FLORIDA PALM PROJECT
PRE-WORKSHOP REVIEW MATERIALS
Level 2 Workshops
Pre-Workshop Materials

- Section 1 – Project Overview
- Section 2 – BPS Track Activities
- Section 3 – Workshop Expectations
SECTION 1: PROJECT OVERVIEW
Since the early 80’s, the State has been using the Florida Accounting Information Resource Subsystem (FLAIR) to manage the State’s Accounting and Financial needs. Since its creation, agencies who use FLAIR have created more than 400 unique applications and processes that interface with FLAIR to meet needs that FLAIR was unable to.

In 2013, the General Appropriations Act (GAA) Proviso set forth the requirement that a study (FLAIR Study or Study) be performed to provide recommendation on one of four options to either enhance or replace FLAIR.

The 338 page FLAIR Study was released in March of 2014.
Project Overview

The Study

- The Study concluded the State of Florida should pursue the replacement of FLAIR and the Cash Management System (CMS) with a “Commercial off the Shelf” (COTS) Enterprise Resource Planning (ERP) solution for the financial management processes to support the constitutional obligations of the Chief Financial Officer (CFO)

- The Study provided a very detailed analysis and information that were used as guidelines to help plan the Project
Project Overview

Enterprise Resource Planning (ERP) Systems

- Business management software that include an integrated system of applications to manage an organization's business and automate many back-office functions
- Provide functionality built over many decades based on customer and industry needs
- While providing an extensive suite of applications, customers can purchase and implement only the applications (i.e., modules) that meet their business needs
- Provide financial management capabilities including Accounts Payable and Budgeting, and operational tools, such as Asset Management and Project Management
- Include robust query and reporting capabilities, often times mitigating the need for producing paper reports, and improve the ability to access and analyze financial and business data
- Provide modern technologies and foundation for future growth
Project Overview

Scope of Project

The two systems targeted for replacement:

- **FLAIR** – Florida Accounting Information Resource Subsystem
  - The State’s accounting and financial subsystem, used by 35 agencies
  - The core technology for FLAIR was developed in the 1970’s and implemented in the 1980’s
  - More than 400 “compensating systems and agency unique processes” that interface with, report to or perform similar functions as FLAIR

- **CMS** – Cash Management System
  - A collection of business systems used to manage the State’s treasury functions
  - Built on solid but older technology
Project Overview
Scope of Project

The Study’s “options analysis” found several common themes that other states and organizations, which have implemented ERPs, felt were keys to success:

- Enforce standardization of business processes through governance instead of making individual customizations
- The level of governance strength is directly related to the level of success and outcomes of the ERP implementations
- Pre-implementation activities are essential to the overall adoption of the ERP solutions including preparing for enterprise-wide change including business process standardization, workforce transition, and management of organizational change
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 true enterprise-wide solution.
Project Overview

Project Goals

- Reduce the state’s risk exposure by harnessing modern financial management technology built on the premises of scalability, flexibility, and maintainability.
- Improve state and agency specific decision making by capturing a consistent and an expandable set of data.
- Improve the state’s financial management capabilities to enable more accurate oversight of budget and cash demands today and in the future.
- Improve productivity, reduce operational complexity, and increase internal controls by enabling standardization and automation of business processes within and between DFS and agencies.
Project Overview

Phases

There are four (4) Project phases:

- **Pre-DDI** – Pre-Design, Development, and Implementation focuses on project planning, Business Process Standardization and procurement of a Software and System Integrator (SSI).
  ★ You are here!

- **DDI Phase 1** – Design, Development, and Implementation Phase 1 focuses on **core** FLAIR and CMS processes such as General Ledger, Payment Processing, and Budget and Cash Controls.
Project Overview

Phases

- **DDI Phase 2** – Design, Development, and Implementation Phase 2 focuses on expanding the ERP functionality based on the processes completed in DDI Phase 1.

- **Operation and Maintenance** – O&M started at the beginning of the Project and will continue through the life of the replacement system. It includes O&M of FLAIR during the initial phases and O&M of the Florida PALM ERP after implementation.
Florida PALM Project Overview

Project Tracks (Teams)

Pre-DDI

- **PMO** - Project Management Office *(Project)* – combined with the procurement Track identified in the FLAIR Study

- **BPS** - Business Process Standardization *(Process)*

- **OCM** - Organizational Change Management *(People)* – combined with the workforce transformation Track identified in the FLAIR Study

- **SDS** - Systems & Data Strategy *(Technology)*

Although the Tracks overlap, there will be times when the focus of work products is on one Track with the support of the other Tracks.
SECTION 2: BPS TRACK ACTIVITIES
BPS Track Activities

Primary Responsibilities

- Development of Standardized Business Process Models
  - Drafts reflect the state’s currently proposed, future financial management processes
  - Level 1 – High-level, end-to-end Process Flows
    - 30 Workgroups, attended by 17 agencies, were conducted from October 2014 through February 2015
  - Level 2 – More detailed Process Flows
    - 32 Workgroups, attended by 30 agencies, April 2015 – May 2015
    - Workshops for all agencies scheduled for June 10 – 17, 2015
- Development of Business Requirements
  - Based on Process Models and state business needs
  - Will be included in the solicitation for the ERP Vendor
BPS Track Activities
Standard Business Process Models

- **Flows** (or “process flows”) – A diagram that describes a series of steps in a process. The steps are assembled from left to right in “process order” from a starting step to the end step. Steps are also organized vertically on the page based on “swim lanes” that correspond to a user or role.

- **Business Process Model** – Includes the process flow and a process narrative. The narrative provides a description of the activities occurring in each process step, as well as descriptions of other information contained on the flows or that support the flows.
BPS Track Activities

Standard Business Process Models

- Level 1 – **Business Process** – Organization-wide (e.g., Florida Financial Management Processes)

- Level 2 – **Major Processes** – Key results area (e.g., Accounts Receivable)

- Traditional mapping levels may have a third and fourth Level focused on sub-processes and activities. The State is focused on Level 1 and Level 2.
BPS Track Activities

Standard Business Process Models

- Levels 1 and 2 Process Models have been created and Level 2 is being presented for feedback as part of the Workshops.

- Both levels 1 and 2 include information regarding:
  - **Reports / Reporting Requirements** – Information (query or report) needed to support the process set or produced by the process step.
  - **Control Points** – Represent activities such as reconciliations or approvals.
  - **Integration Points** – Interfaces to / from other business systems.
  - **Accounting Events** – Points flow where the general ledger is updated.

- Final Process Models will be included in the solicitation for the ERP.
BPS Track Activities

10 Process Areas

The State’s financial management process are grouped into 10 Process Areas:

1. Accounts Receivable / Billing to Receipt (ARB) – billing and receiving payments
2. Asset Requisition to Disposal (A2D) – recording, depreciating, and reporting assets
3. Budget Preparation to Reversion (BUD) – budget management lifecycle from request to reversion
4. Cash In-Flows to Out-Flows (CSH) – verifying deposits, reconciliation, tracking receipts and warrants, and cash reporting
5. Grant Application to Closeout (GAC) – establishing, managing, and reporting on grants
BPS Track Activities

10 Process Areas

6. Payroll Hire to Separation (PAY) – financial transactions related to accounting for employee salary and benefits

7. Procurement to Pay (P2P) – purchasing and paying for goods and services

8. Project Development to Closeout (PJT) – establishing, managing, and reporting on projects

9. Record to Report (R2R) – establishing ledger coding and record keeping through financial reporting

10. Treasury Management (TRM) – treasury functions required to manage and maintain custody of cash and investment resources
Workshop Expectations

DRAFT Process Flows & Narratives

- Draft Level 2 Process Flows and Narratives will be posted on the Florida PALM website prior to the beginning of the Workshops.
- Each draft process flow is paired with a draft narrative document to help provide context and supporting information and should be read along with the narrative for full understanding of the proposed process.
- A more detailed description is also provided in the draft narrative for each numbered step in a flow.
- The following slides provide additional information on how to read the process flows including a description of Key Symbols and an example process flow with key features described.
Workshop Expectations
DRAFT Process Flows

- **Key symbols**
  - Start and end point for the process
  - Process step (activity) – represents a discrete step in the process
  - Decision point – an intersection in the process where the flow can move in multiple directions depending on yes or no answer
  - Integration Point – Point where other applications may need to communicate with the proposed software
  - Control Point – Point where data is verified or compiled
  - Off Page - Process has an off page connection to another process
  - Connector - A line connecting one step to the next. The arrow indicates the direction of action.

- **Non-Competitive** (e.g. Block/Formula Grant)

- **Integration Point**
- **Control Point**
- **Off Page**
- **Connector**

- **Non-Competitive**

- **Input Grant Details**
  - GAC 1.17
- **Input Budget Components**
  - GAC 1.18
- **Input Recipient Organization Details**
  - GAC 1.19

- **Subrecipient Producing Capital Asset?**
  - GAC 1.30b

- **Confirm Indirect/F&A Calculations**
  - GAC CP 1.29

- **Set Up Asset**
  - A2D x.xx
Workshop Expectations

Example of a Typical DRAFT Process Flow

Parts of a Flow
1. Process Flow name
2. Process Area name
3. Page Number and Version Information
4. Shape Key – List the object shapes used in the flow chart. Shading denotes activities outside the application.
5. Swim Lanes – Represent a specific responsibility in the process. May or may not be completed by one person.
6. Process Step
7. Connector
Workshop Expectations

DRAFT Process Narrative

- This document provides a significantly greater amount of detail about a specific process
- Relevant components of a draft process narrative are:
  - General Information
  - Authors and Contributors
  - Scope
  - Assumptions
  - Standardized Process Area Overview
  - Process Area Details
  - Integration Points
  - Control Points
  - Reporting Needs
  - Key Performance Indicators/Measures
  - Future Enhancements for Considerations
SECTION 3: WORKSHOP EXPECTATIONS
Project Workshops

Structure

- The Level 2 Workshops are being offered in 2 sections:
  - PALM 100 - Payment Processing for Goods and Services
  - PALM 200 - Receipt Processing for Funds Received
- There are four different dates and times for each section
- Please only attend one of each section
- Each section will walk the attendee through an integrated “end to end” presentation of the Payment or Receipt process, starting with the establishing the accounting set up through the management of state and agency resources
Project Workshops

Key Points

- The Workshops are not training events. They are, however, crucial to providing an overview and examples of the current draft process documents and in preparing attendees to complete the Process Review Questionnaire.

- Process Flows and Narratives are a work in progress and in draft at this time:
  - They will be modified based on your review and comments.
  - They may be modified at other points during the implementation process.
Workshop Expectations

Available Sessions

- Workshop dates are:

<table>
<thead>
<tr>
<th>PALM 100 – Payment Processing for Goods and Services</th>
<th>PALM 200 – Receipt Processing for Funds Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, June 10, 9 a.m. – 12 p.m.</td>
<td>Wednesday, June 10, 1:30 – 4:30 p.m.</td>
</tr>
<tr>
<td>Thursday, June 11, 1:30 – 4:30 p.m.</td>
<td>Thursday, June 11, 9 a.m. – 12 p.m.</td>
</tr>
<tr>
<td>Tuesday, June 16, 1:30 – 4:30 p.m.</td>
<td>Tuesday, June 16, 9 a.m. – 12 p.m.</td>
</tr>
<tr>
<td>Wednesday, June 17, 9 a.m. – 12 p.m.</td>
<td>Wednesday, June 17, 1:30 – 4:30 p.m.</td>
</tr>
</tbody>
</table>

- Please be sure to arrive on time.
- Seating is limited. Please attend the session for which you registered.
- A copy of the workshop section presentation will be handed out upon check in.
- You may register for a workshops at: [DFS Learning Management System](#).
Workshop Expectations

Workshop - Survey

- At the conclusion of the Workshop, all participants will be asked to complete a short survey about their Workshop experience.
- The survey request will be sent via email with a link.
- We sincerely hope you will take a few moments to complete the survey, as the information gathered from attendee responses will be used to help the Project team develop better and more effective methods to provide agencies and staff with information about the Florida PALM Project and its progress.
Workshop Expectations

Workshop - Questionnaire

- After the Workshops, a Process Evaluation Questionnaire will be sent to each agency for completion
- Only one Questionnaire should be completed by an agency
- The Questionnaire will request input and feedback regarding the content of the draft Level 2 Process Models
- More information about the Questionnaire will be provided during the Workshop
Florida PALM Contact Information

Visit us on the web at:
http://www.MyFloridaCFO.com/FloridaPALM

Send inquiries, comments, and suggestions to:
FloridaPALM@MyFloridaCFO.com