CHANGE IMPACT WORKSHOP

JUNE 2020
Agenda

- Workforce Transition Activities
- Change Impacts
- Tool to Identify Changes
- Exercises
- Next Steps
WORKFORCE TRANSITION ACTIVITIES
# Timeline of Workforce Transition Activities

<table>
<thead>
<tr>
<th>2020/2021 CMS Wave</th>
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<tr>
<td>Apr</td>
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<td>Pre-Work Activities</td>
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Workforce Transition Activities

Support you in:
- Identify how your agency’s current CMS business processes will change after transitioning to Florida PALM during the CMS Wave
- Completing the Change Impact Tool used to document the changes
CHANGE IMPACTS
Types of Change

People Changes

Process Changes

Technology Changes
TOOL TO IDENTIFY CHANGES
Tool to Determine People, Process, or Technology Changes

Personas & Journey Maps → Change Impact Tool
Personas

Fictional representation of a Florida PALM end user role

- **One-to-Many**
  - Multiple people in your agency may be mapped to one persona

- **Many-to-One**
  - A person in your agency may be mapped to multiple personas

**Jonathan**

GL Journal Processor

**End user role responsible for creating journals.**

**Business Process Grouping:** General Ledger, Treasury Management, Cash Management

**Work Goals:** Successfully enter journal entries and manage errors

**Business Subprocess:**
10.2.1 Create and Approve Journals
10.2.2 Edit Check
70.7.1 Manage SPIA Balances
70.7.2 Distribute Interest Apportionment
80.1.2 Invested Cash Checking

**Responsibilities**
I will be responsible for creating the GL journals for my agency.

**What Is In It For Me?**
I would like it to be easier to tell when my manager needs me to fix or delete a transaction. She usually has to stop by my desk or email me to let me know. I wish there was a way that I can just check daily without her having to stop by. This way I can get my work done first thing in the morning.

“...I hope that I will be able to enter GL journals as quickly as I was able to enter TR10s in FLAIR...”
Journey Maps

- High-level end-to-end representation of the CMS Wave Business Process Models

Activity number

Persona or system performing the action and corresponding action

Place for you to indicate if the action is a people, process, or technology change

Place for you to document details about each change
## Change Impact Tool

**Steps and personas documented for each Journey Map**

**Area for you to document the people, process, and/or technology changes for each Journey Map activity step (as applicable)**

### Florida PALM Business Process Area: Account Management and Financial Reporting (AMFR)

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<td>The GL Journal Processor will be responsible for issuing the Florida PALM Chart of Accounts when creating the journal</td>
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<td>Journals can be created either by using a spreadsheet upload tool or manually entering into Florida PALM</td>
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<td>10.2 Enter and Process Journals</td>
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<td>Edit check is done in Florida PALM</td>
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<td>The GL Journal processor can either perform edit check manually or it can be done through a batch process</td>
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<td>GL Journal is routed for approval through workflow</td>
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<td>The GL Journal Approver will be responsible for issuing the Florida PALM Chart of Accounts when approving the journal</td>
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<td>Journals will be approved or denied within Florida PALM</td>
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*Note: The table above provides examples of how changes are documented for each step in the Journey Map process. The steps and personas are specific to the AMFR process area and include tasks such as creating and approving journals, creating charts of accounts, and processing transactions.*

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**Change Impact Workshop**

06/2020
Additional Resources to Complete the Change Impact Tool

- CMS Wave Business Process Models
- CMS Wave Office Hour Materials
- Agency Desktop Procedures
- Agency internal Policies
- Inventory of CMS Wave Documentation
Change Impact Tool Usage

Workforce Transition Activities

- Change Impact Workshops
- Role Mapping Workshops
- Model Office for Super Users
- Leading Change Workshops
- End User Training

Used to identify your agency’s people, process, and technology changes due to your transition to Florida PALM
Change Impact Tool Usage

Workforce Transition Activities

- Change Impact Workshops
- Role Mapping Workshops
- Model Office for Super Users
-Leading Change Workshops
-End User Training

Used to identify people changes to support your agency during role mapping activities
Change Impact Tool Usage

Workforce Transition Activities

Change Impact Workshops → Role Mapping Workshops → Model Office for Super Users → Leading Change Workshops → End User Training

Used to identify and verify process and people changes as your agency processes representative transactions in a Florida PALM environment.
Change Impact Tool Usage

Workforce Transition Activities

- Change Impact Workshops
- Role Mapping Workshops
- Model Office for Super Users
- Leading Change Workshops
- End User Training

Used to support conversations with your end users about identified process and procedural changes
Change Impact Tool Usage

Workforce Transition Activities

- Change Impact Workshops
- Role Mapping Workshops
- Model Office for Super Users
- Leading Change Workshops
- End User Training

Used to support your end users in preparing to take End User Training
EXERCISES
EXERCISE 1
Directions

1. Review the Online Grocery Shopping Journey Map Personas
   • Consumer
   • Shopper
2. Review the Online Grocery Shopping Journey Map
3. For each step in the Journey Map, indicate if the step is a:
   • People change
   • Process change
   • Technology change
4. Document the details of the change for each step in the Change Impact Tool
Open Exercise 1

Change Impact Workshop Exercise 1
EXERCISE 2
Directions

1. Review the Liquidation Journey Map Persona
   • Fund Cash Processor
2. Review the Liquidation Journey Map
3. For each step in the Journey Map, indicate if the step is a:
   • People change
   • Process change
   • Technology change
4. Document the details of the change for each step in the Change Impact Tool
Key Process Changes
80.2.1 Monitor Trust Fund Cash Balance

- Agencies will create journals for disinvestment of funds directly in Florida PALM
- Disinvestment journals created in Florida PALM will be sent to Central FLAIR
- Agencies will record entries into Departmental FLAIR to match the disinvested balances
Open Exercise 2
Open Exercise 2

Change Impact Workshop Exercise 2
NEXT STEPS
Next Steps

- Work with your Change Champion Network to complete the Change Impact tool
- Complete Change Impact Tool by 8/28/2020
- Update internal business process and procedures to reflect identified changes
- Review people changes to prepare for Role Mapping Workshop in August/September
APPENDIX
Trust Fund Investment/Disinvestment
10.1.3 Add or Modify Fund Values

- Key Process Changes
  - Transactional fund ChartField values will be established in Florida PALM by DFS to support investment/disinvestment and cash balance reconciliation
  - Local funds and FIDs will continue to be set up in Departmental and Central FLAIR
  - Transactional funds will be set up in Florida PALM and mapped to the FID in the COA crosswalk
  - Agencies will manually prepare one unified Fund Questionnaire Form for review by A&A and Treasury
  - A Crosswalk Values Report will be available to agencies listing all statewide FLAIR values and the corresponding Florida PALM values
Trust Fund Investment/Disinvestment
10.2.1 Create and Approve Journals

- Key Process Changes
  - Agencies will create journals for disinvestment of funds directly in Florida PALM
  - Workflow will be used to route disinvestment journals for approval within an agency
  - Journals for investment / disinvestment of funds created in Florida PALM will go through an investment balance cash checking process; this process will increase the cash investment balance in the Cash Ledger for investments and decrease for disinvestments
Trust Fund Investment/Disinvestment

10.2.2 Edit Check

- Key Process Changes
  - Transactions are validated within Florida PALM to ensure accounting entry integrity prior to posting entries to the Actuals Ledger
  - Agencies will have the option to trigger edit check manually or use the pre-determined batch processing logic
Depositing and Bank Accounts (including CRA)
60.2.4 Manage Electronic Receipts Data

- Key Process Changes
  - Agencies will obtain the ACH Notifications of Change interface and report from Florida PALM
Depositing and Bank Accounts (including CRA)
60.2.5 Process FLAIR Deposits

- Key Process Changes
  - Agencies will continue to record deposits in Departmental FLAIR which will be interfaced to both Central FLAIR and Florida PALM
  - Agencies will access Florida PALM to run and review deposit reports and request Treasury assistance (e.g., deposit assistance and same day verification)
  - The Department of Revenue (DOR) will create deposits on behalf of agencies in Florida PALM. Departmental FLAIR-only entries will either be:
    - Interfaced from DOR on the agency’s behalf, or
    - Entered directly by the agency; Florida PALM interfaces DOR deposits to Central FLAIR to update cash and revenue balances
Depositing and Bank Accounts (including CRA)

60.2.6 Treasury Receipts, Adjustments, and Returned Items

- Key Process Changes
  - Treasury Receipts, Adjustments, and Returned Items are initially recorded in Florida PALM as deposits.
  - Once posted in Florida PALM, deposits are interfaced to Central FLAIR to update cash and revenue balances.
  - Agencies will access Florida PALM to run and review deposit reports to assist in identifying and recording Departmental FLAIR-only transactions.
  - Agencies will obtain the Returned Items report and interface from Florida PALM.
Depositing and Bank Accounts (including CRA)

70.1.1 Maintain Bank Accounts

- Key Process Changes
  - Bank accounts are configured in Florida PALM
  - Agencies access Florida PALM for EPS and banking service requests
  - Treasury approval and responses route through form workflows
Depositing and Bank Accounts (including CRA)
70.1.2 Manage Treasury Correspondence

- Key Process Changes
  - Agencies access Florida PALM Treasury Correspondence Form to request assistance and to order bank supplies
Depositing and Bank Accounts (including CRA)
70.2 Manage and Reconcile Bank Statements

- Key Process Changes
  - Agency bank statement report and bank statement interface will be provided by Florida PALM
  - CD investment principal purchases are interfaced to Florida PALM for bank reconciliation
  - Agencies and Treasury may need to collaborate to resolve exceptions within Florida PALM and/or FLAIR
Depositing and Bank Accounts (including CRA)
70.4 Process Bank Cash Transfers

- Key Process Changes
  - Agencies will request bank to bank transfers within Florida PALM. This only applies to the Department of Economic Opportunity during the CMS Wave for reemployment assistance bank accounts.
Trust Fund Investment/Disinvestment
70.7.2 Distribute Interest Apportionment

- Key Process Changes
  - Agencies will access Florida PALM to run and review interest apportionment reports, as the basis for recording transactions in Departmental FLAIR
  - Interest apportionment amounts are interfaced to agency business systems
Trust Fund Investment/Disinvestment
80.1.2 Invested Cash Checking

- Key Process Changes
  - Agencies access Florida PALM to view the Invested Balance Exceptions Report and to manage exceptions
Key Process Changes

- Disinvestment journals will be recorded by agencies in Florida PALM and sent to Central FLAIR; Agencies will record entries into Departmental FLAIR to match the disinvested balances.
- All next-day investment requests will originate in Departmental FLAIR, and the corresponding Central FLAIR entry is then interfaced into Florida PALM to update Treasury investment balances.
- For same day investment requests, agencies will continue to request a manual voucher; the investment will originate in Central FLAIR and interface to Florida PALM to update Treasury investment balances.
- Agencies who need to record investments lower than the fund (i.e., subfund level), will redistribute to the lower level within Florida PALM following the CMSW.
Depositing and Bank Accounts (including CRA)
80.2.6 Manage Revolving Funds

- Key Process Changes
  - Agency CRA balances will be maintained to support the calculation of interest apportionment
  - Agency CRA Statement Report and bank statement interface will be provided by Florida PALM to support their CRA bank account reconciliation
  - Agencies will complete the CRA Stop Payment Form to request cancellation of CRA payments through Florida PALM
  - Treasury will manage CRA Stop Payment requests through Florida PALM, but will work with the banking partner, as they do today