



FL WINS PROGRAM	FLORIDACOMMERCE	FY 2023-2024 JANUARY 2024
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Program Sponsor:	Lindsay Volpe, Deputy Secretary, Division of Workforce Services & Domenic DiLullo, Chief Technology Officer at FloridaCommerce	Program Director:	Jennifer Long Commerce FL WINS Program Director Jackie Schaffer, REACH Office FL WINS Program Director
Status Report Period:	January 1 - 31, 2024	Current Program R&C Category:	4
Program Start Date:	4/1/2022	Program End Date:	12/31/2026

1 – PROGRAM STATUS OVERVIEW

A. Overview of program progress during the reporting period:	Required for R&C Category 1 2 3 4
<p>The FL WINS Program progressed in the following areas during this reporting period:</p> <ul style="list-style-type: none"> Operational Work Plan monthly updates completed and submitted for review to be approved in February 2024. Customer Portal Project procurement ITN Vendor responses received 1/10/2024 and scores posted 1/23/2024. IV&V Submitted December Monthly IV&V Report to Program for review on 1/7/2024, approval anticipated in February 2024. Program is evaluating and reviewing IV&V Phase Gate Report #1, anticipated approval in February 2024. Transformational Change Management (TCM) Monthly Summary Report, January 2024, submitted with anticipated approval in February 2024. Annual Change Readiness Assessment closed in January with deliverable submitted on 1/29/2024 with anticipated approval in February 2024. BPR team worked on value added services detailed in Task Order for Deliverable 6 (TOM) in December, first iteration submitted 1/26/2024. BPR team presented stakeholder engagement approach for Deliverable 6 (TOM) Iterations 2.1, 2.2 and 2.3 to FL WINS leadership on 1/29/2024. New PMO vendor onboarded and began updating and maintaining: FL WINS Program Management Plan, CRAIDL log, RACI matrix, Master Program Schedule, and FL WINS PMO SharePoint site. 	

B. Overall Status			Required for R&C Category 1 2 3 4
	Yes	No	Explain:
Is the program on schedule? <small>If no, explain why and what corrective action(s) are planned to bring the project back on schedule</small>	X		The Program remains on schedule and as of January 2024, has not missed any critical dates that would impact the schedule. As of this report, TCM Deliverable 4 (FL WINS Style Guide) is pending final approval in February 2024.



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Will the program complete on schedule?	X		Yes, the Program is still on track to complete in December 2026.
Is the program currently within budget? <small>If no, explain why and what corrective action(s) are planned to bring the project back within budget</small>	X		There are no impacts or changes to the Program's Budget.
Will the program remain within budget?	X		As of January 2024, there are no indicators the Program will exceed the planned budget.
Were any scope changes proposed or approved during this reporting period?	X		The approved program value added services and scope increase change was completed via a Task Order signed and approved in December 2023 with a contract amendment anticipated approval in February 2024.
Have any risks or issues impacted the program during the reporting period?	X		There are currently no new risks or issues that negatively impacted the program during this reporting period. FL WINS onboarded a new program director for FloridaCommerce and a new PMO vendor for the program that should partially mitigate future risks associated with key personnel turnover.

C. SPI & CPI <i>Provide SPI and CPI for Current + Last 3 Reporting Periods</i> Required for R&C Category 3 4				
	Past Reporting Period	Past Reporting Period	Last Reporting Period	Current Reporting Period
Date	10/1/23-10/31/23	11/1/23-11/30/23	12/1/23-12/31/23	1/1/24-1/31/24
Workforce Integration Management Project				
Schedule Performance Index (SPI)	X	X	X	X
Cost Performance Index (CPI)	X	X	X	X
Explanation of SPI or CPI Variance / Trend	The Workforce Integration Management Project is working on a schedule baseline and will report SPI and CPI on future reports.			
Business Process Reengineering Project				
Schedule Performance Index (SPI)	.98	.98	.98	1.0
Cost Performance Index (CPI)	1.01	1.01	.98	1.03



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Explanation of SPI or CPI Variance / Trend	BPR CPI was slightly elevated and is now coming back down with the additional value-added items on the project schedule. The SPI and CPI are still within the allowed program variances. The project is scheduled to complete on 3/29/2024.			
Transformational Change Management Project				
Schedule Performance Index (SPI)	.99	.95	.97	.99
Cost Performance Index (CPI)	.98	.95	.89	1.01
Explanation of SPI or CPI Variance / Trend	TCM project was outside of acceptable ranges, over planned cost and schedule, however, there is no current or anticipated impact to the overall Program's schedule or budget. The TCM activities which were delayed, are now in flight and on track to complete without impacting the Program's schedule or budget, there is one specific deliverable that is causing the CPI to trend down and this deliverable is anticipated to be approved in January 2024, allowing the CPI and SPI to start trending up within acceptable variable allowances			



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2 – PROJECT PROGRESS

A. Project Milestones, Deliverables, and Major Tasks Required for R&C Category 2 3 4						
<i>Provide milestones, deliverables, or major tasks of interest to key project stakeholders. Identify the status of each item listed (Completed, In Progress, Future), and explain any significant variance.</i>						
D M T	Deliverable / Milestone / Task & Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
Business Process Re-engineering Project						
T	Information Shared Services Implementation team design	11/30/23	3/29/24		IP	The anticipated approval for the BPR/TCM contract amendment is February 2024. Additionally, BPR will provide recommendations on the shared services IT workgroup that currently exists for the FL WINS project as it relates to the operations in the To-Be solution. This element of the TOM will focus on the business value of designing a shared services IT workgroup to assist and manage the service delivery model associated with the To-Be solution.
T	In-Scope System Assessment Activities	11/30/23	3/29/24		IP	The anticipated approval for the BPR/TCM contract amendment is February 2024. Additionally, BPR will document improvement opportunities gathered during the in-person workshops for each Workforce Partner and system, to include which activities and tasks being completed by the various agencies could be optimized or eliminated. BPR will also complete a gap analysis of each As-Is system.



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A. Project Milestones, Deliverables, and Major Tasks Required for R&C Category 2 34						
Provide milestones, deliverables, or major tasks of interest to key project stakeholders. Identify the status of each item listed (Completed, In Progress, Future), and explain any significant variance.						
D M T	Deliverable / Milestone / Task & Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
T	Partner's technology resources gap analysis	11/30/23	3/29/24		IP	The anticipated approval for the BPR/TCM contract amendment is February 2024. Additionally, BPR will focus on learning design – taking inputs such as the Training Needs Assessment and Change Impact Assessment to create a learning experience design a plan that includes an integrated approach to assessing learner proficiency. Future phase(s) could include development of interactive, LMS ready content for either internal or external customers.
T	Value Added Services (2)	11/30/23	3/29/2024		C	Wireframes submitted, approved, and finalized in January 2024. BPR/TCM contract amendment anticipated approval in February 2024.
Transformational Change Management Project						
D	TCM Deliverable 4: FL WINS Style Guide	4/19/2023	1/26/2024		IP	Submitted revised version of FL WINS Style Guide for review on 1/26/2024 and anticipated approval in February 2024. BPR will
D	TCM Deliverable 5: Monthly Summary Report Submissions	1/3/2024	2/5/2024		C	Anticipated approval February 2024.
D	TCM Deliverable 8: Change Readiness Assessment	11/20/2023	2/20/2024		C	Anticipated approval February 2024.
D	TCM Deliverable 9: Training Needs Assessment and Approach	11/7/2023	2/16/2024		IP	Submitted initial draft of Deliverable 9.
Workforce Integration Management Project						



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A. Project Milestones, Deliverables, and Major Tasks Required for R&C Category 2 3 4						
Provide milestones, deliverables, or major tasks of interest to key project stakeholders. Identify the status of each item listed (Completed, In Progress, Future), and explain any significant variance.						
D M T	Deliverable / Milestone / Task & Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
M	FL WINS Customer Portal Procurement Release	11/14/24	3/1/24		IP	The Customer Portal draft charter and schedule are in development and/or review. Customer Portal Project procurement vehicle, ITN, released to the vendor community 11/15/2023. Complete procurement calendar developed with anticipated contract execution occurring 3/1/2024.
T	FL WINS collaborating with FLDS for the Interoperability proof of concept project	8/1/2023	12/31/2026		IP	FL WINS Program continues collaboration with FLDS and WPAs engaging in the interoperability proof of concept initiative. The Program has the unique advantage of integrating with three core workforce partner case management systems, requiring significant collaboration and coordination with all WPAs, with a current focus on IT Shared Services (ITSS) Core Workgroup partners and legal and policy stakeholders. Technology Program Sponsors approved ITSS WG Memo of Interoperability on December 5, 2023. Workgroups L&P and ITSS are ramping up to engage in February 2024 to task common data elements for reporting and identifying any legal/policy barriers that may arise for master sharing agreements.



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B. Scope Changes <i>List all scope changes (any changes from the original project objectives and deliverables that impact the project schedule or budget) identified during this reporting period, including those that may impact the project in later reporting periods.</i>					
Scope Change Description			Cost Impact	Schedule Impact	Status <i>(if approved, include approval date and change control form number)</i> / Variance Explanation / Comment
There are no scope changes in this reporting period.					

Required for R&C Category 2
3 4



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3 – PROGRAM ISSUES / RISKS

A. Program Issues <i>List all issues identified, open, occurring, or closed within this reporting period.</i>					Required for R&C Category 2 3 4
Issue Description	Status (Open/ Closed)	Project Impact (H, M, L) and Description of <u>Impact</u>	Resolution Approach	Resolution Date	Owner
There were no issues logged during this period					

B. Program Risks <i>List all risks identified, open, occurring, or closed within the reporting period. This table includes only High Probability, High Impact risks. Please refer to the Risk Log for risks with low and medium exposure scores.</i>					Required for R&C Category 2 3 4
Risk Description	Status (Open / Closed)	Project Impact (H, M, L) and Description of Impact	Mitigation/Response Strategy	Mitigation Status	Owner
Potential gap in program schedule management	Open (probability and impact scores elevated during this reporting period)	H – gaps in management of program schedule could result in delays of communication for critical path items to Program leadership which could delay decisions, affect resource allocation, and ultimately lead to schedule delays.	PMO vendor assumes program schedule management. Schedule reviewed weekly by PMO and with Program team during weekly update meeting. Communicate critical path item delays to Program leadership.	IP	Jennifer Long



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B. Program Risks Required for R&C Category 2 3 4					
<i>List all risks identified, open, occurring, or closed within the reporting period. This table includes only High Probability, High Impact risks. Please refer to the Risk Log for risks with low and medium exposure scores.</i>					
Risk Description	Status (Open / Closed)	Project Impact (H, M, L) and Description of Impact	Mitigation/Response Strategy	Mitigation Status	Owner
Customer Portal procurement schedule delays	Open	<p>H – Risk of procurement activity delays resulting in not meeting procurement timelines. If procurement timelines are not met, then the future solution vendor will not have adequate time to validate requirements with WPA's prior to LBR due dates for 2025 legislative session. If WPA's do not make their LBR due dates for the next legislative session, the Program is at risk of not making the implementation deadline. If WPA's do not make the recommended resource or in-scope modernization requests for 2025 session, the solution may not be fully implemented and add best value to the SOF. If Calendar of events for CP procurement is not followed by the Master Program Schedule, then the risk should move to an Issue.</p>	<p>In an effort to reduce the probability of this risk and mitigate potential impact if the risk occurs, the Program will:</p> <ul style="list-style-type: none"> • Review, train, and adhere to FL WINS Project and Program Planning, revising as needed to ensure continuous improvement. • Review and comply with all regulations and legal requirements and engage legal expertise in reviewing and advising throughout the procurement process. • Adhere to FL WINS Program Governance Framework. • Foster open and consistent communication through multiple channels, as needed, to ensure relevant information is available to all stakeholders regarding the procurement process, potential challenges, and to encourage collaborative problem solving. • Include contingency planning in Program and project-level schedules to allow for adapting to changes as needed. 	IP	Jackie Schaffer



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4 - PROGRAM SPENDING PLAN

A. Expenditures – Planned vs. Actual Required for R&C Category 2 3 4			
<i>Provide planned and actual cost total for the current month and the fiscal year to date. Provide an explanation of significant variance.</i>			
Period	Planned Cost	Actual Cost	Explanation of Variance
1/1/2024 - 1/31/2024	\$8,086,091.95	\$54,073.91	The FL WINS Spending Plan was aligned with the tool to track legislative spending. This change is intentional and will help avoid discrepancies in reporting to different stakeholders. Variances reported in this row are due to timing from when items are approved, and when they are paid.
Fiscal Year 2023-2024 to date	\$23,747,503.45	\$2,970,380.67	Variances reported in this row are due to timing from when items are approved, and when they are paid.

B. Identify Major Program Costs Required for R&C Category 2 3 4					
<i>Provide the planned expenditure, actual expenditure (if completed), status, and the business need for all significant project costs of interest to key project stakeholders. For hardware/software include the quantity of each type of equipment or licenses required. If completed, provide an explanation for any significant cost variance.</i>					
Description	Planned Expenditure	Actual Expenditure	Status (C=Completed IP= In Progress F=Future)	Business Need	Explanation of Cost Variance
IV&V Deliverable 3: IV&V Execution and Monthly Status Reports (October)	\$33,006.00		IP	Required, ongoing IV&V services and reporting.	Variance associated with timing of report submission, approval, and invoice approval.
BPR Deliverable 6: Supplemental Business Staff (October 2023)	\$52,000.00		IP	Ongoing staff augmentation to support Program progress	Continuing through 3/29/24.
TCM Deliverable 3: Transformational Change Management Activities (October)	40,003.00		IP	Ongoing transformational change management activities to facilitate adoption and success of FL WINS Program.	



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B. Identify Major Program Costs Required for R&C Category 2
3 4

Provide the planned expenditure, actual expenditure (if completed), status, and the business need for all significant project costs of interest to key project stakeholders. For hardware/software include the quantity of each type of equipment or licenses required. If completed, provide an explanation for any significant cost variance.

Description	Planned Expenditure	Actual Expenditure	Status <small>(C=Completed IP= In Progress F=Future)</small>	Business Need	Explanation of Cost Variance
TCM Deliverable 5: Monthly Summary Report Submissions (October 2023)	\$13,911.00	\$13,911.00	IP	Ongoing program reporting and transformational change management services.	Cost is \$4,637 monthly.
Gartner	\$88,422.80	\$88,422.80	IP	Procurement advisory services	