Maintenance	It seems that after the FL PALM planned maintenance on June 26, 2022 the EFT-treasury correspondence form has stopped sending automatic emails when the forms are approved or denied by treasury for same day EFT notification. My last email for that purpose was on Friday June 24th and I haven't received any this week.  Note:- Postfix is a Mail Transfer Agent (MTA) that can be used to route and deliver email on a Linux system.	Application Code Change	3 - Moderate	8/29/2022	7/6/2022	7/9/2022	DOE	Incident	NA	NA
5/3/2022	INC28787141	ARI007 ERROR -- DOR_ARI007_D_20220503-1006.err	DOR has reviewed the error report. It appears there is an issue on the PALM side as the records reported as already existing DOR only sent back what we received in the CMI013 for today's settlement date.  For the duplicate records, we found 35 for IA070380000001 in our file as well as the CMI013 and 9 occurrences for IA208300000001. We reported back the same number of occurrences based on the CMI013.  What will PALM do to resolve these discrepancies?	Data	3 - Moderate	6/27/2022	7/6/2022	7/9/2022	DOR	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
6/30/2022	INC30146659	An bug was discovered while running the Automated Recon Process for API107. The implementation of a code is required to rectify this issue..	A bug was detected while running the Automated Recon process for API107.  A code fix is required to correct the bug.  Attached is the email from the Validators.	Service Request	3 - Moderate	7/5/2022	7/7/2022	7/10/2022	DFS	Incident	NA	NA
6/21/2022	INC29851577	FDLE Debit Memo	FDLE has a returned item in FLAIR (attached), but we aren't able to locate it in PALM and Treasury wasn't able to locate it either. <See further detail in attached form>	Service Request	3 - Moderate	7/12/2022	7/21/2022	7/24/2022	FDLE	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Implemented Tickets</b>												
3/28/2022	INC27847616	Request for change to the COA Crosswalk functionality	A&A would like to request a change to the COA Crosswalk which could assist in minimizing user error when entering ChartField values to the Crosswalk. Currently, the user is required to enter all Florida PALM values when adding the FLAIR 29-digit code to the Crosswalk (figure 1). We would like to request a change to provide for auto-population of the Florida PALM Budget Entity and Category fields when the FLAIR 29-digit value is entered by the user (figure 2). Once populated, these values become greyed out to prevent further modification by the user.  This change was identified during CMS wave design and was planned for implementation during the old Central wave. It is our understanding that the functional design and the code for this change already exists and it should not be a significant lift for Accenture.	Service Request	3 - Moderate	4/28/2022	5/2/2022	5/5/2022	DOH	Service Request	NA	NA
3/30/2022	INC27898025	Treasury Correspondence Workflow (DFS)	Based on agency feedback, I am submitting a request to add notifications to the Treasury Correspondence Workflow upon approval. Agencies are having to periodically check to see if their request has been worked and approved. This will allow a notification to them when Treasury completes the action and approves the form.	Enhancement	3 - Moderate	4/28/2022	5/3/2022	5/6/2022	DEM	Service Request	NA	NA
3/24/2022	INC27759202	Add the Payment ID (DOR assigned deposit number) found in the first occurrence of a record type 2 be included on the error report.	Additional detail, the Payment ID (DOR assigned deposit number) needs to be included on the error report to help identify the transaction requiring correction.	Enhancement	3 - Moderate	5/12/2022	6/17/2022	6/20/2022	DFS	Service Request	NA	NA
4/18/2022	INC28391026	CMI009 – Outbound Bank Deposit Data to exclude BAI code 195	"CMI009 – Outbound Bank Deposit Data to exclude BAI code 195 for ONLY bank accounts at JPM ending in 0273, and 5776. By including these BAI codes, there is a risk that DEO could enter the deposits and receive cash credit for bank to bank transfer that is processed from Treasury."  Not flagged for CMS Wave.	Service Request	3 - Moderate		6/21/2022	6/24/2022	DFS	Enhancement	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
4/7/2022	INC28113853	GLI046 future beginning balances, and 0.00 balance scenarios	<p>05/09/2022 - Paul Heiler update GLI046 can provide the beginning balances for Pool 1 participants, when the file is run for 7/1/2022, the beginning balance data provided will represent Period 0 beginning balance for all Pool 1 participants for the 2023 Fiscal Year. Defects in existing GLI046 identified are preventing the existing program from producing Period 0 beginning balances and transactional activity. Defects will be addressed in this incident.</p> <p>1. Address GLI046 logic to confirm the Fiscal Year based on the run control "As-of-Date". Only data related to the Fiscal Year, based on the "As-of-Date" should be selected by the program. 2. Logic from #1 will be applied to balances and transaction activity.</p> <p>8/6/2021 - Per confirmation from PALM, only enhancement #1 needs to be addressed. See attachment. Enhancement #2 is not required, as the existing GLI046 interface is working the same for zero balances as the current PALM GLI046 is providing. 2 enhancement requested to GLI046</p> <p>1. Create a separate interface which they will run the first day of each fiscal year which, again, will contain only the beginning balances in the beginning and ending balance fields. 2. Expand GLI046 daily interface logic to account for several 0.00 amount scenarios.</p>	Service Request	3 - Moderate		6/22/2022	6/25/2022	DFS	Enhancement	NA	NA
3/24/2022	INC27759262	BAI code of 466 in PALM that are not being assigned a Deposit Number	Agencies are receiving bank transactions with a BAI code of 466 in PALM that are not being assigned a Deposit Number. Potential change to CME003 and CMI009 to add a logic for BAI code 466.	Enhancement	3 - Moderate		6/22/2022	6/25/2022	DFS	Enhancement	NA	NA
3/24/2022	INC27758624	Add an Addenda Parsing Rule to ZBA Transactions	On 7/29, 3 CRA Master Account transactions received a DPI (duplicate) status. Due to the DPI status, the ZBA BSP rules didn't populate for the transactions. Treasury asked if there is a way to prevent ZBA transactions from having a DPI status (If they are not true duplicates). The proposed solution is to add an addenda parsing rule to pull out the IA Number from the addenda field and populate that number into the reference field.	Service Request	3 - Moderate		6/24/2022	6/27/2022	DFS	Service Request	NA	NA
12/14/2021	INC25647322	GLR151 Cash Balance by Fund Report is not reflecting balances within the cash in the Treasury nod.	GLR151 Cash Balance by Fund Report is listing funds that do not belong to the business unit and is not reflecting all balances within the cash in the Treasury nod.	Application Code Change	3 - Moderate	6/30/2022	6/28/2022	7/1/2022	DFS	Enhancement	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
3/25/2022	INC27788443	\$0 deposits not automatically reconciling	The \$0 deposits go to the internal interunit bank account. Because this is an internal account, there is no bank statement, so it cannot be reconciled automatically. The request is to update ARI014 (Inbound Verified Deposit Data) to fully automate the process.	Enhancement	3 - Moderate	6/30/2022	6/29/2022	7/2/2022	DFS	Enhancement	NA	NA
6/21/2022	INC29847602	ARI003 Interface	ARI003 Interface update for yearend processing. We need to change the Accounting Date on the credit card returns since they reconcile on the same day we record them to the previous day's bank statement. We should map the Accounting Date on the credit card return to the RECON_BANK_DT in the FLP_BNK_ADDENDA record, similar to ARI033.	Enhancement	3 - Moderate	6/29/2022	7/5/2022	7/8/2022	DFS	Enhancement	NA	NA
3/24/2022	INC27759172	Request to create a run control, or batch process to allow all bank accounts to be reconciled together at once rather than manually one by one.	Dept of Financial Services (DFS) is requesting the enhancement of the delivered Book to Bank reconciliation process so that the program will process all bank accounts during one run as opposed to the accounts being processed manually one by one.	Service Request	3 - Moderate	6/30/2022	7/5/2022	7/8/2022	DFS	Enhancement	NA	NA
4/11/2022	INC28212643	Automate Bank Account Security Nightly	Automate Bank Account Security to be included in the nightly batch process. This will add the proper bank account security to new bank accounts once they are created in the system.	Enhancement	3 - Moderate	6/27/2022	7/7/2022	7/10/2022	DFS	Enhancement	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
4/21/2022	INC28470874	Request for assistance to distinguish portion of fund 72800 that is accounted for in Florida State budget	<p>The Treasurer's fund within Florida PALM, fund 72800, is used to account for cash in the State Treasury. A large portion of the cash accounted for in fund 72800 is not reported in FLAIR. However, there is a portion of cash in fund 72800 that is reported to Central FLAIR and ultimately within the ACFR. The corresponding FLAIR fund is 728001.</p> <p>A&amp;A is responsible for tracking the portion of cash in Central FLAIR fund 728001. This is primarily made up of monies invested from agency trust funds, earnings on invested funds, agency disinvestments and admin fees from investment activity.</p> <p>A&amp;A, Treasury, and the Project have had difficulty distinguishing the portion of cash accounted for/tracked through the state appropriations and budgetary process and the portions of funds related to pool 2, outstanding warrants, unverified deposits and other activities. A&amp;A has the responsibility of reconciling all cash that is reported in Central FLAIR to FLP. In addition, the portion of cash that is part of the appropriations/budgetary/revenue estimating processes are reported in the ACFR separate from cash related to other Treasury activities. Therefore, A&amp;A has a business need to be able to distinguish these portions of the 72800 fund separately.</p> <p>The difficulty in distinguishing these funds is impacting reconciliation and the design of reports GLR151 and GLR150 that are used at an enterprise level for reporting and reconciliation.</p>	Enhancement	3 - Moderate	6/30/2022	7/11/2022	7/14/2022	DFS	Enhancement	NA	NA
3/24/2022	INC27762522	Modify DMR002 to include historical data	Modify DMR002 Inventory Report to show the historical data. Ex. If report is run today with a date of Dec 31st, 2021 to display the owned investments as of Dec 31st. If there are some deals which are Matured\Sold after 31st Dec still those should appear in the report as it was Open as on 31st Dec.	Enhancement	3 - Moderate	7/8/2022	7/13/2022	7/16/2022	DFS	Enhancement	NA	NA
4/7/2022	INC28113918	Treasury requests the ability to see forms approved/denied by other users.	Please look in allowing other users in your work unit the ability to see each other's forms and for the ability to see the forms approved and denied by your work unit.	Application Code Change	3 - Moderate	7/12/2022	7/21/2022	7/24/2022	DFS	Enhancement	NA	NA
3/24/2022	INC27759374	Create a new Book to Bank query	Treasury needs to create a new report that combines the features of the two existing queries to list out all of the Book to Bank balances and include timing issues. This report will be used by treasury to have a comprehensive list all Bank Accounts and use to present to the Auditors.	Enhancement	3 - Moderate	7/12/2022	7/22/2022	7/25/2022	DFS	Enhancement	NA	NA
4/14/2022	INC28299539	Treasury Correspondence Form Enhancement	Treasury has requested that their correspondence form be separated to create four separate forms.	Service Request	3 - Moderate	7/26/2022	7/27/2022	7/30/2022	DFS	Enhancement	NA	NA

Deliverable ID	Name	Description	Deliverable Acceptance Criteria	Deliverable Amount	Estimated Payment Month
D616	CMS Hypercare and Enhancement Services (May 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	<ul style="list-style-type: none"> <li>List and status (e.g., in progress, completed, etc.) of CMS enhancements worked on during the period</li> <li>List of resolved CMS incident tickets and service requests completed during the period</li> <li>Project requirements documents updated during the period</li> <li>Status of migration of cash balancing automation tool, as applicable</li> </ul>	\$1,655,265	June 2022 (Paid on July 18, 2022)
D617	CMS Hypercare and Enhancement Services (June 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Completion of agreed upon CMS remediation Incident Tickets and enhancements as defined in Amendment 7	\$1,505,265	August 2022
D618	CMS Enhancement Services (July 2022)	This deliverable will document the enhancement services as documented in Amendment 7 provided by the Contractor. Services include deployment of forms and related workflows.	Completion of agreed upon enhancements as defined in Amendment 7	\$150,000	August 2022
D619	CMS Hypercare Optional Services (monthly starting in July 2022)	This deliverable will document the hypercare services as documented in Amendment 7, beyond those provided in Project Support Services, provided by the Contractor. Services may include assistance with: system configuration and troubleshooting, changes to operational processes, creation of user support materials, creation of project management action lists, redesign of NIC processes, input to month and year end close processes, creation of production queries, and other activities that are mutually agreed to between the parties.	Monthly report that summarizes the activities completed	Up to \$250,000	August 2022

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
<b>Open Tickets</b>												
7/29/2022	INC30821364	Additional logic of the 1st coupon payment to not update any records	Add additional logic of the 1st coupon payment to not update any records, if the transaction has a status of REC		3 - Moderate	9/29/2022			DFS	Incident	NA	NA
<b>Resolved Tickets</b>												
5/12/2022	INC28931513	Deal Management Interest Accrual accounting entries stopped generating for floating rate type securities	Some securities stopped generating interest accrual accounting entries in March but should still be accruing interest. The Rate Type is floating, instead of fixed. This directly impacts the interest for apportionment calculations.	Data	2 - High	5/15/2022	5/19/2022	5/22/2022	DFS	Incident	NA	NA
6/2/2022	INC29347473	6/1/2022 file from DMI001	Please provide me a copy of the DMI001 file from 6/1/2022.	Data	3 - Moderate		6/6/2022	6/9/2022	DFS	Service Request	NA	NA
5/5/2022	INC28821630	Incorrect Accounting Dates for Deal Management's template PSALE_DISC	When there is a partial sale of a Deal in the Deal Management module, a fix has been created to run the accounting template named PSALE_DISC, but it looks like this template is producing accounting entries based on the partial sale's Unwind Date instead of its Sale/Buyback/Unwind Settlement Date. Please update the logic to have the PSALE_DISC template create accounting entries for partial sales using the sale's Settlement Date	Application Software	3 - Moderate	5/12/2022	6/8/2022	6/11/2022	DFS	Incident	NA	NA
5/17/2022	INC29012890	Daily interest accrual accounting entries for Deal ID 130591 went from \$100 to \$13,000 for one day's interest accrual	Please research why Deal Id 130591 generated \$13,672.65 using the Interest Accrual accounting template on 4/29/2022, when it was properly accruing around \$100.34 a day for months before that Accounting Date. We did have to update the Security ID on this ticket, but I fail to see how that would impact interest accruals. If there are any questions, please let me know!	Service Request	3 - Moderate		6/13/2022	6/16/2022	DFS	Incident	NA	NA
6/27/2022	INC30046831	Matured Deals and payment dispatch	I have a question related to the payment dispatch of Deals that were purchased and have matured before payment dispatch ran. If a Deal matures before we dispatch its settlement/payment, it looks like the settlement disappears. If that is the case, will it even create accounting entries for the purchase/accruals/maturity? If the settlement disappears when payment dispatch is not run timely, then we have a problem: we started running June's payment dispatch of purchased Deals today.	Data	3 - Moderate	8/26/2022	6/28/2022	7/1/2022	DFS	Incident	NA	NA



Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
5/17/2022	INC29009491	Fixed rate securities also missing interest accrual accounting entry generation	<p>similar to but distinct from INC28931513.</p> <p>In this case, the Rate Type for the Deals in Deal Management are Fixed, and it appears in the example below it did not begin generating accounting entries until mid-April (it was purchased at its Issue Date in March). It is missing the interest accrual accounting entries from 3/28 through 4/14, but then it begins generating entries on 4/15 without calculating/generating the missing days' amounts.</p> <p>Deal ID is 176417, and its CUSIP/Security ID is 437076CM2.</p>	Data	3 - Moderate	7/30/2022	7/5/2022	7/8/2022	DFS	Incident	NA	NA
6/6/2022	INC29419624	Deal Management adding incorrect counterparty/receiving bank information on specific sales transactions	<p>After reviewing sales transactions in Deal Management, and after comparing the transactional data sent from Bloomberg via DMI001, it appears that Deal Management is choosing the wrong counterparty, settlement account, and settlement instructions. After reviewing what was sent by Bloomberg on the 6/1/2022 DMI001 file, I do not see that there is anything wrong with the interface file or layout for the sale transaction in question.</p> <p>When using FIFO methodology, is the system considering which portfolio a security is held? I know we previously worked on developing the logic for FIFO methodology on sales, but could someone confirm if the developed/configured logic keeps it within the appropriate portfolio/counterparty/settlement account fields? For reference, I have included screenshots of the 6/1/2022 DMI001 file's sale transaction, and the Sell/Buyback page (and sales query data) from DM.</p> <p>Please research what is causing the incorrect processing/mapping of the Counterparty, Settlement Account, and Settlement Instructions fields on sale transactions when a Security ID has multiple Deals across portfolios. &lt;See email for screen shots&gt;</p>	Data	3 - Moderate	6/30/2022	7/6/2022	7/9/2022	DFS	Incident	NA	NA

Created	Number	Short description	Description	Resolution	Priority	Agreed Resolution Time	Resolved	Closed	Agency	Ticket Type	Hours	Cost
7/13/2022	INC30558651	Modify DMR002 to change the mapping from Transaction_Proceeds to Transaction_Price.	Modify DMR002 to change the mapping from Transaction_Proceeds to Transaction_Price.	Service Request	3 - Moderate	7/26/2022	7/27/2022	7/30/2022	DFS	Incident	NA	NA
7/7/2022	INC30390927	Deal Position Update running to No Success (historical cash flow error on Deal ID 165359)	Please open a high priority incident ticket for the following issue with Deal Management. It looks like the historical cash flows error has come back. From what I can see, it is because something has changed on Deal ID 165359, but the Event Log for that Deal does not have any change since February.  Please research and resolve this issue.	Application Code Change	3 - Moderate	7/26/2022	7/27/2022	7/30/2022	DFS	Incident	NA	NA
6/30/2022	INC30150461	Interest and Amortization Accrual accounting entries creating after the sale of the Deal	Please open a ticket to research and resolve the following incident. It appears that a Deal, sold with a Sale and Settlement Date of 5/1/2022, had interest and amortization accrual accounting entries created with an Accounting Date of 6/1/2022. The Deal ID in question is 164272.	Service Request	3 - Moderate	8/25/2022	7/29/2022	8/1/2022	DFS	Incident	NA	NA