

Florida **PALM**

Planning, Accounting, and Ledger Management



CHANGE CHAMPION NETWORK TOWN HALL

MARCH 21, 2023



CCN Town Hall Agenda



Personalized Agency Working Sessions

What We Learned

Impacts to Requirements Review

Agency Next Steps



Implementation Timeline

Timeline Review

Project and Agency Activities



Agency Current State Analysis

Approach and RW Task 326

Agency Exchange: FDACS and DFS

Upcoming RW Tasks



Workforce Transformation

Building Awareness

Communication Strategy

Agency Exchange: FDC



Florida PALM Fundamentals

ERP Basics

Did You Know?

What's Next?



Personalized Agency Workings Sessions



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What We Learned

- ▶ You helped us understand you
 - Documented your agency's unique processes
 - Expanded internal stakeholder groups' engagement and awareness
- ▶ Identified many commonalities
- ▶ Added value to Requirements Review



Great Job!!!



Personalized Agency Working Sessions

Impacts to Requirements Review

Largely confirmed the existing requirements and new requirements needed to replace FLAIR functionality

- **Expansion Options**
 - New Shortcut Key requirement added
 - Will be stored with the transaction for reporting and analysis
- **Billing and Collections**
 - Moved to Optional Services
 - Broad Agency need for robust billing functionality
- **Reporting**
 - User-friendly data query tool
 - Similar to FIS or FLAIR@
- **Grants**
 - Grant ChartField added to COA design
 - Additional capabilities moved to Optional Services
 - Financials Wave will include Project Costing for projects only



Personalized Agency Working Sessions

Agency Next Steps

**Ok
Ok
What's
Next?**

- ▶ Continue Current-State Analysis tasks
- ▶ Continue expanded engagement with stakeholders
- ▶ Continue referencing your Agency Uniqueness Tracker to support:
 - identification of other unique processes
 - identification of future change impacts to unique processes
 - decisions about remediation of systems that support unique processes



Personalized Agency Workings Sessions



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Implementation Timeline

Road to Amendment 8

Complete

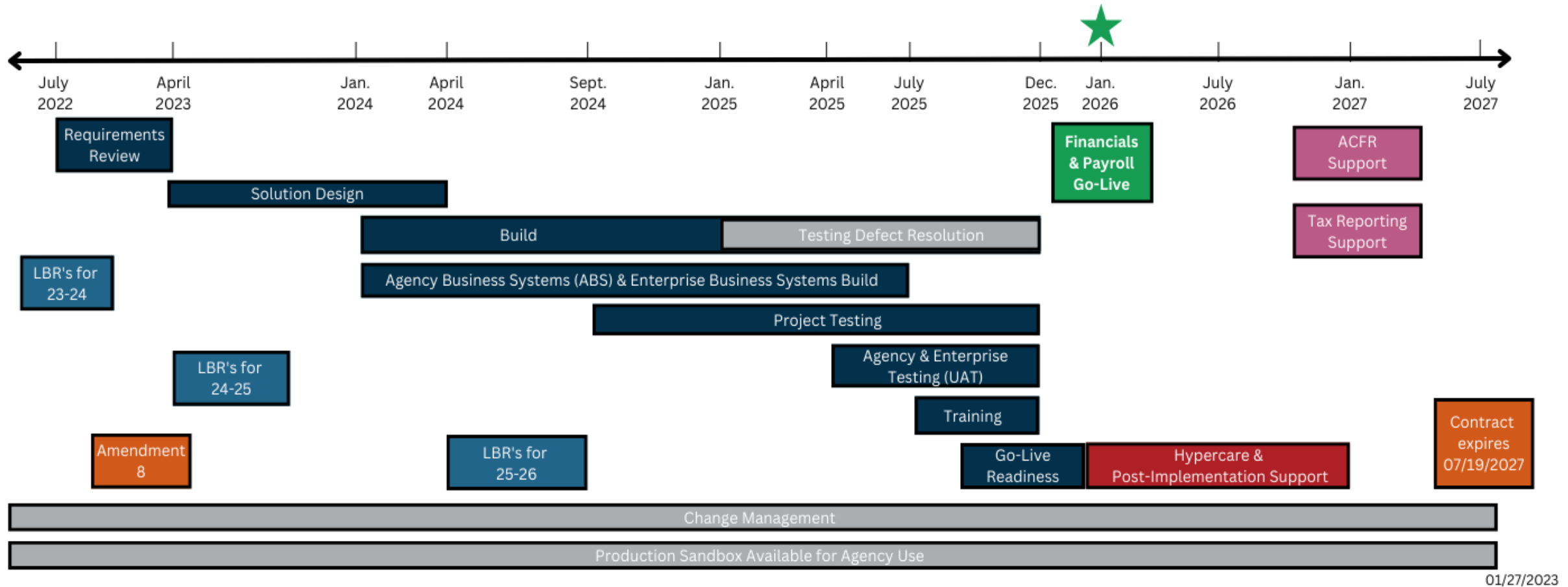
- ▶ Personalized Agency Meetings
- ▶ Treasury Calculations Audit
- ▶ IW Assessment
- ▶ FLAIR Requirements Reconciliation
- ▶ Project Review of Requirements
- ▶ IV&V Review
- ▶ Advisory Council Requirements Review Input

In Progress

- ▶ ESC Decisions
- ▶ Confirm Requirements
- ▶ Document Customizations



Implementation Timeline



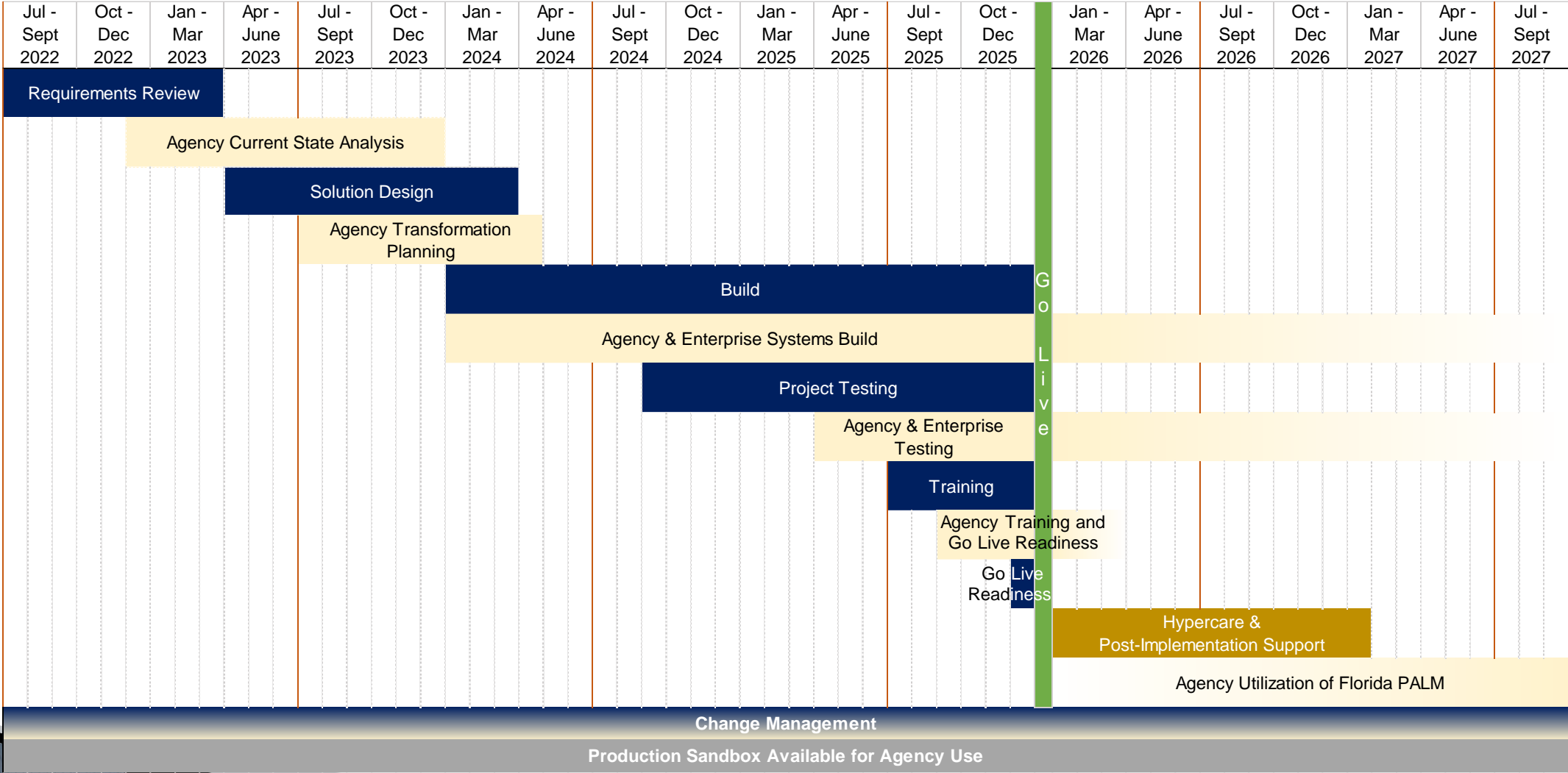
Implementation Timeline

Project and Agency Activities

Legend

Agency Activity

Project Activity



Implementation Timeline

Project and Agency Activities



Agencies are expected to fully understand and document current business practices including:

- ✓ How FLAIR is used today
- ✓ Agency business system functions and criticality
- ✓ FLAIR end user functions
- ✓ How FLAIR data is used
- ✓ Reports and critical data elements for reporting

Change Management

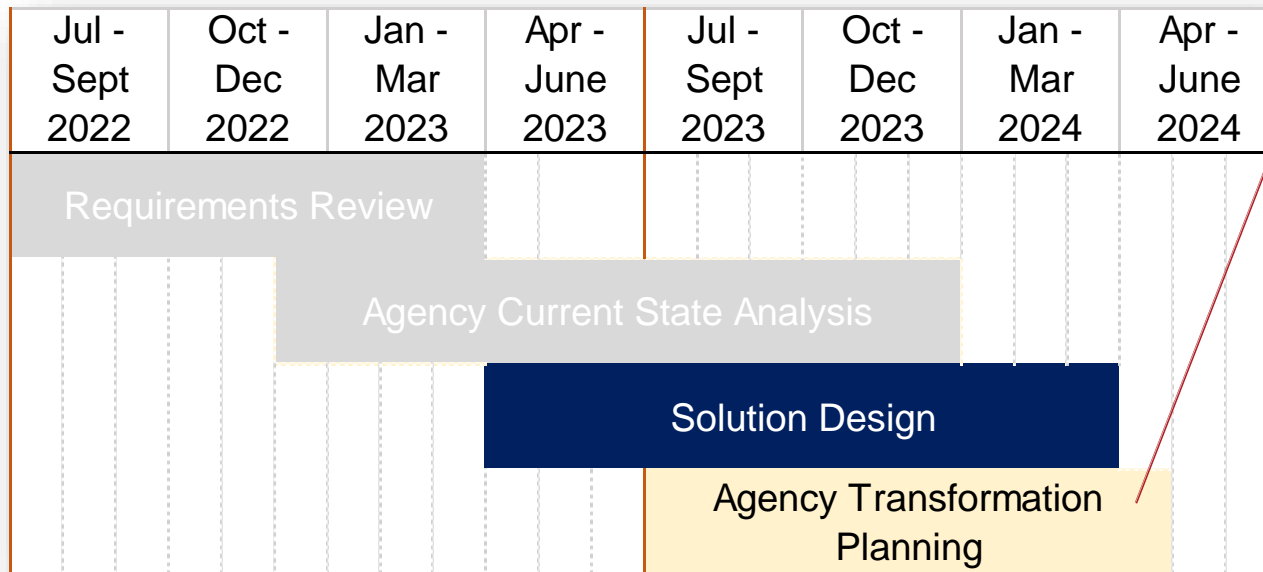
End users should understand:

- ✓ What they are doing today in FLAIR
- ✓ Florida PALM is coming



Implementation Timeline

Project and Agency Activities



Agencies are expected to:

- ✓ Build understanding of the Florida PALM design
- ✓ Analyze the “gaps” between Florida PALM and agency needs
- ✓ Create an agency-specific Transformation Plan for people, processes, technology and data

Change Management

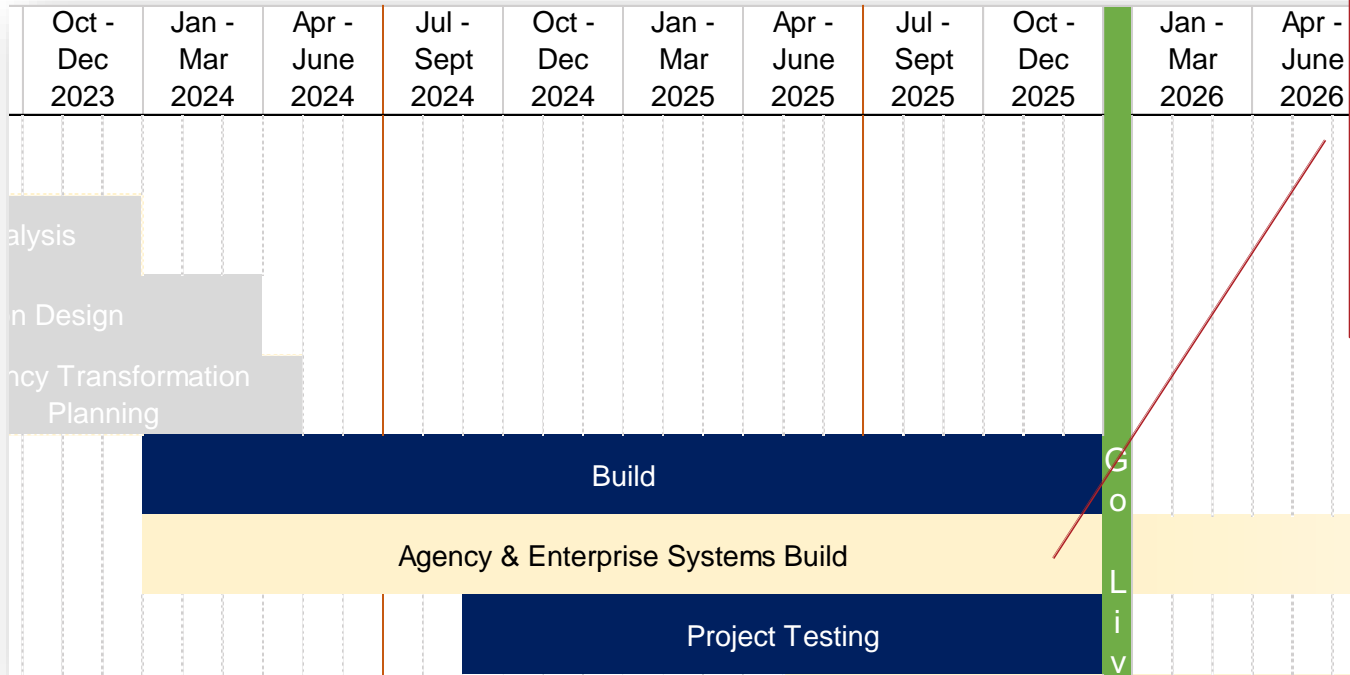
End users should understand:

- ✓ Why they do what they do in FLAIR
- ✓ Basic differences between Florida PALM and FLAIR



Implementation Timeline

Project and Agency Activities



Agencies are expected to:

- ✓ Complete Agency Business System remediation
- ✓ Complete interface and conversion testing
- ✓ Identify and assign UAT participants to end user roles

Change Management

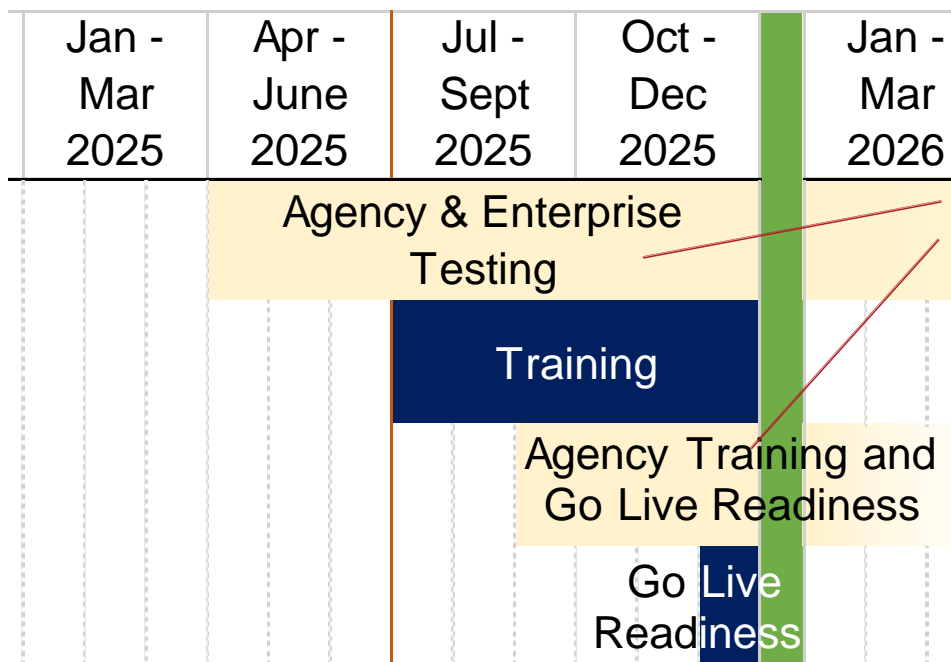
End users should understand:

- ✓ New terminology
- ✓ Benefits of Florida PALM
- ✓ Anticipated process changes with Florida PALM, including agency business systems



Implementation Timeline

Project and Agency Activities



Agencies are expected to certify readiness for go-live including:

- ✓ Confirming completion of end-to-end process testing (UAT)
- ✓ Confirming system remediation and successful testing
- ✓ Confirming updates to agency process documentation and agency-specific job aids
- ✓ Confirming all end users have assigned end user roles
- ✓ Confirming end users have completed Project and agency-specific training

Change Management

End users should understand:

- ✓ Changes in their job functions
- ✓ How to complete their job in Florida PALM
- ✓ Agency specific values and processes



Implementation Timeline

Project and Agency Activities

Oct - Dec 2025	Jan - Mar 2026	Apr - June 2026	Jul - Sept 2026	Oct - Dec 2026	Jan - Mar 2027	Apr - June 2027
	Hypercare & Post-Implementation Support					
	Agency Utilization of Florida PALM					

Agencies are expected to provide ongoing support to their end users including:

- ✓ Agency-specific training
- ✓ Role assignment and management

Change Management

End users should understand:

- ✓ How to continue to access training
- ✓ How to practice in the Sandbox
- ✓ Where to go for help



Personalized Agency Workings Sessions



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Agency Current State Analysis

Approach

WHAT?

- ▶ Document and understand your agency's
 - Critical data elements
 - Reports
 - Business systems
 - Business processes

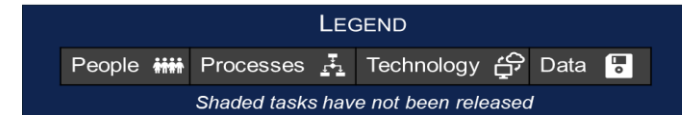
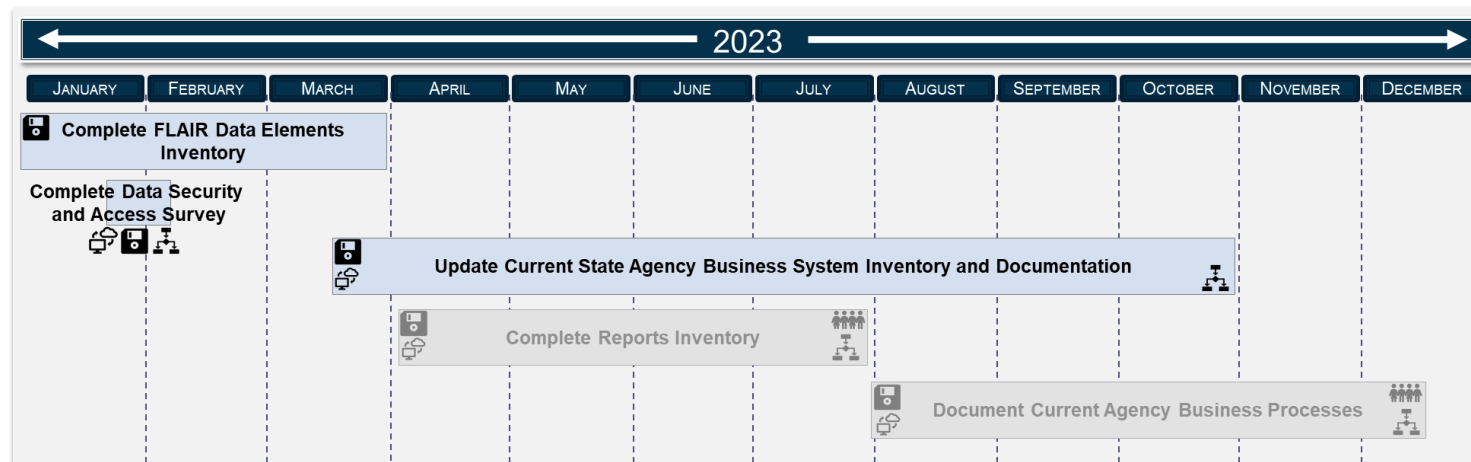
WHY?

- ▶ Help your current FLAIR end users understand:
 - what they do today
 - why they do it
- ▶ Assist with:
 - identification of change impacts
 - development of your agency's transformation plan
- ▶ Support your resource needs and funding requests



Agency Current State Analysis Approach

- ✓ 3/13 – Released RW Task 326 to Update Current State Agency Business System Inventory and Documentation, including:
 - Agency Current-State Analysis Approach
 - Example Documentation Template from DFS
- ▶ 4/3 – Release RW Task 327 to Complete Reports Inventory
- ▶ 7/31 – Release RW Task 328 to Document Current Agency Business Processes



Agency Current State Analysis

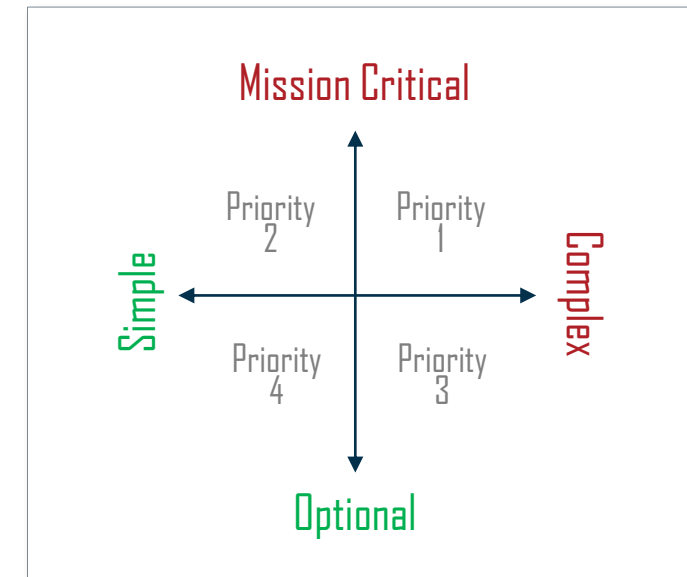
RW Task 326



#326 Update Current State Agency Business
System Inventory and Documentation



- ▶ March 13 – October 27
- ▶ 3-part task:
 1. Update current ABS inventory
 2. Document all current-state interfaces
 3. Review and update ABS documentation
- ▶ Consider ABS criticality and priority
 - Will the changes to the system be simple or complex?
 - What is the system's role in supporting your agency's business processes or mission?



Agency Current State Analysis

RW Task 326



#326 Update Current State Agency Business
System Inventory and Documentation



- ▶ This will help prepare you for:
 - Documenting current business processes
 - Identifying Agency Business System prioritization
 - Developing your agency business system remediation plan
 - Understanding your resource needs for remediation
 - Selecting Florida PALM interfaces and conversions



Agency Current State Analysis

RW Task 326 Agency Approach

AGENCY EXCHANGE



Jim Lewandowski
FDACS



**Stacey Pollock and
Alexandra Weimorts**
DFS



PALM Readiness at FDACS

CURRENT-STATE ACTIVITIES



RUN, DON'T WALK

- CCN Structure
- Effective then Efficient
- FDACS Book Club
- Division Surveys (reports and systems)
- Wading Into the Water – the PRT
- Playing Chess and the PALM Project



IN SUM

- Consider every opportunity to improve, whether engaging it or not; it may be useful later
- Let everyone have a voice and invite the crazy ideas, especially those performing the process each day
- Openly communicate with users (customers) on what is known and what is not
- Not trying to do it all... prioritize what is needed to launch successfully over what is preferred or would be nice to have



Jim Lewandowski – Chief of Finance and Accounting

Jim.Lewandowski@FDACS.gov

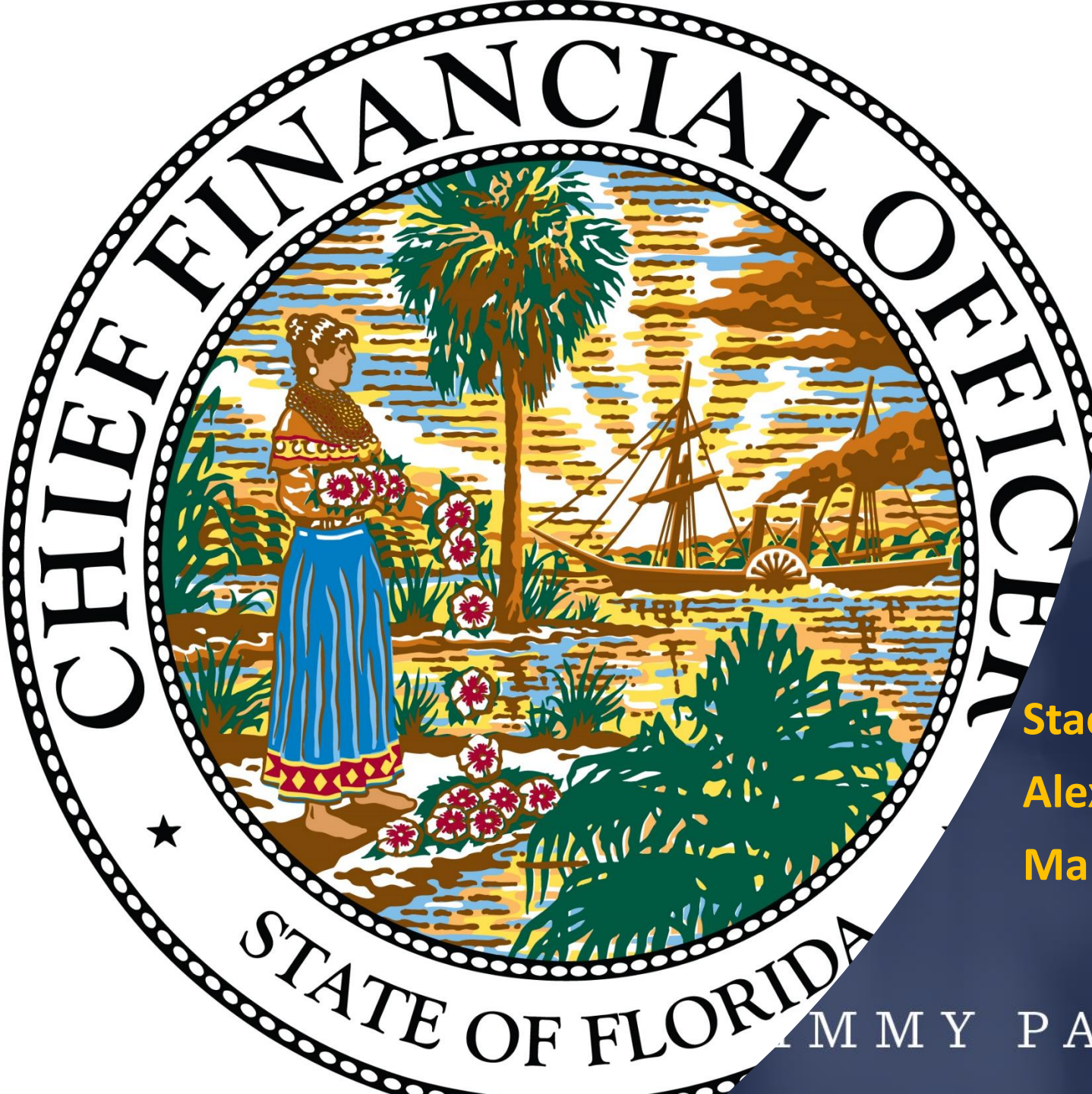
Agency Current State Analysis

FL Department of Financial Services



**Stacey Pollock and
Alexandra Weimorts**
DFS





IAL SERVICES

DFS Agency Business Systems Transition & Inventory Creation

Stacey Pollock, CCN Technical Lead

Alexandra Weimorts, CCN Business Lead

March 21, 2023

IMMY PATRONIS

Objectives:

- Provide DFS approach identify impacted business systems
- Provide examples, templates and what has worked for DFS



DFS Process to Build the Agency Business System Inventory

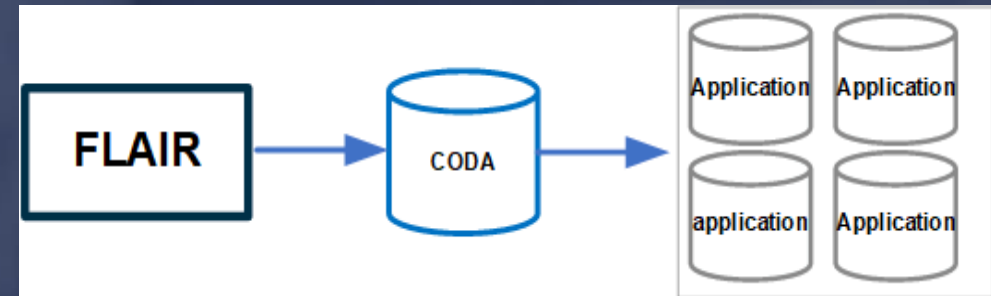
- **Assess all Agency Business Systems utilizing Current-State FLAIR Interfaces**
 - Document all Inbound/Outbound FLAIR interfaces
 - Determine what Agency Business Systems use each interface and if it interfaces with something else
- **Review Other Sources to expand ABS Inventory**
 - 2016 Business Case
 - DFS Surveys
 - Existing business system specifications
 - PALM task #324 FLAIR data elements inventory lists where the elements are located
- **Meetings with Functional and Technical resources**
 - Application Status Assessment with technical and functional resources
 - PAW Sessions

DFS Process to Build the Agency Business System Inventory

➤ Determine Downstream Impacts

Tier1: Systems/Applications that send/receive data directly with FLAIR

Tier2: Systems/Applications that send/receive data directly with a Tier1 System that have an impact with FLAIR



➤ Continuous Review of Inventory and Status

Monthly meetings with technical team managers

LBR review

Statewide Contract changes

Enterprise System Changes

CCN meetings

Florida PALM Project Design Solution

DFS Process to Build the Agency Business System Inventory

Wave	App Status	System/ Application/ DB	ABS System Type	Division/ Office	Business Owner	Application Development Group	App Tech Lead	System Supported By	Scope Assessment /Assumption	Retirement Date	Status Comments
Financials Payroll	Retire Remediate Test/QA	System Name	Application Third Party Utility Reporting Website	Division/ Office	Name	Name	Name	OIT Third Party Business Unit	Retire/Sunset - Scheduled to be or already is retired	Retire at FL PALM Go-Live	

DFS Process to Build the Agency Business System Inventory



➤ Third Party Systems

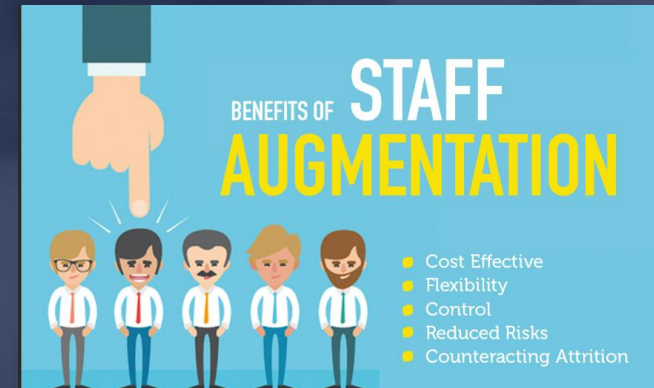
➤ Extra Technical Resources to Augment Existing Staff

Project Manager

Application Integration Engineer/Application Architect

Technical Business Analyst

Application Developer Analyst/Developer



Development of the Agency Business Systems Functional Designs

- **Function Design Contains Current-State and Future-State Sections**

- FLAIR file layouts used by system

- Pages/Batch Jobs/Reports containing FLAIR data

- Business Workflow/processes dealing with FLAIR data



- **Meetings with Functional and Technical Resources**

- Technical meetings to document current-state FLAIR data touchpoints and agency business system details

- Functional meetings to document current-state business processes between FLAIR and agency business system

- **Memorializing the findings for the team**

- Will be used for function and technical activities going forward



Agency Business Systems – Functional Design Document

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3	DOCUMENT PURPOSE
4	CURRENT APPLICATION PROCESS.....
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4.2	DEVELOPMENT PLATFORM
4.3	DATABASE PLATFORM
4.4	BATCH JOBS INFORMATION
4.5	REPORTING PLATFORM INFORMATION
4.6	APPLICATION USAGE AND DEPENDENCIES
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5.5	FLAIR HISTORICAL DATA ACCESS REQUIREMENTS.....
5.6	FLAIR HISTORICAL INTERFACE FILE RETENTION.....



Agency Current State Analysis

RW Task 327



#327 Complete Reports Inventory



- ▶ April 3 – July 28
- ▶ Identify essential reports that use FLAIR data
- ▶ Consider:
 - Who runs or receives the report?
 - How is the report produced?
 - When is the report produced?
 - Why is the report needed?
 - What is the purpose of the report?
 - Where is the data / report sourced from (e.g., Central, IW, agency business system)?
- ▶ What can I do now?
 - Start compiling list of reports
 - Make a list of who to ask



Agency Current State Analysis

RW Task 328



#328 Document Current Agency Business Processes



- ▶ July 31 – December 15
- ▶ Confirm that all agency accounting and payroll-related business processes are well documented
- ▶ Develop user stories
- ▶ Consider:
 - Who are key players in the process?
 - When is the process completed?
 - What are impacts of the process and on the process?
 - What is the sequence of key of events?
 - What are the resources that are essential to the process?



Agency Current State Analysis

RW Task 328

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#328 Document Current Agency Business Processes



- ▶ What can I do now?
 - Create an inventory of your business processes organized around the State's key business functions
 - Identify process owners
 - Talk within your agency about the “how”, “who”, “when”, “where”, “what”, and “why” of your current processes
 - Gather relevant documents
 - Create a shared location to store and access the information





Q&A



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Florida PALM Fundamentals

ERP Basics

Did You Know?

What's Next?



Workforce Transformation

Preparing for a Move

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Inventory

Plan

Execute



Workforce Transformation

Building Awareness

- *Awareness*
- Desire
- Knowledge
- Ability
- Reinforcement



Workforce Transformation

Communication and Messaging Strategy



Communications Basics

- Why?
- When?
- How?

Workforce Transformation

Communication and Messaging Strategy



- Planning Change Management Activities
- Utilizing Resources
- Supporting Managers and Supervisors

Workforce Transformation

Building Awareness

AGENCY EXCHANGE



Erica Starling
FDC



Florida Department of Corrections



Workforce Transformation Building Awareness

Erica Starling

PCard Works Communication Approach

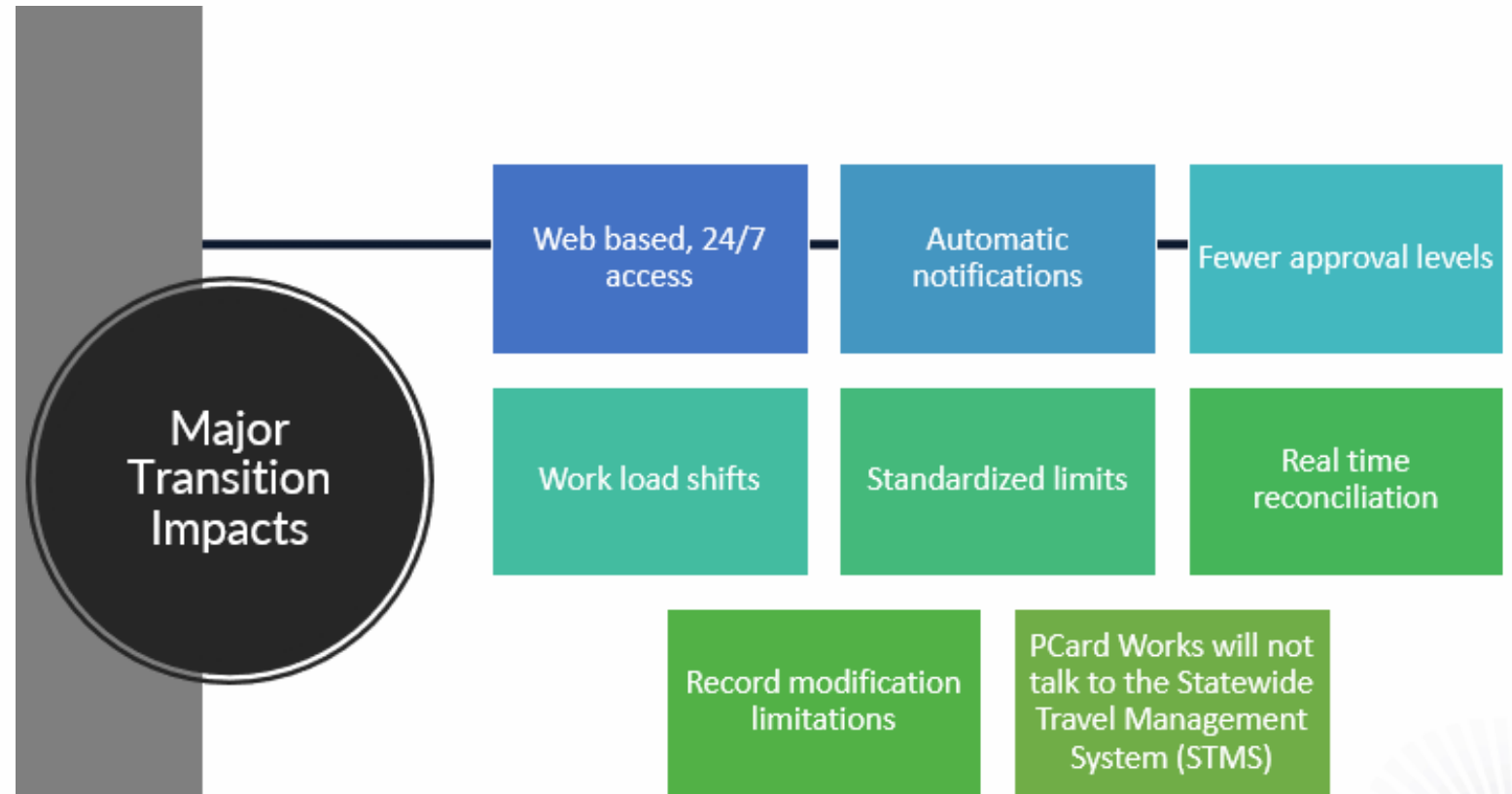
Business as we know it is about to change!

- Communicate early and often
- Clearly communicate the 'Why'
- Tailor your message to the audiences
- Keep communication positive to increase the likelihood of success



PCard Works Awareness

- Early Planning/Timeline
- Major Transition Impacts
- New Approval flows
- Role Changes
- Change Champions
- Group Structure Change
- Data Cleanup
- Training



FDC used all Three Types of Communication

- Push communication
- Pull communication
- Interactive communication



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Florida PALM Fundamentals

Foundation

Implement a statewide finance and accounting system to enforce process standardization, promote economies of scale, and enable comprehensive, accurate financial information to be produced.

Implement an evolving solution able to respond and support economic, political and social changes in a timely manner.

Implement a solution to support a true Statewide, unified information system.



Vision:

Implement a statewide accounting system that enforces standardization, acts as a scalable foundation to evolve as business needs change and positions Florida for future innovation as it considers a true enterprise-wide solution.



Florida PALM Fundamentals

Did You Know?

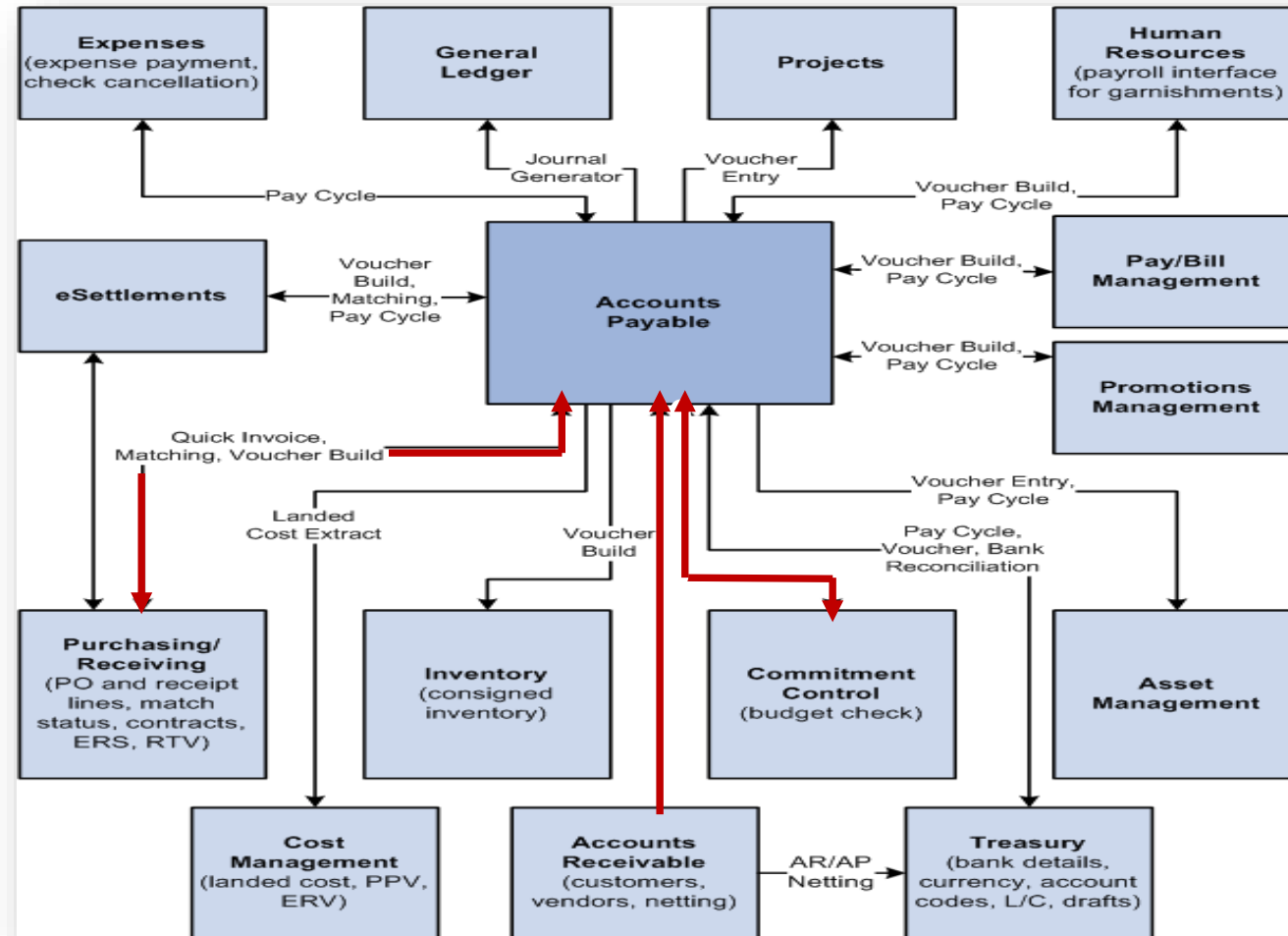
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Florida PALM Fundamentals

Did You Know?

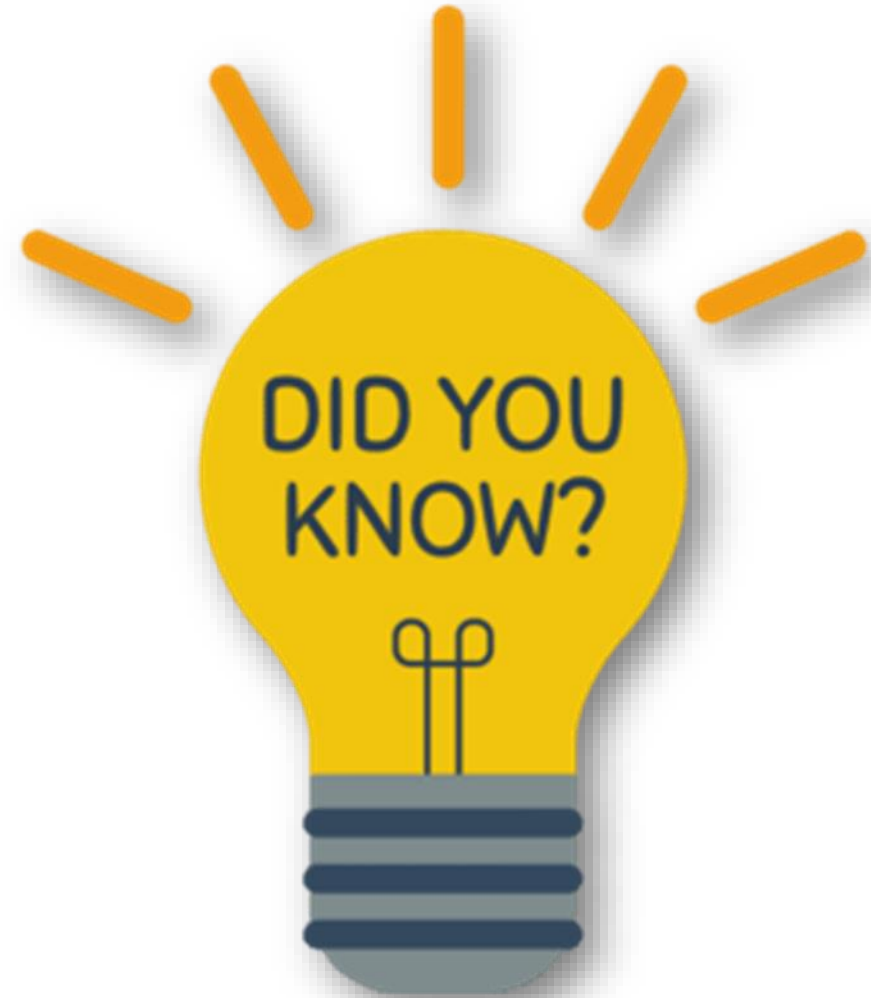
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Florida PALM Fundamentals

Did You Know?

- ▶ EO ~ Shortcut Keys
- ▶ COA ≠ One-to-One
- ▶ Budget ≠ Cash
- ▶ Transaction History = Many tables and ledgers



Florida PALM Fundamentals

What's Next?



Florida PALM Fundamentals

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What's Next?

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Change Management

End users should understand:

- ✓ What they are doing today in FLAIR
- ✓ Florida PALM is coming

Agency Transformation Planning

Change Management

End users should understand:

- ✓ Why they do what they do in FLAIR
- ✓ Basic differences between Florida PALM and FLAIR

Agency & Enterprise Systems Build

Change Management

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- ✓ New terminology
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- ✓ Anticipated process changes with Florida PALM, including agency business systems

Agency & Enterprise Testing

Agency Training and Go Live Readiness

Change Management

End users should understand:

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Agency Utilization of Florida PALM

Change Management

End users should understand:

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Q&A



CONTACT INFORMATION

CONTACT US

FLORIDAPALM@MYFLORIDACFO.COM

PROJECT WEBSITE

WWW.MYFLORIDACFO.COM/FLORIDAPALM/



Transforming the Future Together

