LEVEL 2 AND FUNCTIONAL REQUIREMENTS REVIEW WORKSHOP
SEPTEMBER 2015
Agenda

- Introductions and Overview
- Overview of Updates to Level 2 Process Flows and Narratives Since June Workshops
- Overview of the Business Requirements – Cycle 1 Review Process
- Questions
Introductions and Overview
Introductions and Overview

- Welcome
- Project Leadership
- Florida PALM Project Team
- Purpose of Meeting
Level 2 Process Models
Topics To Cover

- Background
- General Process Evaluation Questionnaire Themes
- Process Area Specific Updates
  - Questionnaire Themes
  - Significant Updates
- Documents and Resources
Level 2 Process Models

Background

- **Process Models** are the combined process flows and narratives
- In June 2015, Workshops were conducted with agencies to present draft Level 2 process flows and narratives
- Process Evaluation Questionnaires (PEQs) released to facilitate agency feedback
- Feedback incorporated and *Level 2 Standardized Business Process Models – Version 1.0* was provided by the BPS consultant in September 2015
Level 2 Process Models
General PEQ Themes

- 26 agency responses
- Reviewed all comments and questions from responses
- Preparing responses to address agency comments/questions and will deliver through:
  - Updates at FASAASD meetings
  - FAQs on Project website
  - Direct response to agencies, as appropriate
  - Review Workshops
Level 2 Process Models

General PEQ Themes

- Based on review of responses, five key themes were identified:
  - Requirements
  - Project Status and Timeline
  - Confidential Data Requirements
  - Integration with Existing Business Systems
  - Policy and Future Processes
Requirements – *How can agencies be involved in the requirements review process?*

- Workgroups and Workshops assisted the Project Team in refining business processes and identifying requirements for Florida PALM
- Cycle 1 Business Requirements were submitted by BPS Support Services consultant in August 2015
- Agencies will be provided an opportunity to review requirements
- Requirements Workgroup Meetings (RWMs) are being planned for October / November 2015
Level 2 Process Models

General PEQ Themes

- Timelines – *What’s the proposed timeline for the Florida PALM Project, including implementation?*

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<thead>
<tr>
<th>Florida PALM Project Phases</th>
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<td>Pre-Design, Development, and Implementation (Pre-DDI)</td>
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<td>Procurement Activity</td>
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<td>Design, Development and Implementation (DDI) Phase 1 – Core Functions</td>
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<td>Design, Development and Implementation (DDI) Phase 2 – Non-Core Functions</td>
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Level 2 Process Models

General PEQ Themes

- Project Status and Timelines – *How can agencies keep informed on Project progress, including procurement activities?*
  - FASAASD Meetings
  - Project Website (myfloridacfo.com/FloridaPALM)
    - Including Vendor Forum materials
  - Participate in Florida PALM Project agency meetings
Confidential Data Requirements – *Will the new system maintain confidentiality of agency data?*

- Florida PALM will be configured to provide protection of agreements/contracts, specified agency records, designated payees and customers using:
  - System security to restrict access to only authorized users
  - System roles and user permissions to define level of access and restrict components/functionality to a lower level end user
Level 2 Process Models

General PEQ Themes

- Integration with Existing Business Systems – *Will the new system work with existing agency business systems?*
  - The future financial management processes documented in the Level 2 Business Process Models include integration points to allow for data exchanges with external systems
  - Integration points are identified with specific icons on process flows
  - Additional details for integration points will be determined during the design phase
Level 2 Process Models
General PEQ Themes

- Policy and Future Processes – How will XYZ functionality work in Florida PALM?
  - The BPS Team worked with agencies to define future business processes as part of Workgroups and Workshops
  - These business processes will be revisited once the ERP solution is identified
  - Policy considerations, identified in Workgroups and Workshops, will begin to be addressed during the next few months and as we move into the DDI phase
  - Final designs for system functionality will be completed as part of the DDI phase
Level 2 Process Models
Process Area Specific Updates

- Record to Report (R2R)
- Budget Preparation to Reversion (BUD)
- Cash Inflow to Outflow (CSH)
- Treasury Management (TRM)
- Accounts Receivable/Billing to Receipt (ARB)
- Procurement to Payment (P2P)
- Asset Acquisition to Disposal (A2D)
- Grant Application to Closeout (GAC)
- Project Development to Closeout (PJT)
- Payroll Hire to Separation (PAY)
Record to Report (R2R)
R2R Process Area

Questionnaire Themes

- **Standardization of the Chart of Accounts (COA)**
  - Policy proposed to address COA elements, which can be added by agencies
  - Finalization of COA elements will occur during the DDI phase

- **Agency Closings**
  - Policy proposed to establish closing protocols and timelines
R2R Process Area
Questionnaire Themes

- Direct Journal Entries
  - Florida PALM will support recording Cost Allocations, Distributions, Interagency Transfers, and Fund Transfers within an agency by direct Journal Entries to the General Ledger
R2R Process Area
Significant Updates

- Revenue Categories
  - Requests for new Revenue Categories will be reviewed by the Office of Economic and Demographic Research in conjunction with DFS to establish revenue caps
  - A revenue cap indicator will be associated with the Revenue Category when set up in Florida PALM
R2R Process Area
Significant Updates

- Interagency Transfers
  - New process flow created to capture the Interagency Transfer process
  - Business requirements have been included for a “shared screen” view of the transfer
  - Both agencies will have review and approval role
  - DFS will have a review and audit role
R2R Process Area
Significant Updates

- Control Ledgers
  - Florida PALM will utilize Budget, Cash, and Treasury Ledgers as Control Ledgers

- Budget COA Adjustments
  - COA values arising from the Legislative Budget Request (LBR) and Budget Amendment processes will be set up in Florida PALM as soon as identified and known
  - Updates will remain pending until DFS receives the final file from LAS/PBS
Budget Preparation to Reversion (BUD)
BUD Process Area
Questionnaire Themes

Integration with LAS/PBS and BAPS
  ◦ Florida PALM will support budget development including LBR, LRPP, CIP and creation of associated schedules/exhibits
  ◦ Florida PALM will support the transmission of data to LAS/PBS and/or BAPS, as appropriate
BUD Process Area

Questionnaire Themes

- **Reporting**
  - Florida PALM will support the development of budget management reports (e.g., spend plans, rate reports, annual operating budget)
  - The frequency of these reports will be at the discretion of each agency

- **Transaction Budget Checking**
  - Florida PALM will support transaction budget checking at varying levels, including override capability with authorized role
BUD Process Area
Significant Updates

- Budget COA Exceptions
  - DFS review of LAS/PBS appropriations data (e.g., Agency, Fund, Budget Entity, Appropriation Category, and Category Year) was added to the BUD Process Area
  - COA changes identified during this review are initiated through the R2R Process Area
BUD Process Area

Significant Updates

- **Carry Forward/Certified Forward**
  - Carry Forward (operational) and Certified Forward (FCO) are now reflected in separate process flows
  - Florida PALM will automatically mark eligible transactions at June 30
  - Florida PALM will generate and transmit the Carry Forward & Certified Forward data to LAS/PBS
Cash Inflow to Outflow (CSH)
CSH Process Area
Questionnaire Themes

- Cash Checking
  - Florida PALM will support cash checking in a similar manner as currently performed (e.g., agency fund level, statewide GR level)
  - Checking will occur at the scheduled payment date
  - Restricted DFS override capability
CSH Process Area
Questionnaire Themes

- Investment/Disinvestment
  - Questions regarding the mechanics and automation of the process
  - Finalization of the Investment/Disinvestment process will occur during the DDI phase
CSH Process Area

Significant Updates

- **Cash Ledger Emphasis**
  - No longer focuses on transactional processing
  - Emphasizes Cash Ledger management, balance checking and forecasting
  - Cash Inflow was moved to ARB and TRM Process Areas
  - Cash Outflow and Returns were moved to TRM Process Area
CSH Process Area
Significant Updates

- Agency Investing/Disinvesting
  - Policy proposed to no longer require agencies to enter accounting transactions to initiate
  - Treasury will automatically invest available balance
  - Process flow updated to capture the proposed investment policy change
Treasury Management (TRM)
Cash Management Improvement Act (CMIA) Process

- Policy proposed to determine level of detail and timing of grant transactions to be recorded in Florida PALM
- CMIA flow updated to add agency business system integration for capturing additional data
TRM Process Area
Significant Updates

- **Account Management**
  - Cash Position and Reconciliation process flows updated to add Accounting & Auditing and agencies to capture their bank account management processes
  - Agency Federal Bank Account process flow deleted because the process is generally covered in other process flows
Bank Transactional Processing

- Three bank transactional process flows were moved from CSH to the TRM Process Area
- Cash Inflow and Returns process flows were combined into a new Revenue Transaction Recording From Bank process flow
- Cash Outflow was renamed Payment Reconciliation
Accounts Receivable / Billing to Receipt (ARB)
ARB Process Area

Questionnaire Themes

- Use of Accounts Receivable Functionality
  - Policy proposed to determine the level of detail to be captured/recorded
  - Policy proposed to address handling of the customer file and ID – Statewide vs. Agency Unique
  - Florida PALM will support the identification of various receivable types and maintain data confidentiality
Posting Deposit Transactions

- Florida PALM will auto post deposits if accounting detail is available
- Florida PALM will have functionality for posting deposit and return item exceptions
- Florida PALM will support the processing of deposits by one agency on behalf of another agency
ARB Process Area

Questionnaire Themes

- Aging & Debt Collection
  - Florida PALM will support tracking and reporting; however, agencies will retain responsibility for managing debt collections
  - Policy proposed to establish the offset process, including types of payments and order of precedence for payments
ARB Process Area
Significant Updates

- Recording Customer Billing Information
  - The accounts receivable will now be created after the billing information has been recorded
  - An integration point was added to capture billing information from agency business systems
ARB Process Area
Significant Updates

- Cash Receipting and Depositing
  - Receipting/Depositing was moved from the CSH Process Area and is now a part of ARB
  - No major change to the overall process

- Closeout Process
  - Refunds, account reconciliation and write-offs represent components of the close out process
  - New process flow added to clearly capture this process
Procurement to Payment (P2P)
Use of Accounts Payable Functionality

- Policy proposed to govern the requirement for encumbrance of all obligations through Florida PALM
- Invoices that do not otherwise meet audit selection criteria can be flagged for audit approval
Payment Processing

- Florida PALM will support scheduling payments to achieve an optimal balance between obtaining vendor discounts, maintaining vendor relations, and maximizing interest earnings.
- The goal of DFS is to have all payments issued electronically if possible.
P2P Process Area

Questionnaire Themes

- Integration
  - Florida PALM will support integration with MFMP and agency business systems

- Travel
  - Florida PALM will support the automation of the travel authorization process, including travel advance requests and submission of supporting documentation
P2P Process Area

Significant Updates

- Use of Accounts Payable Functionality
  - Purchasing processes have been removed
  - To streamline the approval process and capture the segregation of duties, the swim lanes have been modified
P2P Process Area

Significant Updates

- Receiving and Payment
  - Receiving of goods/services will occur within Florida PALM by way of direct entry and integration points with MFMP and agency business systems
  - Budget checking on submitted invoices will occur prior to Agency Program Approver
  - An option for Chief Financial Officer (CFO) override is available if the budget check fails
P2P Process Area
Significant Updates

- Receiving and Payment (continued)
  - The transaction can be rejected while in the approval flow by the Invoice Approver or the CFO approver
  - Voucher renamed to “Posted Invoice”
  - Paying agency is no longer in the workflow to approve payment offsets prior to the offset being made
P2P Process Area
Significant Updates

- Additional Process Flows
  - Statewide Vendor File, 1099 Reporting, and EFT process flows added
P2P Process Area

Significant Updates

- Travel
  - The Travel process flow was renamed to Travel Authorization
  - The encumbering and payment processes were moved from the Travel Authorization process flow into the Establishing Encumbrance process flow and the Receiving Through Posted Invoice process flow
Asset Acquisition to Disposal (A2D)
A2D Process Area

Questionnaire Themes

- Capitalized vs. Non-Capitalized Assets
  - Florida PALM will support tracking of property for both capitalized and non-capitalized assets
  - Non-capitalized assets will not be included in the financial statements

- Transfers
  - Florida PALM will support the asset transfer process to include transfers within an agency and between agencies
A2D Process Area

Significant Updates

- Creating a Shell Asset
  - Created when asset is received instead of at procurement

- Property Transfer Process
  - Updated the property transfer process to include accounting events at both the transferring agency and the receiving agency
Grant Application to Closeout (GAC)
GAC Process Area
Questionnaire Themes

- Use of Grants Functionality
  - Policy proposed to address the level of detail to be captured/recorded
  - Florida PALM will support integration with agency business systems to exchange data
  - Grant management and program outcomes will remain the agency's responsibility (not DFS)
  - Florida PALM will support Cost Allocations and Indirect Costs
Use of Grants Functionality (continued)

- Florida PALM will facilitate inquiry and reporting functions, including the Schedule of Expenditure of Federal Awards (SEFA) reporting process
- Florida PALM will consider the confidential nature of State business related to law enforcement, domestic security, and Health Insurance Portability and Accountability Act (HIPAA)
GAC Process Area
Significant Updates

- Grant Management
  - Added more descriptive interaction with other process areas to capture grant costs
  - Expanded the oversight role of the Agency Grant Administrator including the segregation of duties
  - Consolidated the GAC Maintain and GAC Capture Cost/Revenue Cycle process flows into GAC Monitor and Manage process flow
Project Development to Closeout (PJT)
PJT Process Area

Questionnaire Themes

- Use of Projects Functionality
  - Policy proposed to address the level of detail to be captured/recorded including types of projects and the required use for Fixed Capital Outlay (FCO)
  - Florida PALM will facilitate cost accumulation for all projects (capitalized and non-capitalized)
  - Florida PALM will facilitate the capturing and recording of Construction Work in Progress (CWIP) and the completion of assets
PJT Process Area

Significant Updates

- Project Management
  - Added more descriptive interaction with other process areas to capture project costs
  - Expanded the oversight role of the Agency Project Manager including the segregation of duties
Payroll Hire to Separation (PAY)
PAY Process Area

- Florida PALM Payroll Functionality
  - As discussed in the June workshops, the FLAIR Payroll Component will remain as the source for payroll processing and integrate with Florida PALM, which will produce the payments through the P2P Process Area
  - New process flow and narrative prepared to show process and integration points
PAY Process Area
Questionnaire Themes

- Payroll Cost Allocations
  - Florida PALM will support payroll cost allocations through direct entries into the General Ledger by agencies
Documents and Resources

- The following materials will be posted on the Florida PALM website at the conclusion of the Workshops:
  - Level 2 Standard Business Process Models – Version 1.0
  - Summary of Level 2 Updates
Questions
Business Requirements – Cycle 1 Review
Requirements Review

Topics to Cover

- Overview
- Review Approach
- Workgroups
- Timeline and Next Steps
The purpose of this review is to gather agency feedback on Cycle 1 Functional Requirements to develop the Cycle 2 Functional Requirements.

The requirements were developed from:
- Project Aspire
- KnowledgePacks
- Workgroups and Workshops
- DFS internal review

There are approximately 4,000 requirements:
- General vs. Areas of Focus
- Functional: 11 categories
- Technical: 10 categories
## Requirements Review

### Categories

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<tr>
<th>Functional</th>
<th>Technical</th>
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<td>1. Accounts Payable</td>
<td>1. Business Intelligence and Analytics</td>
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<tr>
<td>2. Accounts Receivable and Billing</td>
<td>2. Data Management</td>
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<td>3. Asset Management</td>
<td>3. Enterprise Security</td>
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<td>5. Cash Management</td>
<td>5. Integration Architecture</td>
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<td>7. General Ledger</td>
<td>7. Reporting</td>
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<td>10. Travel</td>
<td>10. Workflow and User Interface</td>
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<td>11. Treasury Management</td>
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Admin Directors were asked to designate one coordinator for functional requirements and CIOs were asked to designate one coordinator for technical requirements

Expectations of functional agency coordinators:
- Coordinates the requirements review process with SMEs
- Formulates one functional response for the agency
- Serves as State of Florida employee (e.g., not contracted)
- Collaborates with technical coordinators for overlapping items
Requirements Review

Approach

- An Excel file that displays requirements including designation for general vs. areas of focus will be provided on the Florida PALM website

- Once provided by agencies, names of coordinators will be posted to website for agency reference
Requirements Review

Approach

- Agencies will have access to review all requirements but will be encouraged to concentrate efforts on subset of requirements, those noted as areas of focus (which were marked with assistance from BPS Contractor and IV&V)

- Agency coordinators should solicit support from multiple SMEs to assist with the review of various categories
Requirements Review

DecisionDirector

- To facilitate the collection of your feedback, requirements will be placed in DecisionDirector

- DecisionDirector is a web-based toolset that assists with the development and review of large procurement requirements

- Florida PALM will email training materials for DecisionDirector to designated agency coordinators

- Agency coordinators should coordinate with SMEs to formulate one functional and one technical response for the agency and input into DecisionDirector
Requirements Review Workgroups

- 10/26/2015 - 11/05/2015 Florida PALM intends to offer Workgroups for reviewers

- Workgroups will include:
  - Opportunity to ask questions and obtain clarification
  - A demo of DecisionDirector *(if desired)*
Requirements Review

Security

- Secure internal agency SharePoint sites or equivalent are recommended to collaborate with others during the requirements review
  - Email or unsecured fileshares are not recommended for collaboration

- Information in DecisionDirector will not be redacted
  - If you need to send confidential/sensitive information, contact Florida PALM to arrange a transfer
Requirements Review Timeline

- 09/22/2015 - 09/29/2015: Florida PALM conducts Level 2 and Functional Requirements Review Workshops

- 10/02/2015: Admin Directors and CIOs submit names of functional and technical coordinators (respectively) to FloridaPALM@myfloridacfo.com

- 10/05/2015: Florida PALM emails agency coordinators DecisionDirector training materials

- 10/05/2015 - 10/11/2015: Agency coordinators initiate requests for DecisionDirector accounts
Requirements Review

Timeline

- 10/12/2015: Requirements are posted via Excel on website and made available in DecisionDirector for feedback

- 10/26/2015 - 11/05/2015: Florida PALM intends to conduct Requirements Workgroup meetings

- 11/23/2015: Requirements review period closes in DecisionDirector (concluding the feedback collection from agencies)
Requirements Review

Next Steps

- Confirm your agency has submitted names of the functional and technical coordinators to FloridaPALM@myfloridacfo.com by 10/02/2015

- Begin determining your agency’s review approach and identifying SMEs

- On 10/05/2015, agency coordinators may request a DecisionDirector account via instructions received through email

- Questions should be sent to: FloridaPALM@myfloridacfo.com
Questions
Workshop Survey

- Thank you for your participation
- A SurveyMonkey link will be emailed to you following the Workshop
Contact Information

FloridaPALM@myfloridacfo.com

myfloridacfo.com/FloridaPALM