

Level 2 Process Evaluation Questionnaire Summary Report (I-OCM9)

Table of Contents

Executive Summary	3
Background and Objectives	4
Evaluation Method	4
Evaluation Results	4
Overall Agency Response Rates	4
Comments per PEQ Part	5
Comment Action/Resolution	5
Conclusions	6
Appendix A: Additional Data	7
Appendix B: Process Evaluation Questionnaire	11

Executive Summary

Thirty-four agencies, currently using the Florida Accounting Information Resource (FLAIR) and/or the Cash Management System (CMS) (listed in Appendix A, Table 2), were asked to complete a Process Evaluation Questionnaire (PEQ) after the conclusion of the Level 2 Workgroups and Workshop. The PEQ was organized in three parts and focused on the Florida PALM Project's (Project) ten Business Process Area's (Process Areas) process flows and narratives (See Appendix A, Table 6 for a list of Project Business Process Areas). Part 1 was designed to collect general information; Part 2 to collect Project Business Process Area information; and Part 3 to collect summary information. Twenty-six agencies¹ submitted a total of 374 comments (including statements and questions) in response to the PEQ. This level of response indicates that interest in the Project is high and that agencies are engaged in the process and understand the importance and magnitude of the endeavor. Of the 26 agencies completing the PEQ, 21 provided comments for Part 1, while 19 provided comments for Part 2, and 18 for Part 3.

Comments ranged from "no comment at this time," to detailed evaluations about one or more Process Area. Part 2 received the largest number of comments with 267 (71 percent), while Part 1 received 71 (19 percent), and Part 3 received 36 (10 percent). This distribution was expected considering the focus of the PEQ was on Process Areas (Part 2). Within Part 2, Procurement to Payment (P2P) received the largest number of comments with 83, representing 22 percent (83/374) of the total comments, and 33 percent (83/267) of the comments received for Part 2.

Each comment was evaluated to determine if a follow up action was needed, and if so, what type of action should be taken. A total of 28 comments, representing seven percent of the total, were determined to meet criteria warranting follow up action. Follow up actions included: modifying Level 2 process flows, narratives, and functional business requirements; and identifying those that may impact current and future policy. The remaining 346 items were determined to need no further action and were evaluated for consideration in the development of the Project's Frequently Asked Questions (FAQs). The relatively few number of substantive changes to the draft Level 2 process flows and narratives resulting from the questionnaire suggests that the Team and agency staff communicated well during Level 2 Workgroups and Workshops.

¹ When developing metrics, responses from entities other than agencies listed in Table 2 were included as part of the parent agency data set (e.g., The Division of Emergency Management [DEM] response was included in the Executive office of Governor [EOG] data set). Data from entities that were not listed, or a part of an Agency listed in Table 2, were not used to calculate the overall agency response rate. However, they were used when calculating metrics specific to the PEQ and its Parts.

Background and Objectives

The Florida PALM Project Team began collaborating with State agencies that use FLAIR and/or CMS to develop standard business process flows and narratives for the Process Areas (Process Areas) in December of 2014 with the Level 1 Subject Matter Experts (SME) Workgroup. Development continued with several workshops and workgroups through 2015: (Information about workshops and workgroups can be found on the Project website at: <http://www.myfloridacfo.com/floridapalm/meetings.htm>)

After the completion of the Business Process Standardization Level 2 Workshops in June of 2015, the Project Team developed a PEQ (attached as Appendix B). This instrument was designed to further facilitate Project collaboration with State agencies and assist in the continued development the Level 2 process flows and narratives by providing a mechanism for the agencies to submit direct, written, feedback on the draft Level 2 process flows and narratives.

Evaluation Method

The Administrative Services Directors (ASDs) for each agency were sent an email inviting them to complete the PEQ (attached in Word format). ASDs were asked to identify a single point of contact to collate their agency's information and provide a comprehensive response. The PEQ was divided into three parts:

- **Part 1** – *General Information* - questions and comments about the Project
- **Part 2** – *Project Business Process Area Specific Information* – questions and comments pertaining to each Project Business Process Area, with one section per Process Area.
- **Part 3** – *Summary Information* – a summary of the agency's response providing a focus on salient points and overall themes

Evaluation Results

Response data was evaluated in two ways: overall agency response rate comparing the number of agencies providing a response to the total number of agencies invited to complete the PEQ; and response rates and comments received per PEQ Part (including Project Business Process Areas).

Overall Agency Response Rates

Evaluation of the overall response rate found that 76 percent (26/34) of the agencies invited to complete the PEQ provided a response. Additional responses were received from the State Board of Administration (SB) and Division of Emergency Management (DEM). These entities are not identified by the Project as agencies that use FLAIR and/or CMS. (A complete list of agencies and their designations is provided in Appendix A).

Table 1: Response Rate per PEQ part

PEQ Part	Title	Number of Commenting Agencies	Percent of Total Commenting Agencies
Part 1	General	21	81%
Part 2	Project Business Process Areas	19	73%
Part 3	Summary	18	69%

Of the agencies that responded, 81 percent (21/26) provided comments for Part 1, 73 percent (19/26) provided comments for Part 2, and 69 percent (18/26) provided comments for part 3. Within Part 2, five Process Areas received comments from 10 or more agencies: P2P (16); ARB (14); GAC (11); R2R (11); and BUD (10). This suggests that agencies have a high level of interest in, or may be impacted to a greater extent by, modifications and/or actions associated with these Process Areas. A similar trend is exists in the number of comments provided per PEQ Part evaluation. (See figures 2 and 3, Appendix A)

Comments per PEQ Part

The percentage of the total comments received in each Part of the PEQ ranged from a low of ten percent for Part 3 (36/374), to a high of 71 percent for Part 2 (267/374), with Part 1 falling in the middle with 19 percent (71/374). This distribution is consistent with the expected range of comments given that the focus of the PEQ was the evaluation of the Project Business Process Areas (Part 2). The trends identified in Part 2 were similar to those identified in the Overall Agency Response Rate section above.

Table 2: Number of Comments per PEQ Part and Project Business Process Area.

PEQ Part	Title	Number of Comments	Percent of Total Comments
Part 1	General	71	19%
Part 2	Project Business Process Areas	267	71%
Part 3	Summary	36	10%
Total		374	100%

Five Project Business Process Areas received more than 25 comments: P2P (83); GAC (41); Bud (36); ARB (27); and R2R (26). This is consistent with what was expected given that these Process Areas are used by the majority of state agencies. See Table 5 in Appendix A for a detailed breakdown of the comments received per PEQ Part.

Comment Action/Resolution

The Team evaluated agency comments, in order to identify those that might warrant follow up action such as a modification to Level 2 process flows, narratives, and/or requirements. Additionally, the Project team recorded items that may impact current or future policy.

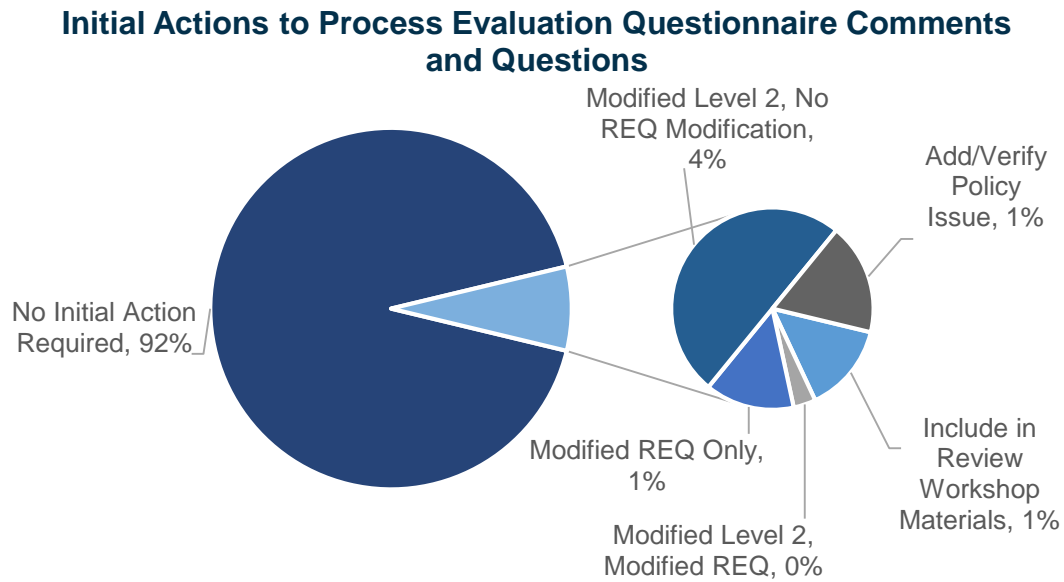


Figure 1: Initial actions taken for PEQ comments submitted by Agencies.

Twenty-eight comments were determined to require action, representing eight percent (28/374) of the total comments. The remaining 346 comments were determined to require no immediate action. (See Table 7 and 8 in Appendix A for a detailed breakdown) These comments were evaluated as part of the development of the Project’s FAQs. Development of FAQs included identification of common themes including training and support, Project schedule and timeline, ERP application, policy, integration and interaction, confidential information, general project information, and reports and data. These themes were further grouped into 3 categories:

- General – Broad or generic questions about the Project. Examples may include questions concerning the Project’s organization, goals, timeline, and status.
- Agency – Questions concerning the Project that are specific to State agencies. It may include questions associated with agency related business processes or agency business system integration.
- Vendors – Questions specific to vendors and procurement.

Conclusions

The overall interest in the Project remains high and agency collaboration continues to expand. The response rate for the PEQ and the quality of the comments submitted by agencies suggest positive agency engagement and support, and genuine interest in the Project. In addition to using the information gathered during this process to improve the Level 2 process flows and narratives, the Project team was able to leverage comments and data received to aid in the development of FAQs for the Project. The additional information received from the PEQ greatly expanded the content and quality of the FAQ. The Project continues to actively solicit feedback and develop new collaborative partnerships with agencies and stakeholder while strengthening existing ones. Results identified by the Project during this activity may be used when developing the 2016-2017 Fiscal Year Collaboration Strategy.

Appendix A: Additional Data

Table 3: A List of Agencies Asked to Respond to the Questionnaire Identifying if the Agency Provided a Response

Responded	Agency Name	Acronym
N	Agency for Health Care Administration	AHCA
Y	Agency for Persons with Disabilities	APD
N	Agency for State Technology	AST
N	Department of Business and Professional Regulation	DBPR
Y	Department of Children and Families	DCF
N	Department of Citrus	FDOC
Y	Department of Economic Opportunity	DEO
N	Department of Education	DOE
N	Department of Elder Affairs	DOEA
Y	Department of Financial Services	DFS
Y	Department of Health	DOH
Y	Department of Highway Safety and Motor Vehicles	DHSMV
Y	Department of Juvenile Justice	DJJ
Y	Department of Legal Affairs	DLA
Y	Department of Management Services	DMS
N	Department of Military Affairs	DMA
Y	Department of Revenue	DOR
Y	Department of State	DOS
N	Department of the Lottery	DOL
Y	Department of Transportation	FDOT
Y	Department of Veterans' Affairs	FDVA
Y	Division of Administrative Hearings	DOAH
Y	Executive Office of the Governor	EOG
Y	Florida Commission on Offender Review (Formally: Florida Parole Commission)	FCOR
Y	Florida Department of Agriculture and Consumer Services	DACS
Y	Florida Department of Corrections	DC
Y	Florida Department of Environmental Protection	DEP
Y	Florida Department of Law Enforcement	FDLE
Y	Florida Fish and Wildlife Conservation Commission	FWC
Y	Florida School for the Deaf and the Blind	FSDB
Y	Justice Administrative Commission	JAC
Y	Legislature	LEG
Y	Public Service Commission	PSC
Y	State Board of Administration of Florida	SBAF
Y	State Courts System	SC

Table 4: Non State Agencies and Divisions or Agency Components that Responded

Responded	Entity Name	Acronym
Y	State Board of Administration	SB
Y	EOG - Division of Emergency Management	EOG-DEM

Table 5: Agency comment counts per PEQ Part. Part 2 comments are further divided by Project Business Process Area

Agency	Part 1	Part 2 - Process Areas (267 Comments)										Part 3	Total
		ARB	A2D	BUD	CSH	GAC	P2P	PAY	PJT	R2R	TRM		
AHCA	0	0	0	0	0	0	0	0	0	0	0	0	0
APD	3	1	1	2	0	7	1	0	0	0	0	1	16
AST	0	0	0	0	0	0	0	0	0	0	0	0	0
DBPR	0	0	0	0	0	0	0	0	0	0	0	0	0
DCF	2	0	0	0	0	0	0	0	0	3	0	0	5
FDOC	0	0	0	0	0	0	0	0	0	0	0	0	0
DEO	5	4	1	2	3	4	7	0	0	2	2	2	32
DOE	0	0	0	0	0	0	0	0	0	0	0	0	0
DOEA	0	0	0	0	0	0	0	0	0	0	0	0	0
DFS	1	0	0	0	1	0	2	0	0	0	0	1	5
DOH	0	0	0	0	0	0	0	0	0	0	0	1	1
DHSMV	5	4	2	3	2	2	3	0	1	2	1	1	26
DJJ	4	2	0	0	0	1	2	0	0	0	0	1	10
DLA	2	1	1	2	1	1	4	0	1	1	0	1	15
DMS	5	2	10	1	3	4	16	1	1	1	0	4	48
DMA	0	0	0	0	0	0	0	0	0	0	0	0	0
DOR	1	0	0	0	0	0	0	0	0	0	0	1	2
DOS	5	0	0	0	0	1	3	0	0	0	0	1	10
DOL	0	0	0	0	0	0	0	0	0	0	0	0	0
FDOT	4	1	0	7	0	2	6	0	2	2	5	2	31
FDVA	2	1	0	0	0	0	4	0	0	0	0	6	13
DOAH	1	0	0	0	0	0	0	0	0	0	0	1	2
EOG	0	1	1	0	0	0	3	0	0	0	0	0	5
DACS	2	1	0	2	0	0	1	0	0	0	0	1	7
DC ²	4	5	0	0	0	3	5	0	6	3	0	1	27
DEP	3	1	2	7	1	0	0	0	2	3	0	0	19
FDLE	5	0	0	0	0	15	13	0	3	1	0	6	43
FWC	0	0	0	0	0	0	0	0	0	0	0	0	0
FSDB	0	0	0	0	0	0	0	0	0	0	0	1	1
JAC	5	1	0	4	0	0	11	0	0	6	0	4	31
LEG	5	1	1	1	0	0	1	0	0	2	0	0	11
PSC	1	0	0	0	0	1	0	0	1	0	0	0	3
SC	5	0	0	0	0	0	0	0	0	0	0	0	5
Total Comments per Part	70	26	19	31	11	41	82	1	17	26	8	36	368
Total Agencies providing comments	21	14	8	10	6	11	16	1	8	11	3	18	NA

² FCOR's response was included in the DC submission

Table 6: Project Business Process Areas and Acronyms

Project Business Process Area	Acronym
Asset Acquisition to Disposal	A2D
Accounts Receivable and Billing to Receipts	ARB
Budget Preparation to Reversion	BUD
Cash Inflows to Outflows	CSH
Grant Application to Closeout	GAC
Procurement to Payment	P2P
Payroll Hire to Separation	PAY
Project Development to Closeout	PJT
Record to Report	R2R
Treasury Management	TRM

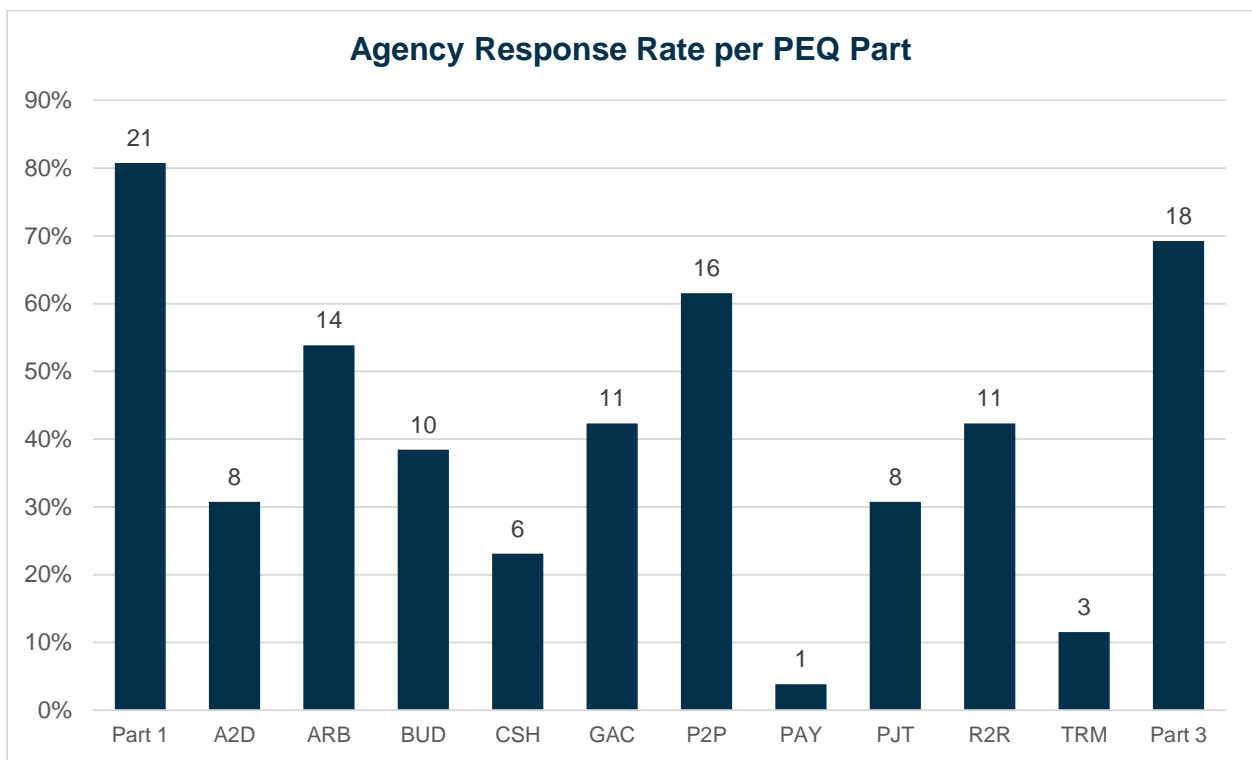


Figure 2: Response rates for agencies broken down by PEQ Part. The height of the bar graph represents to the percentage of agencies providing comments for that Part, while the number above the bar graph represents the number of agencies providing comments for that Part.

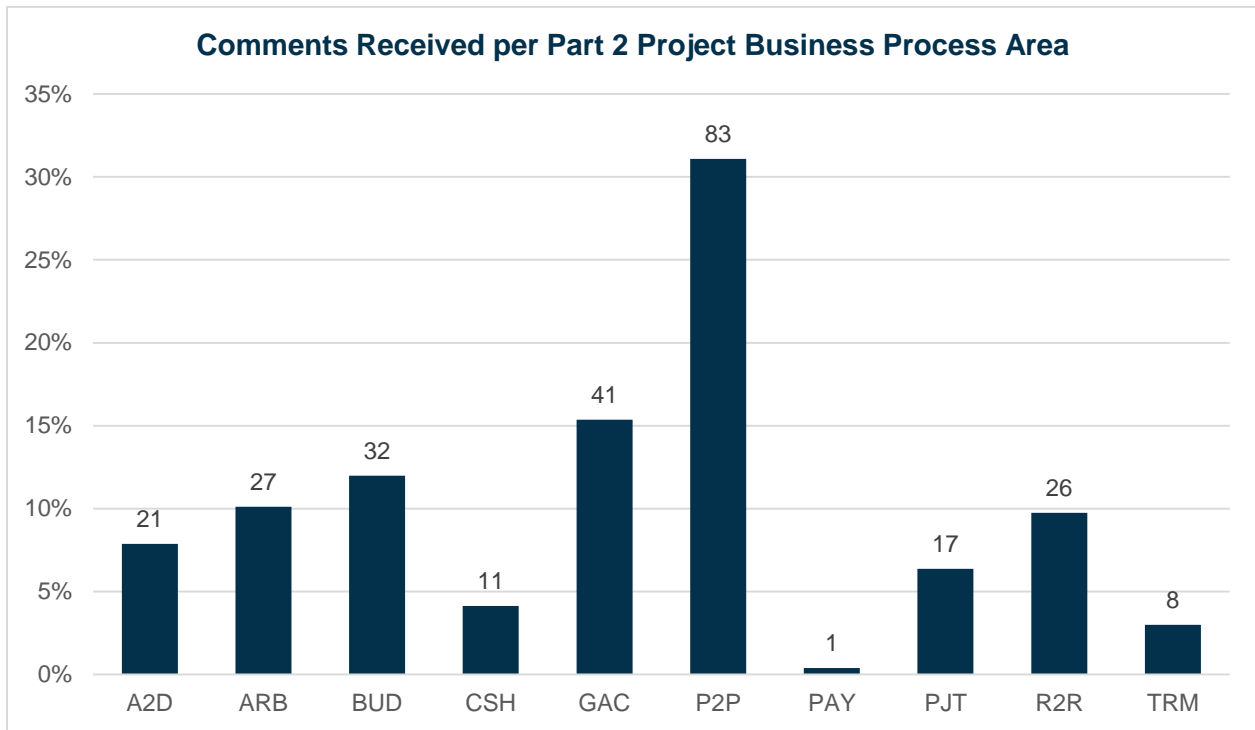


Figure 3: Response rates for Part 2 broken down by Process Area. The height of the bar graph represents the percentage of the total comments received for Part 2; the number above the bar represents the number of comments received for that Process Area.

Table 7: Determination of Action needed for agency comments

Determination	Number of Comments	Percent of the Total Comments
Action Needed ³	28	7.5%
No Action Needed ⁴	346	92.5%
Total Comments	374	100%

Table 8: Breakdown of the Initial Actions Taken and the number of comments for each

Initial Action	Number of Comments	Percent of the Total Comments
Meet/Discuss with Agency	0	0.0%
Include in Review Workshop Materials	4	1.1%
Evaluate for into FAQ	0	0.0%
Modified Level 2, Modified REQ	1	0.3%
Modified REQ Only	4	1.1%
Modified Level 2, No REQ Modification	14	3.8%
Need to Escalate	0	0.0%
Add/Verify Policy Issue	5	1.3%
Total	28	7.5%

³ This is a summation of the Initial Action counts from Table 8.

⁴ These comments were reviewed and considered as part of the development of the FAQs.

Appendix B: Process Evaluation Questionnaire

The following text and information represents the Questionnaire that was distributed to agency Administrative Services Directors following the BPS Level 2 Workshops.

Agency and Contact Information

Instructions

All agencies are asked to participate in the Level 2 Process Evaluation by completing this questionnaire. Comments provided in response to this Process Evaluation Questionnaire will be used to assist the Florida PALM Project team in finalizing the draft Level 2 Standard Business Process Models which will be used describe a vision for the state's future financial management system. This questionnaire has 3 parts. Agencies are asked to complete each part to the greatest extent possible. Each agency is asked to coordinate internally and provide on one response. Process Flows and Narratives can be downloaded from the Project website under the "Draft Level 2 Process Narratives and Workflows" heading here:

<http://www.myfloridacfo.com/floridapalm/meetings.htm>

Agencies are encouraged to share any potential impacts to their current process and any anticipated benefits such as increased efficiency and accuracy, and decreases in time.

This document is set up as a form. Agencies may enter comments directly into the fields and then save the completed form. When saving the form, please use this naming convention:

Naming Convention: L2_WKSHOP_AgencyAcronym ex: L2_WKSHOP_DFS

If you are unable to use the form, or if you have attachments, please save them as PDF and submit as attachments to the email response.

***Responses should be submitted by email to FloridaPALM@MyFloridaCFO.com.
The deadline for submission is Friday, July 10, 2015 by 5:00 p.m.***

Part 1 – Questions for Florida PALM Project Team

Please provide your top five questions about the Project. We may contact the agency representative identified above for additional comments and clarification. Responses will be used to further clarify Project objectives and progress in future communications.

Part 2 – Process Specific Information

This part is divided into 10 sections, each representing one of the 9 defined Process Areas. Please select the check box next “Our agency has no comments for this Process Area” for each process area to which you do not provide comments. During your review of the draft Level 2 Standard Business Process Models, agencies are encouraged to focus on the following:

- Are the steps / activities my agency uses represented in this flow?*
- Are the reports and information produced or collected by my agency documented?*
- Are there integration points needed by my agency to exchange data identified?*
- Are there any pertinent policies, Rules or Statutes that should be referenced to the process steps?*
- Are there control points or internal control activities that need to be modified or added?*
- Is the narrative clear or are there areas of ambiguity? If yes, please indicate where and what information is needed.*
- Do the documents represent Florida-specific processes? If not, what additional information is needed*
- Are there any activities or tools the Project can provide to assist agencies in adopting new process?*

Part 3 – Summary Information

Please provide a summary (general comments) of your review, pulling together the salient points and overall themes here. The summary should help focus attention on specific issues starting with the most important first.

Please include copies of any supporting information and recommend specific changes to the draft materials with your response.

Please contact the Florida PALM Project if you have any questions at:

FloridaPALM@MyFloridaCFO.com

Part 1 – Questions for the Florida PALM Project Team

<i>(Please provide the top 5 questions that your Agency has with regards to the Florida PALM Project)</i>
<i>Click here to enter text.</i>
<i>Click here to enter text.</i>
<i>Click here to enter text.</i>
<i>Click here to enter text.</i>
<i>Click here to enter text.</i>

Part 2 - Process Specific Information

Accounts Receivable / Billing to Receipts (ARB)
<input type="checkbox"/> Our agency has no comments for this Process Area
General Feedback and Suggestions <i>Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.</i>
<i>Click here to enter text.</i>

Asset Requisition to Disposal (A2D)
<input type="checkbox"/> Check this box if your agency has no comments for this Process Area
General Feedback and Suggestions <i>Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.</i>
<i>Click here to enter text.</i>

Budget Preparation to Reversion (BUD)

Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Cash Inflow to Outflow (CSH)

Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Grant Application to Closeout (GAC)

Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Procurement to Payment (P2P)

Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Project Development to Closeout (PJT)

Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Record to Report (R2R)

1. Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Treasury Management (TRM)

1. Check this box if your agency has no comments for this Process Area

General Feedback and Suggestions

Please provide general feedback and suggestions for modifications, improvements, or alterations to the current process flow or narrative. Where appropriate, please reference the sub-process name, process step, control point or integration point.

[Click here to enter text.](#)

Part 3 - Summary Information

Please provide a brief description summarizing your Agency's review. Please be sure to point out any critical comments or topics as well as benefits to your agency's processes

[Click here to enter text.](#)

Agency Confirmation of Review

To be completed by the agency's Director of Administration or their delegate.

Please complete the information below acknowledging that you have reviewed the information submitted by your agency and are aware of and agree with the comments and recommendations proposed.

<i>Printed Name:</i> Click here to enter text.	
<i>Signature:</i>	
<i>Title:</i> Click here to enter text.	
<i>Contact Number:</i> Click here to enter text.	<i>Date Completed:</i> Click here to enter a date.