

Response to Agency Feedback for Cycle 1 Business Requirements Summary Report (I-BPS1B)

Revision History

| Date | Author, Organization | Version | Change Reference |
|-------------|--|----------------|--|
| 03/01/2016 | Stanton Beazley (BPS), Robert Hicks (BPS), Jeremy Martin (SDS) | 1.0 | First Draft |
| 03/23/2016 | Deana Metcalf (BPS), Janice Jackson (BPS), Hicks, Beazley | 1.1 | Continued development of First Draft |
| 04/12/2016 | Hicks, Beazley, Martin | 1.2 | Revisions to Track Managers feedback |
| 04/15/2016 | Angie Robertson (BPS) | 2.0 | Revisions based on Final Draft Review |
| 04/26/2016 | Jackson, Beazley, Robertson | 3.0 | Revisions based on Project Director Review |
| 04/28/2016 | Melissa Turner, Project Director | Final | Final review |

Quality Assurance Review

| Name | Role | Date |
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Overview

To support an assurance that the business requirements to be used in the replacement of Florida Accounting Information Resource (FLAIR) and Cash Management System (CMS) through the Florida PALM Project are suitable, the Project requested that all State agencies review and submit comments for all Cycle 1 Business Requirements. These requirements were derived from lists of requirements provided by the Project's BPS Support Services contractor, Ernst & Young (EY), as well as from the prior Aspire Project. In soliciting feedback during the review period, the Florida PALM Project communicated with State agencies through numerous methods, including Workgroups/Workshops, meetings, email communications, surveys, and the Florida PALM website. The Project's BPS Support Services contractor, Ernst & Young (EY), supported the agency review efforts under Deliverable BPS20 – Business Requirements – Cycle 2. This report provides additional information about the State's review activities, including the methodology and results of activities after the acceptance of BPS20.

Cycle 1 Business Requirements included those related to the Budget Process Area; however, during the completion of the review activities, it was determined that resolution of the feedback for Budget Business Requirements would need to be postponed pending a discussion with legislative staff and Legislative Appropriations System/Planning and Budgeting Subsystem (LAS/PBS) staff as a Florida Financial Management Information System (FFMIS) partner and stakeholder. Therefore, the disposition of feedback on the Budget Business Requirements will be completed as part of deliverable I-BPS2 - Cycle 3 Business Requirements. As such, it should be noted that the Cycle 2 Business Requirements do not include Budget Business Requirements. Likewise, any agency feedback provided for Budget Business Requirements is not reflected in the Master Document or in any statistics presented in Tables in this document.

Methodology

Florida PALM Project and State agency collaboration efforts began in late 2014 to document future financial management processes with Level 1 and Level 2 Workgroups and Workshops which included representation from all agencies, and continued through 2015 with soliciting feedback on the Cycle 1 Business Requirements. The agency review activities for Cycle 1 Business Requirements began in September 2015, when the Florida PALM Project Team invited agency personnel to Level 2 and Functional Requirements Review Workshops and Technical Requirements Review Workgroup Kickoff meetings. During the Workshops and Kickoff meetings, the Project Team provided an overview of the planned business requirements review process.

The agency review activities, that included submitting comments, suggestions and questions for both functional and technical requirements, were conducted over a six-week review period from October through November 2015. During that time, the Florida PALM Project hosted several Requirements Workgroups, which provided an opportunity for agency personnel involved in the Cycle 1 Business Requirements review process to have a dialogue with the Project Team. In addition to the Requirements Workgroups, the Florida PALM Project hosted call-in office hours. The Project posted various tools on its website to support agency review activities and utilized a commercial software application called DecisionDirector™ to gather comments, questions, and

responses to the Cycle 1 Business Requirements. Twenty Project-led events were conducted to support agency review activities at which over 400 total attendees participated over the course of all meetings. Meeting materials and summary reports of the agency collaboration events are posted on Florida PALM's website as they are available.

At the close of the agency review period in November 2015, the Florida PALM Project Team began their review of agency submitted feedback. Tables 1.1 and 1.2 below provide detail on the 1,381 entries (excluding the Budget Management Category) made by agencies into DecisionDirector™ for each functional and technical category. While all agencies and the FFMIS system owners (People First, MyFloridaMarketPlace, LAS/BPS, FLAIR, and CMS) were given access to DecisionDirector™, only 28 input feedback.

Each Process Area Lead reviewed the feedback and determined the appropriate action to be taken for the requirement: re-write, delete, or add a new business requirement. Oftentimes, the agency feedback required an answer to a question, rather than a revision, deletion, or addition. A template was developed and utilized by each Process Area Lead as a working tool to ensure standard response values were utilized, where appropriate. During the review activities, minor administrative edits were also identified for correcting grammar, spelling, or typos.

After the Process Area Leads completed their review, a Master Document containing original feedback from agencies and the Project's proposed response and disposition was compiled. The Project Team analyzed the proposed responses and through collaboration, reviewed all responses for synergy in terminology. The Master Document also includes fields identifying requirement type, category/subcategory, agency suggested new requirement, and Florida PALM response, making it straightforward to determine the action taken or response provided for each line of feedback.

The method of communicating the disposition of feedback provided by the agencies was chosen based on the nature of the feedback and level of clarification needed. For one agency, it was determined that a meeting was appropriate to discuss the feedback and response. For all other agencies providing feedback, an email was sent to the Chief Information Officer, the Administrative Services Director, and the Functional and Technical Requirements Review Coordinators, which included only responses to their agency's specific feedback. The email also included a link to the complete Master Document posted on Florida PALM's website.

Conclusion

Collaboration efforts with agencies were productive, yielding valuable information and feedback used to rewrite and clarify over 500 requirements, create over 100 additional, as well as removing over 140 unnecessary requirements. Table 2 provides a summary of changes made to Cycle 1 Business Requirements. The final Cycle 2 Business Requirements are also posted on Florida PALM's website.

The information collected during this review of Cycle 1 Business Requirements and the resulting creation of the Cycle 2 Business Requirements will form the basis for Cycle 3 Business Requirements which will include requirements for the Budget Business Process Area. The completed resulting set of Business Requirements will become a part of the Florida PALM Project's Software Selection and Integrator Invitation to Negotiate.

Table 1:1: Agency Entries into DecisionDirector™ by Functional Category

| Agency / Organization | Accounts Payable | Accounts Receivable and Billing | Asset Management | Cash Management | Contracts | General Ledger | Grants | Projects | Travel | Treasury Management | Grand Total |
|--|------------------|---------------------------------|------------------|-----------------|-----------|----------------|-----------|----------|----------|---------------------|--------------|
| Agency for Persons with Disabilities | | | | | | | 8 | | 1 | | 9 |
| Department of Business and Professional Regulation | 5 | 12 | | | | | | | | | 17 |
| Department of Children and Families | | | | 5 | | 9 | 30 | | | 1 | 45 |
| Department of Economic Opportunity | | | | | | | 2 | | | | 2 |
| Department of Environmental Protection | | 2 | 5 | 1 | | 6 | | 1 | | | 15 |
| Department of Health | | 3 | 2 | | | | | 1 | 1 | | 7 |
| Department of Juvenile Justice | | | 2 | | | | | | | | 2 |
| Department of Law Enforcement | | 6 | | | 10 | | 33 | | | | 49 |
| Department of Legal Affairs | 1 | | | | | | 1 | | 2 | | 4 |
| Department of Management Services | 2 | | 34 | | | | | 2 | | | 38 |
| Department of Revenue | 3 | 1 | | | | 3 | | | | | 7 |
| Department of Transportation | 2 | 32 | 12 | 1 | 3 | 23 | | | | | 73 |
| Department of Veterans' Affairs | 3 | 7 | | | 10 | | | | | 6 | 26 |
| Executive Office of the Governor | 5 | 2 | 4 | | | | 8 | | 1 | | 20 |
| Justice Administrative Commission | 18 | | | | | 6 | | | 2 | | 26 |
| Legislature | 352 | | | | | | | | | | 352 |
| Public Service Commission | | | 1 | | | | | | | | 1 |
| FFMIS - FLAIR Subsystem | | 129 | 130 | | | 33 | | | | | 292 |
| FFMIS – Cash Management Subsystem | | 17 | | 1 | | | | | | 78 | 96 |
| FFMIS - People First | 2 | | | | | | | | | | 2 |
| Grand total | 393 | 211 | 190 | 8 | 23 | 80 | 82 | 4 | 7 | 85 | 1,083 |

Table 1:2: Agency Entries into DecisionDirector™ by Technical Category

| Agency / Organization | BI and Analytics | Data Management | Enterprise Security | General System | Integration Architecture | Operations Management | Reporting | Support | Transaction System | Workflow and User Interface | Grand Total |
|--|------------------|-----------------|---------------------|----------------|--------------------------|-----------------------|-----------|-----------|--------------------|-----------------------------|-------------|
| Agency for Health Care Administration | | 5 | 19 | 1 | | | 1 | | | | 26 |
| Commission on Offender Review | 1 | 1 | 4 | | 1 | 1 | | | 1 | 2 | 11 |
| Department of Agriculture and Consumer Services | 1 | 6 | | | | | 2 | 2 | | | 11 |
| Department of Business and Professional Regulation | | | 2 | 3 | 1 | 1 | 1 | | | | 8 |
| Department of Children and Families | | | | | | | | 1 | 5 | | 6 |
| Department of Citrus | 9 | 16 | 12 | 9 | 1 | | 1 | 1 | | 2 | 51 |
| Department of Corrections | 1 | 1 | 4 | | 1 | 1 | | | 1 | 2 | 11 |
| Department of Economic Opportunity | 6 | 4 | 5 | 16 | 3 | 6 | 20 | 3 | | | 63 |
| Department of Environmental Protection | 1 | 2 | | 1 | | 1 | 1 | | | | 6 |
| Department of Health | 1 | 2 | | | | | | | | | 3 |
| Department of Highway Safety and Motor Vehicles | | | 13 | | | | | | | | 13 |
| Department of Juvenile Justice | | | | | | | 3 | | | | 3 |
| Department of Law Enforcement | | | 4 | 2 | | 3 | | 1 | | | 10 |
| Department of Management Services | 1 | | 1 | | | | 3 | | | 2 | 7 |
| Department of Transportation | | 4 | 2 | 2 | 1 | 1 | 1 | 3 | | 1 | 15 |
| Department of Veterans' Affairs | | 1 | | | | | | | 1 | | 2 |
| Fish and Wildlife Conservation Commission | 1 | | | | | 1 | | | | | 2 |
| Justice Administrative Commission | | | | | | | 1 | | | | 1 |
| Legislature | 7 | 10 | 10 | 1 | 2 | 5 | | 3 | | | 38 |
| State Courts | | | 1 | | | | | | | | 1 |
| FFMIS - People First | 2 | 2 | 1 | | | | 3 | | | 2 | 10 |
| Total | 31 | 54 | 78 | 35 | 10 | 20 | 37 | 14 | 8 | 11 | 298 |

Table 2: Summary of Changes

| Business Requirements Revision Summary | | | | | | |
|--|----------------------------|--------------|------------|-----------------|----------------------------|------------|
| Category | Cycle 1 Requirements Count | Delete | New | Category Change | Cycle 2 Requirements Count | Rewrite |
| Functional Requirements | | | | | | |
| Accounts Payable | 563 | (32) | 5 | 0 | 536 | 91 |
| Accounts Receivable and Billing | 446 | (43) | 19 | 1 | 423 | 111 |
| Asset Management | 444 | (31) | 12 | (1) | 424 | 129 |
| Budget Management | 479 | 0 | 0 | 0 | 479 | 0 |
| Cash Management | 75 | 0 | 9 | (1) | 83 | 6 |
| Contracts | 106 | (5) | 36 | 0 | 137 | 44 |
| General Ledger | 316 | (23) | 10 | 0 | 303 | 41 |
| Grants | 348 | (1) | 7 | 0 | 354 | 31 |
| Projects | 271 | 0 | 1 | 0 | 272 | 8 |
| Travel | 92 | 0 | 2 | 0 | 94 | 23 |
| Treasury Management | 283 | (9) | 15 | 1 | 290 | 74 |
| Functional Subtotal | 3,423 | (144) | 116 | 0 | 3,395 | 558 |
| Subtotal Percentages | | (4)% | 3% | | | 15% |
| Technical Requirements | | | | | | |
| BI and Analytics | 29 | 0 | 0 | 0 | 29 | 6 |
| Data Management | 58 | 0 | 0 | 0 | 58 | 9 |
| Enterprise Security | 84 | 0 | 0 | 0 | 84 | 3 |
| General System | 70 | 0 | 0 | 0 | 70 | 23 |
| Integration Architecture | 31 | 0 | 0 | 0 | 31 | 7 |
| Operations Management | 57 | 0 | 0 | 0 | 57 | 2 |
| Reporting | 60 | 0 | 0 | 0 | 60 | 10 |
| Support | 26 | 0 | 0 | 0 | 26 | 5 |
| Transaction System | 43 | 0 | 0 | 0 | 43 | 2 |
| Workflow and UI | 64 | 0 | 0 | 0 | 64 | 4 |
| Technical Subtotal | 522 | 0 | 0 | 0 | 522 | 71 |
| Subtotal Percentages | | 0% | 0% | | | 3% |
| Grand Total | 3,945 | (144) | 116 | | 3,917 | 629 |
| Total Percentages | | (4)% | 3% | | | 16% |