FloridaPALM

Planning, Accounting, and Ledger Management





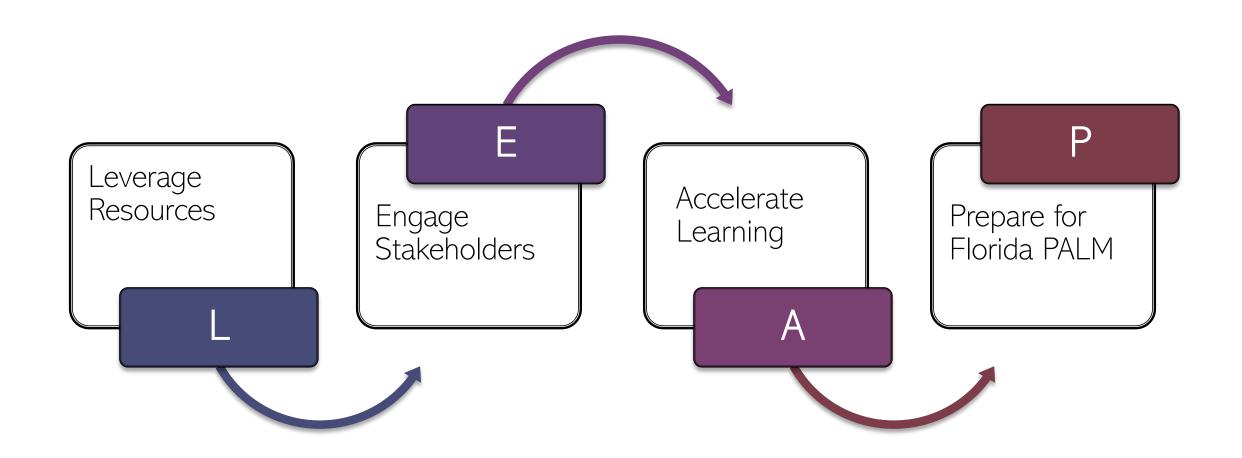
CHANGE CHAMPION NETWORK Town Hall

FEBRUARY 29, 2024





How Will You LEAP This Year?





CCN Town Hall Agenda



Strategies for Staying on Track

How Tasks Build

Journey to Milestones

Understanding Florida PALM Design

Risks of Not Keeping Up



Everyone Plays a Part

CCN Pulse Survey

Importance of CCN Roles and SMEs

Change Management

Agency Exchange: DEP



Engaging
Managers of End
Users

Why It Is Important

Early Engagement

Tips to Engage and Empower



Learning Now

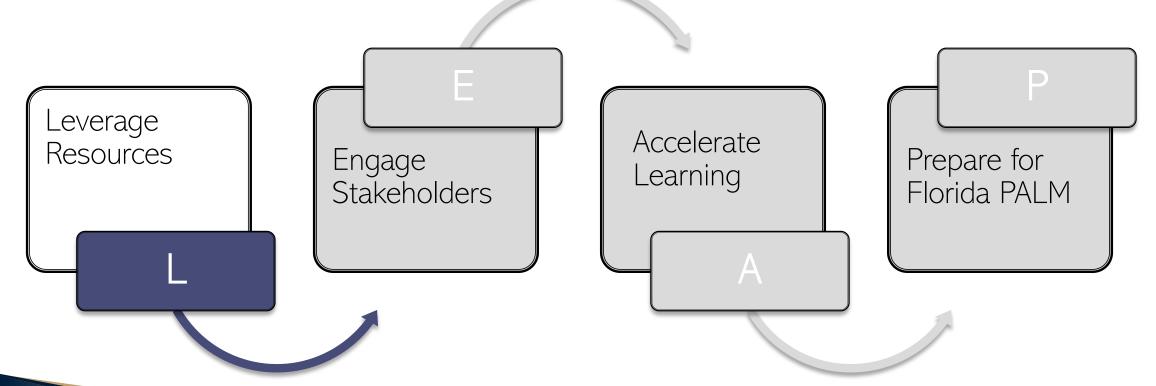
Practical Training Tips

Knowledge Center

Agency Exchange: FDC

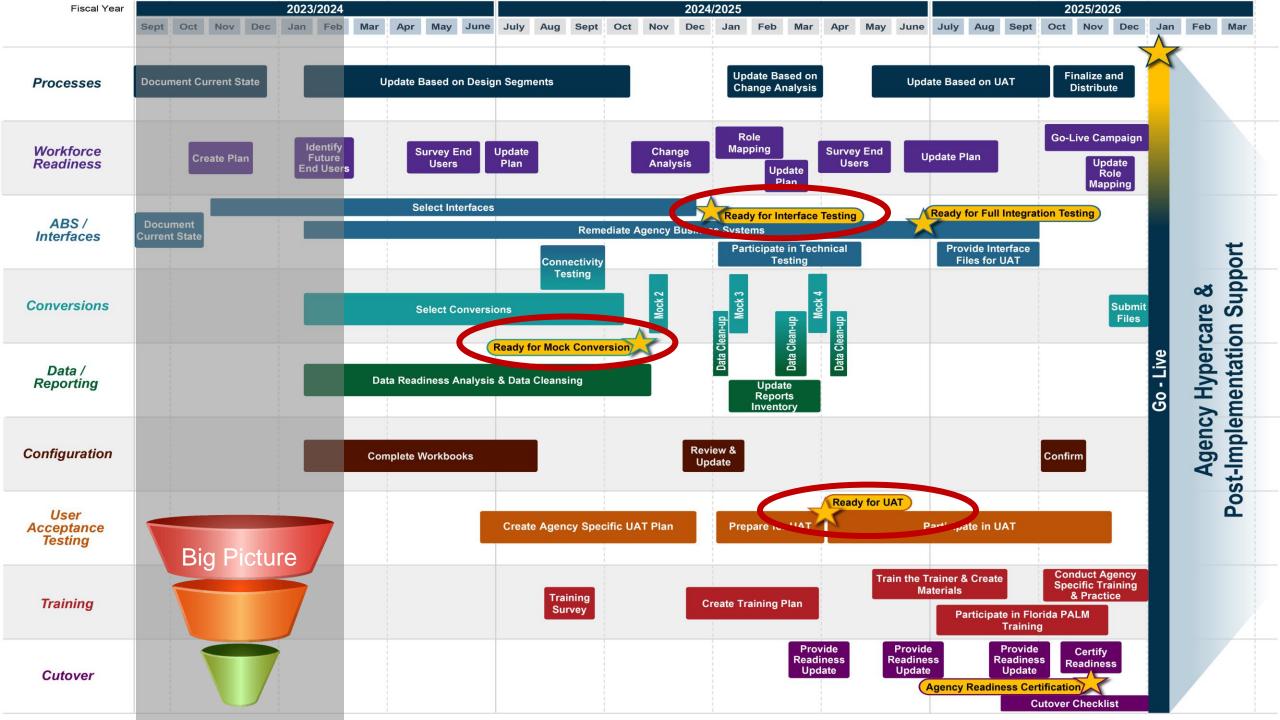


STRATEGIES FOR STAYING ON TRACK









Strategies for Staying on Track Journey to Key Milestones

- Select Conversions
- Analyze Data Readiness and Clean Up Data



- Select Interfaces
- Update Business System Designs
- Build and Unit Test Business Systems



- Create UAT Plan
- Change Analysis
- Update Processes
- Provide Configuration
 Values
- Role Map End Users
- Remediate Agency Business Systems
- Cleanup / Maintain Data
- Prepare SMEs



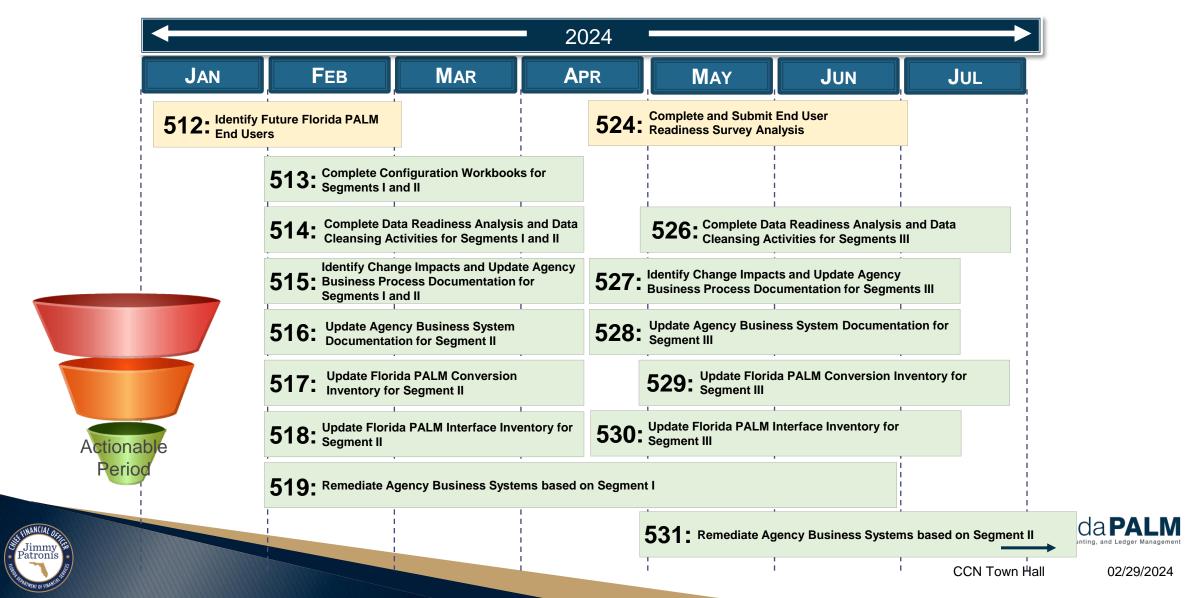




Agency Readiness Activities We are here Fiscal Year 2023/2024 July Nov Dec Feb Mar Readiness Task Jan Apr May June AGENCY CURRENT STATE ANALYSIS Complete Reports Inventory 4/3-7/28 Update Current State Agency Business System Inventory and Documentation 3/13-10/27 Document Current Agency Business Processes 7/31-12/15 AGENCY TRANSFORMATION PLANNING Create Agency Specific Project Charter 10/2-12/15 10/9-12/15 Create Agency Specific Implementation Schedule Ongoing management and update Create Agency Specific Risks and Issues Management Plan 10/9-12/15 Create Workforce Readiness Plan 10/16-12/15 6/17-8/2 Update Workforce Readiness Plan Key Milestones Review Payroll Wave Business Process Models 11/6-1/26 Identify Future Florida PALM End Users 1/16-3/ Complete and Submit End User Readiness Survey Analysis 4/15 - 6/14 ► AGENCY & ENTERPRISE SYSTEM BUILD June '25 - Ready for Full Integration Testing Nov. '25 – Agency Readiness Certification Update Agency Business System Documentation for Segment I 10/30-1/12 1/29-4/12 Update Agency Business System Documentation for Segment II Conversion 24 - Ready for Interface Testing Update Agency Business System Documentation for Segment III 4/29-7/12 Update Florida PALM Interface Inventory for Segment I 10/30-1/12 Update Florida PALM Interface Inventory for Segment II 1/29-4/12 Update Florida PALM Interface Inventory for Segment III 4/29-7/12 guration Workbooks for Segments I and II 1/29-4/12 Ready for Mock e Configuration Workbooks for Segment III 4/29-5/31 1/29-4/12 Identify Change rocess Documentation for Segments I and II Identify Ch iness Process Documentation for Segment III 4/29-7/12 Jan. '26 - Go Live Florida PALM Conversion Inventory for Segment II 1/29-4/12 rida PALM Conversion Inventory for Segment III 4/29-7/12 Meaningful e Agency Business Systems Based on Segment I 1/29-6/28 te Agency Business Systems Based on Segment II 4/29-9/27 Period 24 1/29-4/12 and Data Cleansing Activities for Segments I and II ess Analysis and Data Cleansing Activities for Segment III 4/29-7/12 Oct. AGENCY & ENTERPRISE TESTING Create Agency Specific User Acceptance Testing Plan 6/17-12/13 GENCY TRAINING AND GO LIVE READINESS AGENCY UTILIZATION OF FLORIDA PALM → July - September Segment IV Seament I Seament II Seament III Design Design Design Design Workshops Workshops Workshops Workshops Jimmy Patronis

Strategies for Staying on Track

Final Half of FY 2023/2024



Strategies for Staying on Track Understanding Florida PALM Design

- Segments III and IV are coming up in March/April and July – September
- The circle of agency engagement (SMEs) is growing
- Year end is fast approaching
- Making the most of your agency's time commitment is critical – No time for re-work

Prepare

- Understand Current State
- Engage SMEs
- Review Materials
- Develop Questions

RW Tasks

- Change impacts
- Interfaces/ABS
- Configuration
- Conversions/Data Readiness

Attend

- Engage in discussion
- Ask Questions
- Document answers and follow-ups

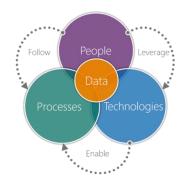
Debrief

- Document the 'so what'
- Identify change impacts
- Discuss / collaborate internally





Strategies for Staying on Track Applying What You Know or Learned



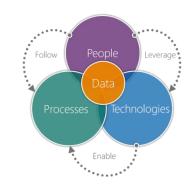
People Processes Technologies Data

• Identify Changes
• Make Decisions
• Create a Plan
• Remediate

Future State



Strategies for Staying on Track Potential Risks



People

Missed end user identification

End users not prepared for UAT/Training

Processes

Critical processes not considered/not remediated

Unable to test processes in UAT

Technologies

ABS not ready to test with Florida PALM, unable to interface at go-live

Manual processing required at go-live

Data

Missed codes

Reporting gaps

Garbage in, garbage out

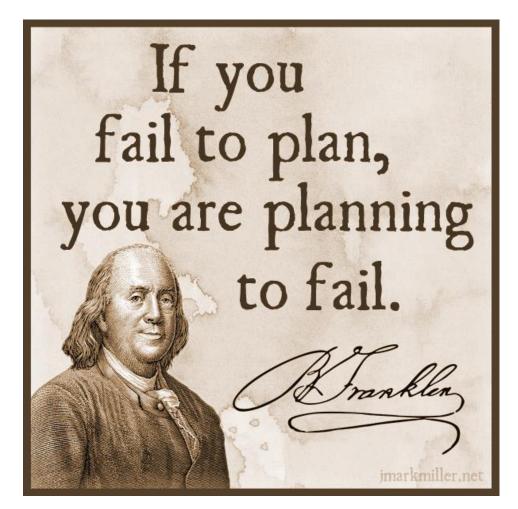




Strategies for Staying on Track

Project Strategies

- Create a Plan (Project Schedule)
 with Milestones (Stage Gates)
- Conduct Regular Meetings
- Report Status (Internally and Externally)
- Actively Engage with Stakeholders (Agencies, Enterprise Partners)
- Seek Support from Outside (Integrator, SME Support)
- Work Collaboratively (Know Your Role, Share Resources)





Strategies for Staying on Track

What you told us...

Taking Ownership at Your Agency & Strategies for Staying on Track

Regular recurring meetings

Frequent communication

Assign different leads to tasks

Ask questions

Internal SharePoint/Teams

Support from leadership

Representation across divisions

Break tasks into smaller

pieces ☐ Plan ahead and track

deadlines

Block out "working time"

Allocate daily time to Florida PALM

Sticky notes

Monitor RW and Task Tracker

Florida

Knowledge Center

Subscribe to communications

Website

Read all task materials

Attend meetings in person

Task Talks



Commu



EVERYONE PLAYS A PART

Leverage Accelerate Resources Prepare for Engage Learning Stakeholders Florida PALM

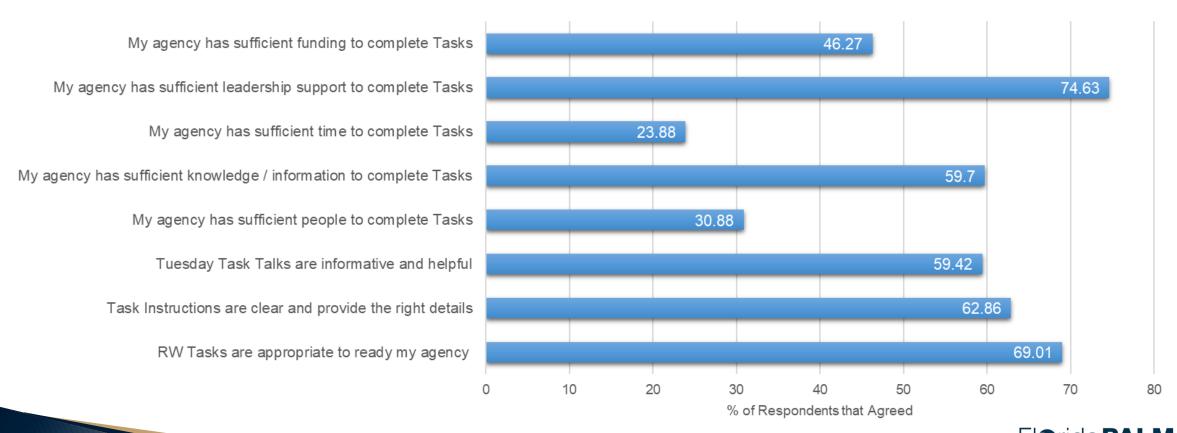


- Purpose: Hear from agency CCN members about their perspective on:
 - Readiness Workplan Tasks
 - Agency Readiness Engagement
- Sent to All CCN Members
- Two Weeks to Complete
- Overall Response Rate of 23.65%
 - Greatest representation was by Agency Liaisons and Project Management Liaisons
 - Lowest represented were Agency Sponsors and Technical Liaisons
- >64% served 2 or less years in the role





READINESS WORKPLAN





AGENCY READINESS ENGAGEMENT

64.52 My agency does a good job sharing Project information outside the CCN 66.12 The Project responds to our information needs timely and effectively 77.42 I get information and support I need to be successful 74.19 Readiness touchpoints are appropriately attended Readiness touchpoints are effective 69.35 75.8 Readiness touchpoints are informative Readiness touchpoints are timely 79.04 20 30 50 10 70 % of Respondents that Agreed



SO WHAT?

For Agencies

- Agency Sponsors are critical for
 - Resource allocation
 - Decision Making
 - Supporting the CCN
 - Providing clear expectations
- CCN members should
 - Utilize the resources available
 - Leverage knowledge from other agencies

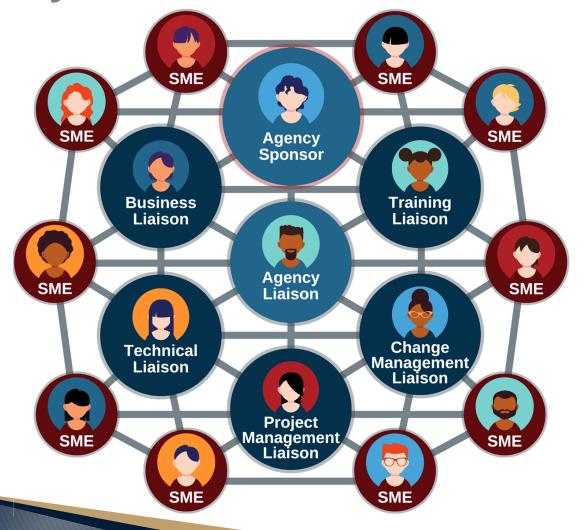
For The Project

- Continue to provide access to resources
- ▶ RW Task Completion Rubric
- Thursday Task Talks
- Provide opportunities for more engagement



Everyone Plays a Part

Agency CCN - You can't do this alone!



CCN Composition

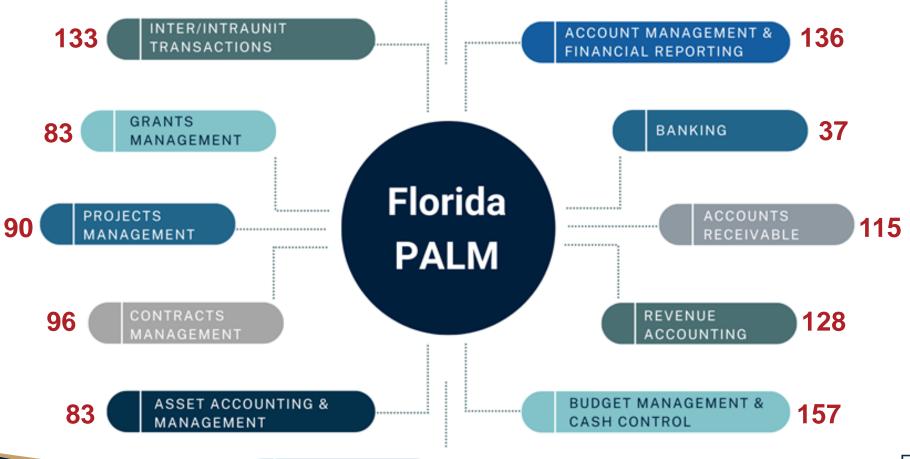
- 33 agencies have CCN vacancies
- 15 agencies have duplicates
- Only 2 agencies with full CCN

Everyone Plays a Part SME Composition

DISBURSEMENTS 203

Total SMEs = 646

(many SME's have more than one BPG designation)



PAYROLL

MANAGEMENT

156



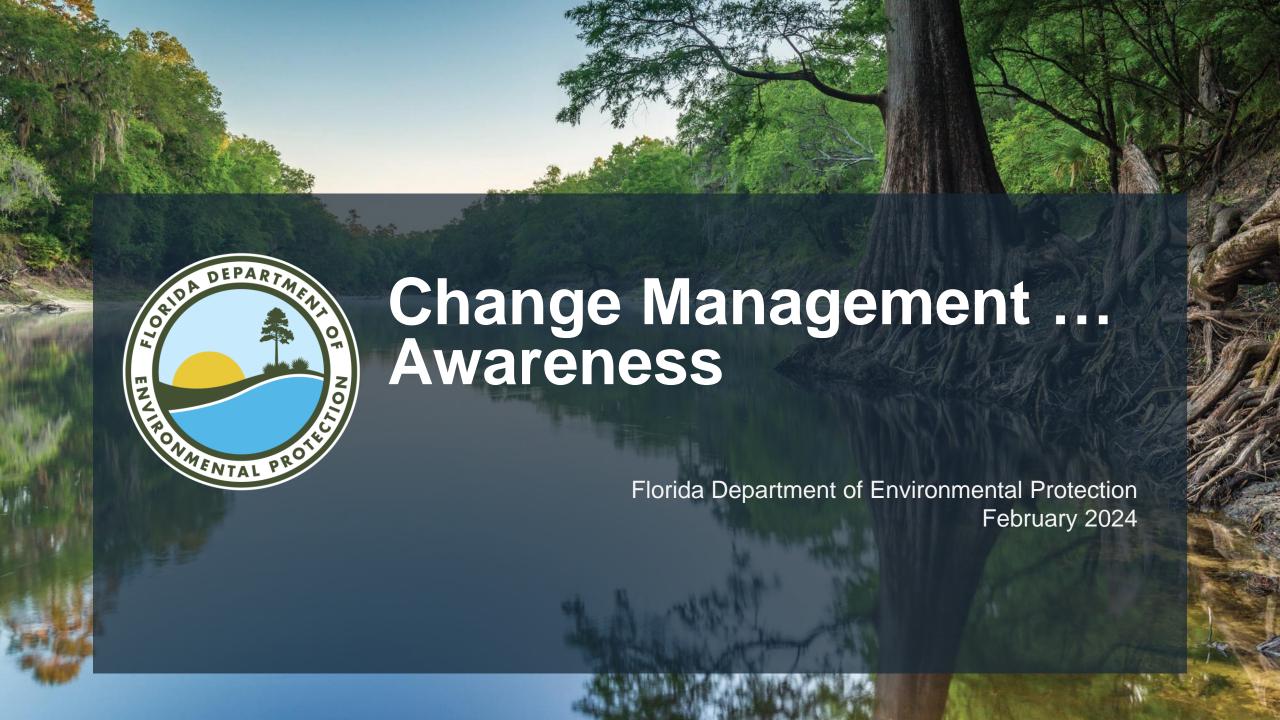
SYSTEM ACCESS 92

Everyone Plays a Part Engage your SMEs Now

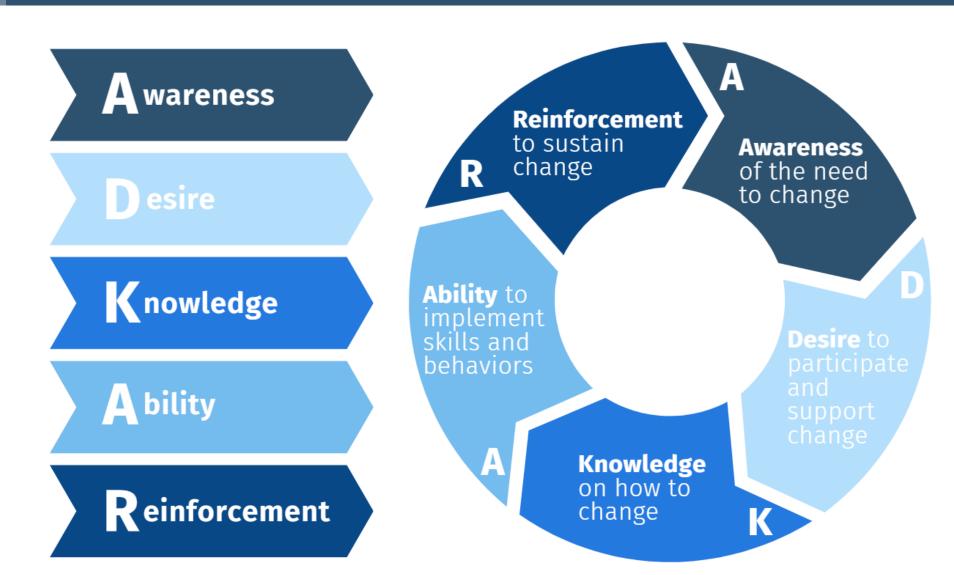
- SMEs will be your UAT leaders
 - First to participate in UAT
 - Responsible for supporting end user understanding
- SMEs will support agency training
- SMEs will be your agency end user support
 - Boots on the ground support
 - Triage issues at go-live
- Engage your SMEs now, so they are ready
 - Assist with RW tasks
 - Build understanding of Florida PALM functionality













```
annoy
concerned
                                  opportunity
                hmmmmm
             improvement
                                               how come
     again
       scary
skes
challenge
 development
                       indifferent
                                       improved
                   challenging
                   ugh
```

What does change mean to DEP?





How do you feel about transitioning to PALM?



Let's get it done!



Why are we changing?



l am not sure how this affects me yet.

Attitudes

Accepter

Challenger

Indifferent



What do you need to help with the transition?

Business/Technical Liaisons & SMES

Communication

- ✓ Information about PALM
- ✓ Change & Impacts

Clear Expectations & Goals

Comprehensive Guides/ Crosswalks & Training

Agency Training Liaisons

Communication

✓ Information about PALM

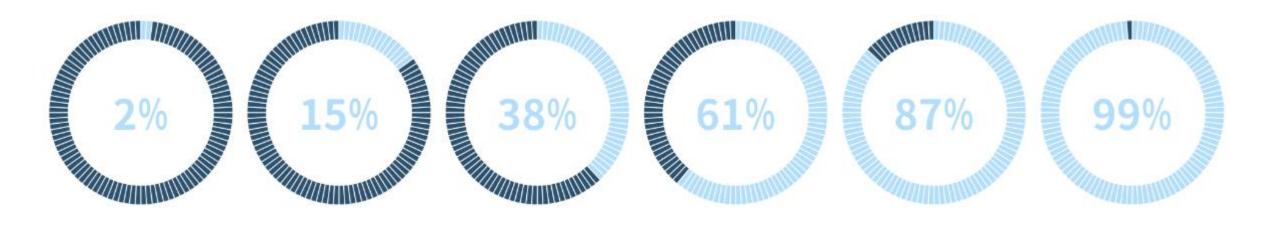
Clear Expectations & Goals

Support/Call a SME

SOPS & Training

If you were to guess, what percentage of your Division/District/Office ...

- 1. Is **AWARE** that FLAIR is transitioning to PALM?
- 2. Understands WHY the transition to PALM?
- 3. Knows WHEN the transition to PALM will occur?





Next Steps

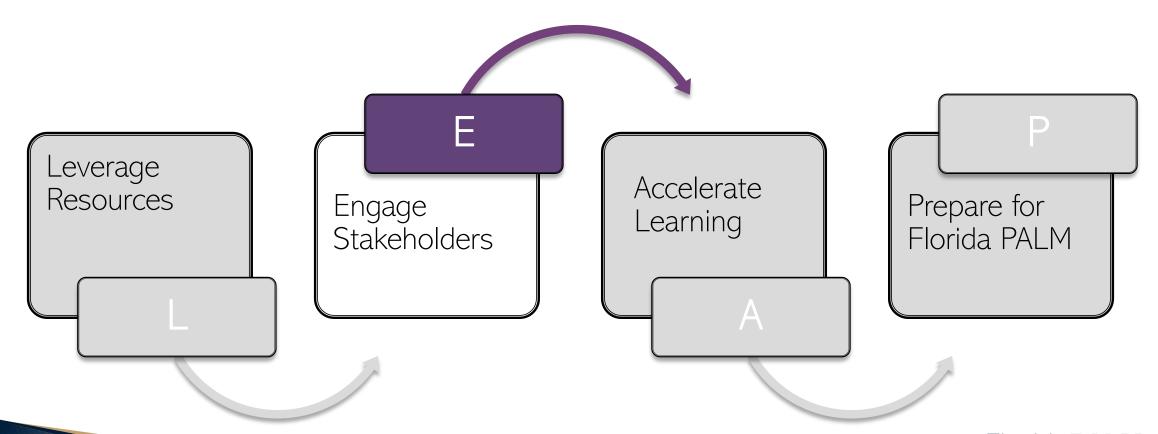
A wareness

- DEP-tize messages
- Increase audience
- Provide resources and tools
- Add components to messaging that engages a variety of audiences
- Intentional resources

esire

- Identification of raving fans and influencers
- Equip influencers with tools
- Engage others in the change process

ENGAGING MANAGERS OF END USERS





- Why it is important?
 - Potential risks when engagement is lacking:
 - Lower productivity
 - Disagreements
 - Dissatisfied stakeholders
 - Misunderstood roles and responsibilities
 - Failed project





- Why it is important?
 - Trusted source for end users
 - Positioned to see and address resistance

 Large impact on the employee change experience

SORRY, WE JUST CAN'T TRUST YOU...

C

E

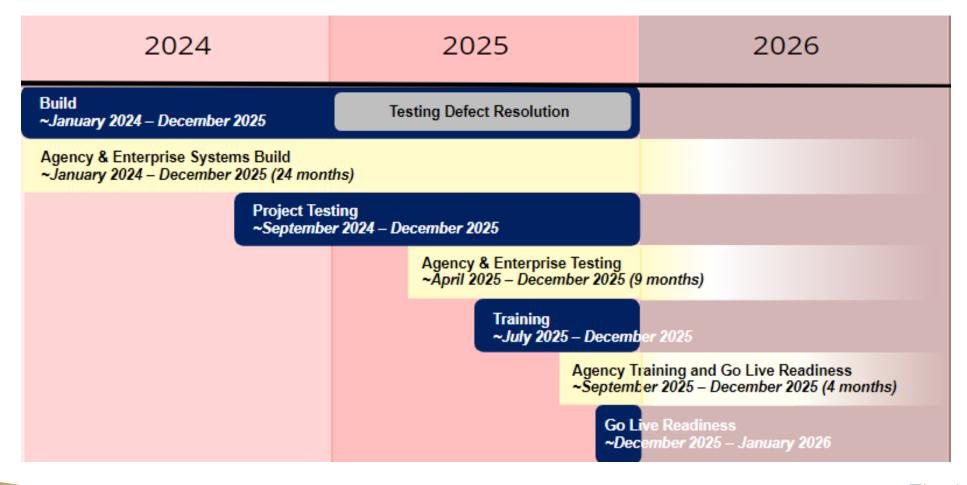
- 43% reported that over half of the employee resistance they experienced was avoidable.
- 58% reported supervisors are the preferred senders of personal impact messages.
- 63% feel their organization does not adequately prepare people managers with the skills, training and tools they need to lead during change.
 - 82% of workers report that having a supportive supervisor significantly impacts their job happiness.



Managers must be engaged EARLY









Agency & Enterprise System Build

January 2024 – December 2025

End Users

- Learn new Florida PALM
- ✓ Learn benefits of Florida PALM

terminology

 Anticipate process changes with Florida PALM, including agency business systems

Agency & Enterprise Testing

April 2025 – December 2025

End Users



- Understand changes in their job functions
- ✓ Understand agency specific values and processes

Agency Training & Go-Live Readiness

September 2025 – December 2025

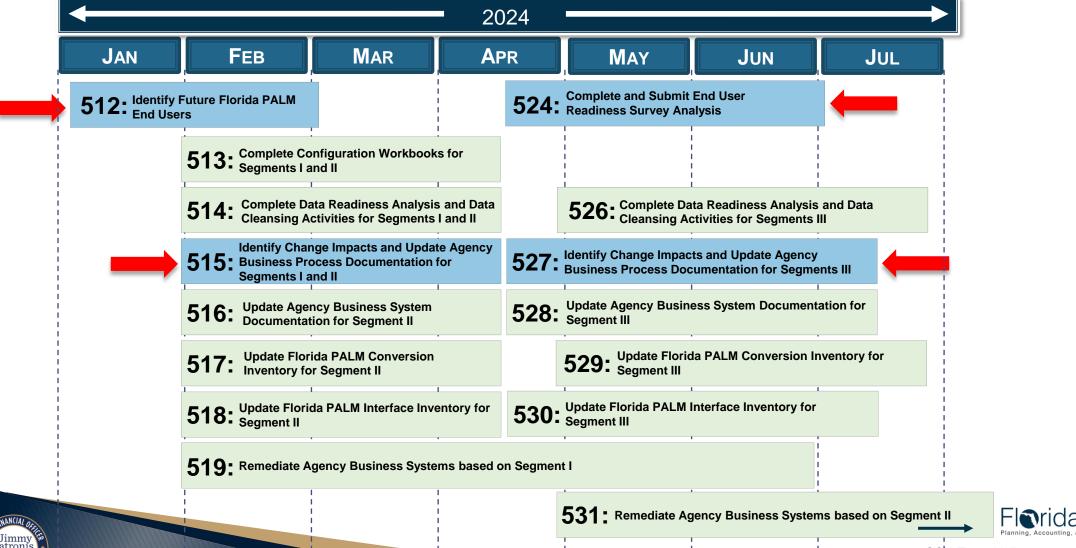
End Users



- Participate in Florida PALM and agency specific end user training
- Understand changes in their job functions
- Know agency specific values and processes
- Understand how to complete their job in Florida PALM









 Managers must be engaged EARLY

428 days until Agency Readiness Certification 2024 (November 14, 2025) 2023 2025 2026

460 days
until Go Live
(January 6, 2026)



 Tips for Engaging and empowering managers

Build Trust

Promote transparency with open and honest communication

Communicate & Collaborate

Frequent team meetings; collaborate cross departments

Provide Resources

Provide literal tools and remove development obstacles



Resources! Resources! Resources!









LEARNING NOW

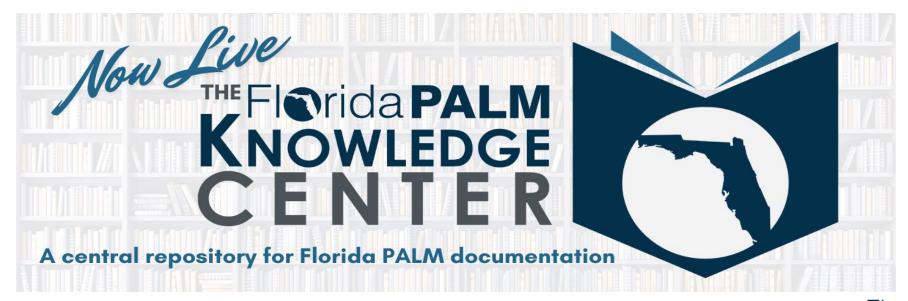
Leverage Accelerate Resources Prepare for Engage Learning Florida PALM Stakeholders



Learning Now

- Practical Training Tips
- Knowledge Center

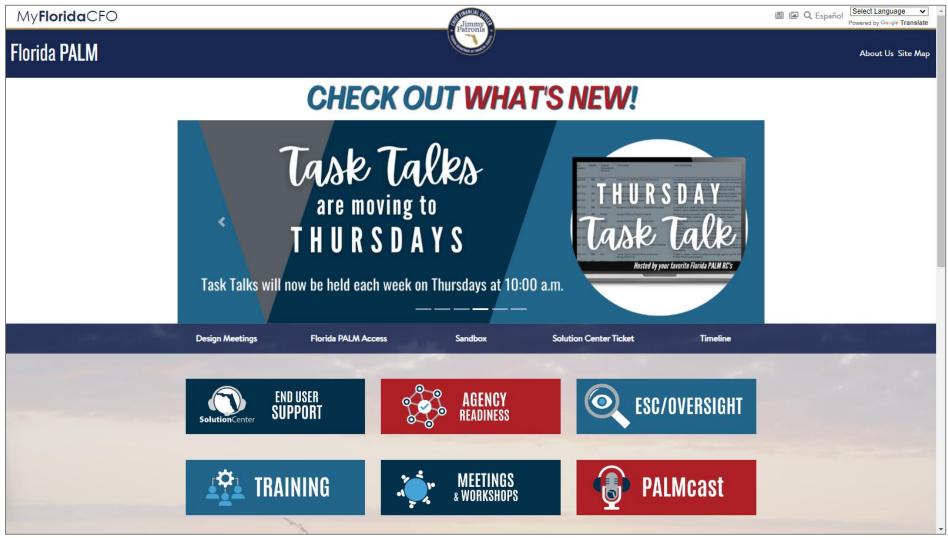








Florida PALM Website



https://www.myfloridacfo.com/FloridaPALM/



Powered by Google Translate

About Us Site Map





CHECK OUT WHAT'S NEW!



Design Meetings

Florida PALM Access

Sandbox

Solution Center Ticket

Timeline



END USER SUPPORT























PALMcast





BUSINESS PROCESSES

IG











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Florida PALM

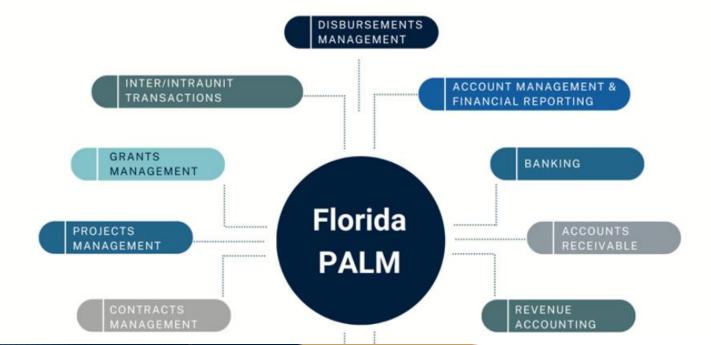
About Us Site Map

Home / Business Processes and Modules

Business Processes and Modules

Business Processes

The Florida PALM Team categorized the financial management processes used today in <u>thirteen business process groupings</u>. The following groupings will be used to organize and communicate the design of Florida PALM for the state. As system designs are finalized, content will be updated for that business process grouping.



and processes to the CMS Wave activities and processes. The summary serves as a tool for building end-user understanding for adoption of Florida PALM at the CMS Wave.

Modules

A module is a segment within Florida PALM that performs specific business functions within an area (i.e., General Ledger). Modules reflect what you see in the Florida PALM system and where the transactions are completed.

Click any module icon below to view a brief description of module functionality.

















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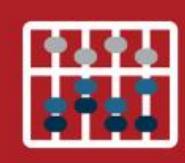


CHART OF ACCOUNTS



PROJECT MANAGEMENT







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Florida PALM

About Us Site Map

Home / Chart of Accounts

Chart of Accounts Values

The Florida PALM <u>Revenue and Expenditure Account ChartField values</u> are state standard values and will be configured by Florida PALM to support accounting and reporting needs. Updates to values will continue through all remaining Solution Design Segments and will be posted at designated intervals.

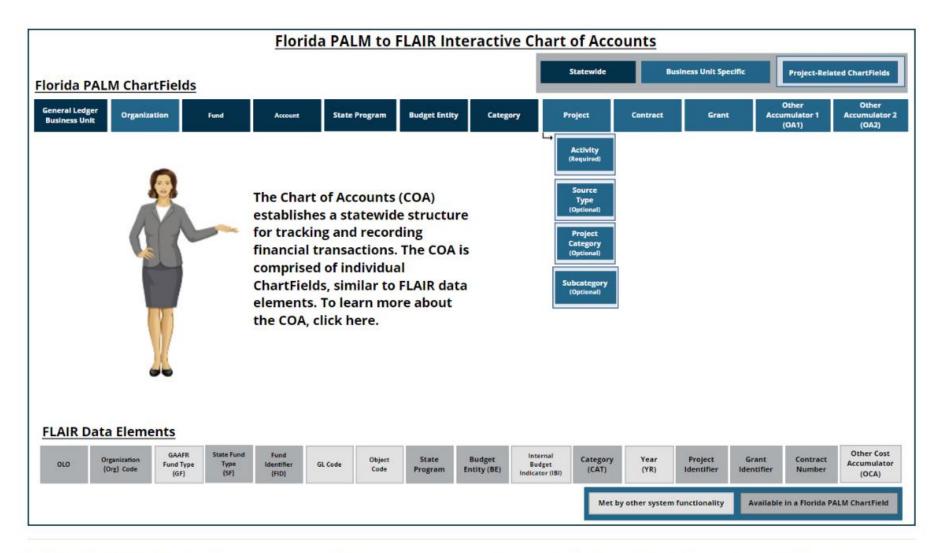
Assets, Liabilities, and Equity Account ChartField values were configured / deployed at CMS Wave and are updated in the Production environment, as needed by DFS A&A. To access a current list of Account ChartField values, log in to Florida PALM and access the GLR091 – ChartField Value Report located at: NavBar > Navigator > Set Up Financials/Supply Chain > Common Definitions > Design ChartFields > Reports > ChartField Reports

Statewide Chart of Accounts Design

The Florida PALM Chart of Accounts (COA) was originally approved in 2020 and updated by the Project as part of the design activities for the Financials Wave Implementation. The Florida PALM COA establishes a standard structure for tracking and recording financial transactions. It is comprised of individual ChartFields, like the use of data elements in FLAIR, some of which are established and maintained at a statewide level and others which are agency-specific. The COA Design evolved and was refined through iterative and collaborative work with Department of Financial Services (DFS) Divisions and Offices, agencies, and enterprise partners and is applicable for all Waves.

Select the image below to experience an interactive learning tool. This tool will help you gain a better understanding of the individual ChartFields and their use within Florida PALM.

Florida PALM to FLAIR Interactive Chart of Accounts Statewide Business Unit Specific Project-Related ChartFleids



<u>COA Configuration Workbook</u> – The purpose of the COA Workbook is to document the Florida PALM Chart of Account values for the CMS Wave at launch. This workbook represents a point in time and will not be updated. Florida PALM end users with designated role(s) can access the ChartField Value Report directly from Florida PALM to make necessary updates.

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Design Meetings Florida PALM Access Sandbox Solution Center Ticket **Timeline**











MEETINGS & WORKSHOPS



PALMcast















FREQUENTLY ASKED QUESTIONS



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Florida PALM



Home / Communications

Communications

The Project strives to reach the growing stakeholder community by sharing timely updates and resources that are needed for a transition from FLAIR to Florida PALM, while operating in the current production system. Project messaging is focused on the current and upcoming Project and agency activities and is reiterated through multiple channels. The most common includes email (direct recipients and subscribers), website resources/notifications, monthly agency touchpoints, monthly status reports, PALMcast recordings, and all-agency / topic specific meetings.

Project messaging is triggered by a few things such as tasks in the Project Schedule, tasks in the Readiness Workplan, Proviso requirements, production-related events or occurrences, and agency feedback. A planning tool (i.e., communications calendar) and standard operating procedures are used to plan, track, and measure communications.

Communications focus on a particular audience based on their similarities and needs, but the Project knows the importance of stakeholders being aware and involved in multiple areas of the transition. Therefore, the Project provides several methods for staying engaged and 'in the know'.

- · Subscribe to Project communications. Select to receive emails for production or implementation categories, or both.
- · Review the Project Correspondence (below); a collection of prior communications. Sort by date, subject, category, or audience.
- Watch or listen to the recordings published on the website. Executive Steering Committee meetings, Town Halls, and Tuesday Task Talks are recorded for sharing and re-review.
- · Listen to PALMcast recordings for information from the Project team and other stakeholders.
- · Participate in meetings to learn more. Check out the Meetings & Workshops calendar.
- Talk to your Agency Liaison about joining their distribution list of internal Florida PALM communications.

Subscribe to the Florida PALM communications and stay in touch with what's relevant for you!

Find Project Correspondence

Easily locate previous communications sent by the Florida PALM Project. You can sort the columns to reference information quickly, find old emails with links/information, cross-reference or train team members, or simply be curious.

Florida PALM Project Correspondence

Posters & Prints

Your favorite Florida PALM posters and prints are available for printing. Click on the button below and print at your convenience. Great for placing around the office and sharing with your team.

View and Print

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TRAINING



MEETINGS & WORKSHOPS



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Florida PALM Access

TRAINING











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Home / User Support / End User Training

PALM TECH End User Training

The resources listed are in addition to, or supplemental of, PALM TECH training materials published in the statewide Learning Management System. We encourage you to visit this page often as new resources are added as additional needs are recognized.

PALM TECH

Training, Enrichment, Communication, & Help

Manuals

Florida PALM End User Manual Security Access Management User Manual

Helpful links

Taking Florida PALM Training Training Approach Learning Management System (LMS) Training Curriculum and Role to Course Matrix

The following categories contain resources such as Job aids, Videos, Tips & Tricks materials, and more.

Training Categories

- > Access
- > Chart of Accounts
- > Disinvestments
- > Forms
- > General Information

Expand all

PALM TECH End User Training

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- Access
- > Chart of Accounts
- > Disinvestments
- > Forms
- > General Information
- > Query
- > Reporting

Expand all

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About Us Site Map

Home / Agency Readiness

Agency Readiness

Florida PALM is a business transformation that requires agencies to ready their people, processes, technology and data. The <u>Readiness Workplan</u> (RW) is a list of tasks all agencies must complete to be ready for Florida PALM implementation. Agencies must also identify and complete any additional, agency-specific activities that are needed to be ready for Florida PALM. Agency Change Champion Network (CCN) should use the RW to view and plan for all readiness tasks. View the <u>RW and Task Tracker Job Aid</u> for more information on how agencies should use the RW and report progress for RW tasks.

A <u>Change Champion Network (CCN)</u> supports agency readiness and is designed to foster collaborative relationships and communications within your agency, between partners, and with the Florida PALM Team. A CCN is comprised of seven Change Champion roles supported by Subject Matter Experts, each having a unique set of responsibilities. Together, the CCN forms the core team responsible for completing RW tasks, agency-specific tasks and preparing your agency's to transition to Florida PALM.

Agency Implementation Roadmap

The image below provides a high-level visual summary of RW tasks. This information is subject to updates. Click on the image to open a printable poster in another window.



515 - Identify Change Impacts and Update Agency Business Process

Documentation for Segments I and II

29 January, 2024-12 April, 2024

512 - Identify Future Florida PALM End Users

16 January, 2024-1 March, 2024

510 - Manage Agency-specific Implementation Schedule, Risks and Issues

28 December, 2023-29 February, 2024



This section includes helpful links for agency CCN members looking to learn from or connect with other agency CCNs.

CCN CONTACTS



AGENCY NAMES & ACRONYMS

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Home / Agency Readiness / Agency Exchange Library

Agency Exchange Library



This is an Agency Exchange Library where agencies can share resources to help other agencies. These resources were created by agencies and should be used in addition to, not in place of, Project materials. If you have any questions about a resource, contact the providing agency.

Visit this webpage often as new resources will continue to be added. These may be helpful in your transition to Florida PALM.















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Does your agency have Florida PALM resources or transformation tips to share with other agencies? Share your resources with your Readiness Coordinator to be added to this page.

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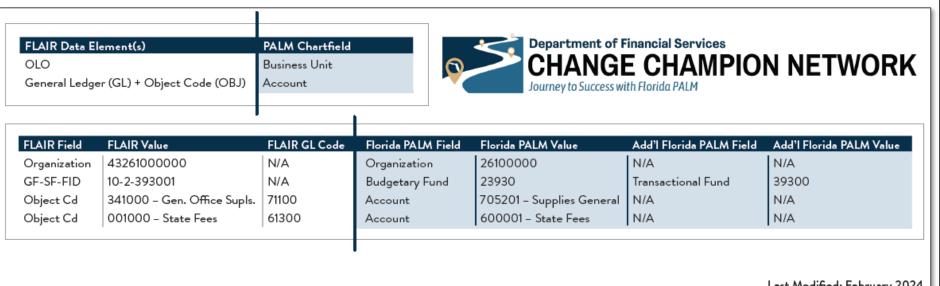


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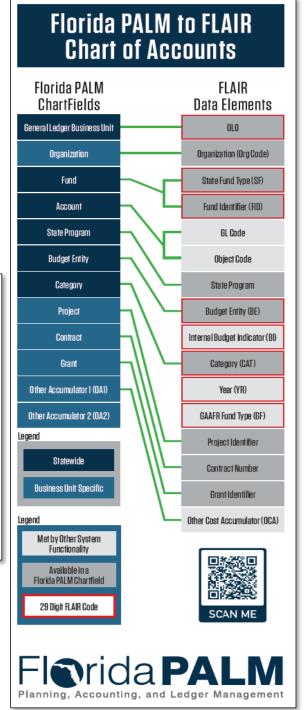
COA Bookmark



DFS created a printable bookmark

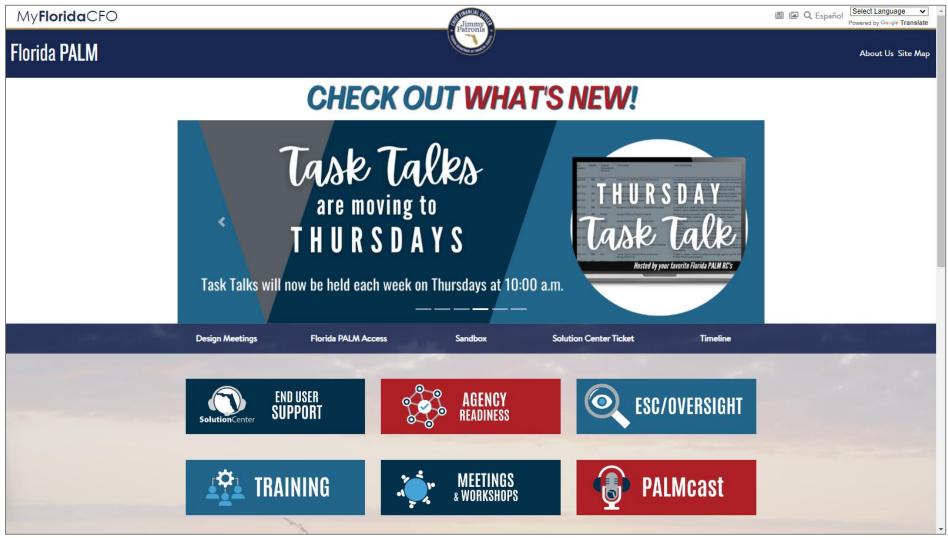


Last Modified: February 2024





Florida PALM Website



https://www.myfloridacfo.com/FloridaPALM/



Knowledge Center



https://myfloridacfofloridapalm.us.document360.io/



Florida Department of Corrections



Learning Now – Accelerating Learning

Mary Quinsey Agency Liaison

FL PALM Quiz – Monday.com

Created a FL PALM Contest Quiz using Monday.com

- What does FL PALM stand for?
- When does FL PALM go live?
- What are the names of the 'two' waves going live?
- Will we have Expansion Options in FL PALM?
- Will FL PALM provide real time data throughout the day?

Limited the quiz to non-supervisory staff Prize - \$10 gift card



Next Steps – Scavenger Hunt

- Creating another survey using Monday.com for a Scavenger Hunt
- Knowledge Center as the source of the hunt
- Using 10 Questions
- Limiting to non-supervisory staff
- Prize \$10 gift card



Some Example Questions

- What Business Process Grouping would you find processing vouchers under?
- What type of error would be created for enterprise partner transactions (i.e., MFMP, STMS & Works)?
- What is the name of the role responsible for entering invoices, voucher corrections and issuing and maintaining disbursements in FL PALM?
- What are SpeedKeys?
- What are the Chart of Accounts?
- What Segment will Payroll be discussed?



Now What

Leverage Resources

Engage Stakeholders

Accelerate Learning

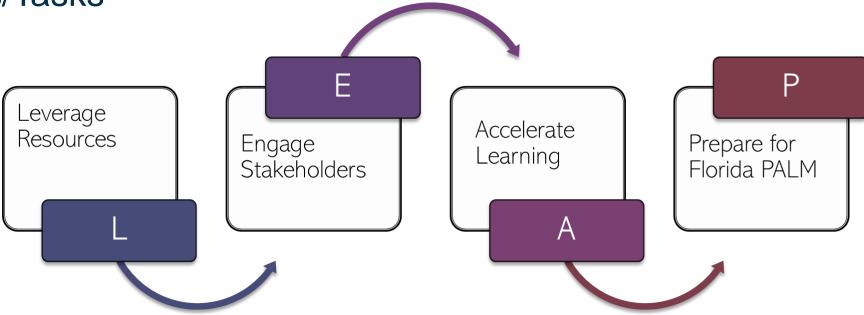
Prepare for Florida PALM



Next Steps

Upcoming Activities/Tasks

- RW Tasks
- Data Day
- Workshops
- Agency Activities





How Do We Get There?

- Prepare for Florida PALM
- Pulling it all together
- Shared Vision







CONTACT INFORMATION

CONTACT US

FLORIDAPALM@MYFLORIDACFO.COM

PROJECT WEBSITE

WWW.MYFLORIDACFO.COM/FLORIDAPALM/



