Change Champion Network Kickoff Agenda

- Welcome
- Project Overview
- Change Champion Network Overview
- Next Steps
- Q&A
Welcome
Welcome
Pilot Agencies

Organizations making a full transition to Florida PALM during Pilot:
Welcome
Wave Organizations

Organizations transitioning to Florida PALM for Central FLAIR and CMS functionality during Pilot:
Welcome
FFMIS Partners

- Florida Financial Management Information Systems (FFMIS) Partners supporting the State in transitioning to Florida PALM
  - CMS
  - LAS/PBS
  - FLAIR
  - MFMP
  - People First
PROJECT OVERVIEW
Project Overview

Project Vision and Goals

Vision

Implement a statewide accounting system that:
• Enforces standardization;
• Acts as a scalable foundation to evolve as business needs change; and
• Positions Florida for future innovation as it considers a true enterprise-wide solution.

Goals

• Reduce the State’s risk exposure;
• Improve state and agency specific decision making;
• Improve the State’s financial management capabilities; and
• Improve staff productivity, reduce operational complexity, and increase internal controls.
Project Overview

Wave Timeline

Fiscal Year
- 2018/2019
- 2019/2020
- 2020/2021
- 2021/2022
- 2022/2023
- 2023/2024
- 2024/2025
- 2025/2026
- 2026/2027

Phase 1
90 Months

Pilot
56 Months

Solution Confirmation
9 Months

- Initial Functionality
  (Select organizations)

- A focus will be placed on readiness activities for the next waves

Wave 1
15 Months

- Initial Functionality
  (1/2 organizational users)

Wave 2
15 Months

- Initial Functionality
  (1/2 organizational users)

Wave 3
21 Months

- Payroll functionality
  (all organizations)

Phase 2
21 Months

- Remaining functionality
  (all organizations)

Production Support
72 Months

Change Champion Network Kickoff
May 21, 2019
### Project Overview

**Pilot Implementation Activities**

<table>
<thead>
<tr>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 18/19 (Year 1)</td>
<td>FY 19/20 (Year 2)</td>
<td>FY 2021 (Year 3)</td>
</tr>
<tr>
<td>Jan Feb Mar Apr May Jun</td>
<td>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</td>
<td>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</td>
</tr>
</tbody>
</table>

- Participate in drafting of business processes
- Review final business processes
- Provide and validate solution configurations
- Plan for and participate in user acceptance testing
- Design and build data conversions
- Cleanse agency data and test data conversions
- Design and build interfaces
- Conduct interface testing
- Prepare for transition
- Prepare, plan, and begin readiness activities
- Conduct role mapping for access to functions
- Participate in Model Office
- Receive coaching for managers of impact areas
- Identify training needs
- Participate in Training Design and mock training delivery
- Participate in Train-the-Trainer
- Plan and complete training
- Use Change Champion Network to communicate and support agency readiness

- **How might organizations prepare for these activities?**
- **How might organizations complete these activities?**
- **How might this information be distributed within organizations?**
CHANGE CHAMPION NETWORK OVERVIEW
Change Champion Network Overview

Change Champion Network Approach

VOICE
You are the voice and representatives of your agencies

PARTNERSHIP
You are not alone!

COLLABORATION
We will work together

COMMUNICATIONS
Continuous conversation
Change Champion Network Overview

Change Champion Network (CCN)
Change Champion Network Overview

Agency Sponsor Role

- High level of visibility within the organization and with other State of Florida Agency Sponsors;
- Positive support of the Solution and implementation;
- Ability to approve the business and technical changes required by the implementation; and
- Ability to allocate resources to:
  - Actively engage the organization in Project readiness;
  - Actively distribute Project communications and participate in communication events; and
  - Promote and monitor participation in Project training, deployment, and transition activities.
Change Champion Network Overview
Agency Liaison Role

- Champions the Solution and implementation;
- Peer leader and respected within the organization;
- Strong communication and presentation skills;
- Strong administrative coordination skills;
- General understanding of the organization as a whole;
- Availability to attend Change Champion Network meetings;
- Ability to manage change resistance; and
- Knowledge and/or experience implementing change initiatives.
Change Champion Network Overview

Business Liaison Role

- Peer leader within the organization;
- Experience at the organization with awareness in all functional area(s);
- Familiar with the business needs including:
  - End to end business processes, and
  - FLAIR and CMS configurations;
- Ability to facilitate updates to the organization’s business processes by business process owners;
- Strong communication and presentation skills; and
- Availability to attend Change Champion Network meetings.
Change Champion Network Overview

Technical Liaison Role

- Peer leader within the organization;
- Familiar with the organization’s technical needs including:
  - Business Systems, and
  - Interfaces with FLAIR and CMS and data needs;
- Strong communication and presentation skills;
- General understanding of the organization as a whole; and
- Availability to attend Change Champion Network meetings.
Change Champion Network Overview

Change Management Liaison Role

- Champions the Solution and implementation;
- Peer leader within the organization;
- Strong communication and presentation skills; and
- Availability to attend Change Champion Network meetings.
Change Champion Network Overview

Training Liaison Role

- Peer leader within the organization;
- Ability to assign resources from the organization as trainers;
- Ability to implement the organization’s training program;
- Strong communication and presentation skills;
- General understanding of the organization as a whole; and
- Availability to attend Change Champion Network meetings
Change Champion Network Overview
Florida PALM Readiness Coordinators (RCs)

Teill Roberson  Kathryn Harrell  Julian Gotreaux  Kimberly Kemp

LAS/PBS  FLAIR  CMS
Change Champion Network Overview

Planned Meetings

### Sponsor Briefings
- Review readiness status
- Discuss needs or concerns
- Plan for upcoming readiness tasks

### Touchpoints
- Review status
- Update Master Readiness Workplan (MRW)
- Update Open Items Tracker (AOT)

### Townhalls
- Provide Project updates
- Facilitate engagement
- Support peer-to-peer networks

### Workshops/Workgroups
- Communicate and collaborate on specific Solution activities

#### Sponsor Briefings
- Agency Sponsor
- Project Director
- Project Sponsor

#### Touchpoints
- Agency Liaison
- Florida PALM Readiness Coordinator

#### Townhalls
- Change Champion Network Liaisons
- Florida PALM Organizational Readiness Team

#### Workshops/Workgroups
- Change Champion Network Liaisons
- Super Users
- Florida PALM Project Team Members

May 21, 2019
Change Champion Network Overview
Readiness Workbook

- The Project will create a workbook for tracking readiness activities
- The Readiness Workbook will include:
  - **Master Readiness Workplan** – Baseline set of tasks to help organizations transition to Florida PALM
  - **Open Items Tracker** – Organization-specific activities that need to be resolved or mitigated
# Change Champion Network Overview

## MRW Layout

<table>
<thead>
<tr>
<th>Date released/re-released</th>
<th>Applicable Organization/Audience</th>
<th>Task ID</th>
<th>Task Name</th>
<th>Task Description</th>
<th>Task Supporting Documents</th>
<th>Planned Task Start Date</th>
<th>Planned Task End Date</th>
</tr>
</thead>
</table>
| 5/13/2019                 | Pilot, FFMIS                    | RDNS 01 | Attend the Change Champion Network Kickoff | Attend the Change Champion Network Kickoff to learn about the Change Champion Network roles and responsibilities, expectations, and support tools. | - Meeting invitation  
- Presentation Materials | 5/21/2019                | 5/21/2019 |

- **Date released/re-released**: Indicates when a task was released or re-released in the MRW.
- **Applicable Organization/Audience**: Who the target audience is for the task.
- **Task ID**: Unique ID assigned to each task.
- **Task Name**: Short, descriptive name for the task.
- **Task Description**: Brief explanation of the task.
- **Task Supporting Documents**: Identifies what additional materials are needed to support the tasks.
- **Planned Task Start Date** and **Planned Task End Date**: Date the task is planned to start and end.
Change Champion Network Overview

MRW Task Instructions

- The Project will communicate MRW tasks through:
  - Email, task instructions
  - Discussion, Touchpoint meetings

- The information for each task includes:
  - Task descriptions
  - Step-by-step instructions on how to complete the task
  - Expected due dates
## Change Champion Network Overview
### Open Items Tracker

<table>
<thead>
<tr>
<th>Organization</th>
<th>Item ID</th>
<th>Item Description</th>
<th>Status</th>
<th>MRW Task ID</th>
<th>Open Date</th>
<th>Due Date</th>
<th>Progress</th>
<th>Resolution</th>
</tr>
</thead>
</table>

- **Organization**
  - Organization that the open item belongs to

- **Item ID**
  - Unique ID assigned to each task

- **Item Description**
  - Brief description of the task

- **Status**
  - MRW task ID that the item is associated with

- **MRW Task ID**
  - Date that the item should be dispositioned by

- **Open Date**
  - Point in time status

- **Due Date**
  - Date that the item was identified on

- **Progress**
  - A timeline of the actions taken as progress is made

- **Resolution**
  - An explanation of how the item was dispositioned
### Change Champion Network Overview

#### Readiness Scorecard

<table>
<thead>
<tr>
<th>Readiness Category</th>
<th>Readiness Activities</th>
<th>Status</th>
<th>Areas of Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sponsorship (SPON)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Communications (COMM)</td>
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<td></td>
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<tr>
<td>Functional (FUNC)</td>
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<td></td>
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<tr>
<td>Readiness (RDNS)</td>
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<tr>
<td>Training (TRNG)</td>
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<td></td>
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<tr>
<td>Technical (TECH)</td>
<td></td>
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</tbody>
</table>

The primary categories that each activity belongs to

Color representation of overall status of each readiness category (Green, Yellow, or Red)

Summary of MRW activities for each readiness category

Reason for a status of “at risk” or “past due”
Change Champion Network Overview

Readiness Survey

- Helps the Florida PALM Team understand the Change Champion Network and end users' readiness to transition to Florida PALM

SurveyMonkey®

3x per Wave

Change Champion Network
Potential Florida PALM end users
Change Champion Network Overview
Communication Materials

Read and Share the Florida PALM Project Emails

Visit the Florida PALM Project Website

Display Florida PALM Project Posters
Change Champion Network Overview

Change Champion Network Website Page

https://www.myfloridacfo.com/floridapalm/agency/change-champion-network
Change Champion Network Overview

Change Champion Network Considerations

- Manage Readiness Activities?
- Facilitate Continuous Communication?
- Create a Collaborative Workspace?
- Coordinate Regular Check-Ins?
NEXT STEPS
Next Steps

- RCs will be reaching out to schedule Touchpoints
- Watch for the Readiness Survey
- Begin reviewing MRW, once distributed
Questions
CONTACT INFORMATION

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PROJECT WEBSITE
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