#	Area	Project	Status
1.	**Planning, Coordination, and Oversight**	Strategic Planning Office (SPO)	In progress and on schedule.
2.		Oversight (IV&V)	In progress and on schedule.
3.		System and Software Integration (SSI)	In progress and on schedule. Contract amendment four was executed. See System and Software Integration Operational Work Plan.
4.	**Software**	Adjudication Workflow Management	In progress and on schedule. Scope of work drafted for a Request for Quote for a tool. See Adjudication Workflow Management Operational Work Plan.
5.		ChatBot	In progress and on schedule. ChatBot development is underway. See ChatBot Operational Work Plan.
6.		Rules Catalog	In progress and on schedule. Project scope is defined, and 98% of all known business rules analyzed. Project anticipated to be closed out in the next reporting period. See Rules Catalog Operational Work Plan.
7.		Appeals Workflow Management	In progress and on schedule. Nine tickets being developed/tested. See Appeals Workflow Management Operational Work Plan.
8.		Incremental CX/UX Mobile-Responsive Transformation	CX/UX in progress and back on schedule. Initial claims application and fact-finding questionnaires development work ongoing. Communications contractors are on schedule. See CX/UX Operational Work Plan.
9.		Document Imaging System	In progress and behind schedule. Request for Quote advertised. See Document Imaging System Operational Work Plan.
10.	**Data and Analytics**	Reporting	In progress and on schedule. 35% of in-scope reports have been completed or retired. See Reporting Operational Work Plan.
11.		Product and Data Management	In progress and behind schedule. See Product and Data Management Operational Work Plan.

Are there any scope changes?
There were no scope changes this reporting period.

Is the project currently within budget?
The project is currently under budget.

Do you expect the project to remain within budget?
Yes

If the project is not on schedule, briefly explain why and what the agency is doing to bring the project back on schedule.
The Program is on schedule.

Major Project Tasks and Activities Accepted or In Progress this Reporting Period

- [Planning, Coordination, and Oversight] System and Software Integration: This project includes leveraging the expertise of a third-party services provider with experience in strategic planning, system design, system development, and system integration for large multi-component system modernization efforts to ensure the Department's various modernization projects work as intended to deliver an enhanced user experience.

  - Contract amendment four was executed, which increased the contractor's originally estimated price of three contract deliverables. The contractor incorrectly calculated the end date of the contract in amendment three and did not include the full cost of the work for the duration of the contract. Amendment four corrected the error.
- [Software] Adjudication Workflow Management: This project will help automate the assignment of adjudication cases to adjudicators and eliminate a manual process. This project addresses one of the recommendations made during the Business Process Optimization project that was closed during the two-year Reemployment Assistance Modernization Program Roadmap.
  - This reporting period, a scope of work was drafted for a Request for Quote for a workflow management tool. This tool will auto-assign adjudication issues to adjudicators based on skill and availability, which will eliminate a manual process.
- [Software] ChatBot: This project includes providing Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim-specific information without requiring a call to the Reemployment Assistance Contact Center. This allows more time for Contact Center agents to assist individuals with more complex issues, including those with barriers such as access to a computer.
  - The Department worked with the Contractor to develop the ChatBot, including the technical design for frequently asked questions.
- [Software] Rules Catalog: This project is designed to further enhance the Department's documentation for Reconnect by capturing all the rules that govern the administration of the Reemployment Assistance program. This project will add information about the complexity of each business rule, which will aid the Department in forecasting the need for implementing a Business Rules Engine as Reconnect is further modularized.
  - Out of the 12,591 business rules that govern the Reemployment Assistance program, the relative complexity for 561 rules was analyzed in November, bringing the total number of analyzed rules to 12,315.
- [Software] Appeals Workflow Management: This project is designed to implement new features and address functionality that is not currently working to streamline the Appeals workflow that is used by Department staff to conduct Appeals hearings and issue determinations. This will eliminate manual processes and expedite the Appeals process.
  - For this reporting period, of the 67 tickets in-scope for this project, 0 are complete, 9 are being developed and tested, and 58 have not yet been started.
- [Software] Incremental CX/UX Mobile Responsive Software Transformation: This project includes optimizing the existing System and developing a user-friendly front-end for Reemployment Assistance claimants that is also mobile-friendly. The transformation will occur incrementally to ensure all System users benefit from System optimization, with a focus on enhancing the claimant experience first.
  - All 17 new initial claims application questions were developed by the Contractor and quality assurance and unit/system testing were initiated.
  - All 28 English fact-finding questionnaires were developed by the Contractor and quality assurance and unit/system testing were completed. All 28 passed testing.
  - 20 of the 28 Spanish fact-finding questionnaires were developed by the Contractor and quality assurance and unit/system testing were completed. Of the 20 that were developed, 12 passed testing and 8 did not pass testing.
  - 20 of the 28 Haitian Creole fact-finding questionnaires were developed by the Contractor and quality assurance and unit/system testing were completed. Of the 20 that were developed, 12 passed testing and 8 did not pass testing.
  - User acceptance testing preparations were initiated.
- [Software] Document Imaging System: This project is designed to remove the manual processes that are required for the Department to process physical mail and faxed documents claimants and employers submit for their

Reemployment Assistance claim by automatically attaching these documents, once scanned, to the correct claim in Reconnect so that claims can be processed efficiently and accurately.
  - A Request for Quote for hardware and software was advertised. This product and services will auto-attach official FloridaCommerce documents submitted by claimants and employers via mail or fax to the correct Reconnect account. This will eliminate a manual process.
  - Baseline business requirements were defined.
- [Data and Analytics] Reporting: This project includes migrating, developing, and validating all internal Reemployment Assistance performance reports from Reconnect to the Data. The data warehouse provides the Department with standardized data and reduces the need for staff intervention for future reporting activities.
  - For this reporting period, of the 379 reports in-scope for this project, 40 are complete, 34 are being developed and tested (53 reports were de-duplicated and have been merged into 23 reports), 94 will be retired, and 211 have not yet been started.
- [Data and Analytics] Product and Data Management: This project is designed to mature the Department's data management, planning, and governance processes for Reemployment Assistance data to promote data sharing, interoperability, and reduce both the size of and costs affiliated with Reemployment Assistance's data.
  - No change this reporting period. The Department's existing data catalog and data dictionary continue to be updated to include all databases and other data repositories that store Reemployment Assistance data and use it for data and analytics.

Procurement Status

Document Imaging and Scanning Request for Quote

Post RFQ	November 2023
Vendor deadline to submit questions	November 2023
Department provides answers to vendor questions	December 2023
RFQ Responses due; Department evaluates responses	December 2023
Anticipated Award date	January 2024

OPERATIONAL WORK PLAN
FOR
CHATBOT

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON NOVEMBER 30, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

FloridaCommerce is enhancing the claimant experience by launching a ChatBot solution.

The ChatBot solution provides Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim specific information. This technology will help deflect calls to the Reemployment Assistance Contact Center, so that agents are more available to the callers who truly need agent assistance.

A. Scope Statement

FloridaCommerce's existing contact center vendor will deploy one AI conversational bot to the floridajobs.org website to help Reemployment Assistance end users obtain answers to frequently asked questions and claim-specific information related their claims to help increase self-service opportunities and deflect calls from the Reemployment Assistance Contact Center. If the ChatBot cannot answer the end user's question, an opportunity to escalate to one of three Contact Center agent queues will be provided.

In Scope

- The existing contact center vendor's professional services team will develop a custom chat provider for escalation to Customer's Genesys CX account. Translation will be provided within the AI Chatbot account for English, Spanish, and Haitian-Creole. Escalation to Genesys CX will be provided for each language. Training will be provided for AI administrators, content creators and reporting analysts.
- FloridaCommerce will administer ChatBot content within a single knowledge base, specifically, English. The knowledge base articles will reside in the AI ChatBot solution. The translation solution will translate the English knowledge base content into Spanish or Haitian-Creole. Customer responses will be translated from Spanish or Haitian-Creole to English for solution consumption and processing.

Out of Scope

- Languages besides English, Spanish, or Haitian-Creole

B. Project Objectives and Business Benefits

The ChatBot solution provides Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim specific information. This technology will help deflect calls to the Reemployment Assistance Contact Center, so that agents are more available to the callers who truly need agent assistance.

C. Critical Success Factors

The following factors are necessary for success.

- FloridaCommerce staffing resources are available to work on the project.
- Performance of the solution meets FloridaCommerce requirements.

D. Key Dates

The key dates below represent the current status of the project as well as planned dates for the project.

Key Date	Importance and Relevance to the Project
November 2, 2023	Project Kick off with Vendor
January 14, 2024	FAQ User Acceptance Testing

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Project Schedule	The PM will work with the vendor to create the project schedule
Test Plan	Vendor will work on the develop a testing plan and strategy to be used during User Acceptance Testing.
User Accepting Testing	User Acceptance Testing will commence once the development has been completed by the vendor. The result of User Acceptance Testing will be the sign off on the executed test plan.
Go Live	Deployment of the solution into production

F. Major Milestones

The project cannot be completed without the milestones listed below. Transparency and inclusion in all major milestones and deliverables will help build and maintain an accurate schedule.

Major Milestone	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail of the scope of the project
Project Closeout Report	The PM provides the Project Closeout Report

G. Key Stakeholders

The stakeholders listed below are critical in providing direction, especially with a project that will have a large amount of discovery. The project sponsors will be valuable when issues that require executive decisions are needed, and when there may be negotiations for keeping and purging older data based on its value.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Warren Lenfant	RA Modernization Acting Project Sponsor
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	RA Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	RA Modernizations IT Program Manager - IT
David Sinclair	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. ChatBot solution will be available in English, Spanish and Haitian-Creole.
2. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
3. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
4. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
5. The Project Sponsor will be responsive and prepared to make decisions regarding the project cost and scope.
6. The solution must be FedRamp compliant.

Project Constraints

1. Limited Knowledge of FloridaCommerce claims processing could slow the project down.
2. Hardware that needs to be provided by FloridaCommerce could be slower due to staffing constraints.

II. Work Breakdown Structure

The Work Breakdown Structure (WBS) below represents the high-level deliverables for the project, from inception (Initiation) to completion (Project Closeout). To avoid duplication, the lower-level work packages are represented with their due dates in Section D. Key Dates.

WBS	Task Name
1	**01-Chatbot**
1.1	**Initiation**
1.1.1	**Risk and Complexity Assessment**

WBS	Task Name
1.1.2	**PM Deliverable: Project Charter**
1.1.3	**Project Charter complete**
1.1.4	**Stakeholders Register**
1.1.5	**Project Kickoff Meeting**
1.1.6	**Conduct Lessons Learned Meeting**
1.2	**Initiation Phase complete**
1.3	**Planning**
1.3.1	**PM Deliverable: Resource Plan**
1.3.2	**Resource Plan Complete**
1.3.3	**PM Deliverable: Project Schedule**
1.3.4	**Project Schedule complete**
1.3.5	**PM Deliverable: Project Management Plan**
1.3.6	**Project Management Plan complete**
1.3.7	**PM Deliverable: Project Budget**
1.3.8	**Project Budget complete**
1.3.9	**PM Deliverable: Project Spending Plan**
1.3.10	**MILESTONE: Project Spending Plan complete**
1.3.11	Complete Impact Analysis
1.3.12	**Requirements:**
1.3.13	Complete the Planning Gate R&C Assessment
1.3.14	**Conduct Lessons Learned Meeting**
1.4	**MILESTONE: Planning Phase complete**
1.5	**Execution**
1.5.4	**Record Level Detail Requirements Gathering Completed**
1.5.5	**Approve Requirements**
1.5.6	**Conduct Lessons Learned Meeting**
1.5.7	**Transition to Operations**
1.6	**Execution Phase complete**
1.7	**Monitoring and Controlling**
1.7.1	Manage Project Schedule
1.7.2	Manage Project Costs
1.7.3	Manage Project Scope
1.7.4	Manage Project Risks
1.7.5	Manage Project Issues
1.7.6	Manage Decisions
1.7.7	Manage Action Items
1.7.8	Manage Cybersecurity
1.7.9	Conduct Regularly scheduled Status Meetings
1.7.10	Prepare Regularly scheduled Status Reports

WBS	Task Name
1.8	**Monitoring and Controlling Phase Complete**
1.9	**Project Closeout**
1.9.1	**PM Deliverable: Project Closeout Report**
1.9.2	**Project Closeout Report complete**
1.9.3	**Conduct Lessons Learned Meeting**
1.1	**Closeout Phase complete**

III. Resource Loaded Project Schedule

As stated in Section II, Work Breakdown Structure, since this is a high-level representation of the project, the project team names are not reflected. The names are listed in Section V.B. Project Roles and Responsibilities, Project Team.

The project management deliverables mentioned below are required by Florida Administrative Code, Rule 60GG.

WBS	Task Name	% Complete	Duration	Start	Finish
1	**01 ChatBot**				
1.1	**Initiation**	**100**		**7/15/23**	**7/30/23**
1.1.1	**Risk and Complexity Assessment**	**100**		**7/26/23**	**7/30/23**
1.1.2	**PM Deliverable: Project Charter**	**100**		**7/26/23**	**7/30/23**
1.1.3	**Project Charter complete**	100		**7/26/23**	**7/30/23**
1.1.4	**Stakeholders Register**	**100**		**7/26/23**	**7/30/23**
1.1.5	**Project Kickoff Meeting**	**100**		**7/26/23**	**7/30/23**
1.1.6	**Conduct Lessons Learned Meeting**	**100**		**7/26/23**	**7/30/23**
1.2	**Initiation Phase complete**			**7/26/23**	**7/30/23**
1.3	**Vendor Contract is Executed**	**100**		**10/23/23**	**10/23/23**
1.5	**Execution Begins**	**15**		**11/2/23**	**1/25/24**
1.7	**User Acceptance Testing FAQ**	**0**		**1/14/24**	**1/30/24**
1.8	**Monitoring and Controlling**	**0**		**1/29/24**	**4/01/24**

IV. Project Spending Plan

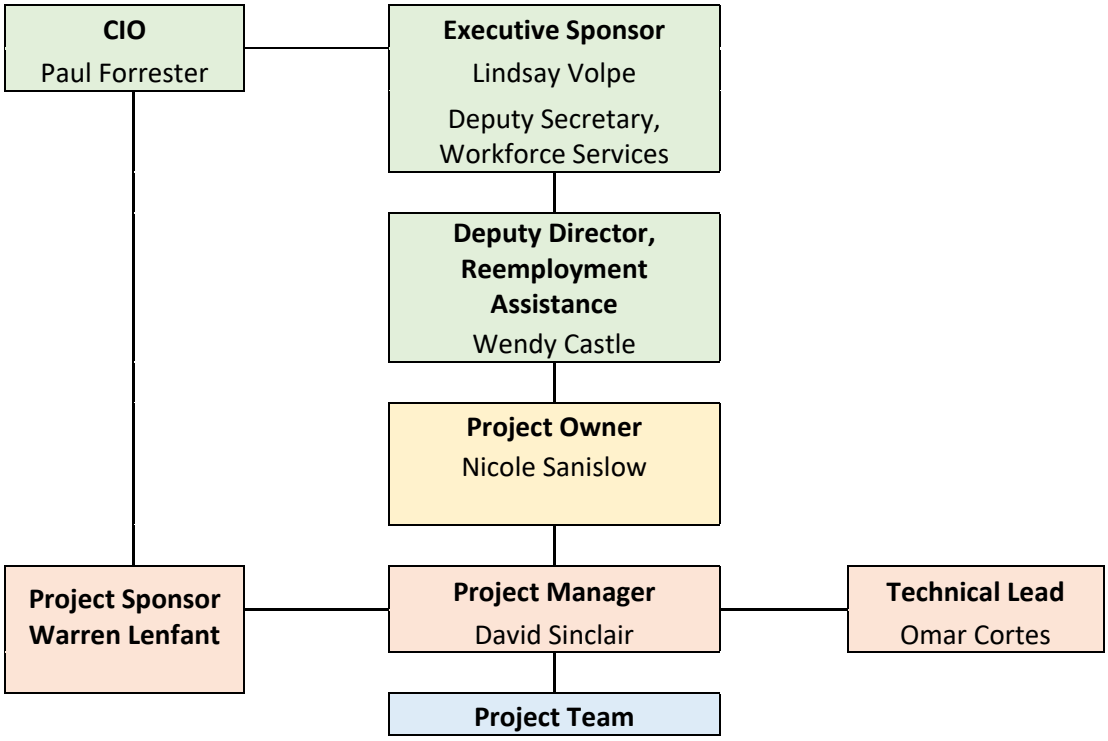
The ChatBot project has existing resources assigned, therefore, there is no spend for this project.

FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software: $762,000	*Software: $532,848*
Other OpEx (Vendor Deliverables): $0.00	*Other OpEx (Vendor Deliverables): $0.00*
Other CapEx: $0.00	*Other CapEx: $0.00*

V. Project Organization and Methodology

A. Project Organizational Chart

The Project Manager meets with project stakeholders every week on business rules progress, and to answer general status questions. This meeting is also the forum for escalating issues that require all project stakeholders to resolve together.



B. Project Roles and Responsibilities

The staff mentioned below are instrumental in facilitating the needs of the team so that the project outcome meets expectations.

The project sponsors also work with their direct reports if the team has issues that require elevation.

The Legal and Records Management Liaison works directly with the Reemployment Assistance program to provide guidance when record series requests may differ from what is allowed legally or by FloridaCommerce policy.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	Project Sponsor/Chief Information Officer (CIO)	• Responsible for the Strategy of FloridaCommerce IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Wendy Castle	Project Sponsor/Director Reemployment Assistance	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project
Nicole Sanislow	Project Owner	• Represents the interests of the stakeholders • Monitors project progress • Approves project definition • Approves plans and schedules • Validates project deliverables meet expectations • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
David Sinclair	Project Manager	• Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence

Name	Project Role	Responsibility
		• Completes all documents related to the project • Identifies and manages risks according to the project plan
Omar Cortes	Technical Lead	• Responsible for assisting the team(s) in coordinating the most appropriate solution • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. • Has historical knowledge of the Contact Center for Reconnect
Warren Lenfant	Business Sponsor	• Responsible for the support for the PM as it is related to the business need and impact of the project • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. • Has years of historical knowledge of the Contact Center Solutions for Reconnect

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project may need Organizational Change Management. This will be determined as the scope and vendor are determined. Once determined we will build a plan related to Change Management.

VII. Project Risk Management Plan

Currently there are no new risks for this project.

Project risks can be raised by anyone on the project. These risks are then entered into the department's tool where they are discussed during weekly meetings. They are tracked in these meetings until the risk is closed.

Risk meetings, hosted by program management, are attended by sponsors and stakeholders of this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

This project capacity plan will be built with the vendor to determine the best way to measure capacity load of the ChatBot solution.

OPERATIONAL WORK PLAN
FOR
RULES CATALOG

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON NOVEMBER 30, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

As a part of the Florida Department of Commerce's (FloridaCommerce) Modernization Program, the FloridaCommerce Rules Catalog will be updated to capture additional business rules within the Reconnect system (System). The completion of the Rules Catalog project will document rules to allow ease of tracking, reviewing, and identifying changes within the System.

A. Scope Statement

The Rules Catalog Project will prepare FloridaCommerce identify and document System rules to develop a Business Rules Catalog. A completed rules catalog will allow FloridaCommerce to track and maintain system rules in one central location.

In Scope

- Update the Rules Catalog to incorporate all rules that govern the Reemployment Assistance program within Reconnect, excluding CX/UX business rules.
    - Include the type of rule and number of System users impacted by the rule, if applicable.
    - Maintain the catalog within the Central Repository.
    - Include the complexity of each business rule, as low, medium, or high.
    - Order rules by frequency of change, from highest to lowest.

Out of Scope

- Migrate rules into a Rules Engine product.
- Identify CX/UX business rules.

B. Project Objectives and Business Benefits

The Rules Catalog project was developed following the completion of the Rules Engine project to complete the development of a Business Rules Catalog. The Rules Catalog documents business rules within the System, and allows business rules to be documented, tracked, and maintained in one central location.

Project Objective	Business Benefit
Inventory business rules	• FloridaCommerce will have a complete catalog of System business rules.

C. Critical Success Factors

- Timely and high-quality achievement of major milestones/deliverables.
- Usable Business Rules Catalogs.

D. Key Dates

Key Date	Importance and Relevance to the Project
August 2023	Project starts, confirm project scope, and identify project team members.
September 2023 – March 2024	Identification and prioritization of business systems rules.
April 2024	Finalize and approve Catalog.
April 2024	Closeout Phase complete; project complete.

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Charter	Complete and submit a detailed project charter to FloridaCommerce.
Project Management Plan	Create and approve Project Management Plan.
Weekly Status Meetings	Host weekly status meetings with project team.
Identification of Business Rules	Project team identifies business system rules for incorporation into the Rules Catalog.
Business Rules Catalog	The project team shall update and create additional Business Rules Catalogs to incorporate all business rules maintained within the System.
Project Closeout Report	Create and Approve the Project Closeout Report.

F. Major Milestones

Major Milestone	Milestone Description
Identification and prioritization of business systems rules	Identify and prioritize business systems rules to documented within the Business Rules Catalog.
Creation of Business Rules Catalog	System rules will be reviewed and documented to develop a Business Rules Catalog.
Project Closeout Report	Develop and approve the Project Closeout Report.

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer, Program Owner- Information Technology
Tisha Womack	Chief Financial Officer
Wendy Castle	Continuous Modernization Program Owner – Business
Nicole Sanislow	Continuous Modernization Program Manager – Business

Tom Richardson	Continuous Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Continuous Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Continuous Modernization Program Manager – Information Technology
Nicholas Lent	Project Owner
Nicole Cain	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. System documentation detailing current business rules are readily available and accessible.
2. Technical support and Subject Matter Expert resources will be available as needed, to support the project as needed.

Project Constraints

1. Limited time and capacity of individuals assigned to assist.

II. Work Breakdown Structure

WBS	Task Name
1	Rules Catalog
1.1	Initiation
1.1.1	Risk and Complexity Assessment
1.1.2	Deliverable: Project Charter
1.1.3	Project Charter complete
1.1.4	Initiation Phase complete
1.2	Planning
1.2.1	Deliverable: Resource Plan
1.2.2	Resource Plan Complete
1.2.3	Deliverable: Project Schedule
1.2.4	Project Schedule complete
1.2.5	Deliverable: Project Management Plan
1.2.6	Project Management Plan complete
1.2.12	Planning Phase Complete
1.2.13	Requirements
1.3	Execution
1.3.1	Determine Subsets of Rules
1.3.2	Document Rules
1.3.3	Develop Rule Catalog
1.3.4	Conduct Lessons Learned Meeting

1.3.5	Execution Phase complete
1.4	Monitoring and Controlling
1.5	Project Closeout
1.5.1	Schedule Project Closeout Meeting
1.5.2	Deliverable: Project Closeout Report
1.5.3	Project Closeout Report complete
1.5.4	Conduct Knowledge Transfer
1.5.5	Conduct Project Closeout meeting
1.5.6	Conduct Lessons Learned Meeting
1.5.7	Closeout Phase complete

III. Resource Loaded Project Schedule

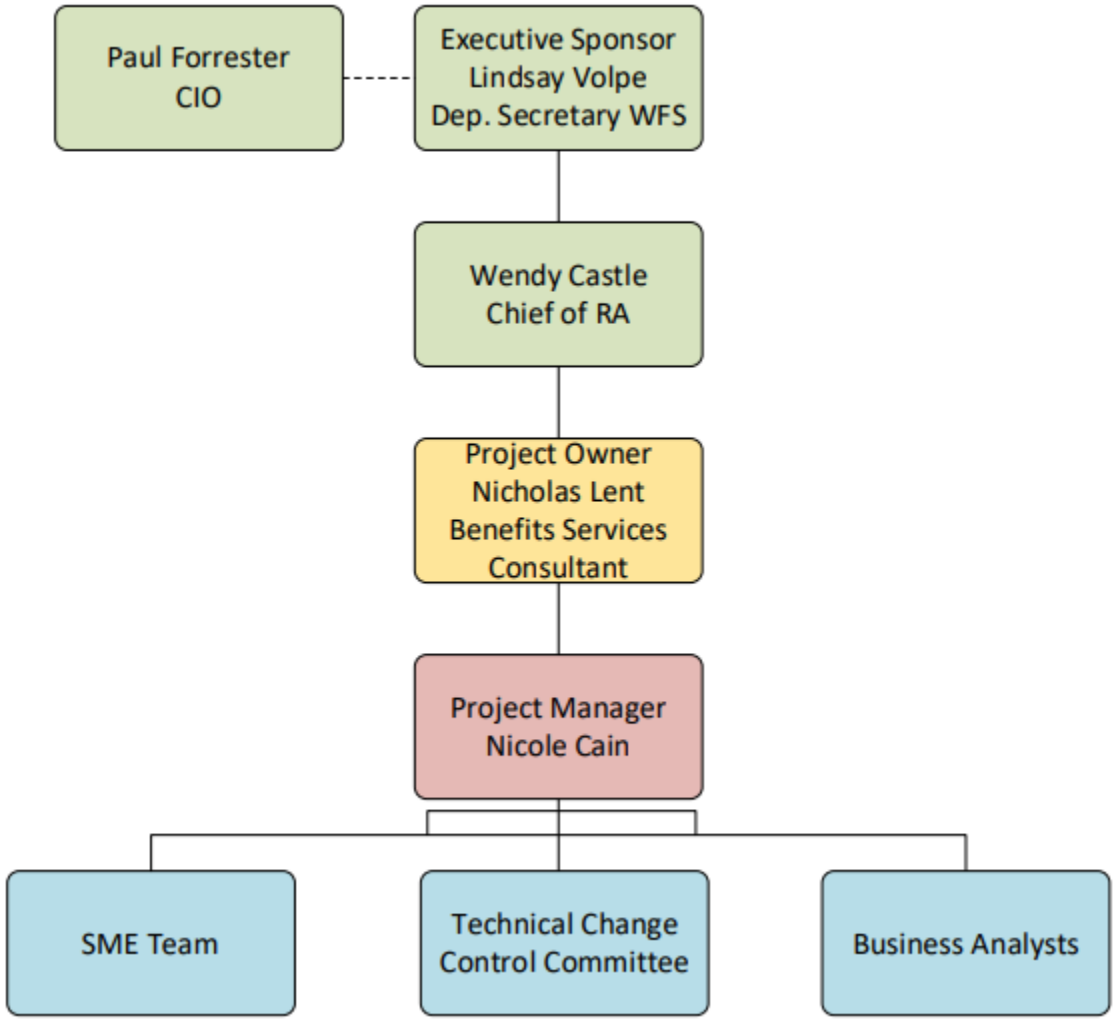
ID	Task Mode	Task Name	% Complete	Duration	Start	Finish	Actual Finish
1		**Rules Catalog**	**29%**	**187 days**	**Tue 8/1/23**	**Tue 4/30/24**	**NA**
2		**Initiation**	**100%**	**20 days**	**Wed 8/2/23**	**Fri 9/1/23**	**Fri 9/1/23**
3		**Risk and Complexity Assessment**	**100%**	**2 days**	**Wed 8/2/23**	**Thu 8/3/23**	**Thu 8/3/23**
6		**Stakeholders Register**	**100%**	**2 days**	**Fri 8/4/23**	**Mon 8/7/23**	**Mon 8/7/23**
9		**Deliverable: Project Charter**	**100%**	**16 days**	**Tue 8/8/23**	**Tue 8/29/23**	**Tue 8/29/23**
14		Project Charter complete	100%	0 days	Fri 9/1/23	Fri 9/1/23	Fri 9/1/23
15		**Document Lessons Learned**	**100%**	**5 days**	**Tue 8/22/23**	**Mon 8/28/23**	**Mon 8/28/23**
19		**Initiation Phase complete**	**100%**	**0 days**	**Mon 8/28/23**	**Mon 8/28/23**	**Mon 8/28/23**
20		**Planning**	**100%**	**15 days**	**Tue 8/29/23**	**Thu 9/21/23**	**Thu 9/21/23**
21		**Deliverable: Resource Plan**	**100%**	**3 days**	**Tue 8/29/23**	**Tue 9/5/23**	**Tue 9/5/23**
25		Resource Plan Complete	100%	0 days	Tue 9/5/23	Tue 9/5/23	Tue 9/5/23
26		**Deliverable: Project Management Plan**	**100%**	**6 days**	**Fri 9/1/23**	**Mon 9/11/23**	**Mon 9/11/23**
30		Project Management Plan complete	100%	1 day	Fri 9/8/23	Mon 9/11/23	Mon 9/11/23
31		**Deliverable: Project Schedule**	**100%**	**9 days**	**Mon 9/11/23**	**Thu 9/21/23**	**Thu 9/21/23**
35		Project Schedule complete	100%	0 days	Thu 9/21/23	Thu 9/21/23	Thu 9/21/23
36		Complete Impact Analysis	100%	1 day	Mon 9/11/23	Mon 9/11/23	Mon 9/11/23
37		Complete the Planning Gate R&C Assessment	100%	1 day	Tue 9/12/23	Tue 9/12/23	Tue 9/12/23
38		**Execution**	**31%**	**178 days**	**Tue 8/8/23**	**Wed 4/24/24**	**NA**
39		**Required Project Development**	**32%**	**174 days**	**Tue 8/8/23**	**Thu 4/18/24**	**NA**
40		**Create Rules Catalogs**	**32%**	**174 days**	**Tue 8/8/23**	**Thu 4/18/24**	**NA**
41		**SME Review**	**43%**	**131 days**	**Wed 9/13/23**	**Thu 3/21/24**	**NA**
166		**Technical Change Control Committee Review**	**32%**	**164 days**	**Tue 8/8/23**	**Thu 4/4/24**	**NA**
167		**Rules Engine Catalogs**	**97%**	**63 days**	**Tue 8/8/23**	**Tue 11/7/23**	**NA**
168		**Benefit Charging**	**100%**	**31 days**	**Tue 8/8/23**	**Fri 9/22/23**	**Fri 9/22/23**
171		**Global Rules**	**100%**	**16 days**	**Tue 8/8/23**	**Tue 8/29/23**	**Tue 8/29/23**
174		**Recovery Collections**	**100%**	**16 days**	**Tue 8/8/23**	**Tue 8/29/23**	**Tue 8/29/23**
177		**Overpayments & Wage Audit**	**100%**	**16 days**	**Mon 9/25/23**	**Mon 10/16/23**	**Mon 10/16/23**
180		**Wages**	**72%**	**16 days**	**Fri 9/1/23**	**Mon 9/25/23**	**NA**
183		**Payments**	**100%**	**36 days**	**Fri 9/1/23**	**Mon 10/23/23**	**Mon 10/23/23**
186		**Program Integrity & Federal Reports**	**100%**	**16 days**	**Tue 10/17/23**	**Tue 11/7/23**	**Tue 11/7/23**
ID	Task Mode	Task Name	% Complete	Duration	Start	Finish	Actual Finish
189		**Rules Catalog - Catalogs**	**0%**	**115 days**	**Wed 10/18/23**	**Thu 4/4/24**	**NA**
265		**Approve Catalog**	**0%**	**92 days**	**Fri 12/8/23**	**Thu 4/18/24**	**NA**
271		**Catalog Development Complete**	0%	0 days	Thu 4/18/24	Thu 4/18/24	NA
272		**Conduct Lessons Learned Meeting**	**0%**	**4 days**	**Fri 4/19/24**	**Wed 4/24/24**	**NA**
276		**Execution Phase complete**	0%	0 days	Wed 4/24/24	Wed 4/24/24	NA
277		**Monitoring and Controlling**	**26%**	**183 days**	**Tue 8/1/23**	**Wed 4/24/24**	**NA**
288		**Monitoring and Controlling Phase Complete**	0%	0 days	Tue 8/1/23	Tue 8/1/23	NA
289		**Project Closeout**	**0%**	**8 days**	**Fri 4/19/24**	**Tue 4/30/24**	**NA**
290		Schedule Project Closeout Meeting	0%	1 day	Fri 4/19/24	Fri 4/19/24	NA
291		**Deliverable: Project Closeout Report**	**0%**	**5 days**	**Mon 4/22/24**	**Fri 4/26/24**	**NA**
295		Project Closeout Report complete	0%	0 days	Fri 4/26/24	Fri 4/26/24	NA
296		Conduct Knowledge Transfer	0%	1 day	Mon 4/29/24	Mon 4/29/24	NA
297		Conduct Project Closeout meeting	0%	1 day	Mon 4/29/24	Mon 4/29/24	NA
298		**Conduct Lessons Learned Meeting**	**0%**	**8 days**	**Fri 4/19/24**	**Tue 4/30/24**	**NA**
303		Closeout Phase complete	0%	0 days	Tue 4/30/24	Tue 4/30/24	NA

IV. Project Spending Plan

FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software: $0.00	*Software: $0.00*
Other OpEx: $0.00	*Other OpEx: $0.00*
Other CapEx: $0.00	*Other CapEx: 0.00*

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA Program Owner	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO Program Owner	• Responsible for the Strategy of FloridaCommerce IT. • Responsible for Staffing and Support plans • Responsible for day-to-day operations. • Responsible for working closely with programs on technology needs.
Nicholas Lent	Project Owner/Benefits Services Consultant	• Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables.

Name	Project Role	Responsibility
Nicole Cain	Project Manager	• Manages all aspects of the project and ensure compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan.
SME Team	Subject Matter Expert(s)	• Process development tasks. • Contributes subject matter expertise. • Complete assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP. • Assists the Project Manager in responding to risks and issues. • Assists the Project Manager in evaluating change requests.
Technical Team	Technical Support	• Contributes technical expertise. • Complete assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP. • Assists the Project Manager in responding to risks and issues. • Assists the Project Manager is evaluating change requests.
Vendor	Strategic Planning Office (SPO)	• Monitors project progress. • Facilitates FloridaCommerce Leadership Team Governance meetings. • Provides guidance and support to project manager and project team members.

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable

outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

This project will follow the Program Risk Management Plan captured within the Continuous Modernization Program Management Plan. The Continuous Modernization Program team follows a standard method for logging and categorizing issues, researching solutions, and communicating options and final recommendations. Project team members should actively contribute, as it is critical to timely decisions and moving past roadblocks. The buy-in of the

project team, key team members and technical staff is critical to the success and ensures that the project team delivers a product in line with the project goals.

Key activities of the risk management process include:

- **Risk Identification** – Identifying risks that could potentially impact the project.
- **Risk Analysis** – Prioritize risks and assess the probability and consequence of the risk.
- **Risk Response Planning** – Prepare action plans to enhance opportunities or minimize threats to the program.
- **Risk Monitoring –** Execute action plans and evaluate their effectiveness, tracking, and reviewing residual risks and identifying new risks.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Project Prioritization: Via a weighted scoring model used for Continuous Modernization, projects within the program have been prioritized for the purpose of optimizing resources and time.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.

OPERATIONAL WORK PLAN
FOR
SYSTEM AND SOFTWARE INTEGRATION

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 4, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The Reemployment Assistance Claims and Benefits Information System's (System) current architecture is not modular. Lack of modularity requires extensive regression testing for all system enhancements and updates. The current System has a high level of technical debt. This technical debt increases the cost of maintenance as well as the risk of unintended effects elsewhere in the System. To assist in software transformation, Florida Commerce has procured the services of a System software integrator to provide analysis, oversight, monitoring, and testing, and to assume the responsibilities for the foundational technical platform and systems and software integration services necessary to develop and implement the System's current and future infrastructure for modernization. These integration efforts will allow Florida Commerce to secure services which can interoperate and communicate without relying on a common platform or technology. Connecting services, systems, and infrastructures and developing integration standards are the next steps for advancing the System's maturity and System modularity for modernization. This will ensure that an optimized cloud service and delivery model is utilized to deliver business process improvements, functional enhancements, a mobile-responsive application, and modernized architectural efficiencies.

Integration services include documenting the existing technical requirements and specifications of the System and an analysis of the existing technical requirements and specifications. The analysis will determine what technical requirements and specifications need to be improved to increase the effectiveness and efficiency of the System and assist FloridaCommerce with acquiring software and hardware solutions that support the Reemployment Assistance Modernization Program. This shall include full evaluation of the Reemployment Assistance Information Technology program that relates to the System.

In Scope

- A modern System that integrates the infrastructure, software, data, analytics, and security components of the RA Continuous Modernization program.

Out of Scope

- Software Development
- Individual testing at the project level within the Continuous Modernization projects
- Projects not specifically identified in C3272.
- Organizational Change Management

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Improved delivery of RA Benefits	
Improved functionality	Increased customer satisfaction and self-service alleviates dependencies on staffing.

Improved system performance	System availability is improved. Less regression testing. Faster code delivery to production.
A secure and scalable system with a sustainable system architecture	Reduction in capital expenditures.

C. Critical Success Factors

- Improved customer experience/user experience (CX/UX).
- Implementation of a model that will serve Florida's Reemployment Assistance needs for many years.
- Preservation of continuity of Florida Commerce operations and minimization of demands on Florida Commerce staff.
- Implementation of an operations model that will serve the Reemployment Assistance program for the long term.
- Compliance with state and federal standards.

D. Key Dates

Key Delivery Date	Importance and Relevance to the Project
07/01/2023	Project Kick-Off Meeting
10/02/2023	Design Documentation
9/15/2023	Infrastructure Performance Requirements
12/28/2023	Performance Benchmarks
06/30/2024	Oversight and Monitoring of RA Projects
06/30/2024	Integration Testing
06/30/2024	Integration Services
06/30/2024	Testing Team
06/30/2024	Project Closure

E. Major Deliverables

Major Deliverable	Deliverable Description	Status
Deliverable 7	Design Documentation	Delivered
Deliverable 8	Infrastructure Performance Requirements	Delivered
Deliverable 11	Performance Benchmarks	In Progress
Deliverable 13	Oversight and Monitoring of RA Projects	Delivered
Deliverable 14	Integration Testing	Not Started
Deliverable 15	Integration Services (Production Readiness Checklist)	In Progress
Deliverable 20	Testing Team	In Progress

F. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	All initiation activities completed
Planning Phase Complete	All planning activities completed
Execution Phase Complete	All execution activities completed
Monitor and Controlling Phase Complete	All monitoring and controlling activities completed
Closing Phase Complete	Project is completed

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Nicole Sanislow	RA Modernization Program Manager - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	RA Modernization Program Manager – Information Technology
Nicole Sanislow/ Karmyn Hill	Bureau of RA Operations, Project Owner
Ernie Sanders	Peraton Account Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

Vendor will create/recommend solutions that promote useability, product innovation, and scalability by using innovative concepts and that are suitable for a government environment with funding constraints.

Project Constraints

Design may be materially constrained by:

1. Governing provisions of federal or state laws and regulations.
2. Requirement to reduce operating costs.
3. A schedule constraint of June 2024

II. Work Breakdown Structure

WBS	Task Name
1	**Modernization Program**
1.1	Program start
1.2	Contract Amendment #4 - Approval
1.3	**Program Deliverables**
1.3.1	**Deliverable 7 - Design Documentation**
1.3.2	**Deliverable 8 - Infrastructure Performance Requirements**
1.3.3	**Deliverable 11 - Performance Benchmarks**
1.3.4	**Deliverable 13 – Oversight and Monitoring of Modernization Projects**
1.3.5	**Deliverable 14 - Integration Testing**
1.3.6	**Deliverable 15 - Production Readiness Checklist**
1.3.7	**Deliverable 20 - User Acceptance Testing**
1.3.8	**Deliverable 21 – Information Security and Regulatory Compliance**
1.3.9	**Deliverable 22 – Business Strategy Development**
1.5	**Program Delivery Complete**
1.6	**Project Close and Transition to Florida Commerce**
1.6.1	Mutually Agreed on Transition Date
1.6.2	**Execute Transition**
1.7	Program Closed

III. Resource Loaded Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
1	1	Initiation	86 days	Wed 7/5/23	Wed 11/1/23			
2	1.1	Risk and Complexity Assessment	1.94 days	Wed 7/5/23	Thu 7/6/23			
3	1.1.1	Complete Pre-Charter Risk&Complexity Assessment and determine Project Level	0.94 days	Wed 7/5/23	Wed 7/5/23		4,6	
4	1.1.2	Complete Initiation Gate Risk&Complexity Assessn	0.94 days	Thu 7/6/23	Thu 7/6/23	3		
5	1.2	Deliverable: Project Charter	85 days	Thu 7/6/23	Wed 11/1/23			
6	1.2.1	Develop Project Charter	1 day	Thu 7/6/23	Thu 7/6/23	11,3	7	Monique Emmanuel
7	1.2.2	Review/Update Project Charter	1 day	Fri 7/7/23	Fri 7/7/23	6	8	
8	1.2.3	Approve Project Charter	23 days	Mon 10/2/23	Wed 11/1/23	7	9	
9	1.3	Project Charter complete	0 days	Wed 11/1/23	Wed 11/1/23	8		
10	1.4	Stakeholders Register	1 day	Mon 10/2/23	Mon 10/2/23			
11	1.4.1	Identify Project Stakeholders	1 day	Mon 10/2/23	Mon 10/2/23		6	Monique Emmanuel
12	1.4.2	Identify OCM Stakeholders	1 day	Mon 10/2/23	Mon 10/2/23			Monique Emmanuel
13	1.5	Initiation Phase complete	23 days	Mon 10/2/23	Wed 11/1/23		16	
14	2	Planning	23.53 days	Mon 11/6/23	Thu 12/7/23			
15	2.1	Deliverable: Resource Plan	2.81 days	Mon 11/6/23	Wed 11/8/23			
16	2.1.1	Develop Resource Plan	0.94 days	Mon 11/6/23	Mon 11/6/23	13	17	
17	2.1.2	Review/Update Resource Plan	0.94 days	Mon 11/6/23	Tue 11/7/23	16	18,21	
18	2.1.3	Approve Resource Plan	0.94 days	Tue 11/7/23	Wed 11/8/23	17	19	
19	2.2	Resource Plan Complete	0 days	Wed 11/8/23	Wed 11/8/23	18		Monique Emmanuel
20	2.3	Deliverable: Project Schedule	4.27 days	Fri 11/17/23	Thu 11/23/23			
21	2.3.1	Prepare Work Breakdown Structure	3 days	Fri 11/17/23	Tue 11/21/23	17	22	Monique Emmanuel
22	2.3.2	Develop Project Schedule	2 days	Fri 11/17/23	Mon 11/20/23	21	23	Monique Emmanuel
23	2.3.3	Review/Update Project Schedule	1.33 days	Tue 11/21/23	Wed 11/22/23	22	24	Monique Emmanuel

Project: System Integrator
Date: Tue 12/5/23

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

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ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
24	2.3.4	Approve Project Schedule	0.94 days	Wed 11/22/2	Thu 11/23/2	23	25,27	
25	2.4	Project Schedule complete	0 days	Thu 11/23/2	Thu 11/23/2	24		
26	2.5	Deliverable: Project Management Plan	2.81 days	Wed 11/22/2	Mon 11/27/2			
27	2.5.1	Develop Project Management Plan	0.94 days	Wed 11/22/2	Thu 11/23/2	24	28	Monique Emmanuel
28	2.5.2	Review/Update Project Management Plan	0.94 days	Thu 11/23/2	Fri 11/24/23	27	29,32	
29	2.5.3	Approve Project Management Plan	0.94 days	Fri 11/24/23	Mon 11/27/2	28	30	
30	2.5.4	Project Management Plan complete	0 days	Mon 11/27/2	Mon 11/27/2	29		
31	2.6	Deliverable: Project Budget	4.25 days	Mon 11/27/2	Mon 12/4/2			
32	2.6.1	Prepare Project Budget	0.94 days	Mon 11/27/2	Tue 11/28/2	28	33	Monique Emmanuel
33	2.6.2	Review/Update Project Budget	1.16 days	Tue 11/28/2	Wed 11/29/2	32	34	
34	2.6.3	Approve Project Budget	1.16 days	Wed 11/29/2	Fri 12/1/23	33	35,37	Monique Emmanuel
35	2.6.4	Project Budget complete	0 days	Mon 12/4/23	Mon 12/4/23	34		Monique Emmanuel
36	2.7	Deliverable: Project Spending Plan	3.47 days	Mon 12/4/2	Thu 12/7/23			
37	2.7.1	Prepare a Project Spending Plan	1.16 days	Mon 12/4/23	Tue 12/5/23	34	38	Monique Emmanuel
38	2.7.2	Review/Update Project Spending Plan	1.16 days	Tue 12/5/23	Wed 12/6/23	37	39	
39	2.7.3	Approve Project Spending Plan	1.16 days	Wed 12/6/23	Thu 12/7/23	38	40	
40	2.8	Project Spending Plan complete	0 days	Wed 12/6/23	Wed 12/6/23	39		Monique Emmanuel
41	2.9	Complete Impact Analysis	0.94 days	Mon 12/4/23	Mon 12/4/23			Monique Emmanuel
42	2.10	Complete the Planning Gate R&C Assessment	0.94 days	Mon 12/4/23	Mon 12/4/23			
43	3	Execution	373.94 days	Mon 1/2/23	Thu 6/6/24			
44	3.1	Modernization Program	373.94 days	Mon 1/2/23	Thu 6/6/24			
45	3.1.1	Program start	0.94 days	Mon 7/3/23	Mon 7/3/23			
46	3.1.2	Contract Amendment #4- Approval	16.88 days	Wed 11/1/23	Thu 11/23/2			

Project: System Integrator
Date: Tue 12/5/23

Task
Split
Milestone
Summary
Project Summary
Inactive Task
Inactive Milestone
Inactive Summary
Manual Task
Duration-only
Manual Summary Rollup
Manual Summary
Start-only
Finish-only
External Tasks
External Milestone
Deadline
Progress
Manual Progress

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ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
47	**3.1.3**	**Program Deliverables**	**368 days**	**Mon 1/2/23**	**Wed 5/29/24**			
190	3.1.4	Program Delivery Complete	0 days	Wed 5/1/24	Wed 5/1/24			
191	**3.1.5**	**Project Close and Transition to DEO**	**59.94 days**	**Fri 3/15/24**	**Thu 6/6/24**			
219	3.2	Prepare Operations and Maintenance Plan (only required for Level 2-4 projects)	0.94 days	Mon 5/6/24	Mon 5/6/24			
220	**4**	**Monitoring and Controlling**	**272.33 days**	**Wed 7/5/23**	**Fri 7/19/24**			
221	4.1	Manage Project Schedule	224.69 days	Mon 7/24/23	Fri 5/31/24			Monique Emmanuel
222	4.2	Manage Project Costs	171.75 days	Mon 7/31/23	Tue 3/26/24			Monique Emmanuel
223	4.3	Manage Project Scope	224.69 days	Mon 7/24/23	Fri 5/31/24			Monique Emmanuel
224	4.4	Manage Project Risks	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
225	4.5	Manage Project Issues	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
226	4.6	Manage Decisions	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
227	4.7	Manage Action Items	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
228	4.8	Manage Cybersecurity	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
229	4.9	Update RTM	53.33 days	Mon 5/6/24	Fri 7/19/24			Monique Emmanuel
230	4.10	Record Lessons Learned	13.33 days	Mon 5/6/24	Fri 5/24/24			Monique Emmanuel
231	4.11	Prepare Regularly scheduled Status Reports	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
232	4.12	Conduct Regularly scheduled Status Meetings	254 days	Wed 7/5/23	Mon 6/24/24			Monique Emmanuel
233	**4.13**	**Conduct Lessons Learned Meeting**	**11.33 days**	**Mon 6/10/24**	**Tue 6/25/24**			
234	4.13.1	Schedule Lessons Learned meeting	1.33 days	Mon 6/10/24	Tue 6/11/24			Monique Emmanuel
235	4.13.2	Conduct Lessons Learned meeting	1.33 days	Mon 6/24/24	Tue 6/25/24			Monique Emmanuel
236	4.13.3	Record Lessons Learned	1.33 days	Mon 6/24/24	Tue 6/25/24			Monique Emmanuel
237	4.14	Monitoring and Controlling Phase Complete	0 days	Mon 6/24/24	Mon 6/24/24		239	
238	**5**	**Project Closeout**	**20 days**	**Mon 6/3/24**	**Fri 6/28/24**			

Project: System Integrator
Date: Tue 12/5/23

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

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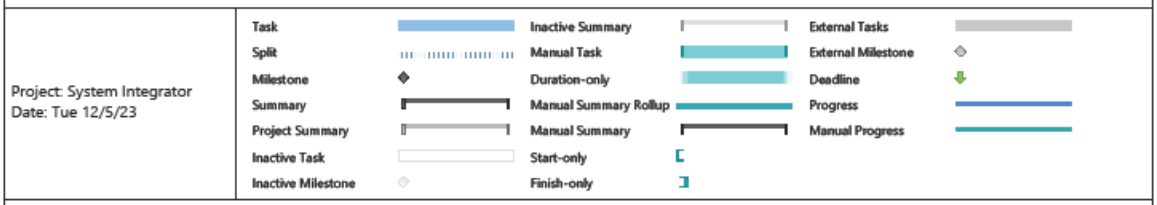
ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
239	5.1	Schedule Project Closeout Meeting	1.33 days	Mon 6/3/24	Tue 6/4/24	237	241	Monique Emmanuel
240	5.2	Deliverable: Project Closeout Report	2.94 days	Tue 6/25/24	Thu 6/27/24			
241	5.2.1	Develop Project Closeout Report	1.33 days	Tue 6/25/24	Wed 6/26/24	239	242	Monique Emmanuel
242	5.2.2	Review/Update Project Closeout Report	0.94 days	Wed 6/26/24	Wed 6/26/24	241	243	
243	5.2.3	Approve Project Closeout Report	0.94 days	Thu 6/27/24	Thu 6/27/24	242	245	
244	5.3	Project Closeout Report complete	0 days	Fri 6/21/24	Fri 6/21/24			Monique Emmanuel
245	5.4	Conduct Knowledge Transfer	14.06 days	Mon 6/3/24	Fri 6/21/24	243	246	
246	5.5	Conduct Project Closeout meeting	1.33 days	Mon 6/24/24	Tue 6/25/24	245	248	Monique Emmanuel
247	5.6	Conduct Lessons Learned Meeting	18.33 days	Mon 6/3/24	Thu 6/27/24			
248	5.6.1	Schedule Lessons Learned meeting	1.33 days	Mon 6/3/24	Tue 6/4/24	246	249	Monique Emmanuel
249	5.6.2	Conduct Lessons Learned meeting	1.33 days	Wed 6/26/24	Thu 6/27/24	248	250	Monique Emmanuel
250	5.6.3	Record Lessons Learned	1.33 days	Tue 6/25/24	Wed 6/26/24	249	251	Monique Emmanuel
251	5.7	Closeout Phase complete	0 days	Fri 6/28/24	Fri 6/28/24	250		



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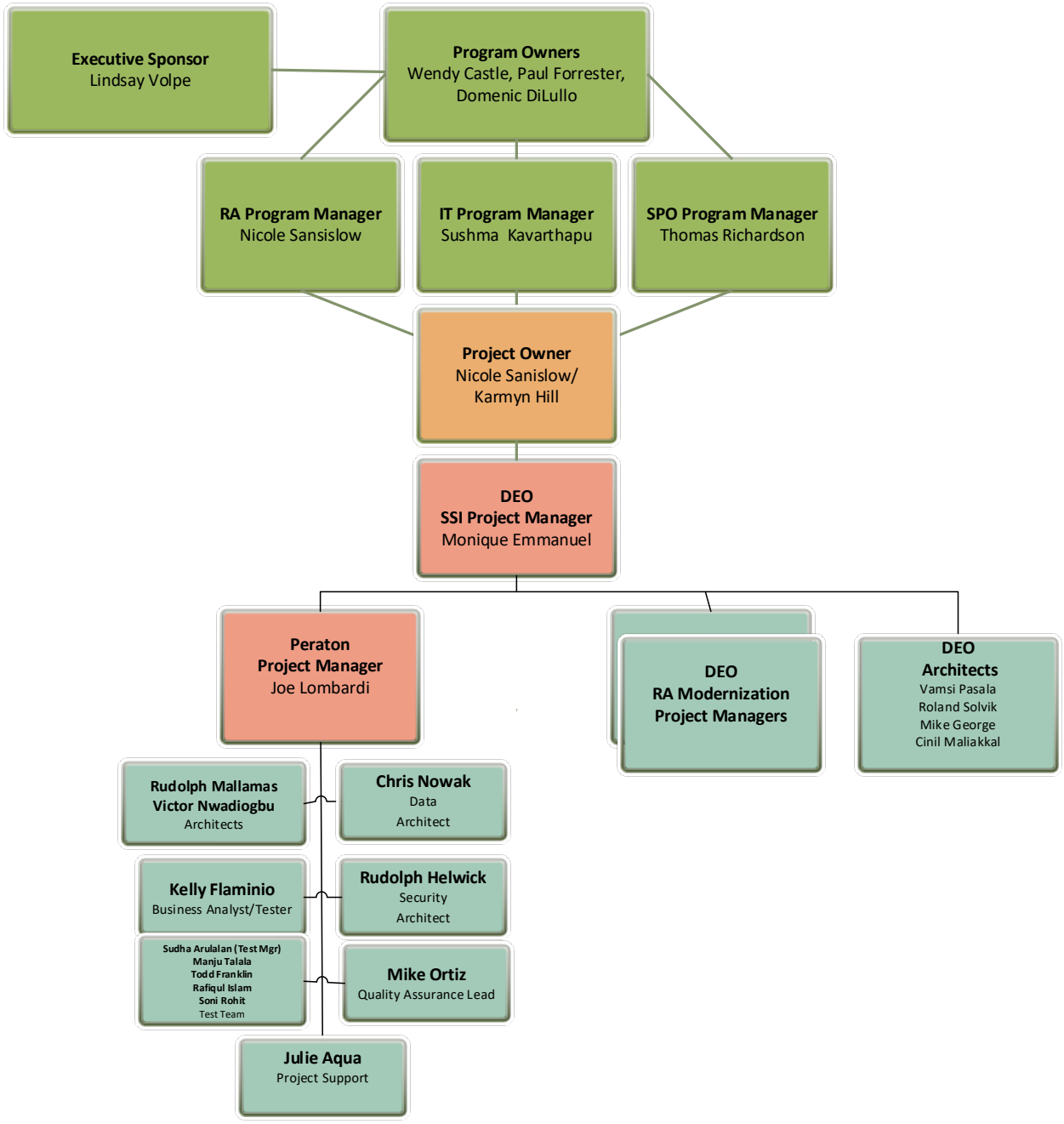
IV. Project Spending Plan

FY 2021-22 Expenditures	FY 2022-23 Expenditures	FY 2023-24 Expenditures
Software: $0	Software: $0	Software: $0
OpEx: $33,737.60	OpEx: $1,748687.40	OpEx: $5,390,630.33

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Lindsay Volpe	- Provides resources and support for the program to enable its success
Program Owners	Wendy Castle Paul Forrester Domenic DiLullo	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project - Facilitate resolution of significant issues in the project
Program Managers	Sushma Kavarthapu Thomas Richardson Nicole Sanislow	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project - Facilitate resolution of significant issues in the project - Review and sign off on key milestones
Project Manager	Monique Emmanuel	- Manage all aspects of the project and ensure compliance with PMP - Monitor project progress and schedule adherence - Complete all documents related to the project - Identify and manage risks according to the PMP
Project Owner	Nicole Sanislow/ Karmyn Hill	- Review deliverables and project documents, identifying any deficiencies - Review and approve deliverables - Review and approve RFCs

Florida Commerce Enterprise Architects	Vamsi Pasala Roland Solvik Mike George Cinil Maliak	- Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule - Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this PMP - Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests
SSI Delivery Team Lead	Joe Lombardi	- Responsible for managing System integration and modernization program operations. - Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. - Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the Department. - Communicates with Peraton and Department leadership, business leadership and IT Business Consultants to communicate program strategy, direction, and changes. - Responsible for delivering all projects contained in the System modernization portfolio of projects on time, within budget and meeting the strategic and business requirements of the Department. - Responsible for tracking key program milestones and implementing adjustments to achieve Department objectives. - Partners with Departmental senior leadership to identify and prioritize opportunities for using IT to achieve the goals of the enterprise. - Develops and maintains the program management plans and schedule. - Serves as the single point of accountability for contract delivery and execution and Peraton staff.
Solutions Architect	Rudolph Mallamas	- Responsible for providing senior level expertise on decision recommendations and priorities regarding the Department's overall modernization initiative's architecture.

	Victor Nwadiogbu	- Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems, and applications across the program. - Reviews, advises, and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the Department's business process and goals. - Develops and documents the framework for integration and implementation for changes to technical standards. - Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. - Contributes to the development of requirements for the Department's statements of work, reviews and evaluates vendor technical proposals, participates in source selection. - Tracks industry trends and maintains knowledge of new technologies to better serve the Department's architecture needs.
Data Architect	Chris Nowak	- Responsible for program-wide data design, balancing optimization of data access with batch loading and resource utilization factors. - Designs and oversees the construction of data architectures, operational data stores, and data marts. - Focuses on program-wide data modeling and database design. - Provides significant input in the design of program data architecture standards, policies and procedures for the modernization program, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects. - Contributes to business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy, and load strategy design and implementation.
Business Analyst & Tester	Kelly Flaminio	- Performs as the subject matter expert in unemployment compensation/insurance for the team. - Works closely with the Department, business analysts, and team members to understand business requirements that

		drive the analysis and design of quality technical solutions. - Involved in the full program life cycle and is responsible for designing, testing, implementing, maintaining, and supporting applications software that is delivered on time and within budget. - Participates in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. - Contributes to program procurement activities to include statement of work requirements, proposal evaluation, and source selection. - Performs systems analysis and design. - Applies understanding of development, quality assurance and integration methodologies in overseeing the technical implementation of program requirements.
Transition & Quality Manager	Mike Ortiz	- Leads the program transition activities for Peraton, planning and coordinating the transition on to and off of the Department. - Responsible for establishing and implementing Peraton's quality assurance and compliance processes for the Department. - Works closely with Department and vendor project IT leaders to develop and implement an overall quality maturity roadmap and plan for each project. - Reviews progress toward the plan regularly with program IT and vendor leaders, technical teams to make modifications as necessary. - Establishes program IT service quality control standards, policies, and procedures. Monitors, evaluates, manages, and executes audit processes to ensure compliance. - Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. - Makes recommendations and directs improvements to the software development lifecycle process. - Documents non-compliance to policies, process and standards and assists in their resolution.
Security Architect	Rudolph Helwick	- Manages the development and delivery of security standards, best practices, architecture, and systems to ensure information system security across the program.

		- Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. - Ensures compliance with standards and currency with State and Federal security requirements. - Manages and participates in the planning and implementation of security administration for all program projects. - Contributes to the evaluation and selection of security applications and systems. - Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.
Program Integration Testers	Sudha Arulalan, Jonathan T. Franklin, Rafiqul Islam, Manjula Tulala, Soni Rohit	- Prepares and plans for program integration testing. - Coordinates with project teams and communicates integration testing standards and requirements to them. - Documents program level integration test plans and scripts. - Conducts program level integration tests, identifies, and communicates test results to project teams, and conducts program level regression testing.
Project Support	Julia Aqua	- Assist SSI Delivery Team Lead with meeting agendas and minutes. - Provide project schedule updates
RA Modernization Project Managers	Nicole Cain Nicholas Kaoudis James Sparks David Sinclair Linda Lawler Christian Stephens Patrick Day	- Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule - Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this OWP - Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests

	Clara Kendrick	

B. Project Management Methodology

Florida Commerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure Florida Commerce's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. Florida Commerce believes strong project management is critical throughout the life of any successful project.

For this project, Florida Commerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from Florida Commerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Florida Commerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- Florida Commerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

Florida Commerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of Florida Commerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Project Prioritization: Via a weighted scoring model used for RA Mod, projects within the program have been prioritized for the purpose of optimizing resources and time.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.

OPERATIONAL WORK PLAN
FOR
CUSTOMER EXPERIENCE / USER EXPERIENCE (CX/UX)

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON NOVEMBER 30, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Incremental Customer Experience/User Experience (CX/UX) Mobile-Responsive Transformation project will provide a mobile-responsive user interface for employers and Reemployment Assistance claimants across all external-facing screens. The CX/UX project will help the Department achieve the following goals:

1. Improve access and equity in the delivery of Reemployment Assistance benefits.
2. Improve information flow with claimants, employers, and TPAs to make quicker decisions.
3. Leverage new technologies to improve claimants, employers, and TPAs' overall experience with the Reemployment Assistance program, including reducing the amount of time it takes to file a claim for benefits.
4. Enhance System usability including accessibility.
5. Reduce maintenance and support time and costs.

A. Scope Statement

In October 2023, FloridaCommerce terminated its contract with its Technology Tool Vendor and amended an existing agreement with one of its current vendors to modify and enhance an existing initial claims application (mobile-responsive user interface). The existing mobile-responsive user interface was originally created in 2020 to help support the influx of claims received as a result of the economic downturn. The scope of this project is to add missing claimant questions to the existing mobile-responsive user interface, and to address errors that exist when transmitting (ingestion) the data to Reconnect. Furthermore, the project will introduce dynamic fact-finding questionnaires.

In Scope:

- Addressing known data ingestion errors.
- Implementing dynamic fact-finding questionnaires associated with the initial claims application. These have been prioritized based on how often they populate in Reconnect today.
- Adding initial claims application questions from Reconnect to complete the application flow in the new mobile-responsive user interface. These questions in the previously plain language will be added in Reconnect.

Out of Scope:

- Application of full plain language to the existing initial claims application.
- Reconnect code changes.
- API development.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
An agile and incremental approach will be utilized to ensure that business process optimization (BPO) is incorporated into the transformation activities for the CX/UX project.	1. Increased System up-time. 2. The time to file an Initial Claim for Reemployment Assistance benefits will be reduced. 3. A mobile-responsive user interface is installed, configured, and tested. 4. Improved stability, reliability, and maintainability of the System. 5. Improved Reemployment Assistance service to Floridians. 6. Predictable maintenance cost for the application.

C. Critical Success Factors

- Resolve known data ingestion issues.
- Add missing claimant questions.
- Add fact-finding questionnaires.
- Availability of key business, technology, and vendor resources.
- Access to user-friendly mobile responsive claim intake application.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
01/2024	Implement the new mobile-responsive user interface

E. Major Deliverables

By 01/2024	Implement the new mobile-responsive user interface. Vendor will design, develop, and implement the solution which meets the Department's requirements and constraints.

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Complete
Initiation Phase Complete	Complete
Planning Phase Complete	Complete
Execution Phase Complete	In progress
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Division of Workforce Services/Work Group
Domenic DiLullo	Chief Technology Officer/Work Group
Paul Forrester	Chief Information Officer/Work Group
Tisha Womack	Chief Financial Officer/Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Nicole Sanislow	Project Owner
Nicholas Kaoudis	Project Manager (Core)
Jim Sparks	Project Manager (Core)
Todd Dzicek	Project Manager Specialist
Daniel Swaisgood	Project Manager Specialist
Thomas Hoverman	Organizational Change Management Lead
Sushma Kavarthapu	Modernization Program Manager - IT
Rose Hebert	Director of Communications and External Affairs, Florida Department of Commerce
Karmyn Hill	Director of Strategic Initiatives, Division of Workforce Services
Samantha Caban	Manager, Self Service Team
Jamie Dattoli	Chief of RA Appeals
Johnathan Hill	Chief of RA Adjudication

H. Significant Project Assumptions and Constraints

- Vendor and FloridaCommerce can address ingestion errors in transmission from the mobile-responsive user interface to FloridaCommerce.
- No real-time interface from the mobile-responsive user interface to Reconnect for a claimant application.
- Vendor will provide post go-live support of its front-end intake screens.
- Current language does not need to be reviewed and is acceptable as-is.

Project Constraints

- The CX/UX project end date of 01/09/2024 cannot be moved.
- Timeframe limits the implementation to the first 28 fact-finding applications prioritized by the Reemployment Assistance program.

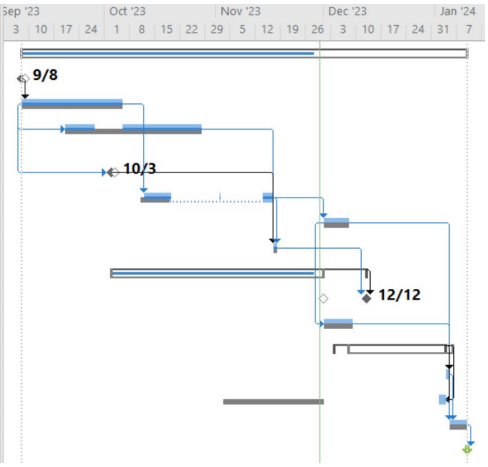
II. Work Breakdown Structure (WBS)

WBS	Task Name
1	**Incremental CXUX Summary Schedule**
1.1	Incremental CXUX Summary - START
1.2	Planning
1.3	Preliminary testing to identify new Pega ingestion errors
1.4	Milestone - Development Start
1.5	Security Assessment - Initial
1.6	Security Testing and Follow-up (*)
1.7	Midpoint assessment - timeline and scope
1.8	**Development (s) @11/26**
1.9	Milestone - Development Complete
1.10	Security Assessment - Second
1.11	**UAT and Bug fixing (*)**
1.12	Go/No Go (*)
1.13	Testing - Integration, Regression & Performance (s)
1.14	Launch (s)
1.15	Incremental CXUX Summary - FINISH

*Major activities set as placeholders (details undefined)

III. Resource Loaded Project Schedule

WBS	Task Name	% Com	Duration	Start	Finish
1	**Incremental CXUX Summary Schedule**	**63%**	**85 days**	**Fri 9/8/23**	**Tue 1/9/24**
1.1	Incremental CXUX Summary - START	100%	0 days	Fri 9/8/23	Fri 9/8/23
1.2	Planning	100%	20 days	Fri 9/8/23	Thu 10/5/23
1.3	Preliminary testing to identify new Pega ingestion errors	100%	22.21 days	Wed 9/20/23	Fri 10/27/23
1.4	Milestone - Development Start	100%	0 days	Tue 10/3/23	Tue 10/3/23
1.5	Security Assessment - Initial	100%	8.75 days	Thu 10/12/23	Thu 11/16/23
1.6	Security Testing and Follow-up (*)	0%	5 days	Fri 12/1/23	Thu 12/7/23
1.7	Midpoint assessment - timeline and scope	100%	1 day	Fri 11/17/23	Fri 11/17/23
1.8	**Development (s) @11/26**	**77%**	**47 days**	**Tue 10/3/23**	**Tue 12/12/23**
1.9	Milestone - Development Complete	0%	0 days	Tue 12/12/23	Tue 12/12/23
1.10	Security Assessment - Second	0%	6 days	Fri 12/1/23	Fri 12/8/23
1.11	**UAT and Bug fixing (*)**	**0%**	**22 days**	**Mon 12/4/23**	**Wed 1/3/24**
1.12	Go/No Go (*)	0%	1 day	Thu 1/4/24	Thu 1/4/24
1.13	Testing - Integration, Regression & Performance (s)	0%	2 days	Tue 1/2/24	Wed 1/3/24
1.14	Launch (s)	0%	5 days	Fri 1/5/24	Tue 1/9/24
1.15	Incremental CXUX Summary - FINISH	0%	0 days	Tue 1/9/24	Tue 1/9/24



The WBS shown above indicates an initial phase targeted for completion in early January 2024. It is anticipated that once this initial phase is complete, the Workgroup and Program leadership will assess overall progress and make determinations as to the subsequent path forward.

IV. Project Spending Plan

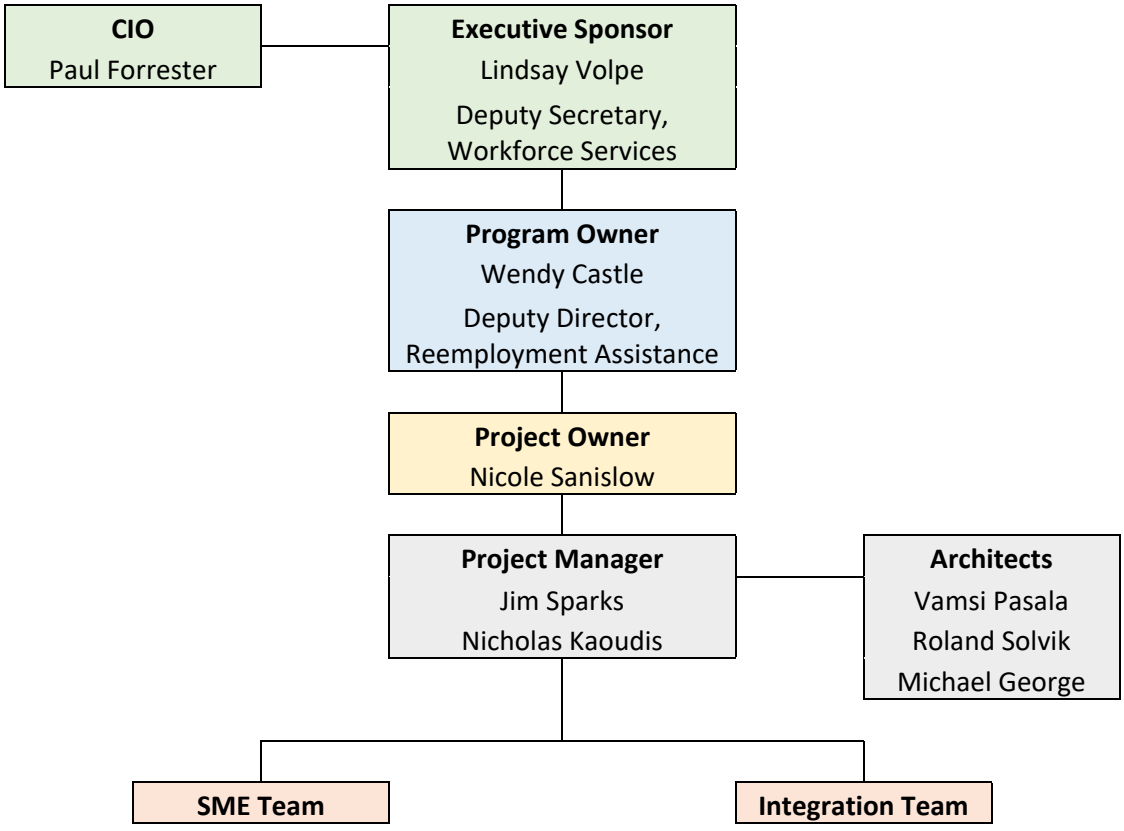
FY 2023-24 Expenditures
Software: $0.00
Other OpEx (Vendor Deliverables): $8,990,430.83
Other CapEx: $0.00

Budget and corresponding cost plans will be revised once the difference between Technology Tool Vendors is known.

V. Project Organization and Methodology

A. Project Organizational Chart

The purpose of the Project Organizational Chart is to identify the project team, executive governance, and project sponsorship.



B. Project Roles and Responsibilities

The purpose of the Project Roles and Responsibilities is to identity the major roles and responsibilities, required skills and experience levels, and interactions with other project personnel, as well as address the expected role of the project's executive steering committee.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project.

Name	Project Role	Responsibility
		• Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Nicole Sanislow	Project Owner/ Administrator, Reemployment Assistance Quality Assurance	• Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables. • Reviews and approves RFCs.
Jim Sparks	Lead Project Manager (Core) Project Manager (Core) Project Manager (Core)	• Manages all aspects of the project and ensures compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan.
Vamsi Pasala Roland Solvik Michael George	Architect and Technical Lead	• Responsible for assisting the team in finding solutions to issues elevated to him. • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects. • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
Todd Dzicek Daniel Swaisgood	Project Manager Specialists	• Facilitates the documentation and transfer of information between the vendor and business unit. • Organizes documentation and information for review and reporting. • Assists the project manager in maintaining schedules and deliverables. • Communicates with business units and SMEs to ensure timeliness and completeness of deliverables.
SME Team (Core)	Subject Matter Expert(s)	• Process development tasks. • Contributes subject matter expertise.

Name	Project Role	Responsibility
		• Complete assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests..
Review Team (Core)	Documentation Reviewers	• Reviews documentation when submitted by Vendor • Contributes subject matter expertise. • Completes assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests.
Vendor	Strategic Planning Office (SPO)	• Monitors project progress. • Facilitates DEO Leadership Team Governance meetings. • Provides guidance and support to project manager and project team members.
Vendor	User Interface Experts	• Provides expertise with creating/customizing UI screens for CX/UX application.
Lindsay Volpe Karmyn Hill	Accountability and Transparency Experts	• Provide expertise with project management and guidance. • Provide expertise with public accountability and transparency.
Rose Hebert	Communications Expert	• Provides expertise with public communications.
Vendor	Oversight	• Provides expertise with the scope of the project as it applies to Florida law.

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key

elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

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- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Medium	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.

- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Prioritize Projects: Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Too Much Capacity: Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).

OPERATIONAL WORK PLAN
FOR
COMMUNICATIONS

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 4, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Comms project will provide usability improvements to the Reemployment Assistance Claims and Benefits Information System (Reconnect). Due to the very public nature of the Reconnect system and the difficulties it experienced during the COVID-19 pandemic, Comms is a very high-visibility project that, when completed, will be of great benefit to Floridians and a significant "win" for FloridaCommerce. The Comms project will help FloridaCommerce achieve the following goals:

1. Streamlined claimant workflow.
2. Simplified UI text, guides, forms, and other information.
3. New branding materials, including PR materials and a new outreach campaign.

A. Scope Statement

In Scope

- All appropriated, budgeted, and approved tasks necessary to implement the Comms solution.
- Subsequent transition to Application maintenance & Support.
- Specifics:
    - Plain Language simplification through the point of approval by FloridaCommerce Subject Matter Experts (SMEs).
        - Plain Language Batch 6.
        - Plain Language Batch 7.
        - The rationales spreadsheet, which was originally part of Batch 3, but was substantial enough that we could not finish it by 6/30/2023. After Change Request 18, it was moved to Continuous Mod and on 7/6/2023 and was completed through the point of SME approval.
        - Plain Language of the existing Reconnect software. This is tentatively being characterized as Plain Language Batches 8-11. It includes UI text that was not simplified through the Plain Language process in Batches 1-7. This is described in contract amendment #2 as Deliverable 8, Plain Language for Existing System. The bulk of the work is not new Plain Language transformation, but reformatting the existing Plain Language files into a new format that will be easier to implement.
        - Data mapping, which is described in contract amendment #2 as Deliverable 7. It is meant to create a data map between Reconnect and the CX/UX software. As of this OWP, details are meager because the CX/UX project moved to a new vendor and new CX/UX software. Deliverable 7 remains valid, and details on its execution are forthcoming.
    - Integration of the entire scope of Plain Language files (batches 1-11) into the new CX/UX software. Within Continuous Mod:
        - Phase POST-1a = Batches 1-4.

        - Phase 1b = Batch 5.
        - Phase 1c = Batch 6 and 7 and, presumably, Batches 8-11.
        - Pega Systems is responsible for the Plain Language integration. Peraton is responsible for testing the result.
        - NOTE: this integration will happen after the January 2024 release of the Pega software.
    - Review, Approval, and Translation of the integrated CX/UX software.
        - FloridaCommerce subject matter experts (SMEs), the Office of General Counsel (OGC), and the Office of Communications and External Affairs (OCEA) combine to approve the final Plain Language.
        - The approved English is translated from English to Spanish and Haitian Creole. Pega implements the Spanish and Haitian Creole versions, and a final review and approval step completes the project.
        - Integration of the entire scope of Plain Language files (batches 1-11) into the Reconnect software, with a similar process for review, approval, and translation.

NOTE: all of these in-scope tasks and deliverables are repeated with each of the deployment cycles in the CX/UX project and Reconnect deployment.

Out of Scope

- Any work that is not specifically listed as "in scope."
- Any work that is not appropriated, budgeted, and approved.
- Any work that is already addressed by the Incremental CX/UX Comms project, which ended with RA Modernization on 6/30/2023.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
An agile and incremental approach will ensure the current UI information is simplified through the plain language process and integrated into the Reconnect system and the CX/UX system.	1. Streamlined claimant workflow. 2. Simplified UI text, guides, forms, and other information. 3. Improved Reemployment Assistance service to Florida Citizens.

C. Critical Success Factors

- The information from the original Connect system will be simplified through a plain-language process that involves two vendors (Beacon and KPMG) and varied teams of SMEs from FloridaCommerce. This collaboration must be managed closely to achieve the highest-quality output and to meet scheduled deadlines.
- The output of the plain language process will be delivered to not just FloridaCommerce IT for integration into Reconnect, but to a third vendor: Pega Systems, which is providing the commercial off-the-shelf (COTS) software solution that, with

customizations, will provide a new mobile-responsive user interface for the CX/UX project. Pega must integrate the simplified information into the CX/UX software. This integration must achieve the highest-quality results and meet scheduled deadlines. Because Pega's mobile-responsive user interface is part of the CX/UX project – *not part of the Comms project* – this is an interdependency that must be managed very closely.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
06/2024	Project end.

E. Major Deliverables

Deliverable	Start Date	End Date
Deliverable 1: Project Kick-Off Meeting	3/20/2023	3/20/2023
Deliverable 2: Project Management Plan & Transition Plan	3/1/2023	4/6/2023
Deliverable 3: Project Schedule	1/27/2023	4/6/2023
Deliverable 4: Content Design Sessions	1/27/2023	7/12/2023
Deliverable 5: System Brand Manual	2/14/2023	6/12/2023
Deliverable 6: Plain Language Development & Translation	2/20/2023	6/30/2024
Deliverable 7: Data Mapping	10/2/2023	6/29/2024
Deliverable 8: Plain Language for Existing System	10/2/2023	1/1/2024

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Completed
Initiation Phase Complete	Completed
Planning Phase Complete	Completed
Execution Phase Complete	In progress
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholders	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce

Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Work Group
Tisha Womack	Chief Financial Officer / Work Group
Lindsay Volpe	Deputy Secretary, Division of Workforce Services / Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Jamie Dattoli	Project Owner
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Thomas Hoverman	Organizational Change Management Lead
Christian Stephens	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

- FloridaCommerce, Beacon, and KPMG will provide resources capable of completing the required simplification tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the scheduled deadlines.
- FloridaCommerce, Pega, and test vendor Peraton will provide resources capable of completing the required integration and testing tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the scheduled deadlines.

Project Constraints

- End date of 6/30/2024 cannot be moved.

II. Work Breakdown Structure

		WBS	Task Name	Duration	Com	Start	Finish
1		**1**	**Comms Project**	**251 days**	**79%**	**Wed 7/5/23 8:00 AM**	**Fri 6/28/24 5:00 PM**
2	✓	1.1	Comms Start	0 days	100%	Wed 7/5/23 8:00 AM	Wed 7/5/23 8:00 AM
3	✓	**1.2**	**Initiation**	**98.1 days**	**100%**	**Wed 7/5/23 8:00 AM**	**Mon 11/27/23 8:48 AM**
4	✓	1.2.1	Initiation Start	0 days	100%	Wed 7/5/23 8:00 AM	Wed 7/5/23 8:00 AM
5	✓	**1.2.2**	**Risk and Complexity Assessment**	**62 days**	**100%**	**Wed 7/5/23 8:00 AM**	**Fri 9/29/23 5:00 PM**
11	✓	**1.2.3**	**Stakeholders Register**	**5 days**	**100%**	**Fri 9/22/23 5:00 PM**	**Fri 9/29/23 5:00 PM**
16	✓	**1.2.4**	**Project Charter**	**33 days**	**100%**	**Thu 9/28/23 5:00 PM**	**Wed 11/15/23 5:00 PM**
22	✓	**1.2.5**	**Business Case**	**29 days**	**100%**	**Fri 10/6/23 5:00 PM**	**Fri 11/17/23 5:00 PM**
28	✓	**1.2.6**	**Project Kickoff Meeting**	**2 days**	**100%**	**Fri 9/29/23 5:00 PM**	**Tue 10/3/23 5:00 PM**
34	✓	**1.2.7**	**Conduct Lessons Learned Meeting**	**2.1 days**	**100%**	**Fri 11/17/23 5:00 PM**	**Mon 11/27/23 8:48 AM**
40	✓	1.2.8	Initiation Finish	0 days	100%	Mon 11/27/23 8:48 AM	Mon 11/27/23 8:48 AM
41	✓	**1.3**	**Planning**	**97 days**	**100%**	**Wed 7/5/23 8:00 AM**	**Mon 11/20/23 5:00 PM**
42	✓	1.3.1	Planning Start	0 days	100%	Fri 11/17/23 5:00 PM	Fri 11/17/23 5:00 PM
43	✓	**1.3.2**	**Deliverable: Human Resource Plan**	**11 days**	**100%**	**Fri 9/29/23 5:00 PM**	**Mon 10/16/23 5:00 PM**
48	✓	**1.3.3**	**Deliverable: Communication Plan**	**11 days**	**100%**	**Fri 9/29/23 5:00 PM**	**Mon 10/16/23 5:00 PM**
53	✓	**1.3.4**	**Deliverable: Project Schedule - First Full Draft**	**4 days**	**100%**	**Wed 7/5/23 8:00 AM**	**Mon 7/10/23 5:00 PM**
60	✓	**1.3.5**	**Deliverable: Project Management Plan**	**55 days**	**100%**	**Wed 7/5/23 8:00 AM**	**Wed 9/20/23 5:00 PM**
66	✓	**1.3.6**	**Deliverable: Project Budget**	**11 days**	**100%**	**Fri 9/1/23 5:00 PM**	**Tue 9/19/23 5:00 PM**
72	✓	**1.3.7**	**Deliverable: Project Spending Plan**	**11 days**	**100%**	**Fri 9/1/23 5:00 PM**	**Tue 9/19/23 5:00 PM**
78	✓	**1.3.8**	**Risk and Complexity Assessment**	**1 day**	**100%**	**Fri 11/17/23 5:00 PM**	**Mon 11/20/23 5:00 PM**
82	✓	1.3.9	Planning Finish	0 days	100%	Mon 11/20/23 5:00 PM	Mon 11/20/23 5:00 PM
83		**1.4**	**Execution**	**158 days**	**65%**	**Wed 7/5/23 8:00 AM**	**Tue 2/20/24 5:00 PM**
84		**1.4.1**	**Continuous Mod: Phase POST-1a**	**157 days**	**43%**	**Wed 7/5/23 8:00 AM**	**Mon 2/19/24 5:00 PM**
125		**1.4.2**	**Continuous Mod: Phase 1b Start**	**158 days**	**61%**	**Wed 7/5/23 8:00 AM**	**Tue 2/20/24 5:00 PM**
159		**1.4.3**	**Continuous Mod: Phase 1c Start**	**136 days**	**81%**	**Wed 7/5/23 8:00 AM**	**Fri 1/19/24 5:00 PM**
198		1.4.4	Execution Finish	0 days	0%	Tue 2/20/24 5:00 PM	Tue 2/20/24 5:00 PM
199		**1.5**	**Monitoring & Controlling**	**251 days**	**86%**	**Wed 7/5/23 8:00 AM**	**Fri 6/28/24 5:00 PM**
286		**1.6**	**Closeout**	**5 days**	**0%**	**Mon 6/24/24 8:00 AM**	**Fri 6/28/24 5:00 PM**
294		1.7	Comms Finish	0 days	0%	Fri 6/28/24 5:00 PM	Fri 6/28/24 5:00 PM

III. Resource Loaded Project Schedule

The resource-loaded project schedule is available on Sharepoint.

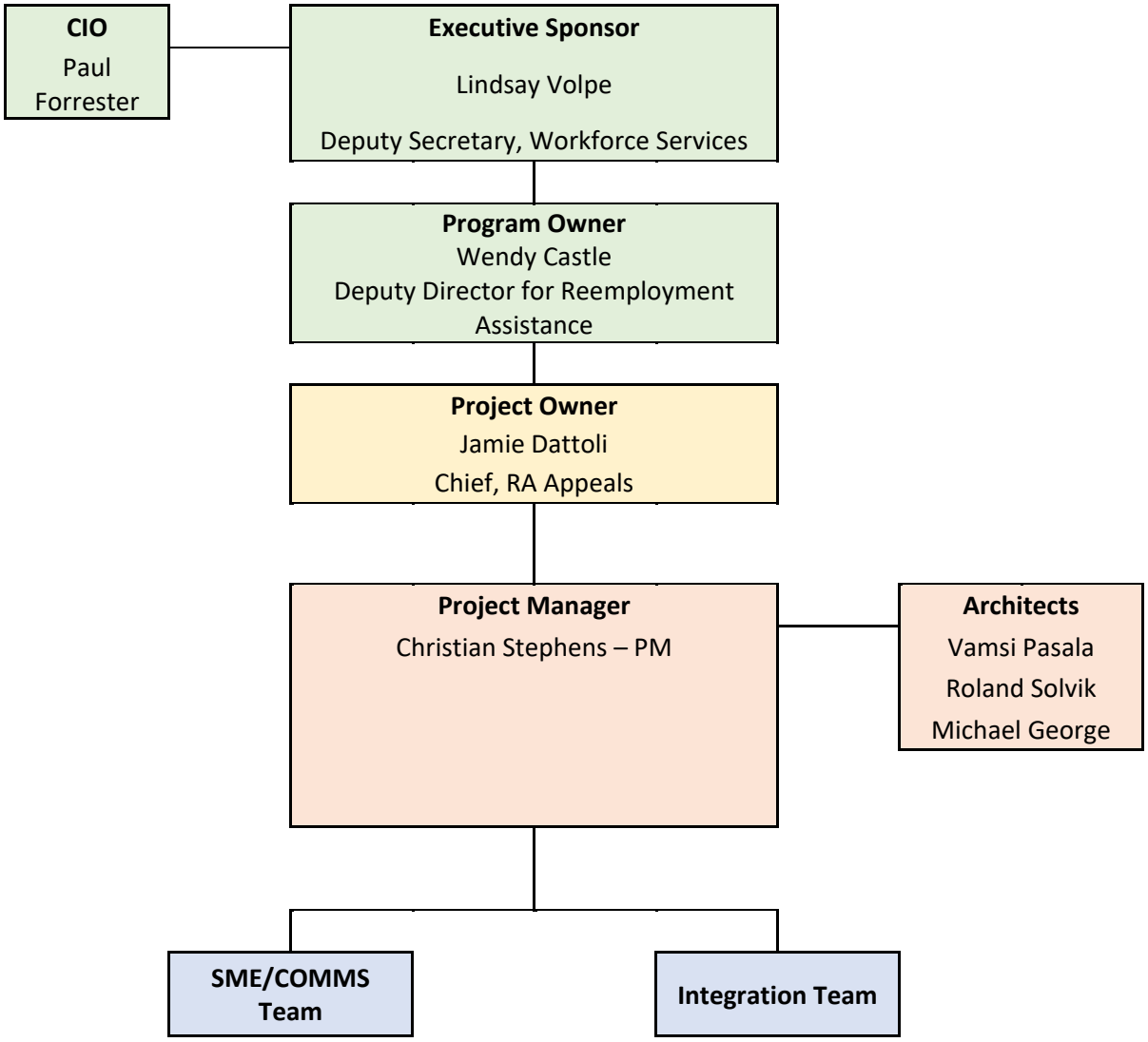
IV. Project Spending Plan

FY 2023-24 Expenditures
Software: $0.00
Other OpEx (Vendor Deliverables): $986,540.28
Other CapEx: 0.00

V. Project Organization and Methodology

A. Project Organizational Chart

Comms:



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project.

Name	Project Role	Responsibility
		• Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Jamie Dattoli	Project Owner / Chief, RA Appeals	• Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables. • Reviews and approves RFCs.
Christian Stephens	Project Manager	• Manages all aspects of the project and ensures compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan. • Manages vendor deliverables and schedule adherence.
SME Team	Subject Matter Expert(s)	• Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests
Review Team	Documentation Reviewers	• Reviews documentation when submitted by Vendor • Contributes subject matter expertise • Completes assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP

Name	Project Role	Responsibility
		• Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests
Vendor: Varied	Strategic Planning Office (SPO)	• Monitors project progress. • Facilitates Commerce Leadership Team Governance meetings. • Provides guidance and support to project manager and project team members.
Vendor: Beacon	Plain Language and Branding	• Provides expertise with simplifying all in-scope information via a "plain language" process. • Manages the translation of simplified information into Spanish and Haitian Creole.
Vendor: KPMG	Oversight	• Provides expertise with the scope of the project as it applies to Florida law.

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements, and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls, and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

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- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk Description/ Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Medium	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation	PM

Risk Description/ Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
			and knowledge of new processes	
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME
Procurement Delays for CX/UX	High	Medium	Communication with Senior Leadership and Procurement Team(s).	PM/ Project Owner/ Senior Leadership

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Prioritize Projects: Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.

- Document Known Risks: Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Too Much Capacity: Understand where it is and how to resolve it (such as reassigning), or not enough capacity (e.g., where/how).

OPERATIONAL WORK PLAN
FOR
REPORTS

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 1, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Reports Project objective is to eliminate the crystal reports server and move its reports to the data warehouse. This will remove the dependency of reports from the Reconnect database to a system built for efficient analysis and reporting. Moving the reports to the data warehouse leaves more processing power for claimants in the Reconnect system.

The project team will evaluate 311 Crystal Reports to determine:

1. Business Unit awareness of the existence of each report.
2. If the report will, or continues to provide, value to the business unit.
3. If the report can be retired.
4. Translating the report to use the analytical structure so it can be run from the data warehouse.

Although the schedule appears to end beyond the June 28, 2024, project end date, there are some reports that can and will be retired, which will help meet the project end date. The reports that appear after the June 28, 2024, date will move up in schedule as reports are retired.

In this Operational Workplan, the entire list of reports is provided. Future reports will only include those that will be completed by June 28, 2024. The project manager will move reports up in priority as others are retired via validation.

In the event there are reports to be completed beyond the June 28, 2024, date, a decision will be made in June 2024. This decision will be to complete the remainder of the reports via operational product delivery or create an additional project to complete the outstanding reports, if any.

A. Scope Statement

The Project Team will work with Workforce Services to evaluate 311 Crystal Reports to determine if they can be moved from the Crystal Reports Server to the Florida Commerce's Data Warehouse by June 28, 2023. If the report no longer provides value, the report and any related batches will be retired.

The benefit of moving reports from using the Reconnect database to using the data warehouse makes the reports available regardless of the status of Reconnect availability. Removing the dependency from the Reconnect system provides more stability and efficiency for claimants.

In Scope

- 311 Crystal Reports – This includes the existing Crystal Reports on the Reports Server that have not been converted to the data warehouse.
- Minor adjustments and enhancements to existing crystal reports as part of the conversion to the data warehouse.
- Batches – Any batches that are used to generate Crystal Reports will be retired.

Out of Scope

- 20 Reports already converted to the data warehouse via operational product delivery.
- Enhancements to reports already reviewed, approved, and pushed to production in the data warehouse.
- New "crystal" report requests.
- Building links to the data warehouse from Reconnect is out of scope for this project.
- 40+ Reports deemed unnecessary by business units.

B. Project Objectives and Business Benefits

The older an application such as Crystal Reports, the more it costs to maintain its functionality—to the point where keeping it costs more than the value it provides.

Project Objective	Business Benefit
FloridaCommerce will have a modular foundation that enables continuous modernization	• Provides more efficient tool for reporting/data for staff use. • Provides round-the-clock availability of reports and data. • Removes the dependency on the Reconnect system and improves the modularization of the Reconnect foundation.
Eliminates the Crystal Reports Server	• Allows Florida Commerce to retire the legacy Crystal Reports server and software at the end of its useful life.
Removes batches (if any) from nightly batch processing	• Removing batches leaves more time for higher priority batch jobs.

C. Critical Success Factors

- Validation of 311 Crystal Reports.
- Retirement of reports that no longer have value.
- Retirement of the Crystal Reports Server
- Operational Reports Page in the data warehouse listing all ex-crystal reports that provide value to Workforce Services.

D. Key Dates

This project takes over an operational effort that started in January 2023. Therefore, a transition was necessary to separate the operational process from higher level project requirements.

The contents of each release represented below will vary greatly until measures for team velocity can be established. Also, the team continues to provide support for high priority production issues such as ETA reports and USDOL Population sample corrections.

Key Date	Importance and Relevance to the Project
September 22, 2023	Transition of operational project to Continuous Improvement Project completed
September 25 – October 16, 2023 Build 322	CRPT 213: Develop Deputy Clerk Productivity Report CRPT 280: Develop Appeals Weekly Time Lapse Report CRPT 236: Develop IP Address Search Report CRPT 281: Develop Wage Audit Predeterminations Report CRPT 188: Develop Staff Assisted Initial Claims Report - Monthly, Daily, Quarterly
October 16 – November 20, 2023 Build 323	CRPT 112: Develop UC Benefits Payment Register Report in Tableau CRPT 115: Develop Untimely First Payment Report CRPT 211/278: Develop Average Processing Time for Appeals Cases Report

Key Date	Importance and Relevance to the Project
	CRPT 217: Docketing Productivity Report CRPT 227: Develop Time Lapse Percentage CRPT 237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly CRPT 26: Develop Cumulative Totals Report CRPT 31: Develop Daily, Monthly SSA Statistics Report CRPT371 CanceledNonMonPending CRPT 95/98: Develop STC Summary Report
November 20 – December 17, 2023 Build 324 (Holiday leave is reducing estimates to 4 per build in December and January)	CRPT 357: Develop Long Term Dated Stops Report CRPT363 Auto Adjudicated JSR Report CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report CRPT 253/255: Develop Earnings Weekly, Monthly, Quarterly, Determinations by Examiner (3 Merged Reports)
December 17 – January 21, 2024 Build 325 (Holiday leave is reducing estimates to 4 per build in December and January)	CRPT 441 1099G Summary Report CRPT359/360 Appeals Reversals Weekly & Monthly Report (2 Merged Reports) CRPT254/256: Earnings Weekly Redeterminations by Examiner CRPT377AD DUA Activity - Applications Denied
January 21 – February 18, 2024 Build 326	CRPT02 Analysis of Overpayments by Cause CRPT116F FPUC Voucher Payment Summary CRPT283 Blocked Claims Issue CRPT354 Automated Wage Update Detail Report CRPT355 Automated Wage Update Workflow Report CRPT373 DUA Applications Report
February 18, 2024 – March 17, 2024 Build 327	CRPT377 DUA Activity Report CRPT05 Benefit Payment Control Cash Offset Activity CRPT11 Claimant Repayment Summary CRPT113 UC Liabilities Report CRPT116L LWA Voucher Payment Summary CRPT117 Waiver Status Report
March 17, 2024 – April 14th, 2024 Build 328	CRPT13 Collection Agency Reconciliation Report CRPT139 Repayment Adjustment Detail Report CRPT144 Released Special Voucher Payments CRPT161 Daily REA Productivity Report CRPT161W Weekly REA Productivity Report

Key Date	Importance and Relevance to the Project
	CRPT265/265D/265M/265W Protest Benefit Charges Workflow Queue
April 14th, 2024 – May 12, 2024 Build 329	CRPT29 Daily Deposit Report CRPT33 Debtor Credit Balance Refund Report CRPT334 Wage Determination Issues Report CRPT35/35D Deposit Detail Report CRPT361 Earning Overpayments by Overpaid Weeks Report CRPT392 Certification Amounts and Counts
May 12, 2024 – June 9, 2024 Build 330	CRPT91 Refund Status Report CRPT101 TAA TRA Waivers to Exhaust in 14 days CRPT194 STC Plan Review Report CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFINCD2605 CRPT262 Waiting Week Exemption Report CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims
Not Started (Not in priority order)	CRPT50/324/326 Initial and Continued Claims by County of Residence (Weekly & Monthly) CRPT400 Effective Date Change (CWC-FE-X Claims) CRPT462 Daily SAVE Productivity Report CRPT100 Summary of Daily Disbursement Report CRPT108 TRA Waivers Issued and Revoked Report CRPT116 Voucher Payment Summary - UB2152-UB215 CRPT152 Pre-Certification Details Report (329) CRPT183 ETA 9056 CRPT185 ETA TAPR CRPT186 ETA TAPR Trade Activity Participant Report CRPT191 ETA 9128u - Reemployment Services and Reemployment and Eligibility Assessments for EUC Claimants CRPT192 Payments Held for Review (HDEX) CSV CRPT193 Overpayments Held for Review CRPT195 Manual Payments Detail CRPT196 RETRO HOLD REPORT CRPT197 FALL THROUGH OVERPAYMENTS CRPT228 Time Lapse Statistics CRPT232 Agency New Hire Report CRPT233 On-demand EFT Deposit Report CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129 CRPT240 CHECK FOR NEW UI ELIGIBILITY (324) CRPT243 Reimbursable Employer Monthly Charge CSV CRPT244 DUA Claims Terminated CRPT245 UCFE-UCX Pending Monetary After 13 Days CRPT246 BAM Open Cases CRPT247 FL CWC Reject CRPT248 Out of State (Shell) Claims Reject CRPT249 UCFE AND UCX Reject CRPT250 New Hire Late ADJ Fact-Finding Notifications CRPT251 UCX/UCFE Timely Payment Report

Key Date	Importance and Relevance to the Project
	CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims CRPT257 Failed Document Status After Nightly Batch CRPT258 QBC Report CSV CRPT259 Florida Paying CWC CRPT260 INBOUND IB6 bill CRPT261 BPC Appeals Hearing CRPT263 Unidentified Employer Protest Documents Queue CRPT264 Process Response to Notice of Claim Queue CRPT266 BTQ Universe CRPT267 FSDEB CSV CRPT269 FL DEBC Payments CRPT270 Filed Appeals and Overpayment CRPT271 Disposed Appeals and Overpayment (325) CRPT274 Wage Audit Overpayment Repayment CRPT274F Supplemental Wage Audit Overpayment Repayment CSV CRPT275S 13082 Sally DUA Appeals Disposed Report CRPT277 Straight DUA - UCFE, UCX, CWC Claims CRPT279 BIU-Wage Audit Adjudicator Workflow CRPT282 PRNC Closed Work Items CRPT284 Release HDID Report CRPT285 IB6I BILL STATUS CRPT286 Detailed Untimely/Timely 1st Pay Report CRPT287 Claims That Become Unlocked CRPT288 Issues In-Progress Status Non-SOL Daily Report CRPT289 BIU Appeals Decisions Notices CRPT290 Debit Card Rejects Report CRPT291 Child Support Percentage CRPT292 Adjudicator Protest Determination Data Daily CRPT293 Adjudicator Protest Determination Data Weekly CRPT294 Pending Monetary CSV CRPT295 All UCO2 generated CRPT296 UC02 Not generated due to Locked Claimants or Claims list CRPT297 UCO2 Status Counts CRPT298 Employers or Agents having more than 100 UCO2s CRPT299 412s Stuck in Pend or Proc (331) CRPT302 Auto-Adjudication Details CRPT303 Adjudicator Quality Nonmon Determinations CRPT304 Outstanding Workflow Items CRPT305 412 Pull Queue report CRPT308 TRA Quarter Activity Counts and Details CRPT309 FIRRE Employer Noncharge Report CRPT310 Reopen After Wait Week Report CRPT311 Collection Agency Exclusion list CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV CRPT313 Work_Items_Closed - Terminated_Daily Report CRPT314 EARN Issues Pending Report CSV CRPT315 ICON Matrix (UCX-UCFE) Report CRPT316 Equifax Inbound FED4 Electronic Responses

Key Date	Importance and Relevance to the Project
	CRPT317 Staff Handled Monetary Determination and Redeterminations CRPT318 Issue Creation Report (332) CRPT319 Waived Overpayments Report CRPT321 CWAS Queue Month to Month Report CRPT323 New Work Items All Staff Counts Report CRPT327 Payments by County of Residence CRPT328 412 Employer Protest Pending Queue Items Report CRPT329 412 Employer Protest Worked Queue Items Report CRPT330 Appeals Metrics Report CRPT331 Earnings and Remuneration Stuck as Affirmed Report CRPT333 PRNC Priority Items Report CRPT335 Voucher Details CRPT337 Workflow Queue Report CRPT339 Taxes Paid on Locked Claims Report CRPT34 Claims Purged Report CRPT340 NDNH New Hire Fictitious Employers Report (333) CRPT341 Wage report for claims requesting monetary reconsideration CRPT343 SIDES Failed Separation Posts CRPT344 SIDES Failed Earnings Verification Posts CRPT345 SIDES Earnings Verification Response Report CRPT347 Benefits by County of Residence Monthly CRPT348 Benefits by County of Residence Annually CRPT349 Civil Court Collections CRPT350 Deceased Claimant Report CRPT364 Daily Reporting Requirement Issues Report CRPT365 SAVE Work authorization Report CRPT366 Lack of Work queue list Report CRPT367 Employer/TPA Login Counts Report CRPT370 CNCL_Adjudication_weekly CSV CRPT372 CNCL_Adjudication_Daily CSV CRPT373S 13082 Sally DUA Application Report (334) CRPT374 DUA Federal Management Report CRPT375 DUA Adjudication Report CRPT375S 13082 Sally DUA Adjudication Report CRPT376 DUA Audit - Payments Report CRPT377S 13082 Sally DUA Activity Report CRPT379 All Cases Assigned by Staff Outside Batch 265 CRPT385 Adjudicator Data Determination Weekly CSV CRPT386 Adjudicator Void Weekly CSV CRPT387 Adjudicator Auto Adjudication Weekly CSV CRPT389F Supplemental Overpayment Report CRPT391S 13082 Sally DUA Appeals Filed Report CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts CRPT395 Straight DUA Adjudication Timely Payment CRPT396 DUA Related Timely Payment CRPT397 Pending DUA Workload Items

Key Date	Importance and Relevance to the Project
	CRPT401 IB4Q Inbound Daily Report (335) CRPT402 FL CWC Recoverable Overpayment Report CRPT403 Apply for PUA Link CRPT404 Expired Claims CRPT405 Exhausted Claims CRPT406 Annual Overpayments Established by Month CRPT407 1720A_Referred CRPT408 1720B_Not_Referred CRPT409 1720C_Written_Off_Waived CRPT40DD DUA Financial Daily - Straight DUA CRPT40DR DUA Financial Daily - Related DUA CRPT41 DUA-UI-ISSUES CRPT410 Corrected Earnings Report for Auto Requested Weeks CRPT411 Workflow SCIN Productivity CRPT412 Workflow SCIN New and In Progress CRPT413 Workflow SCIN Backlog CRPT414 Workflow Returned Mail Productivity CRPT415 Workflow Returned Mail New and In Progress CRPT416 Workflow Returned Mail Backlog CRPT417 Claimants_PEUC_NO_Weeks CSV CRPT418 Claimants_PUA_NO_Weeks CSV CRPT419 RA_Mon_Eligible_No_Weeks CSV CRPT420 Claim Counts by FIRRE State Montly Report CRPT423 Debit Card Payment Recovery CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV (337) CRPT425 PEGA Unregistered Claim Count CRPT428 Open EIRP Workflow Items CSV CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV CRPT430 COVID-19 Adjudication report CSV CRPT431 COVID-19 Appeals Filed report CRPT432 COVID-19 Appeals Disposed report CRPT433 COVID-19 Applications report CSV CRPT437 Debit Card list for Communication CRPT438 Pending Monetary Managment Workflow Queue CRPT439 Open and Pend CWAS Workflows CRPT444 UC_Benefit_Payments CSV (338) CRPT450 1099G All Generated CSV CRPT451 1099G Status Counts Per Output Type CSV CRPT452 1099G Amount For Each Claimant CSV CRPT453 49T All Generated CSV CRPT454 49T Status Counts Per Output Type CSV CRPT455 49T Amount Greater Than $1 CSV CRPT457 SOL Wage Issues Report CSV CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims

Key Date	Importance and Relevance to the Project
	CRPT459 Overpayments Eligible for Collection Agency Referral CRPT59 Manual Charge Relief Report CRPT72 NM QIP SATA - MONTHLY CRPT79F Supplemental Overpayments Established for the Month CSV CRPT85 Processed Cancelled and Replacement Payments DATETIME CRPT92 Reissue Payment -UB2681-RQLST CRPT93 Report of Good/Not Good Job Prospects_SRR

E. Major Deliverables

While the 60GG documents are important, the value is in the products delivered to the customer.

Major Deliverable	Deliverable Description
Project Management Plan	A Project management plan is a formal, approved document that defines how the project is executed, monitored, and controlled
Project Products (Reports)	Products are the value delivered to the customer during the project. They are the reason the project exists.
Project Closeout Report	A project closure report is a document that summarizes the results of a project. It includes the team's accomplishments, lessons learned, and recommendations for improving upon future projects.

F. Major Milestones

The Key Dates section lists the major milestones for project delivery.

Major Milestone	Milestone Description
Operation to Project Transition – September 22, 2023	Closed all operational tasks and created project schedule for Reports Project.
Build 322 - October 16, 2023	Delivery of 5 Reports
Build 323 - November 19, 2023	Delivery of 10 Reports
Build 324 - December 17, 2023	Delivery of 4 Reports
Build 325 - January 21, 2024	Delivery of 4 Reports
Build 326 - February 18, 2024	Delivery of 6 Reports
Build 327 - March 17, 2024	Delivery of 6 Reports
Build 328 - April 14, 2024	Delivery of 6 Reports
Build 329 - May 12, 2024	Delivery of 6 Reports
Build 330 – June 9, 2024	Delivery of 6 Reports
June 28, 2024	Project Closure, Transition to Operations

G. Key Stakeholders

Business units in Workforce Services are stakeholders for this project.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services

Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Program Owner / Work Group
Tisha Womack	Chief Financial Officer
Wendy Castle	Modernization Program Owner – Business
Jamie Dattoli	Reemployment Assistance Stakeholder
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Modernization Program Manager – Information Technology
Nicholas Kent, Matthew Mask	Project Owner
Linda Lawler	Project Manager

H. Significant Project Assumptions and Constraints

There are no significant assumptions or constraints, only small items.

Project Assumptions

1. Some functional design documents do not exist for some of the 331 reports and will have to be written.
2. Some reports may not be known to business units.
3. Some reports will no longer be needed.
4. Reports will exist in the data warehouse and all who need access will be given access rights.

Project Constraints

1. The project must end by June 28, 2024, regardless of remaining reports.
2. Project Team availability is shared with other priorities, (production support for ETA reports, existing crystal reports, population validation, etc.)

II. Work Breakdown Structure

The work breakdown structure for the Reports project is shown below.

WBS	Task Name
0	Reports
1	Project Management
1.1	Discovery/Initiation
1.1.1	4.1 Project Charter Creation
1.1.2	13.1 Identification of Stakeholders
1.2	Planning
1.2.1	4.2 Develop Project Management Plan
1.2.2	5.1 Plan Scope Management
1.2.3	5.2 Collect Project Requirements

WBS	Task Name
1.2.4	5.3 Define Scope
1.2.5	5.4 Create WBS
1.2.6	6.1 Plan Schedule Management
1.2.7	6.2 Define Activities
1.2.8	6.3 Sequence Activities
1.2.9	6.4 Estimate Activity Durations
1.2.10	6.5 Develop Schedule
1.2.11	8.1 Plan Quality Management
1.2.12	9.1 Plan Resource Management
1.2.13	9.2 Estimate Activity Resources
1.2.14	10.1 Plan Communications Management
1.2.15	13.2 Plan Stakeholder Engagement
1.3	Executing
1.3.1	4.3 Track Project Work
1.3.2	10.2 Manage Communications
1.3.3	13.3 Manage Stakeholder Engagement
1.4	Monitor & Control
1.4.1	4.5 Monitor & Control Project Work
1.4.2	5.5 Validate Scope
1.4.3	5.6 Control Scope
1.4.4	6.6 Control Schedule
1.4.5	10.3 Monitor Communications
1.4.6	11.7 Monitor Risks
1.4.7	13.4 Manage Stakeholder Engagement
1.5	Closing
1.5.1	4.7 Close Project or Phase
2	Benefits Identification and Measures
2.1	Evaluate Sources of Crystal Reports and Related Batches
2.2	Collect Infrastructure Related Crystal Report budget costs
2.3	Identify Measures for Maximizing Work Not Done
2.3.1	Calculate Average Pipeline Length - Start of Requirements to Push to Prod
2.3.2	Calculate Maximized Work Not Done (Formula to use)
2.4	Collect Snowflake Costs for Crystal Reports (if possible)
2.5	Create/Maintain Crystal to Snowflake Comparison Report
3	Reports Process Operational Support
3.1	Integrate RAD Reporting Requests into Service Now
3.2	Create/Discover Process for Reports Access
4	Product Delivery
4.1	Operational Project Transition Completed

WBS	Task Name
4.2	CRPT07 Child Support Options
4.3	CRPT111 UC Bank Payment Processing Exceptions
4.4	CRPT114 UC Payment Summary
4.5	CRPT12 Claims Filed (By Process Date)
4.6	CRPT151 Weely Hearing Results
4.7	CRPT210 Appeals Case Decisions
4.8	CRPT212 Case Aging Report
4.9	CRPT214 Disposition Corrected Decisions
4.1	CRPT216 Docketed Disposed Pending with Time Lapse
4.11	CRPT219 Hearing Officer Postponements
4.12	CRPT224 Referee Productivity Report
4.13	CRPT226 Statewide Docketed Disposed Pending Report
4.14	CRPT229 TRA - Trade Readjustment Act Appeals Report
4.15	CRPT275 DUA Appeals Disposed
4.16	CRPT28 Daily Claims Entry Totals
4.17	CRPT306 Claimants with Out of State Benefits
4.18	CRPT358 STC Claims with Pending ADJ Issues Weekly
4.19	CRPT359 First Pay Due Report
4.2	CRPT391 DUA Appeals Filed
4.21.1	CRPT213: Develop Deputy Clerk Productivity Report (322)
4.21.2	CRPT280: Develop Appeals Weekly Time Lapse Report (322)
4.21.3	CRPT236: Develop IP Address Search Report (322)
4.21.4	CRPT281: Develop Wage Audit Predeterminations Report (322)
4.21.5	CRPT188: Develop Staff Assisted Initial Claims Report - Monthly, Daily, Quarterly (322)
4.22	
4.22.1	CRPT112: Develop UC Benefits Payment Register Report in Tableau (323)
4.22.2	CRPT115: Develop Untimely First Payment Report (323)
4.22.3	CRPT211/278: Develop Average Processing Time for Appeals Cases Report (323)
4.22.4	CRPT217: Develop Docketing Productivity Report (323)
4.22.5	CRPT227: Develop Time Lapse Percentage (323)
4.22.6	CRPT237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly (323)
4.22.7	CRPT26: Develop Cumulative Totals Report (323)
4.22.8	CRPT31: Develop Daily, Monthly SSA Statistics Report (323)
4.22.9	CRPT371 CanceledNonMonPending (323)
4.22.10	CRPT98: Develop STC Summary Report (323)
4.23	Release - 324 - 12/10/2023 (CodeCutOff-12/08)
4.23.1	CRPT357: Develop Long Term Dated Stops Report (324)
4.23.2	CRPT363 Auto Adjudicated JSR Report (324)

WBS	Task Name
4.23.3	CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report (324)
4.24	Ready for Release - 325 - 01/07/2023 (CodeCutOff-01/03)
4.25	UAT
4.25.1	CRPT441 1099G Summary Report (324)
4.25.2	CRPT253/255: Develop Earnings Weekly, Monthly Determinations by Examiner (Merged Weekly/Monthly/Quarterly) (324)
4.25.3	CRPT359/360: Appeals Reversals Weekly Report (Merged Weekly/Monthly) (325)
4.26	In Development/Unit Testing
4.26.1	CRPT254/256 Earnings Weekly/Monthly Redeterminations by Examiner (325)
4.26.2	CRPT377AD DUA Activity - Applications Denied (325)
4.26.3	CRPT02 Analysis of Overpayments by Cause (325)
4.26.4	CRPT116F FPUC Voucher Payment Summary (325)
4.26.5	CRPT283 Blocked Claims Issue (326)
4.26.6	CRPT354 Automated Wage Update Detail Report (326)
4.26.7	CRPT355 Automated Wage Update Workflow Report (326)
4.26.8	CRPT373 DUA Applications Report (326)
4.26.9	CRPT377 DUA Activity - Applications Denied (326)
4.27	PBI Refinement (Product Backlog)
4.27.1	CRPT05 Benefit Payment Control Cash Offset Activity (326)
4.27.2	CRPT11 Claimant Repayment Summary (327)
4.27.3	CRPT113 UC Liabilities Report (327)
4.27.4	CRPT116L LWA Voucher Payment Summary (327)
4.27.5	CRPT117 Waiver Status Report (327)
4.27.6	CRPT13 Collection Agency Reconciliation Report (327)
4.27.7	CRPT139 Repayment Adjustment Detail Report (327)
4.27.8	CRPT144 Released Special Voucher Payments (328)
4.27.9	CRPT161/161W Daily REA Productivity Report (328)
4.27.10	CRPT265/265D/265M/265WD Protest Benefit Charges Workflow Queue (328)
4.27.11	CRPT29 Daily Deposit Report (328)
4.27.12	CRPT33 Debtor Credit Balance Refund Report (328)
4.27.13	CRPT334 Wage_Determination_Issues Report (328)
4.27.14	CRPT35/35D Deposit Detail/Summary Report (35 & 35D Merged)(329)
4.27.15	CRPT361 Earning Overpayments by Overpaid Weeks Report (329)
4.27.16	CRPT392 Certification Amounts and Counts (329)
4.27.17	CRPT91 Refund Status Report (329)
4.28	In SRR Approval Routing
4.28.1	CRPT99 Summary Detail Tax Withholding (32X)
4.29	Documenting SRR
4.29.1	CRPT101 TAA TRA Waivers to Exhaust in 14 days (32X)

WBS	Task Name
4.29.2	CRPT194 STC Plan Review Report
4.3	Requirements Phase
4.30.1	CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFINCD2605 (32X)
4.30.2	CRPT262 Waiting Week Exemption Report
4.30.3	CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims
4.30.4	CRPT324/326/50 Initial and Continued Claims by County of Residence (Weekly)
4.30.5	CRPT400 Effective Date Change (CWC-FE-X Claims)
4.30.6	CRPT462/462W Daily SAVE Productivity Report
4.31	Not Started (Funnel)
4.31.1	CRPT100 Summary of Daily Disbursement Report
4.31.2	CRPT108 TRA Waivers Issued and Revoked Report
4.31.3	CRPT116 Voucher Payment Summary - UB2152-UB215
4.31.4	CRPT152 Pre-Certification Details Report
4.31.5	CRPT183 ETA 9056 (Renee Grubb)
4.31.6	CRPT185 ETA TAPR (Kenton Buggs, Yolanda Triplet)
4.31.7	CRPT186 ETA TAPR Trade Activity Participant Report (Kenton Buggs, Yolanda Triplet)
4.31.8	CRPT191 ETA 9128u - Reemployment Services and Reemployment and Eligibility Assessments for EUC Claimants (Erik Wood)
4.31.9	CRPT192 Payments Held for Review (HDEX) CSV
4.31.10	CRPT193 Overpayments Held for Review
4.31.11	CRPT195 Manual Payments Detail
4.31.12	CRPT196 RETRO HOLD REPORT
4.31.13	CRPT197 FALL THROUGH OVERPAYMENTS
4.31.14	CRPT228 Time Lapse Statistics
4.31.15	CRPT232 Agency New Hire Report
4.31.16	CRPT233 On-demand EFT Deposit Report
4.31.17	CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129
4.31.18	CRPT240 CHECK FOR NEW UI ELIGIBILITY
4.31.19	CRPT243 Reimbursable Employer Monthly Charge CSV
4.31.20	CRPT244 DUA Claims Terminated
4.31.21	CRPT245 UCFE-UCX Pending Monetary After 13 Days
4.31.22	CRPT246 BAM Open Cases
4.31.23	CRPT247 FL CWC Reject
4.31.24	CRPT248 Out of State (Shell) Claims Reject
4.31.25	CRPT249 UCFE AND UCX Reject
4.31.26	CRPT250 New Hire Late ADJ Fact-Finding Notifications
4.31.27	CRPT251 UCX/UCFE Timely Payment Report

WBS	Task Name
4.31.28	CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims
4.31.29	CRPT257 Failed Document Status After Nightly Batch
4.31.30	CRPT258 QBC Report CSV (Out of Scope? Reconnect application code likely C#)
4.31.31	CRPT259 Florida Paying CWC
4.31.32	CRPT260 INBOUND IB6 bill
4.31.33	CRPT261 BPC Appeals Hearing
4.31.34	CRPT263 Unidentified Employer Protest Documents Queue
4.31.35	CRPT264 Process Response to Notice of Claim Queue
4.31.36	CRPT266 BTQ Universe
4.31.37	CRPT267 FSDEB CSV (Unknown Owner)
4.31.38	CRPT269 FL DEBC Payments
4.31.39	CRPT270/270F Filed Appeals and Overpayment
4.31.40	CRPT271 Disposed Appeals and Overpayment
4.31.41	CRPT274 Wage Audit Overpayment Repayment
4.31.42	CRPT274F Supplemental Wage Audit Overpayment Repayment CSV
4.31.43	CRPT275S 13082 Sally DUA Appeals Disposed Report
4.31.44	CRPT277 Straight DUA - UCFE, UCX, CWC Claims
4.31.45	CRPT279 BIU-Wage Audit Adjudicator Wokflow
4.31.46	CRPT282 PRNC Closed Work Items (BU Hold - No Reason)
4.31.47	CRPT284 Release HDID Report
4.31.48	CRPT285 IB6I BILL STATUS
4.31.49	CRPT286 Detailed Untimely/Timely 1st Pay Report
4.31.50	CRPT287 Claims That Become Unlocked
4.31.51	CRPT288 Issues In-Progress Status Non-SOL Daily Report
4.31.52	CRPT289 BIU Appeals Decisions Notices
4.31.53	CRPT290 Debit Card Rejects Report
4.31.54	CRPT291 Child Support Percentage
4.31.55	CRPT292 Adjudicator Protest Determination Data Daily
4.31.56	CRPT293 Adjudicator Protest Determination Data Weekly
4.31.57	CRPT294 Pending Monetary CSV
4.31.58	CRPT295 All UCO2 generated
4.31.59	CRPT296 UC02 Not generated due to Locked Claimants or Claims list
4.31.60	CRPT297 UCO2 Status Counts
4.31.61	CRPT298 Employers or Agents having more than 100 UCO2s
4.31.62	CRPT299 412s Stuck in Pend or Proc
4.31.63	CRPT302 Auto-Adjudication Details
4.31.64	CRPT303 Adjudicator Quality Nonmon Determinations
4.31.65	CRPT304 Outstanding Workflow Items
4.31.66	CRPT305 412 Pull Queue report

WBS	Task Name
4.31.67	CRPT308 TRA Quarter Activity Counts and Details
4.31.68	CRPT309 FIRRE Employer Noncharge Report
4.31.69	CRPT310 Reopen After Wait Week Report
4.31.70	CRPT311 Collection Agency Exclusion list
4.31.71	CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV
4.31.72	CRPT313 Work_Items_Closed - Terminated_Daily Report
4.31.73	CRPT314 EARN Issues Pending Report CSV
4.31.74	CRPT315 ICON Matrix (UCX-UCFE) Report
4.31.75	CRPT316 Equifax Inbound FED4 Electronic Responses
4.31.76	CRPT317 Staff Handled Monetary Determination and Redeterminations
4.31.77	CRPT318 Issue Creation Report
4.31.78	CRPT319 Waived Overpayments Report
4.31.79	CRPT321 CWAS Queue Month to Month Report
4.31.80	CRPT323 New Work Items All Staff Counts Report
4.31.81	CRPT327 Payments by County of Residence
4.31.82	CRPT328 412 Employer Protest Pending Queue Items Report
4.31.83	CRPT329 412 Employer Protest Worked Queue Items Report
4.31.84	CRPT330 Appeals Metrics Report
4.31.85	CRPT331 Earnings and Remuneration Stuck as Affirmed Report
4.31.86	CRPT333 PRNC Priority Items Report
4.31.87	CRPT335 Voucher Details
4.31.88	CRPT337 Workflow Queue Report
4.31.89	CRPT339 Taxes Paid on Locked Claims Report
4.31.90	CRPT34 Claims Purged Report
4.31.91	CRPT340 NDNH New Hire Fictitious Employers Report
4.31.92	CRPT341 Wage report for claims requesting monetary reconsideration
4.31.93	CRPT343 SIDES Failed Separation Posts
4.31.94	CRPT344 SIDES Failed Earnings Verification Posts
4.31.95	CRPT345 SIDES Earnings Verification Response Report
4.31.96	CRPT347 Benefits by County of Residence Monthly
4.31.97	CRPT348 Benefits by County of Residence Annually
4.31.98	CRPT349 Civil Court Collections
4.31.99	CRPT350 Deceased Claimant Report
4.31.100	CRPT364 Daily Reporting Requirement Issues Report
4.31.101	CRPT365 SAVE Work authorization Report
4.31.102	CRPT366 Lack of Work queue list Report
4.31.103	CRPT367 Employer/TPA Login Counts Report
4.31.104	CRPT370 CNCL_Adjudication_weekly CSV
4.31.105	CRPT372 CNCL_Adjudication_Daily CSV

WBS	Task Name
4.31.106	CRPT373S 13082 Sally DUA Application Report
4.31.107	CRPT374 DUA Federal Management Report
4.31.108	CRPT375 DUA Adjudication Report
4.31.109	CRPT375S 13082 Sally DUA Adjudication Report
4.31.110	CRPT376 DUA Audit - Payments Report
4.31.111	CRPT377S 13082 Sally DUA Activity Report
4.31.112	CRPT379 All Cases Assigned by Staff Outside Batch 265
4.31.113	CRPT385 Adjudicator Data Determination Weekly CSV
4.31.114	CRPT386 Adjudicator Void Weekly CSV
4.31.115	CRPT387 Adjudicator Auto Adjudication Weekly CSV
4.31.116	CRPT389F Supplemental Overpayment Report
4.31.117	CRPT391S 13082 Sally DUA Appeals Filed Report
4.31.118	CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts
4.31.119	CRPT395 Straight DUA Adjudication Timely Payment
4.31.120	CRPT396 DUA Related Timely Payment
4.31.121	CRPT397 Pending DUA Workload Items
4.31.122	CRPT401 IB4Q Inbound Daily Report
4.31.123	CRPT402 FL CWC Recoverable Overpayment Report
4.31.124	CRPT403 Apply for PUA Link
4.31.125	CRPT404 Expired Claims
4.31.126	CRPT405 Exhausted Claims
4.31.127	CRPT406 Annual Overpayments Established by Month
4.31.128	CRPT407 1720A_Referred
4.31.129	CRPT408 1720B_Not_Referred
4.31.130	CRPT409 1720C_Written_Off_Waived
4.31.131	CRPT40DD DUA Financial Daily - Straight DUA
4.31.132	CRPT40DR DUA Financial Daily - Related DUA
4.31.133	CRPT41 DUA-UI-ISSUES
4.31.134	CRPT410 Corrected Earnings Report for Auto Requested Weeks
4.31.135	CRPT411 Workflow SCIN Productivity
4.31.136	CRPT412 Workflow SCIN New and In Progress
4.31.137	CRPT413 Workflow SCIN Backlog
4.31.138	CRPT414 Workflow Returned Mail Productivity
4.31.139	CRPT415 Workflow Returned Mail New and In Progress
4.31.140	CRPT416 Workflow Returned Mail Backlog
4.31.141	CRPT417 Claimants_PEUC_NO_Weeks CSV
4.31.142	CRPT418 Claimants_PUA_NO_Weeks CSV
4.31.143	CRPT419 RA_Mon_Eligible_No_Weeks CSV

WBS	Task Name
4.31.144	CRPT420 Claim Counts by FIRRE State Montly Report
4.31.145	CRPT423 Debit Card Payment Recovery
4.31.146	CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV
4.31.147	CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV
4.31.148	CRPT425 PEGA Unregistered Claim Count
4.31.149	CRPT428 Open EIRP Workflow Items CSV
4.31.150	CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV
4.31.151	CRPT430 COVID-19 Adjudication report CSV
4.31.152	CRPT431 COVID-19 Appeals Filed report
4.31.153	CRPT432 COVID-19 Appeals Disposed report
4.31.154	CRPT433 COVID-19 Applications report CSV
4.31.155	CRPT437 Debit Card list for Communication
4.31.156	CRPT438 Pending Monetary Managment Workflow Queue
4.31.157	CRPT439 Open and Pend CWAS Workflows
4.31.158	CRPT444 UC_Benefit_Payments CSV
4.31.159	CRPT450 1099G All Generated CSV
4.31.160	CRPT451 1099G Status Counts Per Output Type CSV
4.31.161	CRPT452 1099G Amount For Each Claimant CSV
4.31.162	CRPT453 49T All Generated CSV
4.31.163	CRPT454 49T Status Counts Per Output Type CSV
4.31.164	CRPT455 49T Amount Greater Than $1 CSV
4.31.165	CRPT457 SOL Wage Issues Report CSV
4.31.166	CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims
4.31.167	CRPT459 Overpayments Eligible for Collection Agency Referral
4.31.168	CRPT59 Manual Charge Relief Report
4.31.169	CRPT72 NM QIP SATA - MONTHLY
4.31.170	CRPT79F Supplemental Overpayments Established for the Month CSV
4.31.171	CRPT85 Processed Cancelled and Replacement Payments DATETIME
4.31.172	CRPT92 Reissue Payment -UB2681-RQLST
4.31.173	CRPT93 Report of Good/Not Good Job Prospects_SRR
4.32	Not Needed
4.32.1	CRPT01 Agent Residence Summary Report (Not needed)
4.32.2	CRPT09 Claim Method (No Touch) Percentages (Not needed)
4.32.3	CRPT104 Total Unresolved Issues (Not needed)
4.32.4	CRPT107 TRA Recipient Report (Not needed)
4.32.5	CRPT118 Weekly Internet Claims Statistics (Not needed)
4.32.6	CRPT132 Weekly DARIS Report (Not needed)
4.32.7	CRPT142 Monthly Hearing Results (Not needed)

WBS	Task Name
4.32.8	CRPT143 Initial Skills Review Statistics Report (Not needed)
4.32.9	CRPT159 ETA 207 - Overpayment Detection and Recovery Activities (MC) (Not needed)
4.32.10	CRPT161W Weekly REA Productivity Report (32X)
4.32.11	CRPT163 ETA 227 - Overpayment Detection and Recovery Activities (MC) (Not needed)
4.32.12	CRPT187 LexisNexis Usage Metrics Report (Not needed)
4.32.13	CRPT189 EUC-RES - No Show Report (Not needed)
4.32.14	CRPT190 EUC-RES - Completed Services Report (Not needed)
4.32.15	CRPT193F Supplemental Overpayments Held for Review (Not needed)
4.32.16	CRPT201 Full Succession Report (Not needed)
4.32.17	CRPT202 Leasing Companies Added to Claims Report (Not needed)
4.32.18	CRPT215 Dispositions Favorable to Appellant (Not needed)
4.32.19	CRPT218 Hearing Held Timely, Prepared Untimely (Not needed)
4.32.20	CRPT220 Hearing Officer Scheduled Hearing Contacts (Not needed)
4.32.21	CRPT221 Hearing Times by Issue (Not needed)
4.32.22	CRPT222 Number and Reason for Special Deputy Appeals (Not needed)
4.32.23	CRPT223 Percentage of Appeals Filed by Method (Not needed)
4.32.24	CRPT225 Special Deputy Monthly Report (Not needed)
4.32.25	CRPT230 BTQ Case History Report (Not needed)
4.32.26	CRPT231 BAM Case History Report (Not needed)
4.32.27	CRPT238 COLA Pension Report (Not needed)
4.32.28	CRPT241 Overpayment Aging Report (Not needed)
4.32.29	CRPT241F Supplemental Overpayment Aging Report (Not needed)
4.32.30	CRPT242 Manually Trigger Retroactive Payment (Not Needed)
4.32.31	CRPT255 Earnings Monthly Determinations by Examiner (Merged with 253/256) Not needed
4.32.32	CRPT256 Earnings Monthly Redeterminations by Examiner (Merged with 253/255) Not needed
4.32.33	CRPT265D Protest Benefit Charges Workflow Queue Daily
4.32.34	CRPT265M Protest Benefit Charges Workflow Queue Monthly
4.32.35	CRPT265W Protest Benefit Charges Workflow Queue Weekly
4.32.36	CRPT268 Adjudicator Productivity Summary Report (Not needed)
4.32.37	CRPT270F Supplemental Filed Appeals and Overpayment (Not needed)
4.32.38	CRPT272 DUA Irma Payment Detail By Claimant And Week
4.32.39	CRPT273 DUA Irma Payment Totals By Claimant And Week
4.32.40	CRPT30 Daily REA Nonmon Report (Not needed)
4.32.41	CRPT300 Determination Status - 9:00 AM (Not needed)
4.32.42	CRPT301 Determination Status - 3:30 PM (Not needed)
4.32.43	CRPT301S Determination Status Report

WBS	Task Name
4.32.44	CRPT307 Over - Under Counts Report - (Not needed)
4.32.45	CRPT319F Supplemental Waived Overpayments (Not needed)
4.32.46	CRPT320 REA Non-monetary Issues Report (Not needed)
4.32.47	CRPT322 New Hire Fictitious Employers - DOR (Not Needed)
4.32.48	CRPT325 Reconciliation Daily
4.32.49	CRPT325W Reconciliation Weekly
4.32.50	CRPT326 Initial and Continued Claims by County of Residence (Monthly) (Merged into 324)
4.32.51	CRPT332 Pending LexisNexis Auth Issues (Not needed)
4.32.52	CRPT336 ETA-207 Report (Not needed)
4.32.53	CRPT338 Overlapping Eligible Claims Report (Not needed)
4.32.54	CRPT342 SIDES Separation Response Report (Not needed)
4.32.55	CRPT346 Aging Report-Issue Details Continued Claims Report (Not needed)
4.32.56	CRPT351 UCFE Claim Register Report (Not needed)
4.32.57	CRPT352 UCX Claim Register Report (Not needed)
4.32.58	CRPT353 Aging Report-Issue Details-NonInitial Continued Claims Report (Not needed)
4.32.59	CRPT356 FCCC Daily In Out Report (Not needed)
4.32.60	CRPT35D Deposit Detail Daily Report (Merged with 35)
4.32.61	CRPT360 Appeals Reversals Monthly Report (Merged with 359 Weekly/Monthly) (Not Needed)
4.32.62	CRPT361F Supplemental Earning Overpayments by Overpaid Weeks Report (Not needed)
4.32.63	CRPT362 Aging_Report-Issue_Details-InitialClaims (Not needed)
4.32.64	CRPT377PW DUA Activity - Paid Week (Not needed)
4.32.65	CRPT388 DUA_LA_Call_Center_counts (Not needed)
4.32.66	CRPT399 ETA 207 Validation Report (Not needed)
4.32.67	CRPT40MD DUA Financial Monthly - Straight DUA
4.32.68	CRPT40MR DUA Financial Monthly - Related DUA
4.32.69	CRPT40QD DUA Financial Quarterly - Straight DUA
4.32.70	CRPT40QR DUA Financial Quarterly - Related DUA
4.32.71	CRPT40WR DUA Financial Weekly - Related DUA (336)
4.32.72	CRPT426 ALM99228_RFI_First Payments_Prod (Not needed)
4.32.73	CRPT427 RFI_ALM99322_Pega_Claims_Count (Not needed)
4.32.74	CRPT434 TFS94377_firre_rfi (Not needed)
4.32.75	CRPT462W Weekly SAVE Productivity Report
4.32.76	CRPT874 ALM109874_RFI_ETA539 (Not needed)
4.32.77	CRPT95 SSA UIQ Statistical Report (Not needed)
4.32.78	Not Needed and Not in Smart Sheet
4.33	Reports Requiring Investigation (Not on SmartSheet)

WBS	Task Name
4.33.1	Not Needed?
4.33.2	No Business Owner/Not in Reconnect/Retired?

III. Resource Loaded Project Schedule

The RAD Data Warehouse Team are assigned to every task.

WBS	Task Name	Duration	Start	Finish
0	Reports	258 days	Wed 7/5/23	Fri 6/28/24
1	Project Management	258 days	Wed 7/5/23	Fri 6/28/24
1.1	Discovery/Initiation	107 days	Wed 7/5/23	Thu 11/30/23
1.1.1	4.1 Project Charter Creation	104 days	Wed 7/5/23	Mon 11/27/23
1.1.2	13.1 Identification of Stakeholders	3 days	Tue 11/28/23	Thu 11/30/23
1.2	Planning	79 days	Tue 8/29/23	Fri 12/15/23
1.2.1	4.2 Develop Project Management Plan	10 days	Mon 12/4/23	Fri 12/15/23
1.2.2	5.1 Plan Scope Management	10 days	Tue 11/14/23	Mon 11/27/23
1.2.3	5.2 Collect Project Requirements	10 days	Tue 11/14/23	Mon 11/27/23
1.2.4	5.3 Define Scope	65 days	Tue 8/29/23	Mon 11/27/23
1.2.5	5.4 Create WBS	60 days	Tue 9/5/23	Mon 11/27/23
1.2.6	6.1 Plan Schedule Management	60 days	Tue 9/5/23	Mon 11/27/23
1.2.7	6.2 Define Activities	60 days	Tue 9/5/23	Mon 11/27/23
1.2.8	6.3 Sequence Activities	60 days	Tue 9/5/23	Mon 11/27/23
1.2.9	6.4 Estimate Activity Durations	60 days	Tue 9/5/23	Mon 11/27/23
1.2.10	6.5 Develop Schedule	61 days	Mon 9/4/23	Mon 11/27/23
1.2.11	8.1 Plan Quality Management	60 days	Tue 9/5/23	Mon 11/27/23
1.2.12	9.1 Plan Resource Management	60 days	Tue 9/5/23	Mon 11/27/23
1.2.13	9.2 Estimate Activity Resources	10 days	Tue 11/14/23	Mon 11/27/23
1.2.14	10.1 Plan Communications Management	10 days	Tue 11/14/23	Mon 11/27/23

WBS	Task Name	Duration	Start	Finish
1.2.15	13.2 Plan Stakeholder Engagement	10 days	Tue 11/14/23	Mon 11/27/23
1.3	Executing	250 days	Wed 7/5/23	Tue 6/18/24
1.3.1	4.3 Track Project Work	250 days	Wed 7/5/23	Tue 6/18/24
1.3.2	10.2 Manage Communications	250 days	Wed 7/5/23	Tue 6/18/24
1.3.3	13.3 Manage Stakeholder Engagement	250 days	Wed 7/5/23	Tue 6/18/24
1.4	Monitor & Control	250 days	Wed 7/5/23	Tue 6/18/24
1.4.1	4.5 Monitor & Control Project Work	250 days	Wed 7/5/23	Tue 6/18/24
1.4.2	5.5 Validate Scope	250 days	Wed 7/5/23	Tue 6/18/24
1.4.3	5.6 Control Scope	250 days	Wed 7/5/23	Tue 6/18/24
1.4.4	6.6 Control Schedule	250 days	Wed 7/5/23	Tue 6/18/24
1.4.5	10.3 Monitor Communications	250 days	Wed 7/5/23	Tue 6/18/24
1.4.6	11.7 Monitor Risks	250 days	Wed 7/5/23	Tue 6/18/24
1.4.7	13.4 Manage Stakeholder Engagement	250 days	Wed 7/5/23	Tue 6/18/24
1.5	Closing	8 days	Wed 6/19/24	Fri 6/28/24
1.5.1	4.7 Close Project or Phase	8 days	Wed 6/19/24	Fri 6/28/24
2	Benefits Identification and Measures	250 days	Wed 7/5/23	Tue 6/18/24
2.1	Evaluate Sources of Crystal Reports and Related Batches	250 days	Wed 7/5/23	Tue 6/18/24
2.2	Collect Infrastructure Related Crystal Report budget costs	250 days	Wed 7/5/23	Tue 6/18/24
2.3	Identify Measures for Maximizing Work Not Done	120 days	Wed 7/5/23	Tue 12/19/23
2.3.1	Calculate Average Pipeline Length - Start of Requirements to Push to Prod	60 days	Wed 7/5/23	Tue 9/26/23
2.3.2	Calculate Maximized Work Not Done (Formula to use)	120 days	Wed 7/5/23	Tue 12/19/23
2.4	Collect Snowflake Costs for Crystal Reports (if possible)	60 days	Wed 9/27/23	Tue 12/19/23
2.5	Create/Maintain Crystal to Snowflake Comparison Report	20 days	Wed 12/20/23	Tue 1/16/24
3	Reports Process Operational Support	5 days	Mon 10/9/23	Fri 10/13/23
3.1	Integrate RAD Reporting Requests into Service Now	5 days	Mon 10/9/23	Fri 10/13/23
3.2	Create/Discover Process for Reports Access	5 days	Mon 10/9/23	Fri 10/13/23
4	Product Delivery	258 days	Wed 7/5/23	Fri 6/28/24
4.1	Operational Project Transition Completed	60 days	Wed 7/5/23	Tue 9/26/23
4.2	CRPT07 Child Support Options	0 days	Wed 7/5/23	Wed 7/5/23

WBS	Task Name	Duration	Start	Finish
4.3	CRPT111 UC Bank Payment Processing Exceptions	0 days	Wed 7/5/23	Wed 7/5/23
4.4	CRPT114 UC Payment Summary	0 days	Wed 7/5/23	Wed 7/5/23
4.5	CRPT12 Claims Filed (By Process Date)	0 days	Wed 7/5/23	Wed 7/5/23
4.6	CRPT151 Weely Hearing Results	0 days	Wed 7/5/23	Wed 7/5/23
4.7	CRPT210 Appeals Case Decisions	0 days	Wed 7/5/23	Wed 7/5/23
4.8	CRPT212 Case Aging Report	0 days	Wed 7/5/23	Wed 7/5/23
4.9	CRPT214 Disposition Corrected Decisions	0 days	Wed 7/5/23	Wed 7/5/23
4.1	CRPT216 Docketed Disposed Pending with Time Lapse	0 days	Wed 7/5/23	Wed 7/5/23
4.11	CRPT219 Hearing Officer Postponements	0 days	Wed 7/5/23	Wed 7/5/23
4.12	CRPT224 Referee Productivity Report	0 days	Wed 7/5/23	Wed 7/5/23
4.13	CRPT226 Statewide Docketed Disposed Pending Report	0 days	Wed 7/5/23	Wed 7/5/23
4.14	CRPT229 TRA - Trade Readjustment Act Appeals Report	0 days	Wed 7/5/23	Wed 7/5/23
4.15	CRPT275 DUA Appeals Disposed	0 days	Wed 7/5/23	Wed 7/5/23
4.16	CRPT28 Daily Claims Entry Totals	0 days	Wed 7/5/23	Wed 7/5/23
4.17	CRPT306 Claimants with Out of State Benefits	0 days	Wed 7/5/23	Wed 7/5/23
4.18	CRPT358 STC Claims with Pending ADJ Issues Weekly	0 days	Wed 7/5/23	Wed 7/5/23
4.19	CRPT359 First Pay Due Report	0 days	Wed 7/5/23	Wed 7/5/23
4.2	CRPT391 DUA Appeals Filed	0 days	Wed 7/5/23	Wed 7/5/23
4.21	Release 322 - 10/15/2023	16 days	Mon 9/25/23	Mon 10/16/23
4.21.1	CRPT213: Develop Deputy Clerk Productivity Report (322)	16 days	Mon 9/25/23	Mon 10/16/23
4.21.2	CRPT280: Develop Appeals Weekly Time Lapse Report (322)	16 days	Mon 9/25/23	Mon 10/16/23
4.21.3	CRPT236: Develop IP Address Search Report (322)	16 days	Mon 9/25/23	Mon 10/16/23
4.21.4	CRPT281: Develop Wage Audit Predeterminations Report (322)	16 days	Mon 9/25/23	Mon 10/16/23
4.21.5	CRPT188: Develop Staff Assisted Initial Claims Report - Monthly, Daily, Quarterly (322)	16 days	Mon 9/25/23	Mon 10/16/23
4.22	Release - 323 - 11/19/2023	41 days	Mon 9/25/23	Mon 11/20/23
4.22.1	CRPT112: Develop UC Benefits Payment Register Report in Tableau (323)	41 days	Mon 9/25/23	Mon 11/20/23

WBS	Task Name	Duration	Start	Finish
4.22.2	CRPT115: Develop Untimely First Payment Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.3	CRPT211/278: Develop Average Processing Time for Appeals Cases Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.4	CRPT217: Develop Docketing Productivity Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.5	CRPT227: Develop Time Lapse Percentage (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.6	CRPT237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.7	CRPT26: Develop Cumulative Totals Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.8	CRPT31: Develop Daily, Monthly SSA Statistics Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.22.9	CRPT371 CanceledNonMonPending (323)	16 days	Mon 10/30/23	Mon 11/20/23
4.22.10	CRPT98: Develop STC Summary Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.23	Release - 324 - 12/10/2023 (CodeCutOff-12/08)	36 days	Mon 10/30/23	Mon 12/18/23
4.23.1	CRPT357: Develop Long Term Dated Stops Report (324)	36 days	Mon 10/30/23	Mon 12/18/23
4.23.2	CRPT363 Auto Adjudicated JSR Report (324)	36 days	Mon 10/30/23	Mon 12/18/23
4.23.3	CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report (324)	36 days	Mon 10/30/23	Mon 12/18/23
4.24	Ready for Release - 325 - 01/07/2023 (CodeCutOff-01/03)	0 days	Wed 7/5/23	Wed 7/5/23
4.25	UAT	86 days	Mon 9/25/23	Mon 1/22/24
4.25.1	CRPT441 1099G Summary Report (324)	61 days	Mon 9/25/23	Mon 12/18/23
4.25.2	CRPT253/255: Develop Earnings Weekly, Monthly Determinations by Examiner (Merged Weekly/Monthly/Quarterly) (324)	61 days	Mon 9/25/23	Mon 12/18/23
4.25.3	CRPT359/360: Appeals Reversals Weekly Report (Merged Weekly/Monthly) (325)	61 days	Mon 10/30/23	Mon 1/22/24
4.26	In Development/Unit Testing	127 days	Fri 8/25/23	Mon 2/19/24
4.26.1	CRPT254/256 Earnings Weekly/Monthly Redeterminations by Examiner (325)	86 days	Mon 9/25/23	Mon 1/22/24
4.26.2	CRPT377AD DUA Activity - Applications Denied (325)	62 days	Fri 10/27/23	Mon 1/22/24

WBS	Task Name	Duration	Start	Finish
4.26.3	CRPT02 Analysis of Overpayments by Cause (325)	107 days	Fri 8/25/23	Mon 1/22/24
4.26.4	CRPT116F FPUC Voucher Payment Summary (325)	61 days	Mon 10/30/23	Mon 1/22/24
4.26.5	CRPT283 Blocked Claims Issue (326)	81 days	Mon 10/30/23	Mon 2/19/24
4.26.6	CRPT354 Automated Wage Update Detail Report (326)	81 days	Mon 10/30/23	Mon 2/19/24
4.26.7	CRPT355 Automated Wage Update Workflow Report (326)	81 days	Mon 10/30/23	Mon 2/19/24
4.26.8	CRPT373 DUA Applications Report (326)	82 days	Fri 10/27/23	Mon 2/19/24
4.26.9	CRPT377 DUA Activity - Applications Denied (326)	81 days	Mon 10/30/23	Mon 2/19/24
4.27	PBI Refinement (Product Backlog)	146 days	Mon 10/23/23	Mon 5/13/24
4.27.1	CRPT05 Benefit Payment Control Cash Offset Activity (326)	81 days	Mon 10/30/23	Mon 2/19/24
4.27.2	CRPT11 Claimant Repayment Summary (327)	101 days	Mon 10/30/23	Mon 3/18/24
4.27.3	CRPT113 UC Liabilities Report (327)	101 days	Mon 10/30/23	Mon 3/18/24
4.27.4	CRPT116L LWA Voucher Payment Summary (327)	101 days	Mon 10/30/23	Mon 3/18/24
4.27.5	CRPT117 Waiver Status Report (327)	101 days	Mon 10/30/23	Mon 3/18/24
4.27.6	CRPT13 Collection Agency Reconciliation Report (327)	106 days	Mon 10/23/23	Mon 3/18/24
4.27.7	CRPT139 Repayment Adjustment Detail Report (327)	101 days	Mon 10/30/23	Mon 3/18/24
4.27.8	CRPT144 Released Special Voucher Payments (328)	121 days	Mon 10/30/23	Mon 4/15/24
4.27.9	CRPT161/161W Daily REA Productivity Report (328)	121 days	Mon 10/30/23	Mon 4/15/24
4.27.10	CRPT265/265D/265M/265WD Protest Benefit Charges Workflow Queue (328)	121 days	Mon 10/30/23	Mon 4/15/24
4.27.11	CRPT29 Daily Deposit Report (328)	120 days	Tue 10/31/23	Mon 4/15/24
4.27.12	CRPT33 Debtor Credit Balance Refund Report (328)	120 days	Tue 10/31/23	Mon 4/15/24
4.27.13	CRPT334 Wage_Determination_Issues Report (328)	121 days	Mon 10/30/23	Mon 4/15/24
4.27.14	CRPT35/35D Deposit Detail/Summary Report (35 & 35D Merged)(329)	140 days	Tue 10/31/23	Mon 5/13/24

WBS	Task Name	Duration	Start	Finish
4.27.15	CRPT361 Earning Overpayments by Overpaid Weeks Report (329)	141 days	Mon 10/30/23	Mon 5/13/24
4.27.16	CRPT392 Certification Amounts and Counts (329)	131 days	Mon 11/13/23	Mon 5/13/24
4.27.17	CRPT91 Refund Status Report (329)	140 days	Tue 10/31/23	Mon 5/13/24
4.28	In SRR Approval Routing	141 days	Mon 10/30/23	Mon 5/13/24
4.28.1	CRPT99 Summary Detail Tax Withholding (32X)	141 days	Mon 10/30/23	Mon 5/13/24
4.29	Documenting SRR	161 days	Mon 10/30/23	Mon 6/10/24
4.29.1	CRPT101 TAA TRA Waivers to Exhaust in 14 days (32X)	141 days	Mon 10/30/23	Mon 5/13/24
4.29.2	CRPT194 STC Plan Review Report	151 days	Mon 11/13/23	Mon 6/10/24
4.3	Requirements Phase	175 days	Mon 10/30/23	Fri 6/28/24
4.30.1	CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFINCD2605 (32X)	175 days	Mon 10/30/23	Fri 6/28/24
4.30.2	CRPT262 Waiting Week Exemption Report	165 days	Mon 11/13/23	Fri 6/28/24
4.30.3	CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims	165 days	Mon 11/13/23	Fri 6/28/24
4.30.4	CRPT324/326/50 Initial and Continued Claims by County of Residence (Weekly)	165 days	Mon 11/13/23	Fri 6/28/24
4.30.5	CRPT400 Effective Date Change (CWC-FE-X Claims)	165 days	Mon 11/13/23	Fri 6/28/24
4.30.6	CRPT462/462W Daily SAVE Productivity Report	165 days	Mon 11/13/23	Fri 6/28/24
4.31	Not Started (Funnel)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.1	CRPT100 Summary of Daily Disbursement Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.2	CRPT108 TRA Waivers Issued and Revoked Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.3	CRPT116 Voucher Payment Summary - UB2152-UB215	0 days	Fri 6/28/24	Fri 6/28/24
4.31.4	CRPT152 Pre-Certification Details Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.5	CRPT183 ETA 9056 (Renee Grubb)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.6	CRPT185 ETA TAPR (Kenton Buggs, Yolanda Triplet)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.7	CRPT186 ETA TAPR Trade Activity Participant Report (Kenton Buggs, Yolanda Triplet)	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.8	CRPT191 ETA 9128u - Reemployment Services and Reemployment and Eligibility Assessments for EUC Claimants (Erik Wood)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.9	CRPT192 Payments Held for Review (HDEX) CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.10	CRPT193 Overpayments Held for Review	0 days	Fri 6/28/24	Fri 6/28/24
4.31.11	CRPT195 Manual Payments Detail	0 days	Fri 6/28/24	Fri 6/28/24
4.31.12	CRPT196 RETRO HOLD REPORT	0 days	Fri 6/28/24	Fri 6/28/24
4.31.13	CRPT197 FALL THROUGH OVERPAYMENTS	0 days	Fri 6/28/24	Fri 6/28/24
4.31.14	CRPT228 Time Lapse Statistics	0 days	Fri 6/28/24	Fri 6/28/24
4.31.15	CRPT232 Agency New Hire Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.16	CRPT233 On-demand EFT Deposit Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.17	CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129	0 days	Fri 6/28/24	Fri 6/28/24
4.31.18	CRPT240 CHECK FOR NEW UI ELIGIBILITY	0 days	Fri 6/28/24	Fri 6/28/24
4.31.19	CRPT243 Reimbursable Employer Monthly Charge CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.20	CRPT244 DUA Claims Terminated	0 days	Fri 6/28/24	Fri 6/28/24
4.31.21	CRPT245 UCFE-UCX Pending Monetary After 13 Days	0 days	Fri 6/28/24	Fri 6/28/24
4.31.22	CRPT246 BAM Open Cases	0 days	Fri 6/28/24	Fri 6/28/24
4.31.23	CRPT247 FL CWC Reject	0 days	Fri 6/28/24	Fri 6/28/24
4.31.24	CRPT248 Out of State (Shell) Claims Reject	0 days	Fri 6/28/24	Fri 6/28/24
4.31.25	CRPT249 UCFE AND UCX Reject	0 days	Fri 6/28/24	Fri 6/28/24
4.31.26	CRPT250 New Hire Late ADJ Fact-Finding Notifications	0 days	Fri 6/28/24	Fri 6/28/24
4.31.27	CRPT251 UCX/UCFE Timely Payment Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.28	CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims	0 days	Fri 6/28/24	Fri 6/28/24
4.31.29	CRPT257 Failed Document Status After Nightly Batch	0 days	Fri 6/28/24	Fri 6/28/24
4.31.30	CRPT258 QBC Report CSV (Out of Scope? Reconnect application code likely C#)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.31	CRPT259 Florida Paying CWC	0 days	Fri 6/28/24	Fri 6/28/24
4.31.32	CRPT260 INBOUND IB6 bill	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.33	CRPT261 BPC Appeals Hearing	0 days	Fri 6/28/24	Fri 6/28/24
4.31.34	CRPT263 Unidentified Employer Protest Documents Queue	0 days	Fri 6/28/24	Fri 6/28/24
4.31.35	CRPT264 Process Response to Notice of Claim Queue	0 days	Fri 6/28/24	Fri 6/28/24
4.31.36	CRPT266 BTQ Universe	0 days	Fri 6/28/24	Fri 6/28/24
4.31.37	CRPT267 FSDEB CSV (Unknown Owner)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.38	CRPT269 FL DEBC Payments	0 days	Fri 6/28/24	Fri 6/28/24
4.31.39	CRPT270/270F Filed Appeals and Overpayment	0 days	Fri 6/28/24	Fri 6/28/24
4.31.40	CRPT271 Disposed Appeals and Overpayment	0 days	Fri 6/28/24	Fri 6/28/24
4.31.41	CRPT274 Wage Audit Overpayment Repayment	0 days	Fri 6/28/24	Fri 6/28/24
4.31.42	CRPT274F Supplemental Wage Audit Overpayment Repayment CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.43	CRPT275S 13082 Sally DUA Appeals Disposed Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.44	CRPT277 Straight DUA - UCFE, UCX, CWC Claims	0 days	Fri 6/28/24	Fri 6/28/24
4.31.45	CRPT279 BIU-Wage Audit Adjudicator Wokflow	0 days	Fri 6/28/24	Fri 6/28/24
4.31.46	CRPT282 PRNC Closed Work Items (BU Hold - No Reason)	0 days	Fri 6/28/24	Fri 6/28/24
4.31.47	CRPT284 Release HDID Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.48	CRPT285 IB6I BILL STATUS	0 days	Fri 6/28/24	Fri 6/28/24
4.31.49	CRPT286 Detailed Untimely/Timely 1st Pay Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.50	CRPT287 Claims That Become Unlocked	0 days	Fri 6/28/24	Fri 6/28/24
4.31.51	CRPT288 Issues In-Progress Status Non-SOL Daily Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.52	CRPT289 BIU Appeals Decisions Notices	0 days	Fri 6/28/24	Fri 6/28/24
4.31.53	CRPT290 Debit Card Rejects Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.54	CRPT291 Child Support Percentage	0 days	Fri 6/28/24	Fri 6/28/24
4.31.55	CRPT292 Adjudicator Protest Determination Data Daily	0 days	Fri 6/28/24	Fri 6/28/24
4.31.56	CRPT293 Adjudicator Protest Determination Data Weekly	0 days	Fri 6/28/24	Fri 6/28/24
4.31.57	CRPT294 Pending Monetary CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.58	CRPT295 All UCO2 generated	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.59	CRPT296 UC02 Not generated due to Locked Claimants or Claims list	0 days	Fri 6/28/24	Fri 6/28/24
4.31.60	CRPT297 UCO2 Status Counts	0 days	Fri 6/28/24	Fri 6/28/24
4.31.61	CRPT298 Employers or Agents having more than 100 UCO2s	0 days	Fri 6/28/24	Fri 6/28/24
4.31.62	CRPT299 412s Stuck in Pend or Proc	0 days	Fri 6/28/24	Fri 6/28/24
4.31.63	CRPT302 Auto-Adjudication Details	0 days	Fri 6/28/24	Fri 6/28/24
4.31.64	CRPT303 Adjudicator Quality Nonmon Determinations	0 days	Fri 6/28/24	Fri 6/28/24
4.31.65	CRPT304 Outstanding Workflow Items	0 days	Fri 6/28/24	Fri 6/28/24
4.31.66	CRPT305 412 Pull Queue report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.67	CRPT308 TRA Quarter Activity Counts and Details	0 days	Fri 6/28/24	Fri 6/28/24
4.31.68	CRPT309 FIRRE Employer Noncharge Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.69	CRPT310 Reopen After Wait Week Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.70	CRPT311 Collection Agency Exclusion list	0 days	Fri 6/28/24	Fri 6/28/24
4.31.71	CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.72	CRPT313 Work_Items_Closed - Terminated_Daily Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.73	CRPT314 EARN Issues Pending Report CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.74	CRPT315 ICON Matrix (UCX-UCFE) Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.75	CRPT316 Equifax Inbound FED4 Electronic Responses	0 days	Fri 6/28/24	Fri 6/28/24
4.31.76	CRPT317 Staff Handled Monetary Determination and Redeterminations	0 days	Fri 6/28/24	Fri 6/28/24
4.31.77	CRPT318 Issue Creation Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.78	CRPT319 Waived Overpayments Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.79	CRPT321 CWAS Queue Month to Month Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.80	CRPT323 New Work Items All Staff Counts Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.81	CRPT327 Payments by County of Residence	0 days	Fri 6/28/24	Fri 6/28/24
4.31.82	CRPT328 412 Employer Protest Pending Queue Items Report	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.83	CRPT329 412 Employer Protest Worked Queue Items Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.84	CRPT330 Appeals Metrics Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.85	CRPT331 Earnings and Remuneration Stuck as Affirmed Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.86	CRPT333 PRNC Priority Items Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.87	CRPT335 Voucher Details	0 days	Fri 6/28/24	Fri 6/28/24
4.31.88	CRPT337 Workflow Queue Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.89	CRPT339 Taxes Paid on Locked Claims Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.90	CRPT34 Claims Purged Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.91	CRPT340 NDNH New Hire Fictitious Employers Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.92	CRPT341 Wage report for claims requesting monetary reconsideration	0 days	Fri 6/28/24	Fri 6/28/24
4.31.93	CRPT343 SIDES Failed Separation Posts	0 days	Fri 6/28/24	Fri 6/28/24
4.31.94	CRPT344 SIDES Failed Earnings Verification Posts	0 days	Fri 6/28/24	Fri 6/28/24
4.31.95	CRPT345 SIDES Earnings Verification Response Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.96	CRPT347 Benefits by County of Residence Monthly	0 days	Fri 6/28/24	Fri 6/28/24
4.31.97	CRPT348 Benefits by County of Residence Annually	0 days	Fri 6/28/24	Fri 6/28/24
4.31.98	CRPT349 Civil Court Collections	0 days	Fri 6/28/24	Fri 6/28/24
4.31.99	CRPT350 Deceased Claimant Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.100	CRPT364 Daily Reporting Requirement Issues Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.101	CRPT365 SAVE Work authorization Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.102	CRPT366 Lack of Work queue list Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.103	CRPT367 Employer/TPA Login Counts Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.104	CRPT370 CNCL_Adjudication_weekly CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.105	CRPT372 CNCL_Adjudication_Daily CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.106	CRPT373S 13082 Sally DUA Application Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.107	CRPT374 DUA Federal Management Report	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.108	CRPT375 DUA Adjudication Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.109	CRPT375S 13082 Sally DUA Adjudication Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.110	CRPT376 DUA Audit - Payments Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.111	CRPT377S 13082 Sally DUA Activity Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.112	CRPT379 All Cases Assigned by Staff Outside Batch 265	0 days	Fri 6/28/24	Fri 6/28/24
4.31.113	CRPT385 Adjudicator Data Determination Weekly CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.114	CRPT386 Adjudicator Void Weekly CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.115	CRPT387 Adjudicator Auto Adjudication Weekly CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.116	CRPT389F Supplemental Overpayment Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.117	CRPT391S 13082 Sally DUA Appeals Filed Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.118	CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts	0 days	Fri 6/28/24	Fri 6/28/24
4.31.119	CRPT395 Straight DUA Adjudication Timely Payment	0 days	Fri 6/28/24	Fri 6/28/24
4.31.120	CRPT396 DUA Related Timely Payment	0 days	Fri 6/28/24	Fri 6/28/24
4.31.121	CRPT397 Pending DUA Workload Items	0 days	Fri 6/28/24	Fri 6/28/24
4.31.122	CRPT401 IB4Q Inbound Daily Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.123	CRPT402 FL CWC Recoverable Overpayment Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.124	CRPT403 Apply for PUA Link	0 days	Fri 6/28/24	Fri 6/28/24
4.31.125	CRPT404 Expired Claims	0 days	Fri 6/28/24	Fri 6/28/24
4.31.126	CRPT405 Exhausted Claims	0 days	Fri 6/28/24	Fri 6/28/24
4.31.127	CRPT406 Annual Overpayments Established by Month	0 days	Fri 6/28/24	Fri 6/28/24
4.31.128	CRPT407 1720A_Referred	0 days	Fri 6/28/24	Fri 6/28/24
4.31.129	CRPT408 1720B_Not_Referred	0 days	Fri 6/28/24	Fri 6/28/24
4.31.130	CRPT409 1720C_Written_Off_Waived	0 days	Fri 6/28/24	Fri 6/28/24
4.31.131	CRPT40DD DUA Financial Daily - Straight DUA	0 days	Fri 6/28/24	Fri 6/28/24
4.31.132	CRPT40DR DUA Financial Daily - Related DUA	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.133	CRPT41 DUA-UI-ISSUES	0 days	Fri 6/28/24	Fri 6/28/24
4.31.134	CRPT410 Corrected Earnings Report for Auto Requested Weeks	0 days	Fri 6/28/24	Fri 6/28/24
4.31.135	CRPT411 Workflow SCIN Productivity	0 days	Fri 6/28/24	Fri 6/28/24
4.31.136	CRPT412 Workflow SCIN New and In Progress	0 days	Fri 6/28/24	Fri 6/28/24
4.31.137	CRPT413 Workflow SCIN Backlog	0 days	Fri 6/28/24	Fri 6/28/24
4.31.138	CRPT414 Workflow Returned Mail Productivity	0 days	Fri 6/28/24	Fri 6/28/24
4.31.139	CRPT415 Workflow Returned Mail New and In Progress	0 days	Fri 6/28/24	Fri 6/28/24
4.31.140	CRPT416 Workflow Returned Mail Backlog	0 days	Fri 6/28/24	Fri 6/28/24
4.31.141	CRPT417 Claimants_PEUC_NO_Weeks CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.142	CRPT418 Claimants_PUA_NO_Weeks CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.143	CRPT419 RA_Mon_Eligible_No_Weeks CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.144	CRPT420 Claim Counts by FIRRE State Montly Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.145	CRPT423 Debit Card Payment Recovery	0 days	Fri 6/28/24	Fri 6/28/24
4.31.146	CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.147	CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.148	CRPT425 PEGA Unregistered Claim Count	0 days	Fri 6/28/24	Fri 6/28/24
4.31.149	CRPT428 Open EIRP Workflow Items CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.150	CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.151	CRPT430 COVID-19 Adjudication report CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.152	CRPT431 COVID-19 Appeals Filed report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.153	CRPT432 COVID-19 Appeals Disposed report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.154	CRPT433 COVID-19 Applications report CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.155	CRPT437 Debit Card list for Communication	0 days	Fri 6/28/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
4.31.156	CRPT438 Pending Monetary Managment Workflow Queue	0 days	Fri 6/28/24	Fri 6/28/24
4.31.157	CRPT439 Open and Pend CWAS Workflows	0 days	Fri 6/28/24	Fri 6/28/24
4.31.158	CRPT444 UC_Benefit_Payments CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.159	CRPT450 1099G All Generated CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.160	CRPT451 1099G Status Counts Per Output Type CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.161	CRPT452 1099G Amount For Each Claimant CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.162	CRPT453 49T All Generated CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.163	CRPT454 49T Status Counts Per Output Type CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.164	CRPT455 49T Amount Greater Than $1 CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.165	CRPT457 SOL Wage Issues Report CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.166	CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims	0 days	Fri 6/28/24	Fri 6/28/24
4.31.167	CRPT459 Overpayments Eligible for Collection Agency Referral	0 days	Fri 6/28/24	Fri 6/28/24
4.31.168	CRPT59 Manual Charge Relief Report	0 days	Fri 6/28/24	Fri 6/28/24
4.31.169	CRPT72 NM QIP SATA - MONTHLY	0 days	Fri 6/28/24	Fri 6/28/24
4.31.170	CRPT79F Supplemental Overpayments Established for the Month CSV	0 days	Fri 6/28/24	Fri 6/28/24
4.31.171	CRPT85 Processed Cancelled and Replacement Payments DATETIME	0 days	Fri 6/28/24	Fri 6/28/24
4.31.172	CRPT92 Reissue Payment - UB2681-RQLST	0 days	Fri 6/28/24	Fri 6/28/24
4.31.173	CRPT93 Report of Good/Not Good Job Prospects_SRR	0 days	Fri 6/28/24	Fri 6/28/24
4.32	Not Needed	98 days	Wed 7/5/23	Fri 11/17/23
4.32.1	CRPT01 Agent Residence Summary Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.2	CRPT09 Claim Method (No Touch) Percentages (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.3	CRPT104 Total Unresolved Issues (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23

WBS	Task Name	Duration	Start	Finish
4.32.4	CRPT107 TRA Recipient Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.5	CRPT118 Weekly Internet Claims Statistics (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.6	CRPT132 Weekly DARIS Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.7	CRPT142 Monthly Hearing Results (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.8	CRPT143 Initial Skills Review Statistics Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.9	CRPT159 ETA 207 - Overpayment Detection and Recovery Activities (MC) (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.10	CRPT161W Weekly REA Productivity Report (32X)	15 days	Mon 10/30/23	Fri 11/17/23
4.32.11	CRPT163 ETA 227 - Overpayment Detection and Recovery Activities (MC) (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.12	CRPT187 LexisNexis Usage Metrics Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.13	CRPT189 EUC-RES - No Show Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.14	CRPT190 EUC-RES - Completed Services Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.15	CRPT193F Supplemental Overpayments Held for Review (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.16	CRPT201 Full Succession Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.17	CRPT202 Leasing Companies Added to Claims Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.18	CRPT215 Dispositions Favorable to Appellant (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.19	CRPT218 Hearing Held Timely, Prepared Untimely (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.20	CRPT220 Hearing Officer Scheduled Hearing Contacts (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.21	CRPT221 Hearing Times by Issue (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.22	CRPT222 Number and Reason for Special Deputy Appeals (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.23	CRPT223 Percentage of Appeals Filed by Method (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.24	CRPT225 Special Deputy Monthly Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23

WBS	Task Name	Duration	Start	Finish
4.32.25	CRPT230 BTQ Case History Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.26	CRPT231 BAM Case History Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.27	CRPT238 COLA Pension Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.28	CRPT241 Overpayment Aging Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.29	CRPT241F Supplemental Overpayment Aging Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.30	CRPT242 Manually Trigger Retroactive Payment (Not Needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.31	CRPT255 Earnings Monthly Determinations by Examiner (Merged with 253/256) Not needed	0 days	Wed 7/5/23	Wed 7/5/23
4.32.32	CRPT256 Earnings Monthly Redeterminations by Examiner (Merged with 253/255) Not needed	0 days	Wed 7/5/23	Wed 7/5/23
4.32.33	CRPT265D Protest Benefit Charges Workflow Queue Daily	0 days	Wed 7/5/23	Wed 7/5/23
4.32.34	CRPT265M Protest Benefit Charges Workflow Queue Monthly	0 days	Wed 7/5/23	Wed 7/5/23
4.32.35	CRPT265W Protest Benefit Charges Workflow Queue Weekly	0 days	Wed 7/5/23	Wed 7/5/23
4.32.36	CRPT268 Adjudicator Productivity Summary Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.37	CRPT270F Supplemental Filed Appeals and Overpayment (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.38	CRPT272 DUA Irma Payment Detail By Claimant And Week	1 day	Mon 11/13/23	Mon 11/13/23
4.32.39	CRPT273 DUA Irma Payment Totals By Claimant And Week	1 day	Mon 11/13/23	Mon 11/13/23
4.32.40	CRPT30 Daily REA Nonmon Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.41	CRPT300 Determination Status - 9:00 AM (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.42	CRPT301 Determination Status - 3:30 PM (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.43	CRPT301S Determination Status Report	1 day	Wed 7/5/23	Wed 7/5/23
4.32.44	CRPT307 Over - Under Counts Report - (Not needed)	1 day	Tue 10/31/23	Tue 10/31/23
4.32.45	CRPT319F Supplemental Waived Overpayments (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23

WBS	Task Name	Duration	Start	Finish
4.32.46	CRPT320 REA Non-monetary Issues Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.47	CRPT322 New Hire Fictitious Employers - DOR (Not Needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.48	CRPT325 Reconciliation Daily	1 day	Thu 11/16/23	Thu 11/16/23
4.32.49	CRPT325W Reconciliation Weekly	1 day	Thu 11/16/23	Thu 11/16/23
4.32.50	CRPT326 Initial and Continued Claims by County of Residence (Monthly) (Merged into 324)	1 day	Fri 7/14/23	Fri 7/14/23
4.32.51	CRPT332 Pending LexisNexis Auth Issues (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.52	CRPT336 ETA-207 Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.53	CRPT338 Overlapping Eligible Claims Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.54	CRPT342 SIDES Separation Response Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.55	CRPT346 Aging Report-Issue Details Continued Claims Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.56	CRPT351 UCFE Claim Register Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.57	CRPT352 UCX Claim Register Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.58	CRPT353 Aging Report-Issue Details-NonInitial Continued Claims Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.59	CRPT356 FCCC Daily In Out Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.60	CRPT35D Deposit Detail Daily Report (Merged with 35)	1 day	Tue 10/31/23	Tue 10/31/23
4.32.61	CRPT360 Appeals Reversals Monthly Report (Merged with 359 Weekly/Monthly) (Not Needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.62	CRPT361F Supplemental Earning Overpayments by Overpaid Weeks Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.63	CRPT362 Aging_Report-Issue_Details-InitialClaims (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.64	CRPT377PW DUA Activity - Paid Week (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.65	CRPT388 DUA_LA_Call_Center_counts (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23

WBS	Task Name	Duration	Start	Finish
4.32.66	CRPT399 ETA 207 Validation Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.67	CRPT40MD DUA Financial Monthly - Straight DUA	1 day	Fri 11/17/23	Fri 11/17/23
4.32.68	CRPT40MR DUA Financial Monthly - Related DUA	1 day	Fri 11/17/23	Fri 11/17/23
4.32.69	CRPT40QD DUA Financial Quarterly - Straight DUA	1 day	Fri 11/17/23	Fri 11/17/23
4.32.70	CRPT40QR DUA Financial Quarterly - Related DUA	1 day	Fri 11/17/23	Fri 11/17/23
4.32.71	CRPT40WR DUA Financial Weekly - Related DUA (336)	1 day	Fri 11/17/23	Fri 11/17/23
4.32.72	CRPT426 ALM99228_RFI_First Payments_Prod (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.73	CRPT427 RFI_ALM99322_Pega_Claims_Count (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.74	CRPT434 TFS94377_firre_rfi (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.75	CRPT462W Weekly SAVE Productivity Report	1 day	Mon 11/13/23	Mon 11/13/23
4.32.76	CRPT874 ALM109874_RFI_ETA539 (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.77	CRPT95 SSA UIQ Statistical Report (Not needed)	0 days	Wed 7/5/23	Wed 7/5/23
4.32.78	Not Needed and Not in Smart Sheet	0 days	Wed 7/5/23	Wed 7/5/23
4.33	Reports Requiring Investigation (Not on SmartSheet)	0 days	Mon 1/8/24	Mon 1/8/24
4.33.1	Not Needed?	0 days	Mon 1/8/24	Mon 1/8/24
4.33.2	No Business Owner/Not in Reconnect/Retired?	0 days	Mon 1/8/24	Mon 1/8/24

IV. Project Spending Plan

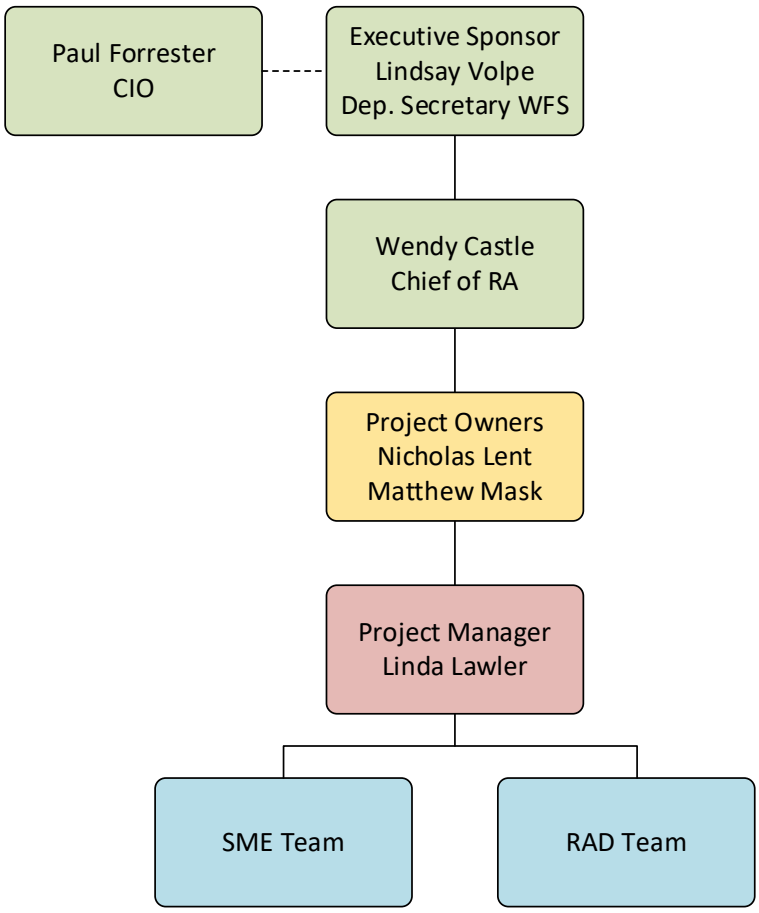
The Reports Project uses existing operational resources, therefore there is no project spend.

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: 0.00	*Software: 0.00*
Other OpEx (Vendor Deliverables): 0.00	*Other OpEx (Vendor Deliverables): 0.00*
Other CapEx: $0.00	*Other CapEx: 0.00*

V. Project Organization and Methodology

A. Project Organizational Chart

The organizational chart for the reporting project is shown below.



(Note: RAD is not an acronym, it's a name chosen by the team which is normal Agile practice.)

B. Project Roles and Responsibilities

The table below shows those assigned to roles on this project.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Wendy Castle	Chief of RA Program Owner	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	CIO	• Responsible for the Strategy of the Department IT

Name	Project Role	Responsibility
	Program Owner Work Group	• Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Nicolas Lent, Matthew Mask	Project Owners	• Contributes subject matter expertise • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Linda Lawler	Project Manager	• Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
SME Team	Subject Matter Expert(s)	• Evaluates the business need for reports • Contributes subject matter expertise • Prioritizes reports
RAD Team	Data Engineers	• Breaks requirements documents into product backlog items • Redesigns reports for the data warehouse • Converts crystal reports to data warehouse reports

C. Project Management Methodology

The Department will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure the Department's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. The Department believes strong project management is critical throughout the life of any successful project.

For this project, the Department's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from the Department within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Department Project Manager.

- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- The Department's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

The Department believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

There have not been any identified needs on the Reports project since there are no changes to business processes.

VII. Project Risk Management Plan

Risks are evaluated and handled in weekly RAID meeting for socialization and, if necessary, resolution.

NOTE: This section will align with the Program Management Plan's RMP and should be updated every month as risks change and are updated. Risks are maintained on a regular basis within Service Now. Weekly RAID review meetings are held with senior leadership present.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

The Reports project uses existing resources so there is no need for capacity planning.

OPERATIONAL WORK PLAN
FOR
PRODUCT & DATA MANAGEMENT

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 1, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The objective of Product & Data Management is to discover and document with Workforce Services all databases, repositories, solutions – all places that include RA data – and add these to a user- friendly data dictionary and data catalog.

The data dictionary and data catalog are to contain detailed, specific information on how the data is being used, data imported or exported to other agencies, dependences on all information regardless of location, including but not limited to applications, spreadsheets, access databases, systems, and other locations, and file shares that may not be widely known. Data that is duplicated will be identified and traced to its use, locations used, and any other relevant information.

This objective prevents dependent systems and organizations from being negatively impacted by ensuring their needs are known prior to archiving and purging data.

A. Scope Statement

While identification of targets for scope are still in progress, the following will be included:

In Scope

- Workforce Services Data Dictionary – A user-friendly document that contains Reconnect tables and fields, where they are used, any dependencies to other items, for example, One Stop, SharePoint applications, custom Access databases, and spreadsheets. The discovery process may uncover more items where data is being used that are not listed here.
- Workforce Services Data Catalog – A list of data assets in Workforce Services organized for use by data analysts or business users.
- Parking Lot List of data that is "Redundant, Obsolete, Trivial" (aka ROT) per business units' recommendation.

Out of Scope

- Externally hosted vendor applications that contain Workforce Services data (for example, ImageAPI)
- Data Cleanup
- Archiving & Purging of Data
- Data Governance (Open Issue)

B. Project Objectives and Business Benefits

This initiative identifies information necessary in support of products and services provided to the Department's customers so that the lifecycle of data can be managed.

Project Objective	Business Benefit
Documenting Workforce Services information from the System to data storage	• Documentation to support justification for use of data and storage per Workforce Services responsibilities.
Creation of or improvement to business units' evaluation of the use of data and its justification for storage	• Ensures that data stored has a defined purpose and value. • Identification of data that no longer has value.

Project Objective	Business Benefit
	• Documented relationships of data items in a user-friendly manner. • Identification of data shared across multiple business units.

C. Critical Success Factors

- Delivery of the User-Friendly Data Dictionary
- Delivery of the Data Catalog
- Delivery of the Parking Lot List
- Transition Data Dictionary and Data Catalog to RA Operations

D. Key Dates

Key Date	Importance and Relevance to the Project
10/30/2023 – 12/15/2023	Creation of Data Dictionary Template
12/04/2023 – 01/26/2023	Product Management Workgroup - Discovery Planning
01/29/2023 – 06/11/2024	Schedule & Execute Discovery Workshops
06/12/2024 – 06/28/2024	Transition to Operations

E. Major Deliverables

Major project deliverables are listed below.

Major Deliverable	Deliverable Description
Project Management Plan	Collection of documents related to scope, schedule, and cost.
Project Workgroup Meetings	Project workgroup meetings are designed to hash out technical requirements/solutions to meet business needs. There will also be business workgroup meetings for requirements gathering and refinement. These meetings exclude executive management so the project team can freely discuss issues and risks.
Project Status Meetings	Usually less than 15-minutes, these meetings are for executive management to update them on project progress and to answer any questions.
SharePoint site for Project Information	Requests for access should be submitted to the Project Manager
Products	• Data Dictionary • Data Catalog • Parking Lot List
Project Closeout Report	Documentation of completion of project deliverables and accomplishments.

F. Major Milestones

The major milestones are listed below.

Major Deliverable	Deliverable Description
Project Management Plan	Collection of documents related to scope, schedule, and cost.
Project Workgroup Meetings	Project workgroup meetings are designed to hash out technical requirements/solutions to meet business needs. There will also be business workgroup meetings for requirements gathering and refinement. These meetings exclude executive management so the project team can freely discuss issues and risks.
Project Status Meetings	Usually less than 15-minutes, these meetings are for executive management to update them on project progress and to answer any questions.
SharePoint site for Project Information	Requests for access should be submitted to the Project Manager
Products	• Data Dictionary • Data Catalog • Parking Lot List
Project Closeout Report	Documentation of completion of project deliverables and accomplishments.

G. Key Stakeholders

The product deliverables in this initiative are critical to the people listed below.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Program Owner / Work Group
Tisha Womack	Chief Financial Officer
Vamsi Pasala	Enterprise Architect
Wendy Castle	Modernization Program Owner – Business
Jamie Dattoli	Project Owner - Business
Matthew Mask	Project Owner - WSER
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Modernization Program Manager – Information Technology
Linda Lawler	Project Manager

H. Significant Project Assumptions and Constraints

This initiative requires a high level of business knowledge:

- Knowledge and experience in Workforce Services business practices
- Knowledge and experience of USDOL business rules and requirements for maintaining the Reemployment Assistance Federal Program
- Knowledge of the data used to measure Florida's data quality and timeliness.
- Knowledge of best practices in data management and governance

Therefore, the lists below are not to be considered comprehensive.

Project Assumptions

1. All relevant stakeholders will attend required status and workgroup meetings. However, there may be instances where some stakeholders are unavailable to attend.
2. The project sponsor will be responsive and prepared to make decisions regarding the project cost and scope.
3. Discoveries related to data sources, integrity and other concerns will be communicated to the program workgroup for discussion and next steps as soon as possible after discovery.

Project Constraints

1. Limited human resources available with institutional knowledge of the Reemployment Assistance program
2. Limited time available (i.e., 06/30/24 completion date is set)

II. Work Breakdown Structure

The project schedule is in the early stages of development. This work breakdown structure is subject to change until a final schedule can be reviewed and approved.

WBS	Task Name
0	**Product and Data Management**
1	**Project Management**
1.1	**Discovery/Initiation**
1.1.1	**4.1 Project Charter Creation**
1.1.2	**13.1 Identification of Stakeholders**
1.2	**Planning**
1.2.1	**4.2 Develop Project Management Plan**
1.2.2	5.1 Plan Scope Management
1.2.3	5.2 Collect Project Requirements
1.2.4	5.3 Define Scope
1.2.5	5.4 Create WBS
1.2.6	6.1 Plan Schedule Management
1.2.7	6.2 Define Activities
1.2.8	6.3 Sequence Activities

WBS	Task Name
1.2.9	6.4 Estimate Activity Durations
1.2.10	6.5 Develop Schedule
1.2.11	7.1 Plan Cost Management
1.2.12	7.2 Estimate Costs
1.2.13	7.3 Determine Budget
1.2.14	8.1 Plan Quality Management
1.2.15	9.1 Plan Resource Management
1.2.16	9.2 Estimate Activity Resources
1.2.17	10.1 Plan Communications Management
1.2.18	11.1 Plan Risk Management
1.2.19	11.2 Identify Risks
1.2.20	11.3 Perform Qualitative Risk Analysis
1.2.21	11.4 Perform Quantitative Risk Analysis
1.2.22	11.5 Perform Risk Responses
1.2.23	**12.1 Plan Procurement Management**
1.2.24	13.2 Plan Stakeholder Engagement
1.3	**Executing**
1.3.1	4.3 Direct and Manage Project Work
1.3.2	4.4 Manage Project Knowledge
1.3.3	8.2 Manage Quality
1.3.4	9.3 Acquire Resources
1.3.5	9.4 Develop Team
1.3.6	9.5 Manage Team
1.3.7	10.2 Manage Communications
1.3.8	11.6 Implement Risk Response
1.3.9	12.2 Conduct Procurements
1.3.10	13.3 Manage Stakeholder Engagement
1.4	**Monitor & Control**
1.4.1	4.5 Monitor & Control Project Work
1.4.2	4.6 Perform Integrated Change Control
1.4.3	5.5 Validate Scope
1.4.4	5.6 Control Scope
1.4.5	6.6 Control Schedule
1.4.6	7.4 Control Costs
1.4.7	8.3 Control Quality
1.4.8	9.6 Control Resources
1.4.9	10.3 Monitor Communications
1.4.10	11.7 Monitor Risks

WBS	Task Name
1.4.11	12.3 Control Procurements
1.4.12	13.4 Manage Stakeholder Engagement
1.5	**Closing**
1.5.1	4.7 Control Project or Phase
2	**Discovery**
2.1	**Create Data Dictionary Document Template**
2.1.1	Review Data Dictionary Sample from WSER
2.1.2	Discuss Workforce Services Data/Naming Standards
2.1.3	Create FL Commerce Data Dictionary Template
2.1.4	Review FL Commerce Data Dictionary Template
2.1.5	Approve FL Commerce Data Dictionary Template
2.2	**Product Management Workgroup - Discovery Planning**
2.2.1	Create Discovery Strategy
2.2.2	Review Discovery Strategy
2.2.3	Approve Discovery Strategy
2.3	**Schedule Discovery Workshops**
2.3.1	**Identify Business Sections per Business Unit**
2.3.2	**Create Workforce Services Product Catalog Template**
2.3.3	**Create Discovery Workshop Presentation**
2.3.4	**Create Workforce Services Product/Data Catalog by Business Unit**
2.3.5	Post Workshop Cleanup
3	**Transition to Operations**
3.1	Identify Maintenance Team
3.2	Confirm BU Maintenance Strategy
3.3	Confirm Benefits Measures Completed
3.4	Approve Final Transition to Maintenance Team

III. Resource Loaded Project Schedule

Resource assignments are in progress. When completed they will be included in this document.

WBS	Task Name	Duration	Start	Finish
0	**Product and Data Management**	**260 days**	**Mon 7/3/23**	**Fri 6/28/24**
1	**Project Management**	**260 days**	**Mon 7/3/23**	**Fri 6/28/24**
1.1	**Discovery/Initiation**	**92 days**	**Mon 7/3/23**	**Tue 11/7/23**
1.1.1	**4.1 Project Charter Creation**	**90 days**	**Mon 7/3/23**	**Fri 11/3/23**
1.1.2	**13.1 Identification of Stakeholders**	**92 days**	**Mon 7/3/23**	**Tue 11/7/23**
1.2	**Planning**	**110 days**	**Mon 7/3/23**	**Fri 12/1/23**

WBS	Task Name	Duration	Start	Finish
1.2.1	**4.2 Develop Project Management Plan**	**97 days**	**Mon 7/3/23**	**Tue 11/14/23**
1.2.2	5.1 Plan Scope Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.3	5.2 Collect Project Requirements	110 days	Mon 7/3/23	Fri 12/1/23
1.2.4	5.3 Define Scope	85 days	Mon 7/3/23	Fri 10/27/23
1.2.5	5.4 Create WBS	60 days	Mon 7/3/23	Fri 9/22/23
1.2.6	6.1 Plan Schedule Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.7	6.2 Define Activities	110 days	Mon 7/3/23	Fri 12/1/23
1.2.8	6.3 Sequence Activities	110 days	Mon 7/3/23	Fri 12/1/23
1.2.9	6.4 Estimate Activity Durations	110 days	Mon 7/3/23	Fri 12/1/23
1.2.10	6.5 Develop Schedule	110 days	Mon 7/3/23	Fri 12/1/23
1.2.11	7.1 Plan Cost Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.12	7.2 Estimate Costs	110 days	Mon 7/3/23	Fri 12/1/23
1.2.13	7.3 Determine Budget	110 days	Mon 7/3/23	Fri 12/1/23
1.2.14	8.1 Plan Quality Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.15	9.1 Plan Resource Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.16	9.2 Estimate Activity Resources	110 days	Mon 7/3/23	Fri 12/1/23
1.2.17	10.1 Plan Communications Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.18	11.1 Plan Risk Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.19	11.2 Identify Risks	110 days	Mon 7/3/23	Fri 12/1/23
1.2.20	11.3 Perform Qualitative Risk Analysis	110 days	Mon 7/3/23	Fri 12/1/23
1.2.21	11.4 Perform Quantitative Risk Analysis	110 days	Mon 7/3/23	Fri 12/1/23
1.2.22	11.5 Perform Risk Responses	110 days	Mon 7/3/23	Fri 12/1/23
1.2.23	**12.1 Plan Procurement Management**	**0 days**	**Mon 7/3/23**	**Mon 7/3/23**
1.2.24	13.2 Plan Stakeholder Engagement	110 days	Mon 7/3/23	Fri 12/1/23
1.3	**Executing**	**150 days**	**Mon 12/4/23**	**Fri 6/28/24**
1.3.1	4.3 Direct and Manage Project Work	150 days	Mon 12/4/23	Fri 6/28/24
1.3.2	4.4 Manage Project Knowledge	150 days	Mon 12/4/23	Fri 6/28/24
1.3.3	8.2 Manage Quality	150 days	Mon 12/4/23	Fri 6/28/24
1.3.4	9.3 Acquire Resources	150 days	Mon 12/4/23	Fri 6/28/24
1.3.5	9.4 Develop Team	150 days	Mon 12/4/23	Fri 6/28/24
1.3.6	9.5 Manage Team	150 days	Mon 12/4/23	Fri 6/28/24
1.3.7	10.2 Manage Communications	150 days	Mon 12/4/23	Fri 6/28/24
1.3.8	11.6 Implement Risk Response	150 days	Mon 12/4/23	Fri 6/28/24
1.3.9	12.2 Conduct Procurements	150 days	Mon 12/4/23	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
1.3.10	13.3 Manage Stakeholder Engagement	150 days	Mon 12/4/23	Fri 6/28/24
1.4	**Monitor & Control**	**260 days**	**Mon 7/3/23**	**Fri 6/28/24**
1.4.1	4.5 Monitor & Control Project Work	260 days	Mon 7/3/23	Fri 6/28/24
1.4.2	4.6 Perform Integrated Change Control	260 days	Mon 7/3/23	Fri 6/28/24
1.4.3	5.5 Validate Scope	260 days	Mon 7/3/23	Fri 6/28/24
1.4.4	5.6 Control Scope	260 days	Mon 7/3/23	Fri 6/28/24
1.4.5	6.6 Control Schedule	260 days	Mon 7/3/23	Fri 6/28/24
1.4.6	7.4 Control Costs	260 days	Mon 7/3/23	Fri 6/28/24
1.4.7	8.3 Control Quality	260 days	Mon 7/3/23	Fri 6/28/24
1.4.8	9.6 Control Resources	260 days	Mon 7/3/23	Fri 6/28/24
1.4.9	10.3 Monitor Communications	260 days	Mon 7/3/23	Fri 6/28/24
1.4.10	11.7 Monitor Risks	260 days	Mon 7/3/23	Fri 6/28/24
1.4.11	12.3 Control Procurements	260 days	Mon 7/3/23	Fri 6/28/24
1.4.12	13.4 Manage Stakeholder Engagement	260 days	Mon 7/3/23	Fri 6/28/24
1.5	**Closing**	**5 days**	**Mon 6/24/24**	**Fri 6/28/24**
1.5.1	4.7 Control Project or Phase	5 days	Mon 6/24/24	Fri 6/28/24
2	**Discovery**	**162 days**	**Mon 10/30/23**	**Tue 6/11/24**
2.1	**Create Data Dictionary Document Template**	**22 days**	**Mon 10/30/23**	**Tue 11/28/23**
2.1.1	Review Data Dictionary Sample from WSER	10 days	Mon 10/30/23	Fri 11/10/23
2.1.2	Discuss Workforce Services Data/Naming Standards	5 days	Mon 11/13/23	Fri 11/17/23
2.1.3	Create FL Commerce Data Dictionary Template	5 days	Mon 11/20/23	Fri 11/24/23
2.1.4	Review FL Commerce Data Dictionary Template	1 day	Mon 11/27/23	Mon 11/27/23
2.1.5	Approve FL Commerce Data Dictionary Template	1 day	Tue 11/28/23	Tue 11/28/23
2.2	**Product Management Workgroup - Discovery Planning**	**11 days**	**Wed 11/29/23**	**Wed 12/13/23**
2.2.1	Create Discovery Strategy	5 days	Wed 11/29/23	Tue 12/5/23
2.2.2	Review Discovery Strategy	5 days	Wed 12/6/23	Tue 12/12/23
2.2.3	Approve Discovery Strategy	1 day	Wed 12/13/23	Wed 12/13/23
2.3	**Schedule Discovery Workshops**	**129 days**	**Thu 12/14/23**	**Tue 6/11/24**

WBS	Task Name	Duration	Start	Finish
2.3.1	**Identify Business Sections per Business Unit**	**10 days**	**Thu 12/14/23**	**Wed 12/27/23**
2.3.2	**Create Workforce Services Product Catalog Template**	**7 days**	**Thu 12/28/23**	**Fri 1/5/24**
2.3.3	**Create Discovery Workshop Presentation**	**10 days**	**Mon 1/8/24**	**Fri 1/19/24**
2.3.4	**Create Workforce Services Product/Data Catalog by Business Unit**	**101 days**	**Mon 1/22/24**	**Mon 6/10/24**
2.3.5	Post Workshop Cleanup	1 day	Tue 6/11/24	Tue 6/11/24
3	**Transition to Operations**	**13 days**	**Wed 6/12/24**	**Fri 6/28/24**
3.1	Identify Maintenance Team	5 days	Wed 6/12/24	Tue 6/18/24
3.2	Confirm BU Maintenance Strategy	4 days	Wed 6/19/24	Mon 6/24/24
3.3	Confirm Benefits Measures Completed	3 days	Tue 6/25/24	Thu 6/27/24
3.4	Approve Final Transition to Maintenance Team	1 day	Fri 6/28/24	Fri 6/28/24

IV. Project Spending Plan

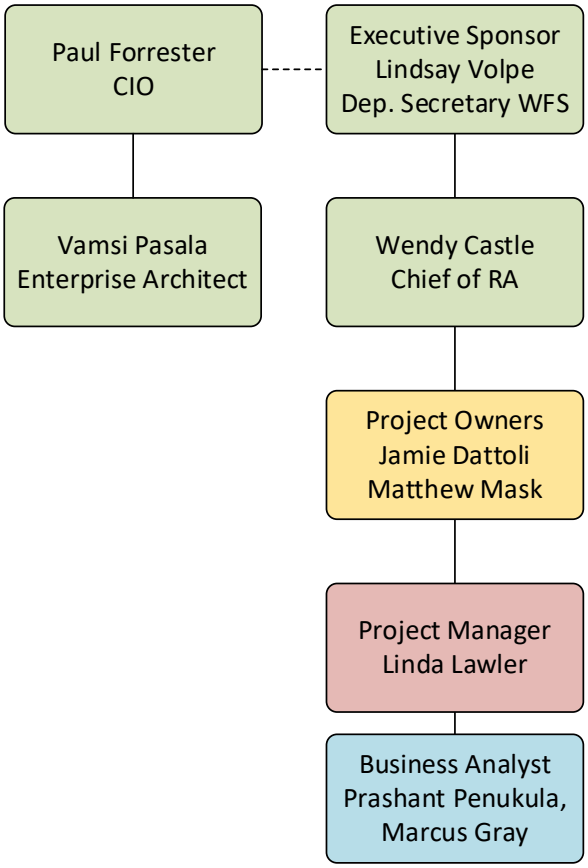
The project budget has not been identified at this time.

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: $0.00	*Software: $0.00*
Other OpEx (Vendor Deliverables): $0.00	*Other OpEx (Vendor Deliverables): $0.00*
Other CapEx: $0.00	*Other CapEx: 0.00*

V. Project Organization and Methodology

A. Project Organizational Chart

This chart will be flushed out further pending resource additions in the development and database areas.



B. Project Roles and Responsibilities

The resources listed below are necessary for success of this initiative.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	CIO Program Owner Work Group	• Responsible for the Strategy of the Department IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Wendy Castle	Chief of RA Program Owner	• Provide guidance on overall strategic direction

Name	Project Role	Responsibility
		• Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Jamie Dattoli	Chief of RA Appeals Project Owner	• Contributes subject matter expertise and resources needed from each business unit • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Matthew Mask	WSER Project Owner	• Contributes subject matter expertise and resources needed from each business unit • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Linda Lawler	Project Manager	• Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	• Responsible for assisting the team in finding solutions to issues elevated to him • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
Prashanth Penukula, Marcus Gray	Business Analyst	• Complete assigned project tasks in accordance with the Project Schedule • Assists the project manager with meeting highlights and other documentation

Name	Project Role	Responsibility
Business Requirements Team	Subject Matter Expert(s) in Business Units	• Contributes subject matter expertise. • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests

C. Project Management Methodology

The Department will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure the Department's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. The Department believes strong project management is critical throughout the life of any successful project.

For the Product and Data Management project, the Department's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from the Department within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Department Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- The Department's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

The Department believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

Identification of the need for Business Organizational Change Management is in progress. Additional information will be provided soon.

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1. The size of project deliverables may push the delivery date beyond June 28, 2024	High	Low	Acceptance	Linda Lawler
2.				
3.				
4.				
5.				

VIII. Capacity Plan

Resource needs are being identified as the project scope and task prioritization is more clearly defined. Capacity Planning will be provided in future operational work plans.

OPERATIONAL WORK PLAN
FOR
ADJUDICATION WORKFLOW MANAGEMENT SYSTEM

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 1, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

As a part of the FloridaCommerce Reemployment Assistance (RA) Modernization Program, the Claims Adjudication process for Reemployment Assistance will be modernized through implementation of an automated Workflow Management solution.

A. Scope Statement

The project will define the streamlined business process for adjudication, identify specific opportunities for automation, gather requirements, design the technical solution, and required interfaces, determine the best technical path forward (e.g., leveraging existing tool and/or custom software development), and implement the solution. The decision is to leverage the existing tool (Pega) to automate and create the Adjudication workflow management solution.

In Scope

- Determine problem statement and requirements.
- Streamline existing business processes & identify opportunities for automation.
- Design a technical solution, interfaces, and integration with Reconnect..
- Develop and test solution using agile software development methodology..
- Conduct integration and UAT testing.
- Conduct training, release planning, and operational turnover.
- Implement solution.

Out of a Scope

- Continuing to use Reconnect to perform adjudication workflow management functionality that is being replaced by the solution.

B. Project Objectives and Business Benefits

Currently in the initiation phase and moving to the planning stage next month.

Project Objective	Business Benefit
Integrate the new solution with Reconnect as the system of record transferring data back and forth between Reconnect and the new solution (e.g., Application Programming Interfaces, import/export, batch file transfer, etc.)	• Adjudication decisions will be determined more quickly. • Greater productivity due to improved workflow. • Improved quality measures. • Reduction of calls into the contact center due to faster adjudication decisions determined. • Ability to prioritize and rapidly change directions (e.g., economic downturns, pandemics, natural disasters, etc.).
Gather the requirements that define what the new solution should accomplish.	
Identify the impacts to Reconnect system of record when adjudication process is moved out of that system and identify how to fill any gaps.	

Project Objective	Business Benefit
Create Interface Control Documents for each interface and create Service Level Agreements	• Ability to harness opportunities for automation will decrease adjudication workloads, improve decision making, and create an increase in the number of claims that may be processed daily. • Reduction in appeals workload because adjudication process becomes accurate and timely. • Assist adjudication leadership with monitoring and reporting on adjudication performance. • Allow staff to focus on issuing timely determinations. • Consistency in making determination decisions based on all users reviewing the same intelligent content for guidance during determinations. • Metrics and dashboard for FC Leadership to measure adjudication process. • Improve information flow with claimants, employers, and Third-Party Administrators (TPA) to provide quicker resolutions.
Determine infrastructure requirements and design where and how the solution will be implemented (e.g., cloud, servers, storage capacity, processing speed, internal memory, network, etc.)	
Automate the current manual workaround for assignment of work and quickly allow for redistribution of work.	• Increased speed to first pay for claimants. • Ability to prioritize and rapidly change directions (e.g., economic downturns, pandemics, natural disasters, etc.). • Greater productivity for adjudicators and adjudication leadership. • Improved quality measures. • Allow staff to focus on issuing timely determinations vs manually assigning work.
Review the current adjudication work flows to identify more efficient and streamlined ways to accomplish the work.	• Increased speed to first pay for claimants. • Greater productivity for adjudicators and adjudication leadership. • Improved quality measures. • Less calls to the contact center because of increased accuracy during adjudication.
Design wireframes that mimic the workflows.	
Locate the issues that are suitable for automation and define the steps and/or business rules required to automate those issues.	• Ability to harness opportunities for automation will decrease adjudication workloads, improve decision making, and create an increase in the number of claims that may be processed daily. • Allow staff to focus on issuing timely determinations.
Gather the websites, documents and reference materials required to make	• Consistency in making determination decisions based on all users reviewing the

Project Objective	Business Benefit
determinations and prepare them for implementation into content sensitive help.	same intelligent content for guidance during determinations. • Reduction in appeals workload because adjudication process becomes accurate and timely.
Identify the reports required to meet FloridaCommerce management goals (dashboards, metrics, workload reports, assignment reports, priority reports, etc.)	• Assist adjudication leadership with monitoring and reporting on adjudication performance. • Metrics and dashboard for FL Commerce Leadership to measure adjudication process. • Improved quality measures
Define the team and departmental performance metrics being used to measure and track efficiencies.	

C. Critical Success Factors

- Sufficient FloridaCommerce architects and IT staff to create the interface with Reconnect (system of record) and integrate with the new Adjudication Workflow System.

D. Key Dates To Be Determined

Key Date	Importance and Relevance to the Project

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Charter	Description of project with authority to move forward
Project Business Case	Description alternative analysis; business process to be modernized; success criteria; risks, costs; stakeholder impacts
Schedule	Timeline for project
Requirements	List of what the solution should accomplish
Project Management Plan	Description of how the project will be executed
Solution Design Document	Create & document how the solution will function to meet requirements
Solution Development/Testing Sprints; User Stories; Product Backlog; Test Plan; UAT Test Plan; Requirements Traceability Matrix	Create the solution and test to determine that it meets the requirements. This will be incremental by sprint using agile development methodology.

Major Deliverable	Deliverable Description
Solution Implementation Plan; Training Plan; Help Desk Support Plan	Develop release plan, train the users, prepare help desk for support of solution, move the solution to production, complete security artifacts, develop proper documentation
Solution Maintenance & Support	Monitor the solution and ensure updates are completed timely.
Project Close Out Report	A report of project closure using Center of Excellence template.

F. Major Milestones To Be Determined

Major Milestone	Milestone Description
Initiation Phase • Business Case • Charter • RCA Phase Gate Stakeholder Registry	Completion of Rule 60GG deliverables (i.e., charter, business case, stakeholder registry, etc.)
Planning Phase • Buy vs Build Decision • PMP • Schedule RCA Phase Gate	Completion of Project Management Plan, Schedule, RCA Phase Gate
Execution Phase • Design Completed • Development/Unit Test Completed • Integration/UAT Testing Completed • Implementation Completed Transfer to Maintenance & Operations	Completion of execution deliverables (i.e., design, development, implementation, maintenance & operations)
Close Out Phase • Perform Close Out Activities Close Out Report	Completion of the project

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer

Paul Forrester	Chief Information Officer, Program Owner- Information Technology
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	RA Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	RA Modernization Program Manager – Information Technology
Johnathan Hill	Project Owner
Clara Kendrick	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. Completed: FloridaCommerce will make a buy vs build decision in a timely manner.
2. Completed: FloridaCommerce will conduct the procurement process efficiently and there will be no delays to obtaining a COTs product.
3. Completed: There will be qualified vendors responding to the procurement with a satisfactory COTS product that meets the 'must have' requirements if the decision is to buy a product.
4. There will be sufficient FloridaCommerce architects and IT staff to create the interface with Reconnect (system of record) and integrate with the new Adjudication Workflow System.

Project Constraints

1. The project budget and the timeline to implement the Adjudication Workflow Management system are major constraints to the project.
2. Available FloridaCommerce resources during specific phases of the project may constrain the project.
3. The ability and how to technically integrate with Reconnect (the system of record) constrains the project.

II. Work Breakdown Structure

- Adjudication Workflow Management System
  - Initiation
    - Risk and Complexity Assessment
    - Deliverable: Project Charter
    - Project Charter complete
    - Stakeholders Register
    - Project Kickoff Meeting
    - Deliverable: Business Case
    - Initiation Phase complete
  - Planning
    - Deliverable: Project Schedule
    - Project Schedule complete
    - Deliverable: Project Management Plan
    - Project Management Plan complete
    - Deliverable: Requirements
    - Requirements complete
    - Deliverable: Build vs Leveraging Existing Tool Analysis & Decision
      - Build Analysis & ROM
      - Leveraging Existing Tool Analysis & ROM
      - Analysis & Decision
    - Decision complete
    - Planning based on Decision
      Complete the Planning Gate R&C Assessment
  - Execution
    - Project Development
      - Development Roadmap of Sprints
    - Project Development Completed
    - RA Mod Testing Phases
      - Integration Testing
    - Testing Phases Complete
    - Conduct Lessons Learned Meeting
    - Execution Phase complete
  - Monitoring and Controlling
  - Monitoring and Controlling Phase Complete
  - Project Closeout
  - Closeout Phase complete

III. Resource Loaded Project Schedule

To be determined

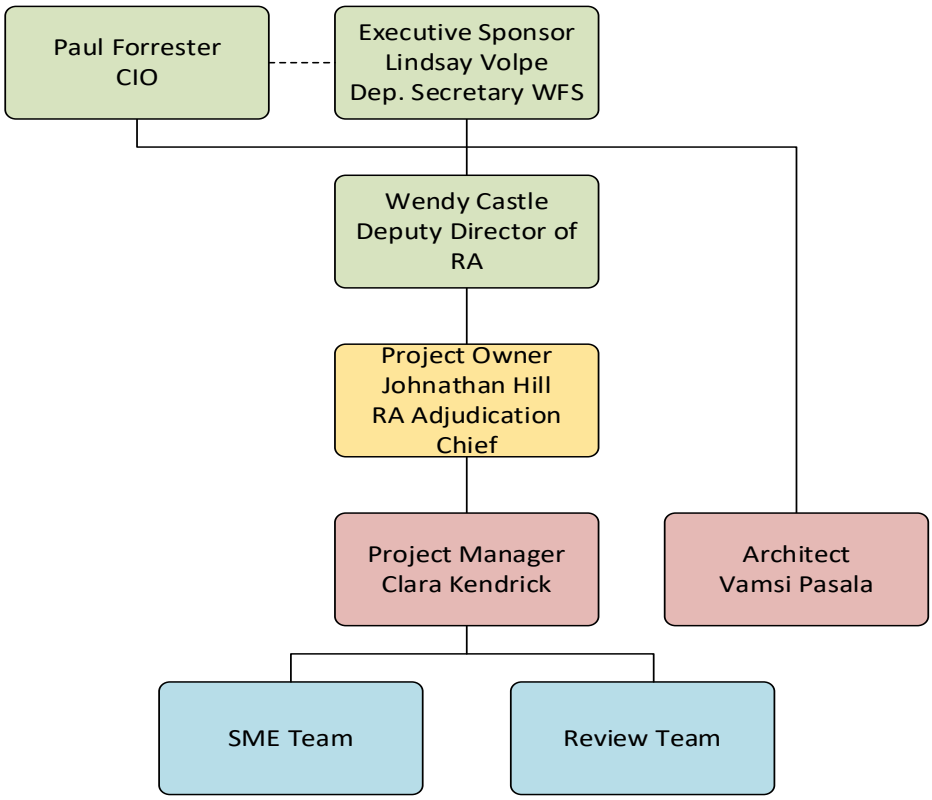
IV. Project Spending Plan

The breakdown of the expenditures is unknown. Using the total budget within software category at this time.

FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software:$779,714.50	*Software: $0.00*
Other OpEx (Vendor Deliverables): $0.00	*Other OpEx (Vendor Deliverables): $0.00*
Other CapEx: $0.00	*Other CapEx: 0.00*

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Domenic DiLullo	CTO	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Wendy Castle	Deputy Director of RA Program Owner	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	CIO Program Owner	• Responsible for the Strategy of FloridaCommerce IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Johnathan Hill	Project Owner/RA Adjudication Chief	• Contributes subject matter expertise • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables

Name	Project Role	Responsibility
Clara Kendrick	Project Manager	• Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	• Responsible for assisting the team in finding solutions to issues elevated to him • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
SME Team	Subject Matter Expert(s)	• Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP • Assists the Project Manager in responding to risks and issues • Assists the Project Manager in evaluating change requests
Technical Team	Technical Support	• Process development tasks • Contributes technical expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP • Assists the Project Manager in responding to risks and issues • Assists the Project Manager is evaluating change requests

Name	Project Role	Responsibility
Review Team	Documentation Reviewers	• Reviews documentation when submitted by Vendor • Contributes subject matter expertise • Completes assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones

- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

This project will follow the Risk Management Plan, captured within the Reemployment Assistance Program Management Plan. The Reemployment Assistance Modernization Program team follows a standard method for logging and categorizing issues, researching solutions, and communicating options and final recommendations. Project team members should actively contribute, as it is critical to timely decisions and moving past roadblocks. The buy-in of the project team, key team members and technical staff is critical to the success and ensures that he project team delivers a product in line with the project goals.

Key activities of the risk management process include:

- **Risk Identification** – Identifying risks that could potentially impact the project.
- **Risk Analysis** – Prioritize risks and assess the probability and consequence of the risk.
- **Risk Response Planning** – Prepare action plans to enhance opportunities or minimize threats to the program.
- **Risk Monitoring –** Execute action plans and evaluate their effectiveness, tracking, and reviewing residual risks and identifying new risks.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Project Prioritization: Via a weighted scoring model used for RA Mod, projects within the program have been prioritized for the purpose of optimizing resources and time.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.

OPERATIONAL WORK PLAN
FOR
APPEALS WORKFLOW MANAGEMENT SYSTEM

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON DECEMBER 4, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Appeals Workflow Management System project is part of the Florida Department of Commerce's Continuous Modernization Program, hereafter referred to as "Continuous Mod."

In support of Continuous Mod, FloridaCommerce maintains the Reemployment Assistance Claims and Benefits Information System, commonly referred to as "Reconnect," hereafter referred to as "the System."

The System serves as the central repository to file, track, view, and process Reemployment Assistance claims. The System functions as the core benefits administration platform for FloridaCommerce staff, claimants, and employers and Third-Party Administrators (TPAs). The System provides online access to apply for benefits, view, and track claims, set up payment information, respond to fact-finding requests, and protest and appeal eligibility determinations. For employers, the System allows access to respond to and protest inquiries regarding claimants receiving Reemployment Assistance benefits. Additionally, the System allows employers to grant TPAs access to perform specific administrative functions.

The current Appeals Workflow Management System is a collection of functions and features inside the System. Being built over a decade ago, the System and the functions and features that comprise the Appeals Workflow Management System are in need of modernization.

A. Scope Statement

In Scope

- All appropriated, budgeted, and approved tasks necessary to implement the Appeals Workflow Management System.
- Subsequent transition to application maintenance and support.
- New features, improvements to existing features, and fixes to non-working functionality comprise the project scope. Most of those items are already captured as Help Desk tickets in ServiceNow. A few others have already been established via information gather with appeals Subject Matter Experts (SMEs). The list of in-scope items is captured in the project charter and is not repeated here.

Out of Scope

- Any work that is not specifically listed as "in scope."
- Any work that is not appropriated, budgeted, and approved.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Improvements to the existing Appeals Workflow Management System	1. Streamlined appeals workflow for both claimants and FloridaCommerce Appeals SMEs. 2. Increases in SME efficiency and the improved Appeals processing times that would result. 3. Better customer service and the increased goodwill

	that would result.

C. Critical Success Factors

The work to improve the existing Appeals Workflow Management System will most likely be performed by in-house software developers and testers, all of whom have expertise in working with the System. The Appeals SMEs – those who use the System every day in executing the job of the Appeals team – will guide development of the improvements and will review and approve the result. In both cases (developers/testers and SMEs), resource allocation will be critical to the success of the project. Our resources are shared across multiple projects, so maintaining an accurate project schedule, accurately forecasting resource requirements, and accurately forecasting dates and durations will be critical to correctly allocating resources.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
12/5/2023	Initiation Phase Ends
12/18/2023	Planning Phase Ends
12/18/2023	Execution Phase Starts
6/28/2024	Project Ends

E. Major Deliverables

8/25/2023	Deliverable 1: Project Kick-Off Meeting
12/5/2023	Deliverable 2: Project Management Plan & Transition Plan
9/29/2023	Deliverable 3: Project Schedule
6/30/2024	Deliverable 4: Go Live

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Completed
Initiation Phase Complete	In progress
Planning Phase Complete	In progress
Execution Phase Complete	Not started
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholders	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Domenic DiLullo	Chief Technology Officer / Work Group

Paul Forrester	Chief Information Officer / Work Group
Tisha Womack	Chief Financial Officer / Work Group
Lindsay Volpe	Deputy Secretary, Division of Workforce Services / Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Jamie Dattoli	Project Owner
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Thomas Hoverman	Organizational Change Management Lead
Christian Stephens	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

- FloridaCommerce will provide resources capable of completing the required analysis, development, testing, and review tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the schedule deadlines.

Project Constraints

- Human resources are finite, and due to the complexity of the System, could not be replaced with equivalent expertise in the time required.
- End date of 6/30/2024 cannot be moved.

II. Work Breakdown Structure

		WBS	Task Name	Duration	Com	Start	Finish
1		**1**	**Appeals WMS ... START**	**228 days**	**44%**	**Mon 8/14/23 8:00 AM**	**Fri 7/5/24 5:00 PM**
2	✓	1.1	Before the project became a project	16 days	100%	Mon 8/14/23 8:00 AM	Tue 9/5/23 5:00 PM
3		**1.2**	**Initiation**	**60 days**	**98%**	**Tue 9/5/23 5:00 PM**	**Mon 12/4/23 5:00 PM**
4	✓	**1.2.1**	**Risk and Complexity Assessment**	**18 days**	**100%**	**Tue 9/5/23 5:00 PM**	**Fri 9/29/23 5:00 PM**
9	✓	**1.2.2**	**Stakeholders Register**	**9 days**	**100%**	**Mon 9/18/23 5:00 PM**	**Fri 9/29/23 5:00 PM**
14	✓	**1.2.3**	**Deliverable: Project Charter**	**36 days**	**100%**	**Mon 9/25/23 5:00 PM**	**Wed 11/15/23 5:00 PM**
20	✓	**1.2.4**	**Project Kickoff Meeting**	**2 days**	**100%**	**Mon 9/25/23 5:00 PM**	**Wed 9/27/23 5:00 PM**
26		**1.2.5**	**Business Case**	**14 days**	**88%**	**Wed 11/8/23 5:00 PM**	**Mon 12/4/23 5:00 PM**
32	✓	**1.2.6**	**Lessons Learned**	**1.1 days**	**100%**	**Mon 11/20/23 5:00 PM**	**Mon 11/27/23 8:48 AM**
38		1.3	Initiation Phase complete	0 days	0%	Mon 12/4/23 5:00 PM	Mon 12/4/23 5:00 PM
39		**1.4**	**Planning**	**70 days**	**89%**	**Tue 9/5/23 5:00 PM**	**Mon 12/18/23 5:00 PM**
40	✓	1.4.1	Planning Phase Start	0 days	100%	Tue 11/28/23 5:00 PM	Tue 11/28/23 5:00 PM
41	✓	**1.4.2**	**Deliverable: Human Resource Plan**	**3 days**	**100%**	**Thu 10/19/23 8:00 AM**	**Mon 10/23/23 5:00 PM**
46	✓	**1.4.3**	**Deliverable: Communication Plan**	**3 days**	**100%**	**Thu 10/19/23 8:00 AM**	**Mon 10/23/23 5:00 PM**
51	✓	**1.4.4**	**Deliverable: Project Schedule - First Full Draft**	**4 days**	**100%**	**Mon 9/25/23 5:00 PM**	**Fri 9/29/23 5:00 PM**
58		**1.4.5**	**Deliverable: Project Management Plan**	**42 days**	**96%**	**Fri 9/29/23 5:00 PM**	**Mon 12/4/23 5:00 PM**
66	✓	**1.4.6**	**Deliverable: Project Budget**	**3 days**	**100%**	**Mon 9/25/23 5:00 PM**	**Thu 9/28/23 5:00 PM**
72	✓	**1.4.7**	**Deliverable: Project Spending Plan**	**12 days**	**100%**	**Thu 9/28/23 5:00 PM**	**Mon 10/16/23 5:00 PM**
78		**1.4.8**	**Requirements**	**67 days**	**86%**	**Tue 9/5/23 5:00 PM**	**Wed 12/13/23 5:00 PM**
92		**1.4.9**	**Design**	**3 days**	**0%**	**Wed 12/13/23 5:00 PM**	**Mon 12/18/23 5:00 PM**
98		1.4.10	Complete the Planning Gate R&C Assessment	1 day	0%	Thu 12/14/23 8:00 AM	Thu 12/14/23 5:00 PM
99		1.5	Planning Phase Complete	0 days	0%	Mon 12/18/23 5:00 PM	Mon 12/18/23 5:00 PM
100		**1.6**	**Execution**	**142 days**	**0%**	**Mon 12/18/23 5:00 PM**	**Fri 7/5/24 5:00 PM**
101		1.6.1	Execution Phase Start	0 days	0%	Mon 12/18/23 5:00 PM	Mon 12/18/23 5:00 PM
102		1.6.2	Prepare Operations and Maintenance Plan (only required for Level 2-4 projects)	5 days	0%	Tue 12/19/23 8:00 AM	Tue 12/26/23 5:00 PM
103		**1.6.3**	**Required Project Development**	**140 days**	**0%**	**Mon 12/18/23 5:00 PM**	**Wed 7/3/24 5:00 PM**
187		**1.6.4**	**Conduct Lessons Learned Meeting**	**2 days**	**0%**	**Wed 7/3/24 5:00 PM**	**Fri 7/5/24 5:00 PM**
193		1.7	Execution Phase complete	0 days	0%	Fri 7/5/24 5:00 PM	Fri 7/5/24 5:00 PM
194		**1.8**	**Monitoring and Controlling**	**205 days**	**96%**	**Wed 8/30/23 5:00 PM**	**Mon 6/24/24 8:00 AM**
356		**1.9**	**Project Closeout**	**0 days**	**0%**	**Fri 7/5/24 5:00 PM**	**Fri 7/5/24 5:00 PM**
370		1.10	Closeout Phase complete	0 days	0%	Fri 7/5/24 5:00 PM	Fri 7/5/24 5:00 PM
371		2	Appeals WMS ... FINISH	0 days	0%	Fri 7/5/24 5:00 PM	Fri 7/5/24 5:00 PM

III. Resource Loaded Project Schedule

The resource-loaded project schedule is available as a Microsoft Project file at this Sharepoint location:

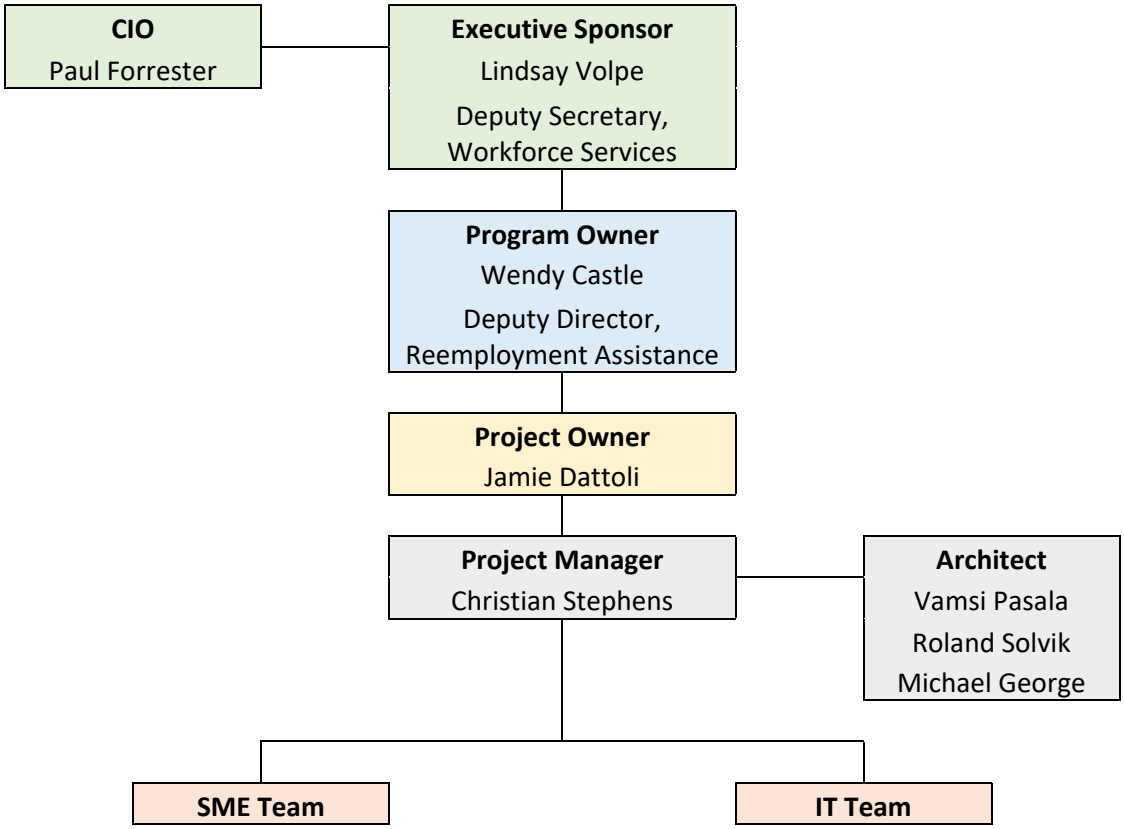
Central Repository > CM Projects > CM Projects > 21-Appeals Workflow Management System > Project Management > Rule 60GG Documents (Working) > Monitoring and Controlling > Project Schedule (Working)

IV. Project Spending Plan

FY 2023-24 Expenditures
Software: $0.00
Other OpEx (Vendor Deliverables): $779,714.50
Other CapEx: 0.00

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project.

Name	Project Role	Responsibility
		• Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Jamie Dattoli	Project Owner / Chief, RA Appeals	• Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables. • Reviews and approves RFCs.
Christian Stephens	Project Manager	• Manages all aspects of the project and ensures compliance with project plan.

Name	Project Role	Responsibility
		• Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan. • Manages vendor deliverables and schedule adherence.
SME Team	Subject Matter Expert(s)	• Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with Risk and Issue Management as described in the Project Management Plan • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability,

resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

See the Risk and Complexity Assessment that accompanies the Initiation phase documents for this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to	PM

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
			increase adoption rate and ensure a successful transition	
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding. As of this writing, procurement is not expected. This risk would therefore be not applicable.	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels

and different functions.

- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Prioritize Projects: Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Too Much Capacity: Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).

OPERATIONAL WORK PLAN
FOR
DOCUMENT IMAGING SYSTEM

FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES

FISCAL YEAR 2023-2024
QUARTER 2

PREPARED ON NOVEMBER 30, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

FloridaCommerce is looking to modernize the central intake physical mail process for the Reemployment Assistance program using a document management system that has API call functionality that could allow calls from Reconnect and its subcomponents to pull data from the cloud-based central intake document repository.

The document management system must have the ability to process the barcodes that are generated by Reconnect so that documents can be automatically linked to the document ID (bar code) associated with claimants, ingested, and so that Reemployment Assistance program staff can make decisions timely and accurately.

A. Scope Statement

The goal of this project is to streamline the process for central intake using a document management system that can process and read the documents upon ingestion and automatically categorize them based on the document type using the identifiers on the document using optical character recognition.

In Scope

- Procure necessary services and/or products to implement the automated and modernized central intake physical mail process.

Out of Scope

- Modernization of other ingestion workflows.

B. Project Objectives and Business Benefits

Reconnect generates thousands of correspondences and distributes correspondence based on the communications preference selected by each claimant. Reconnect defaults correspondence to physical mail if the claimant does not opt to receive electronic mail as their preference. Documents are handled in the Reemployment Assistance Central Intake Unit in two scenarios.

1. Scenario 1:

   The Reemployment Assistance program requests additional information from claimants and employers to process benefits applications timely and accurately. There is no mandate to submit the documents in a specific way, and documents are submitted either electronically or physically. The central intake process is initiated when physical mail from the claimant or employer is received by the Central Intake Unit.

2. Scenario 2:

   Mail sent by FloridaCommerce is returned due to a bad address or a change of address. Returned mail is also scanned and indexed to the appropriate claimant or employer file.

Current challenges associated with the central intake process cause delays across the Reemployment Assistance program and impact its ability to process reemployment assistance benefits timely and accurately.

C. Critical Success Factors

The following factors are being used as measurement for success:

- Scanners are installed and used to process physical mail.
- Scanners can read barcodes and associate mail with claimants in Reconnect.

D. Key Dates

Key Date	Importance and Relevance to the Project
August 15, 2023	Project Kick Off Meeting
October 20, 2023	Project Charter Approved
October 27, 2023	Requirements Approved
November 22, 2023	RFQ Created
December 8, 2023	Vendor Response
December 15, 2023	Request for Information Process Completed
January 5, 2023	Procurement of Vendor Completed
January 12, 2024	Development to Begin

E. Major Deliverables

This project is made up of multiple major deliverables and paths:

1. Procure necessary services and products to implement the automated and modernized central intake physical mail process.

Major Deliverable	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Technical Design Document	Vendor and FloridaCommerce create the technical design document for the solution
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail the data mapping that can be used to drive the technical and process related business requirements.
Project Closeout Report	The PM provides the Project Closeout Report

F. Major Milestones

Major Milestone	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce.
Technical Design Document	Vendor and FloridaCommerce create the technical design document for the solution
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail the data mapping that can be used

Major Milestone	Deliverable Description
	to drive the document imaging system processes and requirements.
Project Closeout Report	The PM provides the Project Closeout Report

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
El Lise Bethel	RA Modernization Acting Project Owner
Karmyn Hill	RA Modernization Acting Project Owner
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	RA Modernization Program Manager – Strategic Planning Office
David Sinclair	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. This project will include a procurement for products and/or services.
2. Any modifications to existing records management policies and procedures or record retention rules will be handled outside the scope of the project by Reemployment Assistance and FloridaCommerce's Office of the General Counsel.
3. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
4. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
5. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
6. The project sponsor will be responsive and prepared to make decisions regarding the project cost and scope.

Project Constraints

1. Staff availability to engage in the project throughout the lifecycle could be a risk.
2. Scanning capability to integrate with the scanning software.

II. Work Breakdown Structure

The Work Breakdown Structure (WBS) below represents the high-level deliverables for the project, from inception (Initiation) to completion (Project Closeout). To avoid duplication, the lower-level work packages are represented with their due dates in Section D. Key Dates.

WBS	Task Name
1	**FloridaCommerce-Document Imaging System**

WBS	Task Name
1.1	**Initiation**
1.1.1	**Risk and Complexity Assessment**
1.1.2	**PM Deliverable: Project Charter**
1.1.3	**Project Charter complete**
1.1.4	**Stakeholders Register**
1.1.5	**Project Kickoff Meeting**
1.1.6	**Conduct Lessons Learned Meeting**
1.2	**Initiation Phase complete**
1.3	**Planning**
1.3.1	**PM Deliverable: Resource Plan**
1.3.2	**Resource Plan Complete**
1.3.3	**PM Deliverable: Project Schedule**
1.3.4	**Project Schedule complete**
1.3.5	**PM Deliverable: Project Management Plan**
1.3.6	**Project Management Plan complete**
1.3.7	**PM Deliverable: Project Budget**
1.3.8	**Project Budget complete**
1.3.9	**PM Deliverable: Project Spending Plan**
1.3.10	**MILESTONE: Project Spending Plan complete**
1.3.11	Complete Impact Analysis
1.3.12	**Requirements:**
1.3.13	Complete the Planning Gate R&C Assessment
1.3.14	**Conduct Lessons Learned Meeting**
1.4	**MILESTONE: Planning Phase complete**
1.5	**Execution**
1.5.1	Review RFQ
1.5.2	Approve RFQ
1.5.3	Purchasing Review and Adjustments
1.5.4	**Record Level Detail Requirements Gathering Completed**
1.5.5	**Phase I: RFI Solution Evaluations**
1.5.6	**Conduct Lessons Learned Meeting**
1.5.7	**Transition to Operations**
1.6	**Execution Phase complete**
1.7	**Monitoring and Controlling**
1.7.1	Manage Project Schedule
1.7.2	Manage Project Costs
1.7.3	Manage Project Scope
1.7.4	Manage Project Risks
1.7.5	Manage Project Issues

WBS	Task Name
1.7.6	Manage Decisions
1.7.7	Manage Action Items
1.7.8	Manage Cybersecurity
1.7.9	Conduct Regularly scheduled Status Meetings
1.7.10	Prepare Regularly scheduled Status Reports
1.8	**Monitoring and Controlling Phase Complete**
1.9	**Project Closeout**
1.9.1	**PM Deliverable: Project Closeout Report**
1.9.2	**Project Closeout Report complete**
1.9.3	**Conduct Lessons Learned Meeting**
1.1	**Closeout Phase complete**

III. Resource Loaded Project Schedule

As stated in Section II, Work Breakdown Structure, since this is a high-level representation of the project, the project team names are not reflected. The names are listed in Section V.B. Project Roles and Responsibilities, Project Team.

The project management deliverables mentioned below are required by Florida Administrative Code, Rule 60GG.

WBS	Task Name	% Complete	Duration	Start	Finish
1	22 FloridaCommerce-Document Imaging System	5%	325 days	Tues 8/01/23	Fri 6/28/24
1.1	Initiation	90%	45 days	Tues 8/1/23	Tue 9/26/23
1.1.1	Risk and Complexity Assessment	100%	1 days	Mon 8/15/23	Mon 8/15/23
1.1.2	PM Deliverable: Project Charter	90%	20 days	Mon 8/15/23	Tue 10/20/23
1.1.3	Project Charter complete	90%	1 days	Tue 10/20/23	Fri 1/17/23
1.1.4	Stakeholders Register	100%	1 day	Mon 8/22/23	Mon 8/22/23
1.1.5	Project Kickoff Meeting	100%	1day	Mon 8/15/23	Mon 8/15/23
1.1.6	Conduct Lessons Learned Meeting	0%	2 days	Mon 9/25/23	Tue 9/26/23
1.2	Initiation Phase complete	70%	0 days	Fri 9/29/23	Fri 10/20/23
1.3	Planning	0%	120 days	9/29/23	Mon 1/15/24
1.3.1	RFQ Conducted	0%	35 days	Fri 11/3/23	Fri 12/08/23
1.3.2	Resource Plan Complete	0%	5 days	Fri 11/3/23	Fri 11/10/23
1.3.3	PM Deliverable: Project Schedule	0%	15 days	Mon 12/11/23	Fri 1/5/24

WBS	Task Name	% Complete	Duration	Start	Finish
1.3.4	Project Schedule complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.5	PM Deliverable: Project Management Plan	0%	59 days	Mon 1/8/24	Mon 1/8/24
1.3.6	Project Management Plan complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.7	PM Deliverable: Project Budget	0%	13 days	Mon 1/8/24	Mon 1/8/24
1.3.8	Project Budget complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.9	PM Deliverable: Project Spending Plan	0%	3 days	Mon 1/8/24	Mon 1/8/24
1.3.10	MILESTONE: Project Spending Plan complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.11	Complete Impact Analysis	0%	1 day	Mon 1/8/24	Mon 1/8/24
1.3.12	Requirements:	50%	116 days	Mon 9/18/23	Mon 1/8/24
1.3.13	Complete the Planning Gate R&C Assessment	50%	1 day	Mon 1/8/24	Mon 1/8/24
1.3.14	Conduct Lessons Learned Meeting	0	2 days	Thus 1/11/24	Thus 1/11/24
1.4	MILESTONE: Planning Phase complete	0	0 days	Fri 1/12/24	Fri 1/12/24
1.5	Execution	0	156 days	Mon 1/15/24	Fri 6/28/24

IV. Project Spending Plan

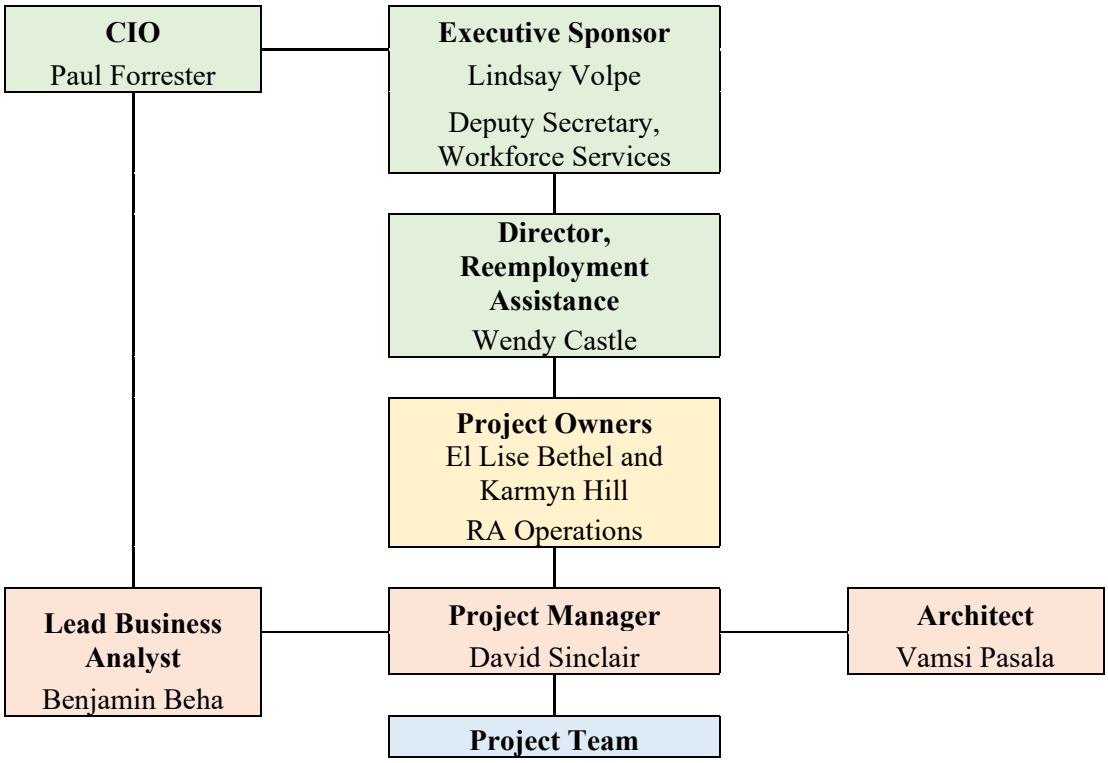
The Document Imaging System project has existing resources assigned, therefore, there is no current spend for this project. Expenditures are anticipated once a procurement is complete and a contract for products and/or services is executed.

FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software: $0.00	*Software: $0.00*
Other OpEx (Vendor Deliverables): $0.00	*Other OpEx (Vendor Deliverables): $0.00*
Other CapEx: $0.00	*Other CapEx: $0.00*

V. Project Organization and Methodology

A. Project Organizational Chart

The Project Manager meets with project stakeholders every week on Request for Information, business rules progress, and to answer general status questions. This meeting is also the forum for escalating issues that require all project stakeholders to resolve together.



B. Project Roles and Responsibilities

The staff mentioned below are instrumental in facilitating the needs of the team so that the project outcome meets expectations.

The project sponsors also work with their direct reports if the team has issues that require elevation.

The Legal and Records Management Liaison works directly with Reemployment Assistance to provide guidance when record series requests may differ from what is allowed legally or by FloridaCommerce Policy.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	• Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	Project Sponsor/Chief Information Officer (CIO)	• Responsible for the Strategy of FloridaCommerce IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs

Name	Project Role	Responsibility
Wendy Castle	Project Sponsor/Director of Reemployment Assistance	• Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project
El Lise Bethel and Karmyn Hill	Project Owner's	• Represents the interests of the stakeholders to the DW Team • Monitors project progress. • Approves project definition. • Approves plans and schedules. • Validates project deliverables meet expectations. • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
David Sinclair	Project Manager	• Manages all aspects of the project and ensure compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	• Responsible for assisting the team(s) in coordinating the most appropriate solution for Document Imaging • Assists the team with identifying integration points with other projects and evaluating any risks. • Is available to executive management, the program team, and the project team for technical questions regarding direction of the project and any dependencies/impacts of other projects. • Assists the PM in coordinating additional technical resources/SMEs, if necessary, for the team. • Has historical knowledge of the Connect system since Go Live
Benjamin Beha	Business Analyst	• Responsible for assisting the Enterprise Solution Architect in coordinating the most appropriate solution. • Is available to executive management, the program team, and the project team for technical questions regarding direction of the project.

Name	Project Role	Responsibility
		• Assists the PM in coordinating additional technical resources/SMEs, if necessary, for the team. • Has years of historical knowledge of the Connect system

C. Project Management Methodology

The path to archiving and purging data requires transparency, excellent communication, and an overall process that supports both.

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project will need Organizational Change Management since the project is taking back scanning of physical mail from a third-party vendor back to FloridaCommerce staff.

VII. Project Risk Management Plan

Currently there are no new risks for this project.

Project risks can be raised by anyone on the project. These risks are then entered into the department's tool where they are discussed during weekly meetings. They are tracked in these meetings until the risk is closed.

Risk meetings, hosted by program management, are attended by sponsors and stakeholders of this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

This project will look at the capacity of mail to determine the number of scanners that would be needed to keep up with the capacity.

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
Back of Bill (100270), Back of Bill (105174), and CONTRACTED SERVICES (100778)
Projected Spend Plan Summary
as of 11/30/2023

SFY 2023-2024

	Appropriation		July	August	September	October	November	December	January	February	March	April	May	June	TOTAL	PROJ REVERT
Maintenance & Operations		Projected	558,920.00	724,273.51	856,174.82	86,283.06	31,476.75	8,776,321.12	1,158,194.51	874,152.05	891,027.05	1,111,154.05	791,027.05	2,265,806.31	$ 18,124,810.28	$ 17,345,976.62
	19,114,695	Actual	**558,920.00**	***253,032.25***	***563,676.98***	***71,188.50***	***31,476.75***	-	-	-	-	-	-	-	$ 1,478,294.48	***$ 1,768,718***
Continuous Modernization		Projected	*723,263.40*	*2,631,150.86*	*3,559,164.07*	*818,533.21*	*778,181.10*	*7,978,182.27*	###########	*1,646,337.82*	*8,937,857.90*	*2,013,155.15*	*1,379,553.28*	*2,325,983.75*	$ 41,049,067	41,827,901
	46,669,112	Actual	**723,263.40**	**3,102,392.12**	**3,851,661.91**	**833,627.77**	**778,181.10**	-	-	-	-	-	-	-	$ 9,289,126	***4,841,211***
Total		Projected	############	*$ 3,355,424.37*	*$ 4,415,338.89*	*$ 904,816.27*	*$ 809,658*	*$ 16,754,503*	*$ 9,415,899*	*$ 2,520,490*	*$ 9,828,885*	*$ 3,124,309*	*$ 2,170,580*	*$ 4,591,790*	*$ 59,173,878*	$ 59,173,878
	65,783,807	Actual	**$ 1,282,183.40**	**$ 3,355,424.37**	**$ 4,415,338.89**	**$ 904,816.27**	**$ 809,657.85**	$ -	$ -	$ -	$ -	$ -	$ -	$ -	**$ 10,767,420.78**	***$ 6,609,929***
		Projected Check						-	-	-	-	-	-	-		
		Actual Check						-	-	-	-	-	-	-	-	

Q1		Q2		Q3		Q4	
Actual	$9,052,947	Projected	$18,468,978	Projected	$21,765,274	Projected	$9,886,680

EXPENDITURE SUMMARY BY APPROPRIATION CATEGORY

CATEGORY		SFY 23-24	July	August	September	October	November	December	January	February	March	April	May	June	Total	Revert
100270	Appropriation	$ 3,504,402													$ -	
	Release		**$ 876,100**		**$ 876,092**			**$ 876,105**			**$ 876,105**				$ 3,504,402	
	Expenditures															
Revert/Reappropriate Amt	UCIVV (GR)	$ 67,792.67	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Revert/Reappropriate Amt	UCMNT (GR)	$ 3,048,473.76	$ 558,920	$ (376,649.40)	$ 563,676.98	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 745,947.58	
Revert/Reappropriate Amt	UCMOD (GR)	$ 388,135.57	$ 407,656	$ (113,447.87)	$ 77,996.44	$ 13,680.00	$ 432,077.76	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 817,962.73	
	UCIVV (Proj)						$ -	$ 67,793	$ -	$ -	$ -	$ -	$ -	$ -	$ 67,792.67	
	UCMNT (Proj)						$ -	$ 507,831	$ 393,045	$ 129,952	$ 129,952	$ 129,952	$ 129,952	$ 491,054	$ 1,911,740.62	
	UCMOD (Proj)							$ (406,980)	$ -	$ -	$ -	$ -	$ -	$ -	$ (406,979.50)	
	Approp Bal	**$ 3,504,402**	$ 2,537,826	$ 3,027,923	$ 2,386,249	$ 2,372,569	$ 1,940,492	$ 1,771,847	$ 1,378,802	$ 1,248,850	$ 1,118,897	$ 988,945	$ 858,992	$ 367,938	$ 3,136,464	**$ 367,938**
	Release Balance		$ (90,476)	$ 399,621	$ 634,039	$ 620,359	$ 188,282	$ 895,742	$ 502,697	$ 372,745	$ 1,118,897	$ 988,945	$ 858,992	$ 367,938	$ 367,938	
100778	Appropriation	$ 16,066,221													$ -	
	Release		**$ 4,016,555**		**$ 4,016,515**		$ -	**$ 4,016,515**			**$ 4,016,515**				$ 16,066,100	
	UCMNT (GR)		$ -	$ 629,682	$ -	$ 71,188.50	$ 31,477	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 732,347	
	UCMOD (GR)		$ -	$ 775,224	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 775,224	
	UCMNT (Proj)		$ -		$ -			$ 9,047,323	$ 765,149	$ 744,200	$ 761,075	$ 981,202	$ 661,075	$ 1,774,752	$ 14,734,775	
	UCMOD (Proj)		$ -		$ -		$ -	$ (775,224)	$ -	$ -	$ -	$ -	$ -	$ -	$ (775,224)	
	Approp Bal	**$ 16,066,221**	$ 16,066,221	$ 14,661,315	$ 14,661,315	$ 14,590,127	$ 14,558,650	$ 5,511,327	$ 5,521,401	$ 4,777,202	$ 4,016,127	$ 3,034,925	$ 2,373,851	$ 599,099	$ 15,467,122	**$ 599,099**
	Release Balance	**$ -**	$ 4,016,555	$ 2,611,649	$ 6,628,164	$ 6,556,976	$ 6,525,499	$ 1,494,691	$ 1,504,765	$ 760,566	$ 4,016,006	$ 3,034,804	$ 2,373,730	$ 598,978	$ 15,333,753	
	Appropriation	$ 4,202,213													$ -	
	Release		**$ 4,202,213**												$ 4,202,213	
	UCEG1 (EQUITY TF)		$ -	$ -	$ 1,336,633	$ 14,440	$ 59,945	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,411,018	
	UCEG1 (EQUITY TF) Proj		$ -	$ -				$ 586,429	$ 83,133	$ 68,133	$ 68,133	$ 64,800	$ 64,800	$ 72,588	$ 1,008,017	
	Approp Bal	**$ 4,202,213**	$ 4,202,213	$ 4,202,213	$ 2,865,580	$ 2,851,140	$ 2,791,195	$ 2,204,766	$ 2,121,632	$ 2,053,499	$ 1,985,366	$ 1,920,566	$ 1,855,766	$ 1,783,177	$ 1,783,177	**$ 1,783,177**
	Release Balance	**$ -**	$ 4,202,213	$ 4,202,213	$ 2,865,580	$ 2,851,140	$ 2,791,195	$ 2,204,766	$ 2,121,632	$ 2,053,499	$ 1,985,366	$ 1,920,566	$ 1,855,766	$ 1,783,177	$ 2,791,195	
105174	Appropriation	$ 42,010,971													$ -	
	Release		**$ 17,883,487**												$ 17,883,487	
Revert/Reappropriate Amt	FRR21 (GR)		$ 315,607	$ 2,440,616	$ 2,437,031.99	$ 805,507.77	$ 286,158	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 6,284,921	
	FRR21 (Proj)							$ 7,727,331	$ 8,174,571	$ 1,578,204	$ 8,869,725	$ 1,948,355	$ 1,314,753	$ 2,253,395	$ 31,866,335	
	Approp Bal	**$ 42,010,971**	$ 41,695,364	$ 39,254,748	$ 36,817,716	$ 36,012,208	$ 35,726,050	$ 27,998,719	$ 19,824,148	$ 18,245,944	$ 9,376,219	$ 7,427,864	$ 6,113,111	$ 3,859,715	$ 3,859,715	**$ 3,859,715**
	Release Balance	**$ -**	$ 17,567,880	$ 15,127,264	$ 12,690,232	$ 11,884,724	$ 11,598,566	$ 3,871,235	$ (4,303,336)	$ (5,881,540)	$ (14,751,265)	$ (16,699,620)	$ (18,014,373)	$ (20,267,769)	$ 11,598,566	

PROJECT: Various

FUNDING: Various

STATUS: In Progress

Invoices from 2022-23 contracts/PO's

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	Start Date	End Date	Vendor	Contract #	Description	Deliverables Cost	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
CATEGORY 100270																																			
UCMOD 100270																																			
C15D2D	3/23/23	6/30/23	ABTSOLUTIONS	C3639	INVOICE 14859		16,380.00	16,380.00	(16,380.00)	**(16,380.00)**																							-	-	-
C16FDA	3/20/23	6/30/23	KLC Consulting	C3666	01-C16FDA	15,840.00	15,840.00	15,840.00																									15,840.00	15,840.00	-
				C3666	INVOICE 01-C16FDA	15,840.00			15,840.00	**15,840.00**																							15,840.00	15,840.00	-
C02125	7/1/22	6/30/23	RamcoTek	C3432	IT Staff Aug - App Dev Analyst	12,173.00	12,173.00	12,173.00																									12,173.00	12,173.00	-
	7/1/22	6/30/23	RamcoTek	C3432	IT Staff Aug - App Dev Analyst INVOICE EO-D06-LL	16,544.00					16,544.00	16,544.00																					16,544.00	16,544.00	-
C0F805	12/2/22	6/30/23	Randstad	C3592	Systems Administrator, Advanced INVOICE RT2668180	13,092.48	13,092.48	13,092.48	(13,092.48)	**(13,092.48)**																							-	-	13,092.48
				C3592	Systems Administrator, Advanced INVOICE RTTUREK12	5,091.52			5,091.52	**5,091.52**																							5,091.52	5,091.52	-
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE RT2668123	14,343.92	14,343.92	14,343.92	(14,343.92)	**(14,343.92)**																							-	-	14,343.92
C000BF	7/1/22	6/30/23	Tal Search Group	C3443	Enterprise Architect	19,257.00	19,257.00	19,257.00																									19,257.00	19,257.00	-
C004C9	7/1/22	6/30/23	Tal Search Group	C3440	Project Manager	16,192.00	16,192.00	16,192.00																									16,192.00	16,192.00	-
	7/1/22	6/30/23	Tal Search Group	C3440	Project Manager INVOICE 8283	16,192.00					16,192.00	16,192.00																					16,192.00	16,192.00	-
C0D128	10/24/22	6/30/23	Tal Search Group	C3436	Project Management Specialist	12,480.00	12,480.00	12,480.00																									12,480.00	12,480.00	-
C0742A	10/1/23	6/30/23	Tal Search Group	C3435	Project Management Specialist INVOICE 8274	13,430.00			13,430.00	**13,430.00**																							13,430.00	13,430.00	-
EP2435	7/30/21	6/30/22	Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205654	73,081.80	73,081.80	73,081.80	(73,081.80)	**(73,081.80)**																							-	-	73,081.80
EP2435			Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	214,816.20	214,816.20	214,816.20	(214,816.20)	**(214,816.20)**																							-	-	214,816.20
			Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	(30,316.30)			(30,316.30)	**(30,316.30)**																							(30,316.30)	(30,316.30)	-
			Gartner	C3455	IV&V Services for RA Modernization INVOICE 1218479	406,979.50									406,979.50	406,979.50	(406,979.50)															-	406,979.50	-
C027ED	7/1/22	6/30/23	3K Technologies	C3453	Business Analyst	13,350.00			13,350.00	**13,350.00**																							13,350.00	13,350.00	-
					Business Analyst INVOICE 26783	12,000.00					12,000.00	12,000.00																					12,000.00	12,000.00	-
C0697D	7/1/22	6/30/23	Ardent	C3444	App Dev Analyst (Scrum Master) INVOICE 68720	14,960.00			14,960.00	**14,960.00**																							14,960.00	14,960.00	-
				C3444	App Dev Analyst (Scrum Master) INOVICE 68762	14,960.00			14,960.00	**14,960.00**																							14,960.00	14,960.00	-
C102F1	12/19/22	6/30/23	GCOM	C3621	Systems Administrator	7,744.00			7,744.00	**7,744.00**																							7,744.00	7,744.00	-
C00A12	7/1/22	6/30/23	Gejits Infotech Inc.	C3311	IT Staff Aug Business Analyst (Technical Writer)	14,608.00			14,608.00	**14,608.00**																							14,608.00	14,608.00	-
C07157	8/15/22	6/30/23	Gejits Infotech Inc.	C3519	INVOICE 123372	12,843.75			12,843.75	**12,843.75**																							12,843.75	12,843.75	-
			Gejits Infotech Inc.	C3519	INVOICE 123472	13,200.00			13,200.00	**13,200.00**																							13,200.00	13,200.00	-
C0C9C2	10/24/22	6/30/23	Gejits Infotech Inc.	C3563	Applications Architect INVOICE 122877	13,680.00							13,680.00	13,680.00																			13,680.00	13,680.00	-
C01EFE	7/1/22	6/30/23	IT Trailblazers	C3439	INVOICE 56492	11,440.00			11,440.00	**11,440.00**																							11,440.00	11,440.00	-
	7/1/22	6/30/23	IT Trailblazers	C3439	INVOICE 56880	11,440.00					11,440.00	11,440.00																					11,440.00	11,440.00	-
C08C6F	11/1/22	6/30/23	Kyra Solutions	C3518	INVOICE 1001413	17,512.00			17,512.00	**17,512.00**																							17,512.00	17,512.00	-
C16E73	3/13/23	6/30/23	Optimum Software	C3667	INVOICE 04_DEO_VL	13,904.00			13,904.00	**13,904.00**																							13,904.00	13,904.00	-
C003CF	7/1/22	6/30/23	Vitaver	C3347	Project Management Specialist INVOICE 29196	11,952.00			11,952.00	**11,952.00**																							11,952.00	11,952.00	-
C01F00	7/1/22	6/30/23	Vitaver	C3445	App Dev Analyst INVOICE 29212	14,960.00			14,960.00	**14,960.00**																							14,960.00	14,960.00	-
				C3446	App Dev Analyst INVOICE 29213	14,960.00			14,960.00	**14,960.00**																							14,960.00	14,960.00	-
C004C7	7/1/22	6/30/23	Vcarve	C3393	Quality Engineer Consultant INVOICE N23-335	12,672.00			12,672.00	**12,672.00**																							12,672.00	12,672.00	-
C0F7CF	7/1/22	6/30/23	NASWA	C3616	Consulting Services INVOICE INV0061	5,400.00					5,400.00	5,400.00																					5,400.00	5,400.00	-
																																	-	-	-
																																	-	-	-
																																	-	-	-
																																	-	-	-
N/A			FLCOMMERCE		TRANSFERS				9,471.64	9,471.64	6,570.93	6,570.93			6,117.78	6,117.78																	22,160.35	22,160.35	(22,160.35)
							407,656.40	**407,656.40**	**(129,131.79)**	**(129,131.79)**	**68,146.93**	**68,146.93**	**13,680.00**	**13,680.00**	**413,097.28**	**413,097.28**	**(406,979.50)**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**366,469.32**	**773,448.82**	**293,174.05**
UCMNT 100270																																			
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 1: Project Management Plan INVOICE 3105231	149.63	99.75	99.75	(99.75)	**(99.75)**																							-	-	149.63
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 2: Project Management INVOICE 310523111	160,828.50	162,781.50	162,781.50	(162,781.50)	**(162,781.50)**																							-	-	160,828.50
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 4: Monthly Meeting INVOICE 310523111	2,063.25	2,496.38	2,496.38	(2,496.38)	**(2,496.38)**																							-	-	2,063.25
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 5: Center of Excellence INVOICE 310523111	475.13	425.25	425.25	(425.25)	**(425.25)**																							-	-	475.13
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 7: Organizational Change Management INVOICE	23,050.12	23,262.75	23,262.75	(23,262.75)	**(23,262.75)**																							-	-	23,050.12
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 1: Organizational Change Management INVOICE	186,566.63					186,566.63	186,566.63																					186,566.63	186,566.63	-
C00BF5	7/1/22	7/30/23	GEJITS INFOTECH	C3396	Staff Aug	17,108.56	5,573.48	5,573.48	11,535.08	**11,535.08**																							17,108.56	17,108.56	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 161733R		78,302.99	78,302.99	(78,302.99)	**(78,302.99)**																							-	-	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 161734R		82,635.15	82,635.15	(82,635.15)	**(82,635.15)**																							-	-	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 162672		83,314.57	83,314.57	(83,314.57)	**(83,314.57)**																							-	-	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 162959		93,571.31	93,571.31	(93,571.31)	**(93,571.31)**																							-	-	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 166209	120,657.17			120,657.17	**120,657.17**																							120,657.17	120,657.17	-
C00DB0	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 162518	104,246.71					104,246.71	104,246.71																					104,246.71	104,246.71	-
C01564	7/1/22	7/30/23	KYRA SOLUTIONS,	C3394	INVOICE 1001467	18,032.00	18,032.00	18,032.00																									18,032.00	18,032.00	-
C14ED6	7/1/22	7/30/23	OPEN TEXT INC.	C3644	INVOICE 3853595	6,791.40	6,791.40	6,791.40																									6,791.40	6,791.40	-
	7/1/22	7/30/23	OPEN TEXT INC.	C3644	INVOICE 3853595	1,633.47	1,633.47	1,633.47																									1,633.47	1,633.47	-
C06C8C	8/9/22	6/30/23	TekBank Consultants	C3509	Applications Development Analyst / INVOICE 3-DEO-522	18,048.00			18,048.00	**18,048.00**																							18,048.00	18,048.00	-
C01823	7/1/22	6/30/23	SHI - Microsoft	C01823	Azure Licenses Invoice B17107357	106,703.99					106,703.99	106,703.99																					106,703.99	106,703.99	-
	7/1/22	6/30/23	SHI - Microsoft	C01823	Azure Licenses Invoice B16978477	99,160.82					99,160.82	99,160.82																					99,160.82	99,160.82	-
C0B09F	7/1/22	6/30/23	SHI - Microsoft	C0B09F	Azure Licenses Invoice B16898929	5,868.73					5,868.73	5,868.73																					5,868.73	5,868.73	-
	7/1/22	6/30/23	SHI - Microsoft	C0B09F	Azure Licenses Invoice B17107805	6,014.18					6,014.18	6,014.18																					6,014.18	6,014.18	-
C06C89	7/1/22	6/30/23	SCONY	C3508	Applications Development Analyst INVOICE C06C89-11	15,605.92					15,605.92	15,605.92																					15,605.92	15,605.92	-
C06F41	7/1/22	6/30/23	SGS TECHNOLOGIE	C3510	Applications Development Analyst INVOICE C40903	18,360.00					18,360.00	18,360.00																					18,360.00	18,360.00	-
	7/1/22	6/30/23	SGS TECHNOLOGIE	C3510	Applications Development Analyst INVOICE C41413	21,150.00					21,150.00	21,150.00																					21,150.00	21,150.00	-
																																	-	-	-
																																	-	-	-
																																	-	-	-
																																	-	-	-
							558,920.00	**558,920.00**	**(376,649.40)**	**(376,649.40)**	**563,676.98**	**563,676.98**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		**745,947.58**	**186,566.63**

CATEGORY 100778																																			
UCMNT 100778																																			
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 1: Project Management Plan INVOICE 3105231	99.75			99.75	**99.75**																							99.75	99.75	-
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 2: Project Management INVOICE 310523111	162,781.50			162,781.50	**162,781.50**																							162,781.50	162,781.50	-
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 4: Monthly Meeting INVOICE 310523111	2,496.38			2,496.38	**2,496.38**																							2,496.38	2,496.38	-
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 5: Center of Excellence INVOICE 310523111	425.25			425.25	**425.25**																							425.25	425.25	-
C0C441	7/1/22	7/30/23	Beacon	C3186	Deliverable 7: Organizational Change Management INVOICE	23,262.75			23,262.75	**23,262.75**																							23,262.75	23,262.75	-
C00BEF	7/1/22	6/30/23	Creative Consulting	C3387	Systems Administrator / INVOICE SHM-611	14,080.00			14,080.00	**14,080.00**																							14,080.00	14,080.00	-
			Creative Consulting	C3387	Systems Administrator / INVOICE SHM-622	14,080.00			14,080.00	**14,080.00**																							14,080.00	14,080.00	-
C3479	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 161733R	78,302.99			78,302.99	**78,302.99**																							78,302.99	78,302.99	-
	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 161734R	82,635.15			82,635.15	**82,635.15**																							82,635.15	82,635.15	-
	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 162672	83,314.57			83,314.57	**83,314.57**																							83,314.57	83,314.57	-
	7/1/22	7/30/23	IMMIXTECHNOLOGY,	C3479	INVOICE 162959	93,571.31			93,571.31	**93,571.31**																							93,571.31	93,571.31	-
C01564	7/1/22	7/30/23	KYRA SOLUTIONS,	C3394	INVOICE 1001333	17,248.00			17,248.00	**17,248.00**																							17,248.00	17,248.00	-
C003CF	7/1/22	6/30/23	Vitaver	C3347	Project Management Specialist INVOICE 29196																														-	-
C01EF8	7/1/22	6/30/23	Strategic IT Alignment	C3388	Database Administrator / INVOICE 1EF8-2306	15,120.00			15,120.00	**15,120.00**																							15,120.00	15,120.00	-
			Strategic IT Alignment	C3388	Database Administrator / INVOICE 1EF8-2307	16,920.00			16,920.00	**16,920.00**																							16,920.00	16,920.00	-
C01EF9	7/1/22	6/30/23	Vcarve	C3392	Quality Engineer Consultant INVOICE N23-261	12,672.00			12,672.00	**12,672.00**																							12,672.00	12,672.00	-
			Vcarve	C3392	Quality Engineer Consultant INVOICE N23-333	12,672.00			12,672.00	**12,672.00**																							12,672.00	12,672.00	-

C027ED	7/1/22	6/30/23	3K Technologies	C3453	Business Analyst INVOICE 27165	13,200.00																									-	-	-
C06F46	8/15/22	6/30/23	3K Technologies	C3507	Business Analyst INVOICE 27086	14,080.00																									-	-	14,080.00
				C3508	Business Analyst INVOICE 27150	14,080.00																									-	-	14,080.00
C15D2D	3/23/23	6/30/23	ABTSOLUTIONS	C3639	INVOICE 14859	16,380.00																									-	-	16,380.00
			ABTSOLUTIONS	C3639	INVOICE 14879	17,100.00																									-	-	17,100.00
C102F1	12/19/22	6/30/23	GCOM	C3621	Systems Administrator INVOICE 93469	15,488.00																									-	-	15,488.00
C00A12	7/1/22	6/30/23	Geits Infotech Inc.	C3311	IT Staff Aug Business Analyst INVOICE 123331	29,216.00																									-	-	29,216.00
C0F7CF	7/1/22	6/30/23	NASWA	C3616	Consulting Services INVOICE INV0043	5,400.00																									-	-	5,400.00
C15D22	3/13/23	6/30/23	Optimum Software	C3641	Quality Assurance Analyst INVOICE 05_DEO_BP	13,904.00																									-	-	13,904.00
			Optimum Software	C3642	Quality Assurance Analyst INVOICE 21_DEO_BP	13,904.00																									-	-	13,904.00
C16E73	3/13/23	6/30/23	Optimum Software	C3667	Quality Assurance Analyst INVOICE 22_DEO_VL	13,904.00																									-	-	13,904.00
C0EC90	6/22/22	5/31/23	QUEUE-IT	C3604	QUEUE-IT - Enterprise Virtual Subscription INVOICE 11101	83,568.00																									-	-	83,568.00
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE RT2668123	14,343.92																									-	-	14,343.92
C0F805	12/2/22	6/30/23	Randstad	C3592	Systems Administrator, Advanced INVOICE RT2668180	13,092.48																									-	-	13,092.48
			Randstad	C3592	Systems Administrator, Advanced INVOICE RTTUREK12	5,091.52																									-	-	5,091.52
			Randstad	C3592	Systems Administrator, Advanced INVOICE RT2691459	9,455.68																									-	-	9,455.68
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE T2766622A	17,718.96																									-	-	17,718.96
			Randstad	C3409	Applications Architect INVOICE T2790198A	18,562.72																									-	-	18,562.72
C0154E	7/1/22	6/30/23	Randstad	C3433	Quality Assurance Analyst INVOICE RT2766460	13,024.00																									-	-	13,024.00
			Randstad	C3434	Quality Assurance Analyst INVOICE RT2790071	2,960.00																									-	-	2,960.00
C0307E	7/1/22	6/30/23	Tal Search Group	C3466	Security Manager INVOICE 8300	20,437.50																									-	-	20,437.50
C085B0	10/1/22	6/30/23	Tal Search Group	C3506	Program Manager INVOICE 8329	19,530.00																									-	-	19,530.00
																															-	-	-
C003CF	7/1/22	6/30/23	Vitaver	C3347	Project Management Specialist INVOICE 29196	11,952.00																									-	-	11,952.00
			Vitaver	C3347	Project Management Specialist INVOICE 29300	20,736.00																									-	-	20,736.00
C01EFB	7/1/22	6/30/23	Vitaver	C3438	Applications Development Analyst INVOICE 29230	16,000.00																									-	-	16,000.00
			Vitaver	C3438	Applications Development Analyst INVOICE 29318	17,600.00																									-	-	17,600.00
C0211A	7/1/22	6/30/23	V2Soft	C3441	Quality Assurance Analyst INVOICE 30138	11,684.40																									-	-	11,684.40
			V2Soft	C3441	Quality Assurance Analyst INVOICE 30487	12,240.80																									-	-	12,240.80
C004C7	7/1/22	6/30/23	Vcarve	C3392	Quality Engineer Consultant INVOICE N23-283	12,672.00																									-	-	12,672.00
EP2435	7/1/22	6/30/23	Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	214,816.20																									-	-	214,816.20
			Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205654	73,081.80																									-	-	73,081.80
			Gartner	C3455	IV&V Services for RA Modernization INVOICE 1218479	406,979.50												406,979.50																
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
							-	-	629,681.65	629,681.65	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	629,681.65	629,681.65	775,223.98

UCMOD 100778																																			
C027ED	7/1/22	6/30/23	3K Technologies	C3453	Business Analyst INVOICE 27165	13,200.00			13,200.00	**13,200.00**							(13,200.00)													-	13,200.00	-
C06F46	8/15/22	6/30/23	3K Technologies	C3507	Business Analyst INVOICE 27086	14,080.00			14,080.00	**14,080.00**							(14,080.00)													-	14,080.00	-
				C3508	Business Analyst INVOICE 27150	14,080.00			14,080.00	**14,080.00**							(14,080.00)													-	14,080.00	-
C15D2D	3/23/23	6/30/23	ABTSOLUTIONS	C3639	INVOICE 14859	16,380.00			16,380.00	**16,380.00**							(16,380.00)													-	16,380.00	-
			ABTSOLUTIONS	C3639	INVOICE 14879	17,100.00			17,100.00	**17,100.00**							(17,100.00)													-	17,100.00	-
C102F1	12/19/22	6/30/23	GCOM	C3621	Systems Administrator INVOICE 93469	15,488.00			15,488.00	**15,488.00**							(15,488.00)													-	15,488.00	-
C00A12	7/1/22	6/30/23	Geits Infotech Inc.	C3311	IT Staff Aug Business Analyst INVOICE 123331	29,216.00			29,216.00	**29,216.00**							(29,216.00)													-	29,216.00	-
C0F7CF	7/1/22	6/30/23	NASWA	C3616	Consulting Services INVOICE INV0043	5,400.00			5,400.00	**5,400.00**							(5,400.00)													-	5,400.00	-
C15D22	3/13/23	6/30/23	Optimum Software	C3641	Quality Assurance Analyst INVOICE 05_DEO_BP	13,904.00			13,904.00	**13,904.00**							(13,904.00)													-	13,904.00	-
			Optimum Software	C3642	Quality Assurance Analyst INVOICE 21_DEO_BP	13,904.00			13,904.00	**13,904.00**							(13,904.00)													-	13,904.00	-
C16E73	3/13/23	6/30/23	Optimum Software	C3667	Quality Assurance Analyst INVOICE 22_DEO_VL	13,904.00			13,904.00	**13,904.00**							(13,904.00)													-	13,904.00	-
C0EC90	6/22/22	5/31/23	QUEUE-IT	C3604	QUEUE-IT - Enterprise Virtual Subscription INVOICE 11101	83,568.00			83,568.00	**83,568.00**							(83,568.00)													-	83,568.00	-
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE RT2668123	14,343.92			14,343.92	**14,343.92**							(14,343.92)													-	14,343.92	-
C0F805	12/2/22	6/30/23	Randstad	C3592	Systems Administrator, Advanced INVOICE RT2668180	13,092.48			13,092.48	**13,092.48**							(13,092.48)													-	13,092.48	-
			Randstad	C3592	Systems Administrator, Advanced INVOICE RTTUREK12	5,091.52			5,091.52	**5,091.52**							(5,091.52)													-	5,091.52	-
			Randstad	C3592	Systems Administrator, Advanced INVOICE RT2691459	9,455.68			9,455.68	**9,455.68**							(9,455.68)													-	9,455.68	-
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE T2766622A	17,718.96			17,718.96	**17,718.96**							(17,718.96)													-	17,718.96	-
			Randstad	C3409	Applications Architect INVOICE T2790198A	18,562.72			18,562.72	**18,562.72**							(18,562.72)													-	18,562.72	-
C0154E	7/1/22	6/30/23	Randstad	C3433	Quality Assurance Analyst INVOICE RT2766460	13,024.00			13,024.00	**13,024.00**							(13,024.00)													-	13,024.00	-
			Randstad	C3434	Quality Assurance Analyst INVOICE RT2790071	2,960.00			2,960.00	**2,960.00**							(2,960.00)													-	2,960.00	-
C0307E	7/1/22	6/30/23	Tal Search Group	C3466	Security Manager INVOICE 8300	20,437.50			20,437.50	**20,437.50**							(20,437.50)													-	20,437.50	-
C085B0	10/1/22	6/30/23	Tal Search Group	C3506	Program Manager INVOICE 8329	19,530.00			19,530.00	**19,530.00**							(19,530.00)													-	19,530.00	-
																	-																	
C003CF	7/1/22	6/30/23	Vitaver	C3347	Project Management Specialist INVOICE 29196	11,952.00			11,952.00	**11,952.00**							(11,952.00)													-	11,952.00	-
			Vitaver	C3347	Project Management Specialist INVOICE 29300	20,736.00			20,736.00	**20,736.00**							(20,736.00)													-	20,736.00	-
C01EFB	7/1/22	6/30/23	Vitaver	C3438	Applications Development Analyst INVOICE 29230	16,000.00			16,000.00	**16,000.00**							(16,000.00)													-	16,000.00	-
			Vitaver	C3438	Applications Development Analyst INVOICE 29318	17,600.00			17,600.00	**17,600.00**							(17,600.00)													-	17,600.00	-
C0211A	7/1/22	6/30/23	V2Soft	C3441	Quality Assurance Analyst INVOICE 30138	11,684.40			11,684.40	**11,684.40**							(11,684.40)													-	11,684.40	-
			V2Soft	C3441	Quality Assurance Analyst INVOICE 30487	12,240.80			12,240.80	**12,240.80**							(12,240.80)													-	12,240.80	-
C004C7	7/1/22	6/30/23	Vcarve	C3392	Quality Engineer Consultant INVOICE N23-283	12,672.00			12,672.00	**12,672.00**							(12,672.00)													-	12,672.00	-
EP2435	7/1/22	6/30/23	Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	214,816.20			214,816.20	**214,816.20**							(214,816.20)													-	214,816.20	-
			Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205654	73,081.80			73,081.80	**73,081.80**							(73,081.80)													-	73,081.80	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
TOTALS							-	-	775,223.98	775,223.98	-	-	-	-	-	-	(775,223.98)	-	-	-	-	-	-	-	-	-	-	-	-	-	775,223.98	-

CATEGORY 105174																																			
GR FRR21																																			
EP2435	7/30/21	6/30/22	Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	30,316.30			30,316.30	**30,316.30**																						30,316.30	30,316.30	-
C11757	1/1/23	6/30/23	Beacon Systems	C3630	INVOICE 2306A-COM	-			138,162.80	**138,162.80**	(138,162.80)	**(138,162.80)**																			-	-	-
			Beacon Systems	C3630	INVOICE 2306-COMM	-			50,869.04	**50,869.04**	(50,869.04)	**(50,869.04)**																			-	-	-
				C3630	INVOICE 307-COMMS																																
				C3630	INVOICE 307-COMMS						-	-																										
				C3630	INVOICE 07A-COMMS						-	-																										
C18E5F	3/27/23	6/30/23	EY: ERNST & YOUN	C3533	D8 – DEO Identity Governance Model and Directory INVOICE	146,700.00			146,700.00	**146,700.00**																						146,700.00	146,700.00	-
			EY: ERNST & YOUN	C3533	D9 – IAM Continuous Modernization Plan and Roadmap INV	69,850.00			69,850.00	**69,850.00**																						69,850.00	69,850.00	-
			EY: ERNST & YOUN	C3533	D10 – Transition Plan	9,503.00			9,503.00	**9,503.00**																						9,503.00	9,503.00	-
			EY: ERNST & YOUN	C3533	D11 – Project Closure Report	8,908.00			8,908.00	**8,908.00**																						8,908.00	8,908.00	-
																															-	-	-
C1DCCB	7/1/22	6/30/23	Peraton State and Local	C3272	Deliverable 19: Enterprise Architecture Tool INV 13070703	15,941.87			15,941.87	**15,941.87**																						15,941.87	15,941.87	-
			Peraton State and Local	C3272	Deliverable 22: Business Strategy Development Inv 1649225	89,545.00			89,545.00	**89,545.00**																						89,545.00	89,545.00	-
			Peraton State and Local	C3272	Deliverable 21: Information Security and Regulatory Compliar	142,603.00					142,603.00	**142,603.00**																				142,603.00	142,603.00	-
																															-	-	-

C16379	2/10/23	6/30/25	Strategic Cloud Communication	C3505	D1 Project Kick Off Mtg INVOICE 1534574	315,607.00	315,607.00	**315,607.00**																										**315,607.00**	**315,607.00**	-
C16379	2/10/23	6/30/25	Strategic Cloud Communication	C3505	D16 Architectual Review INVOICE 1536204	89,000.00			89,000.00	**89,000.00**																								**89,000.00**	**89,000.00**	-
			Strategic Cloud Communication	C3505	D16 Architectual Review INVOICE 1536204	218,751.20			218,751.20	**218,751.20**																								**218,751.20**	**218,751.20**	-
			Strategic Cloud Communication	C3505	D19 Reemployment Assistance Interfaces INVOICE 1536205	480,628.10			480,628.10	**480,628.10**																								**480,628.10**	**480,628.10**	-
			Strategic Cloud Communication	C3505	D23 Testing Plan INVOICE 1536206	187,364.00			187,364.00	**187,364.00**																								**187,364.00**	**187,364.00**	-
			Strategic Cloud Communication	C3505	D2 - Project Management Plan (Phase 1a) INV 1536190	312,607.00					312,607.00	**312,607.00**																						**312,607.00**	**312,607.00**	-
			Strategic Cloud Communication	C3505	D6 - Infrastructure Report INV 1536199	317,751.20					317,751.20	**317,751.20**																						**317,751.20**	**317,751.20**	-
			Strategic Cloud Communication	C3505	D5 - Business Continuity Plan INV 1536196	103,243.00					103,243.00	**103,243.00**																						**103,243.00**	**103,243.00**	-
			Strategic Cloud Communication	C3505	D11 - Design Specifications Document INV 1536201	783,879.30					783,879.30	**783,879.30**																						**783,879.30**	**783,879.30**	-
			Strategic Cloud Communication	C3505	D15 - Interface Control Document INV 1536203	266,251.20					266,251.20	**266,251.20**																						**266,251.20**	**266,251.20**	-
C01577	7/1/22	6/30/23	3K TECHNOLOGIES	C3434	DOCUMENTATION SPECIALIST-TECHNICAL WRITER INV	12,384.00					12,384.00	**12,384.00**																						**12,384.00**	**12,384.00**	-
	7/1/22	6/30/23	3K TECHNOLOGIES	C3434	DOCUMENTATION SPECIALIST-TECHNICAL WRITER INV	12,672.00					12,672.00	**12,672.00**																						**12,672.00**	**12,672.00**	-
C0ED7E	11/30/22	11/30/23	Mythics	C3615	Oracle Universal Licensing & Support for Connect Database	566,352.32					283,176.16	**283,176.16**					283,176.16																**566,352.32**	**283,176.16**	**283,176.16**
																																	-	-	
C027ED	7/1/22	6/30/23	3K Technologies	C3453	Business Analyst INVOICE 27165	13,200.00											13,200.00																**13,200.00**	-	**13,200.00**
C06F46	8/15/22	6/30/23	3K Technologies	C3507	Business Analyst INVOICE 27086	14,080.00											14,080.00																**14,080.00**	-	**14,080.00**
				C3508	Business Analyst INVOICE 27150	14,080.00											14,080.00																**14,080.00**	-	**14,080.00**
C15D2D	3/23/23	6/30/23	ABTSOLUTIONS	C3639	INVOICE 14859	16,380.00											16,380.00																**16,380.00**	-	**16,380.00**
			ABTSOLUTIONS	C3639	INVOICE 14879	17,100.00											17,100.00																**17,100.00**	-	**17,100.00**
C102F1	12/19/22	6/30/23	GCOM	C3621	Systems Administrator INVOICE 93469	15,488.00											15,488.00																**15,488.00**	-	**15,488.00**
C00A12	7/1/22	6/30/23	Gejits Infotech Inc.	C3311	IT Staff Aug Business Analyst INVOICE 123331	29,216.00											29,216.00																**29,216.00**	-	**29,216.00**
C0F7CF	7/1/22	6/30/23	NASWA	C3616	Consulting Services INVOICE INV0043	5,400.00											5,400.00																**5,400.00**	-	**5,400.00**
C15D22	3/13/23	6/30/23	Optimum Software	C3641	Quality Assurance Analyst INVOICE 05_DEO_BP	13,904.00											13,904.00																**13,904.00**	-	**13,904.00**
			Optimum Software	C3642	Quality Assurance Analyst INVOICE 21_DEO_BP	13,904.00											13,904.00																**13,904.00**	-	**13,904.00**
C16E73	3/13/23	6/30/23	Optimum Software	C3667	Quality Assurance Analyst INVOICE 22_DEO_VL	13,904.00											13,904.00																**13,904.00**	-	**13,904.00**
C0EC90	6/22/22	5/31/23	QUEUE-IT	C3604	QUEUE-IT - Enterprise Virtual Subscription INVOICE 11101	83,568.00											83,568.00																**83,568.00**	-	**83,568.00**
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE RT2668123	14,343.92											14,343.92																**14,343.92**	-	**14,343.92**
C0F805	12/2/22	6/30/23	Randstad	C3592	Systems Administrator, Advanced INVOICE RT2668180	13,092.48											13,092.48																**13,092.48**	-	**13,092.48**
			Randstad	C3592	Systems Administrator, Advanced INVOICE RTTUREK12	5,091.52											5,091.52																**5,091.52**	-	**5,091.52**
			Randstad	C3592	Systems Administrator, Advanced INVOICE RT2691459	9,455.68											9,455.68																**9,455.68**	-	**9,455.68**
C00AF7	7/1/22	6/30/23	Randstad	C3408	Applications Architect INVOICE T2766622A	17,718.96											17,718.96																**17,718.96**	-	**17,718.96**
			Randstad	C3409	Applications Architect INVOICE T2790198A	18,562.72											18,562.72																**18,562.72**	-	**18,562.72**
C0154E	7/1/22	6/30/23	Randstad	C3433	Quality Assurance Analyst INVOICE RT2766460	13,024.00											13,024.00																**13,024.00**	-	**13,024.00**
			Randstad	C3434	Quality Assurance Analyst INVOICE RT2790071	2,960.00											2,960.00																**2,960.00**	-	**2,960.00**
C0307E	7/1/22	6/30/23	Tal Search Group	C3466	Security Manager INVOICE 8300	20,437.50											20,437.50																**20,437.50**	-	**20,437.50**
C085B0	10/1/22	6/30/23	Tal Search Group	C3506	Program Manager INVOICE 8329	19,530.00											19,530.00																**19,530.00**	-	**19,530.00**
C003CF	7/1/22	6/30/23	Vitaver	C3347	Project Management Specialist INVOICE 29196	11,952.00											11,952.00																**11,952.00**	-	**11,952.00**
			Vitaver	C3347	Project Management Specialist INVOICE 29300	20,736.00											20,736.00																**20,736.00**	-	**20,736.00**
C01EFB	7/1/22	6/30/23	Vitaver	C3438	Applications Development Analyst INVOICE 29230	16,000.00											16,000.00																**16,000.00**	-	**16,000.00**
			Vitaver	C3438	Applications Development Analyst INVOICE 29318	17,600.00											17,600.00																**17,600.00**	-	**17,600.00**
C0211A	7/1/22	6/30/23	V2Soft	C3441	Quality Assurance Analyst INVOICE 30138	11,684.40											11,684.40																**11,684.40**	-	**11,684.40**
			V2Soft	C3441	Quality Assurance Analyst INVOICE 30487	12,240.80											12,240.80																**12,240.80**	-	**12,240.80**
C004C7	7/1/22	6/30/23	Gartner	C3392	Quality Engineer Consultant INVOICE N23-283	12,672.00											12,672.00																**12,672.00**	-	**12,672.00**
EP2435	7/1/22	6/30/23	Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205653	214,816.20											214,816.20																**214,816.20**	-	**214,816.20**
			Gartner	C3454	IV&V Services for RA Modernization INVOICE 1205654	73,081.80											73,081.80																**73,081.80**	-	**73,081.80**
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						828,974.17	**315,607.00**	**315,607.00**	**1,535,539.31**	**1,535,539.31**	**2,045,535.02**	**2,045,535.02**	-	-	-	-	**1,058,400.14**	-	-	-	-	-	-	-	-	-	-	-	-	-	**4,955,081.47**	**3,896,681.33**	**1,058,400.14**

MAINTENANCE & OPERATIONS SPEND PLAN

100270 UCMNT $3,048,473.76

PO	Start Date	End Date	Vendor	Contract #	Description	PO/Contract Amo	July Projected	July Actual	August Projected	August Actual	September Projected	September Actual	October Projected	October Actual	November Projected	November Actual	December Projected	December Actual	January Projected	January Actual	February Projected	February Actual	March Projected	March Actual	April Projected	April Actual	May Projected	May Actual	June Projected	June Actual	SFY 23/24 Oblig	Exps to Date	Balance
LICENSE AND SUPPORT																																	
																			-												-	-	-
PR376909	12/22/23	12/23/24	InQuest LLC	In Process	JoeSandbox License and Support (Sandbox for Metadefender)	62,425.03													62,425.03													**62,425.03**	-	**62,425.03**
TBD	7/1/23	6/30/24	UNK	PR395245	Metadefender Licenses and Support - SHI	85,809.63													85,809.63													**85,809.63**	-	**85,809.63**
C261C2	8/1/23	5/30/24	SauceLabs	PR319040	SauceLabs -testing different devices- android and apple	3,837.48											3,837.48														**3,837.48**	-	**3,837.48**
C23788	7/1/23	6/30/24	Sauce Labs	PR277902-V2	SauceLabs - Cross Browsing Testing License INV VSL103015	5,000.00											5,000.00														**5,000.00**	-	**5,000.00**
C23167	7/1/23	6/30/24	Global Technology S	PR300661	Deliverable No. 31 – Genesys Cloud Project: Genesys Cloud Vis	32,523.00											32,523.00														**32,523.00**	-	**32,523.00**
	7/1/23	6/30/24	Global Technology S	PR300661	Deliverable No. 34 – Mindful/VHT	65,000.00											65,000.00														**65,000.00**	-	**65,000.00**
C20355	7/1/23	6/24/24	immix Technologies	PR295201-V2	Pega Services	1,559,429.48											303,754.92		244,810.36		129,952.46		129,952.46		129,952.46		129,952.46		491,054.36		**1,559,429.48**	-	**1,559,429.48**
TBD	12/23/23	12/22/24	Insight Public Sector	PR379924	Striim Subscription Licensing for Data Warehouse	95,461.88											97,716.00														**97,716.00**	-	**95,461.88**
																															-	-	-
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																															-	-	-
					Monthly Grand Totals	**1,909,486.50**	-	-	-	-	-	-	-	-	-	-	**507,831.40**	-	**393,045.02**	-	**129,952.46**	-	**129,952.46**	-	**129,952.46**	-	**129,952.46**	-	**491,054.36**	-	**1,911,740.62**	-	**1,909,486.50**

STAFF AUG

100270 GR UCMNT

PO	Start Date	End Date	Vendor	Contract #	Description	PO/Contract Amo	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
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PROJECT: Shared Resource - Staff Aug

FUNDING: Continuous Modernization GR (FRR21) and GR (UCMOD)

STATUS: In Progress

SHARED RESOURCES

PO	Start Date	End Date	Vendor	Contract #	Description	PO/Contract Amt	July		August		September		October		November		December		January		February		March		April		May		June		SFY 23/24 Oblig	Exps to Date	Balance
							Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			
105174 FRR21																																	
C1FFD4	7/1/23	6/30/24	3K Technologies	C3690	Business Analyst (Intermediate)	156,000.00	-				24,600.00	**24,600.00**	12,000.00	**12,000.00**	13,200.00	**13,200.00**	13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		14,000.00		27,200.00		**156,000.00**	**49,800.00**	**106,200.00**
C1EFA0	7/1/23	6/30/24	Ardent Technologies	C3688	Project Management Specialist	187,200.00					28,800.00	**28,800.00**	14,400.00	**14,400.00**	15,840.00	**15,840.00**	15,600.00		15,600.00		15,600.00		15,600.00		15,600.00		15,600.00		34,560.00		**187,200.00**	**59,040.00**	**128,160.00**
C21415	7/1/23	6/30/24	ABTSolutions	C3639	Business Analyst (Advanced)	122,400.00	-				30,240.00	**30,240.00**	15,795.00	**15,795.00**	16,605.00	**16,605.00**	4,685.00		10,240.00		10,240.00		10,240.00		10,240.00		10,240.00		3,875.00		**122,400.00**	**62,640.00**	**59,760.00**
C1E17D	7/1/23	6/30/24	Gejits Infotech	C3693	Business Analyst (Advanced)	172,640.00					25,896.00	**25,896.00**			13,280.00	**13,280.00**	14,386.67		14,386.67		14,386.67		14,386.67		14,386.67		14,386.67		47,143.98		**172,640.00**	**39,176.00**	**133,464.00**
C21158	7/1/23	6/30/24	Gejits Infotech	C3695	Quality Assurance Analyst (Intermediate)	156,000.00					11,212.50	**11,212.50**	22,143.75	**22,143.75**			13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		44,643.75		**156,000.00**	**33,356.25**	**122,643.75**
C1F4B9	7/1/23	6/30/24	Gejits Infotech	C3696	Business Analyst (Advanced)	69,300.00					13,680.00	**13,680.00**	15,120.00	**15,120.00**	13,140.00	**13,140.00**	18,540.00		8,820.00										-		**69,300.00**	**41,940.00**	**27,360.00**
C20EF4	7/1/23	6/30/24	KLC Consulting	C3666	Business Analyst (Advanced)	122,400.00					13,680.00	**13,680.00**	29,385.00	**29,385.00**			10,200.00		10,200.00		10,200.00		10,200.00		10,200.00		10,200.00		18,135.00		**122,400.00**	**43,065.00**	**79,335.00**
C20900	7/1/23	6/30/24	Optimum Software Solutions	C3641	Quality Assurance Analyst (Intermediate)	107,440.00					12,008.00	**12,008.00**	13,272.00	**13,272.00**	12,640.00	**12,640.00**	8,953.33		8,953.33		8,953.33		8,953.33		8,953.33		8,953.33		15,800.02		**107,440.00**	**37,920.00**	**69,520.00**
C2022D	7/1/23	6/30/24	Optimum Software Solutions	C3667	Quality Assurance Analyst (Intermediate)	107,440.00					24,648.00	**24,648.00**			12,640.00	**12,640.00**	8,953.33		8,953.33		8,953.33		8,953.33		8,953.33		8,953.33		16,432.02		**107,440.00**	**37,288.00**	**70,152.00**
C206C7	7/1/23	6/30/24	Randstad Technologies	C3677	Applications Development Analyst (Adva	197,600.00					30,400.00	**30,400.00**	15,200.00	**15,200.00**			31,666.67		16,466.67		16,466.67		16,466.67		16,466.67		16,466.67		37,999.98		**197,600.00**	**45,600.00**	**152,000.00**
C20BC8	7/1/23	6/30/24	SCONY IT Staffing	C3678	Applications Development Analyst	176,800.00					23,800.00	**23,800.00**	13,600.00	**13,600.00**	14,960.00	**14,960.00**	14,733.33		14,733.33		14,733.33		14,733.33		14,733.33		14,733.33		36,040.02		**176,800.00**	**52,360.00**	**124,440.00**
C1DF17	7/1/23	6/30/24	SGS	C3702	Applications Architect (Advanced)	218,400.00					32,340.00	**32,340.00**	15,960.00	**15,960.00**	17,850.00	**17,850.00**	18,200.00		18,200.00		18,200.00		18,200.00		18,200.00		18,200.00		43,050.00		**218,400.00**	**66,150.00**	**152,250.00**
C20AC2	7/1/23	6/30/24	Strategic IT Alignment Group,	**C3736**	Manager, Applications Development, Job	104,000.00							26,950.00	**26,950.00**	6,350.00	**6,350.00**	8,666.67		8,666.67		8,666.67		8,666.67		8,666.67		8,666.67		18,699.98		**104,000.00**	**33,300.00**	**70,700.00**
C2009B	7/1/23	6/30/24	TalSearch Group	C3681	Project Management Specialist	170,560.00					8,200.00	**8,200.00**	26,650.00	**26,650.00**	12,300.00	**12,300.00**	14,213.33		14,213.33		14,213.33		14,213.33		14,213.33		14,213.33		38,130.02		**170,560.00**	**47,150.00**	**123,410.00**
C20973	7/1/23	10/9/23	TalSearch Group	C3436	Project Management Specialist	60,060.00					11,856.00	**11,856.00**	25,584.00	**25,584.00**			14,280.00												8,340.00		**60,060.00**	**37,440.00**	**22,620.00**
C2A4D3	10/10/23	6/30/24	TalSearch Group	C3682	Project Management Specialist	117,000.00									13,104.00	**13,104.00**	13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		25,896.00		**117,000.00**	**13,104.00**	**103,896.00**
C1E4EA	7/1/23	6/30/24	TalSearch Group	C3685	Project Manager	191,360.00					12,144.00	**12,144.00**	31,188.00	**31,188.00**			15,946.67		15,946.67		15,946.67		15,946.67		15,946.67		15,946.67		52,347.98		**191,360.00**	**43,332.00**	**148,028.00**
C208D4	7/1/23	6/30/24	TalSearch Group	C3687	Enterprise Architect	235,040.00							53,070.45	**53,070.45**			19,586.67		19,586.67		19,586.67		19,586.67		19,586.67		19,586.67		64,449.53		**235,040.00**	**53,070.45**	**181,969.55**
C1DFF8	7/1/23	6/30/24	TalSearch Group	C3691	Security Manager (Sr. Manager)	91,000.00							68,000.00	**68,000.00**			9,100.00		9,100.00		9,100.00		9,100.00		9,100.00		9,100.00		(31,600.00)		**91,000.00**	**68,000.00**	**23,000.00**
C2A140	10/1/23	6/30/24	TalSearch Group	C3692	Project Manager	145,500.00									17,460.00	**17,460.00**	17,460.00		17,460.00		17,460.00		17,460.00		17,460.00		17,460.00		23,280.00		**145,500.00**	**17,460.00**	**128,040.00**
C1F613	7/1/23	6/30/24	TalSearch Group	C3506	Program Manager	85,470.00					15,225.00	**15,225.00**	36,540.00	**36,540.00**			15,225.00		3,255.00										15,225.00		**85,470.00**	**51,765.00**	**33,705.00**
C20129	7/1/23	6/30/24	V2Soft	C3686	Quality Assurance Analyst (Intermediate)	145,600.00					22,400.00	**22,400.00**			11,200.00	**11,200.00**	12,133.33		12,133.33		12,133.33		12,133.33		12,133.33		12,133.33		39,200.02		**145,600.00**	**33,600.00**	**112,000.00**
C1FC1D	7/1/23	6/30/24	Vcarve, Inc.	C3674	Quality Engineering Consultant	156,000.00					11,400.00	**11,400.00**	24,825.00	**24,825.00**			13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		13,000.00		41,775.00		**156,000.00**	**36,225.00**	**119,775.00**
C20EE8	7/1/23	6/30/24	Vitaver	C3669	Project Management Specialist	12,240.00					720.00	**720.00**	11,520.00	**11,520.00**															-		**12,240.00**	**12,240.00**	-
C1F09B	7/1/23	6/30/24	Vitaver	C3689	Applications Development Analyst (Adva	176,800.00					6,120.00	**6,120.00**	19,040.00	**19,040.00**			14,733.33		14,733.33		14,733.33		14,733.33		14,733.33		14,733.33		63,240.02		**176,800.00**	**25,160.00**	**151,640.00**
																															-	-	-
C202FD	7/1/23	6/30/24	KYRA Solutions	C3675	Systems Architect	203,840.00			16,464.00	**16,464.00**	18,032.00	**18,032.00**	13,328.00	**13,328.00**			22,288.00		22,288.00		22,288.00		22,288.00		22,288.00		22,288.00		22,288.00		**203,840.00**	**47,824.00**	**156,016.00**
C1FB07	7/1/23	6/30/24	Innoworld Information Technologies L	C3672	Database Administrator (Advanced)	197,600.00					35,150.00	**35,150.00**	16,815.00	**16,815.00**	16,530.00	**16,530.00**	18,443.57		18,443.57		18,443.57		18,443.57		18,443.57		18,443.57		18,443.58		**197,600.00**	**68,495.00**	**129,105.00**
C20E80	7/1/23	6/30/24	GCOM Software LLC	C3700	Systems Administrator, Advanced (Job#	91,520.00							28,160.00	**28,160.00**	13,992.00	**13,992.00**	18,443.00		15,462.00		15,463.00										**91,520.00**	**42,152.00**	**49,368.00**
C20873	7/1/23	6/30/23	Gejits Infotech	C3676	Quality Assurance Analyst (Intermediate)	135,200.00									10,432.50	**10,432.50**	22,532.00		22,532.00		23,373.50		11,266.00		11,266.00		11,266.00		22,532.00		**135,200.00**	**10,432.50**	**124,767.50**
																															-	-	-
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N/A	7/1/23	6/30/24	FLCOMMERCE CTO		FLCOMMERCE CTO OPS	90,165.00			13,137.09	**13,137.09**					10,813.40	**10,813.40**	7,513.75		7,513.75		7,513.75		7,513.75		7,513.75		7,513.75		21,132.01		**90,165.00**	**23,950.49**	**66,214.51**
																															-	-	-
																															-	-	-
									-		-		-		-										-		-				-	-	-
					Monthly Grand Totals	**4,358,575.00**	-	-	**29,601.09**	**29,601.09**	**423,951.50**	**423,951.50**	**573,258.70**	**573,258.70**	**242,336.90**	**242,336.90**	**445,610.44**	-	**397,014.44**	-	**385,781.94**	-	**358,211.44**	-	**358,211.44**	-	**359,211.44**	-	**785,385.67**	-	**4,358,575.00**	**1,269,148.19**	**3,089,426.81**

PO	Start Date	End Date	Vendor	Contract #	Description	PO/Contract Amt	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
100270 UCMOD																																	
	7/1/23	6/30/24	FLCOMMERCE CTO		FLCOMMERCE CTO OPS	25,533.43			15,683.92	**15,683.92**	9,849.51	9,849.51			18,980.48	18,980.48															**44,513.91**	**44,513.91**	**(18,980.48)**
																															-	-	-
																															-	-	-
																															-	-	-
					Monthly Grand Totals	**25,533.43**	-	-	**15,683.92**	**15,683.92**	**9,849.51**	**9,849.51**	-	-	**18,980.48**	**18,980.48**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**44,513.91**	**44,513.91**	**(18,980.48)**

PROJECT:	**Incremental CX/UX**
FUNDING:	**Continuous Modernization GR (FRR21) & TF (UCEG1)**
STATUS:	**In Progress**

105174 INCREMENTAL CX/UX GR FRR21

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	**Start Date**	**End Date**	**Vendor**	**Contract #**	**Description**	**Deliverables Cost**	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	**SFY 23/24 Oblig**	**Exps to Date**	**Balance**
CX/UX Tech																																	
C26791	7/1/23	6/30/24	Strategic/TCS	C3505																											-	-	-
				PR275577	D2 Project Management Plan	481,272.31											481,272.31														**481,272.31**	**-**	**481,272.31**
					D3 Project Schedule	324,751.20											324,751.21														**324,751.20**	**-**	**324,751.20**
					D5 Business Continuity Plan	132,243.00											132,243.00														**132,243.00**	**-**	**132,243.00**
					D6 Infrastructure Report																										-	-	-
					D8 Joint Application Development Sessions	1,232,886.40											1,232,886.40														**1,232,886.40**	**-**	**1,232,886.40**
					D9 Requirements Report	492,903.35											492,903.35														**492,903.35**	**-**	**492,903.35**
					D10 Requirements Management Plan	66,121.00											66,121.00														**66,121.00**	**-**	**66,121.00**
					D11 Design Specifications Document	811,879.30											811,879.30														**811,879.30**	**-**	**811,879.30**
					D12 Detailed Technology Projects Screen and Design	296,450.30											296,450.30														**296,450.30**	**-**	**296,450.30**
					D13 System Architecture and Design Document	324,751.20											324,751.20														**324,751.20**	**-**	**324,751.20**
					D14 Interface Design Description and Integration Spe	324,751.00											324,751.00														**324,751.00**	**-**	**324,751.00**
					D15 Interface Control Document	324,751.20											324,751.20														**324,751.20**	**-**	**324,751.20**
					D18 Business Rules Catalog	288,764.10											288,764.10														**288,764.10**	**-**	**288,764.10**
					D23 Testing Plan	288,764.10											288,764.10														**288,764.10**	**-**	**288,764.10**
					D24 Test Results Report	241,714.09											241,714.09														**241,714.09**	**-**	**241,714.09**
					D25 Operational Readiness Test Plan and Schedule	241,714.06											241,714.06														**241,714.06**	**-**	**241,714.06**
					D31 Integration Platform Solution	1,948,511.60													1,948,511.60												**1,948,511.60**	**-**	**1,948,511.60**
					D32 Mobile-Responsive User Interface	4,221,772.40													4,221,772.40												**4,221,772.40**	**-**	**4,221,772.40**
		July	August		Maint & Ops - Will be monthly fee per contract	565,602.63															29,838.88		29,838.88		505,924.87					**565,602.63**	**-**	**565,602.63**
					Maint & Ops - Will be monthly fee per contract	-																									-	-	-
C141FF	2/10/23	6/30/25	Strategic/CTS	C3505	Mulesoft	563,080.21																	563,080.21								**563,080.21**	**-**	**563,080.21**
																															-	-	-
C1F538	7/1/23	6/30/24	KPMG	C3606	Deliverable 4 - Public Relations Materials	-			200,000.00	**200,000.00**	(200,000.00)	**(200,000.00)**																			-	-	-
			KPMG	PR275582	Deliverable 5 - Outreach Campaign	-			200,000.00	**200,000.00**	(200,000.00)	**(200,000.00)**																					-
C127FC	1/10/23	6/30/23	KPMG	C3606	Deliverable 1 - Project Kick-Off Meeting	(10,000.00)					(10,000.00)	**(10,000.00)**																			**(10,000.00)**	**(10,000.00)**	**-**
	1/10/23	6/30/23	KPMG	C3606	Deliverable 2 - Project Management Plan	(35,000.00)					(35,000.00)	**(35,000.00)**																			**(35,000.00)**	**(35,000.00)**	**-**
	1/10/23	6/30/23	KPMG	C3606	Deliverable 3 - Project Schedule	(30,000.00)					(30,000.00)	**(30,000.00)**																			**(30,000.00)**	**(30,000.00)**	**-**
																															-	-	-
C2ADBE	10/20/23	6/30/24	IMMIX	PR377070	Cloud License for Pega VPN Tunnel	682.42											682.42														**682.42**	**-**	**682.42**
																															-	-	-
C2DAAE	11/21/23	6/30/24	IMMIX	PR395705	Pega Services for Claims Intake Form	2,007,395.67													344,566.00		344,566.00		344,566.00		344,566.00		344,566.00		284,565.67		**2,007,395.67**	**-**	**2,007,395.67**
																															-	-	-
																															-	-	-
																															-	-	-
CX/UX Comms																																	
C1EA26	7/1/23	6/30/24	Beacon Systems	PR275583-V2	Deliverable 7 - Data Mapping	278,880.00													278,880.00												**278,880.00**	**-**	**278,880.00**
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
N/A			FLCOMMERCE		Indirect adjustments	4,234.35			4,234.35	**4,234.35**			-	-	-	-									-	-	-	-			**4,234.35**	**4,234.35**	**-**
					Totals	**15,388,875.89**	**-**	**-**	**404,234.35**	**404,234.35**	**(475,000.00)**	**(475,000.00)**	**-**	**-**	**-**	**-**	**5,874,399.04**	**-**	**6,793,730.00**	**-**	**374,404.88**	**-**	**937,485.09**	**-**	**850,490.87**	**-**	**344,566.00**	**-**	**284,565.67**	**-**	**15,388,875.89**	**(70,765.65)**	**15,459,641.54**

100778 INCREMENTAL CX/UX TF UCEG1 EQUITY GRANT PLAIN LANGUAGE

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	**Start Date**	**End Date**	**Vendor**	**Contract #**	**Description**	**Deliverables Cost**	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	**SFY 23/24 Oblig**	**Exps to Date**	**Balance**
C11757	7/1/23	6/30/23	Beacon Systems	C3630	CX/UX Communications Consulting Services																												-
			Beacon Systems		Deliverable 4 - Content Design Sessions	621,732.60					621,732.60	621,732.60																			**621,732.60**	**621,732.60**	**-**
					Deliverable 5 - Logo Development and Brand	138,162.80					138,162.80	138,162.80																			**138,162.80**	**138,162.80**	**-**
					Deliverable 6 - Plain Language Development	214,780.28					101,738.08	101,738.08					113,042.20														**214,780.28**	**101,738.08**	**113,042.20**
																															-	-	-
																															-	-	-
																															-	-	-
C1EA26	7/1/23	6/30/24	Beacon Systems	C3630	CX/UX Communications Consulting Services																										-	-	-
																															-	-	-
Amendment 4	7/1/23	6/30/24		PR275583-V2	Deliverable 7 - Data Mapping	278,880.00											278,880.00														**278,880.00**	**-**	**278,880.00**
Amendment 4	7/1/23	6/30/24			Deliverable 8 - Plain Language for Existing System	92,880.00											92,880.00														**92,880.00**	**-**	**92,880.00**
																															-	-	-
																															-	-	-
																															-	-	-
C1F538	7/1/23	6/30/24	KPMG	C3606	CX/UX Communications																										-	-	-
			KPMG	C3606	Deliverable 4 - Public Relations Materials	200,000.00					200,000.00	200,000.00																			**200,000.00**	**200,000.00**	**-**
				C3606	Deliverable 5 - Outreach Campaign	200,000.00					200,000.00	200,000.00																			**200,000.00**	**200,000.00**	**-**
C127FC	1/10/2023	6/30/23	KPMG	C3606	Deliverable 1 - Project Kick-Off Meeting	10,000.00					10,000.00	10,000.00																			**10,000.00**	**10,000.00**	**-**
	1/10/2023	6/30/23	KPMG	C3606	Deliverable 2 - Project Management Plan	35,000.00					35,000.00	35,000.00																			**35,000.00**	**35,000.00**	**-**
	1/10/2023	6/30/23	KPMG	C3606	Deliverable 3 - Project Schedule	30,000.00					30,000.00	30,000.00																			**30,000.00**	**30,000.00**	**-**
																															-	-	-
C1F4AA	7/1/23	6/30/24	Staff Aug	C3733	Manager, Customer Support Job Number 2200	197,600.00							14,440.00	14,440.00	59,945.00	59,945.00	34,960.01		16,466.67		16,466.67		16,466.67		16,466.67		16,466.67		5,921.64		**197,600.00**	**74,385.00**	**123,215.00**
TBD			Staff Aug		Plain Language RA-IT Business Analyst Advanced	220,000.00											36,666.66		36,666.66		36,666.66		36,666.66		18,333.33		18,333.33		36,666.70		**220,000.00**	**-**	**220,000.00**
TBD			Staff Aug		Plain Language RA-IT Business Analyst	180,000.00											30,000.00		30,000.00		15,000.00		15,000.00		30,000.00		30,000.00		30,000.00		**180,000.00**	**-**	**180,000.00**
																															-	-	-
					Monthly Grand Totals	**2,419,035.68**	**-**	**-**	**-**	**-**	**1,336,633.48**	**1,336,633.48**	**14,440.00**	**14,440.00**	**59,945.00**	**59,945.00**	**586,428.87**	**-**	**83,133.33**	**-**	**68,133.33**	**-**	**68,133.33**	**-**	**64,800.00**	**-**	**64,800.00**	**-**	**72,588.34**	**-**	**2,419,035.68**	**1,411,018.48**	**1,008,017.20**

CONTINUOUS MODERNIZATION - IV&V							July		August		September		October		November		December		January		February		March		April		May		June				
PO	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
Category 105174																																	
C20E6B	7/1/23	6/30/24	Gartner Group	C3774	IV&V Services for RA Continuous Modernization																												
					Deliverable 1 - IV&V Management Plan	46,792.00							46,792.00	**46,792.00**																		**46,792.00**	**46,792.00**	-
					Deliverable 2 - Post Roadmap Assessment ...	140,374.00											140,374.00															**140,374.00**	-	**140,374.00**
					Deliverable 3 - Weekly Status Reports	108,204.00									-		36,068.00		18,034.00		18,034.00		9,017.00		9,017.00		9,017.00		-		**99,187.00**	-	**108,204.00**
					Deliverable 4 - Monthly Assessment Reports	1,476,329.33											189,560.99		257,353.66		257,353.66		128,676.83		128,676.83		128,676.83		386,030.53		**1,476,329.33**	-	**1,476,329.33**
					Deliverable 5 - Quarterly Assessment Reports	514,708.00											128,677.00		128,677.00						128,677.00				128,677.00		**514,708.00**	-	**514,708.00**
					Deliverable 6 - Leading Practices Guidance	425,920.00											106,480.00		106,480.00				106,480.00						106,480.00		**425,920.00**	-	**425,920.00**
					Monthly Grand Totals	**2,712,327.33**	-	-	-	-	-	-	**46,792.00**	**46,792.00**	-	-	**601,159.99**	-	**510,544.66**	-	**275,387.66**	-	**244,173.83**	-	**266,370.83**	-	**137,693.83**	-	**621,187.53**	-	**2,703,310.33**	**46,792.00**	**2,665,535.33**
Category 100270																																	
2023/24 Revert and Reappropriate Carryforward					Deliverable 4 - Monthly Assessment Reports	67,792.67											67,792.67														**67,792.67**	-	**67,792.67**
																															-	-	-
									-				-		-										-		-				-	-	-
					Monthly Grand Totals	**67,792.67**	-	-	-	-	-	-	-	-	-	-	**67,792.67**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**67,792.67**	**93,584.00**	**67,792.67**
					Monthly Grand Totals	**2,780,120.00**	-	-	-	-	-	-	**46,792.00**	**46,792.00**	-	-	**668,952.66**	-	**510,544.66**	-	**275,387.66**	-	**244,173.83**	-	**266,370.83**	-	**137,693.83**	-	**621,187.53**	-	**2,771,103.00**	**140,376.00**	**2,733,328.00**

PROJECT:	**Strategic Planning Office**
FUNDING:	**Continuous Modernization GR (FRR21)**
STATUS:	**In Progress**

105174

STRATEGIC PLANNING OFFICE

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	**Start Date**	**End Date**	**Vendor**	**Contract #**	**Description**	**Contract Amount**	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	**SFY 23/24 Oblig**	**Exps to Date**	**Balance**
	7/1/23	6/30/24	Beacon Systems	C3186	Strategic Project Office - through Oct 2023																												
C2647D	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 1: Project Management	23,761.81											7,920.60		2,640.20		2,640.20		2,640.20		2,640.20		2,640.20		2,640.21		**23,761.81**	**-**	**23,761.81**
	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 2: Project Management	1,759,721.12					147,779.63	**147,779.63**	167,598.38	**167,598.38**			358,209.22		179,104.61		179,104.61		179,104.61		179,104.61		179,104.61		190,610.84		**1,759,721.12**	**315,378.01**	**1,444,343.11**
	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 4: Monthly Meeting	76,846.12							1,984.50	**1,984.50**			17,076.92		8,538.46		8,538.46		8,538.46		8,538.46		8,538.46		15,092.40		**76,846.12**	**1,984.50**	**74,861.62**
	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 5: Center of Excellence	185,128.48					1,134.00	**1,134.00**	212.63	**212.63**			40,887.66		20,443.83		20,443.83		20,443.83		20,443.83		20,443.83		40,675.04		**185,128.48**	**1,346.63**	**183,781.85**
	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 6: Knowledge Transfer	166,057.85					850.50	**850.50**	283.50	**283.50**			36,712.74		18,356.37		18,356.37		18,356.37		18,356.37		18,356.37		36,429.26		**166,057.85**	**1,134.00**	**164,923.85**
	7/1/23	6/30/24	Beacon Systems	C3186	Deliverable 7: Organizational Change Manag	296,327.11					283.50	**283.50**	283.50	**283.50**			65,787.46		32,893.73		32,893.73		32,893.73		32,893.73		32,893.73		65,504.00		**296,327.11**	**567.00**	**295,760.11**
																															-	**-**	**-**
																															-	**-**	**-**
																															-	**-**	**-**
C289D1	9/30/23	9/30/24	CDW	PR344844	Configuration Services for ServiceNow for th	43,821.44									43,821.44	43,821.44															**43,821.44**	**43,821.44**	**-**
																															-	**-**	**-**
																															-	**-**	**-**
																															-	**-**	**-**
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																															-	**-**	**-**
																															-	**-**	**-**
																															-	**-**	**-**
					Monthly Grand Totals	**2,551,663.93**	**-**	**-**	**-**	**-**	**150,047.63**	**150,047.63**	**170,362.51**	**170,362.51**	**43,821.44**	**43,821.44**	**526,594.60**	**-**	**261,977.20**	**-**	**261,977.20**	**-**	**261,977.20**	**-**	**261,977.20**	**-**	**261,977.20**	**-**	**350,951.75**	**-**	**2,551,663.93**	**364,231.58**	**2,187,432.35**

PROJECT: Systems and Software Integrator

FUNDING: Continuous Modernization GR (FRR21)

STATUS: In Progress

SYSTEMS AND SOFTWARE INTEGRATOR

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
C1DF14	7/1/23	6/30/24	Peraton State and Local	C3272	Integrator Co-Pilot	5,406,572.20																											
					Deliverable 7: Design Documentation	80,333.11																	80,333.11								**80,333.11**	-	**80,333.11**
					Deliverable 8: Infrastructure Performance ...	42,109.86																	42,109.86								**42,109.86**	-	**42,109.86**
					Deliverable 11: Performance Benchmarks	277,855.28																	277,855.28								**277,855.28**	-	**277,855.28**
					Deliverable 13: Oversight and Monitoring ...	238,019.28																	238,019.28								**238,019.28**	-	**238,019.28**
					Deliverable 14: Integration Testing	905,285.49																	905,285.49								**905,285.49**	-	**905,285.49**
					Deliverable 15: Integration	702,775.31																	702,775.31								**702,775.31**	-	**702,775.31**
					Deliverable 19: Enterprise Architecture Tool	15,941.87																	15,941.87								**15,941.87**	-	**15,941.87**
					Deliverable 20: Testing Team	1,751,364.00																	1,751,364.00								**1,751,364.00**	-	**1,751,364.00**
					Deliverable 21: Information Security and ...	855,618.00																	855,618.00								**855,618.00**	-	**855,618.00**
					Deliverable 22: Business Strategy Development	537,270.00																	537,270.00								**537,270.00**	-	**537,270.00**
																															-	-	-
																															-	-	-
																															-	-	-
																															-	-	-
									-				-		-										-		-				-	-	-
					Monthly Grand Totals	**5,406,572.20**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**5,406,572.20**	-	-	-	-	-	-	-	**5,406,572.20**	-	**5,406,572.20**

PROJECT: CHATBOT
FUNDING: Continuous Modernization GR (FRR21)
STATUS: In Progress

105174

CHATBOT

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	**Start Date**	**End Date**	**Vendor**	**Contract #**	**Description**	**Contract Amount**	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	**SFY 23/24 Oblig**	**Exps to Date**	**Balance**
PR392871	1/1/24	12/31/24	GTS	C2191	GTS -Google Chatbot	463,500.00															463,500.00										**463,500.00**	-	**463,500.00**
	1/1/24	12/31/24	GTS	C2191	GTS - Translation Services in OmniBot Solution	69,348.00															69,348.00										**69,348.00**	-	**69,348.00**
																															-	-	-

PROJECT:	**Case management System Adjud and Appeals**
FUNDING:	**Continuous Modernization GR (FRR21)**
STATUS:	**In Progress**

105174

Case management

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	**Start Date**	**End Date**	**Vendor**	**Contract #**	**Description**	**Contract Amount**	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	**SFY 23/24 Oblig**	**Exps to Date**	**Balance**
ADJUDICATION																																	
C2DD7D	11/21/23	6/30/24	IMMIX TECHNOLOGY	GS-35F-0265X	Pega Services - development and integration	1,267,828.84													211,304.81		211,304.81		211,304.81		211,304.81		211,304.81		211,304.79		**1,267,828.84**	-	**1,267,828.84**
				PR395684																											-	-	-
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					Monthly Grand Totals	**1,267,828.84**	-	-	-	-	-	-	-	-	-	-	-	-	**211,304.81**	-	**211,304.81**	-	**211,304.81**	-	**211,304.81**	-	**211,304.81**	-	**211,304.79**	-	**1,267,828.84**	-	**1,267,828.84**

PROJECT:	Document Imaging System
FUNDING:	Continuous Modernization GR (FRR21)
STATUS:	In Progress

105174

ocument Imaging System

							July		August		September		October		November		December		January		February		March		April		May		June				
PO	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 23/24 Oblig	Exps to Date	Balance
			Next Phase		Estimated Costs																														
					Scanners	150,000.00																		150,000.00									150,000.00	-	150,000.00
					Software/Licensing	750,000.00																		750,000.00									750,000.00	-	750,000.00
					RECONNECT Integration	500,000.00																		500,000.00									500,000.00	-	500,000.00
					Capacity	50,000.00																		50,000.00									50,000.00	-	50,000.00
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NOTES

7/1/2023 100270 Revert and Reappropriate funds were not awarded until late July resulting in invoices being paid from 100778 to be moved to 100270 once release was received.

Date	Project	PO/Contract	Vendor	Description	Category	Grant	Net Change	Category 2	Grant2	Net Change2	Submitted
10/13/2023	Maintenance and Operations	C1EF80	ExStream Floating License Maintenance & Support	Grant shift	105174	FRR21	(368,718.00)	100778	UCMNT	368,718.00	
10/13/2023	Maintenance and Operations	C23788	SauceLabs - Cross Browsing Testing License INV VSL103015	Grant shift	105174	FRR21	(5,000.00)	100270	UCMNT	5,000.00	
10/13/2023	Maintenance and Operations	C261C2	SauceLabs	Grant shift	105175	FRR21	(3,837.48)	100270	UCMNT	3,837.48	

Back of Bill

	Category	
RA Modernization	**100270**	Grant
Maint & Ops	19,320,000	**UCMNT**
Modernization	15,510,000	**UCMOD**
IV&V	1,170,000	**UCIVV**
	36,000,000	

2202A SPECIAL CATEGORIES
REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
FROM GENERAL REVENUE FUND 36,000,000
From the funds in Specific Appropriation 2202A, $36,000,000 in nonrecurring funds from the General Revenue Fund is provided for the modernization of the reemployment assistance system that complies with section 282.206, Florida Statutes. Of these funds, $19,320,000 is provided for increased maintenance and operations of the system, $15,510,000 is provided for system modernization, and $1,170,000 is provided to competitively procure a private sector provider with experience in conducting independent verification and validation (IV&V) services of public sector information technology projects to provide IV&V services for all department and vendor staff working to modernize and maintain the system. From these funds, $31,170,000 shall be held in reserve, and $4,830,000 is released to the department for ongoing maintenance and operations. The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the procurement of the IV&V vendor and the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.
Quarterly IV&V reports shall include technical reviews of project deliverables submitted or accepted within the reporting period and assessments of the department's project management and governance. The IV&V contract shall require that all deliverables be simultaneously submitted to the executive director of the department, the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations
Committee, and the Florida Digital Service. The contracted provider shall be made readily available to provide all project related data to the Florida Digital Service in support of their project oversight responsibilities pursuant to section 282.0051, Florida Statutes. The department shall provide monthly project status reports to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations Committee, and the Florida Digital Service. Each status report must include ongoing system maintenance activities and progress made to date for each project milestone, deliverable, and task order, planned and actual completion dates, planned and actual costs incurred, and any current project issues and risks.

RA Modernization - Back of Bill		**TOTAL Modernization**
Modernization	**56,400,000**	**71,910,000**
Category 105174		

Back of the Bill
Federal Coronavirus State FiscalRecovery Fund
REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
The nonrecurring sum of $56,400,000 from the General Revenue Fund is appropriated to the Department of Economic Opportunity for the modernization of the Reemployment Assistance system that complies with section 282.206, Florida Statutes. These funds shall be held in reserve. Release of these funds is contingent upon the full release of funds provided for system modernization in Specific Appropriation 2202A. The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.