Functional and Technical Requirements Review Workgroup Survey Summary Report (I-OCM16 Appendix D)

Florida PALM
Planning, Accounting, and Ledger Management

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Executive Summary

In late October and early November 2015, the Project conducted Functional and Technical Requirements Review Workgroup Meetings to support the agency review period for Functional and Technical Cycle 1 Business Requirements. These highly interactive meetings were an opportunity for Functional and Technical Requirements Review Coordinators and other agency personnel to have their questions about Business Requirements answered by the Project Team. The Workgroups also promoted collaboration with State agencies through information sharing. The Functional and Technical Requirements Review Workgroups were offered a total of 11 times during late October and early November 2015. Eight Functional Workgroups were conducted, organized by process area, while three Technical Workgroups were conducted, organized by Technical Requirements categories.

Following each Workgroup, all attendees were sent an email invitation to complete an online Workgroup survey through SurveyMonkey. The survey gathered demographic information about the Workgroup attendees, as well as their evaluation of the Workgroup. Survey respondents were asked to indicate their level of agreement with statements about the Workgroup and were also given the opportunity to provide comments. Of the 265 Functional Workgroup surveys, 149 responses were received (56 percent). Of the 73 Technical Workgroup surveys, 24 responses were received (33 percent). Overall, 173 out of 338 surveys were received, (51 percent).

On the evaluative questions, the majority of respondents selected "Strongly Agree" or "Agree." The percentage of respondents selecting "Disagree" was two percent or less for each statement. These high agreement levels suggest that survey respondents found the Workgroups to be a positive, helpful experience. Respondent feedback was also gathered through comment opportunities. Based on the comments received, respondents generally seemed to think that the presentation was very professional.

The following report provides more information about the background leading to the Functional and Technical Requirements Review Workgroup Meetings, additional discussion of the survey methods, and concludes with a detailed breakdown of survey results. The Workgroup survey instrument is included at the end of this report.

Background and Objectives

In late October and early November 2015, the Florida PALM Project conducted Functional and Technical Requirements Review Workgroup Meetings. These Workgroups supported the agency review period for Functional and Technical Cycle 1 Business Requirements. These highly interactive meetings were an opportunity for Functional and Technical Requirements Review Coordinators and other agency personnel to have their questions about Business Requirements answered by the Project Team. The Functional and Technical Requirements Review Workgroups were conducted a total of 11 times during late October and early November 2015. Eight Functional Workgroups were conducted, organized by process area, while three Technical Workgroups were conducted, organized by Technical Requirements categories. Each Workgroup was scheduled for three hours, in alternating morning and afternoon sessions. All 34 State agencies that use the Florida Accounting Information Resource (FLAIR) and/or Cash Management System (CMS) were invited to attend. Following the Workgroups, a survey was administered to gather demographic information about the Workgroup attendees, as well as their evaluation of the Workgroup.

Survey Method

All attendees were sent an email inviting them to complete an online Workgroup survey through SurveyMonkey. The survey consisted of 14 total items: four demographic in nature, eight evaluative in nature, and two free-response items soliciting additional feedback. Although 179 separate individuals attended at least one Functional or Technical Workgroup session, many individuals attended more than one session. Because attendees were asked to complete a Workgroup survey for every session attended, there were a total of 338 surveys distributed: 265 Functional Workgroup surveys and 73 Technical Workgroup surveys. Of the 265 Functional Workgroup surveys, 149 responses were received (56 percent). Of the 73 Technical Workgroup surveys, 24 responses were received (33 percent). Overall, 173 out of 338 surveys were received (51 percent).
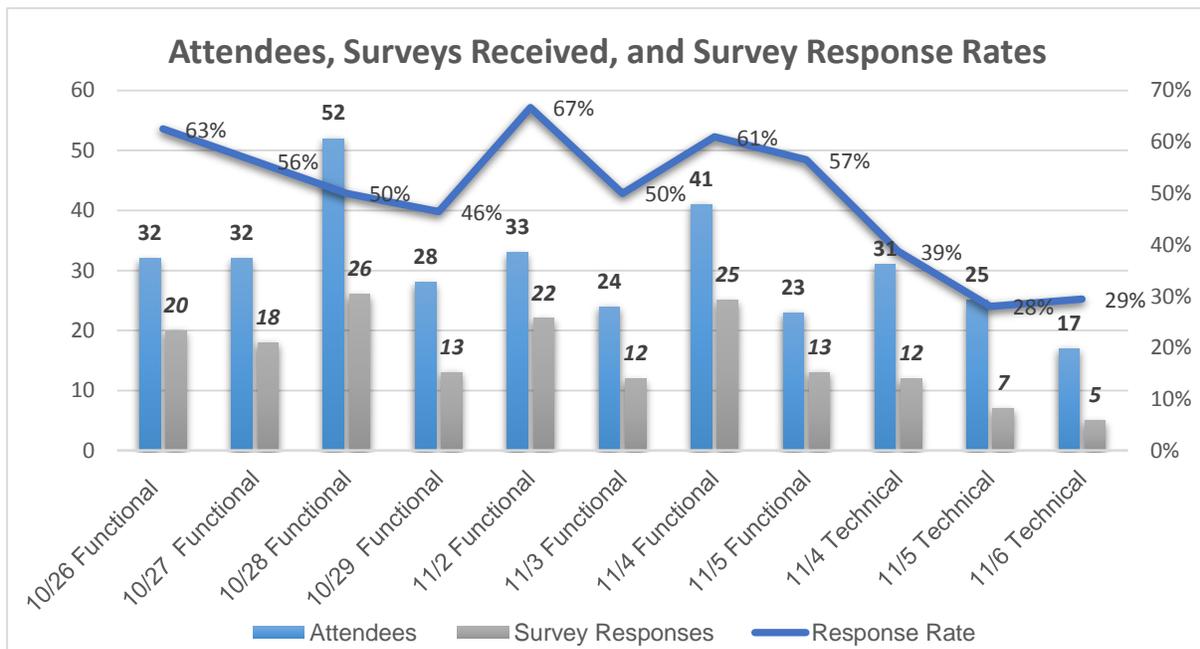

Figure 1: Attendees, Surveys Received, and Survey Response Rates

Survey Results

The survey began by establishing demographic/background information about each respondent including, but not limited to, agency represented, how many years the respondent had worked with FLAIR and/or CMS, and how frequently the respondent uses FLAIR. Among the 173 Workgroup survey responses, 21 agencies (62 percent) were represented in the survey. This was 12 percent (25/34) less than was represented in the Level 2 and Functional Requirements Review Workshops and 30 percent (11/34) more than was represented in the Technical Kickoff Meeting. The largest overall survey responses came from Department of Economic Opportunity (14 percent), Department of Revenue (14 percent), and Department of Health (10 percent). More than half (56 percent) of respondents reported 15 or more years of experience working with FLAIR and/or CMS, while 14 percent reported 10 to 14 years of experience, and 20 percent reported five to 10 years. In addition, more than half (55 percent) of survey respondents use FLAIR and/or CMS every day during the completion of their work responsibilities.

Table 1: Count and Percentage of Agencies Represented

Agency	Count	Percent
APD	2	1%
AST	2	1%
DACS	15	9%
DBPR	5	3%
DCF	16	9%
DEO	25	14%
DFS	3	2%
DJJ	13	8%
DMS	8	5%
DOAH	2	1%
DOH	18	10%
DOL	3	2%
DOR	24	14%
EOG	4	2%
FDLE	4	2%
FDOC	4	2%
FDOT	11	6%
FDVA	4	2%
FSDB	3	2%
PSC	4	2%
SC	3	2%
Total	173	100%

Experience Using FLAIR/CMS

- Never
- Less Than 1 Year
- 1-4 Years
- 5-9 Years
- 10-14 Years
- 15 or More Years
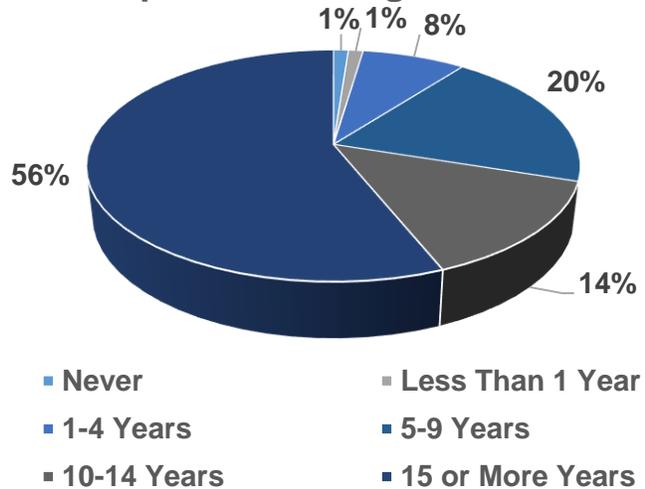
Figure 2: Number of Years Respondents Have Worked with FLAIR and/or CMS

FLAIR/CMS Usage Frequency

- Every Day
- Every Week
- Every Month
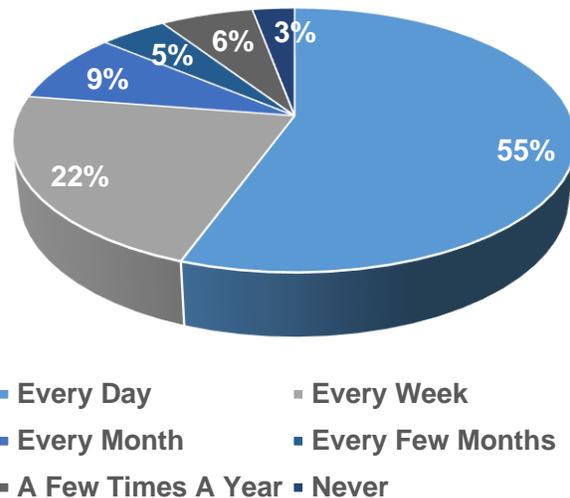- Every Few Months
- A Few Times A Year
- Never

Figure 3: FLAIR/CMS Usage Frequency during Completion of Respondent Work Responsibilities

The demographic questions were followed by eight statements intended to evaluate the Project and Workgroup materials, content, and presentation. Respondents were asked to indicate their level of agreement with each statement. Levels of agreement were presented on a Likert scale from "Strongly Agree" to "Strongly Disagree," with the additional option of "Unable to Assess." The response rate for these eight evaluative statements are presented in both tables and graph formats below. Respondents selecting "Disagree" or "Strongly Disagree" to any of these statements were required to provide additional comments. The survey concluded with two open-ended questions allowing respondents to provide any additional feedback not covered by the previous statements.

Table 2: Workgroup Survey Response Percentages per Statement

Statement	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Unable to Assess
S1. The Workgroup presentation and materials were well organized.	36%	61%	3%	0%	0%	0%
S2. The presenters were knowledgeable about their topics and addressed questions/concerns of Workgroup members.	47%	51%	2%	0%	0%	0%
S3. I have a better understanding of the requirements and the review process as a result of attending the Workgroup.	27%	63%	10%	0%	0%	0%
S4. I was able to participate in the discussion and ask clarifying questions.	40%	53%	6%	1%	0%	0%
S5. I understand my role and expectations in reviewing the Cycle 1 Business Requirements.	32%	58%	9%	2%	0%	0%
S6. I believe agency feedback will be taken into consideration when developing the State's future financial management processes.	36%	58%	5%	1%	0%	0%
S7. As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project.	26%	63%	12%	0%	0%	0%
S8. As a result of this Workgroup, I feel more confident about the success of the Florida PALM Project.	16%	50%	33%	0%	1%	0%

Workgroup Evaluation Question Response Rates
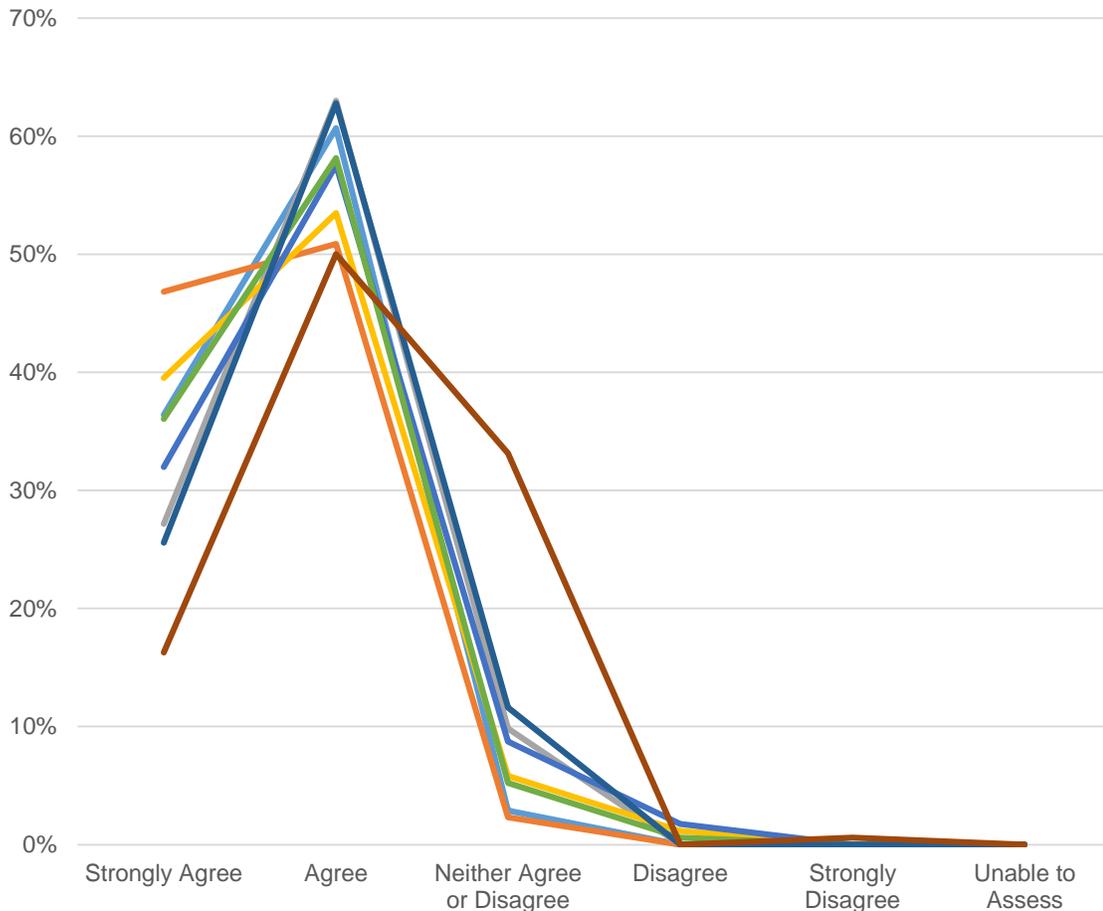
S1. The Workgroup presentation and materials were well organized.

S2. The presenters were knowledgeable about their topics and addressed questions/concerns of Workgroup members.

S3. I have a better understanding of the requirements and the review process as a result of attending the Workgroup.

S4. I was able to participate in the discussion and ask clarifying questions.

S5. I understand my role and expectations in reviewing the Cycle 1 Business Requirements.

S6. I believe agency feedback will be taken into consideration when developing the state's future financial management processes.

S7. As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project.

S8. As a result of this Workgroup, I feel more confident about the success of the Florida

Figure 4: Workgroup Survey Response Rates by Statement

For all eight statements, the majority of respondents selected "Strongly Agree" or "Agree." The percentage of respondents selecting "Disagree" was two percent or less for each statement. A clear trend emerged after comparing the response to these statements on an aggregated scale. The trend begins with approximately one fifth to one half of respondents selecting "Strongly Agree" to the survey statements. The trend then jumps to approximately one half to two thirds of respondents selecting "Agree," followed by a sharp decline for the selection "Neither Agree or Disagree." The selections of "Disagree," "Strongly Disagree," and "Unable to Assess" never rose above two percent. One exception to this trend corresponds with the statement, "As a result of this Workgroup, I feel more confident about the success of the Florida PALM Project," for which 33 percent of respondents selected "Neither Agree or Disagree." One possible explanation for a higher level of agreement to "Neither Agree or Disagree" could be that the statement calls for *more* confidence. Many survey respondents (i.e., attendees) had attended other Florida PALM Project events and may already gained a high level of confidence. The overall trend of high agreement levels however, suggests that survey respondents generally found the Workgroup to be a positive, helpful experience.

As outlined above, the quantitative survey measures evaluated the Workgroup to be successful; however qualitative data may also be useful in developing a more comprehensive understanding of respondent attitudes and opinions. Respondent feedback was gathered through comments to the eight evaluative statements and two final, open-ended questions. Although a myriad of opinions were voiced in the comments, some repeated topics did emerge.

As with previous Florida PALM Workshops and Workgroups, respondents generally agreed that the presentation was very professional and informative, and all presenters were extremely knowledgeable. However, a few comments expressed the desire for "how" questions to be answered in more detail. Attendees calling in commented that it was often difficult to hear the conversation. When considered as a whole however, the Workgroup surveys reflect that respondents found the Workgroups to be both a well-organized and informative experience.

Survey Instrument

The survey consisted of the following items.

1. Please select your agency:
   Agency for Health Care Administration
   Agency for Persons with Disabilities
   Agency for State Technology
   Department of Agriculture and Consumer Services
   Department of Business and Professional Regulation
   Department of Children and Families
   Department of Citrus
   Department of Corrections
   Department of Economic Opportunity
   Department of Education
   Department of Elder Affairs
   Department of Environmental Protections
   Department of Financial Services
   Department of Health
   Department of Highway Safety and Motor Vehicles
   Department of Juvenile Justice
   Department of the Lottery
   Department of Legal Affairs (Attorney General)
   Department of Management Services
   Department of Military Affairs
   Department of Revenue
   Department of State
   Department of Transportation
   Department of Veterans' Affairs
   Division of Administrative Hearings
   Division of Emergency Management
   Executive Office of the Governor
   Executive Office of the Governor – Division of Emergency Management
   Fish and Wildlife Conservation Commission
   Florida Department of Law Enforcement
   Florida Commission on Offender Review (Formerly: Florida Parole Commission)
   Florida Legislature
   Florida School for the Deaf and Blind
   Justice Administrative Commission
   Public Service Commission
   State Courts System
   Other (please specify)

2. Please provide the title of your role (e.g., Financial Administrator, Government Analyst):

3. Approximately how long have you worked with and/or supported FLAIR and/or CMS?
   Never
   Less than 1 year
   At least 1 year but less than 5 years
   At least 5 years but less than 10 years
   At least 10 years but less than 15 years

15 or more years

4. Approximately how often do you use or support FLAIR or CMS as part of your current responsibilities?
> Every day
> Every week
> Every month
> Every few months
> A few times a year
> Never

5. The Workgroup presentation and materials were well organized.
> Strongly agree
> Agree
> Neither agree or disagree
> Disagree
> Strongly disagree
>
> Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: The Workgroup presentation and materials were well organized.
>
> You may provide additional comments on the previous statement (listed below): The Workgroup presentation and materials were well organized.

6. The presenters were knowledgeable about their topics and addressed questions/concerns of Workgroup members.
> Strongly agree
> Agree
> Neither agree or disagree
> Disagree
> Strongly disagree
>
> Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: The presenters were knowledgeable about their topics and addressed questions/concerns of Workgroup members.
>
> You may provide additional comments on the previous statement (listed below): The presenters were knowledgeable about their topics and addressed questions/concerns of Workgroup members.

7. I have a better understanding of the requirements and the review process as a result of attending the Workgroup.
> Strongly agree
> Agree
> Neither agree or disagree
> Disagree
> Strongly disagree

Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: I have a better understanding of the requirements and the review process as a result of attending the Workgroup.

You may provide additional comments on the previous statement (listed below): I have a better understanding of the requirements and the review process as a result of attending the Workgroup.

8. I was able to participate in the discussion and ask clarifying questions.
   Strongly agree
   Agree
   Neither agree or disagree
   Disagree
   Strongly disagree

   Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: I was able to participate in the discussion and ask clarifying questions.

   You may provide additional comments on the previous statement (listed below): I was able to participate in the discussion and ask clarifying questions.

9. I understand my role and expectations in reviewing the Cycle 1 Business Requirements.
   Strongly agree
   Agree
   Neither agree or disagree
   Disagree
   Strongly disagree

   Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: I understand my role and expectations in reviewing the Cycle 1 Business Requirements.

   You may provide additional comments on the previous statement (listed below): I understand my role and expectations in reviewing the Cycle 1 Business Requirements.

10. I believe agency feedback will be taken into consideration when developing the State's future financial management processes.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree

    Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: I believe agency feedback will be taken into consideration when developing the State's future financial management processes.

You may provide additional comments on the previous statement (listed below): I believe agency feedback will be taken into consideration when developing the State's future financial management processes.

11. As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree

    Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project.

    You may provide additional comments on the previous statement (listed below): As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project.

12. As a result of this Workgroup, I feel more confident about the success of the Florida PALM Project.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree

    Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: As a result of this Workgroup, I feel more confident about the success of the Florida PALM Project.

    You may provide additional comments on the previous statement (listed below): As a result of this Workgroup, I feel more confident about the success of the Florida PALM Project.

13. What other feedback would you like to share about your Workgroup?

14. What other feedback would you like to share with the Florida PALM Project Team? If none, please click "Done" below.