Business Process Standardization Level 2 and Functional Requirements Review Workshop Survey Summary Report
(I-OCM14 Appendix C)

Table of Contents

Executive Summary

The Florida PALM Project's Business Process Standardization (BPS) Level 2 and Functional Requirements Review Workshops (PALM 300) were held with the objective of reviewing significant updates to the Level 2 Process Flows and Narratives based on agency feedback received since the June 2015 Workshops. The Workshops also provided an overview of the planned business requirements review process. In addition, these Workshops promoted collaboration with State agencies through information sharing. Held in September 2015, the Workshops were conducted four times during a two week period.

Following each Workshop, all attendees were sent an email invitation to complete an online Workshop survey through SurveyMonkey. The survey gathered demographic information about the Workshop attendees, as well as their evaluation of the Workshop. Survey respondents were asked to indicate their level of agreement with statements about the Workshop and were also given the opportunity to provide free-response comments. Of the 172 total Workshop attendees, 108 submitted a Workshop survey resulting in a 63 percent response rate.

On the evaluative questions, the majority of respondents selected "Strongly Agree" or "Agree." The percentage of respondents selecting "Disagree" was four percent or less for each statement, and no respondents selected "Strongly Disagree" for any statement. These high agreement levels suggest that survey respondents found the Workshops to be a positive, helpful experience. Respondent feedback was also gathered through free-response comment opportunities. Respondents generally seem to think that the presentation was very professional and helpful, and the presenters were extremely knowledgeable. Adversely, a few comments expressed frustration that the updated process flows and narratives were not yet available, while others expressed the desire for "how" questions to be answered in more detail. When considered as a whole, however, the Workshop surveys reflect that respondents found the Workshops to be both a well-organized and an informative experience.

The following report provides more information about the background leading to the BPS Level 2 and Functional Requirements Review Workshops, additional discussion of the survey method, and concludes with a detailed breakdown of survey results. The Workshop survey instrument is included at the end of this report.

Background and Objectives

In September 2015, all state agencies were invited to attend Level 2 and Functional Requirements Review Workshops. These Workshops reviewed significant updates to the Level 2 Process Flows and Narratives based on agency feedback received since the Level 2 Workshops (PALM 100 and PALM 200) in June 2015 and discussed common themes received in Process Evaluation Questionnaires (PEQs) submitted by agencies in July 2015. The Workshops also provided an overview of the planned business requirements review process and asked each State agency to designate one functional and one technical agency coordinator for the review. Level 2 and Functional Requirements Review Workshops were conducted four times during a two week period from September 22 – September 29, 2015. All 34 State agencies that use the Florida Accounting Information Resource (FLAIR) and/or Cash Management System (CMS) were invited to attend. Following the Workshops, a survey was administered to gather demographic information about the Workshop attendees, as well as their evaluation of the Workshop.

Survey Method

All attendees were sent an email inviting them to complete an online Workshop survey through SurveyMonkey. The survey consisted of 14 total items: four demographic in nature, eight evaluative in nature, and two free-response item soliciting additional feedback. Of the 172 Workshop attendees, 108 submitted a Workshop survey resulting in a 63 percent response rate. The following figure illustrates a breakdown of the number of attendees, number of surveys received, and survey response rate by date and Workshop.
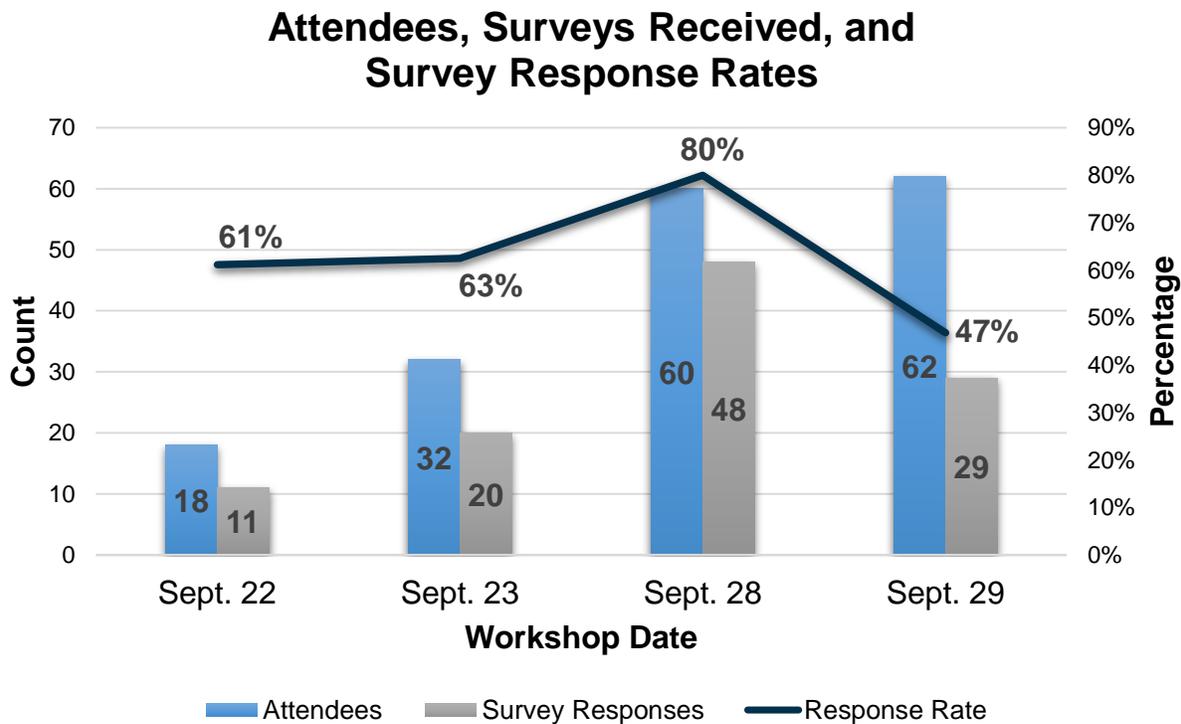

Figure 1: Attendees, Surveys Received, and Survey Response Rates

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 how frequently the respondent uses FLAIR. Among the 108 survey responses received, 25 agencies (74 percent) were represented in the survey, 20 percent less than the 94 percent of agencies that participated in the Workshops. The largest survey participation came from the Florida Department of Transportation (20 percent), Department of Revenue (12 percent), and Department of Financial Services (11 percent). Nearly half (44 percent) of respondents reported 15 or more years of experience working with FLAIR, while 17 percent reported 10 to 15 years of FLAIR experience, and 21 percent reported five to 10 years. In addition, nearly two thirds (62 percent) of survey respondents use FLAIR every day as part of their current work responsibilities.

Table 1: Count and Percentage of Agencies Represented

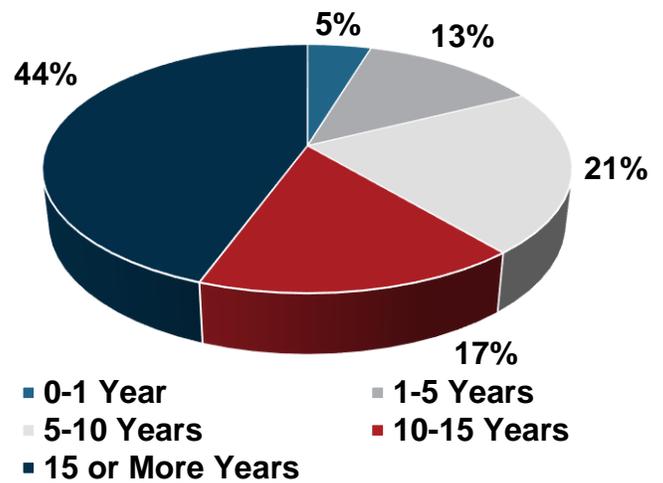| Agency	Count	Percent
DACS	5	5%
DBPR	4	4%
DC	1	1%
DCF	1	1%
DEO	7	6%
DEP	6	6%
DFS	12	11%
DJJ	5	5%
DLA	2	2%
DMS	2	2%
DOE	1	1%
DOH	3	3%
DOL	2	2%
DOR	13	12%
DOS	2	2%
FDOT	22	20%
EOG	1	1%
FDLE	7	6%
FDOC	1	1%
FDVA	1	1%
FWC	3	3%
JAC	2	2%
LEG	2	2%
PSC	1	1%
SC	2	2%
Total	108	100%

Experience Using FLAIR

Figure 2: Number of Years Respondents Have Worked with FLAIR
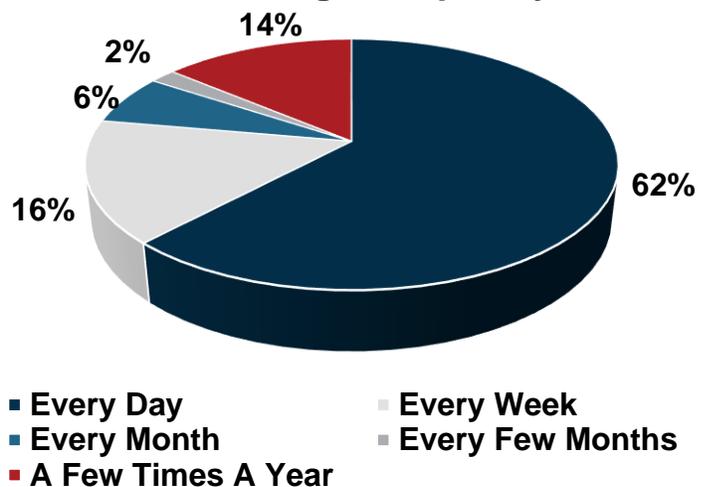
FLAIR Usage Frequency

Figure 3: FLAIR Usage Frequency during Completion of Respondents Work Responsibilities

The demographic questions were followed by eight statements intended to evaluate the Project and Workshop 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 rates for these eight evaluative statements are presented in both table 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: Workshop Survey Response Percentages per Statement

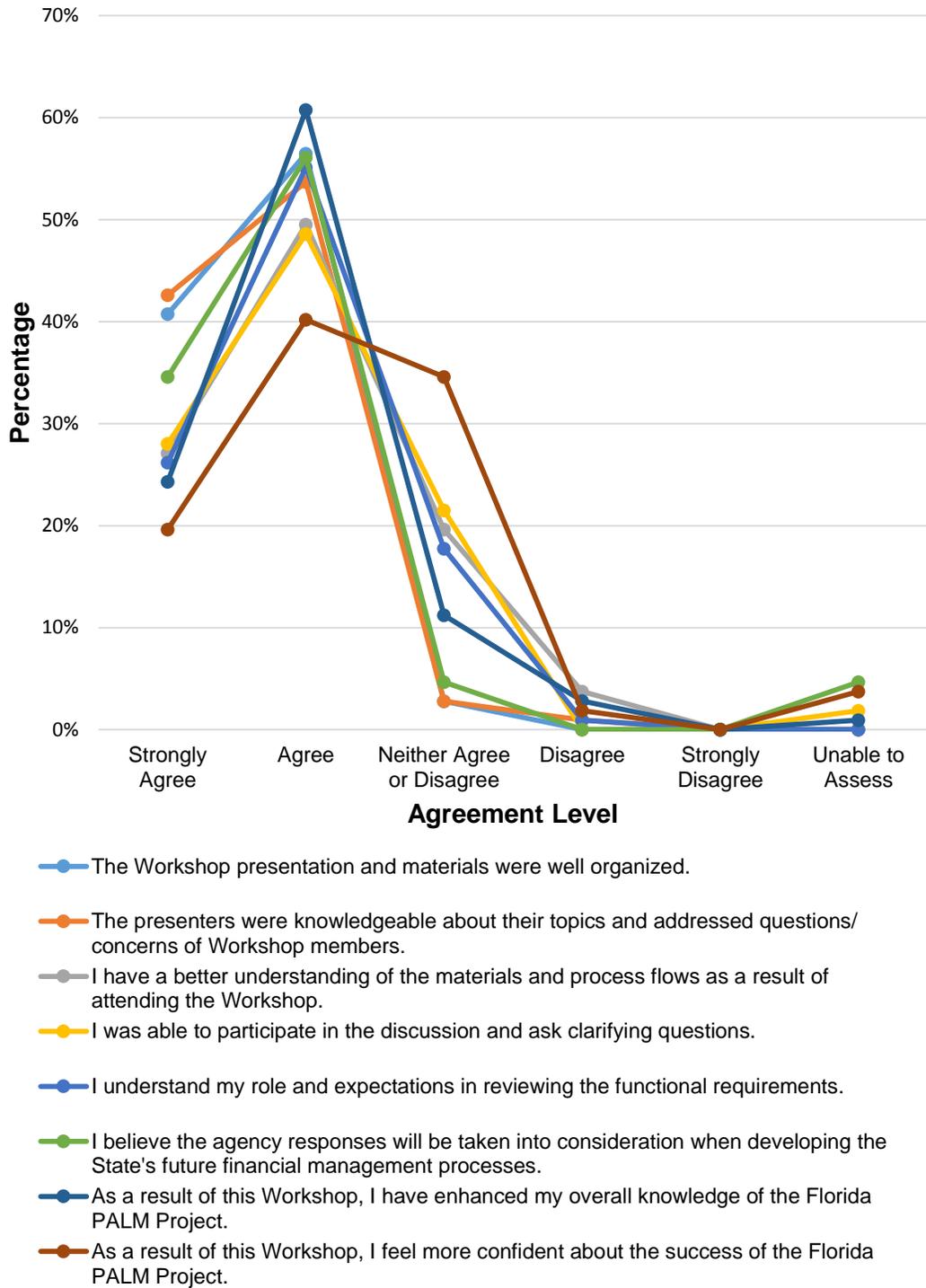| Statement	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Unable to Assess
S1. The Workshop presentation and materials were well organized.	41%	56%	3%	0%	0%	0%
S2. The presenters were knowledgeable about their topics and addressed questions/ concerns of Workshop members.	43%	54%	3%	1%	0%	0%
S3. I have a better understanding of the materials and process flows as a result of attending the Workshop.	27%	50%	20%	4%	0%	0%
S4. I was able to participate in the discussion and ask clarifying questions.	28%	49%	21%	0%	0%	2%
S5. I understand my role and expectations in preparing reviewing the functional requirements.	26%	55%	18%	1%	0%	0%
S6. I believe the agency responses will be taken into consideration when developing the State's future financial management processes.	35%	56%	5%	0%	0%	5%
S7. As a result of this Workshop, I have enhanced my overall knowledge of the Florida PALM Project.	24%	61%	11%	3%	0%	1%
S8. As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.	20%	40%	35%	2%	0%	4%

Workshop Evaluation Question Response Rates

Figure 4: Workshop Survey Response Rates by Statement

Legend:
- The Workshop presentation and materials were well organized.
- The presenters were knowledgeable about their topics and addressed questions/ concerns of Workshop members.
- I have a better understanding of the materials and process flows as a result of attending the Workshop.
- I was able to participate in the discussion and ask clarifying questions.
- I understand my role and expectations in reviewing the functional requirements.
- I believe the agency responses will be taken into consideration when developing the State's future financial management processes.
- As a result of this Workshop, I have enhanced my overall knowledge of the Florida PALM Project.
- As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

For all eight statements, the majority of respondents selected "Strongly Agree" or "Agree." The percentage of respondents selecting "Disagree" was four percent or less for each statement, and no respondents selected "Strongly Disagree" for any statement. A clear trend emerged after comparing the response to these statements on an aggregated scale. The trend begins with approximately one fifth to two fifths of respondents selecting "Strongly Agree" to the survey statements. The trend then jumps to approximately two fifths to three fifths 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 five percent. One exception to this trend corresponds with the statement, "As a result of this Workshop, I feel more confident about the success of Florida PALM Project," for which 35 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) have attended other Florida PALM Project events and may already have a high level of confidence. The overall trend of high agreement levels however, suggests that survey respondents generally found the Workshop to be a positive, helpful experience.

As outlined above, the quantitative survey measures evaluated the Workshop 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 Level 2 Workshops and Workgroups, respondents generally agreed that the presentation was very professional and informative, and all the presenters were extremely knowledgeable. However, a few comments expressed frustration that the updated process flows and narratives were not yet available, while others expressed the desire for "how" questions to be answered in more detail. When considered as a whole, however, the Workshop surveys reflect that respondents found the Workshops 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
    Citizens Property Insurance
    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 Protection
    Department of Financial Services
    Department of Health
    Department of Highway Safety and Motor Vehicles
    Department of Juvenile Justice
    Department of Lottery
    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
    Fish and Wildlife Conservation Commission
    Florida Board of Governors
    Florida Department of Law Enforcement
    Florida Housing Finance Corporation
    Florida Parole Commission
    Justice Administrative Commission
    Office of Financial Regulation
    Office of Insurance Regulation
    Office of the Attorney General and Legal Affairs
    Public Service Commission
    State Board of Administration of Florida
    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 FLAIR?
    0-1 year
    1-5 years

5-10 years
10-15 years
15 or more years

4. Approximately how often do you use FLAIR as part of your current responsibilities?
    Every day
    Every week
    Every month
    Every few months
    A few times a year

5. The Workshop presentation and materials were well organized.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree
    Unable to assess

    Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: The Workshop presentation and materials were well organized.

6. The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree
    Unable to assess

    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 Workshop members.

7. I have a better understanding of the material and process flows as a result of attending the Workshop.
    Strongly agree
    Agree
    Neither agree or disagree
    Disagree
    Strongly disagree
    Unable to assess

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

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

   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.

9. I understand my role and expectations in reviewing the functional requirements.
   Strongly agree
   Agree
   Neither agree or disagree
   Disagree
   Strongly disagree
   Unable to assess

   Please provide additional comments on why you selected "disagree" or "strongly disagree" on the following: I understand my role and expectations in the requirements review.

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

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

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

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

12. As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

   Strongly agree
   Agree
   Neither agree or disagree
   Disagree
   Strongly disagree
   Unable to assess

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

13. What other feedback would you like to share about today's Workshop?

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