Technical Requirements Review Kickoff Meeting Survey Summary Report (I-OCM15 Appendix C)

Florida PALM
Planning, Accounting, and Ledger Management

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Executive Summary

The Florida PALM Project's Technical Requirements Review Kickoff Meeting was held on October 13, 2015. Its goal was to introduce the Project and its upcoming agency requirements review activities to agency Technical Requirements Review Coordinators. For many technical agency personnel, this Kickoff Meeting was their first exposure to the Florida PALM Project Team.

Following the meeting, all attendees were sent an email invitation to complete an online survey through SurveyMonkey. The survey gathered demographic information about attendees, as well as their evaluation of the Kickoff Meeting. Survey respondents were asked to indicate their level of agreement with statements about the Kickoff Meeting and were also given the opportunity to provide free-response comments. Of the 27 total attendees, 11 submitted a survey resulting in a 41 percent response rate.

For the majority of evaluative statements, most respondents responded positively and selected "Strongly Agree" or "Agree." No respondents responded negatively to any evaluative statement, and no selections of "Disagree" or "Strongly Disagree" were made for any statement. These high levels of agreement suggest survey respondents found the Kickoff Meeting to be a positive, informative experience.

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

Background and Objectives

Agency collaboration and feedback has been a priority of the Florida PALM Project since it was launched in 2014. Throughout the 2014-2015 and 2015-2016 fiscal years, the Florida PALM Project has conducted a series of Workgroups and Workshops with functional agency personnel. The Technical Requirements Kickoff Meeting was the first Florida PALM Project event tailored for technical agency personnel and was likely the first interaction technical agency personnel had with the Project Team.

Since State agencies are vital stakeholders in the Florida PALM Project, all agencies currently using the Florida Accounting Information Resource (FLAIR) and the Cash Management System (CMS) were encouraged to review and provide feedback for the Cycle 1 Business Requirements. The Technical Requirements Kickoff Meeting served as an opportunity to provide a Project orientation to Technical Requirements Review Coordinators, set expectations for agency review of the Cycle 1 Business Requirements, and shared the Project's seven architecture principles.

The Technical Requirements Review Kickoff Meeting was conducted on October 13, 2015 with attendees having the option to attend in person or virtually. The Kickoff Meeting was scheduled for one and a half hours for an afternoon session. Meeting invitations to attend were extended only to the agency-identified Technical Requirements Review Coordinators. All 34 State agencies using FLAIR and/or CMS were asked to identify a Technical Requirements Review Coordinator such as the Agency CIOs or their designee. Following the Kickoff Meeting, a survey was administered to gather demographic information about the attendees, as well as their evaluation of the Kickoff Meeting.

Survey Method

All attendees were sent an email inviting them to complete an online Kickoff Meeting 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. Of the 27 attendees, 11 submitted a Workshop survey resulting in a 41 percent response rate.

Survey Results

The survey began by establishing demographic/background information about each respondent including agency represented, how many years the respondent had worked with and/or supported FLAIR, and how frequently the respondent uses/supports FLAIR. Among the 11 survey responses received, all of the respondents represented a different State agency, resulting in 32 percent (11/34) of agencies being represented in the survey. Agency representation was 44 percent less than the 76 percent (26/34) of agencies that participated in the Kickoff Meeting. The majority of respondents (55 percent) reported that they have never worked with and/or supported FLAIR. However, other respondents did have some FLAIR experience including: 27 percent reporting 15 or more years, one respondent (nine percent) reporting 10 to 15 years, and one respondent (nine percent) reporting zero to one year. In addition, only 18 percent of respondents reported they use or support FLAIR as part of their current responsibilities every day. Two respondents indicated they used and/or supported FLAIR as part of their current responsibilities either every few months (nine percent) or a few times a year (nine percent).

Table 1: Count and Percentage of Agencies Represented

Agency	Count	Percent
DACS	0	0 %
DBPR	1	9 %
DC	0	0 %
DCF	0	0 %
DEO	1	9 %
DEP	1	9 %
DFS	0	0 %
DJJ	1	9 %
DLA	0	0 %
DMS	1	9 %
DOE	1	9 %
DOH	0	0 %
DOL	0	0 %
DOR	0	0 %
DOS	1	9 %
FDOT	1	9 %
EOG	0	0 %
FDLE	0	0 %
FDOC	0	0 %
FDVA	1	9 %
FWC	0	0 %
JAC	0	0 %
LEG	0	0 %
PSC	1	9 %
SC	1	9 %
Total	11	100 %

Experience Using/Support FLAIR

- 0-1 Year
- 10-15 Years
- Never
- 15 or More Years
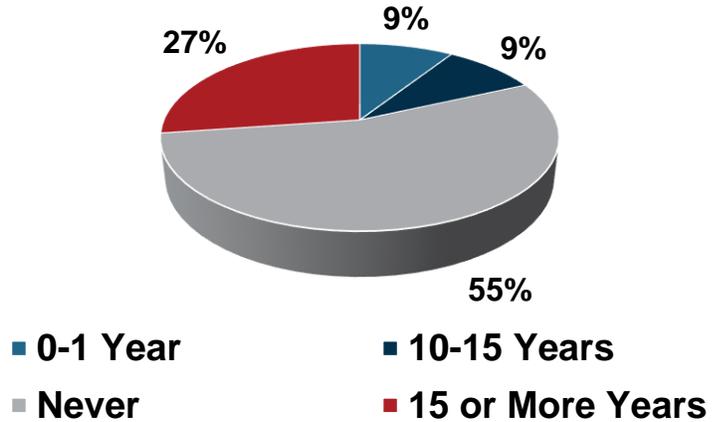
Figure 1: Number of Years Respondents Have Worked With or Supported FLAIR

FLAIR Usage or Support Frequency

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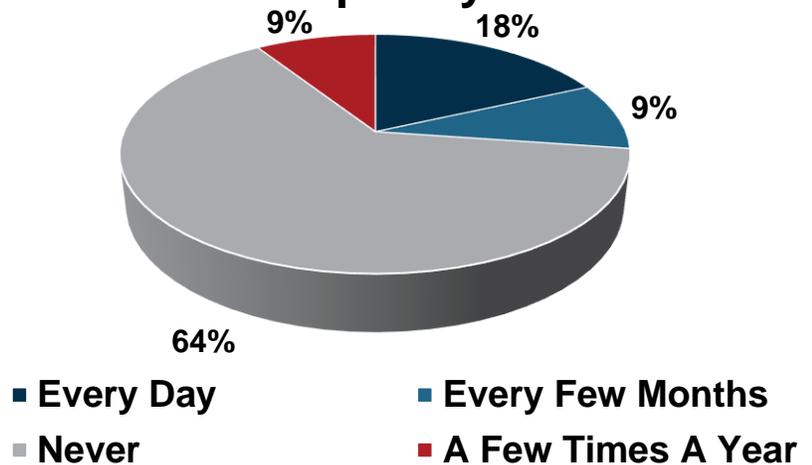- Never
- A Few Times A Year

Figure 2: FLAIR Usage or Support Frequency

The demographic questions were followed by eight statements intended to evaluate the Project and Kickoff Meeting 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." The response rates for these eight evaluative statements are presented in both table and graph format below. If "Disagree" or "Strong Disagree" were selected, respondents would have been required to provide additional comments. However, no respondents selected "Disagree" or "Strong Disagree," and therefore were not prompted to enter comments. The survey concluded with two open-ended questions, allowing respondents to provide any additional feedback not covered by the previous statements.

Table 2: Survey Response Percentages per Statement

Statement	Strong Agree	Agree	Neither Agree or Disagree	Disagree	Strong Disagree
S1. The meeting presentation and materials were well organized.	64%	36%	0%	0%	0%
S2. The presenters were knowledgeable about their topics and addressed questions/ concerns of attendees.	55%	36%	9%	0%	0%
S3. I have a better understanding of the state agency review process for Florida PALM's business requirements as a result of attending the meeting.	27%	64%	9%	0%	0%
S4. I was able to participate in the discussion and ask clarifying questions.	45%	18%	36%	0%	0%
S5. I understand my role and expectations in reviewing the technical requirements.	27%	55%	18%	0%	0%
S6. I believe that the agency responses will be taken into consideration when developing the State's final business requirements for solicitation.	36%	36%	27%	0%	0%
S7. As a result of this meeting, I have enhanced my overall knowledge of the Florida PALM Project.	45%	36%	18%	0%	0%
S8. As a result of this meeting, I feel more confident about the success of the Florida PALM Project.	18%	27%	55%	0%	0%

Kickoff Meeting Evaluation Question Response Rates

Legend:
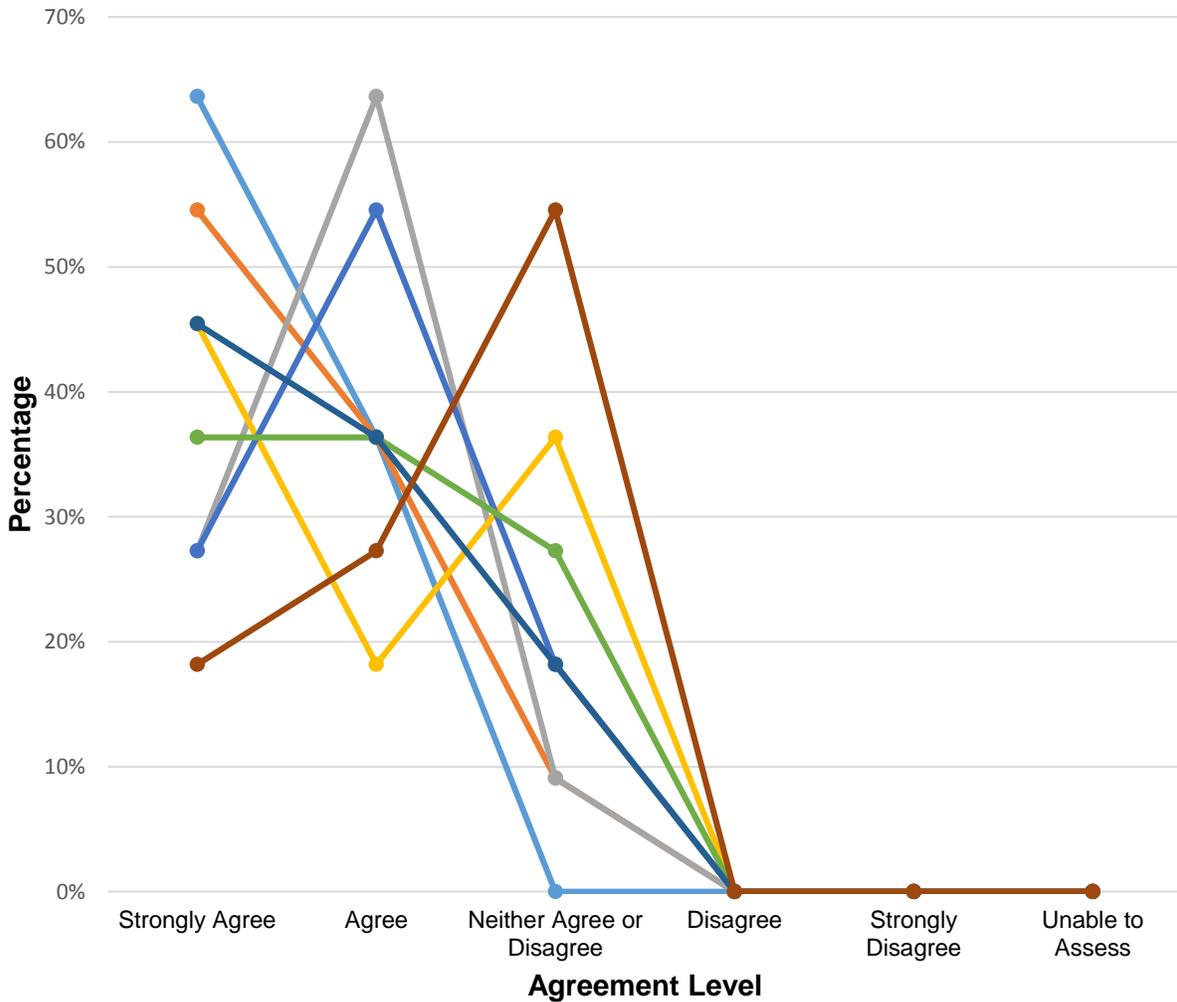
- The meeting presentation and materials were well organized.
- The presenters were knowledgeable about their topics and addressed questions/concerns of attendees.
- I have a better understanding of the state agency review process for Florida PALM's business requirements as a result of attending the meeting.
- I was able to participate in the discussion and ask clarifying questions.
- I understand my role and expectations in reviewing the technical requirements.
- I believe that the agency responses will be taken into consideration when developing the State's final business requirements for solicitation.
- As a result of this meeting, I have enhanced my overall knowledge of the Florida PALM Project.
- As a result of this meeting, I feel confident about the success of the Florida PALM Project.

For the majority of evaluative statements, most respondents responded positively and selected "Strongly Agree" or "Agree." In fact, no respondents selected "Strongly Disagree" nor "Disagree." for any of the eight statements provided. The only statement where the majority did not select "Strongly Agree" or "Agree" was the statement: "As a result of this meeting, I feel more confident about the success of the Florida PALM Project." Fifty-five percent of respondents selected "Neither Agree or Disagree", and again, no respondents selected "Strongly Disagree" nor "Disagree" for this or any evaluative statement. Since this Kickoff Meeting was likely the first time these agency personnel have been exposed to Project and have not yet had an opportunity to engage collaboratively with the Project Team, it may be difficult for respondents to indicate they feel *more* confident about the success of the Florida PALM Project as the result of an introductory meeting. There were only two comments provided in response to the open-ended questions. One comment noted that the meeting was well organized and had a strong plan, and the other comment mentioned difficulties relating to the attending via the remote meeting technology. The overall trend of high agreement levels however, suggests that survey respondents found the Kickoff Meeting to be a positive, 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., Database Administrator, Applications Manager):

3. Approximately how long have you worked with and/or supported FLAIR?
   - I Have Never 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 or support FLAIR as part of your current responsibilities?
   Every day
   Every week
   Every month
   Every few months
   A few times a year
   Never

5. The meeting 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 meeting presentation and materials were well organized.

6. The presenters were knowledgeable about their topics and addressed questions/concerns of attendees.
   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 attendees.

7. I have a better understanding of the state agency review process for Florida PALM's business requirements as a result of attending the meeting.
   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 state agency review process for Florida PALM's business requirements as a result of attending the meeting.

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.

9. I understand my role and expectations in reviewing the technical 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 technical requirements.

10. I believe that the agency responses will be taken into consideration when developing the State's final business requirements for solicitation.
    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 that the agency responses will be taken into consideration when developing the State's final business requirements for solicitation.

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

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

13. What other feedback would you like to share about the Kickoff meeting?

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