

Date	2/21/2019	Time	9:00 a.m. – 11:30 a.m.
Location	Department of Revenue Building 2, Room 1250 2450 Shumard Oak Boulevard Tallahassee, Florida 32399		
Objective	Representative Agencies Workgroups (RAW) Kickoff		
Attendees	Selected Agency and Department of Financial Services Representatives		
Attachments/ Related Documents	Agenda Presentation		

- **Welcome and Introductions: Facilitated by Scott Fennell, Deputy CFO and Angie Robertson, Florida PALM**

The meeting was opened by Ms. Angie Robertson from the Florida PALM team. She gave an overview of the meeting agenda. She introduced the Florida PALM team, representative agencies, and Deputy CFO, Mr. Scott Fennell. Mr. Fennell read the Vision Statement and placed an emphasis on two key words, standardization and enterprise wide. The importance of coordination and participation was stressed.

- **Solution Analysis and Design Overview: Angie Robertson, Florida PALM**

Ms. Robertson provided background on the Project and explained that a key objective is to replace the four components of FLAIR: Central, Departmental, Information Warehouse, and Payroll.

The Florida PALM Story video was shared.

Ms. Robertson gave a Project overview. Through collaboration across the State, much has been accomplished. She shared an image on the slide to describe where the Project timeline: Phases 1 and 2, including the 3 waves in Phase 1. Pilot is about transitioning DFS Accounting & Auditing (A&A) and Treasury divisions and selected agencies onto the Florida PALM solution. Wave 1 and 2 will roll out to all remaining agencies. The FLAIR payroll subsystem (PYRL) will continue to meet the State’s payroll needs until Wave 3. Phase 2 is meant to implement items that the State is not currently doing but would like the solution to accomplish to meet the State’s needs. There are 5 stages within each Phase: Initiate, Adopt, Adapt, Validate, and Deploy. The image on the slide describes each stage.

Ms. Robertson explained that the Project wrapped up the Project Recommended Solution (PRS), where the Florida PALM team worked to understand the solution functionality. Now, the Project is heading into the Representative Agencies Workgroups (RAW) segment of work and will conduct workgroup sessions to discuss what the Florida PALM team has documented as the proposed business process design to a select group of agencies. The goal is to get feedback that will confirm or help refine the draft process design. Following the RAW sessions, the Florida PALM team will work with all agencies to confirm the process design during the All

Agencies Confirmation segment. The next step in the process is to work with the ESC members to review, finalize, and approve the solution design in the Project and Executive Steering Committee (ESC) Review and Approval segment.

Ms. Robertson explained that the Chart of Accounts (COA) Design is a sixth segment of work. COA design will be defined for all Phases and Waves during the Pilot. The design will not be covered in the RAW sessions; however, the chart of accounts set up and maintenance process will be discussed.

Ms. Robertson explained the design activities result in the Standardized Business Process Models, which are the vision for how the process will work. The team also has access to work in a prototype environment, which allows them to visualize the solution. Work is being done in Workstreams instead of Process Areas, which many agencies may remember from the Level 2 activities.

Workstream A – Account and Budget Management and Financial Reporting
Workstream B – Disbursements and Asset Accounting and Management
Workstream C – Revenue Accounting and Accounts Receivables
Workstream D – Treasury and Cash Management

Ms. Robertson explained that the PRS segment goals were to 1) define the solution, which consisted of drafting the process models; and 2) conduct strategic design sessions, which were Leading Practice Workshops that discussed 35 leading practices over several topics. The Leading Practice Workshops were very insightful and assisted in helping to identify design considerations for Florida PALM.

An image with all Workstreams, Business Process Groupings, and Business Processes was displayed on the slide.

Ms. Robertson introduced Mr. Matt Cole, Florida PALM.

- **Representative Agencies Workgroups Overview: Matt Cole, Deana Metcalf, Florida PALM**

Mr. Cole showed a slide that represented the RAW calendar of meetings currently planned. Mr. Cole discussed the standard agenda and structure for the RAW sessions. Discussion and collaboration during the RAW sessions was emphasized. The prototype solution environment will be used to support these sessions. Process flows, narratives, and some business requirements will be discussed. The representative agencies are encouraged to provide feedback during the sessions. All agendas have been posted on the Florida PALM website. Some of these sessions are publicly noticed due to multiple ESC attendees. Not all sessions are publicly noticed.

Mr. Cole explained that organizations were invited to represent the needs of the State. The focus is to meet in smaller groups to engage in dialogue. If anyone is interested in Workstreams that they were not invited to for the RAW sessions, there will be an opportunity to review all Workstreams within the All Agencies Confirmation sessions.

Mr. Cole detailed that the attendees' role is to participate, provide insight, and ask questions. Questions like, what data may you need from interfaces or reports? Think about what the data is and how the data is used and how the data interacts with other systems. Within the RAW sessions, it may be asked for attendees to complete some homework. Homework may consist of things like report examples to bring back to a later RAW session.

Alexandra Weimorts, DFS, stated that participation in Florida PALM activities so far has focused on financial management processes instead of programmatic needs and wanted to know if this should continue. Should agencies bring those business needs to the table or are the RAW sessions solely for financial? Mr. Cole answered that he wants to see everything. Bring it to the table so that we can discuss and see where it belongs.

Dawn McWilliams, DOH, asked if the solution will be able to interface with other agency systems, such as federal draw systems? Mr. Cole answered that there are a variety of systems that we expect Florida PALM to interface with. There is a slide later in the presentation that provides an overview of this.

Mr. Cole continued to discuss the guiding questions for agencies to consider as participants head into the RAW sessions. It is important have an enterprise-wide mindset and to think about the who, what, why, where and how.

Alexandra Weimorts, DFS, stated that she believes there is apprehension from agencies because discussions are conceptual. Seeing the actual Solution might alleviate some of the fears. Mr. Cole agreed with Ms. Weimorts and added that the prototype environment will be used within the upcoming RAW sessions to assist in alleviating some of the fears. It needs to be understood that there may be different ways for things to be done in Florida PALM than what is being done today. There will also be another category of things where the solution is not fully developed yet, which is the purpose for these meetings. We need to better understand the processes so that we can find a solution together. There could be another category of things that we will not have a solution for because it is a function that Florida PALM is not intended to address (e.g., out of scope or specific to an agency need that is outside of the standardized process).

Lisa Simpson, DEO, stated that standardization, capturing information, and using separate codes is a different approach. Is this the intent? Many agencies are using codes very differently. Ms. Robertson spoke to COA and stated that Florida PALM has multiple ways of capturing information, not necessarily COA. For example, the Revenue Object Code Project is an effort to standardize with an focus on meeting the State's reporting purposes.

Peggy Brown, DACS, stated she has experience with an implementation of PeopleSoft at a university she worked with. Users thought they did things differently, however in the end they realized that they did not, and standardized processes can work. She realizes that agencies are the same way, and they just need to keep an open mind. PeopleSoft is a great product.

Dawn McWilliams, DOH, asked about confidential data and further asked if the solution will be single book accounting or dual? What is the plan for this? Mr. Cole explained that we have a series of requirements for confidential data. The design for confidential data will be discussed in the RAW sessions. There will be security roles and features that will allow data

to be identified and treated as confidential. Interfacing will also be addressed for confidential data purposes. Florida PALM is one book, so there will not be double entries.

Dawn McWilliams, DOH, asked if DFS' role will be different? Ms. Robertson stated the internal control and compliance perspective will remain the same; however, the mechanisms and tools will be different. Think about MFMP, DFS Division of Accounting and Auditing (A&A) staff are part of the workflow to create the transaction within the same system. Since Florida PALM is an integrated system (no Central and Departmental), A&A staff tools will be different to perform their same responsibilities.

Mr. Cole introduced Ms. Deana Metcalf to discuss the documents that will be reviewed within the RAW sessions. Ms. Metcalf stated that the documents that will be discussed and reviewed during the RAW sessions are the process flows and narratives. The process flows have a series of boxes with numbers and the narrative has a description of that box which contains the corresponding number. These documents are to be used together to detail the entire story of each process.

The top of each process flow contains the process title and the subprocess title, if there is one. There are also numbers that go along with the process and subprocess to depict the order.

A slide was shown to review the process flow shape key and Ms. Metcalf discussed each one.

Alexandra Weimorts, DFS, asked the difference between the database and interface file shapes. Ms. Metcalf stated that they are similar in that they represent information exchange with an external source. The database shape is used more when we are representing an explicit source of data (i.e., data table) instead of generic exchange of data with an external source.

Lisa Simpson, DEO asked if the database shape would be used for the Unemployment Compensation System since everything occurs within that system and a file is sent. Ms. Metcalf answered yes, it could be.

Ms. Metcalf explained that the narrative document contains several different sections: General Information, Dependencies and Constraints, Business Process Overview, Subprocess Flow Details, Ledger Impacts, Reports and Terminology.

10-minute break

- **Florida PALM Solution Overview: Matt Cole, Binoy Saha, Deana Metcalf, Jennifer Reeves, Florida PALM**

Ms. Robertson introduced the Florida PALM Solution Overview and Mr. Cole will review this segment along with the Workstream leads.

Mr. Cole described the scope of Florida PALM and the software that will be implemented to support meeting those functions. The State of Florida will be implementing PeopleSoft v.9.2 and Oracle Business Intelligence Enterprise Edition (OBIEE).

Mr. Cole describe the graphic that showed the anticipated application structure at the end of Phase 1. He noted that FLAIR and CMS are not shown on this image. At the end of Phase 1, FLAIR and the in-scope components of CMS are being phased out.

Mr. Cole described the image that shows the integration between the modules of Florida PALM, highlighting how the data flows to the general ledger and the business intelligence components. He encouraged attendees to keep a copy of this image and bring it to the RAW sessions. It is a good image to show how the data flows through the system.

Alexandra Weimorts, DFS, asked if all customers will need to be entered in the solution for billing? Will we need to start doing billing and invoicing in the solution? Mr. Cole stated that use of the system to support an agency's billing function will not be required.

Pat Spence, DOL, asked if agencies will be able to enter directly into the GL instead of going through other modules for instance, Accounts Receivable? Mr. Cole answered, yes, the solution has the capability and it is expected to use the capability, but the Team needs to detail when and how. A list of reasons why an agency would need to go directly to the GL without going through the submodule was documented.

Mr. Cole explained the reporting triangle image on the slide. Within Florida PALM, reporting is expected on transactional level detail, noted at the bottom of the triangle, all the way to the top for strategic analysis and everything in between. The left side of the slide details the tools which will support the State's reporting needs. This is another image to keep and bring to the RAW sessions. Will you have the same reports that you have today? Possibly not. Will you have access to the data? Absolutely.

Mr. Cole introduced Mr. Binoy Saha to talk through and overview of Workstream A. Mr. Saha explained Workstream A includes two Business Process Groupings: Account Management and Financial Reporting (AMFR) and Budget Management (BM). AMFR includes business functions such as chart of accounts (COA) set up and journal entries, and BM includes business functions such as encumbrance management, budget journals, error handling, and budget controls.

Mr. Saha described the COA crosswalk, which compares the FLAIR Data Elements to the initial COA structure in Florida PALM.

Dawn McWilliams, DOH, stated that currently agencies can close an OCA (other cost accumulator) value in the middle of the fiscal year to prevent changes from posting incorrectly, and asked if agencies will be able to do the same thing with the solution? Will agencies be able to close the account field? Mr. Saha answered that the system does provide this capability.

Lisa Simpson, DEO, stated that prior to working at DEO she worked at DOC. DOC used IBIs and noticed that this is not included on the structure and wanted to point this out. Mr. Saha explained that the crosswalk as shown today is the current draft and that the Team will continue to work with agencies through the COA segment activities to determine how agencies accounting, control, and reporting needs will be met, which may be through a means other than a COA value.

Dawn McWilliams, DOH, asked how it was envisioned that the agencies' needs being met because DOH has 67 county health departments, for which the budget and accounting is managed through IBIs. Mr. Saha stated that is the power of PeopleSoft, in addition to ChartFields, there are other tools that you will see on future slides that will enable the Solution to meet those needs.

Mr. Saha continued to explain that to maintain compliance with legislature, budgetary fields are one to one. The reporting is planned to ensure adequate coverage at appropriate depth.

Mr. Saha defined hierarchies within the solution. Trees are tools used to establish ChartField values at summary levels in addition to detailed levels to enable "roll-up" reporting.

Mr. Saha explained Combination Editing. This is very similar to what FLAIR edits are meant to do. Combinations of ChartField values can be edited. Combination Editing rules allow this.

Dawn McWilliams, DOH, asked if someone is doing a disbursement or receipt of revenues would they be able to override any of the ChartFields in the account? Mr. Saha stated that this is a capability within the system but deciding when overrides are appropriate is something that will be determined as part of the Solution design activities.

Mr. Saha explained Commitment Control (also known as KK). This is the module in which the budgetary rules will be established.

Mr. Saha explained the concept of Budget Ledger, which defines the type of ledger and provides ability to operate in multiple periods. Ms. Robertson mentioned GL code is currently used, in the future the whole ledger will be used instead of GL code.

Ms. Jennifer Reeves, Team Manager for Workstream B explained that Workstream B is comprised of Disbursements Management (DM) and Asset Accounting and Management (AAM). There are 21 flows and narratives that will be reviewed within the RAW sessions. A slide showed the processes and subprocesses that will be discussed.

Ms. Reeves explained that scheduling payments is new functionality being introduced. A new language and definitions will be introduced within Disbursements as things will work differently than they do today, such as the terms "vouchers" and "post". Ms. Reeves covered Asset Accounting and Management. A slide showed the processes and subprocesses that will be discussed during the RAW sessions. An overview was given regarding what to expect during the RAW sessions.

Ms. Metcalf, Team Manager for Workstream C explained that Workstream C is comprised of Revenue Accounting (RA) and Accounts Receivables (AR). A slide showed the processes

and subprocesses that will be discussed during the RAW sessions. An overview was given regarding what to expect during the RAW sessions.

Assiya Underwood, DMS, asked if the solution will be able to generate statements to customers, paper or electronic and will they be able monitor customer balances. Ms. Metcalf answered yes to both.

Ms. Metcalf, Team Manager for Workstream D explained that Workstream D is comprised of Treasury Management (TM) and Cash Management (CM). A slide showed the processes and subprocesses that will be discussed during the RAW sessions. An overview was given regarding what to expect during the RAW sessions.

Lisa Simpson, DEO, stated that DEO has revenue coming in from all over the State for Unemployment Insurance, where does it fit within these processes? Ms. Metcalf mentioned that it will fit mostly within Treasury Management; however, there may be some overlaps with Cash Management.

- **Wrap Up and Next Steps: Angie Robertson, Florida PALM**

Ms. Robertson concluded the meeting by reminding attendees that the documents from this meeting are posted on the Florida PALM website and opened the floor for any additional questions.

Lisa Simpson, DEO, asked how soon before the RAW sessions will process flows and narratives be given to attendees? Ms. Robertson stated that the documents will not be provided prior to the RAW sessions. During the sessions these documents will be covered in detail and the homework is meant to be after, not before.

John Mounts, DBPR, asked if this system will be more on an accrual basis? Ms. Robertson mentioned it will be modified accrual basis.

Veronica Bishop, AHCA, asked how to get involved in the other sessions? Ms. Robertson mentioned that we invited the agencies that are the most involved in the specific processes being discussed within each RAW session. Agencies will have the opportunity to participate in other processes within the All Agencies Confirmation sessions. The Team will post the documents from the RAW sessions on the website for review. The month of May will be devoted to agencies reviewing the documents for all processes.

The meeting concluded at 11:24 a.m.