FDLE

Florida Department of
Law Enforcement

J. Mark Glass
Commissioner

Office of Executive Director
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Ron DeSantis, *Governor*
Ashley Moody, *Attorney General*
Jimmy Patronis, *Chief Financial Officer*
Wilton Simpson, *Commissioner of Agriculture*

LEGISLATIVE BUDGET REQUEST

Florida Department of Law Enforcement

Tallahassee, Florida

October 15, 2024

Brandi Gunder, Deputy Director of Budget
Office of Policy and Budget
Executive Office of the Governor
1702 Capitol
Tallahassee, Florida 32399-0001

J. Eric Pridgeon, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Tim Sadberry, Staff Director
Senate Committee on Appropriations
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to chapter 216, Florida Statutes, our Legislative Budget Request for the Florida Department of Law Enforcement is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2025-26 Fiscal Year. This submission has been approved by J. Mark Glass, Commissioner

Sincerely,

J. Mark Glass
Commissioner

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

Request for Approval
Temporary Special Duty – General Pay Additives Implementation Plan
For Fiscal Year 2024-25

In accordance with previous rule authority established in 60L-32.0012, Florida Administrative Code, the Florida Department of Law Enforcement has used existing rate and salary appropriations to grant pay additives when warranted based on the duties and responsibilities of the position.

Temporary special duty additives are a valuable management tool which allows agencies to compensate employees for identified additional duties which are not permanent in nature.

Pay Additive – General
The agency requests approval to continue to grant a pay additive up to 15 percent of employee base salary or agency minimum, whichever is greater to staff who are temporarily assigned higher level duties and responsibilities not customarily associated with a position.

Pay Additive – Absent Coworker
The agency requests approval to continue to grant a pay additive up to 15 percent of employee base salary or agency minimum, whichever is greater to staff who are temporarily assigned duties and responsibilities of a coworker who is absent from work due to authorized Family and Medical Leave Act or military leave.

For both pay additive scenarios addressed in this plan, the additive will begin on the first day of special duties being assumed and continue for up to 90 days. After this 90-day period, the agency will reassess the need for the additive and address accordingly.

During fiscal year 2023-24, the agency implemented a total of 59 temporary special duty additives, all of which would fall within the scenarios described above. The positions granted included the following classes: Audio-Visual Specialist, Business Consultant I, Crime Intelligence Analyst II, Crime Laboratory Analyst, Crime Laboratory Analyst Supervisor, Crime Laboratory Technician, Criminal Justice Information Analyst II, Forensic Technologist, Government Analyst I and II, Government Operations Consultant II, and III, Inspector, Law Enforcement Officer, Operations Analyst I, Program Consultant, Protective Operations Special Agent, Senior Crime Laboratory Analyst, Senior Program Analyst, Special Agent, Special Agent Supervisor and Web Manager.

The agency expended approximately $181,000 on these additives and anticipates expenditures to be comparable to those in the past year.

The following Collective Bargaining Agreements contain language regarding Temporary Special Duty:

State of Florida and the Police Benevolent Association – Law Enforcement
Article 21 Compensation for Temporary Special Duty in Higher Level Position, Sections 1 – 3

State of Florida and the Fraternal Order of Police – Special Agent
Article 21 Compensation for Temporary Special Duty in Higher Level Position, Sections 1 – 3

Florida Department of Law Enforcement
Office of the Executive Director
CURRENT

SMS
SES
CS
OPS

Executive Director
cc 9825 10-1011-03 pb 25
Pos #71000001

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #71000003

Capitol Police
(Separate org chart – CP)

Deputy Executive Director of Law Enforcement
Public Safety Services
cc 9883 10-1021-02 pb 24
Pos #71000540

Deputy Executive Director of Law Enforcement
cc 8289 10-1021-02 pb 24
Pos #710001028

Inspector General
(under separate cover)

Deputy Executive Director of Law Enforcement
Investigative & Forensic Services
cc 9883 10-1021-02 pb 24
Pos #71000594

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #710001566

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #71001344

Executive Investigations
(under separate cover)

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #71000526

Assistant Executive Director- FDLE
cc 9883 10-1021-02 pb 24
Pos #71001650
(under separate cover)

Assistant Executive Director- FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820
(under separate cover)

OPS Government Analyst II
13-1111-04
Pos #71900393
Pos #71900394

Office of Policy Development & Planning
Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71000617
(under org chart- IFS)

Forensic Services
(Separate org chart - IFS)

General Counsel
(under separate cover)

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #71000214

Criminal Justice Professionalism
(Separate org chart - CJP)

POS
(Separate org chart – POS)

Assistant Executive Director- FDLE
Sothern Region
cc 9883 10-1021-02 pb 24
Pos #71002185
(under separate cover)

Assistant Executive Director- FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos #71000437
(under separate cover)

Criminal Justice Information Services
(Separate org chart - CJIS)

Statewide Investigative Services
(Separate org chart - IFS)

Deputy Chief of Staff (Chief of Staff)
Cc 6701 10-1021-02 pb 24
Pos #71000204

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #71002666

Executive Assistant II – SES
cc 0720 43-6011-05 pb 10
Pos #710001966

Information Technology Services
(Separate org chart - ITS)

Statewide Intelligence
(Separate org chart - IFS)

Business Support Program
(Separate org chart - BSP)

External Affairs
(under separate cover)

Office of Public Information
(under separate cover)

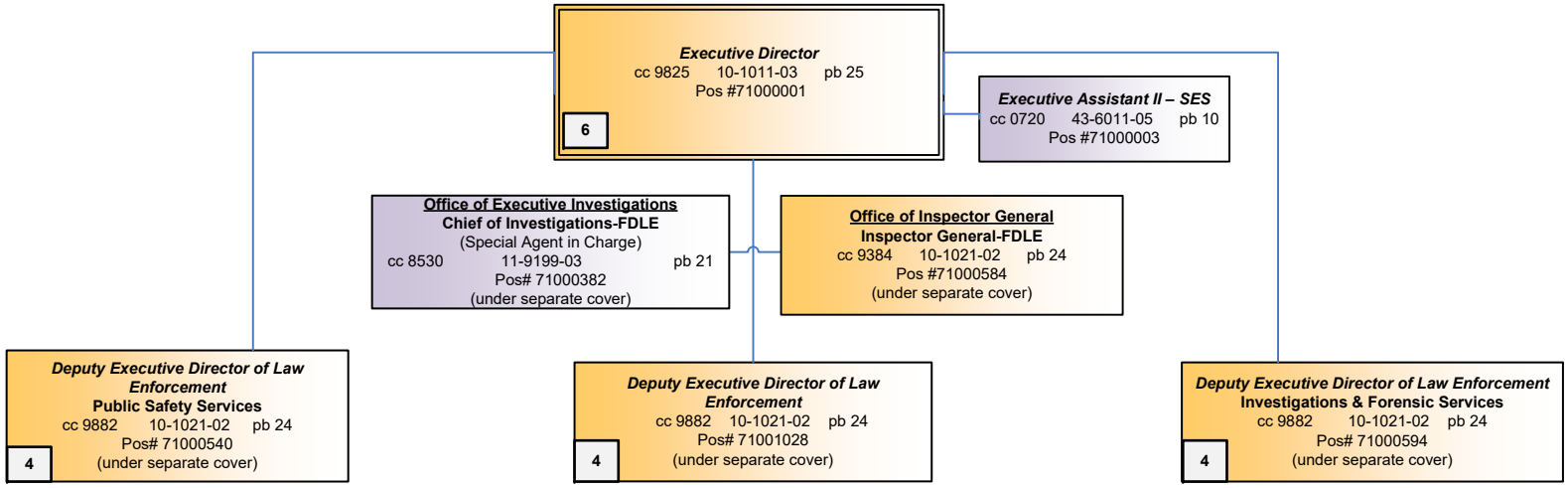
Regional Operations Centers
Fort Myers ROC
Miami ROC
Tampa Bay ROC
(Separate org charts for each ROC)

Regional Operations Centers
Jacksonville ROC
Pensacola ROC
Tallahassee ROC
Orlando ROC
(Separate org charts for each ROC)

8/15/2024

Florida Department of Law Enforcement
Office of the Executive Director
CURRENT

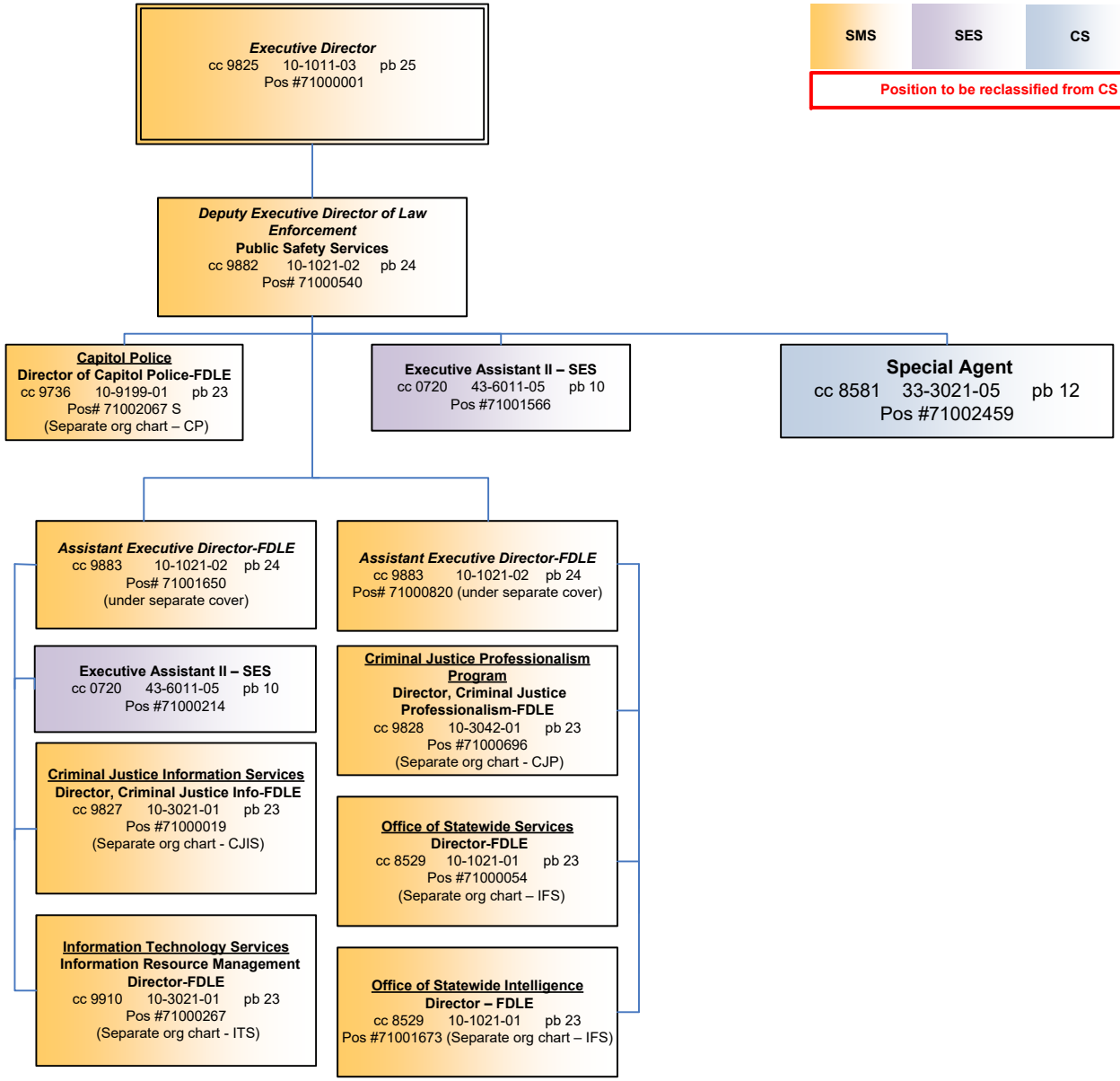
SMS | SES | CS | OPS



Florida Department of Law Enforcement
Office of the Executive Director
Public Safety Services
CURRENT

SMS | SES | CS | OPS

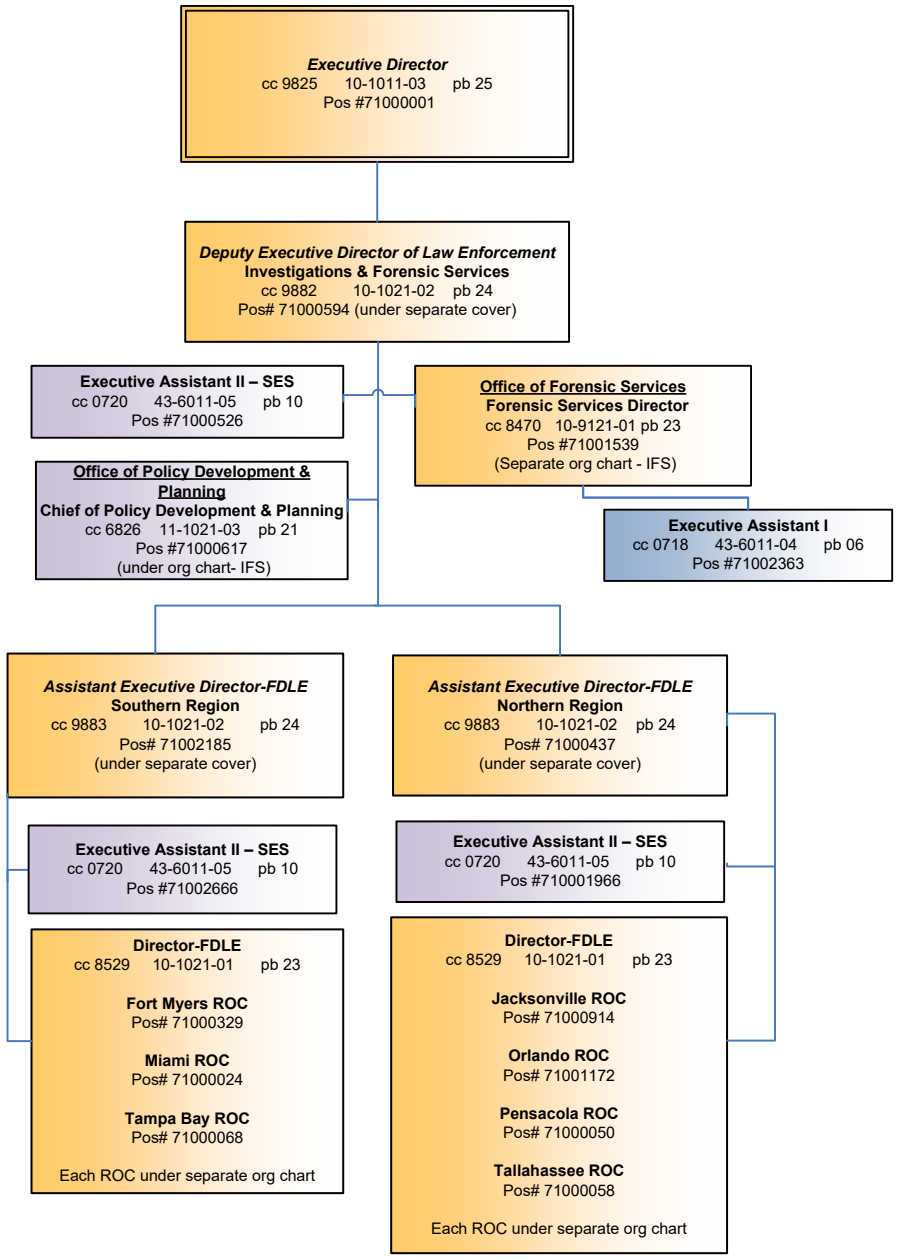
Position to be reclassified from CS to SES.



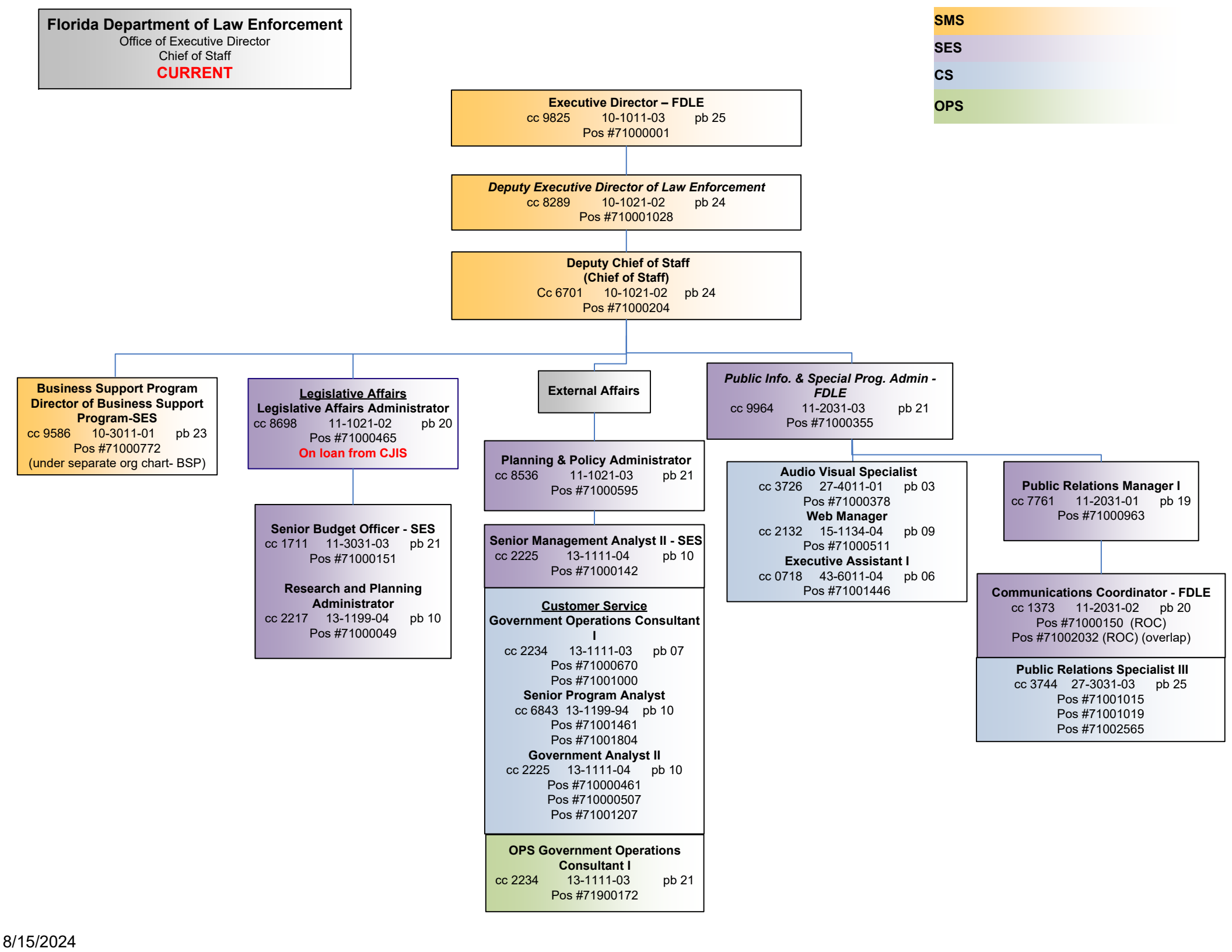
Florida Department of Law Enforcement
Office of the Executive Director
Investigations & Forensic Services
CURRENT

SMS | SES | CS | OPS

Positions to be reclassified from CS to SES.



8/15/2024


Florida Department of Law Enforcement
Office of Executive Director
Chief of Staff
CURRENT
SMS
SES
CS
OPS
Executive Director – FDLE
cc 9825 10-1011-03 pb 25
Pos #71000001
Deputy Executive Director of Law Enforcement
cc 8289 10-1021-02 pb 24
Pos #710001028
Deputy Chief of Staff
(Chief of Staff)
Cc 6701 10-1021-02 pb 24
Pos #71000204
Business Support Program Director of Business Support Program-SES
cc 9586 10-3011-01 pb 23
Pos #71000772
(under separate org chart- BSP)
Legislative Affairs
Legislative Affairs Administrator
cc 8698 11-1021-02 pb 20
Pos #71000465
On loan from CJIS
Senior Budget Officer - SES
cc 1711 11-3031-03 pb 21
Pos #71000151
Research and Planning Administrator
cc 2217 13-1199-04 pb 10
Pos #71000049
External Affairs
Planning & Policy Administrator
cc 8536 11-1021-03 pb 21
Pos #71000595
Senior Management Analyst II - SES
cc 2225 13-1111-04 pb 10
Pos #71000142
Customer Service
Government Operations Consultant I
cc 2234 13-1111-03 pb 07
Pos #71000670
Pos #71001000
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001461
Pos #71001804
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #710000461
Pos #710000507
Pos #71001207
OPS Government Operations Consultant I
cc 2234 13-1111-03 pb 21
Pos #71900172
Public Info. & Special Prog. Admin - FDLE
cc 9964 11-2031-03 pb 21
Pos #71000355
Audio Visual Specialist
cc 3726 27-4011-01 pb 03
Pos #71000378
Web Manager
cc 2132 15-1134-04 pb 09
Pos #71000511
Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71001446
Public Relations Manager I
cc 7761 11-2031-01 pb 19
Pos #71000963
Communications Coordinator - FDLE
cc 1373 11-2031-02 pb 20
Pos #71000150 (ROC)
Pos #71002032 (ROC) (overlap)
Public Relations Specialist III
cc 3744 27-3031-03 pb 25
Pos #71001015
Pos #71001019
Pos #71002565

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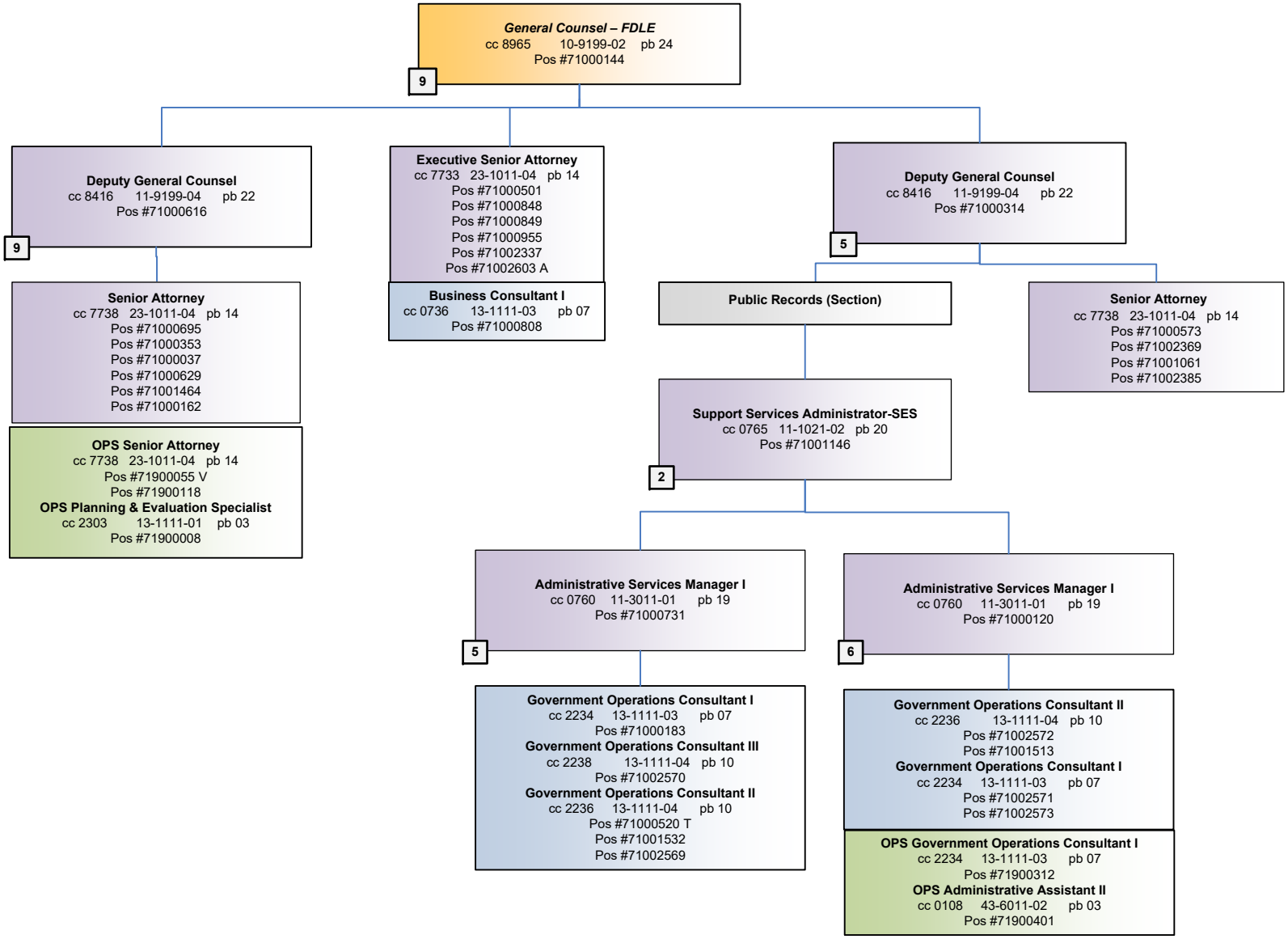
Florida Department of Law Enforcement

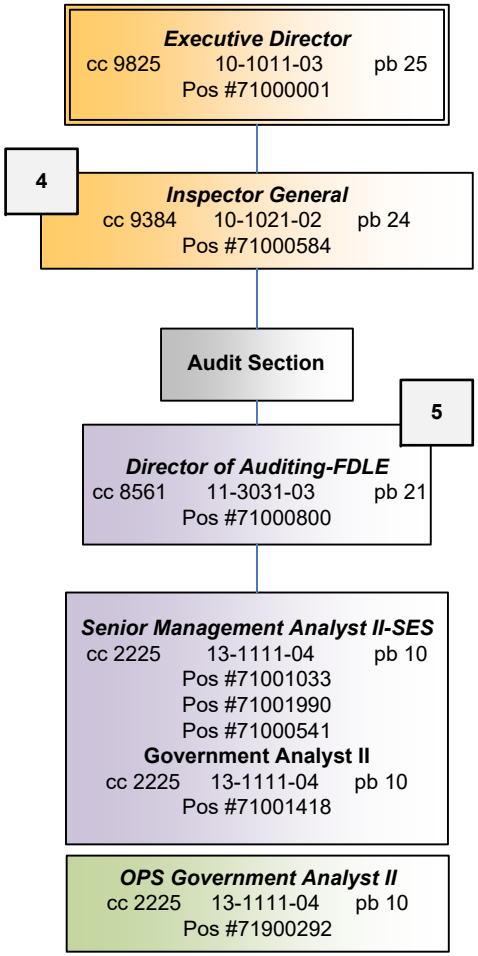
Office of Executive Director
Office of General Counsel
CURRENT

SMS
SES
CS
OPS



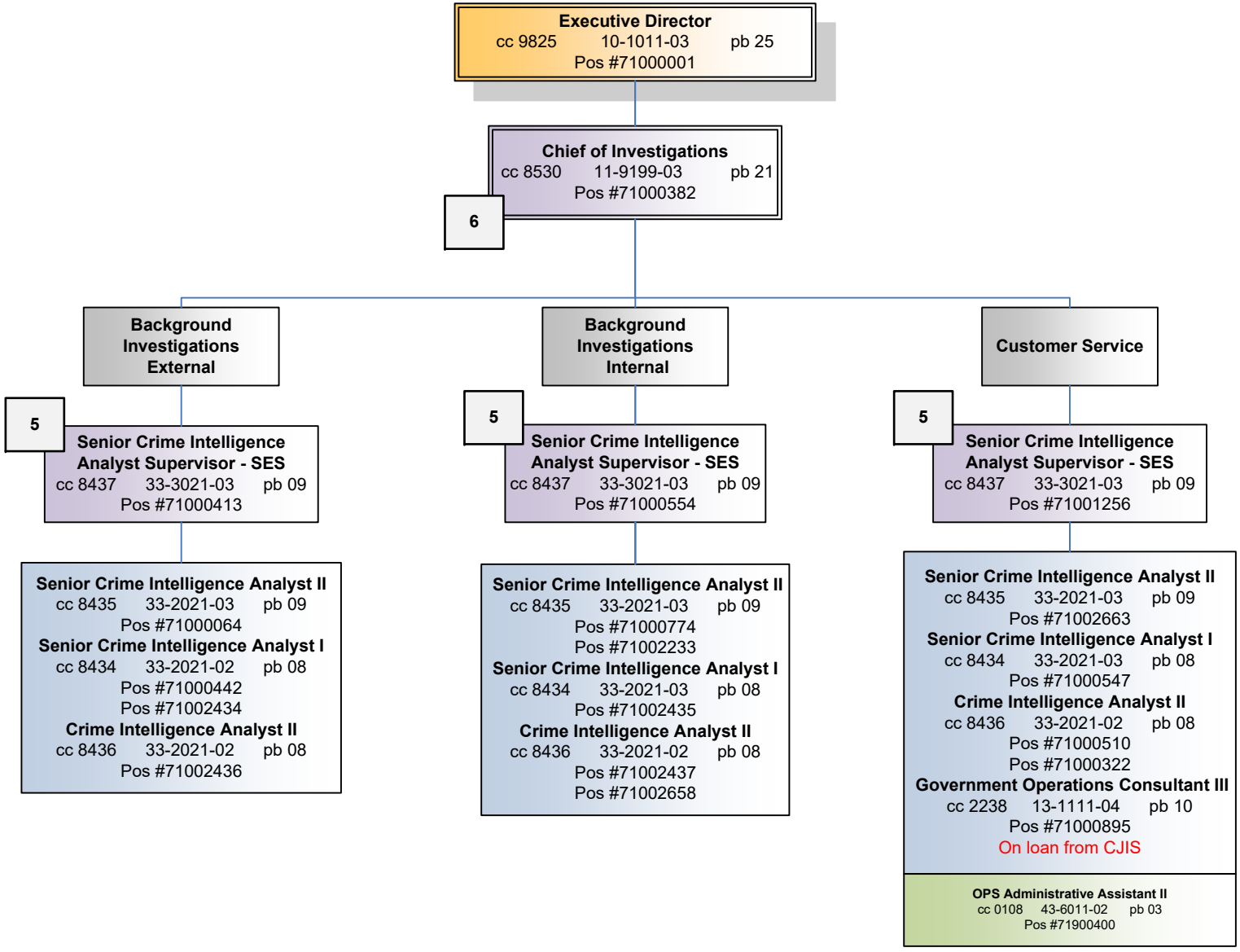
Florida Department of Law Enforcement
Office of the Executive Director
Office of Inspector General
CURRENT

SMS
SES
CS
OPS



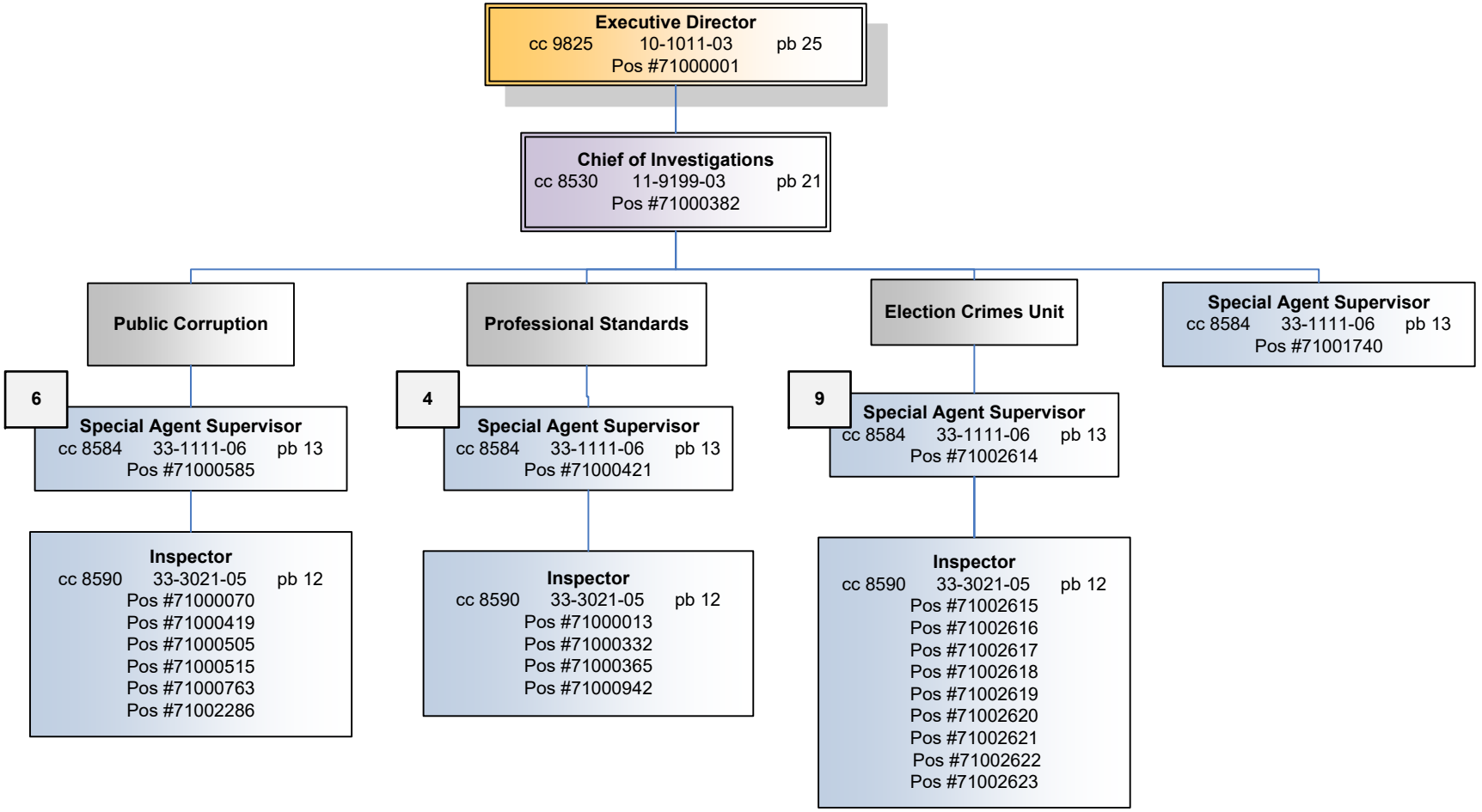
Florida Department of Law Enforcement
Office of the Executive Director
Office of Executive Investigations
CURRENT

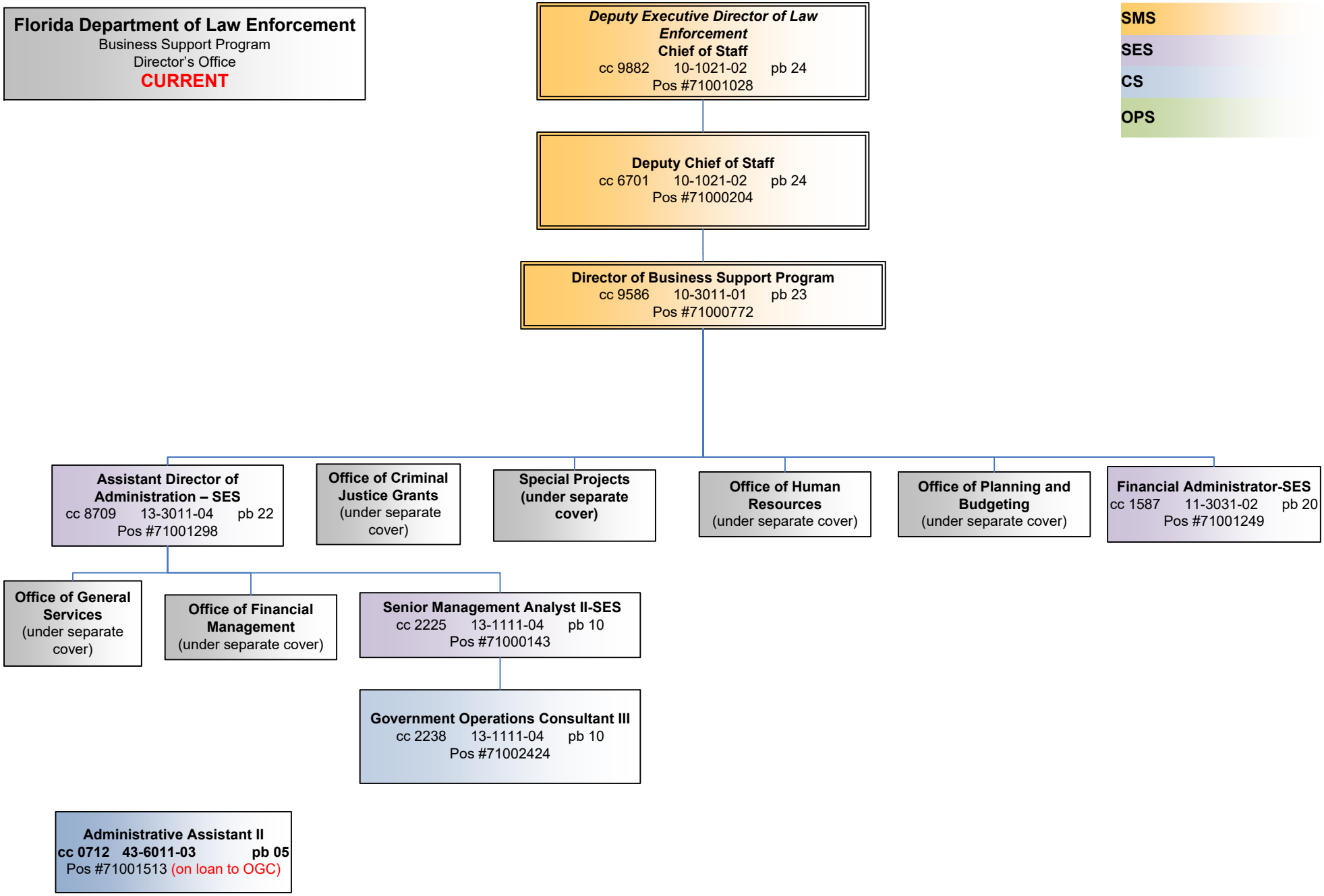
SMS
SES
CS
OPS



Florida Department of Law Enforcement
Office of the Executive Director
Office of Executive Investigations
CURRENT

SMS
SES
CS
OPS

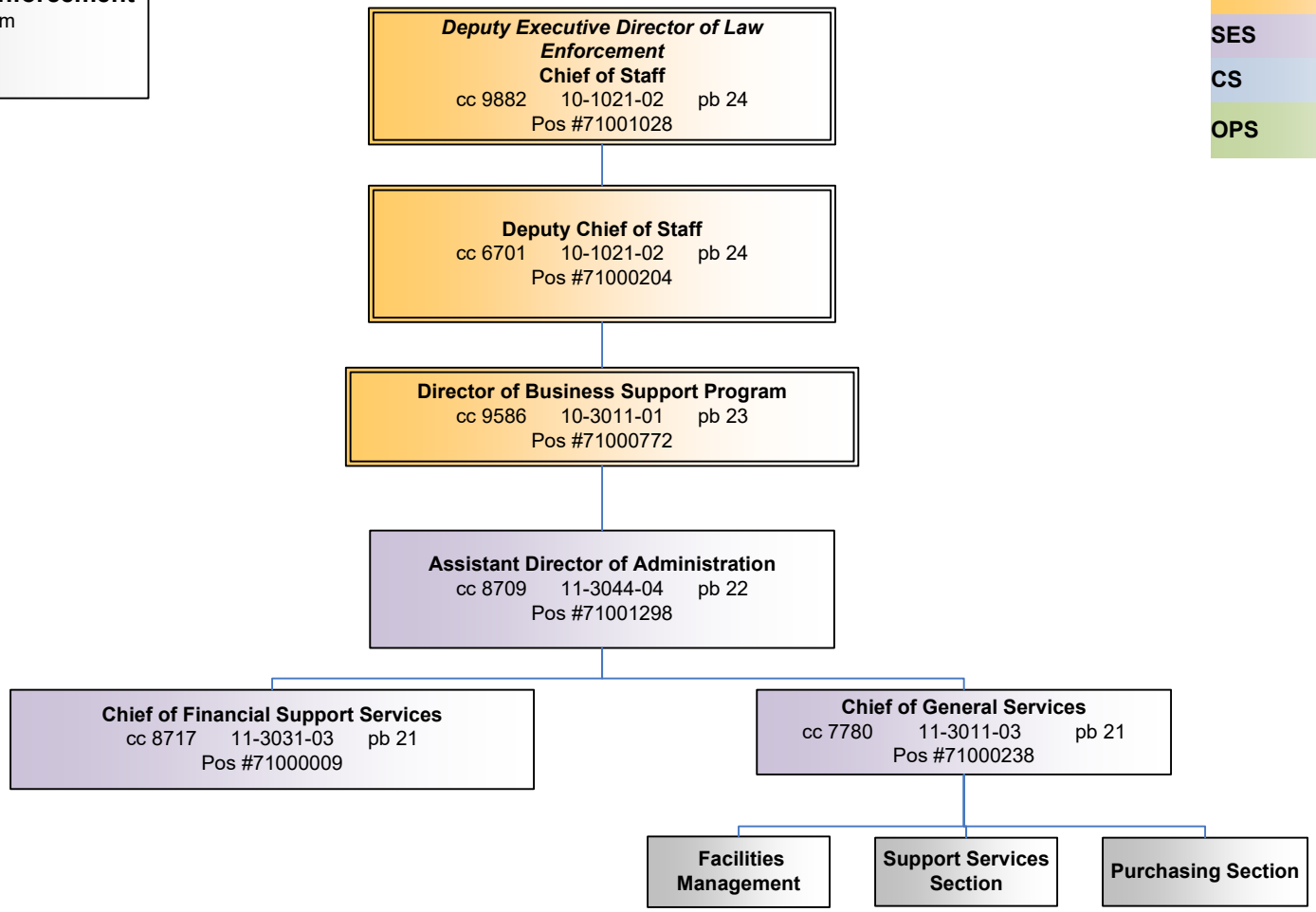



Florida Department of Law Enforcement
Business Support Program
Director's Office
CURRENT
Deputy Executive Director of Law Enforcement
Chief of Staff
cc 9882 10-1021-02 pb 24
Pos #71001028
SMS
SES
CS
OPS
Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204
Director of Business Support Program
cc 9586 10-3011-01 pb 23
Pos #71000772
Assistant Director of Administration – SES
cc 8709 13-3011-04 pb 22
Pos #71001298
Office of Criminal Justice Grants
(under separate cover)
Special Projects (under separate cover)
Office of Human Resources
(under separate cover)
Office of Planning and Budgeting
(under separate cover)
Financial Administrator-SES
cc 1587 11-3031-02 pb 20
Pos #71001249
Office of General Services
(under separate cover)
Office of Financial Management
(under separate cover)
Senior Management Analyst II-SES
cc 2225 13-1111-04 pb 10
Pos #71000143
Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71002424
Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001513 (on loan to OGC)

10/10/2024

Florida Department of Law Enforcement
Business Support Program
Special Projects
CURRENT

SMS
SES
CS
OPS



10/10/2024

Florida Department of Law Enforcement
Business Support Program
Office of Financial Management

CURRENT

SMS
SES
CS
OPS

Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204

Director of Business Support Program
cc 9586 10-3011-01 pb 23
Pos #71000772

Assistant Director of Administration
cc 8709 11-3011-04 pb 22
Pos #71001298

Chief of Financial Support Services
cc 8717 11-3031-03 pb 21
Pos #71000009

Financial Administrator-SES
cc 1587 11-3031-02 pb 20
Pos #71000071

PALM

Financial Control Analyst-SES
cc 1567 13-2051-04 pb 09
Pos #71001252

Revenue Management
Cash Receipts
Accounts Receivable

Senior Management Analyst Supervisor-SES
cc 2228 13-1111-04 pb 10
Pos #71002073
(on loan from Capitol Police)

Senior Professional Accountant
cc 1468 13-2011-03 pb 08
Pos #71000431
Accounting Services Analyst A
cc 4947 13-2011-03 pb 08
Pos #71001451
Accounting Services Analyst B
Cc4948 13-2011-03 pb 08
Pos #71001037
Accountant IV
cc 1437 13-2011-03 pb 08
Pos #71000669
Pos #71001248
Pos #71001053

OPS Accountant I
cc1427 13-2011-01 pb 04
Pos #71900257

Reconciliations / Quality Control / Payroll

Senior Management Analyst Supervisor-SES
cc 2228 13-1111-04 pb 10
Pos #71001253

Financial Control Analyst
cc 1567 13-2051-04 pb 09
Pos #71000445
Accounting Services Analyst C
cc 4949 13-2011-03 pb 08
Pos #71000596
Accounting Services Analyst B
cc 4948 13-2011-03 pb 08
Pos #71000379

Florida Department of Law Enforcement
Business Support Program
Office of Financial Management
Page 2 of 2
CURRENT

SMS
SES
CS
OPS

Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204

Director of Business Support Program
cc 9586 10-3011-01 pb 23
Pos #71000772

Assistant Director of Administration
cc 8709 11-3011-04 pb 22
Pos #71001298

Chief of Financial Support Services
cc 8717 11-3031-03 pb 21
Pos #71000009

Grants

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000783

Accounting Services Analyst A
cc 4947 13-2011-03 pb 08
Pos #71001972
Accounting Services Analyst B
cc 4948 13-2011-03 pb 08
Pos #71000155
Accounting Services Analyst C
cc 4949 13-2011-03 pb 08
Pos #71002372
Accounting Services Analyst D
cc 4950 13-2011-04 pb 09
Pos #71002371
Accountant IV
cc 1437 13-2011-03 pb 08
Pos #71002373

Financial Administrator - SES
cc 8907 11-1021-03 pb 20
Pos #71000038

Accounts Payable
Purchase Orders and Contracts

Senior Management Analyst Supervisor-SES
cc 2228 13-1111-04 pb 10
Pos #71001854

Financial Control Analyst
cc 1567 13-2051-04 pb 09
Pos #71002375
Senior Professional Accountant
cc 1468 13-2011-03 pb 08
Pos #71002374
Accountant Services Analyst A
cc 4947 13-2011-03 pb 08
Pos #71000014
Accounting Services Analyst B
cc 4948 13-2011-03 pb 08
Pos #71000012
Accounting Services Analyst C
cc 4949 13-2011-03 pb 08
Pos #71002425
Accountant IV
cc 1437 13-2011-03 pb 08
Pos #71000017

Accounts Payable B
Pcards, Travel, Leases, Phones, Misc Invoices, Document Imaging

Senior Management Analyst Supervisor-SES
cc 2228 13-1111-04 pb 10
Pos #71000218

Senior Professional Accountant, cc 1468
Pos #71001987
Accounting Services Analyst A
cc 4947 13-2011-03 pb 08
Pos #71001251
Accounting Services Analyst B
cc 4948 13-2011-03 pb 08
Pos #71000235
Accountant IV
cc 1437 13-2011-03 pb 08
Pos #71000232
Accountant II
cc 1430 13-2011-01 pb 04
Pos #71001453

Financial Control Analyst – SES
cc 1567 13-2051-04 pb 09
Pos #71001247

10/10/2024

Florida Department of Law Enforcement

Business Support Program
Office of General Services
CURRENT

SMS | SES | CS | OPS
Number of direct reports

Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204

Director of Business Support Program – FDLE
cc 9586 10-3011-01 pb 23
Pos #71000772

Assistant Director of Administration – SES
cc 8709 11-3011-04 pb 22
Pos #71001298

OPS Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71900127

Chief of General Services
cc 7780 11-3011-03 pb 21
Pos #71000238

Support Services Section

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001852

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000110

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001851
Pos #71000775

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900231
Pos #71900183
Pos# 71900015

Printshop

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000391

Property/Fleet Management

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000350
Pos #71001484
(on loan from TBROC)
Government Analyst I
cc 2224 13-1111-03 pb 07
Pos #71000010
Government Operations Consultant II
cc 2236 13-1111-04 pb 10
Pos #71001456

Facilities Management

Senior Management Analyst II-SES
cc 2225 13-1111-04 pb 10
Pos #71000384

Construction Projects Consultant II
cc 4692 11-9021-02 pb 20
Pos #71000602
Construction Specialist IV
cc 6489 47-4099-04 pb 08
Pos #71000498

Purchasing Section

General Services Purchasing Manager-SES
cc 9147 11-3061-02 pb 20
Pos #71000007

Purchasing

Operations Review Specialist
cc 2239 13-1111-04 pb 10
Pos #71000016
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000582

OPS Administrative Assistant II
Pos #71900252
(on loan to OHR)

Procurement/ Contracts

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000152
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001989
Operations Review Specialist
cc 2239 13-1111-04 pb 10
Pos #71001067

*** working title Contract Administrator

10/10/2024

Florida Department of Law Enforcement
Business Support Program
Office of Criminal Justice Grants
CURRENT

SMS | SES | CS | OPS
Number of direct reports

Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204

Director of Business Support Program
cc 9586 10-3011-01 pb 23
Pos #71000772

Chief of Planning & Performance
cc 4591 11-1021-03 pb 21
Pos #71001971

SAM

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001976

Grant Specialist B
cc 2232 13-2099-04 pb 09
Pos #71001975
Pos #71001977
Pos #71001980
Pos #71001981
Pos #71001982
Pos #71001991
Pos #71001992
Pos #71001993

CPR

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001985

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002288
Pos #71002595 (on loan from ITS)
Pos #71000637 (on loan from OGC)

Grant Specialist C
cc 2242 13-2099-03 pb 08
Pos #71001983
Pos #71001979
Pos #71001986
Pos #71001974
Pos #71002472

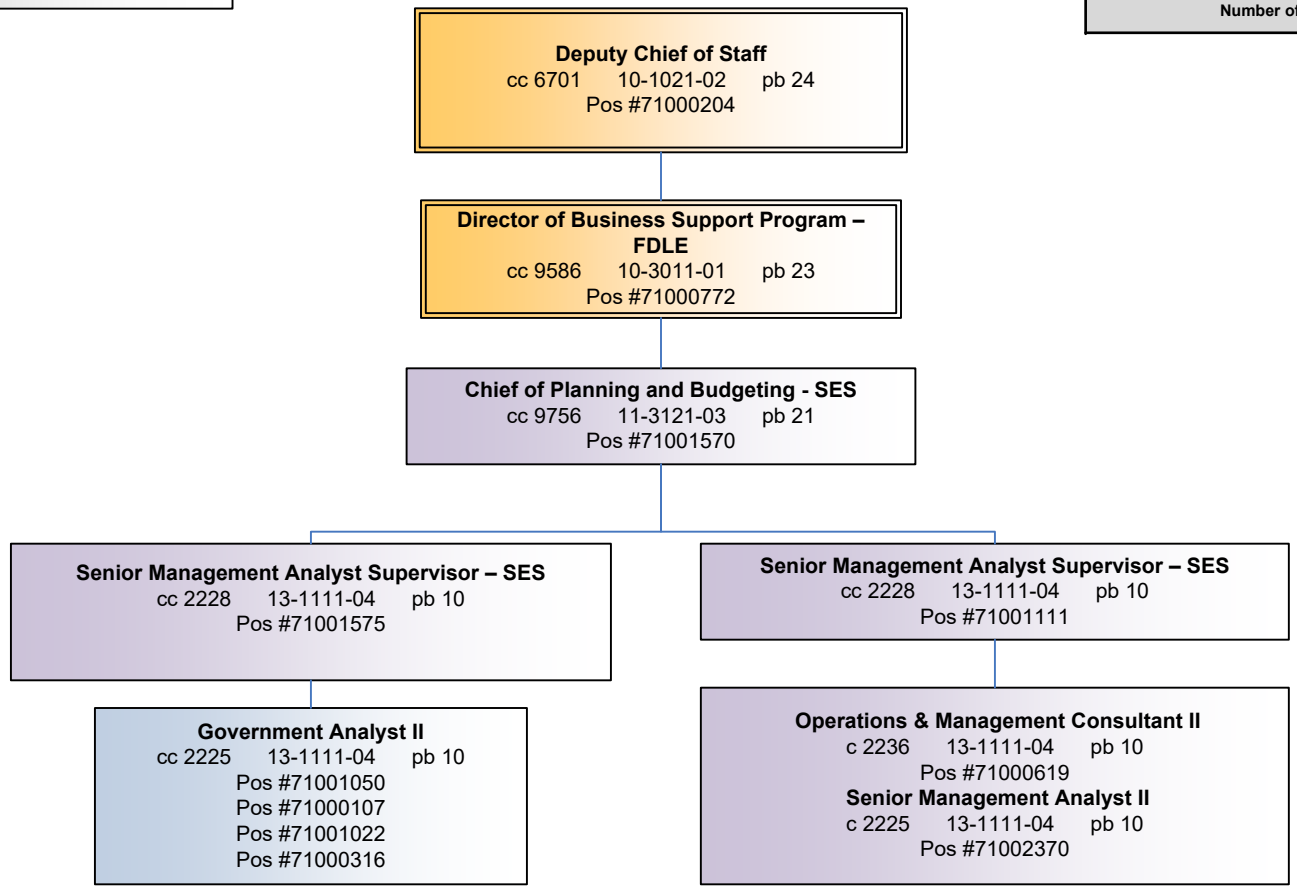
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71001988
Pos #71001984

10/10/2024

Florida Department of Law Enforcement
Business Support Program
Office of Planning and Budgeting
CURRENT

SMS | SES | CS | OPS

Number of direct reports



10/10/2024

Florida Department of Law Enforcement
Business Support Program (Division)
Office of Human Resources (Bureau)
CURRENT

SMS | SES | CS | OPS

Number of direct reports

Deputy Chief of Staff
cc 6701 10-1021-02 pb 24
Pos #71000204

Director of Business Support Program – FDLE
cc 9586 10-3011-01 pb 23
Pos #71000772

Chief of Human Resource Management
cc 9756 11-3121-03 pb 21
Pos #71000141

Human Resource Consultant/HR – SES
cc 0193 13-1071-04 pb 10
Pos #71000309

Member Support Services

Senior Personnel Manager - SES
cc 1049 11-3121-02 pb 20
Pos #71002376

Special Projects
Human Resource Manager I – SES
cc 1337 11-3121-01 pb 19
Pos #71000560

Human Resource Consultant/HR – SES
cc 0193 13-1071-04 pb 10
Pos #71001567

Human Resource Analyst/HR-SES
cc 0192 13-1071-04 pb 10
Pos #71002304

Human Resource Assistant III
cc 1004 43-4161-03 pb 05
Pos #71000790
Pos #71000781

OPS Human Resource Assistant III
cc 1004 43-4161-03 pb 05
Pos #71900397

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900252
Pos #71900310

Benefits
Human Resource Manager I – SES
cc 1337 11-3121-01 pb 19
Pos #71002305

Human Resource Consultant/HR – SES
cc 0193 13-1071-04 pb 10
Pos #71000383
Pos #71000749

Human Resource Analyst/HR-SES
cc 0192 13-1071-04 pb 10
Pos #71000490

Human Resource Specialist/HR - SES
cc 0190 13-1071-03 pb 07
Pos #71000147

Personnel Services Specialist/HR – SES
cc 0189 13-1071-03 pb 07
Pos #71000680

Staffing Support Services

Senior Personnel Manager - SES
cc 1049 11-3121-02 pb 20
Pos #71001023

Talent Acquisition
Human Resource Manager I – SES
cc 1337 11-3121-01 pb 19
Pos # 71000351

Human Resource Consultant/HR – SES
cc 0193 13-1071-04 pb 10
Pos #71000083

Human Resource Specialist/HR – SES
cc 0190 13-1071-03 pb 07
Pos #71000590
Pos #71000290
Pos#71001108
Pos #71002438

Personnel Actions and Compensation
Human Resource Manager I – SES
cc 1337 11-3121-01 pb 19
Pos # 710001238

Human Resource Consultant/HR – SES
cc 0193 13-1071-04 pb 10
Pos #71000148
Pos #71001850

Human Resource Analyst/HR-SES
cc 0192 13-1071-04 pb 10
Pos #71000463

10/10/2024

Florida Department of Law Enforcement
Capitol Police

CURRENT

SMS
SES
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OPS

Executive Director
cc 9825 10-1011-03 pb 25
Pos #71000001

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000540

Colonel of Capitol Police
cc 9736 10-9199-01 pb 23
Pos #71002067

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71002092

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000598

Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71002093

Business Consultant I
cc 0736 13-1111-03 pb 07
Pos #71002089

OPS Administrative Assistant II
cc 0712 46-6011-03 pb 05
****Pos #71900019 (40 hour)
***Pos #71900243 (20 hour)

Law Enforcement Major – SES
cc 8630 33-1012-05 pb 13
Pos #71002068

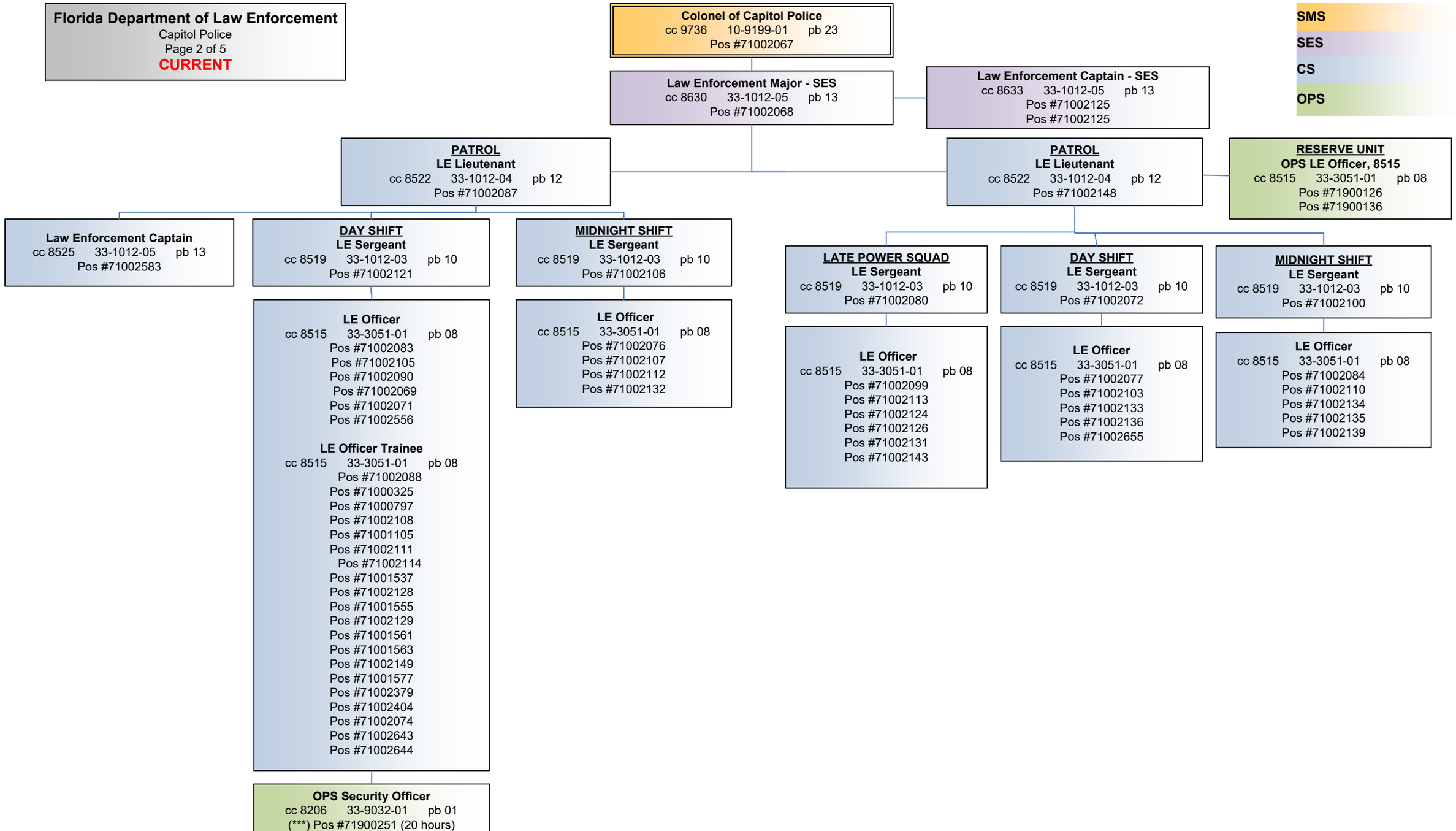
Law Enforcement Captain – SES
cc 8633 33-1012-05 pb 13
Pos #71002125
Pos #71002125

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71000569

CP – Crime Prevention
CCOC – Capital Circle Office Complex
EOD – Explosive Ordinance Devices
FTO – Field Training Officer
HG – Honor Guard
LD – Light Duty
SOT – Special Operations Team
TDY – Temporary Duty

(*) – On Loan From POS
(**) – On Loan From TROC
(***) Currently Funded by CP
(****) Currently Funded by Professionalism

ON-LOAN POSITIONS
Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71002073
(On Loan to BSP)


Florida Department of Law Enforcement
Capitol Police
Page 2 of 5
CURRENT
Colonel of Capitol Police
cc 9736 10-9199-01 pb 23
Pos #71002067
SMS
SES
CS
OPS
Law Enforcement Major - SES
cc 8630 33-1012-05 pb 13
Pos #71002068
Law Enforcement Captain - SES
cc 8633 33-1012-05 pb 13
Pos #71002125
Pos #71002125
PATROL
LE Lieutenant
cc 8522 33-1012-04 pb 12
Pos #71002087
PATROL
LE Lieutenant
cc 8522 33-1012-04 pb 12
Pos #71002148
RESERVE UNIT
OPS LE Officer, 8515
cc 8515 33-3051-01 pb 08
Pos #71900126
Pos #71900136
Law Enforcement Captain
cc 8525 33-1012-05 pb 13
Pos #71002583
DAY SHIFT
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002121
MIDNIGHT SHIFT
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002106
LATE POWER SQUAD
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002080
DAY SHIFT
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002072
MIDNIGHT SHIFT
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002100
LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002083
Pos #71002105
Pos #71002090
Pos #71002069
Pos #71002071
Pos #71002556
LE Officer Trainee
cc 8515 33-3051-01 pb 08
Pos #71002088
Pos #71000325
Pos #71000797
Pos #71002108
Pos #71001105
Pos #71002111
Pos #71002114
Pos #71001537
Pos #71002128
Pos #71001555
Pos #71002129
Pos #71001561
Pos #71001563
Pos #71002149
Pos #71001577
Pos #71002379
Pos #71002404
Pos #71002074
Pos #71002643
Pos #71002644
LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002076
Pos #71002107
Pos #71002112
Pos #71002132
LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002099
Pos #71002113
Pos #71002124
Pos #71002126
Pos #71002131
Pos #71002143
LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002077
Pos #71002103
Pos #71002133
Pos #71002136
Pos #71002655
LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002084
Pos #71002110
Pos #71002134
Pos #71002135
Pos #71002139
OPS Security Officer
cc 8206 33-9032-01 pb 01
(***) Pos #71900251 (20 hours)

8/15/2024

Florida Department of Law Enforcement
Capitol Police

CURRENT

SMS
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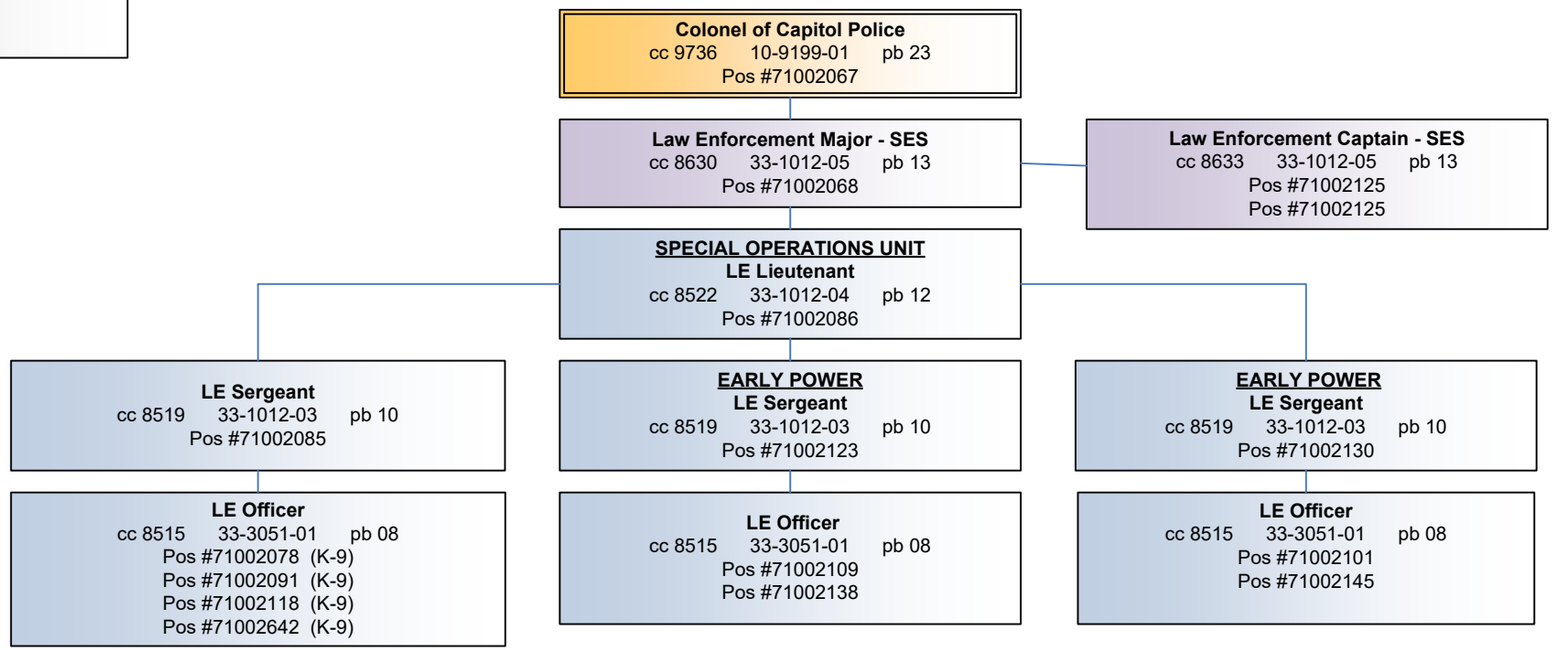
OPS



Florida Department of Law Enforcement
Capitol Police

CURRENT

SMS
SES
CS
OPS

Colonel of Capitol Police
cc 9736 10-9199-01 pb 23
Pos #71002067

Law Enforcement Major – SES
cc 8630 33-1012-05 pb 13
Pos #71002068

Law Enforcement Captain – SES
cc 8633 33-1012-05 pb 13
Pos #71002125
Pos #71002125

MAIL CENTER
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002070
Pos #71002102

COMMUNICATIONS
Duty Officer Supervisor
cc 8411 33-1099-03 pb 07
Pos #71002095

Duty Officer
cc 8410 33-9099-01 pb 05
Pos #71002094
Pos #71002096
Pos #71002098
Pos #71002127
Pos #71002137
Pos #71002140

COMMUNICATIONS
Duty Officer Supervisor
cc 8411 33-1099-03 pb 07
Pos #71002097

Duty Officer
cc 8410 33-9099-01 pb 05
Pos #71002141
Pos #71002142

INVESTIGATIONS
LE Investigator II
cc 8541 33-3021-04 pb 10
Pos #71002115
*Pos #71000166
Pos #71002117
*Pos #71000832

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002070

Florida Department of Law Enforcement
Capitol Police

CURRENT

SMS
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OPS

Colonel of Capitol Police
cc 9736 10-9199-01 pb 23
Pos #71002067

Law Enforcement Major – SES
cc 8630 33-1012-05 pb 13
Pos #71002068

Law Enforcement Captain – SES
cc 8633 33-1012-05 pb 13
Pos #71002125
Pos #71002125

DIRECTED PATROL
LE Lieutenant
cc 8522 33-1012-04 pb 12
Pos #71002081

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71001565

MANSION
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002153

LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002116
Pos #71002144
Pos #71002147

PHYSICAL SECURITY UNIT
LE Sergeant (HEADQUARTERS)
cc 8519 33-1012-03 pb 10
Pos #71002151

LE Officer
cc 8515 33-3051-01 pb 08
**Pos #71000452
**Pos #71000366
**Pos #71001405
**Pos #71002075
Pos #71002656
Government Operations Consultant I
cc 2234 13-1111-03 pb 07
Pos #71000789

OPS Government Operations Consultant I
cc 2234 13-1111-03 pb 07
****Pos #71900151

LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002120

LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002104
Pos #71002082

CCOC
LE Sergeant
cc 8519 33-1012-03 pb 10
Pos #71002150

LE Officer
cc 8515 33-3051-01 pb 08
Pos #71002079
Pos #71002122
Pos #71002152

Florida Department of Law Enforcement
Investigations & Forensic Science Program
CURRENT

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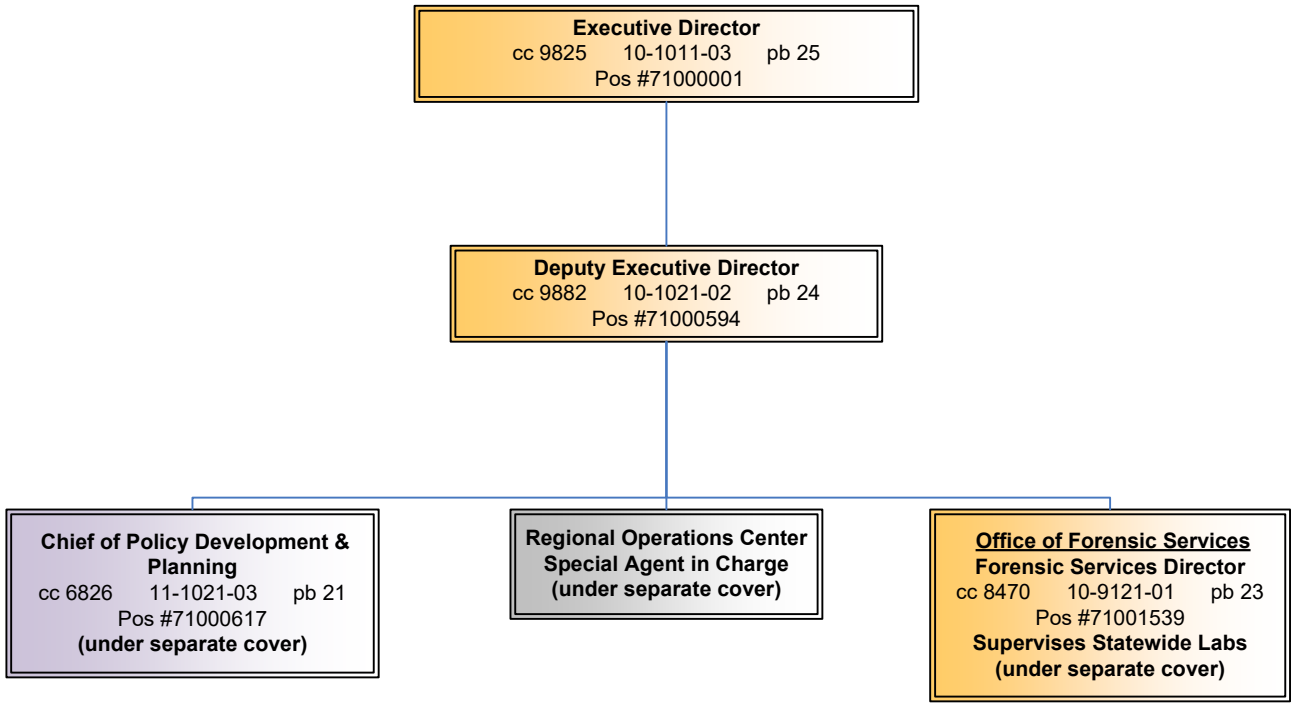

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Forensics

CURRENT

SMS
SES
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Forensic Services Director
cc 8470 10-9121-01 pb 23
Pos #71001539

Quality Management (Bureau)

Forensic Services Quality Manager
cc 9603 11-9121-03 pb 21
Pos #71001192

Comparative Disciplines (Section)
Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71002445

Technical Leaders:
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001638

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000657
Pos #71001607

Biology Discipline (Section)
Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71002588

Technical Leaders:
Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001768 (FMROC)
Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001595 (FMROC)

Analytical Disciplines (Section)
Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001546

Technical Leaders:
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000651
Pos #71000691

Florida Department of Law Enforcement

Investigations & Forensic Science Program
Forensics

CURRENT

SMS
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Deputy Executive Director of Law Enforcement
Investigations & Forensic Services
cc 9882 10-1021-02 pb 24
Pos# 71000594

Forensic Services Director
cc 8470 10-9121-01 pb 23
Pos #71001539 Jason Bundy

Quality Assurance & Accreditation (Bureau)

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71001229

Statewide Technology Services (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000712

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000762
Pos #71002006

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 25
Pos# 71900163

DNA Database Operations (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000662

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001647
Pos #71001995
Pos #71002190
Pos #71002276

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000310
Pos #71000985
Pos #71001759

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001483
Pos #71001758

DNA Database Intake (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001552

Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71001588
Pos #71001760
Pos #71001994
Pos #71002175
Pos #71002277
Pos #71002313
Pos #71002173

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900107
Pos #71900113

Quality Management (Bureau)

Forensic Services Quality Manager
cc 9603 11-9121-03 pb 21
Pos #71001192
(Under Separate Cover)

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71002363

Office of Policy Development & Planning (Bureau)

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71000617
(Under Separate Cover)

Policy, Planning & Projects (Bureau)

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71001624

Biology Special Projects (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71002591

Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71002633
Pos #71000882

Statewide Training & Recruitment (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001259

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001784
Pos #71002593

Research & Development (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71002167

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001644
Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71002159

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Policy Development & Planning

CURRENT

SMS
SES
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OPS

Deputy Executive Director of Law Enforcement
Investigations & Forensic Services
cc 9882 10-1021-02 pb 24
Pos# 71000594

Forensic Services Director
cc 8470 10-9121-01 pb 23
Pos #71001539

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71002363

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71000617

Business Support (Section)
Business Manager II - SES
cc 0739 11-3011-02 pb 20
Pos #71000211

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71001277
Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71000998
Pos #71002650
Government Operations Consultant II
cc 2236 13-1111-04 pb 10
Pos #71000633

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900275
Pos #71900276
OPS Crime Intelligence Technician
cc 8427 33-3021-01 pb 05
Pos #71900176

Policy & Planning (Section)
General Operations Manager I - SES
cc 2546 11-1021-02 pb 20
Pos #71001520

Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001804
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000450
Pos #71002017

Systems Administration (Section)
Info Tech Business Consultant Mgr - SES
cc 2134 11-3021-02 pb 20
Pos# 71000112

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos# 71001075
Operations Review Specialist
Cc 2239 13-111-04 pb 10
Pos# 71002028

OPS Planning Consultant
cc 2336 13-1111-04 pb 10
Pos# 71900331
Pos# 71900143
Pos# 71900269
Pos# 71900391

Human Resources
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000149
Pos #71000330

Florida Department of Law Enforcement

Public Safety Services

CURRENT

SMS
SES
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OPS

Executive Director
cc 9825 10-1011-03 pb 25
Pos #71000001

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Office of Investigative Services
Director
cc 8529 10-1021-01 pb 23
Pos #71000054

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000981

Office of Statewide Intelligence
Director
cc 8529 10-1021-01 pb 23
Pos #71001673

Domestic Security Preparedness
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71000661

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000095
Pos #71002287

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71002338
Telecommunications Specialist III
cc 2035 15-1142-02 pb 19
Pos #71000489

Field Services
(under separate cover)

Enforcement & Investigative Support
(under separate cover)

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71002662

Florida Intelligence Center
(under separate cover)

Florida Fusion Center
(under separate cover)

Florida Department of Law Enforcement
Public Safety Services
Office of Statewide Intelligence

CURRENT

SMS
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OPS

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Florida Intelligence Center
Director
cc 8529 10-1021-01 pb 23
Pos #710001673

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71002602

Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000231

Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001526

Sworn Training Unit

DARE Program

Inspector
cc 8590 33-3021-05 pb 12
Pos #71000206
Pos #71001296 Pos#71001317
Pos #71001318
Pos #71001500
Pos #71001533
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001395
Pos #71001674
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71000109

Inspector
cc 8590 33-3021-05 pb 12
Pos #71000427

Inspector
cc 8590 33-3021-05 pb 12
Pos #71002604
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001516
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71002605
Social Work Services Program Consultant
cc 5943 21-1099-03 pb 07
Pos #7100428
Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71002442

Florida Department of Law Enforcement
Public Safety Services
Office of Statewide Intelligence

CURRENT

SMS
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OPS

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Florida Intelligence Center
Director
cc 8529 10-1021-01 pb 23
Pos #710001673

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000324

Organized Crime Intelligence
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001054

Inspector
cc 8590 33-3021-05 pb 12
Pos #71000169
Pos #71000975
Pos #71001675
Pos #71002520

OPS Crime Intelligence Analyst I
cc 8433 33-3021-01 pb 05
Pos #71900190

FortifyFL
Senior Crime Intelligence
Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71002562

Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002563
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002564
Pos #71002566

Florida Department of Law Enforcement
Public Safety Services
Office of Statewide Intelligence
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CURRENT

SMS
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Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Florida Intelligence Center Director
cc 8529 10-1021-01 pb 23
Pos #710001673

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000324

Financial Crimes Analysis Center (FCAC)
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71002020

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002015
Pos #71002034
Pos #71002237

Counter Terrorism (CTIC)
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71000343

Senior Crime Intelligence Analyst I
cc 8434 33-3021-02 pb 08
Pos #71000487
Pos #71001161
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002025
Pos #71002026
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002657

Cyber
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71000537

Senior Crime Intelligence Analyst I
cc 8434 33-3021-02 pb 08
Pos #71002004
Pos #71002552
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002205

OPS Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71900206
Pos #71900395

Florida Department of Law Enforcement
Public Safety Services
Office of Statewide Intelligence

CURRENT

SMS
SES
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OPS

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Florida Intelligence Center
Director
cc 8529 10-1021-01 pb 23
Pos #710001673

Florida Fusion Center
Chief of Crime Intelligence & Analytical Support
cc 5926 11-9199-03 pb 21
Pos #71002022

Senior Intelligence Security Officer
cc 8438 33-3021-04 pb 10
Pos #71002033

Intelligence Watch & Warning (evening shift)
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71002285

Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71002029
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000514
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002027
Pos #71002625
Pos #71002626

OPS Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71900026

Intelligence Watch & Warning
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71000042

Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71000397
Pos #71002624
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71001270
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71000066
Pos# 71000305
Pos #71001295

OPS Crime Intelligence Technician
cc 8427 33-3021-01 pb 05
Pos #71900173
OPS Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71900181
Pos #71900192
Pos #71900216

External Partners
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71001269

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001508
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71001005
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002601
Pos #71002659

OPS Government Analyst I
cc 2224 13-1111-03 pb 07
Pos #71900035
OPS Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71900178
OPS Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71900165

Domestic Security Intelligence
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000922

Inspector
cc 8590 33-3021-05 pb 12
Pos #71000438
Pos #71000986
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002236
Pos #71002660

Florida Department of Law Enforcement
Public Safety Services
Office of Investigative Services
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Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Director
cc 8520 10-1021-01 pb 23
Pos #71000054

Field Services
Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000304

Law Enforcement Services
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos# 71002653

Aviation Unit
Special Agent Chief Pilot
cc 8581 33-3021-05 pb 12
Pos #71002668
On loan from TBROC
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000767
Pos #71002329
Pos #71000059
Multi-Engine Reciprocal Aircraft Pilot
cc 6572 53-2011-04 pb 09
Pos #71001276
Pos #71002584
Pos #71002585
Pos #71002586
Pos #71002587
Pos #71001170
Operations Review Specialist
cc 2239 13-1111-04 pb 10
Pos #71000770
Pos #71002021

OPS Multi-Engine Reciprocal Aircraft Pilot
cc 6572 53-2011-04 pb 09
Pos #71900390

JROC Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002493

Mutual Aid
Inspector
cc 8590 33-3021-05 pb 12
Pos #71000021

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002509
Pos #71002548
Pos #71001501

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000615

Florida Department of Law Enforcement
Public Safety Services
Cyber Bureau
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CURRENT

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OPS

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Director
cc 8520 10-1021-01 pb 23
Pos #71000054

Field Services
Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000304

Cyber High Tech Crime
Training & Outreach
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000061

Inspector
cc 8590 33-3021-05 pb 12
#71001099
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71000328
Pos #71002003
Utilities System/Engineering Specialist
cc 46748 17-2199-04 pb 11
Pos #71000467
Pos #71000773
Telecommunications Consultant
cc 2039 15-1142-03 pb 08
Pos #71000925

Cyber High Tech Crime
Training & Outreach
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002469

Inspector
Cc 8590 33-3021-05 pb12
Pos#71000818
Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71002016
Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71002005
Systems Programming Consultant
cc2217 15113104 pb09
Pos #71002031
Pos # 71002386

OPS Research & Training Specialist
Pos #71900396

Florida Department of Law Enforcement
Public Safety Services
Office of Statewide Services
Office of Enforcement & Investigative Support

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OPS

Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Director
cc 8520 10-1021-01 pb 23
Pos #71000054

Enforcement & Investigative Support
Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001307

Offender Enforcement and Apprehension
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos# 71000354

Missing Endangered Persons Information Clearinghouse (Days)
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71000764

Senior Crime Intelligence Analyst I
cc 8434 33-3021-02 pb 08
Pos #71002565
Pos #71002613
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71001013
Pos #71001422
Pos #71001687
Pos #71001698
Pos #71001699
Pos #71002527
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002513
Pos #71002612

OPS Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71900023

Missing Endangered Persons Information Clearinghouse (Nights)
Senior Crime Intelligence Analyst Supervisor
cc 8437 11-9199-02 pb 09
Pos #71002549

Senior Crime Intelligence Analyst I
cc 8434 33-3021-02 pb 08
Pos #71000948
Pos #71001686
Pos #71002316
Pos #71002495
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002514
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002496
Pos #71002638
Pos # 71002639
Pos #71002654

Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71001265
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000117

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Office of Statewide Services
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Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Director
cc 8520 10-1021-01 pb 23
Pos #71000054

Enforcement & Investigative Support
Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001307

Planning & Policy Administrator – FDLE
cc 8536 11-1021-03 pb 21
Pos #71002180

Offender Registration & Data Management
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71001792

Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71001560
Pos #71002196
Pos #71002197

Government Operations Consultant II
cc 2236 13-1111-04 pb 10
Pos #71001701

Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71001209
Pos #71001700
Pos #71002192
Pos #71002315
Pos #71002647

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002289

Policy & Case Analysis Team
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71002306

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002194
Pos #71002195
Pos #71002640

Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71002641

OPS Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71900184

OPS Government Operations Consultant I
cc 2236 13-1111-04 pb 10
Pos #71900379

Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71002637

Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71000323
Pos #71000558
Pos #71002182
Pos #71002191
Pos #71002193
Pos #71002646
Pos #71002665

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Deputy Executive Director
cc 9882 10-1021-02 pb 24
Pos #71000540

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos #71000820

Director
cc 8520 10-1021-01 pb 23
Pos #71000054

Enforcement & Investigative Support
Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001307

Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001812

Investigations & Enforcement
Inspector
cc 8590 33-3021-05 pb 12
Pos #71000940
Pos #71001011
Pos #71001310
Pos #71002059

Offender Enforcement & Apprehension
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71002307

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002290
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000769
Pos #71002181
Pos #71002199
Pos #71002551
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000953
Pos #71002550

OPS Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71900381

Operational Support
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71001689

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002200
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002511
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71002198
Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71002184

OPS Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71900070

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Investigations & Forensic Science Program
Pensacola Regional Operations Center
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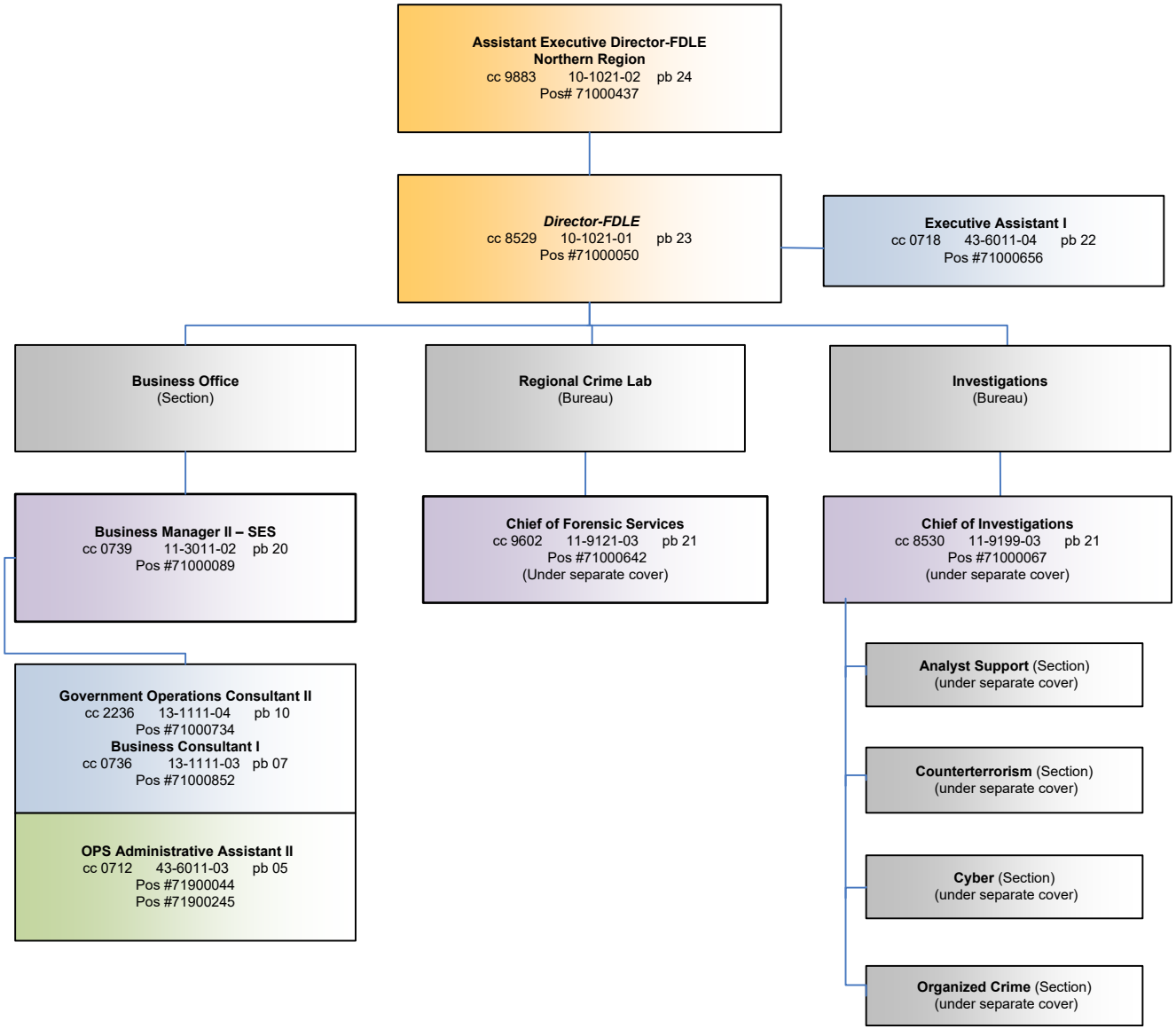

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Pensacola Regional Operations Center
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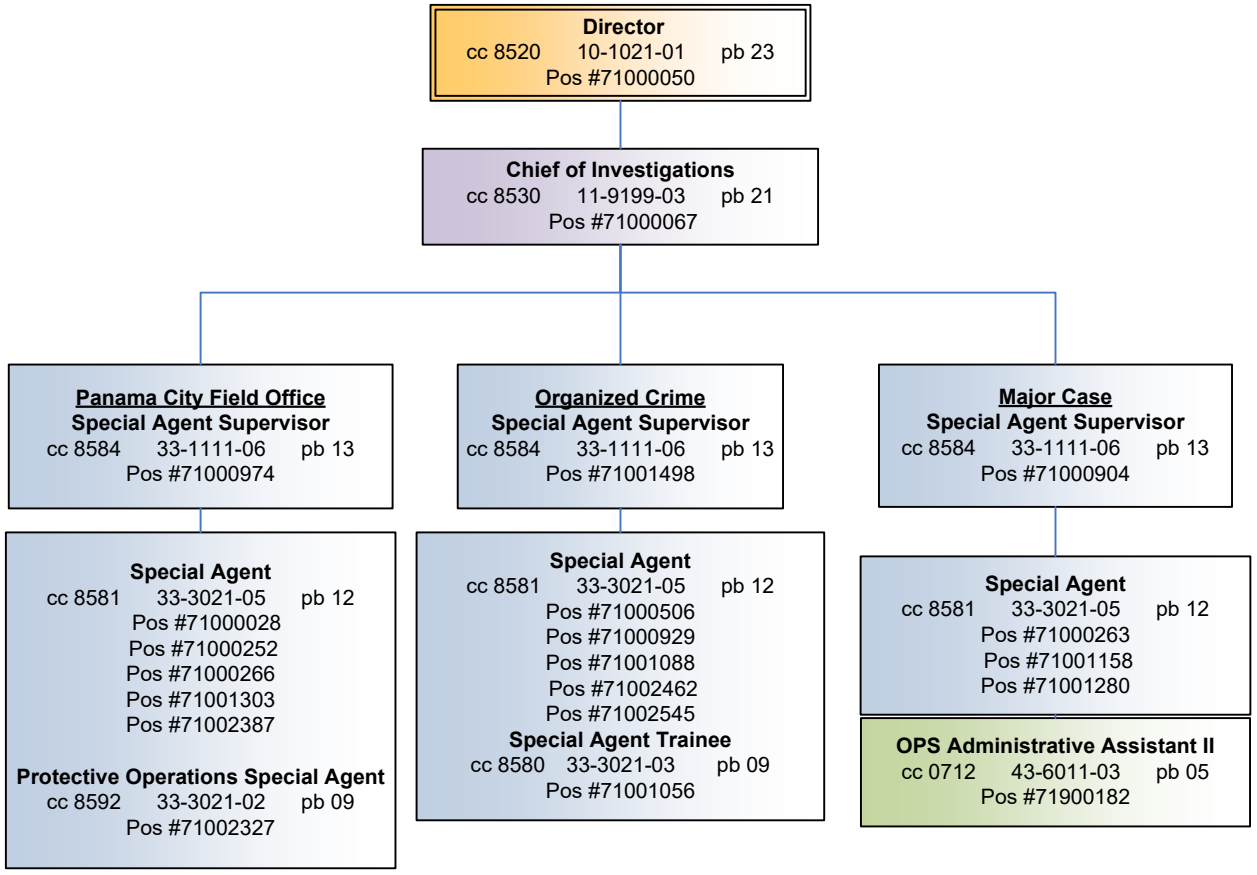

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Pensacola Regional Operations Center
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SES
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Director
cc 8520 10-1021-01 pb 23
Pos #71000050

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000067

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001003

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001157
Pos #71002466
Pos #71002529
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002279

Cyber/ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002274

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000247
Pos #71000360
Pos #71000388
Special Agent Trainee
cc 8580 33-3021-03 pb 09
Pos #71000924
Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71000886

OPS Telecommunications Consultant
cc 2039 15-1142-03 pb 08
Pos #71900166

Analyst Support
Senior Crime Intelligence Analyst Supervisor
cc 8437 33-3021-03 pb 09
Pos #71002042

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000447
Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71000902
Pos #71002512
Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71000478
Pos #71000847
Pos #71001234

OPS Crime Intelligence Analyst I
cc 8433 33-3021-01 pb 05
Pos #71900043
NW Fla. Fusion Center
OPS Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71900345

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Pensacola Regional Operations Center
Forensic Services Page 1 of 2
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Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71000050

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000642

Crime Scene & Evidence Intake
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000741

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000708
Pos #71000736
Pos #71001584

Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71001335
Pos #71001368
Pos #71002161

OPS Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71900197

Friction Ridge & Document Examination
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001129

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000077
Pos #71000079
Pos #71000422
Pos #71000664
Pos #71001217

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000002
Pos #71001609
Pos #71002453
Pos #71002222

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000093

Chemistry/Evidence
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000870

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000098
Pos #71000706
Pos #71000873
Pos #71001997
Pos #71002454
Pos #71001772
Pos #71001615

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000853

Biology
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000751

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001218
Pos #71002350

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001614
Pos #71001761
Pos #71001762
Pos #71002163

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001130
Pos #71001594
Pos #71002162

DNA
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001596

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001583
Pos #71002349

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000647
Pos #71001213
Pos #71002351
Pos #71002636

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001079

OPS Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71900232

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Tallahassee Regional Operations Center
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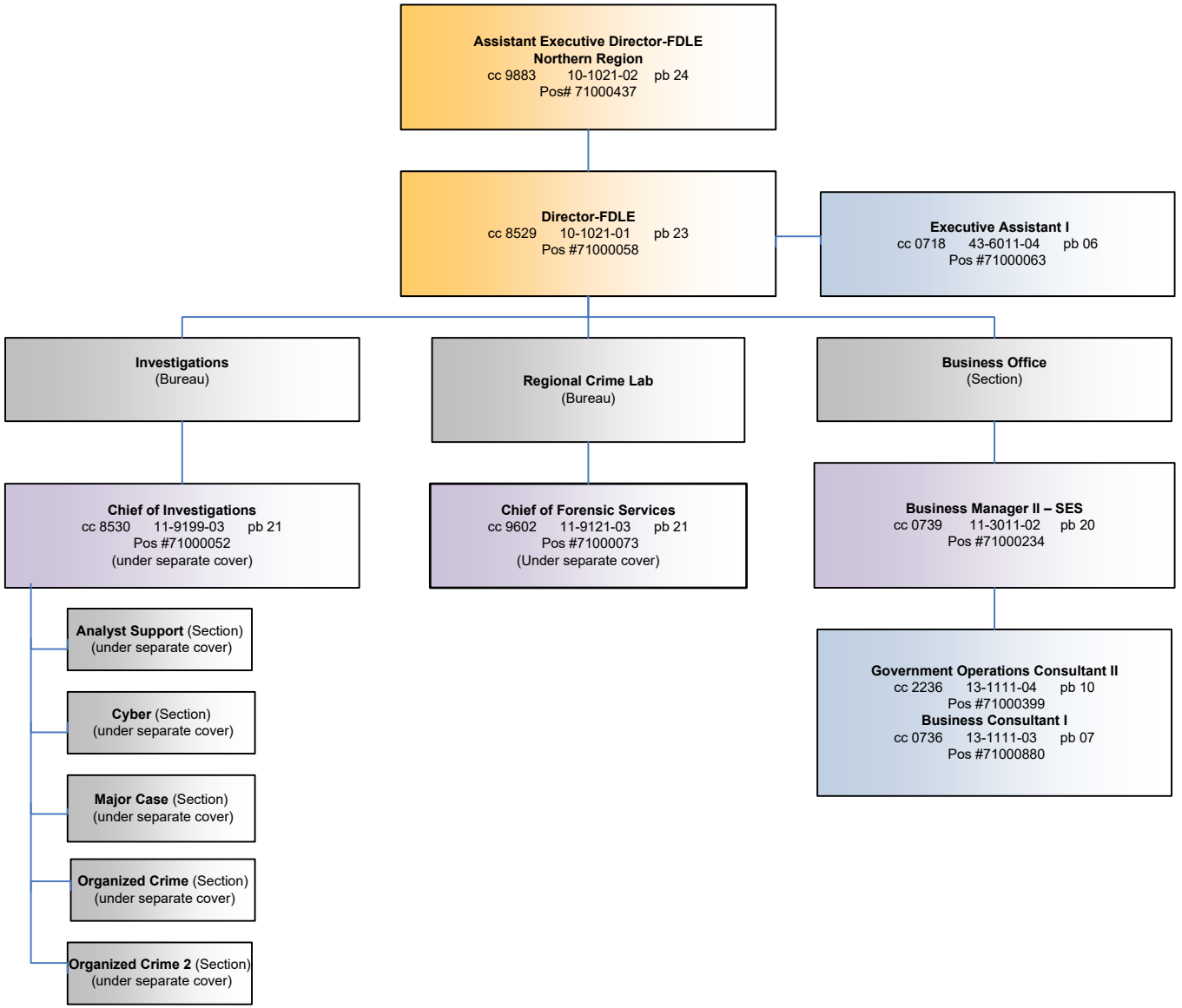

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tallahassee Regional Operations Center
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Director
cc 8529 10-1021-01 pb 23
Pos #71000058

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000052

Organized Crime
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001156

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000254
Pos #71000928
Pos #71001694
Pos #71002041
Pos #71002455

Organized Crime 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000996

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000158
Pos #71000542
Pos #71000757
Pos #71000842
Pos #71001009
Pos #71002381

Cyber / ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001049

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000229
Pos #71000810
Pos #71000977
Pos #71001052
Pos #71001071

Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71002024

Major Case
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000817

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000201
Pos #71000509
Pos #71002208

Senior Attorney, cc 7738
Pos #71000848
Funded/supports TROC – reports to General Counsel

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tallahassee Regional Operations Center
Investigations

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Director
cc 8529 10-1021-01 pb 23
Pos #71000058

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000052

Analyst Support
Senior Crime Intelligence Analyst Supervisor
cc 8437 33-3021-03 pb 09
Pos #71001282

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000814
Pos #71001060
Pos #71002036
Pos #71002039
Pos #71002040
Pos #71002531

Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000947

OPS Crime Intelligence Analyst II
cc 8433 33-3021-01 pb 05
Pos #71900121

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000250

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002037
Pos #71002532
Pos #71002533
Pos #71002534
Pos #71002535

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002278

Live Oak Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000971

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000216
Pos # 71000755
Pos #71000897
Pos #71000931
Pos #71000984
Pos #71001386
Pos #71002456
Pos #71002457

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000906

Florida Department of Law Enforcement

Investigations & Forensic Science Program
Tallahassee Regional Operations Center
Forensic Services

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Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71000058

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000073

Latent Prints/Photography/Firearms (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000102

Latents
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000720
Pos #71000864
Pos #71001069

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001132
Pos #71001579
Pos #71002448
Pos #71002451

Firearms
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000715

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001610
Pos #71000210

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001545
Pos #71002178

Biometric ID System (Section)

Fingerprint Manager
cc 8424 11-9199-02 pb 20
Pos #71001263

Fingerprint Analyst
cc 8415 19-4092-02 pb 05
Pos #71000103
Pos #71000456
Pos #71000722
Pos #71000878
Pos #71001601
Pos #71002360
Pos #71002361
Pos #71002362
Pos #71002364
Pos #71002365

Evidence/Crime Scene/ Digital Evidence (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000747

Evidence
Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71000663
Pos #71000876
Pos #71002176

Crime Scene
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000746

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000075
Pos #71000716
Pos #71001603

Digital Evidence
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71002223

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000890
Pos #71001332
Pos #71002007
Pos #71002009

Biology/DNA (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000099

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000094
Pos #71000653
Pos #71001763

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000613
Pos #71000678
Pos #71000729
Pos #71001232
Pos #71001367 B
Pos #71001764
Pos #71002347
Pos #71002352

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001585
Pos #71002179
Pos #71000106
Pos #71001782

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tallahassee Regional Operations Center
Forensic Services
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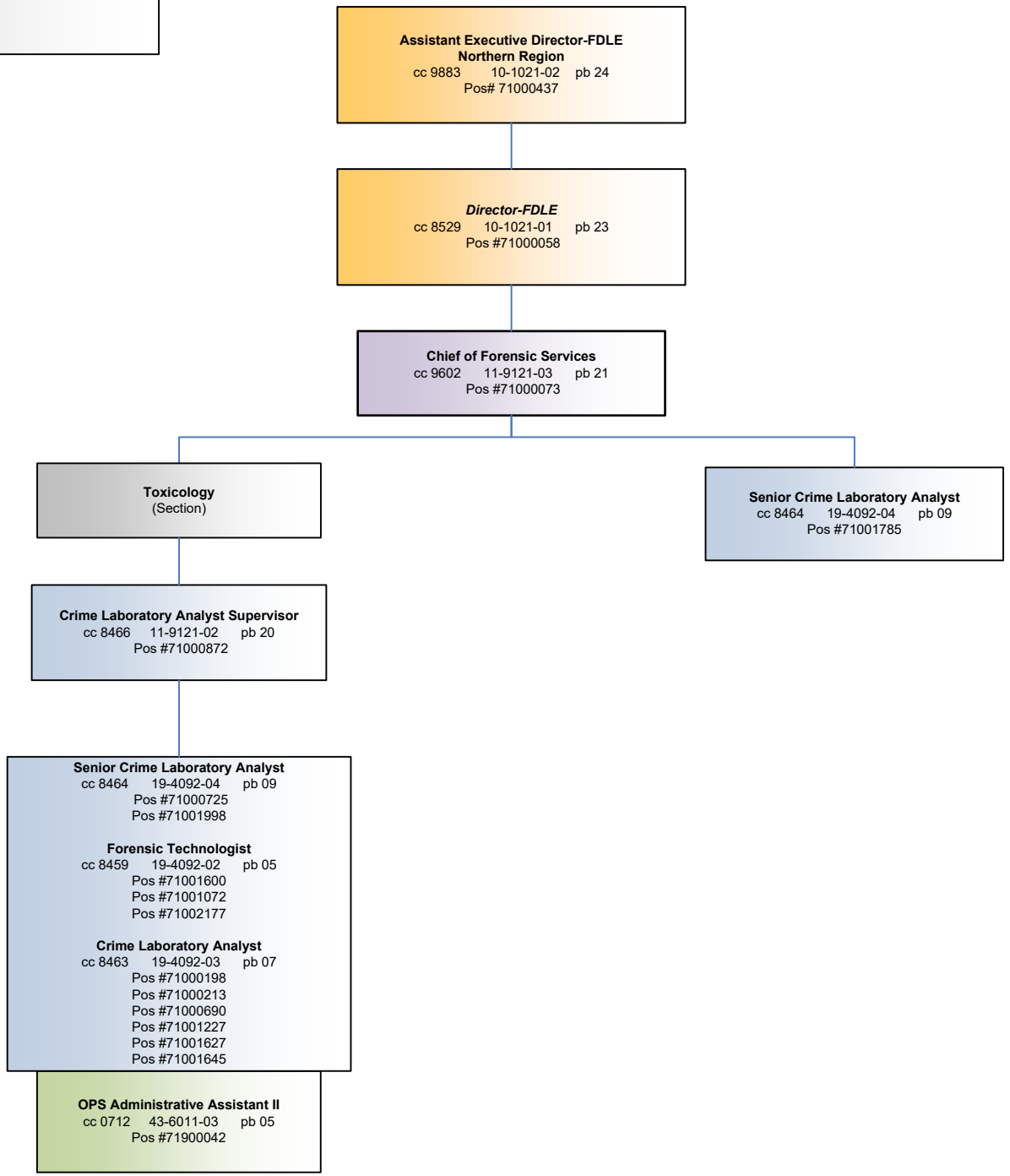

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Investigations & Forensic Science Program
Jacksonville Regional Operations Center
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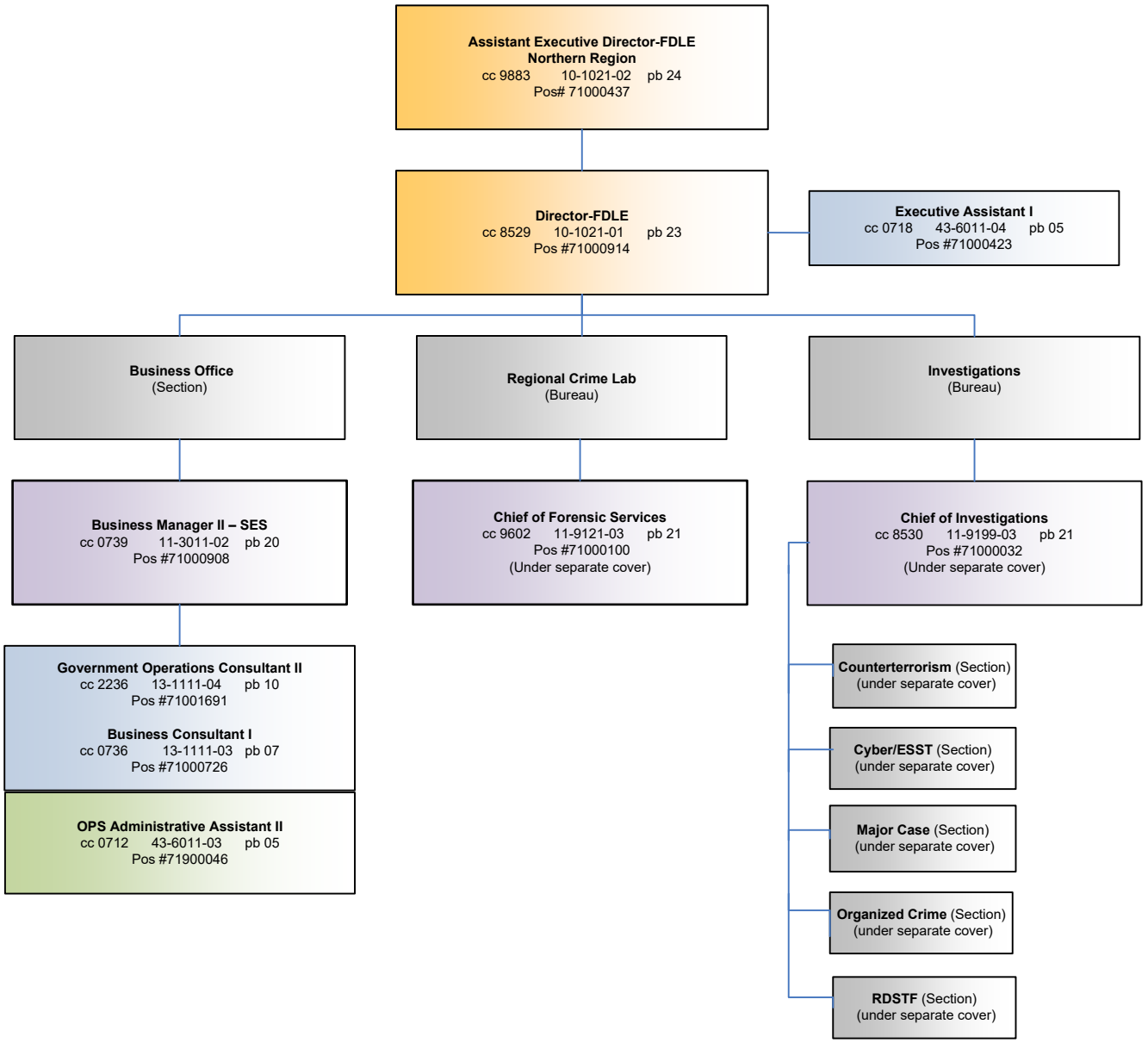

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Investigations & Forensic Science Program
Jacksonville Regional Operations Center
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Director
cc 8520 10-1021-01 pb 23
Pos #71000914

7 Direct Reports

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000032

8 Direct Reports

Gainesville Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000973

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000020
Pos #71000051
Pos #71001164
Pos #71001502
Pos #71002044
Pos #71002207
Pos #71002491
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000424

8 Direct Reports

Organized Crime
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000833

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000371
Pos #71001304
Pos #71002045
Pos #71002467
Pos #71002468
Pos #71002470
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001286
Pos #71001690

5 Direct Reports

St. Augustine Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000841

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000416
Pos #71001679
Pos #71001837
Pos #71002471
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000443

6 Direct Reports

Major Case
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001692

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000761
Pos #71000827
Pos #71000976
Pos #71001051
Pos #71001165
Pos #71002323

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Director-FDLE
cc 8520 10-1021-01 pb 23
Pos #71000914

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000032

9 Direct Reports

Cyber / ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001528

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000025
Pos #71000222
Pos #71000264
Pos #71001300
Pos #71002388
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001205
Pos #71001657
Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71000992
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71000805

5 Direct Reports

RDSTF
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002331

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000261
Pos #71000362
Pos #71000435
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos # 71002494
Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos# 71001167

6 Direct Reports

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002043

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002492
Pos #71002526
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001521
Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002048
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71002046
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002282

Data Processing Manager – SES
cc 2133 11-3021-02 pb 20
Pos #71000888

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Investigations & Forensic Science Program
Jacksonville Regional Operations Center
Forensics Services Page 3 of 4
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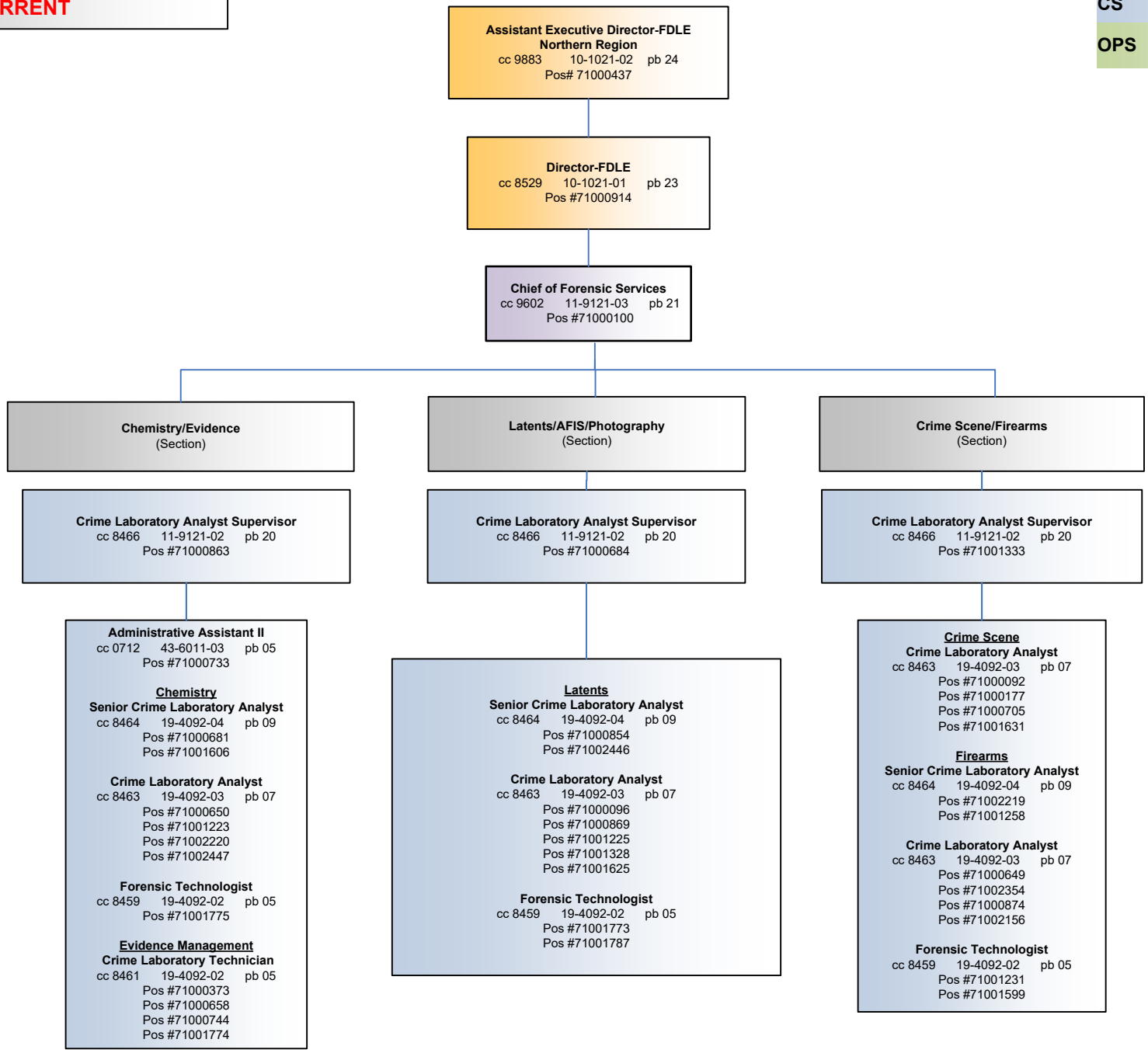

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Jacksonville Regional Operations Center
Forensics Services Page 4 of 4
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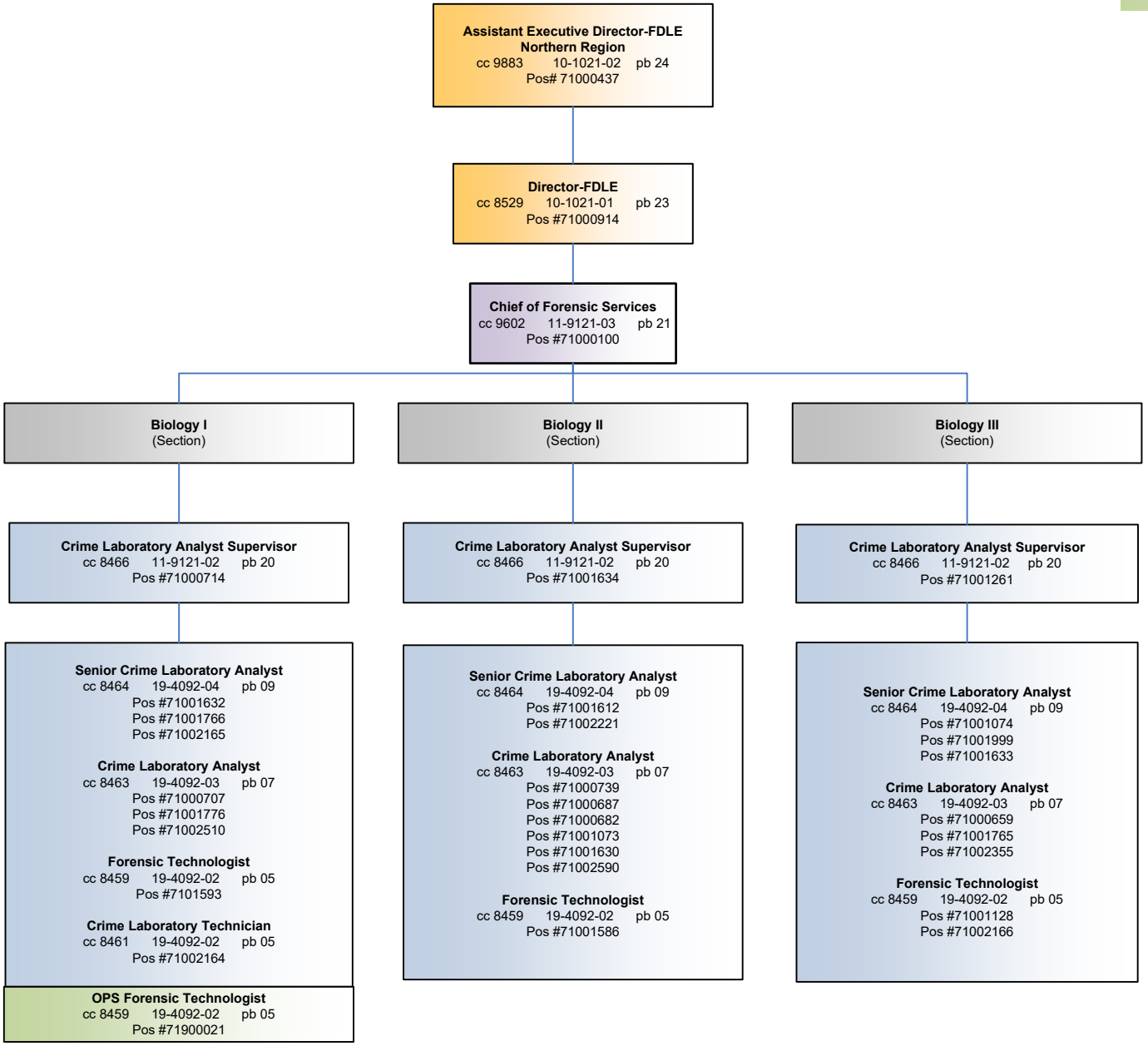

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Florida Department of Law Enforcement

Investigations & Forensic Science Program
Tampa Regional Operations Center
CURRENT

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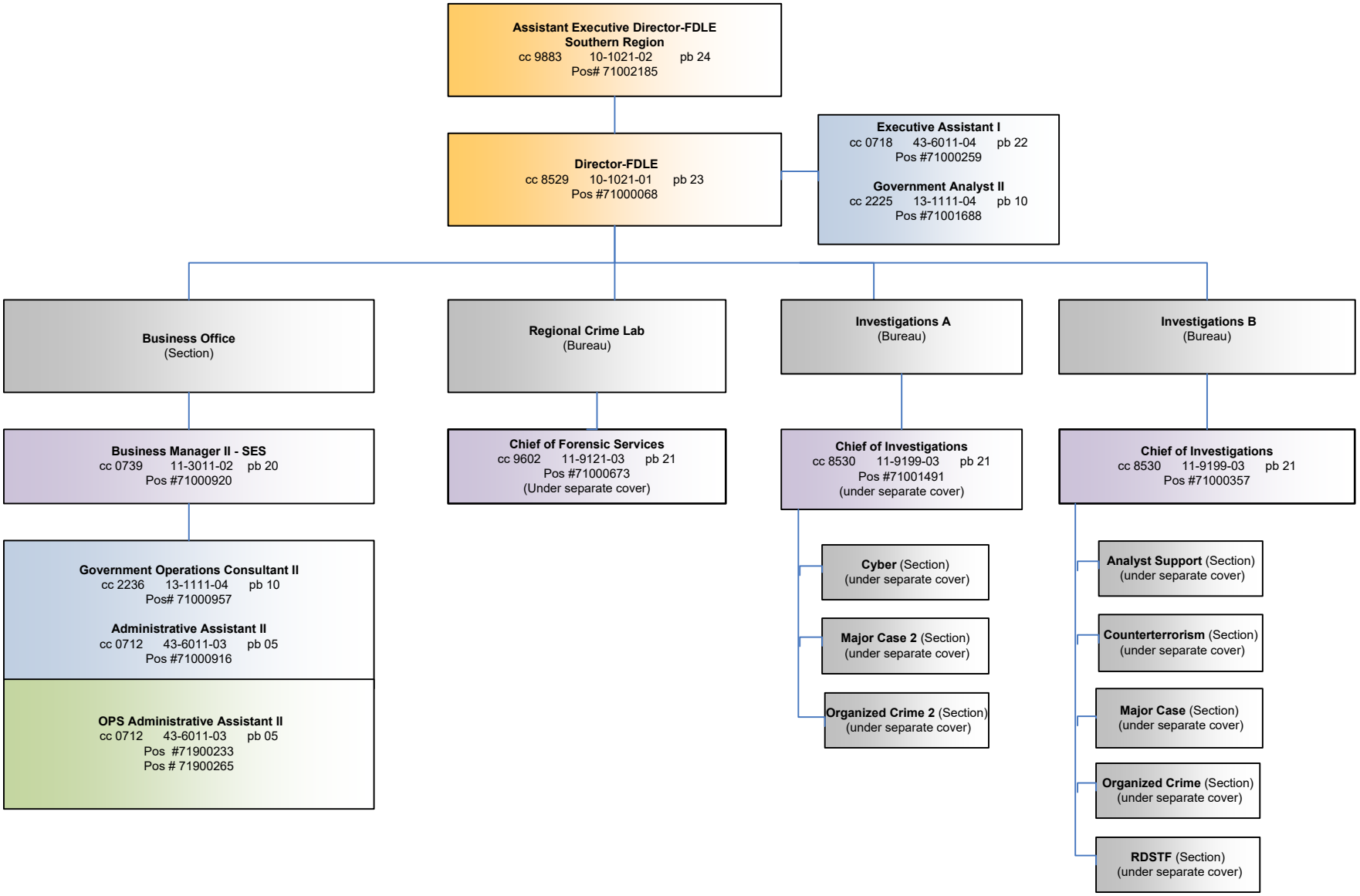

8/16/2024

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tampa Regional Operations Center

CURRENT

SMS
SES
CS
OPS

Director
cc 8529 10-1021-01 pb 23
Pos #71000068

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001491

Counterterriorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000253

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000223
Pos #71000326
Pos #71000389
Pos #71001094
Pos #71001489
Pos #71002056
Pos #71002382

Major Case
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001485

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000829
Pos #71001098
Pos #71002324
Pos #71002517
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71001455

Organized Crime
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000516

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000108
Pos #71000980
Pos #71001004
Pos #71001309

OPS Special Agent
cc 8581 33-3021-05 pb 12
Pos #71900052
Reports to Tallahassee

Multi-Engine Reciprocal Aircraft
cc 6572 53-2011-04 pb 09
Pos #71001170
On loan to HQ/IFS
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001395
On Loan to POS
Pos #71001674
On Loan to CJP

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Investigations & Forensic Science Program
Tampa Regional Operations Center
Investigations Page 2 of 4
CURRENT

SMS
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OPS

Director
cc 8529 10-1021-01 pb 23
Pos #71000068

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001491

Analyst Support
Senior Crime Intelligence Analyst Supervisor – SES
cc 8437 33-3021-03 pb 09
Pos #71001497

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000172
Pos #71000430
Pos #71000446
Pos #71001524
Pos #71002057
Pos #71002610
Pos #71002611

Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71000441
Pos #71000845
Pos #71002058

Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71000412

Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71000912
Pos #71002521

RDSTF
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000453

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000364
Pos #71000504

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002284

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tampa Regional Operations Center
Investigations Page 3 of 4
CURRENT

SMS
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OPS

Director
cc 8529 10-1021-01 pb 23
Pos # 71000068

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001491

Organized Crime 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001311

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000139
Pos #71000426
Pos #71000930
Pos #71001171
Pos #71001493
Pos #71002333

Cyber/ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002322

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001678
Pos #71002332
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002628
Pos #71002630
Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71002627
Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71002629
Pos #71002631
Pos #71002632
Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71002339

Major Case 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001168

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000748
Pos #71001169
Pos #71002055 Jeffrey Erb - JTTF
Pos #71002515 T
Pos #71002518
Pos #71002519
Pos #71002528

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Tampa Regional Operations Center
Investigations Page 4 of 4
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Director
cc 8529 10-1021-01 pb 23
Pos # 71000068

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001491

Brooksville Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001047

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000194
Pos #71000244
Pos #71000420
Pos #71000620
Pos #71002516

Lakeland Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000425

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000393
Pos# 71000823
Pos #71000843
Pos #71000982
Pos #71001486
Pos #71001826

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000395
Pos #71001141
Funded/reports to CJP – supports TBROC
Inspector
cc 8590 33-3021-05 pb 12
Pos #71000940
Funded/reports to EIS – supports TBROC
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000767
Pos #71002329
Funded/reports to IFS – supports Tampa

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000938
On loan to OED/POS

Florida Department of Law Enforcement

Investigations & Forensic Science Program
Tampa Regional Operations Center
Forensic Services Page 1 of 2
CURRENT

SMS
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OPS

Assistant Executive Director-FDLE
Southern Region
cc 9883 10-1021-02 pb 24
Pos# 71002185

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71000068

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000673

Firearms (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001228

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000080
Pos #71000865

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000018
Pos #71000667
Pos #71001338
Pos #71001477
Pos #71001480
Pos #71001540
Pos #71001608
Pos #71001643

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000082
Pos #71000970
Pos #71001783

Latent Prints/Impression Evidence (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000645

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000078
Pos #71000675
Pos #71001127
Pos #71001257
Pos #71001613
Pos #71001616

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000154
Pos #71001125
Pos #71001327
Pos #71002226
Pos #71000161

Chemistry/Trace (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000743

Chemistry
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000652
Pos #71000713
Pos #71000719

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000676
Pos #71000724
Pos #71000857
Pos #71001326
Pos #71001361
Pos #71001642

Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71000081

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001602

Digital Evidence/Evidence Management (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000862

Digital Evidence
Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001819

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001641

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000868
Pos #71001215
Pos #71002008

Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71000877
Pos #71001077
Pos #71001550

OPS Crime Lab Technician
cc 8461 19-4092-02 pb 05
Pos #71900268

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Investigations & Forensic Science Program
Tampa Regional Operations Center
Forensic Services Page 2 of 2
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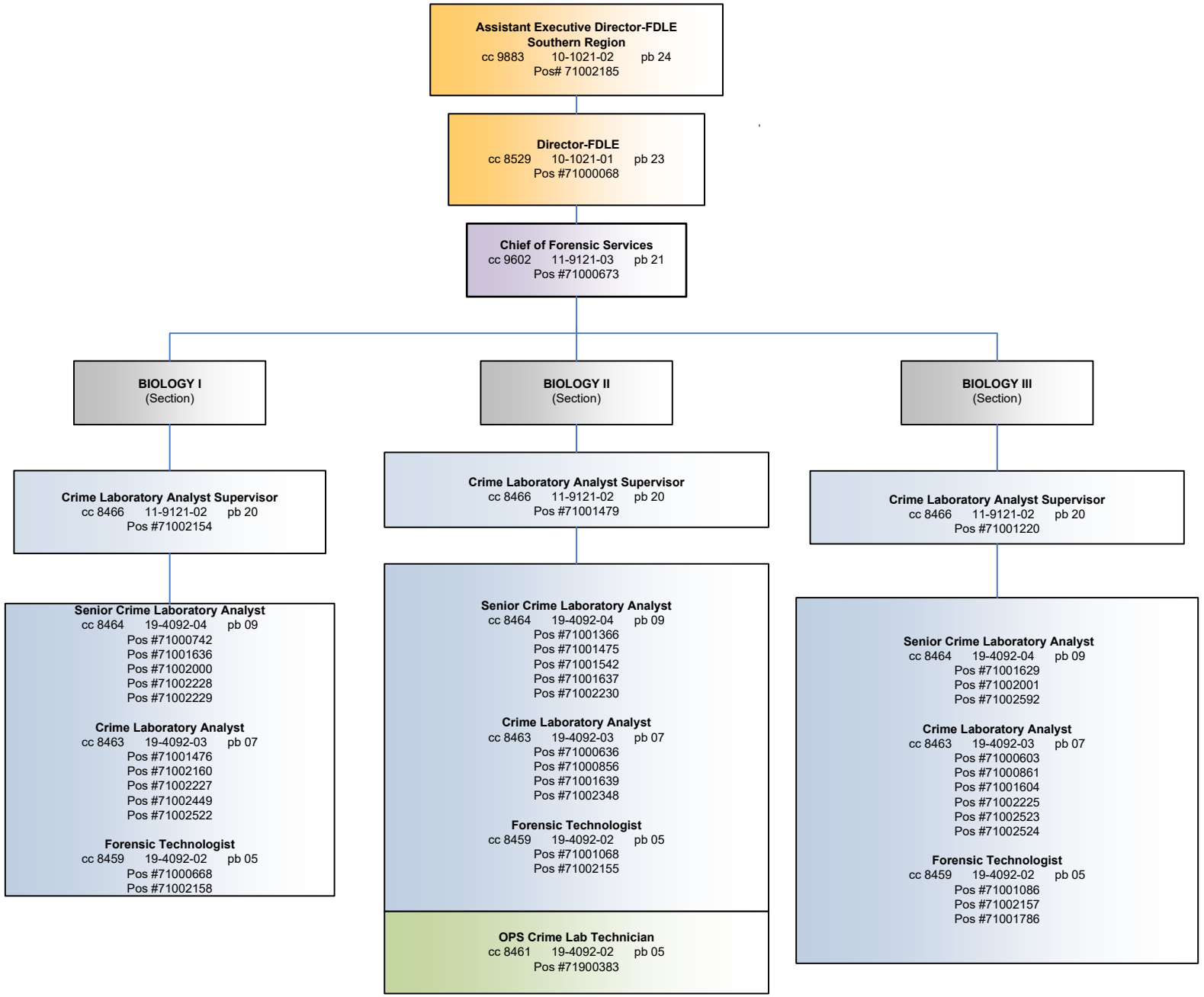

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Orlando Regional Operations Center
CURRENT

SMS
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Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71001172

Executive Assistant I
cc 0718 43-6011-04 pb 05
Pos #71001288

Investigations
(Bureau)

Regional Crime Lab
(Bureau)

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000709
(Under separate cover)

Genetic Geneology
(Section)

Senior Crime Intelligence Analyst Supervisor - SES
cc 8437 11-9199-02 pb 20
Pos #71002596

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002598

Senior Crime Intelligence Analyst I
cc 8434 33-2021-02 pb 08
Pos #71002600
Pos #71002599

OPS Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71900384

Business Office
(Section)

Business Manager II - SES
cc 0739 11-3011-02 pb 20
Pos #71001287

Government Operations Consultant II
cc 2236 13-1111-04 pb 05
Pos #71001180

Business Consultant I
cc 0736 13-1111-03 pb 05
Pos #71000408

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001840

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900062

Counterterrorism (Section)

Major Case (Section)

Major Case 2 (Section)

Organized Crime 1 (RDSTF/ Mutual Aid)
(Section)

Organized Crime (Violent Crime)
(Section)

Organized Crime 3 (Section)

Analyst Support (Section)

ESST (Section)

Cyber (Section)

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Director
cc 8520 10-1021-01 pb 23
Pos #71001172

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000432

Cyber
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000336

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000156
Pos #71001507
Pos #71002325
Pos #71002334
Pos #71002380
Senior Crime Intelligence Analyst I
cc 8434 33-2021-02 pb 08
Pos #71001337

ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000055

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000816
Pos #71001823
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001838

Organized Crime (Violent Crime)
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000227

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000242
Pos #71000893
Pos #71001001
Pos #71001833
Pos #71002051
Pos #71002498
Pos #71002502

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos # 71002488

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000359
Pos #71002497
Pos #71002499
Pos #71002501

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000698
Funded/reports to CJP – supports OROC

Systems Programmer I
cc 2111 15-1142-02 pb 06
Pos #71000243
Systems Programmer III
cc 2115 15-1142-04 pb 09
Pos #71000295
Funded/reports to ITS - supports OROC

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Investigations & Forensic Science Program
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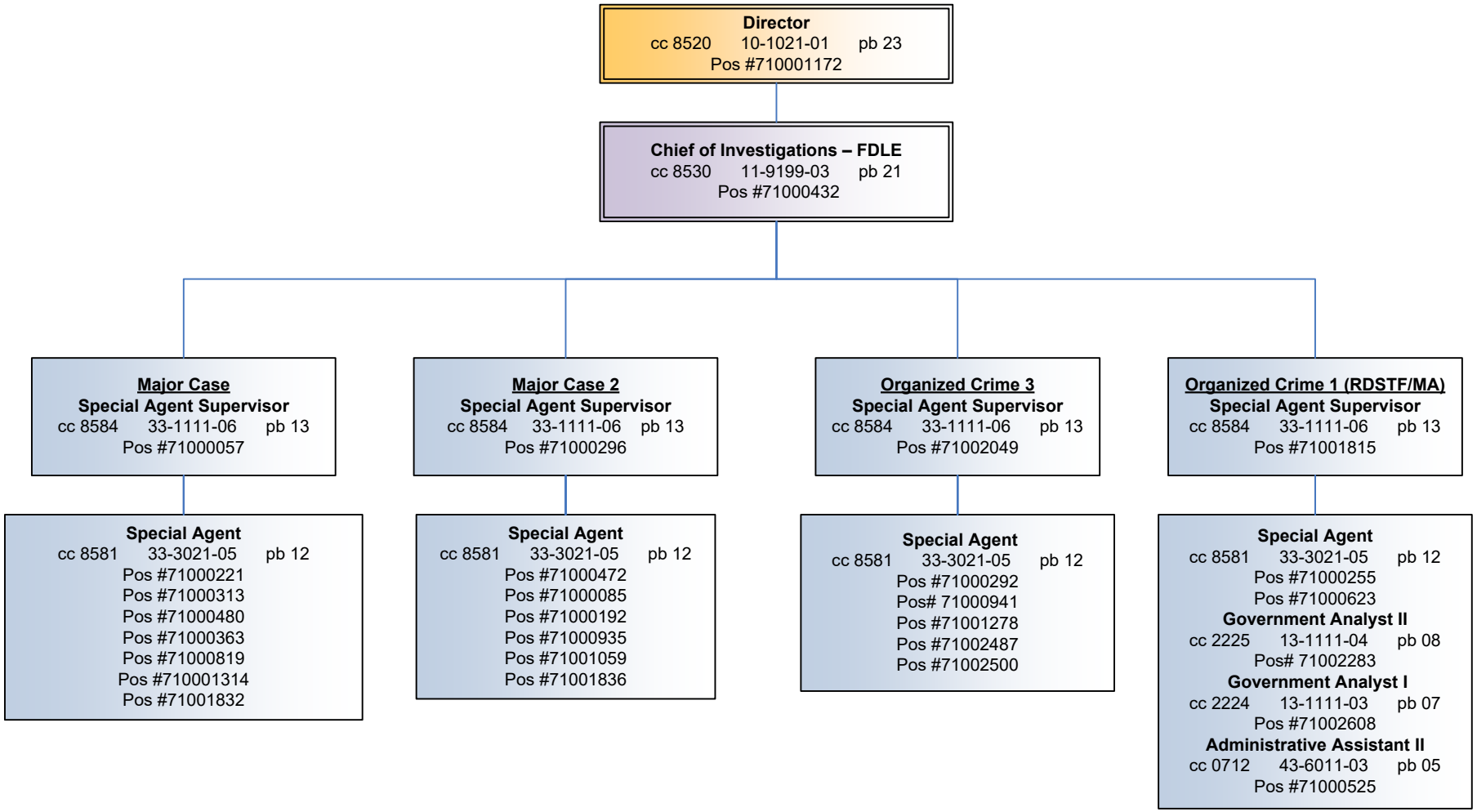

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Orlando Regional Operations Center
Investigations - Page 3 of 3
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Director
cc 8520 10-1021-01 pb 23
Pos #710001172

Chief of Investigations – FDLE
cc 8530 11-9199-03 pb 21
Pos #71000432

Analyst Support
Senior Crime Intelligence Analyst Supervisor-SES
cc 8437 11-9199-02 pb 20
Pos #71000356

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000027
Pos #71000179
Pos #71002503
Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71000989
Pos #71001313
Pos #71001839
Pos #71002053
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000566
Pos #71001222
Pos #71002609
Crime Intelligence Analyst I
cc 8433 33-3021-01 pb 05
Pos #71000524

Ft. Pierce Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000368

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000374
Pos #71000476
Pos #71000828
Pos #71002050
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002054

Brevard Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000245

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000444
Pos #71000519
Pos #71001505
Pos #71002482
Pos #71002483
Pos #71002485
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001285

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Orlando Regional Operations Center
Forensic Services Page 1 of 3
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Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71001172

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000709

Evidence (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001365

Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71000685
Pos #71001063
Pos #71001076
Pos #71001324
Pos #71002168

OPS Crime Lab Technician
cc 8461 19-4092-02 pb 05
Pos #71900373

OPS Administrative Assistant II
cc 0120 43-6011-03 pb 03
Pos #71900291
Pos #71900120

Chemistry (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000641

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000686
Pos #71000694
Pos #71001078
Pos #71001260
Pos #71001623
Pos #71002211

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001360
Pos #71001363
Pos #71001473
Pos #71002444

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000074

Trace Evidence (Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000740

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000867
Pos #71001083

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000654
Pos #71000737
Pos #71001085
Pos #71001230
Pos #71001574
Pos #71001622
Pos #71001334

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000665

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Orlando Regional Operations Center
Forensic Services Page 2 of 3
CURRENT

SMS
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OPS

Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71001172

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000709

Biology I

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001084

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000859

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000088
Pos #71000648
Pos #71001336
Pos #71001581
Pos #71001767
Pos #71002214
Pos #71002217

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001544
Pos #71001777
Pos #71001780

OPS Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71900274

Biology II

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000752

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001619
Pos #71001646

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000174
Pos #71001081
Pos #71001362
Pos #71001770
Pos #71002170
Pos #71002218
Pos #71002345

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001481
Pos #71002171

Biology III

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71002172

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71002216

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000732
Pos #71001126
Pos #71001618
Pos #71001626
Pos #71001769
Pos #71002215
Pos #71002589

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000104
Pos #71001580
Pos #71001598

Crime Lab Analyst
cc 8463 19-4092-03 pb 07
Pos #71000636
on loan to TBROC

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Orlando Regional Operations Center
Forensic Services Page 3 of 3
CURRENT

Assistant Executive Director-FDLE
Northern Region
cc 9883 10-1021-02 pb 24
Pos# 71000437

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71001172

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000709

Firearms
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000721

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001597
Pos #71002213

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000727
Pos #71001474
Pos #71001620
Pos #71000644
Pos #71000679
Pos #71001364
Pos #71001541
Pos #71001549
Pos #71001621

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001279
Pos #71001779 S
Pos #71002010
Pos #71002169

Toxicology
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000655

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000646
Pos #71001082
Pos #71002212

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000779
Pos #71000866
Pos #71001329
Pos #71001472
Pos #71001617

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001322
Pos #71001551
Pos #71001591

SMS
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Crime Lab Analyst
cc 8463 19-4092-03 pb 07
Pos #71001213
On loan to IFS Forensics

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Ft. Myers Regional Operations Center
CURRENT

SMS
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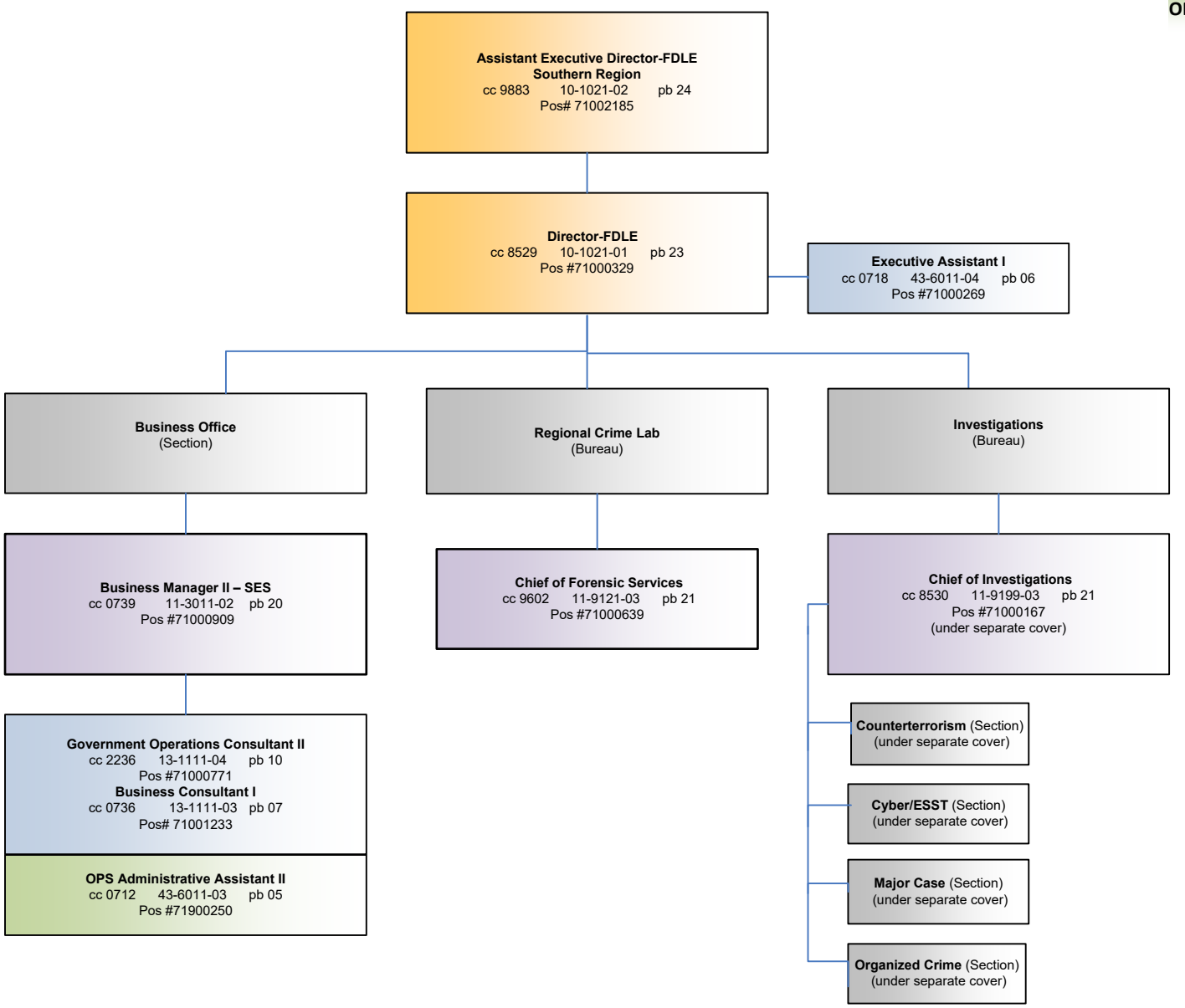
OPS



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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Ft. Myers Regional Operations Center
Investigations Page 1 of 2
CURRENT

SMS
SES
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OPS

Director
cc 8529 10-1021-01 pb 23
Pos #71000329

8 Direct Reports

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000167

7 Direct Reports

Cyber / ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002275

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000299
Pos #71001305
Pos #71001841
Pos #71002063
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001496
Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos#71000535
Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos #71002047

5 Direct Reports

Major Case
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Post #71001818

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000898
Pos #71001380
Pos #71001490
Pos #71002389
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000965

6 Direct Reports

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000499

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002465
Pos #71002505
Pos #71002508
Senior Crime Intelligence Analyst I
cc 8434 33-2021-02 pb 09
Pos #71002606
RDSTF
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002280

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000915

Inspector
cc 8590 33-3021-05 pb 12
Pos #71000830
On loan from FMROC to POS/Intell
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002459
On loan from FMROC to POS
Pos #71002509
On loan from FMROC to Mutual Aid

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Florida Department of Law Enforcement
Investigations & Forensic Science Program
Ft. Myers Regional Operations Center
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CURRENT

SMS
SES
CS
OPS

Director
cc 8529 10-1021-01 pb 23
Pos #71000329

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000167

7 Direct Reports

Sarasota Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000224

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000622
Pos #71000807
Pos #71000983
Pos #71001163
Pos #71001275
Pos #71001308
Senior Crime Intelligence Analyst II
cc 8435 33-3021-03 pb 09
Pos #71000406

7 Direct Reports

Organized Crime
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001097

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000811
Pos #71000836
Pos #71001057
Pos #71002060
Pos #71002461
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000952
Crime Intelligence Analyst II
cc 8436 33-2021-02 pb 08
Pos #71002507

7 Direct Reports

Sebring Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000834

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000230
Pos #71000320
Pos #71000936
Pos #71001048
Pos #71001492
Pos #71002464
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001166

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002607

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000262
Reports to MROC Organized Crime 3

Inspector
cc 8590 33-3021-05 pb 12
Pos # 71002059
Systems Programmer III
cc 2115 15-1142-04 pb 09
Pos #71001693
Distributed Computer Systems Specialist
cc 2050 15-1142-02 pb 06
Pos #71000891
Funded/reports to ITS-Supports FMROC

Florida Department of Law Enforcement
Investigations & Forensic Science Program
Ft. Myers Regional Operations Center
Forensics Page 1 of 1
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director-FDLE
Southern Region
cc 9883 10-1021-02 pb 24
Pos# 71002185

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71000329

Chief of Forensic Services
cc 9602 11-9121-03 pb 21
Pos #71000639

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000711

Biology
(Section)

Crime Scene/
Latents
(Section)

Chemistry/Evidence
(Section)

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001582

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71000086

Crime Laboratory Analyst Supervisor
cc 8466 11-9121-02 pb 20
Pos #71001592

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000640
Pos #71000660
Pos #71000710
Pos #71000778
Pos #71001478
Pos #71001611
Pos #71002224
Pos #71002346
Pos #71001996

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001790

Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001611

Latents
Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71000738
Pos #71001543
Pos #71001628
Pos #71002356
Pos #71002452

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71000745

OPS Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71900060

Crime Scene
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71001640

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001635

Chemistry
Senior Crime Laboratory Analyst
cc 8464 19-4092-04 pb 09
Pos #71000723
Pos #71002450

Crime Laboratory Analyst
cc 8463 19-4092-03 pb 07
Pos #71001589
Pos #71001771
Pos #71002504

Forensic Technologist
cc 8459 19-4092-02 pb 05
Pos #71001547

OPS Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71900254

Evidence
Crime Laboratory Technician
cc 8461 19-4092-02 pb 05
Pos #71000871
Pos #71001789

Senior Crime Lab Analyst
cc 8464 19-4092-04 pb 09
Pos #71001638
On loan to IFS Forensics

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Florida Department of Law Enforcement

Investigations & Forensic Science Program
Miami Regional Operations Center
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CURRENT

SMS
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Assistant Executive Director-FDLE
Southern Region
cc 9883 10-1021-02 pb 24
Pos# 71002185

Director-FDLE
cc 8529 10-1021-01 pb 23
Pos #71000024

Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos# 71000523

Information Services IT & Training
(Section)

Operations & Mgmt Consultant Mgr
cc 2238 11-1021-02 pb 20
Pos # 71002649

Digital Forensic Consultant
cc 8468 33-3021-04 pb 10
Pos # 71002065

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos # 71000239

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900336
Pos #71900031

Investigations A
(Bureau)

Chief of Investigations-FDLE
cc 8530 11-9199-03 pb 21
Pos #71001006
(under separate cover)

Major Case (Section)
(under separate cover)

Counterterrorism (Section)
(under separate cover)

Organized Crime (Section)
(under separate cover)

Organized Crime 2 (Section)
(under separate cover)

RDSTF (Section)
(under separate cover)

Analyst Support (Section)
(under separate cover)

Investigations B
(Bureau)

Chief of Investigations-FDLE
cc 8530 11-9199-03 pb 21
os #71000962
(under separate cover)

Cyber/ESST (Section)
(under separate cover)

Major Case 2 (Section)
(under separate cover)

Organized Crime 3 (Section)
(under separate cover)

Business Office
(Section)

Business Manager II – SES
cc 0739 11-3011-02 pb 20
Pos #71000241

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos # 71000433

Government Operations Consultant II
cc 2236 13-1111-04 pb 023
Pos #71000159

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900034

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Florida Department of Law Enforcement

Miami Regional Operations Center
Investigations Page 1 of 4
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Director – FDLE
cc 8529 10-1021-01 pb 23
Pos #71000024

6 Direct Reports

Chief of Investigations – FDLE
cc 8530 11-9199-03 pb 21
Pos #71001006

4 Direct Reports

Major Case
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001527

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000840
Pos #71001101
Pos #71002481
Pos #71002537

4 Direct Reports

Counterterrorism
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71002540

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000398
Pos #71001182
Pos #71002335
Pos #71002538
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002544

2 Direct Reports

RDSTF
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000035

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002281

8 Direct Reports

Analyst Support
Senior Crime Intelligence Analyst Supervisor-SES
cc 8437 33-3021-03 pb 09
Pos #71000844

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71002243
Senior Crime Intelligence Analyst I
cc 8434 33-2021-03 pb 09
Pos #71001809
Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71000135
Pos #71000138
Pos #71000449
Pos #71001820
Pos #71002340
Pos #71002066

Inspector
cc 8590 33-3021-05 pb 12
Pos #71001310
Funded/reports to EIS – supports Miami

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002541
On loan to POS
Pos #71002548
On loan to I&FS

Florida Department of Law Enforcement
Miami Regional Operations Center
Investigations Page 2 of 4
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Director – FDLE
cc 8529 10-1021-01 pb 23
Pos #71000024

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71001006

Organized Crime
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001389
2 Direct Reports

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001008
Pos #71001241

Broward Field Office 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000429
4 Direct Reports

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000060
Pos #71000937
Pos #71001100
Pos #71002480

Organized Crime 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001091
5 Direct Reports

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000939
Pos #71001829
Pos #71002486
Pos #71002543

OPS Special Agent
cc 8581 33-3021-05 pb 12
Pos #71900052

Broward Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000972
5 Direct Reports

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000370
Pos #71000621
Pos #71001183
Pos #71001058

Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71001821

Government Analyst II, cc 2225
Pos #71000768
Funded/Reports to CJP – supports MROC

Inspector
cc 8590 33-3021-05 pb 12
Pos #71001500
On loan to CJP

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Miami Regional Operations Center
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Director – FDLE
cc 8529 10-1021-01 pb 23
Pos #71000024

6 Direct Reports

Chief of Investigations – FDLE
cc 8530 11-9199-03 pb 21
Pos #71000962

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000927

8 Direct Reports

West Palm Beach Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000618

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001810
Pos #71001811
Pos #71001824
Pos #71001825
Pos #71002478
Senior Crime Intelligence Analyst II
cc 8435 33-2021-03 pb 09
Pos #71000532
Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000988

3 Direct Reports

Key West Field Office
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000932

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001391
Pos #71001499
Pos #71001504

Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001812
On loan to I&FS

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Miami Regional Operations Center
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Director – FDLE
cc 8529 10-1021-01 pb 23
Pos #71000024

Chief of Investigations
cc 8530 11-9199-03 pb 21
Pos #71000962

4 Direct Reports

Organized Crime 3
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001806

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000262
Pos #71000369
Pos #71000434
Pos #71002336

4 Direct Reports

Cyber / ESST
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71001306

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000225
Pos #71001525
Pos #71002328
Pos #71002475

5 Direct Reports

Major Case 2
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000454

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000307
Pos #71000415
Pos #71001503
Pos #71001680
Pos #71002541

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000357
On loan to POS

Systems Programmer III
cc 2115 15-1142-04 pb 09
Pos #71000228
Pos #71000034
Funded/reports to IRM – supports MROC

Florida Department of Law Enforcement
Office of Executive Director
Protective Operations Services
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Assistant Executive Director, cc 9883
Pos #71001028

Director
cc 8529 10-1021-01 pb 23
Pos #71002648

Senior Crime Intelligence Analyst Supervisor
cc 8437 33-3021-03 pb 09
Pos #71002652

Crime Intelligence Analyst II
cc 8436 33-3021-02 pb 08
Pos #71002661
Crime Intelligence Analyst I
cc 8433 33-2021-01 pb 05
Pos #71002667
Pos #71002645
Pos #71002651
Pos #71002664

OPS Crime Intelligence Technician
cc 8427 33-3021-01 pb 05
Pos #71900168
On Loan from IFS
OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900237
On Loan from IFS

Protective Operations Services
Chief of Investigations-FDLE
cc 8530 11-9199-03 pb 21
Pos #71000418

Protective Operations Intelligence
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000331

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000029
Pos #71000824
Pos #71001043
Pos #71002546
Pos #71001834
Pos #71001299

Special Agent Supervisor
cc 8584 33-111-06 pb 13
Pos #71000168

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000084
Pos #71002479
Pos #71000226
Pos #71000236
Pos #71000411
Pos #71000666
Pos #71000758
Pos #71000809
Pos #71001713
Protective Operations Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002476
Pos #71002506
Pos #71002536

Special Agent Supervisor
cc 8584 33-111-06 pb 13
Pos #71001677

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000367
Pos #71000766
Pos #71000938
Pos #71001090
Pos #71001301
Pos #71002030
Pos #71002330
Pos #71002484
Protective Operations Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002460
Pos #71002463
Pos #71002458

Florida Department of Law Enforcement
Office of Executive Director
Protective Operations Services
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CURRENT

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Assistant Executive Director, cc 9883
Pos #71001028

Director
cc 8529 10-1021-01 pb 23
Pos #71002648

Protective Operations Services
Chief of Investigations-FDLE
cc 8530 11-9199-03 pb 21
Pos #71000418

Special Agent Supervisor (JROC)
cc 8584 33-111-06 pb 13
Pos #71002293

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002383
Pos #71002490
Protective Operations
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001814 Nigel Elliott
Pos #71002002
Pos #71002187
Pos #71002326

Special Agent Supervisor (OROC)
cc 8584 33-111-06 pb 13
Pos #71001459

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000508
Protective Operations
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001160
Pos #71001302
Pos #71001393
Pos #71001488

Special Agent Supervisor (MROC)
cc 8584 33-111-06 pb 13
Pos #71000782

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000287
Pos #71000455
Pos #71001506
Protective Operations
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000503
Pos #7100825
Pos #71000979
Pos #71002542

Special Agent Supervisor (TBROC)
cc 8584 33-1111-06 pb 13
Pos #71000539

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000256
Pos #71000765
Protective Operations
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000170
Pos #71000265
Pos #71001536
Pos #71002539

Special Agent Supervisor (TROC)
cc 8584 33-1111-06 pb 13
Pos #71000417

Special Agent
cc 8581 33-3021-05 pb 12
Pos #71000830
Pos #710001681
Pos #71001487
Pos #710000030
Pos #71001676
Protective Operations
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71002477

*In trainee status

8/16/2024

Florida Department of Law Enforcement
Information Technology Services
CURRENT

SMS
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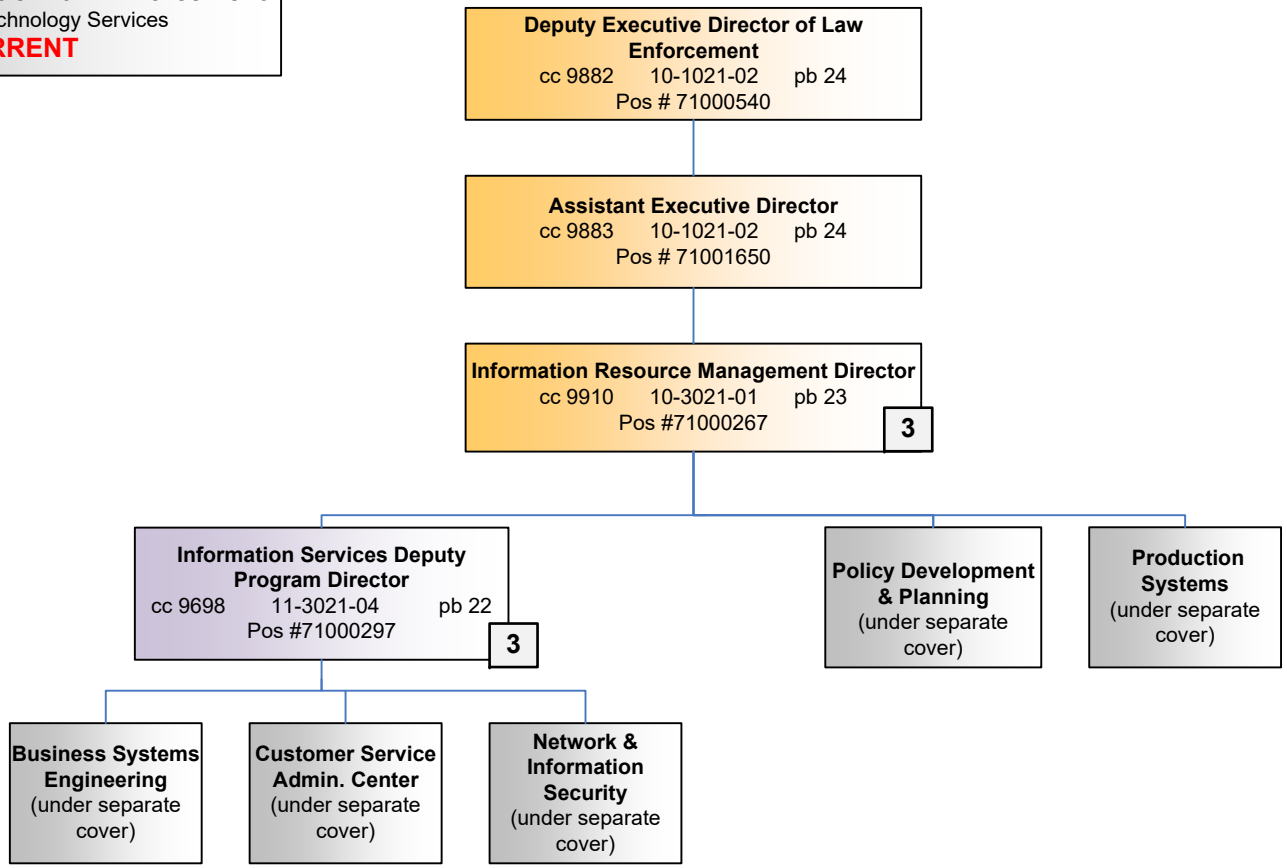


Florida Department of Law Enforcement
Information Technology Services
Policy Development & Planning
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

Policy Development & Planning
Chief of Policy Development & Planning –SES
cc 6826 11-1021-03 pb 21
Pos #71001119
4

POLICY DEVELOPMENT & PLANNING (BUREAU)

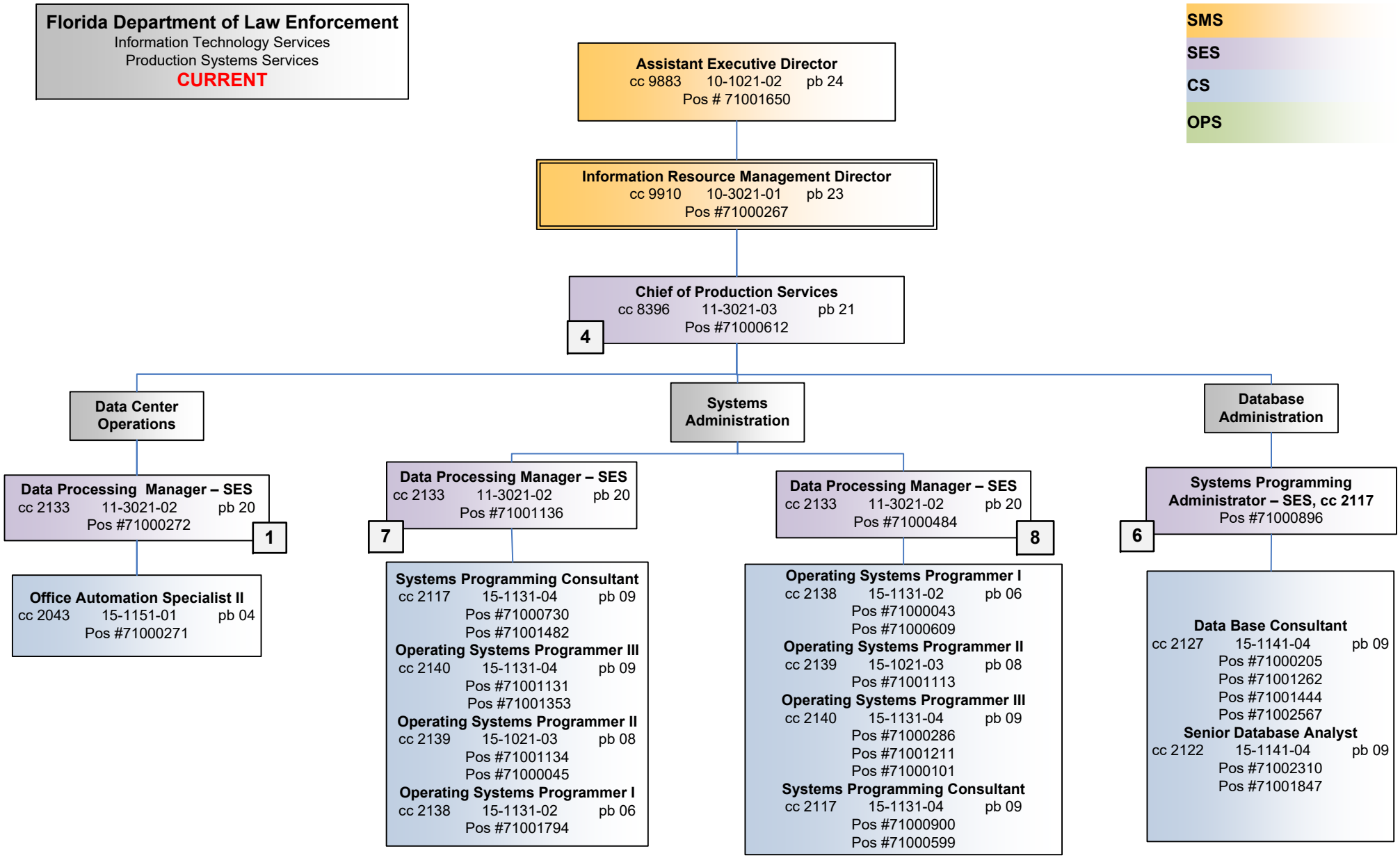
Information Technology Section Leader-SES
cc 02136 11-3021-02 pb 20
Pos #71001112
2

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002270
Pos #71000396

Business Manager II-SES
cc 0739 11-3011-02 pb 20
Pos #71002013
6

Government Operations Consultant II
cc 2236 13-1111-04 pb 10
Pos #71000276
Pos #71001342
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #710001682
Pos #71002398
Business Consultant I
cc 0736 13-1111-03 pb 07
Pos #71000274

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 18
Pos #71900138


Florida Department of Law Enforcement
Information Technology Services
Production Systems Services
CURRENT
SMS
SES
CS
OPS
Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650
Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267
Chief of Production Services
cc 8396 11-3021-03 pb 21
Pos #71000612
4
Data Center Operations
Systems Administration
Database Administration
Data Processing Manager – SES
cc 2133 11-3021-02 pb 20
Pos #71000272
1
Office Automation Specialist II
cc 2043 15-1151-01 pb 04
Pos #71000271
Data Processing Manager – SES
cc 2133 11-3021-02 pb 20
Pos #71001136
7
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71000730
Pos #71001482
Operating Systems Programmer III
cc 2140 15-1131-04 pb 09
Pos #71001131
Pos #71001353
Operating Systems Programmer II
cc 2139 15-1021-03 pb 08
Pos #71001134
Pos #71000045
Operating Systems Programmer I
cc 2138 15-1131-02 pb 06
Pos #71001794
Data Processing Manager – SES
cc 2133 11-3021-02 pb 20
Pos #71000484
8
Operating Systems Programmer I
cc 2138 15-1131-02 pb 06
Pos #71000043
Pos #71000609
Operating Systems Programmer II
cc 2139 15-1021-03 pb 08
Pos #71001113
Operating Systems Programmer III
cc 2140 15-1131-04 pb 09
Pos #71000286
Pos #71001211
Pos #71000101
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71000900
Pos #71000599
Systems Programming Administrator – SES, cc 2117
Pos #71000896
6
Data Base Consultant
cc 2127 15-1141-04 pb 09
Pos #71000205
Pos #71001262
Pos #71001444
Pos #71002567
Senior Database Analyst
cc 2122 15-1141-04 pb 09
Pos #71002310
Pos #71001847

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Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000297

Chief of Business Systems Engineering
cc 8397 11-3021-03 pb 21
Pos #71000181
4

Business Support

Systems Programming Administrator – SES
cc 2117 11-3021-02 pb 20
Pos #71000298
2

Systems Project Consultant
cc 2109 15-1051-04 pb 09
Pos #71000593

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71001038
1

Systems Project Consultant
cc 2109 15-1051-04 pb 09
Pos # 71000513

Systems Programming Administrator – SES
cc 2117 11-3021-02 pb 20
Pos #71000111
2

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71000837
3

Systems Project Analyst
cc 2107 15-1121-03 pb 08
Pos #71001795
Pos #71001801

Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71001564

Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71000215

Florida Department of Law Enforcement
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Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000297

Chief of Business Systems Engineering
cc 8397 11-3021-03 pb 21
Pos #71000181

Systems Programming Administrator – SES
cc 2117 11-3021-02 pb 20
Pos #71001413
4

Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71000543

Systems Programming Administrator – SES
cc 2117 11-3021-02 pb 20
Pos #71000258
2

CJIS

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71000339
3

Application Systems Programmer III
cc 2143 15-1131-04 pb 09
Pos #71000380
Pos #71001844
Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71001848

CCH Section

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71000180
5

Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos #71001133
Pos #71002317 N
Application Systems Programmer III
cc 2143 15-1131-04 pb 09
Pos #71000207
Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71002439
Systems Project Analyst
cc 2107 15-1121-03 pb 08
Pos #71002443

PROJECTS

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71002396
1

Systems Project Analyst
cc 2107 15-1121-03 pb 08
Pos #71000528

FCIC Section

Data Processing Manager -SES
cc 2133 11-3021-02 pb 20
Pos #71001845
2

Systems Programming Consultant
cc 2117 15-1131-04 pb 09
Pos# 71001969
Application Systems Programmer I
cc 2115 15-1142-04 pb 09
Pos #71000190

Law Enforcement

Data Processing Manager – SES
cc 2133 11-3021-02 pb 20
Pos #71000888
0

3/15/2024

Florida Department of Law Enforcement
Information Technology Services
Customer Service Administration Center

CURRENT

SMS
SES
CS
OPS

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000297

Chief of User Services -SES
cc 1963 11-3021-03 pb 21
Pos #71000677
3

Customer Support Center
Data Processing Manager
cc 2133 11-3021-02 pb 20
Pos #71000200
3

Day Shift
Distributed Computer Systems Analyst
cc 2052 15-1142-02 pb 06
Pos #71000521
6

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000189
Pos #71000534
Pos #71000750
Pos #71001044
Pos #71001104

OPS Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71900090

Evening Shift
Distributed Computer Systems Analyst
cc 2052 15-1142-02 pb 06
Pos #71000277
6

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000268
Pos #71001110
Pos #71001415

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71900145
Pos # 71900253
Pos #71900392

Midnight Shift
Distributed Computer Systems Analyst
cc 2052 15-1142-02 pb 06
Pos #71000838
5

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000293
Pos #71000375
Pos #71001137
71000146

OPS Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos # 71900156

Florida Department of Law Enforcement
Information Technology Services
Customer Service Administration Center
Page 2 of 2
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000297

Chief of User Services -SES
cc 1963 11-3021-03 pb 21
Pos #71000677

3

Regional System Administration
Data Processing Manager
cc 2133 11-3021-02 pb 20
Pos #71000005

12

Funded/Reports to ITS/Supports:
Systems Programmer III
cc 2115 15-1142-04 pb 09
Pos #71000034
Pos #71000295
Pos #71000919
Pos #71001339
Pos #71001452
Pos #71001693
Systems Programmer II
cc 2113 15-1142-03 pb 08
Pos #71002146
Systems Programmer I
cc 2111 15-1142-02 pb 06
Pos #71000233
Pos #71000243
Pos #71000796
Pos #71000891
Pos #71001976
These positions are under Regional Systems Administration in the Regional Offices

Distributed Systems Administration
Data Processing Manager
cc 2133 11-3021-02 pb 20
Pos #71001354

9

Distributed Computer Systems Analyst
cc 2052 15-1142-02 pb 06
Pos #71000571
Pos #71001355
Systems Programmer I
cc 2111 15-1142-02 pb 06
Pos #71002119
Pos #71000699
Systems Programmer II
cc 2113 15-1142-03 pb 08
Pos #71000786
Systems Programmer III
cc 2115 15-1142-04 pb 09
Pos #71000228
Pos #71000284
Pos #71000999

OPS Distributed Computer Systems Analyst
cc 2052 15-1142-02 pb 06
Pos#71900244

Florida Department of Law Enforcement
Information Technology Services
Network & Information Security
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director
cc 9883 10-1021-02 pb 24
Pos # 71001650

Information Resource Management Director
cc 9910 10-3021-01 pb 23
Pos #71000267

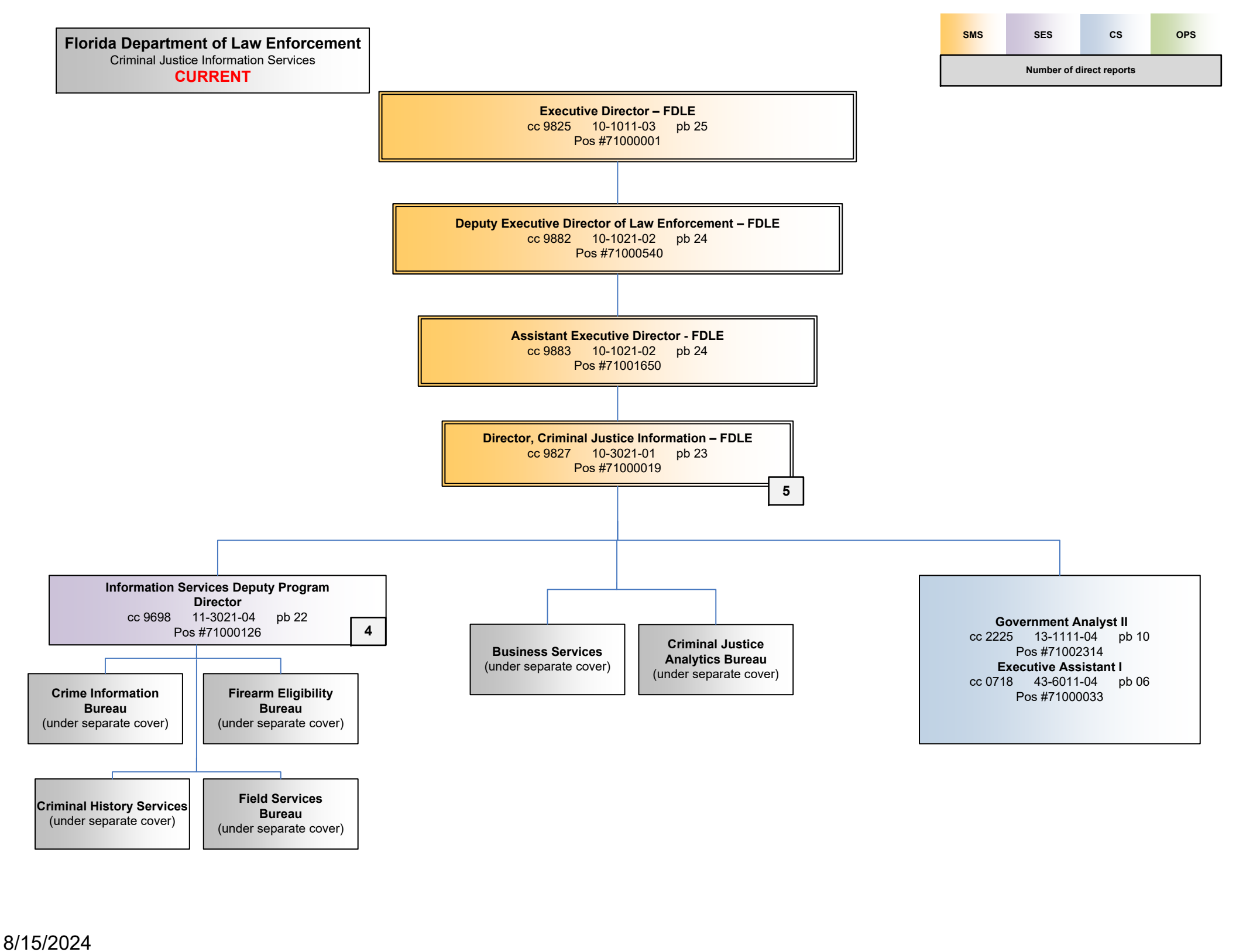
Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000297

Network & Information Security
Data Processing Manager-SES
cc 2133 11-3021-02 pb 20
Pos #71002014
7

Application Systems Programmer II
cc 2142 15-1131-03 pb 08
Pos # 71000804
Pos #71000855
Pos #71001448

Application Systems Programmer III
cc 2143 15-1131-04 pb 09
Pos #71000196
Pos #71000529
Pos #71001685

Network Systems Analyst
cc 2120 15-1142-02 pb 06
Pos #71001212


Florida Department of Law Enforcement
Criminal Justice Information Services
CURRENT
SMS
SES
CS
OPS
Number of direct reports
Executive Director – FDLE
cc 9825 10-1011-03 pb 25
Pos #71000001
Deputy Executive Director of Law Enforcement – FDLE
cc 9882 10-1021-02 pb 24
Pos #71000540
Assistant Executive Director - FDLE
cc 9883 10-1021-02 pb 24
Pos #71001650
Director, Criminal Justice Information – FDLE
cc 9827 10-3021-01 pb 23
Pos #71000019
5
Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126
4
Crime Information Bureau
(under separate cover)
Firearm Eligibility Bureau
(under separate cover)
Criminal History Services
(under separate cover)
Field Services Bureau
(under separate cover)
Business Services
(under separate cover)
Criminal Justice Analytics Bureau
(under separate cover)
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002314
Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71000033

8/15/2024

Florida Department of Law Enforcement
Criminal Justice Information Services
Field Services Bureau

CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Field Services Bureau

Chief of User Services – FDLE
cc 1963 11-3021-03 pb 21
Pos #71000097
10

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001219
Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71001436
Pos #71001031

Information Resource Management Consultant II
cc 2119 15-1199-04 pb 09
Pos #71000575
Pos #71000576

E-Verify
(under separate cover)

Audits and Compliance

Information Delivery and Training
(under separate cover)

Criminal Justice Info Compliance Supervisor – SES
cc 7774 13-1041-04 pb 10
Pos #71000946
6

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71002052
11

Criminal Justice Information Technology Auditor
cc 7773 13-111-04 pb 10
Pos #71002341
Pos #71002342
Pos #71002429
Pos #71002430
Pos #71002431
Pos #71002432

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000469
Pos #71000562
Pos #71001348
Pos #71001454
Pos #71002201
Pos #71002202
Pos #71002203
Pos #71000401
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001021
Pos #71001727

Florida Department of Law Enforcement
Criminal Justice Information Services
Field Services Bureau

CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of User Services – FDLE
cc 1963 11-3021-03 pb 21
Pos #71000097

Information Delivery and Training

Planning and Policy Administrator
cc 8536 11-1021-03 pb 21
Pos #71000536
6

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000315
Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000580
Pos #71002577
Pos #71000574

Central and Southern Service Areas
Training and Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71000317
2

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000632
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71002423

CJIS Systems Support for the State of Florida
Training and Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71001410
3

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71002311
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71000133
Pos #71002575

Northeast and Northwest Service Areas
Training and Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71001460
6

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71001434
Pos #71002576
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71002064
Pos #71002403
Pos #71000188
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71002427

Florida Department of Law Enforcement
Criminal Justice Information Services
Field Services Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of User Services – FDLE
cc 1963 11-3021-03 pb 21
Pos #71000097

E-Verify

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001408

4

Government Operations Consultant II
cc 2238 13-1111-04 pb 10
Pos #71001271
Pos #71001274
Pos #71001417
Pos #71001438

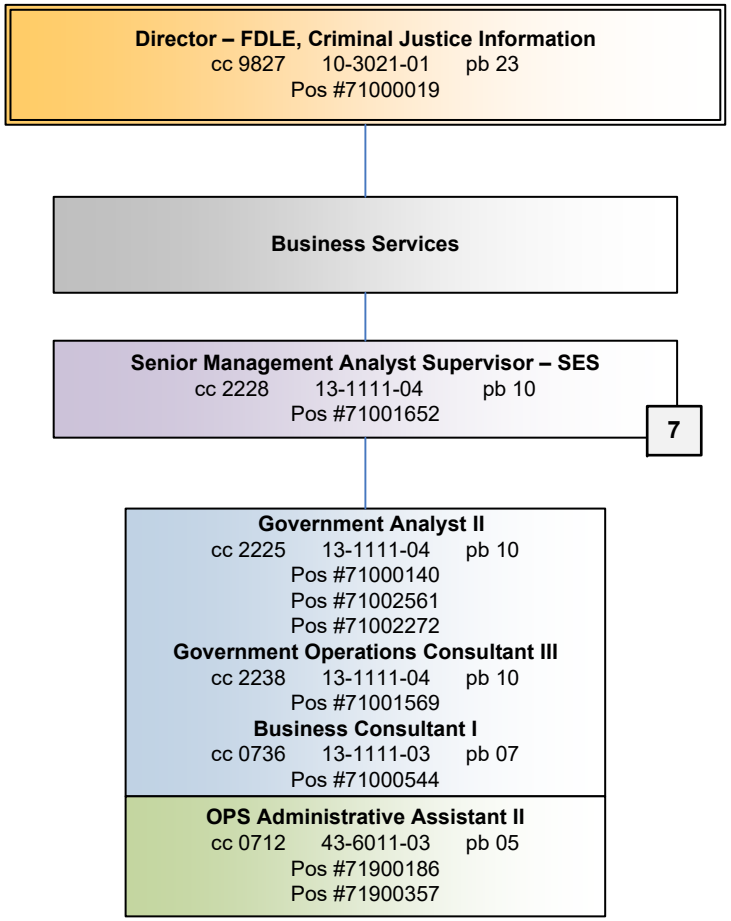
Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000951

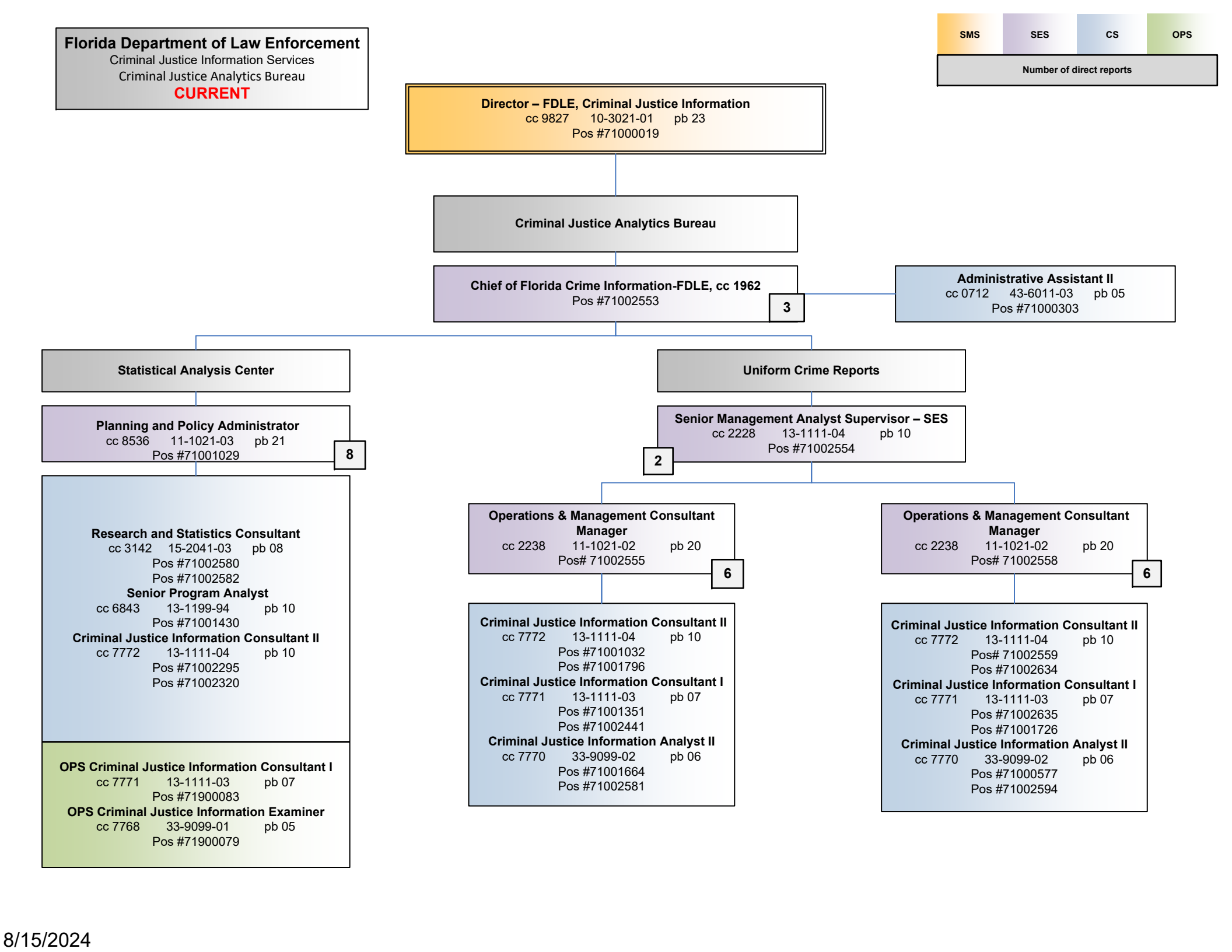
5

Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71000345
Pos #71001398
Pos #71001658
Pos #71000121
Pos #71001423

Florida Department of Law Enforcement
Criminal Justice Information Services
Business Services
CURRENT

SMS | SES | CS | OPS
Number of direct reports




Florida Department of Law Enforcement
Criminal Justice Information Services
Criminal Justice Analytics Bureau
CURRENT
SMS
SES
CS
OPS
Number of direct reports
Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019
Criminal Justice Analytics Bureau
Chief of Florida Crime Information-FDLE, cc 1962
Pos #71002553
3
Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000303
Statistical Analysis Center
Uniform Crime Reports
Planning and Policy Administrator
cc 8536 11-1021-03 pb 21
Pos #71001029
8
Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71002554
2
Research and Statistics Consultant
cc 3142 15-2041-03 pb 08
Pos #71002580
Pos #71002582
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001430
Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71002295
Pos #71002320
OPS Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71900083
OPS Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71900079
Operations & Management Consultant Manager
cc 2238 11-1021-02 pb 20
Pos# 71002555
6
Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71001032
Pos #71001796
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001351
Pos #71002441
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71001664
Pos #71002581
Operations & Management Consultant Manager
cc 2238 11-1021-02 pb 20
Pos# 71002558
6
Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos# 71002559
Pos #71002634
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71002635
Pos #71001726
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000577
Pos #71002594

Florida Department of Law Enforcement
Criminal Justice Information Services
Criminal History Services
CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Criminal History Services

Planning and Policy Administrator
cc 8536 11-1021-03 pb 21
Pos #71001725
3

Research and Statistics Consultant
cc 3142 15-2041-03 pb 08
Pos #71000688
Pos #71002597

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001425
8

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000581
Pos #71001443
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000475
Pos #71002271
Pos #71002318
Pos #71002319
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71001649
Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71001659

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001663
9

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000340
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001803
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000471
Pos #71000485
Pos #71001106
Pos #71001559
Pos #71002273
Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71001667

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71002296
8

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71002393
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001210
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000199
os #71000491
Pos #71002183
Pos #71002297
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71001024
Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71001668

Florida Department of Law Enforcement
Criminal Justice Information Services
Firearm Eligibility Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Firearm Eligibility Bureau

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71001034
9

Firearm Purchase Program
(under separate cover)

Eligibility Research Unit
(under separate cover)

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000008

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71002395

Florida Department of Law Enforcement
Criminal Justice Information Services
Firearm Eligibility Bureau

CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71001034

Firearm Purchase Program

8

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001414

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000124
Pos #71001419
Pos #71001562
Pos #71001793
Pos #71002298
Pos #71002394
Pos #71002406

OPS Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71900350

7

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71002402

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000546
Pos #71000549
Pos #71001017
Pos #71001571
Pos #71002357
Pos #71002367
Pos #71002368

7

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001435

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000209
Pos #71001554
Pos #71001557
Pos #71002358
Pos #71002407
Pos #71002411
Pos #71002416

Florida Department of Law Enforcement
Criminal Justice Information Services
Firearm Eligibility Bureau
Page 3 of 4
CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71001034

Firearm Purchase Program

Senior Management Analyst Supervisor – SES (2)
cc 2228 13-1111-04 pb 10
Pos #71000954

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71002579
Pos #71002578
Pos #71000281

Senior Management Analyst Supervisor – SES (6)
cc 2228 13-1111-04 pb 10
Pos #71000959

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000185
Pos #71000776
Pos #71001426
Pos #71001440
Pos #71002408

OPS Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71900386

Senior Management Analyst Supervisor – SES (7)
cc 2228 13-1111-04 pb 10
Pos #71001420

Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71000488
Pos #71001429
Pos #71001437
Pos #71001439
Pos #71002291
Pos #71002405

OPS Operations Analyst I
cc 2209 13-1111-020 pb 06
Pos #71900193

Florida Department of Law Enforcement
Criminal Justice Information Services
Firearm Eligibility Bureau
Page 4 of 4
CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #71001034

Eligibility Research Unit

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71001409
6

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000129
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71002401

OPS Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71900387

In-State
Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71000587
13

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000903
Pos #71002344
Pos #71002414
Pos #71002574
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71001576
Pos #71002399
Pos #71002400
Pos #71002412
Pos #71002413
Pos #71002419

OPS Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71900105
Pos #71900347
Pos #71900005

Out of State
Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001431
13

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001666
Pos #71002410
Pos #71002292
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000341
Pos #71001556
Pos #71002294
Pos #71002390
Pos# 71002391
Pos #71002415
Pos #71002418
Pos #71002420

OPS Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71900355
Pos #71900175

NICS
Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71002421
13

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001428
Pos #71002343
Pos #71002378
Pos #71002428
Pos #71002433
Pos #71002473
Pos #71002474
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71002417
Pos #71002392
Pos #71002397
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71002359

OPS Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71900388

Florida Department of Law Enforcement
Criminal Justice Information Services
Crime Information Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Crime Information Bureau

Chief of Crime Information Bureau – FDLE
cc 1962 11-9199-03 pb 21
Pos #71000301
5

Criminal History Record Maintenance Section
(under separate cover)

Seal & Expunge Section
(under separate cover)

Biometric Services Section
(under separate cover)

Repository Services Unit
(under separate cover)

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000302

Florida Department of Law Enforcement
Criminal Justice Information Services
Crime Information Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Crime Information Bureau – FDLE
cc 1962 11-9199-03 pb 21
Pos# 71000301

Criminal History Record Maintenance Section

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos# 710000458
2

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71000703
13

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001671
Pos #71001665
Pos #71001208

Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000128
Pos #71002303
Pos #71000564
Pos #71000567
Pos #71000704
Pos #71000460
Pos #71001016
Pos #71001432
Pos #71002384

Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71000570

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001421
13

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71001805
Pos #71001206

Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000130
Pos #71000176
Pos #71000462
Pos #71000474
Pos #71001272
Pos #71001400
Pos #71001433

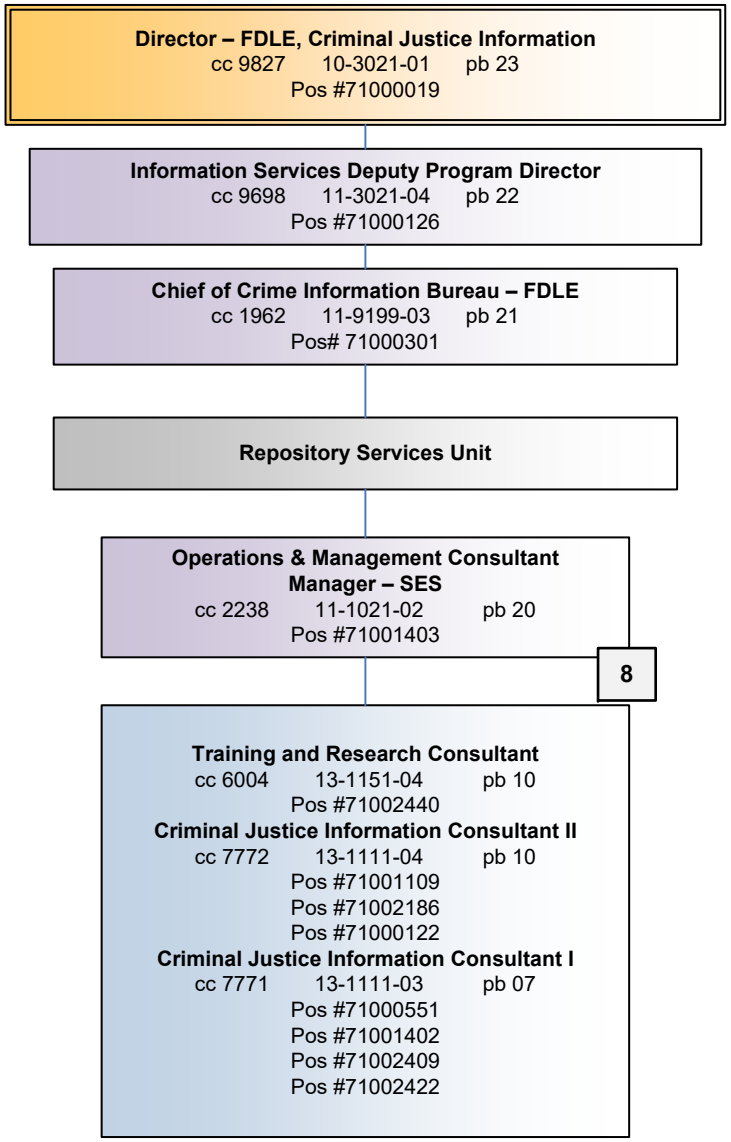
OPS Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71900219
Pos #71900180
Pos #71900271
Pos #71900025

Florida Department of Law Enforcement
Criminal Justice Information Services
Crime Information Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports



Florida Department of Law Enforcement
Criminal Justice Information Services
Crime Information Bureau

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Crime Information Bureau – FDLE
cc 1962 11-9199-03 pb 21
Pos #71000301

Biometric Services Section

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000553

2

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001661

15

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000175
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71001014
Fingerprint Analyst
cc 8415 19-4092-02 pb 05
Pos #71000113
Pos #71000145
Pos #71000338
Pos #71000459
Pos #71000464
Pos #71000468
Pos #71001200
Pos #71001651
Pos #71001653
Pos #71001655
Pos #71002301
Pos #71002302

OPS Fingerprint Analyst
cc 8415 19-4092-02 pb 05
Pos #71900385

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71001202

12

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000116
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000466
Pos #71001107
Pos #71001401
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71000118
Pos #71000607
Pos #71001797

OPS Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Pos #71900153
Pos #71900358
Pos #71900361
Pos #71900363
Pos #71900364

Florida Department of Law Enforcement
Criminal Justice Information Services
Crime Information Bureau

CURRENT

SMS | SES | CS | OPS
Number of direct reports

Director – FDLE, Criminal Justice Information
cc 9827 10-3021-01 pb 23
Pos #71000019

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71000126

Chief of Crime Information Bureau – FDLE
cc 1962 11-9199-03 pb 21
Pos #71000301

Seal & Expunge Section

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000550
3

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71000502
8

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000589
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71001201
Pos #71001273
Pos #71001654
Pos #71002299
Pos #71002300
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71001018 Heather Agrillo

OPS Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71900139

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71002377
9

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71000559
Pos #71002560
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71000134
Pos #71000349
Pos #71000473
Pos #71000483
Pos #71001573
Pos #71001798
Pos #71002366

Operations & Management Consultant Manager – SES
cc 2238 11-1021-02 pb 20
Pos #71002557
12

Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71001025
Pos #71001728
Pos #71000572

OPS Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71900348
OPS Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Pos #71900111
Pos #71900129
OPS Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 06
Pos #71900225
Pos #71900141
Pos #71900132
Pos #71900080
Pos #71900072
OPS Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71900367

Florida Department of Law Enforcement

Criminal Justice Information Services

CURRENT

SMS | SES | CS | OPS

Number of direct reports

Program Wide
(under separate cover)

Projects
(under separate cover)
Positions on loan to ITS

Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Pos #71002442
Pos #71002443 **Justice Information Consultant II**
cc 7772 13-1111-04 pb 10
Pos #71001564 t
Data Processing Manager
cc 2133 11-3021-02 pb 20
Pos #71000339
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71002398
Pos #71002270
Senior Info Tech Business Consultant
cc 2114 15-1199-04 pb 09
Pos #71000543
Pos #71002439
Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb 10
Pos #71002396

Information Services Deputy Program Director
cc 9698 11-3021-04 pb 22
Pos #71001650
Position on loan to OED 3/2023

Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71001408
Position on loan to MROC
Pos #71001023
Position on loan to OED 10/2022
Pos #71001577
Position on loan to OED 3/2023

Senior Attorney
cc 07738 23-1011-04 pb 14
Pos #71001061
Position on loan to OGC

Administrative Assistant I
cc 0709 43-6011-02 pb 03
Pos #71001398
Position on loan to IFS
Pos #710000590
Position on loan to OED 9/2022

Senior Crime Intelligence Analyst II cc 8435
Pos #71001423
Pos #71001658
Position on loan to POS

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000121 Vacant
Position on loan to OED 3/2022
Pos #71001022
Pos #71001108
Pos #71002438
Position on loan to BSP 2/2023

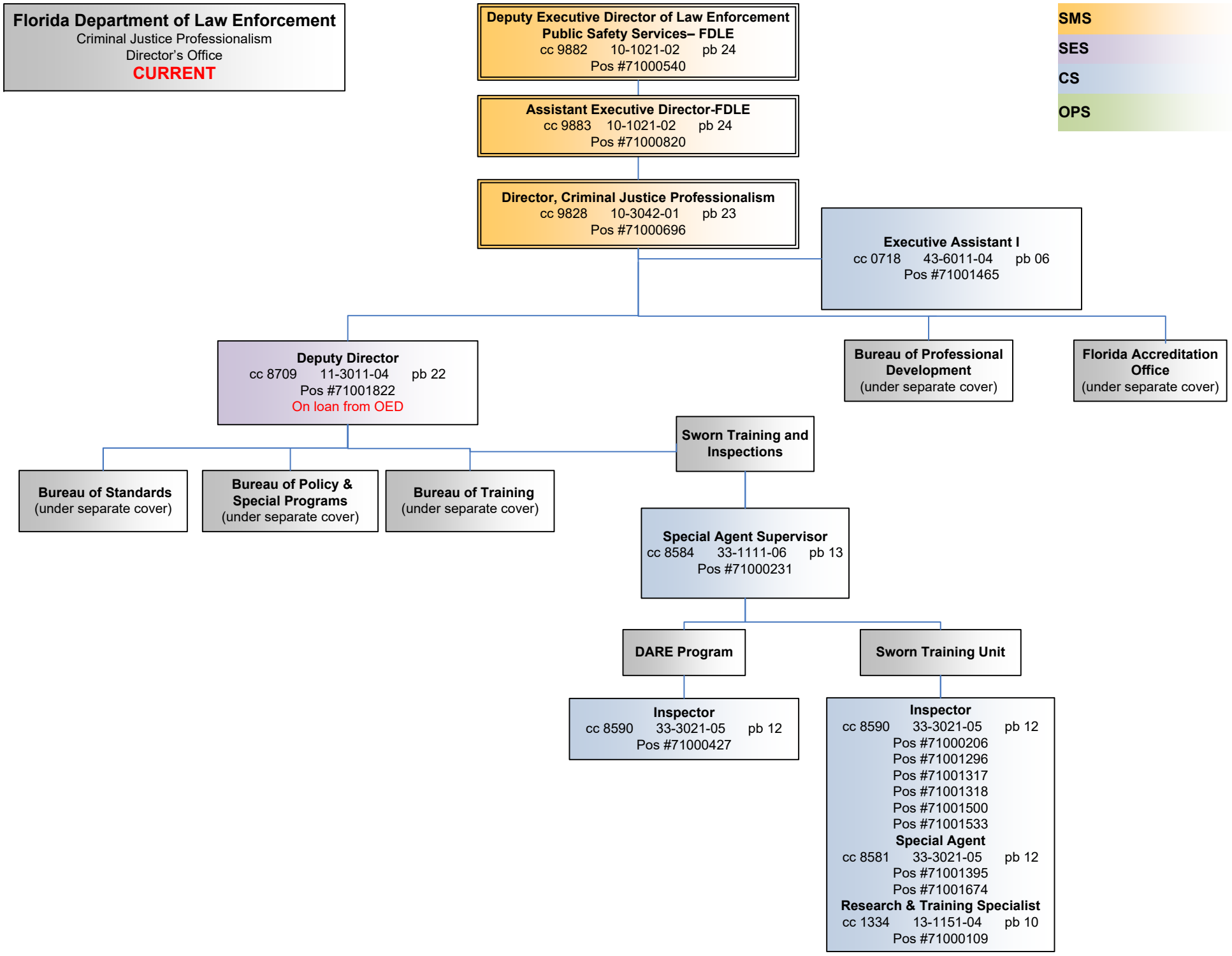
Legislative Affairs Administrator
cc bb code pb
Pos #71000465
Position on loan to OED 7/2022

Chief of Policy Development & Planning
cc 6826 11-1021-03 pb 21
Pos #710001570
Position on loan to BSP 2/2023

Senior Management Analyst Supervisor
cc 2228 13-1111-04 pb10
Pos #710001575
Position on loan to BSP 2/2023

Criminal Justice Information Consultant II
cc 7772 13-1111-04 pb 10
Positions on loan to OED 3/2023:
Pos #71000316
Pos #710002556
Pos #71001555
Criminal Justice Information Consultant I
cc 7771 13-1111-03 pb 07
Positions on loan to OED 3/2023:
Pos #71001238
Pos #71001563
Criminal Justice Information Analyst II
cc 7770 33-9099-02 pb 06
Positions on loan to OED 10/2022:
Pos #710000351
Pos #710000463
Pos #710001271
Positions on loan to OED 03/2023:
Pos #71001105
Pos #71001459
Pos #71001561
Pos #71002293
Pos #71002379
Pos #71002404
Pos # 71002583
Criminal Justice Information Analyst I
cc 7769 33-9099-02 pb 05
Positions on loan to OED 10/2022:
Pos #710001015
Pos #710001019
Pos #710001566
Criminal Justice Information Examiner
cc 7768 33-9099-01 pb 05
Positions on loan to OED 9/2022:
Pos #710000345
Pos #710001274
Pos #710001417
Positions on loan to OED 10/2022:
Pos #71000951
Pos #710001438
Position on loan to OED 3/2023:
Pos #71001418
Pos #71001461

8/15/2024


Florida Department of Law Enforcement
Criminal Justice Professionalism
Director's Office
CURRENT
Deputy Executive Director of Law Enforcement
Public Safety Services– FDLE
cc 9882 10-1021-02 pb 24
Pos #71000540
SMS
SES
CS
OPS
Assistant Executive Director-FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820
Director, Criminal Justice Professionalism
cc 9828 10-3042-01 pb 23
Pos #71000696
Executive Assistant I
cc 0718 43-6011-04 pb 06
Pos #71001465
Deputy Director
cc 8709 11-3011-04 pb 22
Pos #71001822
On loan from OED
Bureau of Professional Development
(under separate cover)
Florida Accreditation Office
(under separate cover)
Bureau of Standards
(under separate cover)
Bureau of Policy & Special Programs
(under separate cover)
Bureau of Training
(under separate cover)
Sworn Training and Inspections
Special Agent Supervisor
cc 8584 33-1111-06 pb 13
Pos #71000231
DARE Program
Sworn Training Unit
Inspector
cc 8590 33-3021-05 pb 12
Pos #71000427
Inspector
cc 8590 33-3021-05 pb 12
Pos #71000206
Pos #71001296
Pos #71001317
Pos #71001318
Pos #71001500
Pos #71001533
Special Agent
cc 8581 33-3021-05 pb 12
Pos #71001395
Pos #71001674
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71000109

8/15/2024

Florida Department of Law Enforcement

Criminal Justice Professionalism
Bureau of Standards
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director-FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820

Director, Criminal Justice Professionalism
cc 9828 10-3042-01 pb 23
Pos #71000696

Chief of Standards – FDLE
cc 3628 11-3131-03 pb 21
Pos #71000624

Field Services and Records

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71001245

Field Services

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001468
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000394 PROC
Pos #71000395 TBROC
Pos #71000604 TROC
Pos #71000605 FMROC
Pos #71000698 OROC
Pos #71000768 MROC
Pos #71001102 TROC
Pos #71001103 JROC
Pos #71001140 FMROC
Pos #71001141 TBROC
Above GA IIs funded and report to CJP – supports Regions

Records

Government Analyst I
cc 2224 13-1111-03 pb 07
Pos #71000626
Pos #71001356
Pos #71001357

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900226

Government Operations Consultant I
cc 2234 13-1111-03 pb 07
Pos #71000630
Pos #71000795

Professional Compliance

Training & Research Manager
cc 6004 11-3131-02 pb 20
Pos #71000701

Professional Compliance

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000700
Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71000688
Pos #71000600
Pos #71001143
Pos #71000792
Pos #71000799
Pos #71001469
Pos #71001466
Pos #71001538
Pos #71000791

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900100

8/15/2024

Florida Department of Law Enforcement

Criminal Justice Professionalism
Bureau of Training
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director-FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820

Director, Criminal Justice Professionalism
cc 9828 10-3042-01 pb 23
Pos #71000696

Chief of Training – FDLE
cc 3630 11-3131-03 pb 21
Pos #71000627

Research & Assessment

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71001148

Exam Administration

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000634

Exam Development & Research

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000693
Pos #71001471
Pos #71001978

Criminal Justice Info Consultant II
cc 7772 13-1111-04 pb 10
Pos #71000632
On loan to MROC from CJP
(Information Delivery Team (IDT) – CJIS)

Basic Curriculum

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71000793

Training and Research Consultant
cc 2225 13-1111-04 pb 10
Pos #71001147
Pos #71000787
Education & Training Specialist
cc 2238 13-1111-04 pb 10
Pos #71001142
Pos #71001144
Pos #71001244
Pos #71001534
Pos #71001467
Pos #71001695

OPS Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71900108
OPS Education and Training Specialist
cc 2238 13-1111-04 pb 10
Pos #71900404

Post Basic Curriculum

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71000697

Training and Research Consultant
cc 2225 13-1111-04 pb 10
Pos #71001145
Education and Training Specialist
cc 2238 13-1111-04 pb 10
Pos #71000788
Pos #71001412

OPS Education and Training Specialist
cc 2238 13-1111-04 pb 10
Pos #71900403

8/15/2024

Florida Department of Law Enforcement

Criminal Justice Professionalism
Bureau of Professional Development
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director-FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820

Director, Criminal Justice Professionalism
cc 9828 10-3042-01 pb 23
Pos #71000696

Deputy Director
cc 8709 11-3011-04 pb 22
Pos #71001822

Accreditation Commission

Bureau of Professional Development

Florida Law Enforcement Accreditation Director
cc 8535 11-3131-02 pb 20
Pos #71001297

Government Operations Consultant I
cc 2234 13-1111-03 pb 07
Pos #71001066

Chief of Professional Development – FDLE
cc 3631 11-3131-03 pb 21
Pos #71000127

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71001320

Training & Research Manager – SES
cc 6004 11-3131-02 pb 20
Pos #71000907

Development Training Consultant
cc 1332 13-1151-03 pb 07
Pos # 71001199

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000702
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001696
Pos #71002204
Business Consultant I
cc 0736 13-1111-03 pb 07
Pos #71001246

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71001347
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71001065
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71001535

Radio/TV Producer Director
cc 3726 27-2012-13 pb 07
Pos #71001316
Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000883
Art Editor
cc 3716 27-1011-03 pb 07
Pos #71001235
Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71001242
Pos #71001243
Pos #71001340

OPS Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71900398
Pos #71900399

OPS Research & Training Specialist
cc 1334 13-1151-04 pb 10
Pos #71900110
OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900187

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900130

8/15/2024

Florida Department of Law Enforcement

Criminal Justice Professionalism
Bureau of Policy & Special Programs
CURRENT

SMS
SES
CS
OPS

Assistant Executive Director-FDLE
cc 9883 10-1021-02 pb 24
Pos #71000820

Director, Criminal Justice Professionalism
cc 9828 10-3042-01 pb 23
Pos #71000696

Deputy Director
cc 8709 11-3011-04 pb 22
Pos #71001822

Chief of Policy & Special Programs – FDLE
cc 3632 11-9199-03 pb 21
Pos #71000023

Government Analyst I
cc 2224 13-1111-03 pb 07
Pos #71000671

Medical Examiners Commission Support

Government Analyst II
cc 2225 13-1111-04 pb 10
Pos #71000858
Pos #71001346

Planning & Support

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000631

Government Operations Consultant III
cc 2238 13-1111-04 pb 10
Pos #71001139

Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71000851
Business Consultant I
cc 0736 13-1111-03 pb 07
Pos #71000794

OPS Administrative Assistant II
cc 0712 43-6011-03 pb 05
Pos #71900098
Pos #71900102

Alcohol Testing

Senior Management Analyst Supervisor – SES
cc 2228 13-1111-04 pb 10
Pos #71000850

Government Operations Consultant II
cc 2236 13-1111-04 pb 10
Pos #71001519
Program Consultant
cc 5915 13-1111-04 pb 10
Pos #71001512
Pos #71001514
Pos #71001515
Pos #71001517
These positions support multiple regional offices
Senior Program Analyst
cc 6843 13-1199-94 pb 10
Pos #71001518

8/15/2024

LAW ENFORCEMENT, DEPARTMENT OF

SECTION I: BUDGET	FISCAL YEAR 2023-24 OPERATING	FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT	421,558,951	69,384,424
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)	64,490,652	-5,188,875
FINAL BUDGET FOR AGENCY	486,049,603	64,195,549

SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				64,195,549
Capitol Complex Security * **Number of calls for Capitol Police services**	3,966	3,420.87	13,567,173	
Dna Database * **Number of DNA samples added to the DNA Database**	77,441	53.65	4,154,653	
Crime Laboratory Services * **Number of lab service requests completed**	68,765	1,099.49	75,606,329	
Investigative Services * **Number of criminal investigations**	1,760	70,417.99	123,935,664	
Domestic Security * **Number of domestic security activities**	3,636	4,548.21	16,537,280	
Intelligence Initiatives * **Number of intelligence reports**	7,743	933.65	7,229,286	
Missing Persons * **Number of missing persons intelligence checks conducted**	50,504	56.21	2,838,831	
Criminal History Record Checks * **Number of criminal history record checks processed for employment, licensure, volunteers and the public**	2,941,830	4.89	14,380,246	
Criminal History Record Checks - Gun Transfer Requests * **Number of criminal history record checks processed for gun transfer requests from licensed federal firearm dealers**	1,180,059	7.17	8,458,364	
Criminal History Creation And Maintenance * **Number of arrest records created and maintained**	30,062,003	0.77	23,145,745	
Officer Compliance * **Number of criminal justice officer disciplinary actions.**	290	17,925.64	5,198,436	
Officer Records Management * **Number of professional law enforcement certificates issued**	27,042	53.27	1,440,512	
Criminal Justice Training * **Number of individuals who pass the basic professional certification examination**	7,568	973.38	7,366,530	
TOTAL			303,859,049	64,195,549

SECTION III: RECONCILIATION TO BUDGET			
PASS THROUGHS			
TRANSFER - STATE AGENCIES			
AID TO LOCAL GOVERNMENTS		87,360,888	
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS			
OTHER			
REVERSIONS		94,054,345	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)		485,274,282	64,195,549

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

NUCSSP03 LAS/PBS SYSTEM SP 10/04/2024 15:30
BUDGET PERIOD: 2015-2026 SCHED XI: AGENCY-LEVEL UNIT COST SUMMARY
STATE OF FLORIDA AUDIT REPORT LAW ENFORCEMENT, DEPT OF

SECTION III - PASS THROUGH ACTIVITY ISSUE CODES SELECTED:
TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:
1-8:
AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:
1-8: ACT5610 ACT5640 ACT6290 ACT6310

AUDIT #1: THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND SHOULD NOT:

*** NO ACTIVITIES FOUND ***

AUDIT #2: THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT: (NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION TECHNOLOGY)

*** NO OPERATING CATEGORIES FOUND ***

AUDIT #3: THE ACTIVITIES LISTED IN AUDIT #3 DO NOT HAVE AN ASSOCIATED OUTPUT STANDARD. IN ADDITION, THE ACTIVITIES WERE NOT IDENTIFIED AS A TRANSFER-STATE AGENCIES, AS AID TO LOCAL GOVERNMENTS, OR A PAYMENT OF PENSIONS, BENEFITS AND CLAIMS (ACT0430). ACTIVITIES LISTED HERE SHOULD REPRESENT TRANSFERS/PASS THROUGHS THAT ARE NOT REPRESENTED BY THOSE ABOVE OR ADMINISTRATIVE COSTS THAT ARE UNIQUE TO THE AGENCY AND ARE NOT APPROPRIATE TO BE ALLOCATED TO ALL OTHER ACTIVITIES.

*** NO ACTIVITIES FOUND ***

AUDIT #4: TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 71	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	486,049,603	64,195,549
TOTAL BUDGET FOR AGENCY (SECTIONS II + III):	485,274,282	64,195,549
DIFFERENCE:	775,321	
(MAY NOT EQUAL DUE TO ROUNDING)		

Difference is due to unreleased budget in Flair Replacement category 100781 ($154,574) and FIBRS category 100617 ($620,747).

Schedule XIV
Variance from Long Range Financial Outlook

Agency: **Department of Law Enforcement** **Contact:** **Sheri Boyce**

Article III, section 19(a)3 of the Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2024 contain revenue or expenditure estimates related to your agency?

Yes [ ] No [X]

2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2025-2026 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2025-2026 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a				
b				
c				
d				
e				
f				

3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

* R/B = Revenue or Budget Driver

SCHEDULE IV-B FOR MEPIC TECHNOLOGY UPGRADE

For Fiscal Year 2025-26

October 15, 2024

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Florida Department of Law Enforcement	Schedule IV-B Submission Date: October 15, 2024
Project Name: MEPIC Technology Upgrade	Is this project included in the Agency's LRPP? _X__ Yes ____ No
FY 2025-26 LBR Issue Code: 3622000	FY 2025-26 LBR Issue Title: MEPIC Technology Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Becky Bezemek, 850-410-8459, beckybezemek@fdle.state.fl.us	

AGENCY APPROVAL SIGNATURES

I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.

Agency Head: Printed Name: Mark Glass	Date: 09 Aug 2024
Agency Chief Information Officer (or equivalent): Printed Name: Joey Hornsby	Date: 7/23/24
Budget Officer: Printed Name: Sheri Boyce	Date: 7/24/24
Planning Officer: Printed Name: Sharon Wester	Date: 7/24/2024
Project Sponsor: Printed Name: Jeff Watson	Date: 8-7-24

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II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

Purpose: To clearly articulate the business-related need(s) for the proposed project.

1. Business Need

The mission of the Florida Department of Law Enforcement (FDLE) is to "promote public safety and strengthen domestic security by providing services in partnership with local, state, and federal criminal justice agencies to prevent, investigate, and solve crime while protecting Florida's citizens and visitors."

In response to the concern for missing children in Florida, the 1982 Florida Legislature appropriated funds to the Florida Department of Law Enforcement for the establishment of the first state Missing Endangered Persons Information Clearinghouse (MEPIC) in the nation. MEPIC was officially established in 1983 and since then has served as a liaison between citizens, private organizations and law enforcement officials regarding missing endangered persons information.

FDLE's MEPIC work unit provides 24 hours a day services to law enforcement agencies regarding missing and endangered child and adult cases. The MEPIC analysts are well-trained in the criteria legislatively required to issue alerts. They work with local law enforcement agencies to ensure the criteria are met for alert activation and provide training about services.

The MEPIC system issues alerts to assist in the search and recovery of the missing person. Presently, MEPIC is responsible for the administration and issuance of Florida's AMBER, Missing Child, Silver, and Purple Alerts. MEPIC issues Blue Alerts in coordination with FDLE's Florida Fusion Center because of the fast and broad outreach to public citizens and the already established communication channels. Cases are established in MEPIC and remain active until the missing person or Blue Alert suspect is found.

The current system was implemented in 2003 converted from a MS-Access database to a classic ASP application. The number of cases and circumstances of the cases (one person vs. multiple persons; vehicles involved, etc.), in the Clearinghouse has increased since its inception. FDLE has been legislatively required to add alert activation types and partnerships to the missing person Clearinghouse. FDLE added the functionality to support the legislation without program funding using the existing application framework of classic ASP and the SQL database design from 2003.

The MEPIC system needs to be replaced with a database re-design and programming in newer technology with web screens that adhere to the current business needs rather than MEPIC analysts navigating many screens to issue time sensitive alerts, such as AMBER alerts. The screens need to provide information that would identify visually, thru business rule identification, some leads that may have gone unnoticed by manual inspection. The current system has so many screens with so many pieces of information, those visual cues that could be provided would still require manual inspection and memory to cross-reference. The goal is for technology to assist in the recovery of missing persons. The MEPIC system does not need to be constrained by its current database design and programming language which inhibits functionality.

2. Business Objectives

In order to comply with Florida Statute 937.022, in protection of vulnerable citizens, the technology upgrade of the MEPIC System and all of its application components must support the following business objectives:

- Improve and streamline missing person alert activation steps when navigating web pages.
    - The current system is multiple screens and multiple steps.
- Be more intuitive and versatile for rapid development and deployment when additional alert types are legislatively required.
- Ensure the data collected during an alert activation is incrementally saved or available for entry off-line should there be a technical failure.

- Provide technical redundancy, where possible, in alert activations for communication to the public and partner agencies.
- Improve edits in a modernized programming language to ensure data quality for the volume of data collected and manually entered during stressful activations.
- Expand communication channels to public citizens to take advantage of newer technologies such as to enable posting on social media about missing persons or Blue Alert suspects.
- Develop a mobile-friendly flyer containing the missing person(s) or Blue Alert suspect(s) information so it is easily viewable on smart-phones and other mobile devices.
- Provide case management functionality for analyst workload analysis.
- Upgrade the interfaces to use newer technology (ex. web services or API's) to obtain or provide missing person or Blue Alert suspect information:
    - Florida's Crime Information Center (FCIC)
    - Florida Department of Transportation (FDOT)
    - Florida Lottery
    - Florida Department of Children and Families (DCF)
    - NCMEC
- Implement document management functionality to store all associated documents of a missing person with their case.
- Expand usage of FCIC to collect more information about missing persons in the MEPIC Maintenance Application.
- Automate checks for missing persons, such as driver license checks and credit checks.
- Expand the unidentified deceased capabilities to reflect the technology avenues that Medical Examiners and FDLE utilize to identify the person.
- Provide full system audit and expanded search capabilities.
- Improve investigative support services and tools for law enforcement agencies.
- Establish redundant fail-over solutions for the alert activations.
    - Missing person calls increase when a natural disaster, such as a hurricane or tornado devastates a region. Redundancy is needed with the database, communication channels to Everbridge (to broadcast), and storing active alert flyers.
- Provide better search and reporting capabilities for end-users.
- Develop methods for using mapping technologies, geocoding, and USPS address validation.
- Develop use of embedded video, when available, in social media with effective compression techniques and benchmarked performance speeds.
- Provide configurable management functionalities for system administrators.
- Provide infrastructure that will support a high-volume of public citizens accessing certain alert type flyers (AMBER, Enhanced Missing Child Alerts, Purple and Blue Alerts) within a short time span without failure.
- Comply with the FBI CJIS Security Policy (CSP), Section 508 Rehabilitation Act, State of Florida laws, F.A.C. Rule 60GG and FDLE Information Technology (IT) policy..
- Follow FDLE standards for system availability: minimum 99.5% uptime, 24 hours per day, 7 days a week, and 365 days a year.
- Migrate all data from the current MEPIC database structure to a redesigned, relational database structure that reflects the business needs.
- Leverage technology to effectively manage the missing, endangered and unidentified persons in the State of Florida.

B. Baseline Analysis

Purpose: To establish a basis for understanding the business processes, stakeholder groups, and current technologies that will be affected by the project and the level of business transformation that will be required for the project to be successful.

1. Current Business Process(es)

The Missing Endangered Persons Information Clearinghouse (MEPIC) is the central repository of information regarding missing endangered persons in Florida. MEPIC assists law enforcement agencies in finding missing persons by providing analytical services and engaging the public in the search. As part of these services, MEPIC has worked with partner agencies to develop the Florida AMBER Plan and Florida Silver Alert Plan. MEPIC is responsible for issuing all AMBER Alerts, Missing Child Alerts, State Silver Alerts, Purple Alerts, and Blue Alerts in Florida. In addition, MEPIC assists law enforcement in cases involving unidentified deceased and crimes against children.

The MEPIC work unit as well as the MEPIC system is located in the Enforcement and Investigative Support Bureau as part of the Investigations and Forensic Science Program at FDLE. Formerly known as the Missing Children Information Clearinghouse, MEPIC was renamed in 2008 when the Florida Legislature expanded the clearinghouse to include endangered missing adult cases.

MEPIC assists law enforcement in locating missing persons by providing analytical services for active cases, collecting and disseminating relevant information and engaging the public in the search for the missing person. MEPIC also works together with other state clearinghouse cases, the National Center for Missing and Exploited Children and INTERPOL to exchange information; tips and leads about missing persons and to help provide each missing person with the best chance of recovery no matter where they might have been taken.

In 2005, MEPIC began working in collaboration with the Medical Examiners Commission on the Unidentified Deceased Initiative to help Florida families find the closure that they deserve. Today, there is a MEPIC analyst who works exclusively on unidentified cases as well as helping law enforcement to collect DNA samples to ensure that Florida families can be notified if their loved one is located anywhere in the country.

MEPIC has an Inspector who provides training and assistance to law enforcement agencies on crimes against children and child death cases.

Additional services provided by MEPIC include the issuance of AMBER, Missing Child, State Silver Alerts, Purple Alerts, and Blue Alerts; creation of missing person cases with flyers to help locate the person(s); training for law enforcement agencies and public/private organizations regarding missing persons programs; a directory of resources available for additional assistance in locating a child; and development and distribution of safety publications that provide guidance on how to keep you and your family safe.

Also, the missing person cases in MEPIC are honored each year at Florida Missing Children's Day in Tallahassee. It is a formal ceremony which remembers all of Florida's missing with recognition to citizens, such as bus drivers, who have helped avert a possible abduction as well as the K9 trailing teams. Families of the missing are invited to attend along with other dignitaries. Pictures of some of the missing are placed on posters with the date they went missing. This information comes from MEPIC.

Florida's Missing Endangered Persons Information Clearinghouse consists of following main activities:

AMBER Alert Program. The Florida Department of Law Enforcement in cooperation with the Division of Emergency Management, Florida Association of Broadcasters, Inc., Florida Department of Highway Safety and Motor Vehicles, Florida Highway Patrol, Florida Department of Lottery, Florida Department of Transportation, Florida's Police Departments and Sheriff's Offices and private partners is responsible for activation of the Florida AMBER Alert in accordance with the Florida AMBER Plan. The Florida AMBER Plan was established in 2000, making Florida the second

state in the nation to develop a statewide AMBER Alert. The purpose of the Plan is to broadcast critical information of an abducted child as quickly as possible to the media and general public. The initial plan included use of the Emergency Alert System (EAS) to notify the media and public. The plan was expanded in 2002 to include use of road signs and lottery machines when an Alert is activated. Additionally, the Plan now includes the ability for members of the public to receive emails or free text messages when an AMBER Alert is activated. To aid in the recovery of missing children who are in danger where there is no evidence of abduction, the Florida Department of Law Enforcement established the Missing Child Alert in 2003. The AMBER Alert was named for nine year-old Amber Hagerman. She was abducted in 1996 while riding her bicycle outside of her grandparent's home in Texas. She was found deceased four days later. The case is still unsolved. AMBER has since become an acronym for "America's Missing: Broadcasting Emergency Response". In 2003, Congress passed the PROTECT Act to establish and support the development of AMBER plans in each state.

Missing Child Alert Program. The Florida Missing Child Alert was established in 2003 to provide law enforcement with a tool to quickly disseminate information when a child is missing and believed to be in life-threatening danger, but there is no indication that the child has been abducted. The Missing Child Alert is a media-focused emergency broadcast designed to engage the public in the search for the missing child. A Missing Child Alert may evolve into an AMBER Alert if the law enforcement investigation later reveals an indication that the child has been abducted. In these instances, the Missing Child Alert can serve as a mechanism to begin releasing information to the public while law enforcement continues to investigate the cause of the disappearance.

Silver Alert Program. The Florida Chiefs and Sheriffs, Florida Department of Transportation, Florida Department of Elder Affairs, Department of Highway Safety and Motor Vehicles Florida Highway Patrol, Florida Department of Law Enforcement, Florida Department of Lottery, and Florida legislators have worked in conjunction with concerned citizens and organizations to develop Florida's Silver Alert Plan. The Florida Silver Alert is used to locate missing persons suffering from an irreversible deterioration of intellectual faculties. The Florida Silver Alert Plan outlines two levels of Silver Alert Activation: Local and State. Local and State Silver Alerts engage the public in the search for the missing person and provide a standardized and coordinated community response.

Purple Alert Program. The Florida Legislature enacted Purple Alerts effective July 1, 2022 to assist in the location of missing adults suffering from a mental or cognitive disability that is not Alzheimer's disease or a dementia-related disorder; an intellectual disability or a developmental disability; a brain injury, other physical, mental or emotional disabilities that are not related to substance abuse, or a combination of any of these and whose disappearance poses a credible threat of immediate danger or serious bodily harm. Since becoming effective through 6/30/2024, there have been 443 Purple Alert activations.

Unidentified Program. A joint initiative between FDLE Missing Endangered Persons Information Clearinghouse (MEPIC) and the Medical Examiners Commission (MEC) has formed. The purpose of this initiative is to gather resources and methods to identify the unidentified deceased persons and bring renewed attention to the growing number unidentified persons in Florida.

Since the advancement of computer and forensic technological resources, the chances of matches occurring between long term missing persons and the unidentified deceased persons have increased. Due to enhancements in laboratories and databases, law enforcement and medical examiners are encouraged to re-submit fingerprints, dental records and DNA on older cases as the technology has evolved over the years which in turn could generate positive identifications.

Case Management. Every missing person or unidentified deceased case is considered active until the person is found or identified. MEPIC analysts are assigned active cases for which they will follow-up with local law enforcement about any new leads to document in the Clearinghouse. They manually run the person's identification information periodically in systems like DHSMV's DAVID or FCIC to determine if the person has any activity since their missing date.

A. FDLE Processing

The event that triggers the process takes place when a person goes missing and is reported to the local law enforcement agencies as such. The local law enforcement agencies, as per procedure, enter information about the missing persons into the Florida Crime Information Center (FCIC) database and also the National Crime Information Center (NCIC) database. The agency entering the missing person's information in the FCIC system is advised about the availability of the MEPIC service for assistance in the case, and the relevant contact information is provided to them. The agencies in turn may advise the parent or the guardian of the missing person of such a service.

The involvement of FDLE's MEPIC unit starts when the information is received from a local law enforcement agency requesting assistance to issue an alert. The MEPIC analyst manually documents the information provided on what is referred to as a Missing Child Reporting Form (and hence referred to as the MCRF) maintained by the MEPIC unit. Although the information via the MCRF is mandatory, some exceptions are made as it pertains to the particular type of alert and case. All information also may not be available when an out-of-state agency or international agency sends information about a missing person requesting FDLE's assistance. It is assumed that the information provided has been verified at the local level and that the minimum requirements for the MEPIC data entry are met.

The MCRF is designed to capture relevant data about the missing person and the circumstances under which the person went missing. An important part of the MCRF is the consent declaration at the end of the form, which can be signed by the parent, guardian, or the relevant law enforcement authority. A recent photograph of the child is also required with the submission. Although a lot of information is solicited from the requestor, there are only certain mandatory fields that are required for a MEPIC case number to be assigned to the missing person. When a completed MCRF is received by the MEPIC analyst, a check on the person is performed using the person's information in the FCIC system. A negative result from the FCIC system results in the re-evaluation of the case by contacting the law enforcement agency that originally received the information about the person. This is done to ascertain whether the status of the person has changed since the MCRF was filed. It follows that the requirement for entry into the MEPIC system is the presence of the missing person's information in the FCIC/NCIC systems. A positive result from the FCIC/NCIC system results in the cross-checking of information about the person between the FCIC system response and the MCRF information at hand. Any discrepancies are noted and resolved by contacting the law enforcement agency and/or the parent/guardian of the person.

The MEPIC analyst inputs the information in the MEPIC Maintenance Application which opens the case and automatically generates the case number. The information is saved in the database which feeds the other processes to communicate to the public and partner agencies about the missing person in hopes of the public communication sent will assist in finding the person when an alert is issued for them.

Case management occurs after the alert has been issued because the focus is in finding the person immediately. Case management relates to the documentation: letting other organizations know the person has been reported missing and potentially finding the person because of activity in other systems.

If the case involves a child, then MEPIC transmits their flyer to NCMEC. This assists if the missing person leaves Florida.

Cases identified by DCF (on a daily basis) are reviewed to ensure they are already present in FCIC. MEPIC personnel review the cases in the queue at DCF to ascertain whether they meet the necessary criteria for being valid and whether DCF has all necessary information in their system. Cases that satisfy the criteria are then brought in to MEPIC and assigned a case number by querying the DCF database using the DCF webservice. Once the child is located,

MEPIC receives the "outcome" information from DCF.

The MEPIC unit deals with different types of cases depending on the origination of the case and the demographic information about the missing person. The business processes outlined below when flagging a person in other areas for activity after the date they were reported missing may or may not apply to the different types of cases. And, the remainder of the business processes are performed manually aside from MEPIC generating the missing person flyer and letters. Origination of cases are categorized as:

- In-State: Where the missing person is a resident of Florida and is reported missing in Florida.
- Out-of-State: Where the missing person is not a resident of Florida but is a resident of the United States and was either reported missing in Florida or reported missing from another state but is believed to be in Florida.
- International: Where the missing person is not a resident of the United States and was reported missing out of the US and is believed to be in Florida.

A standard letter is sent to the Office of Vital Statistics for the person's birth certificate to be flagged if the person was born in the State of Florida. A standard letter is also sent to the relevant county school district for flagging of school records if the child was attending school in the State of Florida. A copy of the flyer is sent to the MEPIC Publications Coordinator for inclusion in the monthly bulletin. Along with the flyer, a copy of the information and the photo is sent for inclusion in the monthly public service announcement if there is sufficient information about the vehicle the person was reported missing in or about the abductor and their vehicle. A flag is also entered in the FCIC Hot-file should that vehicle be stopped by law enforcement. A flyer is also sent to FDLE's Office of Statewide Intelligence (OSI) for inclusion in the Florida Criminal Activity Bulletin (FCAB) if the person is reported endangered or if it is a parental abduction. And, the case is sent to NCMEC if it is a child. If the missing person is an adult, then checks will be performed periodically to see if there has been any activity related to them. For example, their name will be run in DAVID to see if they have been issued a replacement driver's license, a credit check will be done, or a query for an arrest will be done in FCIC.

An important part of case management is the maintenance and processing of leads. The general public including the parents/guardians of the person, law enforcement officials, NCMEC, Office of Vital Statistics, and the County School District reports leads. Leads can be solicited, coming from Vital Statistics etc., or unsolicited tips from the public etc. MEPIC staff maintains information about the leads in MEPIC for existing cases. If leads are reported for a case that doesn't exist in MEPIC, then it is determined to be an intelligence lead reported to local law enforcement authorities to follow-up on a possible case of a missing person.

A missing person case remains active until the person is located.

The current MEPIC system consists of:

- The MEPIC Maintenance Application
  a. Intake information about potential cases to issue one of the legislated alerts
     i. Demographics (Name, DOB, SSN, Addresses, etc.)
     ii. Pictures provided of the missing person(s) or Blue Alert suspect
     iii. Vehicles, if involved
     iv. Local agency contact information
  b. Alert Issuance to public citizens and partnering agencies
  c. Import all missing person cases from FCIC
  d. Issue the BOLO to FCIC for alerts that FDLE sends
  e. Import cases from DCF when a child is missing (mostly runaway) and then when DCF identifies they have been found
  f. Sending NCMEC the missing children information for Florida
  g. Identification of Case Worker(s) associated with the DCF cases

h. Identifications of parents, guardians, or other relatives associated with the missing child
i. Searching cases by names or case types
j. Generation of flyers for viewing missing person information in the public access systems
k. Generation of letters
l. Entry of leads on open cases
m. Entry of leads for not-on-file cases and/ or intelligence purposes
n. Entry of the checks performed in other systems to locate the person (ex. DAVID, CCIS, social networks, Dept. of Corrections, etc.)
o. Entry of unidentified person information (ex. body part located, DNA information related to that body part)

- Scheduled jobs which MEPIC provides information to:
  a. Pinellas County FACES
  b. LInX
- The FDLE MEPIC CJNet website which provides resources to local law enforcement
- The MEPIC public access systems which communicate public information about the missing person or Blue Alert suspect and also allows searching includes:
  a. The FDLE MEPIC public website
  b. MEPIC Lite in the FDLE public mobile app
  c. Public communication to alert subscribers via Everbridge

B. *Current Performance/Operational Issues*

Classic ASP as the Foundation Programming Language & the Database Design

The MEPIC Maintenance Application, public website, and CJNet website are written in classic ASP. The Clearinghouse is at risk because classic ASP has not been updated by Microsoft since 2002. Classic ASP was released in 1996 for Windows NT 4.0. There have been many new operating system versions released since 2002 running on Microsoft servers and Windows desktops. There have also been major updates to browsers such as Microsoft replacing Internet Explorer with MS-Edge. As newer technologies surrounding classic ASP are updated, patched, enhanced and overhauled to accommodate cyber security needs, increased performance and more robust development frameworks, classic ASP has been left behind with no updates or improvements over the past 20 years. Without updates, the ability for classic ASP to integrate with the newer technologies and security requirements continues to diminish each year.

Tracing the end-of-life support for classic ASP is nebulous. The use of classic ASP is tied to Microsoft's Internet Information Services (IIS). IIS is included in Windows operating systems. Therefore, classic ASP and IIS lifecycles are tied to the server operating system. FDLE is using the Windows 2019 operating system, which is the latest version that Microsoft has released. The mainstream end date for the Windows 2019 operating system is 1/9/2024 and extended support is 1/9/2029.

When FDLE converted from Microsoft Internet Explorer browser to Microsoft Edge (the chromium version), several Javascript programming changes had to be made to the MEPIC system. Fortunately, Microsoft gave enough lead time so that testing could be performed in MS-Edge. Every web screen and field on the screen had to be tested to ensure that it worked properly.

When MEPIC went live in 2003, it was primarily a person tracking system with no publishing or alerting capabilities. While enhancements have been made, there is only one alert channel that is "push button". The other alerting channels involve multiple steps for the MEPIC analyst. Some of the steps include the image sizing, creating emails, and saving documents to attach to agency partner emails. MEPIC members must quality control any given file several times before an alert is published in order to maximize the effectiveness of the alert and check for the correctness of data. While the quality controls will remain in place, the current system

requires constant application navigation and regeneration of files to review until the files are of proper quality for public dissemination. Each one of these steps only takes a small amount of time, but these multiple short timeframes stack up which increases alert activation times. The MEPIC command chain is comfortable saying a modernized, redesigned system will significantly decrease activation times and create a better product for public consumption. This can be crucial for saving a missing person who is in danger of death or serious bodily harm.

Partner agencies such as NCMEC have upgraded their systems to more modern application frameworks which require the security to any interfacing systems to adhere. The classic ASP MEPIC system could not adhere to the necessary specification. Another application had to be written to send the XML of missing children to NCMEC.

Another example of the classic ASP MEPIC system not being able to meet the required functionality was when Everbridge was engaged for public subscriber communications. FDLE was able to leverage the FL Dept. of Emergency Management's use of Everbridge to contract with Everbridge which provided more functionality such as WEA issuance. An ASP.NET application was written to send the flyers and metadata to Everbridge's email ingestion protocol. The MEPIC analysts have to navigate several steps to issue communication to this leader in event mass notifications channel. As stated above, it takes only a small amount of time to navigate, but time adds up when a life is in danger.

With MEPIC original purpose being a person tracking system, the database was designed to support that functionality. Over the years, missing person cases have become multi-dimensional. They may involve multiple missing persons with multiple companions travelling in a vehicle. These are all displayed on one alert flyer. The data entry, due to the database design of 2003, requires MEPIC analysts to input the same information repeatedly (area missing, vehicle information, etc.) for each person involved.

FDLE and the FL Dept. of Transportation partnered when a vehicle is involved. FDLE can send the text to be displayed on the interstate road signs and they will post them immediately. Also, FDLE can send AMBER, Missing Child, and Blue Alerts to the FL Dept. of Lottery to put on their scrolling lottery terminals. MEPIC analysts must send the scripts to both of these partner agencies manually.

Additional steps that MEPIC analysts have to navigate, QA, and manually process increases alert activation times. The point of highlighting this level of detail is that the current MEPIC system is built on an older application framework and database model that does not meet the current needs and is not prepared to scale to adapt to future needs.

Development Time & Enhancements

Purple Alerts were the last, large enhancement added to the MEPIC Maintenance Application. They were added using the same code model as the existing AMBER, MCA, and Silver Alerts. It was basically a clone of the other alerts rather than efficient processing. Eight new RTF templates and 14 new Purple Alert stored procedures were created. The system is not built dynamically. Any time another alert type is legislated, the same sort of cloning will be done because of the way the system is architected and to not adversely impact the existing alerts. Regression testing was significant. This legislation required nine months to get to Production. This is an example where the cost of the legislated enhancement is taking longer to work with the current system. The IFS MEPIC customers have wanted other enhancements, such as a mobile-friendly flyer for the missing person or document management, but when presented with the estimates and knowing the delicate nature of the current system, there was not enough time for the people resources to devote to code and test the enhancement. The system technology should not be holding back leveraging new technologies for missing person cases.

2. Assumptions and Constraints

Assumptions

- Additional business rules associated with the Functional and Non-functional requirements will

be documented in JAD sessions as the project moves forward.

- The scope and specifications of the project to replace the MEPIC system will not change once the project takes place. Legislation will not impact the Clearinghouse to issue different alert types during the project period.
- The system will comply with State of Florida and FBI Criminal Justice Information Services (CJIS) Security Policies. Case data may contain CJI as well as sensitive victim information.
- The IT support for the project, whether in-house development or a purchased solution, will be able to design a new MEPIC system to meet the current business needs with flexibility knowing additional alert types and data analytic needs will continue in the future.
- The new MEPIC system will overcome technical difficulties to deliver a system with clear system error messages for quick trouble-shooting, good system performance, and redundancy for alert in-take and distribution.

Constraints

- Existing functionality with other systems (ex. FCIC, Everbridge) and agency partners (NCMEC, DCF, FL Dept. of Lottery, FL Dept. of Children & Families, FL Dept. of Transportation) must be replaced to connect to the upgraded MEPIC system.
- When the MEPIC Maintenance application is technically offline, the ability to continue to input information collected in the personal interactions with local law enforcement agencies requesting alert activations must be saved. No information should be lost if there is a technical failure during the alert information in-take.
- MEPIC analysts who must participate in the project will sometimes be unavailable due to the time sensitivity of issuing alerts which arise unexpectedly throughout the business day.

C. Proposed Business Process Requirements

1. Proposed Business Process Requirements

The system shall perform the following business processes. Functional requirements of each process are identified in Appendix E.

a. Support or improve existing functionality in a redesigned MEPIC Maintenance Application and database model
b. Maintain security controls for users to view/update case information or issue alerts
c. Develop a flexible Alert Management module for legislated alerts to activate, update, or cancel alerts
d. Automate more functions of Case Management
e. Interface with:
    i. Everbridge for communication to public subscribers
    ii. Florida's Crime Information Center (FCIC)
    iii. FL Dept. of Children & Families
    iv. National Center for Missing and Exploited Children (NCMEC)
    v. Florida Sexual Offender / Predator Registry
    vi. MS-Office products (MS-Word and MS-Excel)
    vii. FDLE's public website currently using Kentico
    viii. Document Management
f. Generate reports using search and filter criteria
g. Improve investigative support from the leads provided about missing persons
h. Provide configurable administrative features
i. Improve the MEPIC public website and CJNet website for easier navigation and access on mobile devices
j. Reconfigure the external system interfaces for Pinellas County and LInX for the redesigned database
k. Obtain addresses of importance for geographical mapping analysis for investigative purposes to locate the missing person

2. Business Solution Alternatives

This section describes the alternative solutions considered for replacing the MEPIC system and its database.

To conduct the alternatives analysis, the following steps were performed:

- Documented the functional and non-functional requirements that a new solution must meet for the project to be successful
- Identified the potential system implementation options
- Established measurable success criteria

Three options were identified:

Alternative 1: Status Quo/As-Is

Continue to operate the legislated missing persons Clearinghouse with its current functionality in classic ASP. Very little new functionality can be added with the classic ASP framework. This is not a viable alternative.

Alternative 2: Custom-write the MEPIC System Replacement

Rewrite the MEPIC system using a more modern programming framework, redesign the database, and convert the data from the existing structure to the new structures. The development can be done by FDLE hiring a dedicated project team for 3 full years of development. After the project is over, in-house ITS Business Systems Engineering (BSE) application contractors can maintain and support the system.

This is a viable alternative. This was the model for the successful LBR for the Sexual Offender / Predator Registry Improvement Project for Fiscal Years 7/1/2017 – 6/30/2020.

Alternative 3: Purchase a Missing Persons Application with Alert and Case Management Functionality

FDLE issued a RFI to determine if there was a viable solution which included the alerting requirements and case management requirements. Four companies responded to the RFI with custom-built solutions; none had a product readily available to meet the requirements. Gartner research also was unable to identify a solution with both critical components. The research could not identify a case management software product tailored for missing persons, but they identified several mass event notification applications. After review of the RFI respondents, this was not a viable alternative.

3. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, as well as state and local agency stakeholders.

These criteria include:

- Ability to meet the business requirements
- Effort required to migrate data from the existing SQL 2019 to a new database model
- Alert activation time and communication to agency partners
- Ability to streamline data entry for time entered and accuracy
- Expand the ability to integrate with additional systems
- Flexibility to add new alert types as they are legislated

4. Recommended Business Solution

FDLE would have procured a solution which met the requirements if an acceptable one had been identified in the RFI. The respondents did not have a full-scope solution without significant

customized development.

For this reason, FDLE is requesting Year 3 funds to continue building MEPIC using a contracted team. The project was submitted as a three-year project with in-house maintenance and support by FDLE after implemented (Alternative #2). FDLE is also requesting the project be extended to a fourth year in order to complete the three full year application development to include disaster recovery which was not originally requested.

D. Functional and Technical Requirements

Purpose: To identify the functional and technical system requirements that must be met by the project.

Include through file insertion or attachment the functional and technical requirements analyses documentation developed and completed by the agency.

1. **Functional Requirements**
2. **Technical Requirements**

The Functional and Technical Requirements can be found in Appendix E.

III. Success Criteria

Purpose: To identify the critical results, both outputs and outcomes, that must be realized for the project to be considered a success.

SUCCESS CRITERIA TABLE				
#	**Description of Criteria**	**How will the Criteria be measured/assessed?**	**Who benefits?**	**Realization Date (MM/YY)**
1	Ability to dynamically add more alert types as legislatively required	Configurable by a MEPIC system administrator with the ability to select documents to be produced and partner agencies who need to be contacted	The Legislature FDLE Local Law Enforcement The Missing Person	6/30/2027
2	Shortened alert activation times	Streamlined data entry to issue alerts faster than in the old MEPIC system	FDLE Local Law Enforcement The Missing Person	6/30/2027
3	Improved Case Management Reporting	1. Automated periodic checks to determine if there has been activity in peripheral systems since the missing date. 2. Improved searching filters	FDLE Local Law Enforcement The Missing Person's Family	6/30/2027
4	Mobile-friendly alert flyers	Ability to view a missing person or Blue Alert suspect flyer without horizontal scrolling	Public citizens The Missing Person	6/30/2027
5	Leveraging the latest technology and designs	1. Redesigned MEPIC Maintenance web screens with a redesigned relational database which streamlines the system navigation 2. Incorporation of document	FDLE Local Law Enforcement agencies Partner agencies, like FL Dept. of Lottery and FL Dept. of Transportation	6/30/2027

SUCCESS CRITERIA TABLE				
		management, web services, and mapping capabilities		
6	Redundancy when activating alerts	Use of Everbridge's API as well as email ingestion protocol	FDLE	6/30/2027
7	Implementation of a Disaster Recovery (DR) Plan	DR system implemented and tested for failover for MEPIC analysts to continue their work	FDLE The Missing Person	6/30/2027
8	Implementation of new MEPIC Maintenance Application system interfaces	Integration with the Sexual Offender / Predator System relating to addresses of offenders near the missing address	FDLE Local Law Enforcement Agencies	6/30/2027
9	Successful data conversion from the old MEPIC database structure to an expanded relational database	Verification that the number of alerts and cases properly converted	FDLE The Missing Persons	6/30/2027
10	Compliance with F.S. 937.022 for the clearinghouse availability to serve as the central repository of information regarding missing endangered persons.	Timely failover to a disaster recovery site for continuity of operations.	FDLE The Missing Persons Local agencies investigating the case	6/30/2027
11	Updated MEPIC System Documentation	Delivery of the FL Digital Services documents; FDLE project documents; functional design documents; and an Operations & Maintenance Plan for the system moving forward	FDLE	6/30/2027

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

Purpose: To calculate and declare the tangible benefits compared to the total investment of resources needed to support the proposed IT project.

For each tangible benefit, identify the recipient of the benefit, how and when it is realized, how the realization will be measured, and how the benefit will be measured to include estimates of tangible benefit amounts.

BENEFITS REALIZATION TABLE					
#	**Description of Benefit**	**Who receives the benefit?**	**How is benefit realized?**	**How is the realization of the benefit measured?**	**Realization Date (MM/YY)**
1	Modernized and streamlined MEPIC Maintenance Application and Public/CJNet websites	FDLE Local Law Enforcement Public citizens The missing persons	Redesigned user interfaces	Reduction in the number of web pages navigated to perform business functions	6/30/2027
2	Ability to store electronic documents associated with a case	FDLE Local Law Enforcement	All case documents will be accessible online	Growth in case documentation	6/30/2027
3	Expanded Reporting Capabilities without programming assistance	FDLE Local Law Enforcement	Standard reports within the MEPIC Maintenance Application as well as search and filter capabilities	Reports will be viewable	6/30/2027
4	Modernized Programming Software Foundation Framework	FDLE	Modernized web page navigation with an improved “look & feel”	Programming language will have a roadmap for future expansion	6/30/2027
5	Mobile-friendly flyers	FDLE Local Law Enforcement Public citizens The missing persons	Use of Smartphones and tablets in addition to the personal computers and laptops when viewing a	Google Analytics on the flyers	6/30/2027

BENEFITS REALIZATION TABLE					
			missing person flyer		
6	Improved system security	MEPIC Maintenance Application Users	Ability to separate business functions by roles and expanded use by local law enforcement agencies	Security audit reports	6/30/2027
7	Improved database design	FDLE	Data entry for case information is simplified and the amount of redundant information that has to be input is eliminated	1. A more balanced and denormalized database model 2. Less complex programming code	6/30/2027
8	Shortened programming durations to add new alert types when legislated	Legislature FDLE Local Law Enforcement The Person who meets the criteria for the new alert type	A flexible design solution to add a new alert type and select the customizations required for it	Reduced (or eliminated) programming to implement; reduced testing time	6/30/2027
9	Continuity of MEPIC operations if a disaster forces a moveto an alternate work site or data center	FDLE Local law enforcement The missing person	When a person is reported missing by local law enforcement and the MEPIC analysts are able to intake the information using MEPIC instead of resorting to manual processes for issuing the alert	By the amount of time it takes to issue an alert following a disaster that forces the MEPIC system to be inaccessible from FDLE's data center	After 6/30/2027 upon the issuance of the first alert after a disaster

B. Cost Benefit Analysis (CBA)

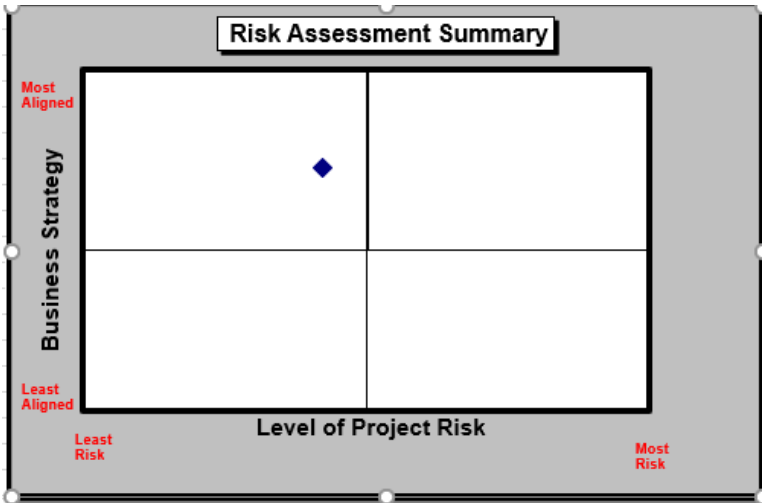
Purpose: To provide a comprehensive financial prospectus specifying the project's tangible benefits, funding requirements, and proposed source(s) of funding.

The forms required for CBA are included as Appendix B.

V. Schedule IV-B Major Project Risk Assessment

Purpose: To provide an initial high-level assessment of overall risk incurred by the project to enable appropriate risk mitigation and oversight and to improve the likelihood of project success. The risk assessment summary identifies the overall level of risk associated with the project and provides an assessment of the project's alignment with business objectives.

The complete risk assessment worksheets are in Appendix C.



Project Risk Area Breakdown	
Risk Assessment Areas	***Risk Exposure***
Strategic Assessment	MEDIUM
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	MEDIUM
Communication Assessment	MEDIUM
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

VI. Schedule IV-B Technology Planning

Purpose: To ensure there is close alignment with the business and functional requirements and the selected technology.

A. Current Information Technology Environment

The current MEPIC system was developed over 20 years ago; it was implemented in 2003. It consists of a MEPIC Maintenance Application which is the core of the legislated clearinghouse because it is the data entry system and database. MEPIC has a public website; CJNet website; a presence in FDLE's public mobile app; and provides files to law enforcement with information about missing persons.

1. Current System

a. Description of Current System

FDLE's MEPIC Maintenance Application is the most comprehensive missing person system in the United States since it is centralized at a state agency level. Many other states, such as California, have their missing person clearinghouses localized at the county level. FDLE's MEPIC

Maintenance Application is also the most full-functioning application with alert activation and case management functionality in one system.

The table below provides some statistics about the MEPIC System:

<table>
<tr><td>Number of Users</td><td>42 FDLE members</td></tr>
<tr><td>Number of Classic ASP Web Pages</td><td>• The MEPIC Maintenance Application
➢ 161 classic ASP pages

• The MEPIC Public & CJNet Website
➢ Each site has 53 web pages</td></tr>
<tr><td>Number of Rich Text Format (.rtf) Templates</td><td>59

These templates generate the alert scripts, agency partner information, and letters sent to schools, Office of Vital Statistics, police report requests, etc.</td></tr>
<tr><td>Number of Alerts Activated</td><td><table><tr><th>Alert Type</th><th>2021</th><th>2022</th><th>2023</th></tr><tr><td>AMBER</td><td>10</td><td>12</td><td>8</td></tr><tr><td>MCA</td><td>48</td><td>55</td><td>58</td></tr><tr><td>Silver</td><td>287</td><td>273</td><td>212</td></tr><tr><td>Purple</td><td>N/A</td><td>143</td><td>200</td></tr><tr><td>Blue</td><td>2</td><td>1</td><td>0</td></tr></table></td></tr>
<tr><td>Number of Purple Alerts Activated since becoming effective 7/1/2022</td><td><table><tr><td></td><td></td></tr><tr><td>7/1/2022 – 6/30/2023</td><td>247</td></tr><tr><td>7/1/2023 – 6/30/2024</td><td>196</td></tr></table></td></tr>
<tr><td>Average Number of MEPIC Cases Opened</td><td><table><tr><td>Past 5 years</td><td>2,872</td></tr><tr><td>Past 6 years</td><td>2,864</td></tr></table></td></tr>
<tr><td>Number of Active Unidentified Deceased Cases</td><td>131</td></tr>
<tr><td>Number of Unidentified Deceased Who have been Identified as of 6/30/2023</td><td>28</td></tr>
</table>

Requirements for Public Access, Security, Privacy, and Confidentiality

Florida has engaged public citizens in the search for missing persons. FDLE has partnered with agencies, such as the FL Dept. of Transportation and FL Dept. of Lottery, to use interstate signage and Lottery terminals to assist when a vehicle is involved. FDLE has engaged in contracted services to provide public citizens with the ability to subscribe for alert notifications. The information

provided in these public outlets is public information.

The MEPIC Maintenance Application contains information that must be secured. It contains CJI information derived from NCIC and FCIC. It contains private, personal information relating to circumstances of the of the missing person. Many of the cases in the clearinghouse are children who are victims of sexual abuse by their abductor. It contains Public Identifying Information (PII). It also contains leads that are reported to FDLE either by the public or by agency partners.

The MEPIC Application Access Administrator (AAA) authorizes users in FDLE's Application Security Module (ASM) to use the MEPIC Maintenance Application with appropriate access roles. The MEPIC Maintenance Application login web page authenticates the users via ASM with their Active Directory username and password.

MEPIC system components containing CJI is located on-premise at FDLE Headquarters in the Data Center.

Hardware Characteristics

The MEPIC system has development, test, and production environments for the Windows platform. The application servers are shared virtual machines. The database server for MEPIC is a shared physical server.

Software Characteristics

The current MEPIC system with its various applications has been developed over time as enhancements have been identified. Some enhancements were received internally from the MEPIC unit as missing person cases evolved over the years and the gravity felt to reduce activation times given that Florida has lost several missing children. New alert types have been required by the legislature, such as the Silver Alert Program (2008) and most recently the Purple Alerts (2022). And, partner agencies (NCMEC, DCF) have upgraded their systems to be more secure which required changes when sending or receiving information from them. These changes were built using the foundational database model implemented in 2003; just adding fields and peripheral tables as needed. Some changes could be incorporated in the classic ASP programming language. Other changes were more complex, such as the Everbridge email ingestion, which necessitated using ASP.NET. The flow of the system is not as seamless due to the years of enhancements and varied programming languages.

Existing System and Process Documentation

Documentation for the whole MEPIC system does not exist, although documentation has been created for the major enhancements and complex processes. The IFS MEPIC unit follows documented procedures closely when they work within the MEPIC Maintenance Application and provide training.

System Interfaces

The MEPIC Maintenance Application currently interfaces with:

- FDLE's ASM
- FCIC
- Kentico
- Everbridge Email Ingestion Service
- FL Dept. of Children & Families Web Service
- NCMEC
- Airnet's SaaS for MS-Azure Blob Storage

Consistency with FDLE's Software Standards and Hardware Platforms

MEPIC was consistent with agency software standards when it was originally developed. The agency has adopted the Java platform as its standard programming language for in-house written applications.

MEPIC is consistent with the agency hardware platforms.

b. Current System Resource Requirements

Location	Hosted on-site in FDLE's Data Center
Hardware Characteristics	MEPIC applications have development, system test, and production environments • The MEPIC SQL 2019 database is housed on CJNet on shared and clustered physical servers for the environments • The MEPIC Maintenance Application ➢ CJNet shared virtual machine (VM) web application server for Development ➢ CJNet shared VM web application server for Test ➢ CJNet shared VM web application server for Production ➢ Corporate Network shared VM web application server for Production redundancy during unexpected technical outages • The MEPIC CJNet Website ➢ Shared VM web application server for Development ➢ Shares with the Maintenance Application server • The MEPIC Public Website ➢ Shared with other public facing Windows application servers ➢ Shared DMZ VM web application servers • The scheduled database jobs output the files to VM Secured File Transfer Protocol (SFTP) servers • MEPIC Lite for FDLE's public mobile app ➢ 2 DMZ shared JBoss application servers Primary Instance for Development ➢ 2 DMZ shared JBoss application servers Primary Instance for Test ➢ 2 DMZ shared JBoss application servers Primary Instance for Production
Software Characteristics	• Database: SQL Server 2019 ➢ The scheduled jobs are SSIS packages ➢ The stored procedures are SQL • The MEPIC Maintenance Application ➢ Windows Application Server Operating System: WIN2019 running IIS v.6.2 ➢ Classic ASP 3.0 ➢ VBScript ➢ RTF for templates ➢ SoftArtisan's FileUp (Classic ASP file upload for pictures) ➢ HiQPDF (flyers HTML to PDF converter)

	➢ REST Services ➢ E-Agent JXI Gateway Service (FCIC) ➢ Everbridge Email Ingestion (public communication) ➢ SaaS with Airnet for MS-Azure Blob Storage (for WEA URL) ➢ Jasper Reports ➢ MS-Excel & MS-Word for report exports ➢ ASP.NET ➢ Java ➢ XML • The MEPIC Public and CJNet Websites ➢ Windows Application Server Operating System: WIN2019 running IIS v.6.2 ➢ Classic ASP 3.0 • MEPIC Lite for FDLE's public mobile app ➢ Java ➢ PrimeFaces ➢ Apache Components ➢ iText Core ➢ Native Javascript ➢ OJDBC8 • All source code is stored in GIT • All database data and application servers are backed-up with Commvault Enterprise
Network Connectivity Requirements	The MEPIC SQL 2019 database, MEPIC Maintenance Application and CJNet website are on FDLE's CJNet network. A copy of the MEPIC Maintenance Application is on FDLE's Corporate network. The MEPIC Public website is available from the internet.
Internal & External Interfaces	• Internal FDLE Applications ➢ FDLE's Application Security Module (ASM) ➢ Florida Crime Information Center (FCIC) ➢ FDLE's Public Website (Kentico) • External Partners ➢ Everbridge Email Ingestion Service ➢ FL Dept. of Children & Families Web Service ➢ Airnet's SaaS for MS-Azure Blob Storage (for WEA URL) ➢ National Center for Missing & Exploited Children (NCMEC)
Staffing	• 1 Full-time Contract Position

c. Current System Performance

The current system was built using older Microsoft technologies and a database design built for tracking missing persons. It performs best when there is one missing person involved in the case. Data entry for the MEPIC analysts increases exponentially when a case involves multiple persons.

To explain how much data entry has to be done by the MEPIC analyst: it is the number of person records (including law enforcement, case workers, etc.) added to the number of vehicle records, multiplied by the number of people that are actually missing.

Example: Three siblings run away together; they each get a case assigned for them. This is the multiplier (3). Each case has 1 main child, 2 companion children, 1 case worker, 1 law enforcement officer and 1 vehicle for 6 records total. The MEPIC analyst will input 18 (6 * 3) records into the MEPIC Maintenance Application for 15 person records and 3 vehicle records.

The example shows the amount of duplicate data entry to accommodate the situation of 3 siblings running away together as constrained by the database design. The data entry navigation involves multiple screens for each case. These factors increase alert activation times in addition to the time that the MEPIC analyst spends on the phone with local law enforcement collecting the information. Statistics show that 74% of abduction-murder cases where the children were harmed or murdered happen within the first three hours of the abduction.

Moreover, the application was built with Internet Explorer 6.0 as the target browser. With the Windows 10 migration and the upgrade to MS-Edge (chromium version) in 2021, the MEPIC applications required programming changes to fix the Javascript errors. Application maintenance is an uphill task. It is becoming more difficult with the classic ASP support in newer browsers. Reaching out for browser support receives the recommendation to upgrade the application to newer technology.

Strategic Information Technology Direction

FDLE embraces and promotes open system standards that are established within the IT industry such as, American National Standards Institute (ANSI), and NIEM. These standards and models support the strategic direction of the agency.

- **Architecture** – Promote the use of a multi-tier architecture that allows flexibility, scalability, and reusability.
- **Server Operating Systems** – Utilize server operating systems that will be either Red Hat Linux or Microsoft Windows Server.
- **Server Hardware** – Promote the use of server virtualization
- **Database Management Systems** – Store data in relational database(s) using either Oracle Relational Database Management System (RDBMS) or Microsoft SQL Server.
- **Application Software** – Develop application software using Java Platform Enterprise Edition (Java EE).
- **Storage** – Promote the use of SAN.
- **System Reliability and Availability** – Provide information systems and network services that give end users high (99.5+ %) reliability and availability/redundancy.
- **Integration and Efficiency** – Create modular, integrated systems that can be maintained by FDLE staff and can be easily modified to meet changing business needs of the agency.
- **High Availability and Redundancy** – Provide a modular, integrated system that provides high availability through redundancy of critical business alert activation processes.

2. Information Technology Standards

See attached Appendix A.

B. Current Hardware and/or Software Inventory

NOTE: Current customers of the state data center would obtain this information from the data center.

Location	Hosted on-site in FDLE's Data Center
Hardware Characteristics	MEPIC applications have development, system test, and production environments • The MEPIC SQL 2019 database is housed on CJNet on shared and clustered physical servers for the environments • The MEPIC Maintenance Application ➢ CJNet shared virtual machine (VM) web application server for Development ➢ CJNet shared VM web application server for Test ➢ CJNet shared VM web application server for Production ➢ Corporate Network shared VM web application server for Production redundancy during unexpected technical outages • The MEPIC CJNet Website ➢ Shared VM web application server for Development ➢ Shared with the MEPIC Maintenance Application server • The MEPIC Public Website ➢ Shared server with other DMZ web applications ➢ Shared DMZ VM web application servers • The scheduled database jobs output the files to VM Secured File Transfer Protocol (SFTP) servers • MEPIC Lite for FDLE's public mobile app ➢ 2 DMZ shared JBoss application servers Primary Instance for Development ➢ 2 DMZ shared JBoss application servers Primary Instance for Test ➢ 2 DMZ shared JBoss application servers Primary Instance for Production
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	➢ SoftArtisan's FileUp (Classic ASP file upload for pictures) ➢ HiQPDF (flyers HTML to PDF converter) ➢ REST Services ➢ E-Agent JXI Gateway Service (FCIC) ➢ Everbridge Email Ingestion (public communication) ➢ SaaS with Airnet for MS-Azure Blob Storage (for WEA URL) ➢ Jasper Reports ➢ MS-Excel & MS-Word for report exports ➢ ASP.NET ➢ Java ➢ XML • The MEPIC Public and CJNet Websites ➢ Windows Application Server Operating System: WIN2019 running IIS v.6.2 ➢ Classic ASP 3.0 • MEPIC Lite for FDLE's public mobile app ➢ Java ➢ PrimeFaces ➢ Apache Components ➢ iText Core ➢ Native Javascript ➢ OJDBC8 • All source code is stored in GIT • All database data and application servers are backed-up with Commvault Enterprise
Network Connectivity Requirements	The MEPIC SQL 2019 database, MEPIC Maintenance Application and CJNet website are on FDLE's CJNet network. A copy of the MEPIC Maintenance Application is on FDLE's Corporate network. The MEPIC Public website is available from the internet.
Internal & External Interfaces	• Internal FDLE Applications ➢ FDLE's Application Security Module (ASM) ➢ Florida Crime Information Center (FCIC) ➢ FDLE's Public Website (Kentico) • External Partners ➢ Everbridge Email Ingestion Service ➢ FL Dept. of Children & Families Web Service ➢ Airnet's SaaS for MS-Azure Blob Storage (for WEA URL) ➢ National Center for Missing & Exploited Children (NCMEC)
Staffing	• 1 Full-time Contract Position

C. Proposed Technical Solution

1. Technical Solution Alternatives

To conduct the alternatives analysis, the following steps were performed as it relates to hiring a contract team under the direction of ITS-BSE because those costs and infrastructure required are known. If a solution had been provided from the RFI, it would have also been analyzed using the same criteria. The alternative criteria were based on the:

- New system required interfaces
- Identified and defined lists of potential alternative system implementation methods
- Established set of uniform evaluation criteria against which each alternative was measured
- Determination of the best alternative for FDLE to efficiently process in MEPIC to assist in the location of the missing person(s)

The technical solution alternatives were considered:

Approach 1: Vendor Product MEPIC System Replacement

This was determined as an unviable option due to the responses from the RFI.

Approach 2: Cloud-Based MEPIC System Replacement

Replace the current MEPIC system with the MEPIC application and database in cloud infrastructure recognizing that some other systems being interfaced with will not be cloud.

Approach 3: On-Premise MEPIC System Replacement

Replace the current MEPIC system with the application and database on-premise at FDLE's data center using cloud resources where most effective.

2. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, agency partners, and the missing person who needs to be located.

These criteria included:

- Ability to dynamically manage new alert types that will probably be legislated in the future
- Ability to integrate with additional systems to provide leads for locating the missing person
- Streamline data entry for alerts and missing person cases
- Ability to automate more interfaces that are currently performed manually
- Additional effort required for data conversion
- Cost

3. Recommended Technical Solution

First, evaluation of the Request for Information (RFI) respondents determined there was no solution available on the market. If there had been a viable alternative which could have met the requirements and was cost effective, then that would have been strongly supported.

Since there was not a viable solution, then FDLE recommends replacing the current system with an on-premise solution. FDLE would contract a team for three full years of development using FDLE's strategic IT architecture. The scope of the project would replace the MEPIC system's classic ASP framework, re-design the SQL Server 2019 database model, and convert the data from the old database structure to the redesigned structure. Enhancements, such as document management, address functionality with mapping, and better reporting would be included.

Replacing the current MEPIC system with on-premise servers, databases, and standardized application frameworks is the least cost development approach. Existing server infrastructure has the capacity to add the MEPIC system and database. FDLE's networks are already communicating to the internal and external interfaces required. And, ITS-BSE has led successful projects with this model in the past, namely the Automated Training Management System LBR and the Sexual Offender / Predator Registry Improvement LBR. Both of these LBR projects were developed to scope within the LBR timeframe and transitioned seamlessly to the internal maintenance teams for those applications.

D. Proposed Solution Description

The proposed solution to replace the current MEPIC system with a modernized system requires contracting a project team with oversight by a FDLE manager for three-full years of development. Once the project is complete, the internal FDLE ITS Business Systems Engineering (BSE) team will provide operational and maintenance support.

1. Summary Description of Proposed System

FDLE plans to address the modernized MEPIC solution in the following phases:

Phase 1.1: MEPIC Database Redesign
Phase 1.1 redesigns the current database tables with new database tables. Data mapping between the structures is completed. Data conversion scripts are written. While the new structures cannot be implemented in the Production environment for use because the classic ASP application will not be modified to use them, it does provide the project with converted data in the test environment. The data conversion scripts will be run several times in the test environment with user confirmation that data is converted correctly. This will be completed, as shown in Appendix D under Customer Testing / Data Conversion, by 3/30/2027,.

Phase 1.2: MEPIC Maintenance Application Upgrade
Phase 1.2 develops a new MEPIC Maintenance Application using FDLE's strategic infrastructure framework. The system components will use the redesigned database structures which means that the data conversion effort must be done in this implementation. The MEPIC Maintenance Application will be written to dynamically add alert types with indication of their required interfaces and documentation as the legislature requires. Data entry of alerts will be more streamlined. This will also be when manual processes, such as the communication to FDOT and FL Dept. of Lottery will be automated. The flyer of the missing person will be mobile-friendly. Case management functionality will include existing functionality better organized in web page navigation, case assignments, automated checks, and better reporting. Document management will be included in this implementation. This will be completed by 6/30/2027.

System Type
- Web-based user interface
- SQL Database
- Automated interfaces

Connectivity

The modernized MEPIC system will continue to operate using FDLE's existing secure connections.

Security, Privacy, Confidentiality, Access

These standards will be the same as the current security standards used by FDLE as

required by the CJIS Security Policy and FL Digital Services, Rule 60GG.

Development Approach

To realize the business solution, FDLE will staff a contract team dedicated full-time to the MEPIC upgrade. The project team will consist of a Project Manager and two Business Analysts. At least one of the Business Analysts must be proficient in writing test plans and conducting thorough system testing. Eight developers will be hired who are proficient in Java programming, writing SQL stored procedures and scripts, and working with SQL databases. One of the developers will be a lead senior developer for the Java programming and database design. They will review the current database design and define the right mix to denormalize to meet the current business requirements and future growth. They will oversee and QA the adherence to FDLE coding standards. One developer will be dedicated to writing the SQL scripts to convert the data from the current tables to redesigned database tables so the old tables can be decommissioned and removed from the database. The remaining six developers will spend most of the project schedule programming the MEPIC Maintenance application functionality. All of the existing functionality will be required as well as new enhancements.

The contracted team will deliver the following:

- Implementation of MEPIC Lite to utilize the new data structures
- Implementation of the scheduled jobs to utilize the new data structures Implementation of upgraded public and CJNet MEPIC websites
- Implementation of an upgraded MEPIC Maintenance application using web services where possible
- Data analysis and data conversion services to include data cleanup where applicable
- System integration and testing services
- Decommissioning of the classic ASP MEPIC public website, CJNet website, and the Maintenance application
- Post implementation support
- Training services (technical and MEPIC users)
- Project management services
- Project communication to stakeholders
- Project documentation required by FL Digital Services and FDLE
- System documentation for future maintenance and support

MEPIC Maintenance Application Internal FDLE Systems and External Interfaces

The interfaces will include:

- FCIC
- SOPS
- FDLE's public website (currently Kentico software)
- Everbridge
- FL Dept. of Children & Families
- NCMEC
- DHSMV
- Melissa Data Cloud Service
- Google Maps API
- ASM

- Integration with MS-Office to produce the documents and templates is required.
- Integration with MS-Office to send emails will be included.

- Web services for communication to agency partners such as FDOT and FL Dept. of Lottery will be developed.

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

Title:	MEPIC Technology Upgrade		
Tracking #:	TBD		
Customer:	Investigative & Forensic Services	**Customer Contact:**	TBD
Manager:	Pamela Bullard	**ITS Lead:**	Pamela Bullard
Planned Start:	7/1/2023	**Planned Finish:**	6/30/2027
Duration (mos):	48.7		
Baseline Date:	7/1/2022		
Revision Date:	5/9/2024	**Version #:**	2.0

Non-Recurring Costs	Planned	Planned	Planned	Planned	
Cost Elements	**FY23-24**	**FY24-25**	**FY25-26**	**FY26-27**	**Totals**
Staff					
State Staff	$0	$0	$0	$0	$0
OPS	$0	$0	$0	$0	$0
Expenses					
	$50,000	$0	$0	$545,000	$595,000
OCO					
Database Server	$0	$0	$0	$65,000	$65,000
Network Switches					
Contract Services					
Contract Staff	$1,900,000	$1,900,000	$1,900,000	$1,900,000	$7,600,000
Total	**$1,950,000**	**$1,900,000**	**$1,900,000**	**$2,510,000**	**$8,260,000**

Recurring Cost Requests					
Cost Elements	**FY23-24**	**FY24-25**	**FY25-26**	**FY26-27**	**Totals**
Maintenance & Support	$15,000	$0	$0	$60,000	$75,000
Total	**$15,000**	**$0**	**$0**	**$60,000**	**$75,000**

E. Capacity Planning

(historical and current trends versus projected requirements)

MEPIC is the central repository for missing persons for the State of Florida. The data that must be converted from the old SQL database table structures to the new SQL database table structures are:

	FY 24-25 Projected	FY 23-24 Submission
MEPIC Database Size	130,431 MB	128,294 MB
# of Missing Person Pictures Stored	56,714	32,370
# of “Active” Missing Person Cases to be converted	791	717
# of “Active” Unidentified Deceased Cases to be converted	132	132
# of “Closed” Missing Person Cases that are < 5 years old (retention)	60,037	58,025

The expected capacity needs for document management is calculated as:

There are no documents which will be converted with the implementation; it is a Day 1 implementation.

Trending 2026 – 2030, MEPIC would have 13,942 cases * average 3 documents/case * average size of 700K/document = 27 Gigabytes

The numbers below represent people who have been reported to local law enforcement as missing by their families asking for assistance to find them for growth projections:

	Actuals					Trend Analysis				
Statistic	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**	**2025**	**2026**	**2027**	**2028**
AMBER Alerts	13	19	10	12	8	16	15	9	12	12
Change	4	6	-9	2	-4	8	-1	-5	2	0
% Change	44%	46%	-47%	20%	-33%	98%	-7%	-35%	23%	0%
Missing Child Alerts	24	33	48	55	58	26	45	53	51	44
Change	-35	9	15	7	3	-32	19	9	-3	-7
% Change	-59%	38%	45%	15%	5%	-56%	75%	19%	-5%	-13%
Silver Alerts	273	249	287	275	212	278	264	272	251	241
Change	16	-24	38	-12	-63	66	-15	8	-21	-10
% Change	6%	-9%	15%	-4%	-23%	31%	-5%	3%	-8%	-4%
Purple Alerts	N/A	N/A	N/A	143	200	143	162	162	162	177
Change					57	-57	19	0	0	15
% Change					40%	-29%	13%	0%	0%	9%
MEPIC Case Openings	2,613	2,641	2,684	3,131	3,298	2,501	2,784	2,966	3,105	2,915
Change	-199	28	43	447	167	-797	283	181	139	(190)
% Change	-7%	1%	2%	17%	5%	-24%	11%	7%	5%	-6%
FCIC Openings	36,762	34,372	35,842	39,097	37,375	35,499	35,680	37,483	38,011	36,158
Change	-1,743	-2,390	1,470	3,255	-1,722	-1,876	180	1,804	528	-1,853
% Change	-5%	-7%	4%	9%	-4%	-5%	1%	5%	1%	-5%

In December 2019, FEMA enhanced capabilities of wireless emergency alerts by supporting up to 360 characters for newer mobile devices and supporting URLs to be included. FDLE implemented this functionality on 10/20/2020 by engaging a SaaS cloud provider to store the flyers for AMBER, Enhanced Missing Child, and Blue Alerts accessible by a URL. The SaaS provides high availability access thru the Content Delivery Network (CDN). This was done to offload the network traffic when WEAs are sent and public access is within a short time span. From 3/2023 – 6/2024, the WEA number of hits has been 79,666,868.

VII. Schedule IV-B Project Management

VIII. Planning

Purpose: To require the agency to provide evidence of its thorough project planning and provide the tools the agency will use to carry out and manage the proposed project. The level of detail must be appropriate for the project's scope and complexity.

Include through file insertion or attachment the agency's project management plan and any associated planning tools/documents.

> ***NOTE: For IT projects with total cost in excess of $10 million, the project scope, business objectives, and timelines described in this section must be consistent with existing or proposed substantive policy required in s. 216.023(4)(a)10, F.S.***

See attached Appendix F for the Project Management Plan.

IX. Appendices

Number and include all required spreadsheets along with any other tools, diagrams, charts, etc. chosen to accompany and support the narrative data provided by the agency within the Schedule IV-B.

Appendix A – Standards and Definitions

Appendix B – Cost-Benefit Analysis Worksheet

Appendix C – Risk Assessment Worksheet

Appendix D – Estimated Project Schedule

Appendix E – MEPIC Requirements

Appendix F – Project Management Plan

Appendix A – Standards and Definitions

1. **Chapter 60GG-2, STATE OF FLORIDA CYBERSECURITY STANDARDS**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-2

2. **Chapter 60GG-1, State of Florida Project Management and Oversight**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-1

3. **Chapter 60GG-3, Data Center Operations**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-3

4. **Chapter 60GG-4, Cloud Computing**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-4

5. **Chapter 60GG-5, State of Florida Enterprise Architecture**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-5

6. **CJIS Security Policy**
   Criminal Justice Information Services (CJIS) Security Policy (pa.gov)

7. **United States Rehabilitation Act – Section 508**
   Manage an IT Accessibility/508 Program | Section508.gov

Appendix B – Cost-Benefit Analysis Worksheet

See additional documents

Appendix C – Risk Assessment Worksheet

See additional documents

Appendix D – Estimated Project Schedule

See additional documents

Appendix E – MEPIC Requirements

See additional documents

Appendix F – Project Management Plan

See additional documents

CBAForm 1 - Net Tangible Benefits

Agency: Florida Department of Law Enforcement

Project: MEPIC Technology Upgrade

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Recurring Costs Only -- No Project Costs)	FY 2025-26			FY 2026-27			FY2027-28			FY 2028-29			FY 2029-30		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000
A.b Total Staff	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
A-1.a. State FTEs (Salaries & Benefits)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-2.a. OPS Staff (Salaries)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000
A-3.b. Staff Augmentation (# of Contractors)	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
B. Application Maintenance Costs	$0	$15,000	$15,000	$0	$75,000	$75,000	$0	$75,000	$75,000	$0	$75,000	$75,000	$0	$75,000	$75,000
B-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-2. Hardware	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-3. Software	$0	$15,000	$15,000	$0	$75,000	$75,000	$0	$75,000	$75,000	$0	$75,000	$75,000	$0	$75,000	$75,000
B-4. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C. Data Center Provider Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-2. Infrastructure	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-3. Network / Hosting Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-4. Disaster Recovery	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-5. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
D. Plant & Facility Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E. Other Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-1. Training	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-2. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-3. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Total of Recurring Operational Costs	$160,000	$15,000	$175,000	$160,000	$75,000	$235,000	$160,000	$75,000	$235,000	$160,000	$75,000	$235,000	$160,000	$75,000	$235,000
F. Additional Tangible Benefits:		$0			$0			$0			$0			$0	
F-1. Specify		$0			$0			$0			$0			$0	
F-2. Specify		$0			$0			$0			$0			$0	
F-3. Specify		$0			$0			$0			$0			$0	
Total Net Tangible Benefits:		($15,000)			($75,000)			($75,000)			($75,000)			($75,000)	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☐	Confidence Level	
Placeholder	☐	Confidence Level	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Florida Department of Law Enforcement	MEPIC Technology Upgrade																		
2	*Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable.* ***Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.***																			
3				$ -		$ 1,900,000			$ 2,510,000			$ -			$ -			$ -		$ 4,410,000
4	**Item Description** *(remove guidelines and annotate entries here)*	**Project Cost Element**	**Appropriation Category**	**Current & Previous Years Project-Related Cost**	**YR 1 #**	**YR 1 LBR**	**YR 1 Base Budget**	**YR 2 #**	**YR 2 LBR**	**YR 2 Base Budget**	**YR 3 #**	**YR 3 LBR**	**YR 3 Base Budget**	**YR 4 #**	**YR 4 LBR**	**YR 4 Base Budget**	**YR 5 #**	**YR 5 LBR**	**YR 5 Base Budget**	**TOTAL**
5	Costs for all state employees working on the project.	**FTE**	S&B	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
6	Costs for all OPS employees working on the project.	**OPS**	OPS	$ -	0.00		$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
7	Staffing costs for personnel using Time & Expense.	**Staff Augmentation**	Contracted Services	$ -	11.00	$ 1,900,000	$ -	11.00	$ 1,900,000	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ 3,800,000
8	Project management personnel and related deliverables.	**Project Management**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	**Project Oversight**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
10	Staffing costs for all professional services not included in other categories.	**Consultants/Contractors**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
11	Separate requirements analysis and feasibility study procurements.	**Project Planning/Analysis**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
12	Hardware purchases not included in data center services.	**Hardware**	OCO	$ -		$ -	$ -		$ 65,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 65,000
13	Commercial software purchases and licensing costs.	**Commercial Software**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	**Project Deliverables**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
15	All first-time training costs associated with the project.	**Training**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	**Data Center Services - One Time Costs**	Data Center Category	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
17	Other contracted services not included in other categories.	**Other Services**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	**Equipment**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
19	Include costs associated with leasing space for project personnel.	**Leased Space**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
20	Other project expenses not included in other categories.	**Other Expenses**	Expense	$ -		$ -	$ -		$ 545,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 545,000
21		**Total**		$ -	11.00	$ 1,900,000	$ -	11.00	$ 2,510,000	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ 4,410,000

CBAForm 2 - Project Cost Analysis

Agency Florida Department of Law Enforcement

Project MEPIC Technology Upgrade

PROJECT COST SUMMARY	*PROJECT COST SUMMARY (from CBAForm 2A)*					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
TOTAL PROJECT COSTS (*)	$1,900,000	$2,510,000	$0	$0	$0	$4,410,000
CUMULATIVE PROJECT COSTS *(includes Current & Previous Years' Project-Related Costs)*	$1,900,000	$4,410,000	$0	$0	$0	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	*PROJECT FUNDING SOURCES - CBAForm 2B*					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
General Revenue	$1,900,000	$2,570,000	$0	$0	$0	$4,470,000
Trust Fund	$0	$0	$0	$0	$0	$0
Federal Match ☐	$0	$0	$0	$0	$0	$0
Grants ☐	$0	$0	$0	$0	$0	$0
Other ☐ Specify	$0	$0	$0	$0	$0	$0
TOTAL INVESTMENT	$1,900,000	$2,570,000	$0	$0	$0	$4,470,000
CUMULATIVE INVESTMENT	$1,900,000	$4,470,000	$4,470,000	$4,470,000	$4,470,000	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous		Confidence Level	
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency Florida Department of Law Enforcement **Project** MEPIC Technology Upgrade

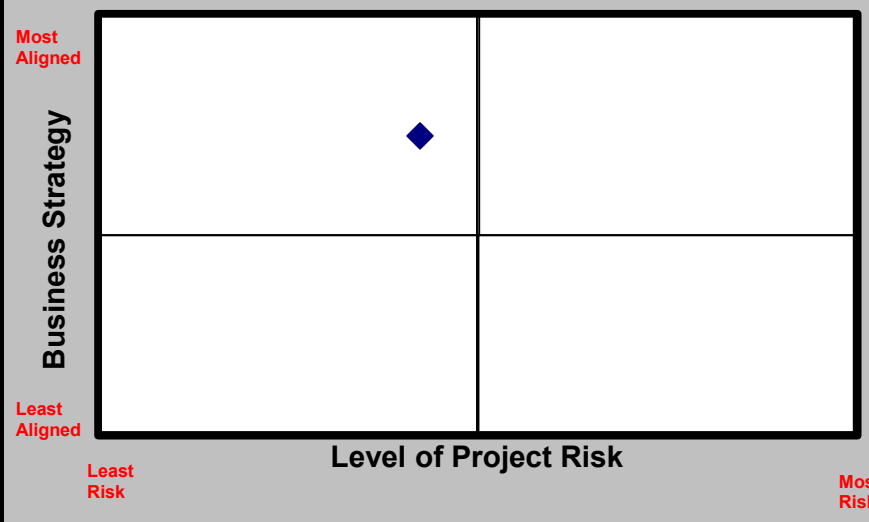
COST BENEFIT ANALYSIS -- CBAForm 3A	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	TOTAL FOR ALL YEARS
Project Cost	$1,900,000	$2,510,000	$0	$0	$0	$4,410,000
Net Tangible Benefits	($15,000)	($75,000)	($75,000)	($75,000)	($75,000)	($315,000)
Return on Investment	($1,915,000)	($2,585,000)	($75,000)	($75,000)	($75,000)	($4,725,000)
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	($4,489,715)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30
Fiscal Year					
Cost of Capital	2.90%	3.10%	3.30%	3.40%	3.50%

Project	*MEPIC Technology Upgrade*	
Agency	*Florida Department of Law Enforcement*	
FY 2024-25 LBR Issue Code:	**FY 2024-25 LBR Issue Title:**	
Issue Code	*MEPIC Technology Upgrade*	
Risk Assessment Contact Info (Name, Phone #, and E-mail Address):		
Becky Bezemek - 850-410-8459 - BeckyBezemek@fdle.state.fl.us		
Executive Sponsor	*SAC Jeff Watson*	
Project Manager	*Tonia Kelly*	
Prepared By	*Pamela Bullard*	*7/10/2024*

Risk Assessment Summary



Project Risk Area Breakdown

Risk Assessment Areas	*Risk Exposure*
Strategic Assessment	MEDIUM
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	MEDIUM
Communication Assessment	MEDIUM
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: MEPIC Technology Upgrade**
3	**Section 1 -- Strategic Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
6			41% to 80% -- Some objectives aligned	
7			81% to 100% -- All or nearly all objectives aligned	
8	1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
9			Informal agreement by stakeholders	
10			Documented with sign-off by stakeholders	
11	1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Most regularly attend executive steering committee meetings
12			Most regularly attend executive steering committee meetings	
13			Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
14	1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
15			Vision is partially documented	
16			Vision is completely documented	
17	1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
18			41% to 80% -- Some defined and documented	
19			81% to 100% -- All or nearly all defined and documented	
20	1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	No changes needed
21			Changes unknown	
22			Changes are identified in concept only	
23			Changes are identified and documented	
24			Legislation or proposed rule change is drafted	
25	1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	Few or none
26			Some	
27			All or nearly all	
28	1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Moderate external use or visibility
29			Moderate external use or visibility	
30			Extensive external use or visibility	
31	1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Multiple agency or state enterprise visibility
32			Single agency-wide use or visibility	
33			Use or visibility at division and/or bureau level only	
34	1.10	Is this a multi-year project?	Greater than 5 years	Between 1 and 3 years
35			Between 3 and 5 years	
36			Between 1 and 3 years	
37			1 year or less	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: MEPIC Technology Upgrade**
3	**Section 2 -- Technology Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	2.01	Does the agency have experience working with, operating, and supporting the proposed technical solution in a production environment?	Read about only or attended conference and/or vendor presentation	Installed and supported production system more than 3 years
6			Supported prototype or production system less than 6 months	
7			Supported production system 6 months to 12 months	
8			Supported production system 1 year to 3 years	
9			Installed and supported production system more than 3 years	
10	2.02	Does the agency's internal staff have sufficient knowledge of the proposed technical solution to implement and operate the new system?	External technical resources will be needed for implementation and operations	External technical resources will be needed through implementation only
11			External technical resources will be needed through implementation only	
12			Internal resources have sufficient knowledge for implementation and operations	
13	2.03	Have all relevant technical alternatives/ solution options been researched, documented and considered?	No technology alternatives researched	All or nearly all alternatives documented and considered
14			Some alternatives documented and considered	
15			All or nearly all alternatives documented and considered	
16	2.04	Does the proposed technical solution comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
17			Some relevant standards have been incorporated into the proposed technology	
18			Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
19	2.05	Does the proposed technical solution require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Minor or no infrastructure change required
20			Moderate infrastructure change required	
21			Extensive infrastructure change required	
22			Complete infrastructure replacement	
23	2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
24			Capacity requirements are defined only at a conceptual level	
25			Capacity requirements are based on historical data and new system design specifications and performance requirements	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: MEPIC Technology Upgrade**
3	**Section 3 -- Organizational Change Management Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Minimal changes to organization structure, staff or business processes structure
6			Moderate changes to organization structure, staff or business processes	
7			Minimal changes to organization structure, staff or business processes structure	
8	3.02	Will this project impact essential business processes?	Yes	Yes
9			No	
10	3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defiined and documented
11			41% to 80% -- Some process changes defined and documented	
12			81% to 100% -- All or nearly all processes defiined and documented	
13	3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	No
14			No	
15	3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
16			1% to 10% FTE count change	
17			Less than 1% FTE count change	
18	3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
19			1 to 10% contractor count change	
20			Less than 1% contractor count change	
21	3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Minor or no changes
22			Moderate changes	
23			Minor or no changes	
24	3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Minor or no changes
25			Moderate changes	
26			Minor or no changes	
27	3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	Recently completed project with greater change requirements
28			Recently completed project with fewer change requirements	
29			Recently completed project with similar change requirements	
30			Recently completed project with greater change requirements	

	B	C	D	E
1	**Agency: Agency Name**			**Project: Project Name**
3	**Section 4 -- Communication Area**			
4	**#**	**Criteria**	**Value Options**	**Answer**
5	4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
6			No	
7	4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Routine feedback in Plan
8			Routine feedback in Plan	
9			Proactive use of feedback in Plan	
10	4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
11			No	
12	4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
13			No	
14	4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	Some key messages have been developed
15			Some key messages have been developed	
16			All or nearly all messages are documented	
17	4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	Success measures have been developed for some messages
18			Success measures have been developed for some messages	
19			All or nearly all messages have success measures	
20	4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
21			No	

	B	C	D	E
1	Agency: Florida Department of Law Enforcement			Project: MEPIC Technology Upgrade
3	Section 5 -- Fiscal Area			
4	#	Criteria	Values	Answer
5	5.01	Has a documented Spending Plan been approved for the entire project lifecycle?	Yes	Yes
6			No	
7	5.02	Have all project expenditures been identified in the Spending Plan?	0% to 40% -- None or few defined and documented	81% to 100% -- All or nearly all defined and documented
8			41% to 80% -- Some defined and documented	
9			81% to 100% -- All or nearly all defined and documented	
10	5.03	What is the estimated total cost of this project over its entire lifecycle?	Unknown	Between $2 M and $10 M
11			Greater than $10 M	
12			Between $2 M and $10 M	
13			Between $500K and $1,999,999	
14			Less than $500 K	
15	5.04	Is the cost estimate for this project based on quantitative analysis using a standards-based estimation model?	Yes	Yes
16			No	
17	5.05	What is the character of the cost estimates for this project?	Detailed and rigorous (accurate within ±10%)	Detailed and rigorous (accurate within ±10%)
18			Order of magnitude – estimate could vary between 10-100%	
19			Placeholder – actual cost may exceed estimate by more than 100%	
20	5.06	Are funds available within existing agency resources to complete this project?	Yes	No
21			No	
22	5.07	Will/should multiple state or local agencies help fund this project or system?	Funding from single agency	Funding from single agency
23			Funding from local government agencies	
24			Funding from other state agencies	
25	5.08	If federal financial participation is anticipated as a source of funding, has federal approval been requested and received?	Neither requested nor received	Not applicable
26			Requested but not received	
27			Requested and received	
28			Not applicable	
29	5.09	Have all tangible and intangible benefits been identified and validated as reliable and achievable?	Project benefits have not been identified or validated	Most project benefits have been identified but not validated
30			Some project benefits have been identified but not validated	
31			Most project benefits have been identified but not validated	
32			All or nearly all project benefits have been identified and validated	
33	5.10	What is the benefit payback period that is defined and documented?	Within 1 year	No payback
34			Within 3 years	
35			Within 5 years	
36			More than 5 years	
37			No payback	
38	5.11	Has the project procurement strategy been clearly determined and agreed to by affected stakeholders?	Procurement strategy has not been identified and documented	Stakeholders have reviewed and approved the proposed procurement strategy
39			Stakeholders have not been consulted re: procurement strategy	
40			Stakeholders have reviewed and approved the proposed procurement strategy	
41	5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Firm Fixed Price (FFP)
42			Firm Fixed Price (FFP)	
43			Combination FFP and T&E	
44	5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Purchase all hardware and software at start of project to take advantage of one-time discounts
45			Purchase all hardware and software at start of project to take advantage of one-time discounts	
46			Just-in-time purchasing of hardware and software is documented in the project schedule	
47	5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager assigned is not the procurement manager or the project manager
48			Contract manager is the procurement manager	
49			Contract manager is the project manager	
50			Contract manager assigned is not the procurement manager or the project manager	
51	5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	No
52			No	
53	5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	Some selection criteria and outcomes have been defined and documented
54			Some selection criteria and outcomes have been defined and documented	
55			All or nearly all selection criteria and expected outcomes have been defined and documented	
56	5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation not planned/used for procurement
57			Multi-stage evaluation not planned/used for procurement	
58			Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
59	5.18	For projects with total cost exceeding $10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
60			No, bid response did/will not require proof of concept or prototype	
61			Yes, bid response did/will include proof of concept or prototype	
62			Not applicable	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: MEPIC Technology Upgrade**
3	**Section 6 -- Project Organization Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	No
6			No	
7	6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	All or nearly all have been defined and documented
8			Some have been defined and documented	
9			All or nearly all have been defined and documented	
10	6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	System Integrator (contractor)
11			Agency	
12			System Integrator (contractor)	
13	6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	1
14			2	
15			1	
16	6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
17			Some or most staff roles and responsibilities and needed skills have been identified	
18			Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
19	6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	Yes, experienced project manager dedicated full-time, 100% to project
20			No, project manager is assigned 50% or less to project	
21			No, project manager assigned more than half-time, but less than full-time to project	
22			Yes, experienced project manager dedicated full-time, 100% to project	
23	6.07	Are qualified project management team members dedicated full-time to the project	None	No, business, functional or technical experts dedicated 50% or less to project
24			No, business, functional or technical experts dedicated 50% or less to project	
25			No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
26			Yes, business, functional or technical experts dedicated full-time, 100% to project	
27	6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Few or no staff from in-house resources
28			Half of staff from in-house resources	
29			Mostly staffed from in-house resources	
30			Completely staffed from in-house resources	
31	6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Minimal or no impact
32			Moderate impact	
33			Extensive impact	
34	6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	Yes
35			No	
36	6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	Yes, all stakeholders are represented by functional manager
37			No, only IT staff are on change review and control board	
38			No, all stakeholders are not represented on the board	
39			Yes, all stakeholders are represented by functional manager	

	B	C	D	E
1	Agency: Florida Department of Law Enforcement			Project: MEPIC Technology Upgrade
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
5	7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	Yes
6			Project Management team will use the methodology selected by the systems integrator	
7			Yes	
8	7.02	For how many projects has the agency successfully used the selected project management methodology?	None	More than 3
9			1-3	
10			More than 3	
11	7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	All or nearly all
12			Some	
13			All or nearly all	
14	7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
15			41 to 80% -- Some have been defined and documented	
16			81% to 100% -- All or nearly all have been defined and documented	
17	7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	0% to 40% -- None or few have been defined and documented
18			41 to 80% -- Some have been defined and documented	
19			81% to 100% -- All or nearly all have been defined and documented	
20	7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	81% to 100% -- All or nearly all requirements and specifications are traceable
21			41 to 80% -- Some are traceable	
22			81% to 100% -- All or nearly all requirements and specifications are traceable	
23	7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
24			Some deliverables and acceptance criteria have been defined and documented	
25			All or nearly all deliverables and acceptance criteria have been defined and documented	
26	7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables
27			Only project manager signs-off	
28			Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
29	7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	41 to 80% -- Some have been defined to the work package level
30			41 to 80% -- Some have been defined to the work package level	
31			81% to 100% -- All or nearly all have been defined to the work package level	
32	7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	No
33			No	
34	7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints), critical milestones, and resources?	Yes	No
35			No	
36	7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
37			Project team uses formal processes	
38			Project team and executive steering committee use formal status reporting processes	
39	7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
40			Some templates are available	
41			All planning and reporting templates are available	
42	7.14	Has a documented Risk Management Plan been approved for this project?	Yes	Yes
43			No	
44	7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	Some have been defined and documented
45			Some have been defined and documented	
46			All known risks and mitigation strategies have been defined	
47	7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
48			No	
49	7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
50			No	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: MEPIC Technology Upgrade**
2				
3	**Section 8 -- Project Complexity Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
6			More complex	
7			Similar complexity	
8			Less complex	
9	8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	Single location
10			3 sites or fewer	
11			More than 3 sites	
12	8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	Single location
13			3 sites or fewer	
14			More than 3 sites	
15	8.04	How many external contracting or consulting organizations will this project require?	No external organizations	More than 3 external organizations
16			1 to 3 external organizations	
17			More than 3 external organizations	
18	8.05	What is the expected project team size?	Greater than 15	9 to 15
19			9 to 15	
20			5 to 8	
21			Less than 5	
22	8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	More than 4
23			2 to 4	
24			1	
25			None	
26	8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Business process change in single division or bureau
27			Agency-wide business process change	
28			Statewide or multiple agency business process change	
29	8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
30			No	
31	8.09	What type of project is this?	Infrastructure upgrade	Infrastructure upgrade
32			Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
33			Business Process Reengineering	
34			Combination of the above	
35	8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Similar size and complexity
36			Lesser size and complexity	
37			Similar size and complexity	
38			Greater size and complexity	
39	8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Greater size and complexity
40			Lesser size and complexity	
41			Similar size and complexity	
42			Greater size and complexity	

MEPIC Technology Upgrade Project Estimated Schedule

(Revised 06/25/2024)

	FDLE FISCAL YEAR 2023-2024				FDLE FISCAL YEAR 2024-2025				FDLE FISCAL YEAR 2025-2026				FDLE FISCAL YEAR 2026-2027			
Estimated Timeline	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	Jan-Mar 2026	Apr-Jun 2026	Jul-Sep 2026	Oct-Dec 2026	Jan-Mar 2027	Apr-Jun 2027
On-boarding Contractors																
Planning																
Current System Analysis																
Planning - JAD Sessions																
Planning - RTM and FDD Documentation																
Design																
Design - Database Redesign																
Design - Data Conversion																
Design - MEPIC System																
Development																
Development - Data Conversion Scripts																
Development - MEPIC System																
Disaster Recovery *(Added 6/25/2024)*																
MEPIC Design & Development for DR																
Infrastructure Procurement																
App DR Setup																
DR Test																
Development QA																
QA - Create Test Plans																
QA - Data Conversion Testing																
QA - Code Review (training for standards)																
QA - MEPIC System Performance Testing																
Customer Testing																
Data Conversion																
MEPIC System																
Implementation																
Implementation Planning																
Production Implementation																
Project Close-out & Post-Implementation Support																

Missing Endangered Persons Information Clearinghouse (MEPIC)

System Requirements Document

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1. Revision History

Identify changes to the Requirements document.

Version #	Date	Name	Description
1.0	6/2022	Pamela Bullard IFS Customers	Initial Creation
2.0	6/2024	Tonia Kelly & Siddhartha Swamy	Updated 4.2 section, System Availability, adding 3 through 6 line items – for Disaster Recovery

2. Introduction

2.1. Purpose

These requirements are for the Missing and Exploited Persons Information Center (MEPIC) system upgrade. The MEPIC system includes several application components. The upgrade will include reprogramming the online web screens from classic ASP, as well as redesign of its database model. The end result of the project will decommission the classic ASP MEPIC system and convert the data from the old database design which is basically one core Case table converted from MS-Access in 2003 to new, relational database structures to improve data entry. All MEPIC application components will be impacted by the database redesign. Some application components will require a complete rewrite; some will require the fields to be updated to the new database table fields. All functionality of the existing MEPIC system is included in the scope, as well as some enhancements.

2.2. Business Context

FDLE's MEPIC unit within Investigations and Forensic Science (IFS) Office of Statewide Investigative Services (OSIS) is responsible for issuing the missing person alerts and the Blue Alerts for Florida's Fusion Center. They manage the statewide Missing Persons Hotline, which operates 24/7, to receive calls from local law enforcement agencies in regard to issuing an alert. They must ensure the case meets the criteria set forth legislatively which allows FDLE to issue the alert to public citizens and agency partners.

FDLE's MEPIC application has system interfaces to Florida's Crime Information Center (FCIC) and the Florida Department of Children & Families. These are mechanisms for creating the case in MEPIC, which facilitate FDLE to be ready when a local law enforcement agency calls to ask FDLE to issue an alert. When the local law enforcement agency calls, the MEPIC analysts gather more information about the case to include in the alert flyer. They input all information provided to MEPIC, which will generate the flyer with the picture provided of the missing person(s), companion(s), suspect(s), and vehicle (if applicable). The flyer contains information that would be beneficial to public citizens if they were to see the missing person or suspect. When the flyer is ready, the MEPIC analyst sends the flyer to Everbridge from MEPIC for public subscriber communication. MEPIC generates text scripts for the Wireless Emergency Alert (WEA) (if an AMBER or Enhanced Missing Child Alert or Blue Alert), Florida Department of Lottery and Florida Department of Transportation (if a vehicle is involved). MEPIC generates the script text, but the MEPIC analyst currently has manual intervention to send these communications to the partners.

Equally important in the MEPIC Application is the case management functionality. Not all cases are quickly resolved by the missing person being found within short time periods. Cases remain active in MEPIC until the person is found. The MEPIC analysts document investigative leads related to the cases in MEPIC. They run peripheral checks with credit card vendors or law enforcement applications for the missing person. They contribute to the Sexual Offender & Predator and Career Offender registries when cases appear to involve sexual or brutal offenses. These systems are part of IFS' OSIS Enforcement & Investigative Support (EIS) unit. For the cases which appear to involve a sexual act or a career criminal, the MEPIC analysts share information with Inspectors working the cases. Presently, the sharing of information is manual by viewing the information in the case and discussing it with the Inspectors or emailing.

MEPIC also is the repository for unidentified persons. Information about remains are documented. FDLE has been able to identify 28 remains over the years of this functionality being a part of MEPIC.

IFS serves as the investigative arm of FDLE. MEPIC is one system that IFS relies on to be able to effectively assist families with finding their missing loved one.

2.3.Scope

The MEPIC system is comprised of several classic ASP applications:

- There is a **public website** on the internet and a **law enforcement website** on FDLE's CJNet network. These websites allow searching of missing person or unidentified person information by various parameters such as case category, name, county, city, age, race, or sex. They show the list of Active alerts with their flyers. The websites provide general information relating to criteria required to activate each alert type, Missing Children's Day, the MEPIC Advisory Board, various Publications, and Safety Tips.
- **FDLE's public mobile application,** available in the Google Play Store and Apple's App Store, **shows all active missing person alerts** (referred to as MEPIC Lite).
- There are **scheduled jobs** which import data to or extract data from MEPIC:
    1. Local law enforcement enters missing person information to FCIC to share with deputies within their jurisdiction. MEPIC imports that information every half hour to have a "head start" on the data entry when local law enforcement calls to issue an alert.
    2. A file of missing persons is sent to Pinellas County daily for age progression as part of their Face Analysis Comparison & Examination System (FACES) for facial recognition accessed by more than 275 law enforcement agencies.
    3. Florida cases are sent to the National Center for Missing & Exploited Children (NCMEC) and the Law Enforcement Information Exchange (LInX).
- MEPIC has what is referred to as a "**Maintenance Application**" which is the Clearinghouse referenced in Florida Statutes. It is the application in which MEPIC analysts input information related to each case. Its database provides information to the public/CJNet websites, FDLE's public mobile app, and imports or provides data for the scheduled jobs. When the MEPIC Maintenance Application was originally written, it was more of a missing person tracking system. Today's version of the MEPIC Maintenance Application was implemented in 2003 by converting a MS-Access database to classic ASP and a SQL database. Case investigations have evolved as well as legislation for additional alert types for which the MEPIC Maintenance Application has been enhanced to accommodate the need with the case-centric database model. At the end of this project, due to the redesigned database and the upgrade in programming technology, a new MEPIC Maintenance Application will be used, and the 2003 version will be decommissioned.

  Because of the difficulty of writing required functionality using classic ASP, additional screens and tabs have complicated the navigation. Some enhancements have not been done in classic ASP. Some data entry processes are multi-step navigating many web pages. This could jeopardize someone's life when trying to get an alert out quickly for public citizen or partner agency assistance in locating them.

  The database needs to be redesigned by de-normalizing the Case table. By doing this, the duplicate data entry that has to be done when there are multiple persons involved in the same case can be eliminated. Data entry can be better streamlined. Reporting is not easy in the current database structure without IT programming assistance.

3. Project Description

3.1. Project Context

This project involves modernizing all of the MEPIC system components and database. Both aspects are needed to better reflect the business needs of the legislated use of the missing persons Clearinghouse. FDLE has added functionality, mostly related to issuing alerts, as the Florida Legislature has enacted new alert types. The programming language in which the current system is written is classic ASP. This has made it difficult to make the programming changes quickly. Missing person alerts, especially AMBER Alerts, generate high public interest. Predatory stranger abductions can result in the homicide of a kidnapped child. By definition, this is a cataclysmic event for the child and their families, but the pain and anguish associated with the assault and death of a child also radiates out to the local community and the public at large. FDLE is a leader in missing person clearinghouse functionality with the ability to issue alerts, but it is becoming harder to incorporate newer technology with the older programming and database design. Because of the high stakes involved with missing person alerting, an agile, robust, and stable system is a necessity.

This project will involve streamlining the application so that it more efficiently allows the MEPIC analysts to issue alerts. It will involve redesigning the database from a “case centric” database design to a more flexible design that allows easier data entry for alerts and cases. It will involve creating a new user interface design so the users do not need to navigate multiple screens to perform single business processes. A new design will also make it more intuitive.

One of the latest technology enhancements to MEPIC has been the incorporation of using a hosted platform to store AMBER Alerts and Enhanced Missing Child Alerts with a generated URL. This was a critical enhancement. The FCC required cell phone providers to increase the length of text that can be included in a Wireless Emergency Alert (WEA), which is what initiated moving the AMBER and Enhanced Missing Child Alerts to a hosted platform. FDLE really wanted to use this functionality because of the public outreach of the WEA. FDLE’s network could not handle the load of potentially millions of people clicking on a WEA link at or near the same time. FDLE engaged a cloud service to store the AMBER and Enhanced Missing Child Alerts with a generated URL and a high availability service level agreement which could be used with the WEA. The impact of this enhancement has been significant. One Blue Alert had 10 million hits. It has doubled the effectiveness of Missing Child Alerts.

For the last five full calendar years (2019 - 2023), MEPIC has issued an average of 12 AMBER Alerts, 44 Missing Child Alerts and 259 Silver Alerts. In addition, Purple Alerts, which were legislatively required as of 7/1/2022, are expected to have numbers similar to or slightly above the number of Silver Alerts. The alerts issued since activation, between 7/1/2022 and 12/31/2023 (1.5 years), is 172 average Purple Alerts. In addition, every alert that is activated will eventually be cancelled. This means well over a thousand alerts messages may be disseminated from the application and database. These numbers do not include the updating of an active alert, which is always a possibility.

Additional enhancements to the upgraded MEPIC system include mapping the missing person address area, automated communication to agency partners to eliminate the manual steps, better searching and reporting of case data, and automated checks for case work to assist in finding the missing person.

4. Specific Requirements

4.1. Functional Requirements

MEPIC Maintenance Application Business Processes

BUSINESS PROCESS	
Describe the Business Process: MEPIC Maintenance Application Security Controls to allow only the appropriate users to view/update the case information or issue alerts.	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Ad hoc - - users will be added as new MEPIC users change job responsibilities and reports will be run as needed.
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide role-based security. Current roles are: Admin, Analyst, Read Only, Leads Only, PIO User, Banner User.
2	The system shall provide an easy mechanism for Application Access Administrators to update security roles from within the MEPIC Maintenance Application.
3	The system shall provide Application Access Administrators the ability to maintain user accounts (ex. add/update user access, reset passwords if user is unable to self-service reset password, lock/unlock accounts).
4	The system shall provide use FDLE's active directory so FDLE users have the same user name and password.
5	The system shall provide a report which indicates the MEPIC users in each role.
6	The system shall provide history of updates on all data (date updated, updated by).
7	The system shall provide audit reports of data updates made throughout the system. (ex. security changes, alert changes, case data changes)
8	The system shall provide a mechanism to relate users with records.

BUSINESS PROCESS	
Describe the Business Process: Alert Management in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, multiple times
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to activate, update, and cancel alerts. Current alert types are: AMBER, Missing Child, Silver, Purple, and Blue.
2	The system shall create a unique MEPIC case number with each alert activation if the case is not already existing in MEPIC from the FCIC data import, or a MEPIC analyst direct input prior to activation.
3	The system shall provide flexibility to add new alert types as legislatively mandated. **Background**: Legislative sessions have sometimes **proposed** other alerts for FDLE to issue (ex. Active Shooter, Camo, Yellow, etc.) but they failed to pass.
4	The system shall provide edits on alert data entry to ensure data quality.

	Examples include: valid dates, valid height and weight entries, correctly masked phone numbers, etc.
5	The system shall provide easy data entry methods both by typing or using mouse to accommodate the innate preference of the MEPIC analyst responsible for data entry during stressful alert activations. Example: If a drop-down menu, then allow the value to be selected or allow the user to type the first few letters to quickly get to the value needed. This is in addition to selecting with a mouse.
6	The system shall be able to configure which alert data entry points are required for the alert type. Example: Silver Alerts require vehicle information; other alert types may not always involve a vehicle.
7	The system shall provide a spell-check feature with the ability to add/remove words from a custom dictionary.
8	The system shall provide the ability to bold, highlight, or change color to text that will be displayed on the alert flyer for emphasis.
9	The system shall provide the ability to include multiple missing persons and multiple suspects for the alert being issued. In addition: • the missing person(s) or suspect(s) may be traveling in a vehicle or boat which shall also be identified in the alert. • the missing person(s) may have other adults (ex. non-custodial parents, relatives, etc.) that may be with them that also be identified in the alert.
10	The system shall provide free text fields for data entry to describe more information about the missing person or suspect in a Blue Alert. Examples include: clothes descriptions, captions associated with images
11	The system shall provide the ability to indicate that person(s) involved in the alert are Armed and Dangerous.
12	The system shall provide the ability to upload multiple images for a single alert. Examples: multiple images for the missing person plus a vehicle image
13	The system shall provide the ability to utilize flexible MS-Word templates for the flyers for each alert type. Example: AMBER alerts having one format and Silver Alerts having a different format.
14	The system shall provide ability to indicate which documents and communication channels are applicable to the specific alert being issued or updated. Examples: • Silver Alerts **always** require sending to FDOT. • An AMBER Alert may not have a vehicle involved; so, no communication should be sent to FDOT. But, if the AMBER Alert does involve a vehicle, then the information should be sent to FDOT. • All alert types send the flyers to Everbridge. • All alert types send notification to FL Department of Lottery. • Only Silver Alerts are sent to the FL Dept. of Elder Affairs. • Only AMBER and Missing Child Alerts are sent to NCMEC.
15	The system shall provide AMBER, Enhanced Missing Child, and Blue Alerts a hosted storage area with URL access and high availability. **Background**: AMBER, Enhanced Missing Child, and Blue Alerts are communicated via Wireless Emergency Alerts (WEAs) to public citizens. The URL of the flyer containing the information about the missing children or the suspect in the Blue Alert is placed in the WEA to allow the public citizen to click on the link to see it from their mobile devices. Depending on the area that the WEA is sent (statewide or within a region of Florida), millions of citizens could click the link within a very short period of time.
16	The system shall provide integration from within the upgraded MEPIC Maintenance Application for alerts being activated, updated, or cancelled with other systems or services: Everbridge, FCIC, NCMEC, DCF.
17	The system shall not prevent the data entry of address information even though it is not accurate by USPS and geographical references. The Alert Management processes are concerned with sending the communication that local law enforcement agencies have provided to public citizens and partner agencies in order to locate the person(s) quickly.

18	The system shall provide the ability to save information as input so that no information is lost while the analyst is typing it. This is required to save time in the alert activations.
19	The system shall provide the ability to input the information in one process. The MEPIC analyst issuing the alert should not have to go to multiple screens or should not miss inputting key pieces of information during the stressful minutes of alert activation. The system should guide the MEPIC analyst in a smooth flow.
20	The system shall provide the ability to generate the text for AMBER Alert voice scripts which will be made available to television and radio outlets.
21	The system shall provide the ability to generate a custom flyer for the missing person or Blue Alert suspect. The flyers help locate the person because they typically have an associated picture and the public information for the alert.
22	The system shall provide the ability to ensure the flyers are mobile-friendly for smartphones and mobile devices.
23	The system shall provide a geographic preview on a map for which a pinpoint of the address where the person was last seen can be viewed with the ability to draw a radius or polygon for the region of a targeted WEA so those coordinates can be sent to Everbridge.
24	The system shall provide the ability to Generate JSON or XML files for the alert flyer information.

BUSINESS PROCESS	
Describe the Business Process: System Integration with Everbridge in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, each time an alert is activated, updated, or cancelled
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the upgraded MEPIC Maintenance Application solution and Everbridge for subscriber-based mass notification to the public. The current system uses Everbridge's email ingestion protocol.
2	The system shall provide Everbridge API integration in the upgraded MEPIC Maintenance Application. The Everbridge API provides features unavailable with email ingestion. This will make new Everbridge features available as Everbridge adds functionality. The Everbridge API will provide redundancy in sending the flyers from MEPIC to ensure the notifications are sent to the public should email ingestion fail which would avoid manual intervention by MEPIC analysts.
3	The system shall provide the ability to store the information sent through the API or email ingestion process.

BUSINESS PROCESS	
Describe the Business Process: System Integration with USPS Address Standardization Service in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall not prohibit addresses to be input as received from local law enforcement or leads from other sources. The address should be enterable as provided.
2	The system shall indicate that there is an address similar to the one input for the user to select if they want to change to that address or not. The similar address would be from a USPS address standardization protocol.
3	The system shall provide the ability to store the address as input as well as the USPS address, even though they may be the same.

BUSINESS PROCESS	
Describe the Business Process: System Integration with Mapping Capabilities	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide geographical coordinates corresponding to locations which can be shown on a map.
2	The system shall provide a map interface for missing person addresses and other addresses of importance as indicated by the user.

BUSINESS PROCESS	
Describe the Business Process: System Integration with FCIC in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the upgraded MEPIC Maintenance Application solution and FCIC for real-time queries. Will use the FDLE protocol for accessing FCIC. 1. The upgraded MEPIC Maintenance Application be able to import the data that FCIC places in data tables. a. Missing Person Disability (EMD) b. Missing Person Disability - Caution (EMDC) c. Missing Person Endangered (EME) d. Missing Person Endangered - Caution (EMEC) e. Missing Person Involuntary (EMI) f. Missing Person Involuntary - Caution (EMIC) g. Missing Juvenile Disability (EMJD)

	h. Missing Juvenile Endangered (EMJE) i. Missing Juvenile Involuntary (EMJI) j. Missing Juvenile Parental Abduction (EMJP) k. Missing Juvenile Runaway (EMJR) l. Missing Juvenile Catastrophe Victim (EMJV) m. Missing Person Other (EMO) n. Missing Person Other - Caution (EMOC) o. Missing Person Catastrophe Victim (EMV) p. Missing Person Catastrophe Victim - Caution (EMVC) q. Modify Missing Person (MM) r. Missing Person Supplemental Data (EMN) s. Cancel Missing Person Supplemental Data (XMN) t. Persons With Information (PWI) u. Missing Person Circumstances (MPC) 2. The upgraded MEPIC Maintenance Application shall send Florida Administrative Messages (FAMs) to FCIC when an alert is activated or cancelled. It is known as the BOLO (Be On Look Out) for the missing person or Blue Alert suspect.

BUSINESS PROCESS	
Describe the Business Process: System Integration with FL Dept. of Children and Families (DCF) in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, as needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the new MEPIC Maintenance Application and DCF. 1. The new MEPIC Maintenance Application shall be able to pull the information about missing children from DCF once the DCF Liaison provides their Agency Case Number key values. This will be done at the point of opening a new case in MEPIC when it is a DCF case as well as pulling the outcome of the case from DCF when notified the child has been located. 2. The new MEPIC Maintenance Application shall be able to store the XML sent to DCF.
2	The system shall provide a link to DCF's child protection database, Florida Safe Families Network.

BUSINESS PROCESS	
Describe the Business Process: System Integration with NCMEC in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, as needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the new MEPIC Maintenance Application solution and NCMEC. 1. The new MEPIC Maintenance Application shall be able to generate and transfer XML to send to NCMEC with cases involving children when the case is opened. 2. The new MEPIC Maintenance Application shall be able to generate and transfer XML to send

	to NCMEC when the missing child has been recovered.
2	The system shall provide the ability to store all XML sent to NCMEC.

BUSINESS PROCESS	
Describe the Business Process: System Integration with MS-Office products in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, as needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the new MEPIC Maintenance Application solution and MS-Word and MS-Excel for document creation, editing, and exporting.
2	The system shall provide integration between the new MEPIC Maintenance Application solution and MS-Outlook for sending emails in alert activations.

BUSINESS PROCESS	
Describe the Business Process: System Integration with FDLE's public website (www.fdle.state.fl.us)	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Dependent on AMBER, Missing Child Alert, and Blue Alert Issuance
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide integration between the upgraded MEPIC Maintenance Application solution and FDLE's public website to show AMBER, Missing Child, and Blue Alerts activated for up to 5 days, or the alert is cancelled.
2	The system shall provide ability for MEPIC Maintenance Application users having the Admin, Analyst, or PIO User roles to suppress showing a particular alert. Users should also be able to remove the suppression so it would show if the alert was still within the 5 day period of activation.

BUSINESS PROCESS	
Describe the Business Process: Case Management in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to search for cases by: • the unique case number or • person's name or • the status of cases or • the category of cases or • FDLE Region or • the county that the person is missing from or • whether or not it is a DCF case or • Process Control Number (PCN)

	The system shall provide the ability to allow drill-down on any search results that meet the criteria.
2	The system shall provide the ability to allow new cases to be added manually in addition to the automated FCIC and DCF processes.
3	The system shall allow data entry for cases: • Categorization, status, and basic information about the case such as the date the case was opened, closed, if it is a DCF case, if it is an international case, and the outcome of the case if it has been resolved. • Law enforcement agency case information (FBI, FCIC, Local Agency Case Number, FDLE's Records Management System Case Number) for the purpose of being able to reference it depending on who a MEPIC analyst is working with. • Information about the missing person or Blue Alert suspect (demographics, location where they went missing, the last time they were seen, and any pictures of the missing person or Blue Alert suspect). • Information about any suspects in the case (example: demographics, relationship to the missing person). • Information about any relatives/spouses/friends/teachers/coaches/anybody associated with the missing person(s) or Blue Alert suspect which might be beneficial in locating the person. • Information about DCF Case Workers associated with the case. • Information about any vehicles associated with the case. • Information about leads (tips) that have been provided about the case • Notes • Pictures
4	The system shall provide the ability to allow for assigning and re-assigning of cases to FDLE MEPIC analysts with history of the assignments.
5	The system shall provide the ability to allow for input of information relating to cases originating in other states where the missing person or Blue Alert suspect is headed to Florida.
6	The system shall provide the ability to include document management functionality.
7	The system shall provide the ability to attach videos to cases efficiently.
8	The system shall provide the ability to automate driver license and credit card checks for all missing persons meeting selected criteria.
9	The system shall provide the ability to comply with retention requirements of case data.
10	The system shall provide the ability to compare information reported to MEPIC from DCF and FCIC using the PCN.

BUSINESS PROCESS	
Describe the Business Process: Unidentified Deceased in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to identify human remains and the characteristics of those remains.
2	The system shall provide the ability to identify the systems that have been inquired to identify who the remains are of. This should include the dates that those systems were checked and any pertinent notes.

BUSINESS PROCESS	
Describe the Business Process: Management Reporting in the upgraded MEPIC Maintenance Application	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Some Daily, Some Weekly, Some Monthly, Some Annual
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to have a management Dashboard which shows statewide statistics for each alert type during various periods of time for Active and Inactive alerts in that alert type.
2	The system shall provide the ability to "drill-down" to view the Active alerts shows on the Dashboard for each alert type.
3	The system shall provide 10 standard reports with the ability to export the information to MS-Excel format or PDF.
4	The system shall provide the ability to search by filter criteria for ad hoc reporting with the ability to export the information to MS-Excel format or PDF.

BUSINESS PROCESS	
Describe the Business Process: Notification Services	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily, each time an alert is activated, updated, or cancelled
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a notification service for agency partners when alerts are activated, updated, or cancelled.
2	The system shall provide a notification service for agency partners to show all active alerts on their websites.

MEPIC Website Business Processes

BUSINESS PROCESS	
Describe the Business Process: Public Citizen Communication **(**Florida Missing Endangered Persons Search (state.fl.us))	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	FDLE makes available 24/7
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to search MEPIC cases for public citizens by case category, name, county missing from, city missing from, or demographic information.
2	The system shall provide the ability to identify all active alerts, by alert type (AMBER, MCA, Purple, Silver, Blue) on the website.
3	The system shall provide the ability to customize links as needed for public information (example: Signup, Case Criteria, state, and national links, etc.)

BUSINESS PROCESS	
Describe the Business Process: Law Enforcement Communication **(**Florida Missing Endangered Persons Search (flcjn.net))	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	FDLE makes available 24/7
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to search MEPIC cases for law enforcement by case category, name, county missing from, city missing from, or demographic information.
2	The system shall provide the ability to identify all active alerts, by alert type (AMBER, MCA, Purple, Silver, Blue) on the website.
3	The system shall provide the ability to customize links as needed for law enforcement information (example: Signup, Case Criteria, state and national links, etc.)

MEPIC Presence in FDLE Public Mobile App

BUSINESS PROCESS	
Describe the Business Process: Active Alerts in MEPIC Lite	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	FDLE makes available 24/7
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide public citizens with the ability to search MEPIC cases in the FDLE public mobile app keeping the same user interface, but update for the new database design.
2	The system shall provide the ability to identify all active alerts by alert type (AMBER, MCA, Purple, Silver, Blue).

MEPIC External System Interfaces

BUSINESS PROCESS	
Describe the Business Process: Providing Missing Person Information to Pinellas County for FACES	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Scheduled once daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a file in the designated format for all missing persons to Pinellas County.

BUSINESS PROCESS	
Describe the Business Process: Providing Missing Person Information to Law Enforcement (LInX)	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Scheduled once daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a file in the designated format for all missing persons for the LInX system.

BUSINESS PROCESS	
Describe the Business Process: Obtaining Addresses of Importance (NEW functionality)	
Priority of the Requirements for this Business Process:	Important
Frequency this Business Process is Performed:	Scheduled once daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide the ability to obtain updates of foster family group homes and their addresses from DCF for MEPIC analysis involving missing children.
2	The system shall provide the ability to obtain updates of campgrounds, state parks from FL Dept of Environmental Protection.
3	The system shall provide the ability to obtain updates of schools and child care centers from FL Dept. Of Education.
4	The system shall provide the ability to integrate with FDLE's Sexual Offender and Predator System (SOPS).

4.2. Non-Functional Requirements

NON-FUNCTIONAL REQUIREMENTS: Project Documentation	
Req. #	**Requirement**
1	Shall prepare the required documentation for review by FDLE's ITS Project Manager in compliance with FL Digital Services Rule 60-GG and FDLE's ITS Project Management Standards.
2	Shall provide a detailed project schedule bi-weekly with tasks, dependencies, work effort, duration, and resources identified. FDLE must be able to determine when its' members or computer resources are needed to keep the project on-schedule.
3	Shall propose the system configuration with any required purchases at FDLE at the time of any contract execution(s) so that the computer hardware, software, other 3rd party software, SaaS, PaaS or IaaS required to be purchased by FDLE can be received timely so the project schedule is not adversely impacted.
4	Shall provide a System Design document that will include specifications for setting up the computer hardware, software, 3rd party software, SaaS, PaaS or IaaS to deploy and operate the proposed system.
5	Shall provide the project with detailed Test Plans.
6	Shall conduct performance tests on the applications which support the MEPIC system.
7	Shall provide a detailed Implementation Plan.
8	Shall provide an Operations & Maintenance Plan which includes Disaster Recovery as well as routine Backup and Recovery.

NON-FUNCTIONAL REQUIREMENTS: Architecture	
Req. #	**Requirement**
1	Shall operate on MS-Windows compatible computers using MS-Windows 10 or above in a web-based application for the MEPIC Maintenance Application and websites.
2	Shall provide safeguards to prevent unauthorized access to information stored in the MEPIC Maintenance Application which is a criminal justice information system.
3	Shall be designed to support a 24/7 Production environment.
4	Shall be compatible with the current version and two previous versions of Microsoft Edge and the current release of other major browsers, like Chrome, Firefox, and Safari.
5	Shall operate the database and operating systems on the current version or previous version.
6	Shall indicate which part(s) of FDLE's existing network infrastructure will be used and shall be designed to operate within the FDLE network connections, protocols, and service level. Any required purchases or configuration changes must be approved by FDLE prior to contract engagement.
7	Shall operate in a cloud environment or with SaaS as technically feasible.

NON-FUNCTIONAL REQUIREMENTS: System Availability	
Req. #	**Requirement**
1	Shall follow FDLE's standards on system availability: minimum 99.5% uptime, 24 hours a day, 7 days a week, and 365 days a year.
2	Shall provide a plan for redundancy for alert issuance for all alert types (AMBER, Missing Child Alerts, Purple, Silver, and Blue plus any other alert types that the legislature may require FDLE to issue). Shall adhere to the Section 508 Rehabilitation Act for all web applications.
3	Shall provide the ability for the system to recover operability (or fail over) to a backup infrastructure in the case of a disaster, as deemed appropriate by disaster recovery requirements approved by the FDLE customer.
4	Shall provide the ability for the MEPIC Lite system, per disaster requirements approved by the FDLE customer, to revert to using the disaster recovery database to remain operable for citizens.
5	Shall provide ability, within the FDLE approved Recovery Time Objective (RTO), to the public citizens to access the MEPIC website and search for alerts.
6	Shall recover the functionality and data as per the FDLE approved Recovery Point Objective (RPO).

NON-FUNCTIONAL REQUIREMENTS: System Support	
Req. #	**Requirement**
1	Shall remain operational and available during system and database backups.
2	Shall ensure that the hardware and software products used in the system (example: web servers, database servers, operating systems, 3rd party software, etc.) are upgraded or replaced prior to reaching end-of-life or unsupported status.
3	Shall provide Help Desk support 24 hours per day, 7 days a week, and 365 days a year to assist with technical issues.
4	Shall not share FDLE data across customers. The data contained in the database is owned by FDLE.
5	Shall provide a minimum of two (2) work days' notice for planned system downtime and downtime should be applied during non-peak hours (5 AM – 9 AM). All changes shall be coordinated with FDLE.
6	Shall notify of software patches, updates, and upgrades times so that coordination can be done if an alert is about to be issued. An alert activation would delay the time.
7	Shall log technical errors and alert technical staff to review the technical errors.
8	Shall provide a defined escalation plan for technical problems that cannot be resolved by the first-line technical support. The escalation plan must include a definition of severity levels and specific escalation procedures based upon the severity of the technical problem.

NON-FUNCTIONAL REQUIREMENTS: Security	
Req. #	**Requirement**
1	Shall provide policies and procedures for securing MEPIC's information and system resources.
2	Shall provide security controls to be in place to minimize the risks to the confidentiality, integrity, and availability of the system and data.
3	Shall encrypt all data in transit using TLS 1.2 or higher, with minimum cypher strength of 128 bits (AES 256 preferred).
4	Shall base access to information in the MEPIC Maintenance Application based on user roles and associated access rights. Access shall be provided and assigned on the principle of "Least Privilege" and managed according to documented procedures.
5	Shall protect system resources by physical controls. Shall provide procedures to manage physical access to information technology facilities housing MEPIC information.
6	Shall provide procedures to notify MEPIC System Owner of any suspected cybersecurity incident or breach of information.
7	Shall comply with requirements for data security for Criminal Justice Information (CJI) data.

NON-FUNCTIONAL REQUIREMENTS: Data Conversion	
Req. #	**Requirement**
1	Shall provide mapping between the old MEPIC database data structures to the proposed solution. This will be done in conjunction with FDLE MEPIC and ITS team members.
2	Shall convert the data from the old MEPIC database structures to the proposed solution at the point of implementation of the new MEPIC system and all of its application components.

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

839 MEPIC Technology Upgrade

PROJECT MANAGEMENT PLAN

Approved <Date>

6/20/2024

VERSION HISTORY

Version	Date	Change	Editor
1.0	9/5/2022	Initial Creation	Pamela Bullard
1.2	6/24/2024	Updated names based on organizational changes	Tonia Kelly

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SIGNATURE AND ACCEPTANCE PAGE

I have reviewed this Project Management Plan (PMP) and agree that the content of the document is accurate and clearly describes the project management methodology for the project.

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Role:	Project Manager		

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Role:	Subject Matter Expert		

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Role:	Subject Matter Expert		

Signature:		Date:	
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Role:	Responsible FDLE ITS-BSE Manager for MEPIC		

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1. EXECUTIVE SUMMARY

This project has been approved by FDLE's Business Unit and the Division of Information Technology Services, to fulfill the business needs identified in the Project Charter.

2. PROJECT CHARTER

The Project Charter describes the work to be performed to deliver the product, service, and/or results that have been identified to meet the business need.

The Project Charter includes the following sections with pertinent details:

- Project Name, Project Sponsor, Project Manager, Business Lead, Project Number, Date
- Executive Summary - a summary description of the project.
- Business Case – Background, business need, business problem(s) to be solved.
- Cost Benefit Analysis – Summarizes cost savings, cost avoidance, tangible benefits, ROI or value to the agency.
- Business Objectives – Project objectives, outcomes of the project.
- Stakeholders – A list of key stakeholders and their role in the project.
- Deliverables – Documents and other deliverables that will be created for the project.
- In Scope - The work that is approved to be completed within this project and is included in the estimation of budget, schedule, and resource needs.
- Out of Scope – Specific work that is excluded from the project, and will not be completed.
- Assumptions and Constraints –Assumptions list what is currently known and expected to be true throughout the life of the project. Constraints are considered limitations or restrictions that may impact the project and will be planned for accordingly.
- Risks – The Risk and Complexity Category as determined from the Pre-Charter Risk and Complexity Assessment (RCA) and a list of any known risks associated with the project prior to initiation.
- Interdependencies - Identifies production systems, other projects or initiatives that may impact or be impacted by the project.
- Estimated Project Budget – Provides an estimated 3 pt. estimate, space for listing estimated costs of staff, hardware, software and other costs, a total estimation, and a funding source.
- Project Schedule Estimates – Schedule Constraints or Hard Due Dates (Describe any known deadlines), Planned Start (Listed expected start date and reason), Known Milestones (Describe any milestones and dates that are known at this time) and Planned Finish (List expected finish date and reason).
- Approval – Provides Spaces for the Project Manager, Business Lead, Project Sponsor and ITS Director to list their name and sign/type/date their approval of the Project Charter. If the document is electronically submitted, a copy of it will be stored in the project documentation centralized repository.

3. WORK BREAKDOWN STRUCTURE

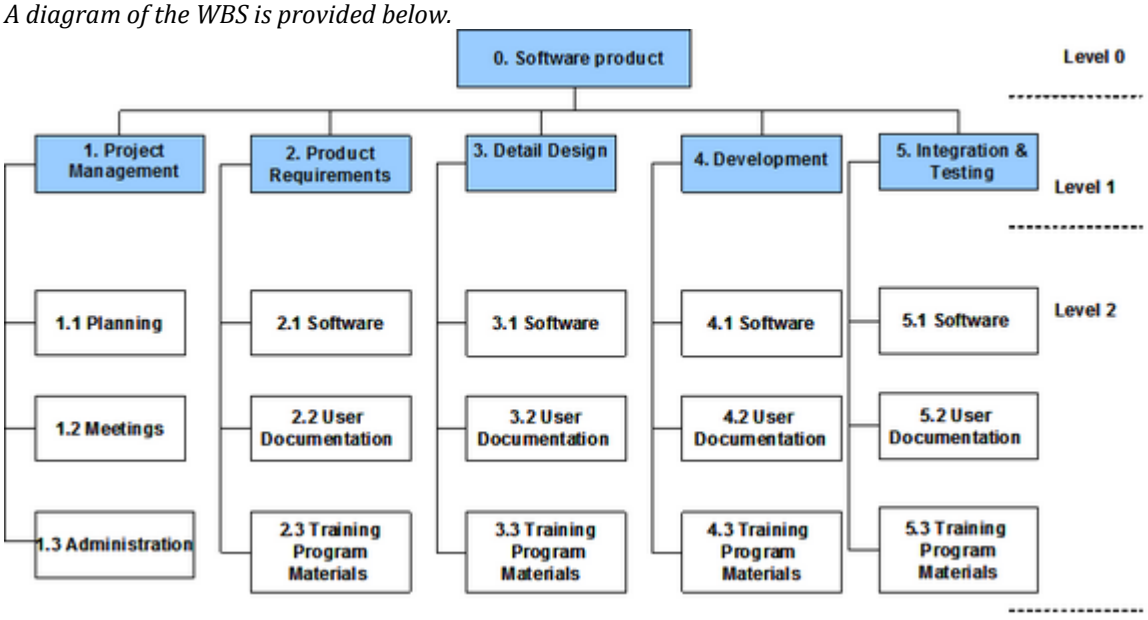
The Project Schedule contains a hierarchical and incremental decomposition of the project, broken down into phases, deliverables, and work packages. The schedule represents the Work Breakdown Structure (WBS) and identifies all the tasks required to deliver the total scope of work to produce each deliverable. Tasks in the schedule are decomposed into subtasks until they can be estimated, observed, and evaluated.

A sample of the project schedule is provided below:

ID	Task Name	Duration	Actual Duration	Start	Finish	Predecessors
1	**Initiate**	**1 day?**	**0 days**	**Tue 11/23/10**	**Tue 11/23/10**	
2	**Create Project Request**	**1 day?**	**0 days**	**Tue 11/23/10**	**Tue 11/23/10**	
3	Provide Project Summary & Business Case	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
4	Estimate Start and End Dates	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
5	Describe Project Objectives	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
6	Determine Project Level	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
7	Determine Project Impact & Visibility	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
8	Determine Project Scope	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
9	Determine Project Key Deliverables	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	
10	Determine Project Assumptions, Constraints, Issues	1 day?	0 days	Tue 11/23/10	Tue 11/23/10	

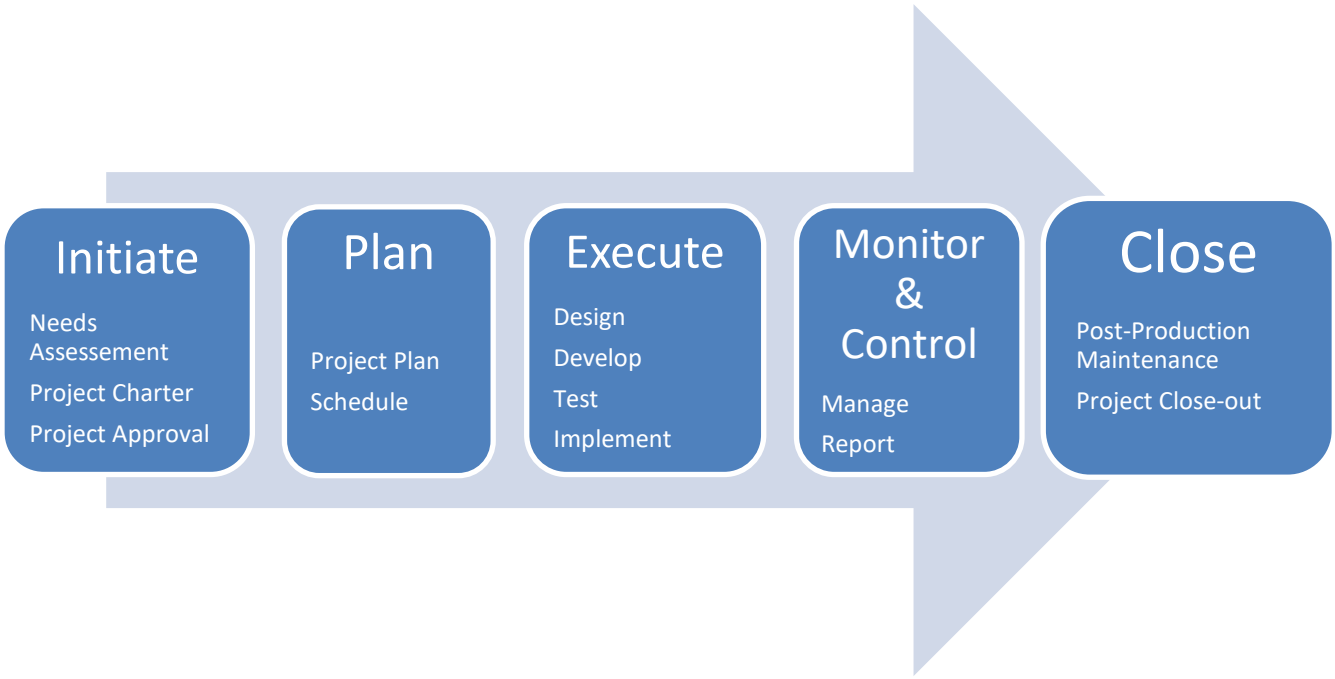
Nov 21, '10 S M T W

A diagram of the WBS is provided below.



4. PROJECT PHASES

Projects normally go through at least five distinct Project Phases as shown below:



At the end of each phase, known as a phase-gate, it is important to document lessons learned and reassess the projects performance before entering the next phase.

5. LESSONS LEARNED

Throughout each project life cycle, lessons are learned and opportunities for improvement are discovered. As part of a continuous improvement process, documenting lessons learned helps the project team discover the root causes of problems that occurred and avoid those problems in later project stages or future projects. Lessons Learned on projects are recorded in the workbook on the "Lessons Learned Log" on the "Lessons Learned" tab.

The objective of gathering all of this relevant information is for better planning of later project stages, improving implementation of new projects, and preventing or minimizing risks for future projects.

6. PROJECT ORGANIZATIONAL & GOVERNANCE STRUCTURE

The Project Sponsor provides leadership and guidance to the Project Manager with regards to the business problem being solved, requirements, and the objectives of the project. The Project Sponsor assists with obtaining the resources that are needed to conduct the work and fulfill the objectives of the project. Any issues that cannot be resolved by the Sponsor are escalated to the Commissioner's Office.

The Project Manager follows the project management methods in the PMBOK guide. There is a centralized repository for PM artifacts, templates and tools for the PM, and assistance in complying with rule F.A.C. 60GG-1, the Project Management Standards. Any issues that cannot be resolved by the PM and Executive Steering Committee are escalated to the ITS Division Director and/or the Project Sponsor, whichever is appropriate and applicable.

The Project Manager oversees the work of the project and project team. The PM is responsible for developing the project plans and work with the project team to develop the project schedule. During the execution phase, the PM monitors and reports on the status of the project, including the work of the team. The PM also manages issues and risks and escalates any issues that may impact Scope, Quality, Schedule, or Budget to the Project Sponsor or Executive Steering Committee. The PM documents risks, issues, and lessons learned throughout the project and reviews lessons learned during the closing phase with the sponsor, business owner, project team and the Executive Steering Committee.

7. RESOURCES

PROJECT TEAM

All of the people that make-up the Project Team are listed on the "Project Team Roster" on the "Roster" tab in the Project Workbook. The Project Team Roster provides the project team member's name, business unit, project role, contact data and responsibility.

STAKEHOLDERS

The people that are not directly on the project team but have some level of involvement in the project are Stakeholders. They are listed in a "Stakeholders" log on the "Stakeholder" tab in the Project Workbook. The Stakeholder log provides the stakeholder's name, role, impact, influence, risk tolerance, needs and responsibility.

EQUIPMENT/MATERIALS RESOURCES

Equipment, hardware, software, contract services, and any other resource(s) that will be procured for the project are provided in the Budget document. This document is created by the Budget Office in a stand-alone Excel file and is stored in the centralized project repository. The budget is updated throughout the lifecycle of the project so all expenses incurred by the project are captured and updated with the most current data as data changes occur.

8. PROJECT SCHEDULE MANAGEMENT

PROJECT SCHEDULE

The Project Schedule was developed starting with a work breakdown structure listing all of the work and activities that will be conducted, captured in project phases or by milestones based on the PM's preference. The project dependencies and durations are identified, resulting in the estimation of planned start and finish dates for the project as a whole and each individual task. For schedules that are created using MS Project® the planned dates are auto-scheduled based on those dependencies and durations. Some schedules are created in a MS Word® table or in an MS Excel® spreadsheet, in which case the planned dates have to be manually calculated by the PM.

The schedule is baselined when it is approved by the team and the project sponsor and any other time a significant change occurs. The PM may also elect to periodically re-baseline the schedule, and is authorized to do so with approval of the project sponsor, using incremental baseline numbers. Re-baselining a schedule is reported in the status report.

The project schedule is reported on bi-weekly or monthly status reports, depending on the category of the project. The variances of planned versus actual dates are calculated, evaluated and reported upon in the status reports.

SCHEDULE MAINTENANCE

The project schedule is maintained and updated by the PM bi-weekly for Category 1 and 2 projects based on input from the resources that are assigned to do the work. As tasks start or finish, the actual start and actual finish dates

are updated in the schedule. When the schedule is updated, the percentage complete is provided for in-progress tasks so that the current state of the project can be determined.

In rare cases, the schedule may be cost-loaded so that SPI and CPI can be automatically calculated, but for low-to-medium risk and complexity projects, that degree of detail is not required.

The baselined schedule is evaluated against current progress. For status reporting, the PM identifies overdue tasks and computes the percentage of late tasks related to total tasks to date. (Formula: number of overdue tasks / number of total tasks to date.) If this analysis indicates a variance of 10% or more, an explanation is provided in the status report and to the stakeholders.

9. COST MANAGEMENT

Managing the cost of the project involves two parts, the Budget and the Project Spending Plan. Both of these are primarily handled by the ITS Administration staff with information provided by the project manager.

BUDGET

The Project Budget determines the estimated costs associated with defined project activities and procurements. The Budget is developed by the PM and ITS Budget staff and includes the following:

- Source of funds, which may include grants, general revenue or trust funds
- Total costs for the project by major expense category (Contract Services, Expense, Other Capital Outlay, etc.]
- Planned and Actual costs by fiscal year over the life of the project
- The Budget is reported monthly in the status report

PROJECT SPENDING PLAN

The Project Spend Plan is managed by the ITS Budget and Planning staff, and updated based on expenditures and funds encumbered in that month. Project costs are monitored to identify both positive and negative variances between planned and actual expenditures.

The planned costs are compared against the actual costs for a given month to compute the actual cost variance for the month. (Formula: cost variance / total planned cost for the period). The variance is reported monthly and variances greater than or equal to 10% are explained in the status report and reported to stakeholders.

10. PROCUREMENT MANAGEMENT

Equipment, resources, and services that are needed for the project are procured by the ITS Policy Development and Planning (PDP) staff, using the standard ITS Procurement process. An Information Resource Request (IRR) form is submitted to the ITS PDP team for review and approval by the ITS Director. ITS PDP staff procures the approved items using FDLE processes, following FDLE policy and abiding by the State of Florida Contract and Procurement rules.

All procurement artifacts (IRRs, quotes, copies of Purchase Orders, Delivery Acceptance documents, etc.) are maintained and stored in ITS PDP.

11. COMMUNICATIONS MANAGEMENT

The PM is responsible for planning project-related communications to ensure that the project team, stakeholders and customers are kept informed of project status and critical information on a timely basis. The communication plan will serve as a guide for communications throughout the life of the project and will be updated as communication needs change.

The Communication Plan is outlined on the "Communication" tab in the Project Workbook. It identifies the type of communication, a description of the information being communicated, the frequency of communication, the format of the communication, the owner and the recipient of the communication.

12. CHANGE MANAGEMENT

During the project lifecycle, changes are expected. Any change impacting scope, time, or cost initiates the Project Change Request (PCR) process.

Changes that are needed, identified, or requested are submitted to the PM in writing. The PM, with the appropriate project team members and/or FDLE resources, will assess the change request and the potential impact to the approved schedule, budget, and scope. The PM will then confer with the Project Sponsor and customer to obtain approval to accept the change and integrate the additional work and costs into the appropriate project plans, schedule, tasks, documentation, etc. and assign resources to complete the work.

The PM will log and track PCR's on the "Project Change Management Plan (CMP)" on the "Change" tab of the Project Workbook. Changes that require re-planning the Schedule and/or the Budget may also result in re-baselining those project documents. Any changes to the project are reported in the Status Report.

13. ORGANIZATIONAL CHANGE MANAGEMENT

Implementation and deployment plans are captured in the project schedule. These may include training, creation of documentation or user manuals, or activities required by the business unit to implement changes to business processes. For projects that have a sizable impact to internal or external-to-FDLE stakeholders, a separate Organizational Change Management Plan may be developed by the PM and Business Owners that address business and organizational changes that will be needed to successfully adopt the new system, product or service being created.

14. QUALITY MANAGEMENT

Quality is managed throughout the lifecycle of the project.

The Project Manager will use the processes defined by ITS, FDLE policy, and F.A.C. rule 60GG-1, the Project Management Standards.

15. DELIVERABLE ACCEPTANCE

Project deliverables will be reviewed by the project team and business users to ensure they meet quality expectations and functionality. Complete system testing by project team members and stakeholders is completed to ensure the solution meets the requirements, pre-determined scope and objectives. System requirements, test plans, test cases, use cases, and other technical artifacts are approved by the business owner to indicate formal acceptance of the deliverables to indicate the requirements meet their quality expectations.

Deliverables are tracked by the PM in the "Deliverable Acceptance Log" on the "Deliver" tab of the Project Workbook.

16. RISK MANAGEMENT

RISK & COMPLEXITY ASSESSMENT

The Risk & Complexity Assessment (RCA) document provided by FLDS is conducted at three different stage-gates throughout the first 3 phases of the project (Pre-Charter, Initiation and Planning), and then again anytime a significant change is introduced and accepted into the project (Event-Driven). This assessment is conducted primarily by the Project Manager; however, the Project Sponsor and other project participants or stakeholders may attend. A copy of the Risk & Complexity Assessment is stored in the centralized project repository.

PROJECT RISK MANAGEMENT

The PM is the lead in managing risks, which includes risk identification, risk analysis, prioritization, and mitigation strategies or risk response. At the beginning of the project, the PM will conduct an exercise with the project team to identify any known risks and document those on the "Risk Management Matrix" (RMM) on the "Risk" tab of the Project Workbook.

When a risk is added to the RMM and on a bi-weekly basis throughout the project, the PM and project team will conduct an analytical review of them. This review will confirm the date the risk was entered, a description of the risk, the probability, impact, detectability, importance, category, trigger event/indicator, risk response and description, contingency plan, residual probability, residual impact, residual detectability, residual importance, owner, status, status date, date to review and date of completion. Once a risk analysis and mitigation strategy is implemented, the PM will score the Residual Risk that exists after mitigation.

If, and when, a risk occurs, the risk becomes an open issue and will be added to the issues log. The Issue Log is located on the "Issues" tab of the Project Workbook. This realized risk needs to be resolved under the issue management plan.

New risks and updates are monitored by the PM and reported on the Status Report.

17. ISSUE MANAGEMENT

The PM is responsible for managing project issues. When a risk becomes an issue, or a new issue is identified, it is logged in the Issues Log located on the "Issues" tab in the Project Workbook. On a bi-weekly or weekly basis throughout the project, the PM and project team will conduct a review of open issues. This review will confirm the date entered, description of the issue, impact on the project, how the issue will be handled, owner, status, status date, staff resource assigned to review, date resolved and impact to project's deliverables, scope, budget or baseline.

During status meetings, use the following chart to assign ownership of an issue based on issue impact and escalate accordingly using the escalation plan.

Governance Body	Potential Impact	Scope	Schedule	Cost	Risk/Issues
Steering Committee	**High Impact** Project results could be heavily impacted No resolution plan	Deferral of functionality with impact to Business Objective(s) Legislative and/or Policy changes Go/No Go Decision Point	Missed phase gate Schedule delays which could impact missing key deliverables or milestone dates. SPI trending +/- 10% for the reporting period.	Spending over/under budget +/-10% for the reporting period. CPI trending +/- 10% for the reporting period. Changes to the project budget or allocations within budget categories.	Decisions involving potential risks and issues that may have an impact on project success.
Project Manager	**Medium impact** Project results impacted	Deferral of functionality but no impact to business objectives Workaround exists	Impact >5 to 10 business days, can be managed with the functioning team and is not on the critical path. SPI trending +/- 5% for the reporting period.	Spending over/under budget +/-5% for the reporting period. CPI trending +/- 5% for the reporting period.	New risks and issues do not pose a significant threat to the project success.
Team Manager or Lead	**Low impact** Project results not significantly impacted	Minor changes to a functioning team's scope or requirement delays that can be managed within the team. Workaround exists.	Impact 5 business days or less and is not on the critical path. Does not impact any other task on the critical path. Managed within the functioning team.	Impact can be managed within the functioning team.	New risks and issues do not pose a significant threat to functioning team. Impact can be managed within functioning team.

To prevent a negative impact of issues on the project, the PM monitors issues, actively works to resolve them and reports issues in the Status Report.

Once an issue is closed, the Lessons Learned Log on the "Lessons Learned" tab in the Project Workbook is updated with the date entered, category of issue (Lesson Learned, Project Success, and Project Shortcoming), Lesson, Factors that Contributed, Recommended Future Action (if any) and who submitted it

18. SYSTEM SECURITY

All FDLE systems and data are subject to the State of Florida's Information Technology Resource Security Policies and Standards Rule, 60GG, F.A.C. Systems that contain Criminal Justice Information (CJI) are subject to comply with the FBI's CJIS Security Policy version 5.5. FDLE has internal processes that ensure all systems meet these Security Requirements. Further, this project adheres to FDLE's Information Security Document, Policy #2.5, and complies with Florida Cybersecurity Standards, Chapter 60GG-2, and Information Technology Security Requirements. FDLE Security Office conducts independent security audits at least every three years. Any IT Project will be a part of this audit once in production.

SCHEDULE IV-B FOR REVENUE ACCOUNT MANAGEMENT SYSTEM (RAMS) RECONFIGURATION FOR PALM

For Fiscal Year 2025-26

October 15, 2024

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Florida Department of Law Enforcement	Schedule IV-B Submission Date: October 15, 2024
Project Name: Revenue Account Management System Reconfiguration for PALM	Is this project included in the Agency's LRPP? X_ Yes ____ No
FY 2025-26 LBR Issue Code: 3600PC0	FY 2025-26 LBR Issue Title: Revenue Account Management System Reconfiguration for PALM
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Becky Bezemek, 850-410-8459, beckybezemek@fdle.state.fl.us	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head: Printed Name: Mark Glass	Date: 29 AUG 24
Agency Chief Information Officer (or equivalent): Printed Name: Joey Hornsby	Date: 7/23/24
Budget Officer: Printed Name: Sheri Boyce	Date: 7/24/24
Planning Officer: Printed Name: Sharon Wester	Date: 7/24/2024
Project Sponsor: Printed Name: Sharon Wester	Date: 8/6/2024
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Mike Moore, 850-410-7171, mikemoore@fdle.state.fl.us
Cost Benefit Analysis:	Erica Wolaver, 850-410-8511, ericawolaver@fdle.state.fl.us
Risk Analysis:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us
Technology Planning:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us
Project Planning:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us

II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

1. Business Need

Florida PALM (Planning, Accounting, and General Ledger Management) is the State of Florida's new Enterprise Resource Planning (ERP) system that will replace the State's current accounting and financial management system, FLAIR. In collaboration with agencies, the Florida PALM Team is developing and implementing a statewide system that will improve business operations in Florida and position it for future innovation. On July 1, 2014, the Florida PALM Project was launched. On July 20, 2018, a contract for integrated software and implementation support services was signed. In 2021, Florida PALM began the first phase of rollout by enabling cash management capabilities for the State in the new system. Remaining PALM functionality (Financials, Payroll, and Data Warehouse) is currently projected to go live January 1, 2026.

FDLE's Revenue Accounting Management System (RAMS) is a highly customized agency specific Oracle ERP Financials modules-based Accounts Receivable and General Ledger system. RAMS interacts with multiple internal criminal justice information systems - Civil Workflow Control System (CWCS), State Histories Electronically Delivered (SHIELD), Florida's Integrated Criminal History System (FALCON), Firearm Eligibility System (FES), Credit Card Services (CCService), Electronic Payments (E-Pay) and external agencies- Department of Revenue (DOR), Department of Financial Services (DFS) to maintain customer information and manage billing and payments. For fiscal year 2021-2022, RAMS processed approximately $3.1 million in credit card payments via CCService and E-pay applications and $39 million in total receipts.

FDLE initially planned to phase out RAMS and modify our current billing systems to communicate directly with PALM. This would have been a cost avoidance and given FDLE the capability to leverage PALM for its enhanced standardized functionalities. However, because of the recent restructuring (January 2023) of the PALM project, FDLE must retain RAMS and utilize modules that will not be available in PALM. If RAMS is not updated for compatibility with PALM, FDLE will no longer be able to account for receivables and cash receipts and upload transactions to the state accounting system.

2. Business Objectives

The refined requirements for the updated RAMS system include ensuring compatibility with PALM. This would include both cash receipts and account receivable activities. Currently, activity in RAMS generates accounting codes in compliance with the FLAIR chart of accounts. The updated system must comply with the PALM chart of accounts. *RAMS must be able to upload all required accounting information into PALM*. In addition to the accounting functions, the RAMS system has several data interfaces (which consist of one or more data transfers) with external systems. The complete lifecycle of the RAMS process is depicted below:

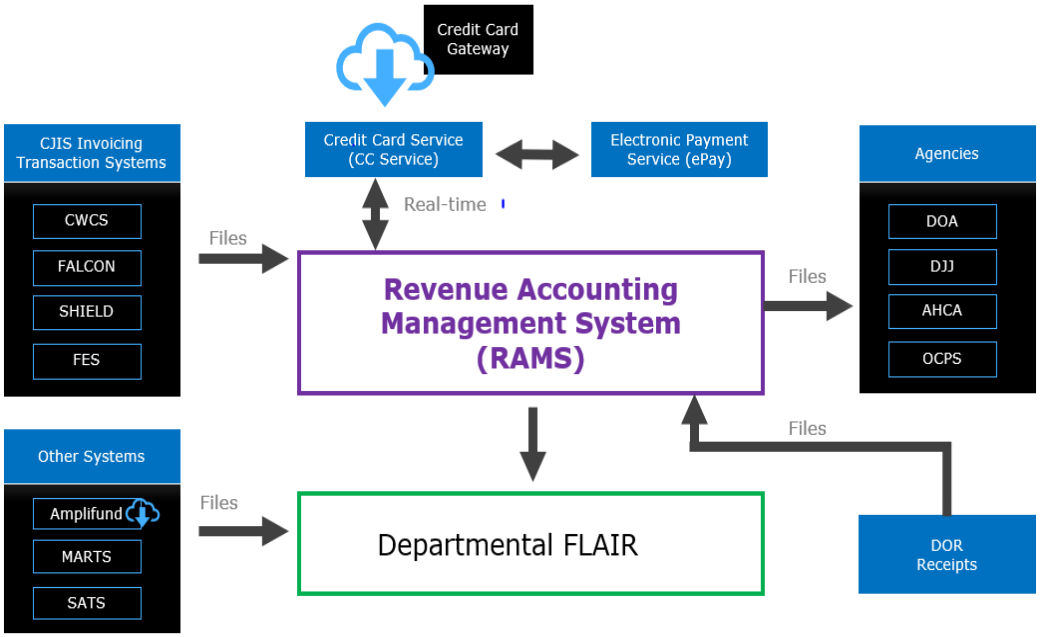


Figure 1 RAMS Ecosystem

- RAMS collects payments from customers for background checks requested through various sources, including FALCON, FES (FPP), Livescan, and SHIELD imports.
-
- RAMS provides a daily upload file to FLAIR for journal entries and cash receipts (customer payments), ensuring up-to-date financial records.
- Customer payments for background checks received from Department of Revenue (DOR) for FPP invoices are processed by RAMS.
- RAMS invoices CWCS customers with fingerprint Livescan equipment who prefer to be billed through the system, with FDLE receivables obtained through RAMS import.
- RAMS invoices FPP customers for background checks, with FDLE receivables obtained through RAMS import.
- RAMS invoices SHIELD customers, with FDLE receivables obtained through RAMS import.
- RAMS invoices FALCON customers for retained fingerprints, with FDLE receivables obtained through RAMS import.
- RAMS provides the capability for FPP customers to view details of outstanding FPP invoices and make payments via credit card. The flow performs tasks such as creating and reversing standard and miscellaneous receipts. The functionalities are accomplished using REST web services that are exposed to E-pay application.
- RAMS provides a variety of reports to support accounting reconciliation, customer payments, customer setups, collections, aging statements, invoices and other relevant areas.

B. Baseline Analysis

Purpose: To establish a basis for understanding the business processes, stakeholder groups, and current technologies that will be affected by the project and the level of business transformation that will be required for the project to be successful.

1. Current Business Process(es)

Oracle E-Business Suite (EBS) is one of Oracle Corporation's major product lines. It is an integrated set of business applications for automating customer relationship management (CRM), enterprise resource planning (ERP) and supply chain management (SCM) processes with organizations.

The Oracle EBS suite of applications runs on top of oracle database software. Oracle EBS suite consists of 300+ modules to manage various aspects of day-to-day processing of organizations. It was designed to help users manage global businesses, improve decision-making, reduce costs and increase corporate performance. Oracle also has pre-integrated its business intelligence applications with E-Business Suite to provide EBS users with Business Intelligence (BI) and analytics capabilities.

The RAMS application is a customized version of Oracle E-Business Suite (EBS) R12.2 financial modules. Oracle E-Business Suite Financial Management streamlines and automates financial business processes for daily business intelligence across enterprise applications. Topics covered in this Expertise include System Administration, General Management, E-Business Tax, Internet Expenses, iReceivables and Advanced Collections. Expertise in Oracle E-Business Suite provides a basis for developing advanced knowledge in the following areas: Asset Management, General Ledger Management, and Order to Cash and Procure to Pay.

Oracle General Ledger is a comprehensive financial management solution that provides highly automated financial processing, effective management control, and real-time visibility to financial results. It provides everything you need to meet financial compliance and improve your bottom line. Oracle General Ledger is part of the Oracle E-Business Suite, an integrated suite of applications that drive enterprise profitability, reduce costs, improve internal controls and increase efficiency.

Oracle Receivables is a comprehensive solution that enables you to streamline invoicing, receipt, and customer deduction processing. It provides the tools, flexibility and strategic information needed to meet the demands of a global market with strong financial controls to assist in instilling corporate and fiscal discipline. Oracle Receivables is the cornerstone of Oracle's Credit to Cash solution, which helps you improve cash flow, increase efficiencies, and optimize customer relationships.

A. FDLE Processing

Governmental agencies and private companies that request Criminal History Record Checks from FDLE are invoiced at the end of each month for their accumulated charges. In addition, Governmental and Non-governmental agencies request that FDLE retain fingerprints on file for subjects for whom they have requested Criminal History Record Checks. FDLE charges these entities Retention Fees that are also invoiced at the end of each month. In the RAMS application, Invoices are called Transactions. This process creates the monthly invoices / transactions.

To create these invoices, OFM receives import files from FDLE Criminal History Services (CHS) and Firearms Eligibility Bureau (FEB), and the transactions/invoices are created in RAMS using this data. In addition, the Department of Financial Services (DFS) requires that the invoices include line item fee descriptions to validate charges against State statutes and fee-for-service contracts. The data import steps in this process compare the customer fee types, related charges in RAMS with those that CHS sends on their import to ensure our system charges are in sync, and the generated invoices in turn will meet the DFS requirements.

RAMS performs the following main activities:

INVOICING

FDLE invoices governmental and non-governmental entities eligible for the Volunteer & Employee Criminal History System (VECHS) program for criminal history record checks and fingerprint retention requests. FDLE also invoices gun dealers for criminal history record checks related to gun sales. The information about these transactions is maintained in internal FDLE systems: SHIELD, CWCS, and FALCON, and FPP.

At the beginning of each month, RAMS imports a transaction file for each of these systems. The transaction files contain detailed information about the transactions to be invoiced. Based on this information, RAMS creates invoices to be printed and mailed to each customer. Each system generates

its own import file with information specific to transactions in that system. The import files include specific information that is required in FLAIR but will not be required in PALM or will be in a different format in PALM. RAMS must accommodate the changes that will be necessary to the import files to comply with PALM.

RAMS also creates manual invoices for transactions other than criminal history record checks. RAMS generates a data extract of transaction lines for specific, high-volume customers.

PAST DUE ACCOUNTS

RAMS is used to pursue payment for past due invoices of customers. It generates past-due letters programmatically based on the type of account. RAMS is also used to comply with the debt collection requirements of the State of Florida by identifying accounts that must be referred to collections and tracking those referrals. RAMS is also used to write-off uncollectable amounts when approved by DFS. All customer invoices include clear payment terms and due dates to encourage prompt payment. To monitor the status of customer invoices and identify past due accounts, OFM can run collections reports or to view aging analysis, which categorizes invoices based on their due dates. OFM also sends dunning letters to customers with overdue invoices. These communications have been automated based on predefined criteria and are sent via postal mail. OFM uses functionality of the collection process to prioritize and track collection efforts, record collection notes, and manage the interaction with customers regarding their past due accounts.

RECEIPTS

RAMS creates receipts to identify payments received from customers. RAMS receives payments in form of cash, check, ACH, Journal Transfer (JT), and credit card. A large majority of these are manually entered by FDLE members on a daily basis.

Payments are exported to RAMS from internal SHIELD system on a daily basis in form of receipts file. FDLE creates miscellaneous receipts from these payment files to recognize miscellaneous revenue that is not specific to any customer.

DOR sends customer payments in the form of lockbox files multiple times in a day. A lockbox is a bank or company operated mailing address or post office (PO) box that a business can use to collect payments from its customers. FDLE uses lockbox commercial service from DOR to process customer check payments. FDLE creates standard receipts and applies these receipts to customer invoices using the data provided in lockbox payment files.

RAMS Integrated SOA Gateway (ISG) Web Services interacts with Epay, CCService, and FES/FPP in real time to process credit related standard and miscellaneous receipts.

REPORTS

In order to ensures that general ledger is accurate and up-to-date, FDLE uses multiple custom and standard Oracle reports for financial reporting and decision making. FDLE also does General Ledger reconciliation by comparing GL balances FLAIR. RAMS produces more than fifty reports to support these processes. Below are some of RAMS reporting features:

- The Trial Balance by Account Report (GL Module) provides in detail the list of all accounts in the general ledger, along with their balances.
- The FDLE Aging – 7 Buckets – By Account Report (AR module) provides a breakdown of accounts receivable by age and account code.
- The FDLE GL Summary Account Information Report provides a summary of all accounts in the general ledger, along with their balances and other key information.
- The FDLE RAMS to FLAIR Reconciliation Report compares balances in the RAMS and FLAIR systems.

- The FDLE RAMS Customer overpayment and address details reports provides data of customers who have paid more than their balance of invoices. This report provides data that is referenced in manual letters sent to customers, making them aware of their overpayments.
- The FDLE AR Deposit details report provides information of all receipts paid by checks that have been remitted in the system. These checks are sent to bank and assigned a unique deposit number, that number is in turn used for cash reconciliation within RAMS.

UPLOAD

The RAMS to FLAIR upload is an essential daily activity in RAMS, in which the day's transactions are uploaded to FLAIR so that they are recorded in the official financial records of the state. Once invoices, receipts, credit memos, debit memos, etc. are created in RAMS, the accounting information related to these transactions is transferred to the General Ledger (GL) by executing the Oracle standard Submit Accounting program. This program creates journal batches, headers, and lines.

OFM users then initiate custom programs to generate transaction files containing these accounts receivable (AR) transactions and upload them to FLAIR. The file format is text (.txt). This file includes necessary details such as FLAIR data elements, customer information, transaction dates, invoice amounts, type of activity, and payment information. Before uploading the transaction file, OFM validates the data to ensure its accuracy and integrity. RAMS has a variety of reports to confirm that the data in the RAMS system is consistent with the data in FLAIR.

This daily file is crucial to the daily interaction of RAMS with FLAIR. There will be extensive changes to this process when we transition to PALM due to the accounting code changes.

ACCOUNTING ADJUSTMENTS

Accounting Adjustments are used to make changes or corrections to the accounting entries related to AR transactions and GL journals. These adjustments help ensure accurate financial reporting and reconcile any discrepancies in the AR and GL accounting records.

FDLE uses standard adjustments to modify accounting entries related to AR transactions like credit memo, On-account cash, miscellaneous receipts and unapplied receipts. These adjustments affect the revenue, receivable, and general ledger accounts associated with the original AR transactions.

FDLE uses various reports and tools to aid in the reporting and reconciliation of AR accounting adjustments. Here are examples of such reports:

- Adjustment Register report – This lists all adjustments made within a specified period
- Subledger Accounting (SLA) report – This provides detailed accounting entries
- RAMS adjusts customer account balances with credit and debit memos

RAMS is also used to meet the unclaimed property requirements as per Florida Statutes section 717.113 and 717.117.

CUSTOMERS

FDLE uses its AR module to maintain detailed information about customers, including their profiles, addresses, and payment terms. The customer master record serves as a central repository for customer information. It contains details such as customer name, number, contact information, and payment terms. The customer master record also includes customer aging information.

FDLE has defined custom customer profile classes, which define the default values and attributes for customers. These profile classes are referenced at customer account and site levels during customer setup. They control various customer-level setups such as payment terms, statement cycles, and collector information. By assigning a profile class to a customer, FDLE ensures consistent settings for similar types of customers.

Customer sites represent the different locations associated with a customer, such as branch offices or warehouses. Each FDLE customer site has a unique address and have specific shipping and billing instructions. Sites allow FDLE to track customer transactions separately based on the shipping or billing location.

Customer contacts provide FDLE information about specific individuals within a customer organization. Contacts includes details such as name, phone number, email address, and job title. Contacts are mostly associated with customer billing sites and are useful for communication purposes.

OTHER CUSTOMIZATIONS

The AR and GL modules in RAMS system have been customized to meet the organization's specific business requirements. The customizations have been made at both the system setup level and the custom code level. Some of the important customizations that have been made to RAMS are listed below:

- Custom AutoAccounting rules have been defined with various attributes such as customer, transaction type, or salesperson. These rules are used to derive the appropriate GL accounts for each AR transaction, and to ensure accurate financial reporting.
- Custom transaction types have been defined in AR for invoices, credit memos, debit memos, etc. These transaction types fit FDLE's business needs. Customization options include setting default values, enabling or disabling certain features, and defining transaction-specific flexfields.
- Custom document sequences have been defined in AR to determine the unique numbering scheme for transaction documents, such as invoices or credit memos. Different sequences have been defined for each transaction type, to set the starting number, specify the increment value, and configure the numbering format. Customizing document sequences ensured that AR transaction documents are numbered correctly and sequentially.
- Custom payment terms have been defined to specify the terms and conditions under which customers are expected to pay their invoices. Payment term structures are based on different criteria such as due date. Customization options include setting default values.
- Custom aging buckets are defined in AR to categorize outstanding receivables based on the number of days they are overdue. These aging buckets align with FDLE's collection policies. FDLE has defined multiple aging buckets with different aging periods and aging intervals. Custom aging buckets help FDLE in tracking and managing outstanding receivables efficiently.
- Custom receipt classes have been set up in AR to define the attributes and processing rules for receipt transactions. Receipt classes have been customized to meet FDLE's specific business needs.

These are just some of the important customizations that have been made to the AR and GL modules in FDLE's system. These customizations have helped the organization to better meet its specific business requirements and to improve the efficiency of its financial reporting and accounting processes.

COLLECTIONS

FDLE utilizes Collections module functionality in AR to manage and track customer payments. Collections supports features such as promise to pay, dunning letters, and aging analysis for efficient collections management. FDLE utilizes both custom and standard AR reports and inquiries to retrieve customer-related information. These include aging reports, customer transaction histories, and account analysis reports. Inquiries allow users to view specific details about a customer, such as open invoices or payment history. FDLE manages customer records by creating and updating customer party, account, site, site use and profiles.

Custom dunning letters have been defined to send reminders to customers for overdue payments. In AR, customized dunning letters match FDLE's communication style and requirements. Customizing

dunning letters allows FDLE to automate the collections process and improve the effectiveness of collection efforts. The system programmatically provides the letters to print.

FDLE utilizes the Collections Workbench tools for recording and tracking customer communications. Collectors record promise to pay, schedule follow-up actions, and store and attach documents related to collections activities.

DATA CLEANSING

FDLE utilizes data cleansing features of Oracle E-Business Suite (EBS) R12 to identify and rectify inaccuracies, inconsistencies, duplicates, and other data issues within the AR module. FDLE uses data cleansing to improve the data quality, enhance system performance, and ensure accurate financial reporting. Data discrepancies could be related to incomplete or missing customer information, duplicate customer records, incorrect transaction details, and outdated or invalid data. After identifying data issues, FDLE has both manual processes and custom programs in place to validate and correct the data. Sometimes during data cleansing, duplicate customer records are merged or removed. Duplicates could be based on specific criteria, such as customer name, address, and contact information.

SYSTEM ADMINISTRATION

RAMS utilizes a system administration module to control access to the application and to ensure that operations are secure and efficient. The system administration module utilizes the Application Object Library (AOL) technology layer, which provides common functionality for all EBS products through a library of reusable database objects, programs, and code.

FDLE has used the system administration module features to:

- Configure security infrastructure, such as user accounts, roles, and permissions.
- Collect data diagnostics for any issues, such as tracking errors and performance problems.
- Manage and audit users, such as tracking user activity and ensuring that users' access is appropriate.
- Create and manage concurrent programs, such as ensuring that programs run in the correct order and that they do not conflict with each other.
- Set up request groups, which are used to group together related requests.
- Configure responsibilities, which are used to define the tasks that users can perform.
- Schedule programs, which is used to run programs at specific times.

The system administration module is an important part of RAMS, as it helps to ensure that the application is secure and efficient. The module provides a variety of features that can be used to configure the application, manage users, and troubleshoot problems.

B. Current Performance/Operational Issues

FDLE is in the process of migrating to the PALM accounting system. In order to be compliant with PALM, FDLE must review and potentially remediate all of the current business processes in RAMS.

The General Ledger module of RAMS contains all of the account setups information and is the source of the Chart of Accounts. These accounts are used during the setup of invoice, receipts, credit memos, and debit memo transactions. The transactions also store FLAIR accounting information, such as the organization code (ORG), Expansion Option (EO), object code, Grant ID, Contract, and OCA.

When transactions are created in RAMS, the accounting information from the Receivables module is transferred to the General Ledger module via the Oracle standard program "Submit Accounting." Once the data is reconciled, custom programs are executed in the General Ledger module to generate accounting data extracts with the details required by the DFS FLAIR system. These extracts are then

processed by FLAIR to create journal entries related to FDLE Transaction Types 30 (TR30) and 10 (TR10). TR30 is used to post receipts remitted in RAMS (deposits), while TR10 is used to post the creation and applications of RAMS transactions (invoice lines, credit memos, and debit memos).

In order to be compliant with PALM, FDLE must reconfigure all accounting setups in the General Ledger module and transaction setups in the Receivables module. This includes updating the chart of accounts, organization codes, expansion option codes, object codes, Grant ID, Contract, OCA, transaction types, transaction lines, and receipt classes to match the PALM standards. Once these changes are completed, all transactions related accounting information will be compliant with PALM accounting standards.

2. Assumptions and Constraints

Assumptions

- The Office of Financial Management (OFM) will assemble a project team to design and provide employee training.
- Business Systems Engineering (BSE) will retain responsibility for maintaining the applications.
- The project team will be led by a full-time Business Lead from OFM and another Project Manager from Information Technology Services (ITS).
- The project schedule, aligned with the PALM project's Readiness Workplan, will be used to define and monitor task scope, progress, milestones, and deliverables.
- The project budget will be approved annually, allowing for the engagement of consultants if required.
- All existing FLAIR reports will be phased out following the implementation of PALM.
- Additional business rules linked to Functional and Non-functional requirements will be documented during requirement sessions as the project progresses.
- The scope and specifications of the RAMS reconfiguration project will remain unchanged once initiated.
- The system will adhere to the security policies of the State of Florida and the FBI Criminal Justice Information Services (CJIS).
- The IT support for the project, whether through in-house development or a purchased solution, will enable the reconfiguration of the RAMS system to meet current business needs.

Constraints

- OFM is responsible for absorbing the workload associated with application change requirements, ensuring smooth transition and integration.
- ITS should allocate and prioritize Business Analysis (BA) and Testing resources according to the project schedule for Unit/System/User Acceptance Testing.
- The project budget will be approved on a yearly basis throughout the duration of the project, allowing for necessary financial resources to be allocated.
- OFM will anticipate and proactively manage resistance to change during the PALM project, as system enhancements and new functionality may trigger reluctance or challenges from stakeholders.
- Both the existing systems and the new system being developed must remain fully operational and up-to-date until the new system is ready for implementation. Careful management of data in both systems is crucial to ensure accuracy of the system in production at any given time.
- The reconfigured RAMS system must replace existing functionality with Department of Revenue (DOR) and agency partners such as Department of Agriculture and Consumer Services (DOACS) , Department of Juvenile Justice (DJJ), Agency for Health Care Administration (AHCA), and Orange County Public Schools (OCPS), establishing robust connections and seamless integration.
- RAMS analysts, who play a crucial role in the project, may experience unexpected unavailability due to time-sensitive issues that arise throughout the business day. Contingency plans and effective communication should be in place to manage such situations efficiently.

C. Proposed Business Process Requirements

1. Proposed Business Process Requirements

The system shall perform the following business processes. Functional requirements of each process are identified in Appendix E.

General Ledger

The General Ledger (GL) module is a critical component of any accounting system. It is used to track the financial transactions of an organization and to generate financial reports. The GL module in RAMS should provide the following features:

- Accounting setups: The system should provide features to define and maintain accounting setups in GL. This includes the ability to define the chart of accounts, the organization codes (ORG), expansion options (EO) , object codes, grant codes, contract codes, and other cost accumulator (OCA) codes.
- Accounting calendar: The system should provide the ability to create and maintain an accounting calendar in GL. This calendar tracks the start and end dates of accounting periods.
- Journals: The system should provide the ability to import or create manually journal batches, journal headers, and journal lines in GL. Journals are used to record financial transactions in the GL.
- Posting: The system should provide the ability to post journals in both regular and adjustment accounting periods of GL. This ensures that all financial transactions are recorded in the GL.
- Open/close accounting periods: The system should provide the ability to open or close accounting periods in GL. This is necessary to ensure that the GL is accurate and up-to-date.

These features are essential for the GL module to be effective. By providing these features, the system can help organizations to track their financial transactions accurately and to generate accurate financial reports.

Accounts Receivables

The Accounts Receivables (AR) module is responsible for managing customer accounts, including invoicing, payments, and collections. The following are the key requirements for the AR module:

- Import monthly invoices from FPP, SHIELD, FALCON, and CWCS into RAMS.
- Generate Balance Forward Billing (BFB) consolidated invoices using imported and manual individual invoices.
- Generate Firearms Purchase Program (FPP) printable individual invoices.
- Generate data extracts of invoice lines for specific high-volume transaction customers.
- Edit customer information relevant to invoice import setups.
- Review and edit invoice errors in draft mode before generating final version of invoices.

- Create manual invoices.
- Identify incomplete invoices.
- Adjust customer outstanding balance manually using credit or debit memos.
- Automate application of receipts to invoices with outstanding balances.
- Upload receivables transactions data from RAMS to FLAIR.
- Provide reports/programs to reconcile with FLAIR application.
- Provide reports/programs for day to day processing of transactions.
- Create standard or miscellaneous receipts.
- Provide ability to batch receipts deposited in bank.
- Provide features to query, print and export details of customer, receipts and invoices.
- Import customer-based receipts file to create standard receipts and apply them to outstanding invoices.
- Import non-customer-based receipts file and create miscellaneous receipts.
- Create standard and miscellaneous credit card receipts via E-Pay application.
- Create, update and delete customer information.
- Create and maintain customer profile classes.
- Create and maintain Accounting calendar.

Collections

The Collections module is responsible for managing delinquent accounts, including sending collection letters; conducting scoring of customer setups, outstanding invoice balances, age of invoices and a few other factors; and identifying delinquent accounts. The following are the key requirements for the Collections module:

- Track collections and write-off status of invoices.
- Provide features to collect on delinquent accounts.
- Record and update collection notes and comments.
- Generate and send collection letters and statements to customers.
- Conduct scoring of customer setups, outstanding invoice balances, age of invoices and a few other factors and identify delinquent accounts.
- Provide a centralized workbench for collectors to view and manage overdue invoices, collection notes, and customer contact details.
- Support ad-hoc query and analysis capabilities for custom reporting needs.

Data Quality Management

The Data Quality Management (DQM) module is responsible for ensuring the quality of data in the AR system. This includes validating data entered or modified in customer screens, and ensuring data meets predefined quality Trading Community Architecture (TCA) module standards and business rules. The following are the key requirements for the DQM module:

- Run necessary background programs needed for data synchronization and peak performance.
- Validate data entered or modified in customer screens and ensure data meets predefined quality Trading Community Architecture (TCA) standards and business rules.
- Provide functionality to cleanse and standardize customer data. It should help identify and correct inconsistent, inaccurate, or duplicate data records.

- Ensure DQM integrates with various Oracle EBS modules, such as Customer Relationship Management (CRM), Human Resources (HR) and Accounts Receivables (AR). It should ensure data quality across different functional areas of the EBS system.

Security and Administration

The Security and Administration module is responsible for managing user access to RAMS, and for maintaining the system's security. The following are the key requirements for the Security and Administration module:

- Create and maintain RAMS users.
- Create RAMS responsibilities (Security Controls) to allow only the appropriate users to view/update the data in application.
- Set or reset user passwords.
- Audit user status and roles.
- Provide access to application oracle forms irrespective of user's browser.
- Provide printing capabilities from application to network printers on Windows OS.

2. Business Solution Alternatives

This section describes the analysis of alternative approaches considered for implementing a replacement for the current RAMS application.

To conduct the alternatives analysis the following steps were performed:

- Developed high-level functional requirements that the new system must be capable of addressing
- Identified and defined a list of potential alternative system implementation methods
- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for FDLE

Three approaches are presented below:

Approach 1: Upgrade RAMS Chart of Accounts

This option would have FDLE upgrade the existing chart of accounts setup in RAMS (Oracle R12.2 Receivables and General Ledger). This would allow RAMS to provide the transactions information needed by the new PALM system. It would also allow accounting data to be reconciled between the two systems.

The benefits of this option include:

- Organizational Change Management (OCM): This approach would cause the least changes for the actual users of RAMS. Once RAMS is upgraded OFM users should see very little differences in their daily work.
- Accuracy: The upgraded chart of accounts would ensure that the transaction information provided to PALM is accurate.
- Reconciliation: The ability to reconcile accounting data between RAMS and PALM would help to ensure that the two systems are in sync.
- Cost: This option is relatively inexpensive, as it only requires an upgrade to the existing chart of accounts.

The drawbacks of this option include:

- Time: The upgrade to the chart of accounts may take some time to complete.

- Complexity: The upgrade may be complex, as it may require changes to the RAMS application.

Overall, this option is a good choice for FDLE to ensure that the transactions information provided to PALM is accurate and that accounting data can be reconciled between the two systems.

Approach 2: On-Premise Financial Solution Replacement

One approach to addressing the PALM compliance requirements is to replace the existing on-premise financial solution with a new system. There are several on-premise applications that offer similar functionality to Oracle R12.2 Receivables (RAMS). One of the popular options is SAP S/4HANA Finance (previously known as SAP ERP Financials). SAP S/4HANA Finance provides comprehensive accounts receivables management capabilities. It offers features such as:

- Credit management: This includes the ability to define credit policies, assess customer creditworthiness, and track customer credit limits.
- Billing: This includes the ability to create and send invoices, manage payments, and track receivables.
- Collections: This includes the ability to track overdue accounts, send collection letters, and work with customers to resolve delinquent accounts.
- Dispute management: This includes the ability to track and resolve customer disputes.
- Cash application: This includes the ability to apply payments to invoices and track cash receipts.

The benefits of this option include:

- Increased efficiency: The system's automated processes can help to improve efficiency and reduce costs.
- Enhanced reporting and analytics: The system's reporting and analytics capabilities can help users to make better decisions.
- Increased flexibility and scalability: The system can be customized to meet the specific needs of the organization.

The drawbacks of this option include:

- OCM: This approach would cause significant changes for the OFM users.
- Cost: The cost of implementing SAP S/4HANA Finance can be significant.
- Complexity: The system can be complex to implement and use.
- Time: The upgrade to the chart of accounts may take significant time to complete.
- Training: Users will need to be trained on the new system.

Overall, replacing the existing on-premise financial solution with SAP S/4HANA Finance can be very expensive and challenging for FDLE.

Approach 3: Cloud-Based Financial Solution Replacement

Another approach to addressing the PALM compliance requirements is to replace the existing on-premise financial solution with a cloud-based system. There are several cloud-based applications that offer similar functionality to Oracle R12.2 Receivables (RAMS). One of the popular options is Oracle Fusion Cloud Financials. Oracle Fusion Cloud Financials is the successor to Oracle EBS R12 Receivables module. It provides comprehensive accounts receivables management capabilities in a cloud-based environment. It offers features such as:

- Invoicing: This includes the ability to create and send invoices, manage payments, and track receivables.
- Credit management: This includes the ability to define credit policies, assess customer creditworthiness, and track customer credit limits.
- Collections: This includes the ability to track overdue accounts, send collection letters, and

work with customers to resolve delinquent accounts.
- Revenue recognition: This includes the ability to track and recognize revenue in accordance with accounting standards.
- Real-time analytics: This provides users with real-time insights into their accounts receivables data.

The benefits of this option include:

- Compliance: Oracle Fusion Cloud Financials is designed to meet the compliance requirements of a wide range of industries.
- Increased efficiency: The system's automated processes can help to improve efficiency and reduce costs.
- Enhanced reporting and analytics: The system's reporting and analytics capabilities can help users to make better decisions.
- Increased flexibility and scalability: The system can be customized to meet the specific needs of the organization.

The drawbacks of this option include:

- OCM: This approach would cause significant changes for the OFM users.
- Data security: The organization's data will be stored in the cloud, which may raise security concerns.
- Dependency on internet: The system will be dependent on an internet connection, which could be a problem in areas with poor connectivity.
- Cost: The cost of implementing Oracle Fusion Cloud Financials can be significant.
- CJIS Compliance: Storing CJIS data in cloud would require Oracle suite to be CJIS certified.

Overall, replacing the existing on-premise financial solution with Oracle Fusion Cloud Financials can be a good choice for organizations that are looking to improve their compliance, efficiency, and reporting capabilities, and not dealing with CJIS data. However, for FDLE this may not be a viable option.

3. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, as well as state and local agency stakeholders. These criteria include:

- Ability to meet the business requirements: The solution must be able to meet the specific needs of FDLE, communicate with agency partners, and integrate with other systems.
- .
- Ability to streamline data entry for time entered and accuracy: The solution should make it easy for users to enter data accurately and efficiently.
- Expand the ability to integrate with additional systems: The solution should be able to integrate with other systems as needed, to allow FDLE to share data and collaborate with other agencies.

4. Recommended Business Solution

Based on these criteria, FDLE must select a solution that meets its specific needs and is able to meet the challenges of the future. The selected solution is Approach 1: Upgrade RAMS Chart of Accounts. It is also scalable and flexible, so it can be adapted to meet FDLE's changing needs.

The solution is expected to improve FDLE's ability to track and manage alerts, communicate with agency partners, and integrate with other systems. It is also expected to streamline data entry and improve the accuracy of data entry. The solution is also flexible enough to add new alert types as they are legislated. Overall, the solution is a good fit for FDLE's needs and is expected to improve the agency's ability to meet its mission.

For this reason, FDLE is submitting the costs associated with having a contracted team to reconfigure RAMS for the first two years. After that time, FDLE will take over maintenance and support in-house.

D. Functional and Technical Requirements

Purpose: To identify the functional and technical system requirements that must be met by the project.

1. Functional Requirements

The Functional Requirements can be found in Appendix E.

2. Technical Requirements

The Technical Requirements can be found in Appendix E.

III. Success Criteria

Purpose: To identify the critical results, both outputs and outcomes, that must be realized for the project to be considered a success.

SUCCESS CRITERIA TABLE				
#	**Description of Criteria**	**How will the Criteria be measured/assessed?**	**Who benefits?**	**Realization Date (MM/YY)**
1	Ability to generate accounting data in a format acceptable by PALM system from DFS	Transactions are successfully reconciled in PALM system	FDLE DFS	01/2026
2	Ability to manage cash flow with the newly configured PALM Chart of Accounts.	Faster processing of invoices and payments	FDLE	01/2026
3	Enhanced customer relationships	Provide better customer service, handle inquiries and issues efficiently	FDLE	01/2026
4	Automation and efficiency	Eliminating manual processes and reducing paperwork significantly, achieve higher operational efficiency	FDLE	01/2026
5	Financial reporting and analytics	Availability of BI publisher, RDF, RXi designer reports in	FDLE	01/2026

SUCCESS CRITERIA TABLE				
		text, excel, pdf etc. formats		
6	Compliance and controls	Continued compliance and reduced financial risks	FDLE	01/2026

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

Purpose: To calculate and declare the tangible benefits compared to the total investment of resources needed to support the proposed IT project.

BENEFITS REALIZATION TABLE					
#	**Description of Benefit**	**Who receives the benefit?**	**How is benefit realized?**	**How is the realization of the benefit measured?**	**Realization Date (MM/YY)**
1	Ability to generate accounting data in a format acceptable by PALM system from DFS	DFS will receive benefit via PALM system	Chart of Accounts upgrade	Transactions are successfully reconciled in PALM system	01/2026
2	Streamlined invoice-to-cash process	OFM	It helps streamline the invoice to cash process, resulting in faster payments and improved cash flow	Faster processing of invoices and payments	01/2026
3	Improved collections process	OFM	Ability to analyze past due customer data and provides multiple dunning plans to handle non-paying customers	Collect and process past due payments faster	01/2026
4	Improved reporting capabilities	OFM	Providing insight into AR financial reports, and aging analyses.	Customer will be able to see reports for both historical and current transactions	01/2026

BENEFITS REALIZATION TABLE					
				activity even if data belongs to different chart of accounts.	

B. Cost Benefit Analysis (CBA)

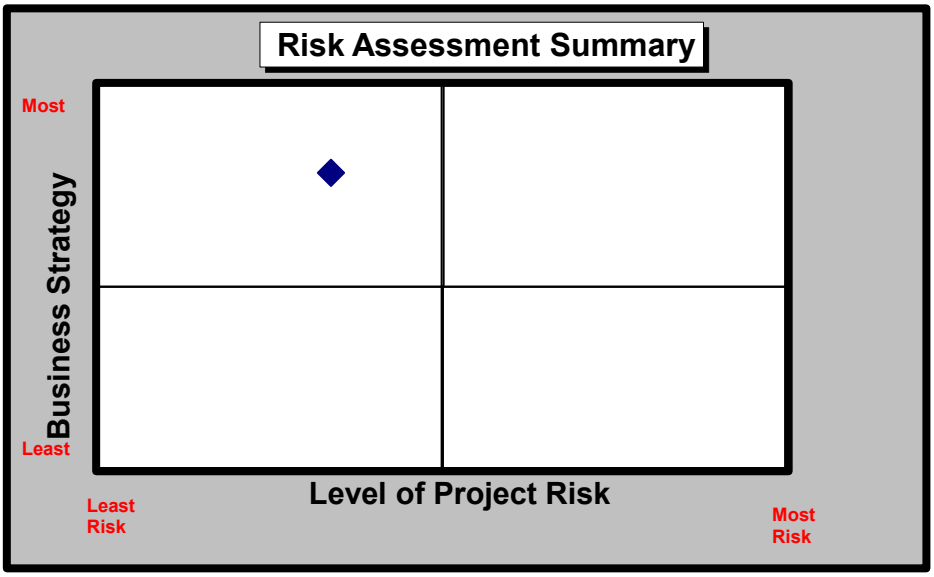
Purpose: To provide a comprehensive financial prospectus specifying the project's tangible benefits, funding requirements, and proposed source(s) of funding.

Please see Appendix B.

V. Schedule IV-B Major Project Risk Assessment

Purpose: To provide an initial high-level assessment of overall risk incurred by the project to enable appropriate risk mitigation and oversight and to improve the likelihood of project success. The risk assessment summary identifies the overall level of risk associated with the project and provides an assessment of the project's alignment with business objectives.

The complete risk assessment worksheets are in Appendix C.



Project Risk Area Breakdown	
Risk Assessment Areas	***Risk Exposure***
Strategic Assessment	MEDIUM
Technology Exposure Assessment	MEDIUM
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	LOW
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

Figure 2 - Project Risk Assessment

VI. Schedule IV-B Technology Planning

Purpose: To ensure there is close alignment with the business and functional requirements and the selected technology.

A. Current Information Technology Environment

FDLE's Revenue Accounting Management System (RAMS) is a highly customized agency-specific Oracle ERP Financials modules-based Accounts Receivable system. RAMS interacts with multiple internal criminal justice information systems (CWCS/SHIELD/FALCON/FES) and external applications (DOR/DFS) to maintain customer information and manage billing and payments. RAMS distributes invoices by mail only.

1. Current System

a. Description of Current System

The RAMS application is made up of multiple modules from Oracle E-Business Suite R12.2.9. FDLE has paid license and support fees for General Ledger and Receivables modules. In addition to these two modules, FDLE has also implemented other shared modules like – AOL for system administration, Human Resources (HR) for employee management, CRM for user resource management, base Collections module for collectors etc. All the shared modules are free and are part of 300+ modules of Oracle EBS system.

Here are some statistics related to current system:

System Type	Oracle E-Business Suite version R12.2.9
Number of Users & Types	54 active users with varying roles and responsibilities
Invoices Metrics	Total FY 21/22 52,006 invoices totaling $39,429,287
Security Access Requirements	Oracle EBS AOL user authorization and authentication
Scalability	The current system is a fully scalable version of software and reporting solution.
Development and Maintenance Approach	The support of the current application components follows FDLE’s approved maintenance and project governance rules.
Maturity of the Technology	The current application components were initially implemented in 2000 and have been upgraded at regular intervals recommended by Oracle corporation per license and support contract stipulations.
Future Data Sharing with other Entities	Information is being shared by the current application in the form of extract files and REST web services.
Hardware Characteristics	There are three RAMS environments: production, test, and development. • The RAMS production environment is housed on one physical sever. This server is attached to a SAN that hosts the database. • The RAMS test environment runs inside a virtual machine

	(VM) that is housed on a physical server. • The RAMS development environment runs inside a virtual machine (VM) that is housed on a physical server. • The scheduled RAMS application concurrent jobs consume/produce the files with transactional data and transfer files to/from FDLE and DFS Secured File Transfer Protocol (SFTP) servers
Software Characteristics	RAMS is FDLE's implementation of the Oracle E-Business Suite (EBS) product that consists of Oracle Applications 12.2 and Oracle Database 19c. • Database: Oracle 19c ➢ The stored procedures are in SQL and PL/SQL • The RAMS (Oracle EBS R12.2) Application ➢ Operating System: Red Hat Linux 7 ➢ Application Server: Oracle Weblogic ➢ Primary Oracle EBS modules – General Ledger (GL), Accounts Receivables (AR) and Subledger Accounting (SLA) ➢ Shared modules – Application Object Library (AOL), Customer Resource Management (CRM), Human Resources (HR), Collections, Data Quality Management (DQM) etc. ➢ BI Publisher Reports ➢ Oracle Forms ➢ Oracle Reports ➢ Oracle Reports eXchange Designer ➢ REST Web Services ➢ Oracle Workflow ➢ Open Reports ➢ MS-Excel & MS-Word for report exports ➢ Java (OA Framework based web pages) ➢ XML ➢ Oracle Java Web Start (JWS) • All database data and application servers are backed-up with Commvault Enterprise Software
Network Connectivity Requirements	The RAMS database and application are on FDLE's Corporate (CORP) network.
Internal & External Interfaces	• Internal FDLE Applications ➢ E-Pay and CCService (via Web Services) ➢ CWCS, FALCON, SHIELD and FES (via flat files) • External Partners ➢ Department of Revenue (DOR) ➢ Department of Financial Services (DFS) ➢ Agency for Health Care and Administration (AHCA) ➢ Department of Juvenile Justice (DJJ) ➢ Orange County Public Schools (OCPS) ➢ Department of Agriculture and Consumer Services (DOACS)

Staffing	• 1 Contract Developer/Technical Architect • 1 State Developer/Programmer

Oracle R12.2 ERP (Enterprise Resource Planning) is a comprehensive suite of business applications designed to streamline and automate various financial processes within an organization. It offers a wide range of financial modules that enable companies to manage their accounting, financial reporting, budgeting, and other financial activities efficiently. Here are details of FDLE implemented financial modules in Oracle R12.2 ERP:

General Ledger (GL): The General Ledger module is the core of Oracle's financial system. It provides a centralized repository for recording and reporting financial transactions. GL allows you to define and manage charts of accounts, perform journal entries, conduct financial analysis, and generate financial reports.

Accounts Receivable (AR): The Accounts Receivable module tracks and manages customer invoices and receipts. It enables businesses to create and manage customer accounts, generate invoices, receive payments, and perform credit management. AR provides insights into cash flow, aging reports, and customer performance analysis.

These modules are integrated within Oracle R12.2 ERP, allowing seamless data flow and real-time updates across various financial processes. They enable organizations to streamline financial operations, improve accuracy, enhance decision-making, and maintain regulatory compliance.

RAMS system also interacts with multiple internal and external applications and processes data in either file layouts or using REST web services.

b. Current System Resource Requirements

Location	Hosted on-site in FDLE's Data Center
Internal & External Interfaces	• Internal FDLE Applications ➢ E-Pay and CCService (via Web Services) ➢ CWCS, FALCON, SHIELD and FES (via flat files) • External Partners ➢ Department of Revenue (DOR) ➢ Department of Financial Services (DFS) ➢ Agency for Health Care and Administration (AHCA) ➢ Department of Juvenile Justice (DJJ) ➢ Orange County Public Schools (OCPS) ➢ Department of Agriculture and Consumer Services (DOACS)
Network Connectivity Requirements	The RAMS database and application are on FDLE's CORP network.
Staffing	• 1 Contract Developer/Technical Architect • 1 State Developer/Programmer

c. Current System Performance

Ability of System to Meet Current and Project Workload	Supports current operations and is highly scalable to handle future operations.

Level of User Satisfaction	High level of satisfaction due to availability of all features needed to complete day-to-day activities of OFM in most efficient manner.
Level of Technical Satisfaction	High because system is highly customizable and adaptable to latest real time processing features.
Anticipated Failures	None
Network & System Availability	24 hours per day/7 days a week with limited scheduled maintenance windows
Network & System Reliability	The system is brought down for scheduled maintenance when needed. These times are communicated with the customer and performed during non-peak business hours so as not to adversely impact access of system.
Backup & Disaster Recovery	Backups are performed nightly and the disaster recovery plan follows FDLE established procedures for IT systems.

2. Information Technology Standards

See attached Appendix A.

B. Current Hardware and/or Software Inventory

NOTE: Current customers of the state data center would obtain this information from the data center.

Location	Hosted on-site in FDLE's Data Center
Hardware Characteristics	There are three RAMS environments: production, test, and development. • The RAMS production environment is housed on one physical sever. This server is attached to a SAN that hosts the database and local disk hosts the software. • The RAMS test environment runs inside a virtual machine (VM) that is housed on a physical server. • The RAMS development environment runs inside a virtual machine (VM) that is housed on a physical server. • The scheduled RAMS application concurrent jobs consume/produce the files with transactional data and transfer files to/from FDLE and DFS Secured File Transfer Protocol (SFTP) servers
Software Characteristics	RAMS is FDLE's implementation of the Oracle E-Business Suite (EBS) product that consists of Oracle Applications 12.2 and Oracle Database 19c. • Database: Oracle 19c ➢ The stored procedures are in SQL and PL/SQL

	• The RAMS (Oracle EBS R12.2) Application ➢ Operating System: Red Hat Linux 7 ➢ Application Server: Oracle Weblogic ➢ Primary modules – General Ledger (GL), Accounts Receivables (AR) and Subledger Accounting (SLA) ➢ Shared modules – Application Object Library (AOL), Customer Resource Management (CRM), Human Resources (HR), Collections, Data Quality Management (DQM) etc. ➢ BI Publisher RTF templates ➢ Oracle Forms ➢ Oracle RDF Reports ➢ Oracle Reports eXchange Designer ➢ REST Web Services ➢ Oracle Workflow ➢ Open Reports ➢ MS-Excel & MS-Word for report exports ➢ Java (OA Framework based web pages) ➢ XML ➢ Oracle Java Web Start (JWS) • All database data and application servers are backed-up with Commvault Enterprise
Network Connectivity Requirements	The RAMS database and application are on FDLE's CORP network.

C. Proposed Technical Solution

1. Technical Solution Alternatives

This section describes the analysis of alternative approaches considered for implementing a replacement for the current RAMS application.

To conduct the alternatives analysis the following steps were performed:

- Developed high-level functional requirements that the new system must be capable of addressing
- Identified and defined a list of potential alternative system implementation methods
- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for FDLE

Three approaches are presented in section C-2 (Business Solution Alternatives) that addresses both business and technical solution alternatives.

2. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, as well as state and local agency stakeholders.

3. Recommended Technical Solution

After comparing the on-premise RAMS (Oracle R12.2 receivables and general ledger modules) to the cloud-based solution, FDLE recommends Approach 1: Upgrade RAMS Chart of Accounts. This upgrade will meet FDLE's needs for generating day to day RAMS transactions with accounting data that would map to chart of accounts defined in PALM system by DFS. New transactions and accounting setups, reporting changes and all other modifications/new-custom code can be handled by in-house FTE and contractor resources. FDLE is able to minimize the initial cost and adjust the solution as needed. The risk of not implementing this solution would mean that RAMS and PALM systems cannot be reconciled and FDLE accounting data cannot be accounted in PALM system.

D. Proposed Solution Description

1. Summary Description of Proposed System

Upgrading the Chart of Accounts in Oracle E-Business Suite (EBS) R12 involves several significant changes and considerations. Here are some key aspects to consider during the upgrade process:

- **Chart of Accounts Structure**: The upgrade involves modifying the existing chart of accounts structure to align with new reporting requirements or organizational changes. This could include adding or removing segments, redefining segment values, or reorganizing the chart of accounts hierarchy.
- **Segment Value Changes**: Upgrading the chart of accounts might require updating or redefining segment values to reflect changes in business processes, new reporting needs, or compliance requirements. It involves mapping existing values to new values or introducing additional values to accommodate evolving business needs.
- **Accounting Flexfield Changes**: The upgrade process necessitates modifications to the accounting flexfield structure, which is the underlying framework for the chart of accounts. This could involve changing the number of segments, segment lengths, segment order, or flexfield qualifiers.
- **Data Migration**: Upgrading the chart of accounts typically involves migrating existing financial data from the old chart of accounts structure to the new one. This requires careful planning and validation to ensure data integrity and accuracy during the transition.
- **Balances and Open Transactions**: As part of the upgrade, balances and open transactions need to be considered. It is crucial to analyze the impact on existing balances, reconcile data before and after the upgrade, and address any discrepancies or adjustments required.
- **Reporting and Analysis**: Upgrading the chart of accounts provides an opportunity to enhance reporting and analysis capabilities. It is essential to assess reporting requirements, including financial statements, management reports, and statutory/regulatory reporting, and ensure that the upgraded chart of accounts supports these needs effectively.
- **Integration and Interfaces**: The upgrade impacts various integration points and interfaces with other systems or modules within the EBS ecosystem. It is necessary to identify and update these integration points to accommodate the changes in the chart of accounts structure.
- **User Training and Communication**: Upgrading the chart of accounts involves changes that affect users across the organization. Proper training and communication are vital to ensure that end-users understand the new chart of accounts structure, segment values, and any revised processes or procedures.

Throughout the upgrade process, it is crucial to engage key stakeholders, including finance teams, IT teams, and business users, to ensure a smooth transition. Adequate testing, validation, and data reconciliation should be performed to minimize any potential disruptions and ensure data accuracy and integrity in the upgraded chart of accounts.

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

Title:	RAMS		
Tracking #:	TBD		
Customer:	Enterprise	**Customer Contact:**	
Manager:		**ITS Lead:**	
Planned Start:	1/1/2024	**Planned Finish:**	6/30/2026
Duration (mos):	30.4		
Baseline Date:			
Revision Date:		**Version #:**	1.2

Non-Recurring Costs	**Planned**	**Planned**	**Planned**	**Planned**	
Cost Elements	**FY 24-25**	**FY 25-26**	**FY 26-27**	**FY 27-28**	**Totals**
Staff					
State Staff	$0	$0	$0	$0	$0
OPS	$0	$0	$0	$0	$0
Expenses					
	$91,000	$30,000	$0	$0	$121,000
OCO					
	$105,000	$30,000	$0	$0	$135,000
Contract Services					
Contract Staff	$890,000	$1,490,000	$0	$0	$2,380,000
Contigency	$30,000	$50,000	$0	$0	$80,000
Total	**$1,116,000**	**$1,600,000**	**$0**	**$0**	**$2,716,000**

Recurring Cost Requests					
Cost Elements	**FY 24-25**	**FY 25-26**	**FY 26-27**	**FY 27-28**	**Totals**
Maintenance & Support	$0	$0	$0	$0	$0
Total	**$0**	**$0**	**$0**	**$0**	**$0**

E. Capacity planning

(historical and current trends versus projected requirements)

The RAMS System is the primary billing application for all invoice-based customers. Invoices are generated based on transactions in CWCS, SHIELD, FALCON and FES applications. Primary transaction count in RAMS for year 2021-2022 and projected volume until 2026 is provided in the table below:

Invoices	%Change	2021	2022	2023	2024	2025	2026
Individual Invoices	3%	389,945	426,277	440,226	454,631	469,508	484,872
Consolidated Invoices	4%	254,778	264,140	275,290	286,911	299,023	311,646
Standard Receipts	3%	41,545	44,250	45,724	47,248	48,822	50,449
Miscellaneous Receipts	3%	26,550	27,669	28,499	29,354	30,235	31,142
E-Pay Transactions	25%	20,476	23,866	29,833	37,291	46,613	58,267

Table 1 – Capacity Projections

VII. Schedule IV-B Project Management Planning

Purpose: To require the agency to provide evidence of its thorough project planning and provide the tools the agency will use to carry out and manage the proposed project. The level of detail must be appropriate for the project's scope and complexity.

See attached Appendix F for the Project Management Plan.

VIII. Appendices

Number and include all required spreadsheets along with any other tools, diagrams, charts, etc. chosen to accompany and support the narrative data provided by the agency within the Schedule IV-B.

Appendix A – Standards and Definitions

Appendix B – Cost-Benefit Analysis Worksheet

Appendix C – Risk Assessment Worksheet

Appendix D – Estimated Project Schedule

Appendix E – RAMS Requirements

Appendix F – Project Management Plan

Appendix A – Standards and Definitions

1. **Chapter 60GG-2, STATE OF FLORIDA CYBERSECURITY STANDARDS**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-2

2. **Chapter 60GG-1, State of Florida Project Management and Oversight**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-1

3. **Chapter 60GG-3, Data Center Operations**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-3

4. **Chapter 60GG-4, Cloud Computing**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-4

5. **Chapter 60GG-5, State of Florida Enterprise Architecture**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-5

6. **CJIS Security Policy**
   https://www.fbi.gov/file-repository/cjis_security_policy_v5-9_20200601.pdf/view

7. **United States Rehabilitation Act – Section 508**
   Manage an IT Accessibility/508 Program | Section508.gov

State of Florida
Cost Benefit Analysis

APPENDIX A

Fiscal Year 2025-26

CBAForm 1 - Net Tangible Benefits

Agency: Florida Department of Law Enforcement

Project: Revenue Account Management System Reconfiguration for PALM

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A

Agency *(Recurring Costs Only -- No Project Costs)*	FY 2025-26			FY 2026-27			FY 2027-28			FY 2028-29			FY 2029-30		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	$242,000	$0	$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000
A.b Total Staff	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
A-1.a. State FTEs (Salaries & Benefits)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-2.a. OPS Staff (Salaries)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	$242,000		$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000	$242,000	$0	$242,000
A-3.b. Staff Augmentation (# of Contractors)	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
B. Application Maintenance Costs	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275
B-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-2. Hardware	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-3. Software	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275	$100,275	$0	$100,275
B-4. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C. Data Center Provider Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-2. Infrastructure	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-3. Network / Hosting Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-4. Disaster Recovery	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-5. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
D. Plant & Facility Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E. Other Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-1. Training	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-2. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-3. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Total of Recurring Operational Costs	$342,275	$0	$342,275	$342,275	$0	$342,275	$342,275	$0	$342,275	$342,275	$0	$342,275	$342,275	$0	$342,275
F. Additional Tangible Benefits:		$0			$0			$0			$0			$0	
F-1. Specify		$0			$0			$0			$0			$0	
F-2. Specify		$0			$0			$0			$0			$0	
F-3. Specify		$0			$0			$0			$0			$0	
Total Net Tangible Benefits:		$0			$0			$0			$0			$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B			
Choose Type		**Estimate Confidence**	**Enter % (+/-)**
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☐	Confidence Level	
Placeholder	☐	Confidence Level	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Florida Department of Law Enforcement	Revenue Account Management System Reconfiguration for PALM			CBAForm 2A Baseline Project Budget															
2	*Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable.* ***Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.***				FY2025-26			FY2026-27			FY2027-28			FY2028-29			FY2029-30			TOTAL
3				$ -		$ 1,600,000			$ -			$ -			$ -			$ -		$ 1,600,000
4	**Item Description** *(remove guidelines and annotate entries here)*	**Project Cost Element**	**Appropriation Category**	**Current & Previous Years Project-Related Cost**	**YR 1 #**	**YR 1 LBR**	**YR 1 Base Budget**	**YR 2 #**	**YR 2 LBR**	**YR 2 Base Budget**	**YR 3 #**	**YR 3 LBR**	**YR 3 Base Budget**	**YR 4 #**	**YR 4 LBR**	**YR 4 Base Budget**	**YR 5 #**	**YR 5 LBR**	**YR 5 Base Budget**	**TOTAL**
5	Costs for all state employees working on the project.	**FTE**	S&B	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
6	Costs for all OPS employees working on the project.	**OPS**	OPS	$ -	0.00		$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
7	Staffing costs for personnel using Time & Expense.	**Staff Augmentation**	Contracted Services	$ -	3.00	$ 1,270,000	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ 1,270,000
8	Project management personnel and related deliverables.	**Project Management**	Contracted Services	$ -	1.00	$ 220,000	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ 220,000
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	**Project Oversight**	Contracted Services	$ -	0.00		$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
10	Staffing costs for all professional services not included in other categories.	**Consultants/Contractors**	Contracted Services	$ -			$ -			$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
11	Separate requirements analysis and feasibility study procurements.	**Project Planning/Analysis**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
12	Hardware purchases not included in data center services.	**Hardware**	OCO	$ -		$ 30,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 30,000
13	Commercial software purchases and licensing costs.	**Commercial Software**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	**Project Deliverables**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
15	All first-time training costs associated with the project.	**Training**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	**Data Center Services - One Time Costs**	Data Center Category	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
17	Other contracted services not included in other categories.	**Other Services**	Contracted Services	$ -		$ 30,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 30,000
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	**Equipment**	Expense	$ -			$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
19	Include costs associated with leasing space for project personnel.	**Leased Space**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
20	Other project expenses not included in other categories.	**Other Expenses**	Expense	$ -		$ 50,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 50,000
21		**Total**		**$ -**	**4.00**	**$ 1,600,000**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**$ 1,600,000**

CBAForm 2 - Project Cost Analysis

Agency	Florida Department of Law Enforcement	Project	Revenue Account Management System Reconfiguration for PALM

PROJECT COST SUMMARY	*PROJECT COST SUMMARY (from CBAForm 2A)*					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
TOTAL PROJECT COSTS (*)	$1,600,000	$0	$0	$0	$0	$1,600,000
CUMULATIVE PROJECT COSTS *(includes Current & Previous Years' Project-Related Costs)*	$1,600,000	$1,600,000	$1,600,000	$1,600,000	$1,600,000	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	*PROJECT FUNDING SOURCES - CBAForm 2B*					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
General Revenue	$1,600,000	$0	$0	$0	$0	$1,600,000
Trust Fund	$0	$0	$0	$0	$0	$0
Federal Match ☐	$0	$0	$0	$0	$0	$0
Grants ☐	$0	$0	$0	$0	$0	$0
Other ☐ Specify	$0	$0	$0	$0	$0	$0
TOTAL INVESTMENT	$1,600,000	$0	$0	$0	$0	$1,600,000
CUMULATIVE INVESTMENT	$1,600,000	$1,600,000	$1,600,000	$1,600,000	$1,600,000	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous		Confidence Level	
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency: Florida Department of Law Enforcement

Project: Revenue Account Management System Reconfiguration for PALM

COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	TOTAL FOR ALL YEARS
Project Cost	$1,600,000	$0	$0	$0	$0	$1,600,000
Net Tangible Benefits	$0	$0	$0	$0	$0	$0
Return on Investment	($1,600,000)	$0	$0	$0	$0	($1,600,000)
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	($1,554,908)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30
Cost of Capital	2.90%	3.10%	3.30%	3.40%	3.50%

Project	RAMS Reconfiguration for PALM	
Agency	Florida Department of Law Enforcement	
FY 2022-23 LBR Issue Code:	FY 2022-23 LBR Issue Title:	
36250C0	RAMS Reconfiguration for PALM	
Risk Assessment Contact Info (Name, Phone #, and E-mail Address):		
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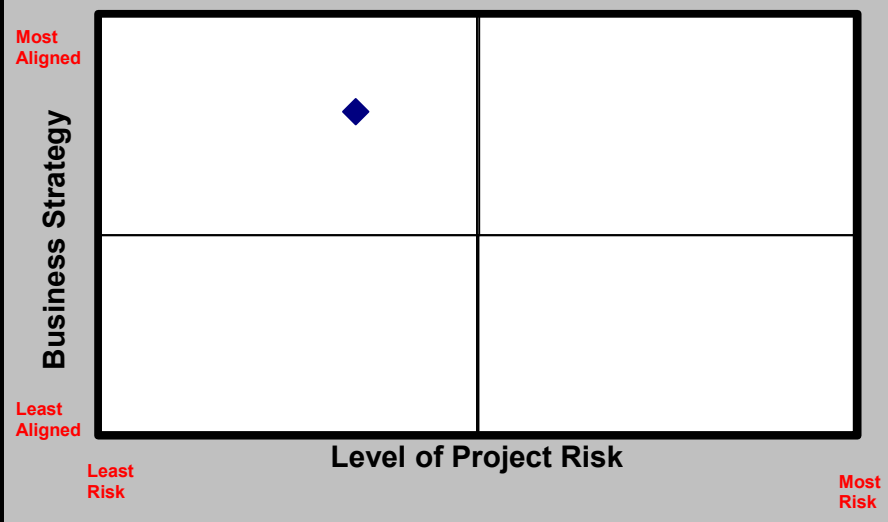
Prepared By	Pam Bullard	7/10/2024

Risk Assessment Summary



Project Risk Area Breakdown

Risk Assessment Areas	Risk Exposure
Strategic Assessment	MEDIUM
Technology Exposure Assessment	MEDIUM
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	LOW
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: RAMS Reconfiguration for PALM**
3	**Section 1 -- Strategic Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
6			41% to 80% -- Some objectives aligned	
7			81% to 100% -- All or nearly all objectives aligned	
8	1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
9			Informal agreement by stakeholders	
10			Documented with sign-off by stakeholders	
11	1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Most regularly attend executive steering committee meetings
12			Most regularly attend executive steering committee meetings	
13			Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
14	1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
15			Vision is partially documented	
16			Vision is completely documented	
17	1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
18			41% to 80% -- Some defined and documented	
19			81% to 100% -- All or nearly all defined and documented	
20	1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	No changes needed
21			Changes unknown	
22			Changes are identified in concept only	
23			Changes are identified and documented	
24			Legislation or proposed rule change is drafted	
25	1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	Few or none
26			Some	
27			All or nearly all	
28	1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Extensive external use or visibility
29			Moderate external use or visibility	
30			Extensive external use or visibility	
31	1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Multiple agency or state enterprise visibility
32			Single agency-wide use or visibility	
33			Use or visibility at division and/or bureau level only	
34	1.10	Is this a multi-year project?	Greater than 5 years	Between 1 and 3 years
35			Between 3 and 5 years	
36			Between 1 and 3 years	
37			1 year or less	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: RAMS Reconfiguration for PALM**
3	**Section 2 -- Technology Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	2.01	Does the agency have experience working with, operating, and supporting the proposed technical solution in a production environment?	Read about only or attended conference and/or vendor presentation	Installed and supported production system more than 3 years
6			Supported prototype or production system less than 6 months	
7			Supported production system 6 months to 12 months	
8			Supported production system 1 year to 3 years	
9			Installed and supported production system more than 3 years	
10	2.02	Does the agency's internal staff have sufficient knowledge of the proposed technical solution to implement and operate the new system?	External technical resources will be needed for implementation and operations	External technical resources will be needed through implementation only
11			External technical resources will be needed through implementation only	
12			Internal resources have sufficient knowledge for implementation and operations	
13	2.03	Have all relevant technical alternatives/ solution options been researched, documented and considered?	No technology alternatives researched	All or nearly all alternatives documented and considered
14			Some alternatives documented and considered	
15			All or nearly all alternatives documented and considered	
16	2.04	Does the proposed technical solution comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
17			Some relevant standards have been incorporated into the proposed technology	
18			Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
19	2.05	Does the proposed technical solution require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Moderate infrastructure change required
20			Moderate infrastructure change required	
21			Extensive infrastructure change required	
22			Complete infrastructure replacement	
23	2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
24			Capacity requirements are defined only at a conceptual level	
25			Capacity requirements are based on historical data and new system design specifications and performance requirements	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: RAMS Reconfiguration for PALM**
3	**Section 3 -- Organizational Change Management Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Minimal changes to organization structure, staff or business processes structure
6			Moderate changes to organization structure, staff or business processes	
7			Minimal changes to organization structure, staff or business processes structure	
8	3.02	Will this project impact essential business processes?	Yes	Yes
9			No	
10	3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defiined and documented
11			41% to 80% -- Some process changes defined and documented	
12			81% to 100% -- All or nearly all processes defiined and documented	
13	3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	No
14			No	
15	3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
16			1% to 10% FTE count change	
17			Less than 1% FTE count change	
18	3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
19			1 to 10% contractor count change	
20			Less than 1% contractor count change	
21	3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Minor or no changes
22			Moderate changes	
23			Minor or no changes	
24	3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Minor or no changes
25			Moderate changes	
26			Minor or no changes	
27	3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	Recently completed project with greater change requirements
28			Recently completed project with fewer change requirements	
29			Recently completed project with similar change requirements	
30			Recently completed project with greater change requirements	

	B	C	D	E
1	**Agency: Agency Name**			**Project: Project Name**
3	**Section 4 -- Communication Area**			
4	**#**	**Criteria**	**Value Options**	**Answer**
5	4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
6			No	
7	4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Proactive use of feedback in Plan
8			Routine feedback in Plan	
9			Proactive use of feedback in Plan	
10	4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
11			No	
12	4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
13			No	
14	4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	Some key messages have been developed
15			Some key messages have been developed	
16			All or nearly all messages are documented	
17	4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	Success measures have been developed for some messages
18			Success measures have been developed for some messages	
19			All or nearly all messages have success measures	
20	4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
21			No	

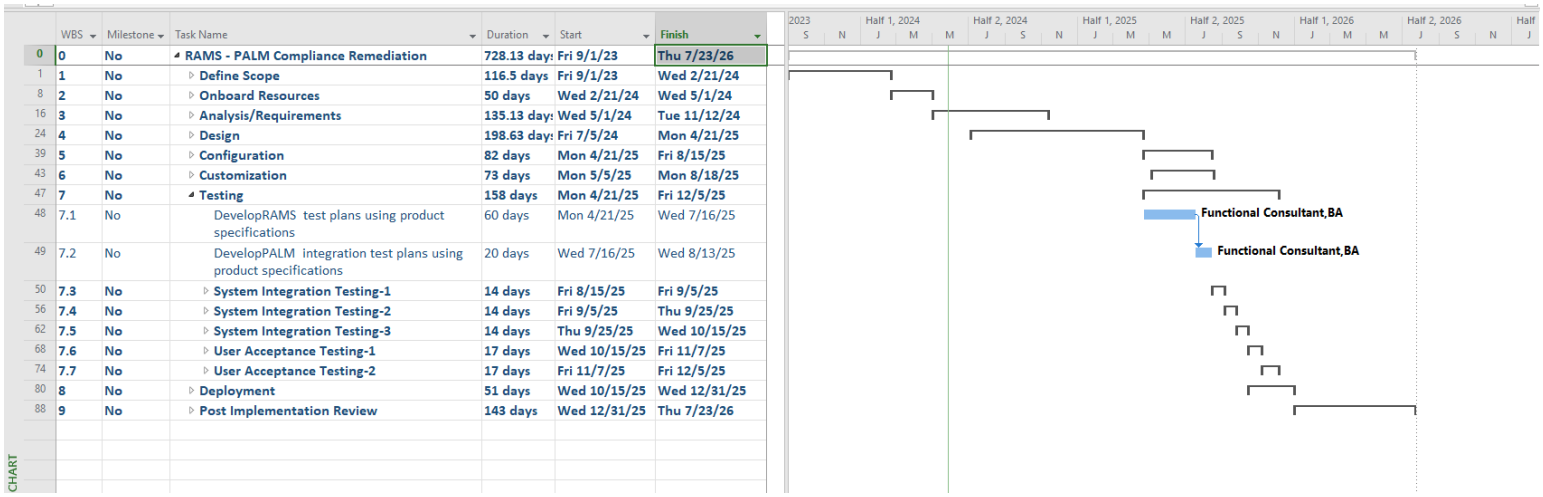
	B	C	D	E
1	Agency: Florida Department of Law Enforcement			Project: RAMS Reconfiguration for PALM
3	Section 5 -- Fiscal Area			
4	#	Criteria	Values	Answer
5	5.01	Has a documented Spending Plan been approved for the entire project lifecycle?	Yes	Yes
6			No	
7	5.02	Have all project expenditures been identified in the Spending Plan?	0% to 40% -- None or few defined and documented	81% to 100% -- All or nearly all defined and documented
8			41% to 80% -- Some defined and documented	
9			81% to 100% -- All or nearly all defined and documented	
10	5.03	What is the estimated total cost of this project over its entire lifecycle?	Unknown	Between $500K and $1,999,999
11			Greater than $10 M	
12			Between $2 M and $10 M	
13			Between $500K and $1,999,999	
14			Less than $500 K	
15	5.04	Is the cost estimate for this project based on quantitative analysis using a standards-based estimation model?	Yes	Yes
16			No	
17	5.05	What is the character of the cost estimates for this project?	Detailed and rigorous (accurate within ±10%)	Detailed and rigorous (accurate within ±10%)
18			Order of magnitude – estimate could vary between 10-100%	
19			Placeholder – actual cost may exceed estimate by more than 100%	
20	5.06	Are funds available within existing agency resources to complete this project?	Yes	No
21			No	
22	5.07	Will/should multiple state or local agencies help fund this project or system?	Funding from single agency	Funding from single agency
23			Funding from local government agencies	
24			Funding from other state agencies	
25	5.08	If federal financial participation is anticipated as a source of funding, has federal approval been requested and received?	Neither requested nor received	Not applicable
26			Requested but not received	
27			Requested and received	
28			Not applicable	
29	5.09	Have all tangible and intangible benefits been identified and validated as reliable and achievable?	Project benefits have not been identified or validated	All or nearly all project benefits have been identified and validated
30			Some project benefits have been identified but not validated	
31			Most project benefits have been identified but not validated	
32			All or nearly all project benefits have been identified and validated	
33	5.10	What is the benefit payback period that is defined and documented?	Within 1 year	No payback
34			Within 3 years	
35			Within 5 years	
36			More than 5 years	
37			No payback	
38	5.11	Has the project procurement strategy been clearly determined and agreed to by affected stakeholders?	Procurement strategy has not been identified and documented	Stakeholders have reviewed and approved the proposed procurement strategy
39			Stakeholders have not been consulted re: procurement strategy	
40			Stakeholders have reviewed and approved the proposed procurement strategy	
41	5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Firm Fixed Price (FFP)
42			Firm Fixed Price (FFP)	
43			Combination FFP and T&E	
44	5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Purchase all hardware and software at start of project to take advantage of one-time discounts
45			Purchase all hardware and software at start of project to take advantage of one-time discounts	
46			Just-in-time purchasing of hardware and software is documented in the project schedule	
47	5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager is the procurement manager
48			Contract manager is the procurement manager	
49			Contract manager is the project manager	
50			Contract manager assigned is not the procurement manager or the project manager	
51	5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	No
52			No	
53	5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	Some selection criteria and outcomes have been defined and documented
54			Some selection criteria and outcomes have been defined and documented	
55			All or nearly all selection criteria and expected outcomes have been defined and documented	
56	5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation not planned/used for procurement
57			Multi-stage evaluation not planned/used for procurement	
58			Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
59	5.18	For projects with total cost exceeding $10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
60			No, bid response did/will not require proof of concept or prototype	
61			Yes, bid response did/will include proof of concept or prototype	
62			Not applicable	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: RAMS Reconfiguration for PALM**
3	**Section 6 -- Project Organization Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	Yes
6			No	
7	6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	All or nearly all have been defined and documented
8			Some have been defined and documented	
9			All or nearly all have been defined and documented	
10	6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	System Integrator (contractor)
11			Agency	
12			System Integrator (contractor)	
13	6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	1
14			2	
15			1	
16	6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
17			Some or most staff roles and responsibilities and needed skills have been identified	
18			Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
19	6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	Yes, experienced project manager dedicated full-time, 100% to project
20			No, project manager is assigned 50% or less to project	
21			No, project manager assigned more than half-time, but less than full-time to project	
22			Yes, experienced project manager dedicated full-time, 100% to project	
23	6.07	Are qualified project management team members dedicated full-time to the project	None	No, business, functional or technical experts dedicated 50% or less to project
24			No, business, functional or technical experts dedicated 50% or less to project	
25			No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
26			Yes, business, functional or technical experts dedicated full-time, 100% to project	
27	6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Few or no staff from in-house resources
28			Half of staff from in-house resources	
29			Mostly staffed from in-house resources	
30			Completely staffed from in-house resources	
31	6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Minimal or no impact
32			Moderate impact	
33			Extensive impact	
34	6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	Yes
35			No	
36	6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	Yes, all stakeholders are represented by functional manager
37			No, only IT staff are on change review and control board	
38			No, all stakeholders are not represented on the board	
39			Yes, all stakeholders are represented by functional manager	

	B	C	D	E
1	Agency: Florida Department of Law Enforcement			Project: RAMS Reconfiguration for PALM
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
5	7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	Yes
6			Project Management team will use the methodology selected by the systems integrator	
7			Yes	
8	7.02	For how many projects has the agency successfully used the selected project management methodology?	None	More than 3
9			1-3	
10			More than 3	
11	7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	All or nearly all
12			Some	
13			All or nearly all	
14	7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
15			41 to 80% -- Some have been defined and documented	
16			81% to 100% -- All or nearly all have been defined and documented	
17	7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	0% to 40% -- None or few have been defined and documented
18			41 to 80% -- Some have been defined and documented	
19			81% to 100% -- All or nearly all have been defined and documented	
20	7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	81% to 100% -- All or nearly all requirements and specifications are traceable
21			41 to 80% -- Some are traceable	
22			81% to 100% -- All or nearly all requirements and specifications are traceable	
23	7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
24			Some deliverables and acceptance criteria have been defined and documented	
25			All or nearly all deliverables and acceptance criteria have been defined and documented	
26	7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables
27			Only project manager signs-off	
28			Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
29	7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	41 to 80% -- Some have been defined to the work package level
30			41 to 80% -- Some have been defined to the work package level	
31			81% to 100% -- All or nearly all have been defined to the work package level	
32	7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	No
33			No	
34	7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints), critical milestones, and resources?	Yes	No
35			No	
36	7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
37			Project team uses formal processes	
38			Project team and executive steering committee use formal status reporting processes	
39	7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
40			Some templates are available	
41			All planning and reporting templates are available	
42	7.14	Has a documented Risk Management Plan been approved for this project?	Yes	Yes
43			No	
44	7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	Some have been defined and documented
45			Some have been defined and documented	
46			All known risks and mitigation strategies have been defined	
47	7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
48			No	
49	7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
50			No	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**			**Project: RAMS Reconfiguration for PALM**
2				
3	**Section 8 -- Project Complexity Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
6			More complex	
7			Similar complexity	
8			Less complex	
9	8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	Single location
10			3 sites or fewer	
11			More than 3 sites	
12	8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	Single location
13			3 sites or fewer	
14			More than 3 sites	
15	8.04	How many external contracting or consulting organizations will this project require?	No external organizations	More than 3 external organizations
16			1 to 3 external organizations	
17			More than 3 external organizations	
18	8.05	What is the expected project team size?	Greater than 15	Less than 5
19			9 to 15	
20			5 to 8	
21			Less than 5	
22	8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	2 to 4
23			2 to 4	
24			1	
25			None	
26	8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Agency-wide business process change
27			Agency-wide business process change	
28			Statewide or multiple agency business process change	
29	8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
30			No	
31	8.09	What type of project is this?	Infrastructure upgrade	Implementation requiring software development or purchasing commercial off the shelf (COTS) software
32			Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
33			Business Process Reengineering	
34			Combination of the above	
35	8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Greater size and complexity
36			Lesser size and complexity	
37			Similar size and complexity	
38			Greater size and complexity	
39	8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Greater size and complexity
40			Lesser size and complexity	
41			Similar size and complexity	
42			Greater size and complexity	

Appendix D – Project Schedule



	WBS	Milestone	Task Name	Duration	Start	Finish
0	0	No	RAMS - PALM Compliance Remediation	728.13 days	Fri 9/1/23	Thu 7/23/26
1	1	No	Define Scope	116.5 days	Fri 9/1/23	Wed 2/21/24
8	2	No	Onboard Resources	50 days	Wed 2/21/24	Wed 5/1/24
16	3	No	Analysis/Requirements	135.13 days	Wed 5/1/24	Tue 11/12/24
24	4	No	Design	198.63 days	Fri 7/5/24	Mon 4/21/25
39	5	No	Configuration	82 days	Mon 4/21/25	Fri 8/15/25
43	6	No	Customization	73 days	Mon 5/5/25	Mon 8/18/25
47	7	No	Testing	158 days	Mon 4/21/25	Fri 12/5/25
48	7.1	No	DevelopRAMS test plans using product specifications	60 days	Mon 4/21/25	Wed 7/16/25
49	7.2	No	DevelopPALM integration test plans using product specifications	20 days	Wed 7/16/25	Wed 8/13/25
50	7.3	No	System Integration Testing-1	14 days	Fri 8/15/25	Fri 9/5/25
56	7.4	No	System Integration Testing-2	14 days	Fri 9/5/25	Thu 9/25/25
62	7.5	No	System Integration Testing-3	14 days	Thu 9/25/25	Wed 10/15/25
68	7.6	No	User Acceptance Testing-1	17 days	Wed 10/15/25	Fri 11/7/25
74	7.7	No	User Acceptance Testing-2	17 days	Fri 11/7/25	Fri 12/5/25
80	8	No	Deployment	51 days	Wed 10/15/25	Wed 12/31/25
88	9	No	Post Implementation Review	143 days	Wed 12/31/25	Thu 7/23/26

Revenue Account Management System (RAMS) Reconfiguration for PALM

System Requirements Document

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1. Revision History

Identify changes to the Requirements document.

Version #	Date	Name	Description
1.0	4/2023	Ajay Katta, Sudha Gorijavolu, Melody Gillander, Shajil Kalathil	Initial Creation

2. Introduction

2.1. Purpose

These requirements pertain to the reconfiguration of RAMS system for PALM. The RAMS system comprises various application components. The reconfiguration process aims to ensure compatibility with PALM, encompassing cash receipts and account receivable activities. Currently, RAMS generates accounting codes in compliance with the chart of accounts. The updated system must adhere to the PALM chart of accounts, and all necessary accounting information should be seamlessly uploaded from RAMS to PALM. Apart from accounting functions, the RAMS system also interfaces with external systems through various data interfaces involving data transfers.

2.2. Business Context

The Office of Financial Management (OFM) plays a crucial role in safeguarding FDLE's financial information and records. Their primary responsibilities include ensuring data accuracy, protection, and compliance with accounting standards. OFM handles the collection and recording of revenue and accounts receivables, guarantees accurate and timely payment of member reimbursements and vendor invoices, and conducts financial record reconciliation.

RAMS serves as a vital interface with multiple internal criminal justice information systems, such as the CWCS, SHIELD, FALCON, FES, CCService, and E-Pay. Additionally, RAMS interacts with external agencies like DOR, and DFS to manage customer information, billing, and payments.

Due to the recent restructuring of the PALM project in January 2023, FDLE is required to retain RAMS and incorporate specific modules that will not be available in PALM. It is essential to update RAMS to ensure compatibility with PALM, as failure to do so would result in FDLE's inability to manage receivables, cash receipts, and upload transactions to the state accounting system. Thus, reconfiguring RAMS to make it PALM complaint is critical for FDLE to maintain accurate accounting processes and integrate with the overall financial management system. The next section details the scope.

2.3. Scope

The RAMS system is comprised of several components; these components must be reconfigured to support PALM's accounting structure. The following components must be reconfigured to make them PALM complaint:

1. General Ledger:
    a. Accounting setups
    b. Accounting calendar
    c. Journals
    d. Posting
    e. Open/close accounting periods

2. Accounts Receivables
    a. Import monthly invoices from application

b. Generate Balance Forward Billing
c. Generate FPP printable individual invoices
d. Generate data extracts of invoice
e. Edit customer information
f. Review and edit invoice
g. Create manual invoices
h. Identify incomplete invoices
i. Adjust customer outstanding balance
j. Automate application of receipts to invoices with outstanding balances
k. Upload receivables transactions data from RAMS to PALM
l. Provide reports/programs to reconcile with PALM application
m. Provide reports/programs for day to day processing of transactions
n. Create standard or miscellaneous receipts
o. Provide ability to batch receipts deposited in bank
p. Provide features to query, print and export details of customer, receipts and invoices
q. Import customer-based receipts file to create standard receipts
r. Apply standard receipts to outstanding invoices
s. Import non-customer-based receipts file and create miscellaneous receipts
t. Create standard and miscellaneous credit card receipts via E-Pay application
u. Create, update and delete customer information
v. Create and maintain customer profile classes
w. Create and maintain Accounting calendar

3. Collections

a. Track collections and write-off status of invoices
b. Provide features to collect on delinquent accounts
c. Record and update collection notes and comments
d. Generate and send collection letters and statements to customers
e. Conduct scoring of customer setups, outstanding invoice balances, age of invoices and a few other factors and identify delinquent accounts
f. Provide a centralized workbench for collectors to view and manage overdue invoices, collection notes, and customer contact details
g. Support ad-hoc query and analysis capabilities for custom reporting needs

4. Data Quality Management

a. Run necessary background programs needed for data synchronization and peak performance.
b. Validate data entered or modified in customer screens and ensure data meets predefined quality Trading Community Architecture (TCA) standards and business rules.
c. Provide functionality to cleanse and standardize customer data. It should help identify and correct inconsistent, inaccurate, or duplicate data records.
d. Ensure DQM integrates with various Oracle EBS modules, such as Customer Relationship Management (CRM), Human Resources (HR) and Accounts Receivables (AR). It should ensure data quality across different functional areas of the EBS system.

5. Security and Administration

a. Create and maintain RAMS users.

b. Create RAMS responsibilities (Security Controls) to allow only the appropriate users to view/update the data in application.
c. Set or reset user passwords.
d. Audit user status and roles.
e. Provide access to application oracle forms irrespective of user's browser.
f. Provide printing capabilities from application to network printers on Windows OS.

3. Project Description

3.1. Project Context

Florida PALM is the State of Florida's new enterprise resource planning (ERP) system housed in the cloud that replaces the State's current accounting and financial management system, FLAIR. In collaboration with agencies, the Florida PALM Team is developing and implementing a statewide system that will improve business operations in Florida and position it for future innovation. Beginning on July 1, 2014, the Florida PALM Project was launched. On July 20, 2018, a contract for integrated software and implementation support services was linked. In 2021, Florida PALM began the first phase of rollout by enabling cash management capabilities for the State in the new system. PALM is currently projected to go live January 1, 2026.

FDLE's Revenue Accounting Management System (RAMS) is a highly customized agency specific Oracle ERP Financials modules-based Accounts Receivable system. RAMS interacts with multiple internal criminal justice information systems (CWCS/SHIELD/FALCON/FES) and external applications (DOR/DFS) to maintain customer information and manage billing and payments. RAMS distributes invoices by mail only. For FY 21/22, RAMS processed ~ $70 million in credit card payments, $176 million in revenue management, and $39 million in receipts.

FDLE initially planned to phase out RAMS and modify our current billing systems to communicate directly with PALM. This would have been a cost avoidance and given FDLE the capability to leverage PALM for its enhanced standardized functionalities. However, as a result of the recent restructuring (January 2023) of the PALM project, FDLE must retain RAMS and utilize certain modules that will not be available in PALM.

4. Specific Requirements

4.1. Functional Requirements

RAMS Business Processes

BUSINESS PROCESS	
Describe the Business Process: Create and maintain RAMS users	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall create, edit, activate, and inactivate users.
2	The system shall assign, enable, end date roles assigned to the user.
3	The system shall search for existing users by name.
4	The system shall assign default RAMS printer to users.

BUSINESS PROCESS	
Describe the Business Process: Create RAMS responsibilities (Security Controls) to allow only the appropriate users to view/update the data in application	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	As Needed - - users will be added as new RAMS users change job responsibilities and reports will be run as needed.
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide role-based security (RBAC). Current roles are: Receivables Manager, System Administrator, GL Super User etc.
2	The system shall provide Administrators the ability to create, edit, activate, inactivate, or end date user and their responsibilities.(ex. add/update user access, reset passwords if user is unable to self-service reset password, lock/unlock accounts).
3	The system shall provide capability to assign specified users as collectors.
4	The system shall provide either view only or modify access as required.
5	The system shall provide a report, which indicates the RAMS users in each responsibility.
6	The system shall provide history of updates on all data (date updated, updated by).
7	The system shall provide audit reports of data updates made throughout the system. (ex. security changes, alert changes, case data changes).

BUSINESS PROCESS	
Describe the Business Process: Set or reset user passwords	
Priority of the Requirements for this Business Process:	critical
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall have provision to assign or reset user passwords manually.
2	The system shall have login assistance link allowing users to reset their own passwords.
3	The system shall follow FDLE policy for setting passwords.

BUSINESS PROCESS	
Describe the Business Process: Audit user status and roles	
Priority of the Requirements for this Business Process:	critical
Frequency this Business Process is Performed:	quarterly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a list of active users and their assigned roles.

BUSINESS PROCESS	
Describe the Business Process: Import FPP monthly invoices file into RAMS to create receivables invoices for FPP customers.	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide capability to store FPP invoice flat file in a specific directory of RAMS application server.
2	The system shall provide custom program to import the contents of flat file, derive other data in RAMS on basis of flat file fields and populate oracle invoice staging tables with data needed for creating invoices for the customer.
3	The system shall provide ability to create standard oracle invoices for all customers in flat file, when the oracle standard 'Autoinvoice Master Program' and 'Autoinvoice Import Program' jobs are executed.
4	The system shall provide details of both successful and error records for further review.

BUSINESS PROCESS	
Describe the Business Process: Import SHIELD monthly invoices file into RAMS to create receivables invoices for SHIELD customers.	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide capability to store SHIELD invoice flat file in a specific directory of RAMS application server.
2	The system shall provide custom program to import the contents of flat file, derive other data in RAMS on basis of flat file fields and populate oracle invoice staging tables with data needed for creating invoices for the customer.

3	The system shall provide ability to create standard oracle invoices for all customers in flat file, when the oracle standard 'Autoinvoice Master Program' and 'Autoinvoice Import Program' jobs are executed.
4	The system shall provide details of both successful and error records for further review.

BUSINESS PROCESS	
Describe the Business Process: Import FALCON monthly invoices files into RAMS to create receivables invoices for FALCON customers.	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide capability to store FALCON invoice flat files (both for 1- and 5-year anniversary) in a specific directory of RAMS application server.
2	The system shall provide custom program to import the contents of flat file, derive other data in RAMS on basis of flat file fields and populate oracle invoice staging tables with data needed for creating invoices for the customer.
3	The system shall provide ability to create standard oracle invoices for all customers in flat file, when the oracle standard 'Autoinvoice Master Program' and 'Autoinvoice Import Program' jobs are executed.
4	The system shall provide details of both successful and error records for further review.

BUSINESS PROCESS	
Describe the Business Process: Import CWCS monthly invoices files into RAMS to create receivables invoices for CWCS customers	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide capability to store Livescan/CWCS flat file in a specific directory of RAMS application server.
2	The system shall provide custom program to import the contents of flat file, derive other data in RAMS on basis of flat file fields and populate oracle invoice staging tables with data needed for creating invoices for the customer.
3	The system shall provide ability to create standard oracle invoices for all customers in flat file, when the oracle standard 'Autoinvoice Master Program' and 'Autoinvoice Import Program' jobs are executed.
4	The system shall provide details of both successful and error records for further review.

BUSINESS PROCESS	
Describe the Business Process: Generate Balance Forward Billing (BFB) consolidated invoices using imported and manual individual invoices	
Priority of the Requirements for this Business Process:	Critical

Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system must be able to combine imported lines into single invoices for each customer using Balance Forward Billing (BFB).
2	The system must be able to generate a PDF of BFB invoices in a specified format.

BUSINESS PROCESS	
Describe the Business Process: Generate Firearms Purchase Program (FPP) printable individual invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system must be able to generate printable invoices for each FPP customer who had transactions on the import file.
2	The system must be able to generate FPP invoices in a specified format.
3	The system must be able to print necessary coding (MICR code) at the appropriate place on the invoice to allow electronic processing by DOR.

BUSINESS PROCESS	
Describe the Business Process: Generate data extracts of invoice lines for specific high-volume transaction customers	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall automate extraction of transaction lines for the month being invoiced and place on an FTP server.
2	The system shall manually generate the extract if the automatic extract is unsuccessful.

BUSINESS PROCESS	
Describe the Business Process: Edit customer information relevant to invoice import setups	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide reports of specified customer set-up issues.
2	The system shall correct customer set-up issues programmatically where possible.

BUSINESS PROCESS	
Describe the Business Process: Review and edit invoice errors in draft mode before generating final version of invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a program to identify invoices with missing or incorrect object codes.

BUSINESS PROCESS	
Describe the Business Process: Create manual invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall have provision to create manual invoices for customer types not included in the Balance Forward Billing (BFB) or Firearms Purchase Program (FPP) import files.
2	The system shall have provision to create manual invoices for customers that experienced errors during the BFB or FPP imports.
3	The system shall have provision to create manual invoices for other reasons as needed (NSF checks, etc.).

BUSINESS PROCESS	
Describe the Business Process: Identify incomplete invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a program to identify existing invoices that have not been marked as completed.

BUSINESS PROCESS	
Describe the Business Process: Adjust customer outstanding balance manually using credit or debit memos	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	

Req. #	Requirement
1	The system shall have provision to create credit memo.
2	The system shall have provision to apply credit memo to invoices or debit memos.
3	The system shall have provision to create debit memo.
4	The system shall have provision to apply debit memo to receipts or credit memos.
5	The system shall provide a report of open credit and debit memos.
6	The system shall have provision to assign account information to the credit memo or debit memo by bill-to customer type and transaction type.
7	The system shall have provision to allow users to enter accounting information manually for miscellaneous type credit or debit memos.
8	The system shall have provision to allow users to edit pre-populated accounting information.
9	The system shall have provision to allow users to create and edit comments/notes on credit/debit memos.

BUSINESS PROCESS	
Describe the Business Process: Automate application of receipts to invoices with outstanding balances	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Weekly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall programmatically apply unapplied receipts to open invoices on the account.
2	The system shall provide a user-maintained table of customers that should not have invoices automatically applied.
3	The system shall generate a report of receipts that were programmatically applied.
4	The system shall generate a list of customers with open invoices and open receipts that were not applied to those invoices.

BUSINESS PROCESS	
Describe the Business Process: Upload receivables transactions data from RAMS to FLAIR	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall create and upload file of daily transactions in the required format to upload to FLAIR.
2	The system shall provide a report that can be viewed in Excel to review the transactions to be uploaded for errors.
3	The system shall provide a user interface to make changes to the proposed upload file.
4	The system shall provide a way to regenerate the upload file after changes are made.
5	The system shall place the upload file onto an FTP server to be picked up by DFS FLAIR process.
6	The system shall provide a report on the following day of upload items that caused errors.

BUSINESS PROCESS
Describe the Business Process: Provide access to application oracle forms irrespective of user's browser

Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS

Req. #	Requirement
1	The system shall allow RAMS to run on the existing Java installation on a user's PC regardless of version.
2	The system shall allow RAMS application oracle forms to be opened regardless of type of browser being used by user.

BUSINESS PROCESS

Describe the Business Process: Provide printing capabilities from application to network printers on Windows OS

Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	As needed

FUNCTIONAL REQUIREMENTS

Req. #	Requirement
1	System shall provide ability to print reports or any other RAMS documents directly from RAMS application.
2	While processing print commands the system shall take care of synchronization issues between Linux based Operating System (OS) of RAMS and Windows based OS of user PC (using CUPS printer and printer drivers).

BUSINESS PROCESS

Describe the Business Process: Provide reports/programs to reconcile with FLAIR application

Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS

Req. #	Requirement
1	The system shall provide a program to purge temporary journal import interface tables created by Subledger accounting module of oracle
2	The system shall post all journals in GL module for period being reconciled.
3	The system shall provide Trial Balance by Account Report (GL Module) needed for GL accounts reconciliation
4	The system shall provide a report with details of Invoice Aging (By Customer Account) Report with provision to export output into Excel.
5	The system shall provide GL Summary Account Information Report with details of debit and credit totals at account level
6	The system shall provide RAMS to FLAIR Reconciliation Report that compares GL balances in RAMS versus FLAIR accounts.
8	The system shall provide ability to verify that year end adjusting entries from the previous fiscal year were reversed.

BUSINESS PROCESS	
Describe the Business Process: Provide reports/programs for day to day processing of transactions	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The FDLE RAMS Customer overpayment and address details reports provides data of customers who have paid more than their balance of invoices.
2	System shall provide a report that gives list of state agencies with date and primary sales person information
3	FDLE Receipts Report provides details of receipt date, GL date, customer account and receipt balances information and other data specific to FDLE requirements
4	The system shall provide user ability to search for and view reports they have created.
5	Receipt Register is a standard oracle report that is similar to FDLE Receipts Report without any customizations.
6	Miscellaneous Receipt Register is a standard oracle report that provides details of miscellaneous receipts.
7	The system shall provide a report with detail of Unapplied Receipts in FDLE specified layout
8	The system shall provide a custom report that list details of outstanding invoice amounts by other state agencies to FDLE
9	The system shall provide a report with detailed information about AR Deposit details per FDLE layout.
10	The system shall provide details of all receipts related to Expunge payments
11	The system shall provide a report with details of FDLE ORG and EO Combinations.
12	The system shall provide a report with details of Chart of Accounts Listing.
13	The system shall provide a report with details of Chart of Accounts Segment Values Listing.
14	The system shall provide a Credit Memo Audit Report.
15	The system shall provide a report that lists RAMS User by role and status.
16	The system shall provide Debit Memo and Credit Memo Audit Reports with details of the each type of memo along with invoice/receipt balances and customer details.

BUSINESS PROCESS	
Describe the Business Process: System shall create standard or miscellaneous receipts	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall create receipt batches.
2	The system shall add receipts to receipt batches.
3	The system shall add receipts independent of receipt batches.
4	The system shall query receipt batches and individual receipts.
5	The system shall manually assign receipt number to entered receipts.
6	The system shall allow multiple receipts with the same receipt number to be created on a single customer.
7	The system shall assign accounting information for standard receipts based on receipt class.
8	Enter miscellaneous receipts.
9	The system shall allow users to create and edit comments/notes on receipts.

10	The system shall reverse receipts.
11	The system shall assign accounting information for miscellaneous receipts based on receipt activity or receipt method.

BUSINESS PROCESS	
Describe the Business Process: Provide ability to batch receipts deposited in bank	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall assign receipts to a remittance batch.
2	The system shall approve remittance batch.
3	The system shall allow users to assign a deposit number.

BUSINESS PROCESS	
Describe the Business Process: Track collections and write-off status of invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow users to edit the custom created collections and write-off status fields.
2	The system shall provide a report/listing of invoices by collections or write-off status fields.

BUSINESS PROCESS	
Describe the Business Process: System shall provide features to collect on delinquent accounts	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide a report of past due invoices by date.
2	The system shall allow users to enter or edit contact information for customers on the Collections screen.
3	The system shall identify delinquent invoices and mark for dunning.
4	The system shall allow user to view and edit the dunning level of individual invoices.
5	The system shall provide a list of invoices for which letters were generated.
6	The system shall print dunning letters to pdf on a user-provided template.
7	The system shall use different dunning letter language depending on type of invoice and number of days late.
8	The system must be able to generate a report of receipts applied to invoices for specific transaction date.

9	The system shall generate a list of past due reports greater than 90 days past due to send to collections.

BUSINESS PROCESS	
Describe the Business Process: System shall provide features to query, print and export details of customer, receipts and invoices	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow querying of account details by specific field.
2	The system shall allow querying of Receipts/Receipts Summary by specific field.
3	The system shall allow querying of Transactions/Transactions Summary (invoices, debit memos, credit memos) by specific field.
4	The system shall allow querying of Remittance batches.
5	The system shall allow user to print individual transaction and receipt screens to a local printer.

BUSINESS PROCESS	
Describe the Business Process: System shall run necessary background programs needed for data synchronization and peak performance	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall schedule and run program Oracle Applications Manager (OAM) Applications Dashboard Collection to monitor Oracle EBS instance.
2	The system shall schedule and run Special Concurrent Manager Queue Control to manager system and user requests submission.
3	The system shall schedule and run program gather schema statistics program to tune the indexes.

BUSINESS PROCESS	
Describe the Business Process: System shall provide features to define and maintain accounting setups	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow creation and editing of following account code values: 1. Budget Entity 2. Category 3. Fund ID

	4. GL Code 5. Org 6. EO 7. Object codes 8. Code combinations
2	The system shall allow creation and editing of Sales reps.
3	The system shall allow creation and editing of the following other attributes: 1. Receipt methods 2. Receipt classes
4	The system shall allow creation and editing of receivables activities.
5	The system shall allow creation and editing of transaction classes.
6	The system shall allow creation and editing of bank account information.

BUSINESS PROCESS	
Describe the Business Process: Import non-customer based receipts file and create miscellaneous receipts	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily (sometimes multiple files are processed in the same day)
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall restrict access to import receipts lockbox file only to users with 'FDLE ACCOUNTS RECEIVABLE' and 'Receivables Manager' responsibilities in RAMS.
2	The system shall provide capability to process single or multiple receipt files that are being transferred to a directory in secure FDLE Windows FTP server.
3	The system shall transfer files from Windows FTP server to RAMS application server for further processing.
4	The system shall provide custom code to import receipts in FDLE staging tables, validate data, derive all other necessary data from existing setups and populate data in Oracle interim staging tables.
5	The system shall convert data from Oracle staging tables in to RAMS receipts when 'Process Lockboxes' oracle program is executed.
6	The system shall provide details of both successful and error records for further review.

BUSINESS PROCESS	
Describe the Business Process: Import non-customer based receipts file and create miscellaneous receipts	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall Import receipts from CHS for SHIELD miscellaneous transactions.
2	The system shall provide a report of SHIELD payments.
3	The system shall create RAMS receipts from the imported information and assign receipt numbers in the format specified by FDLE.

BUSINESS PROCESS
Describe the Business Process: Create standard and miscellaneous credit card receipts via E-Pay application

Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Daily

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall assign receipt numbers in the format specified by FDLE.
2	The system shall create miscellaneous receipts for the convenience fee.
3	The system must allow FPP customers to pay invoices with credit card online.
4	The system must automatically reactivate eligible dealers when payment is received online.
5	The system shall allow customers to pay invoices online with a credit card.
6	The system shall provide a report of convenience fees received in a given time period.
7	The system shall provide FDLE E-PAY Activity Log Report.
8	The system shall have custom code to derive details of all open invoices for either single or multiple gun dealer ORIs provided by application that invoking the custom code.
9	The system shall send back details of both successful and error results for further review.
10	The system should have ability to list gun dealer outstanding invoices in E-Pay.

BUSINESS PROCESS	
Describe the Business Process: System should have ability to create, update and delete customer information	
Priority of the Requirements for this Business Process:	High
Frequency this Business Process is Performed:	Daily

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall have standard screens to create customer party information (includes legal entity details).
2	The system shall provide standard screens to create a customer account and associate that to party created in step 1 above. In addition, system should also provide fields to store customer number (ex: ORI#) and other important fields from third party applications like CWCS, SHIELD etc. that interact with RAMS.
3	The system shall provide standard screens to create customer account sites for billing, shipping and associate these sites to customer account from step 2 above.
4	The system shall provide standard screens to create customer account site purpose details that store information related to sales person, payment terms etc.
5	The system shall allow users to edit, activate, or deactivate customers.
6	The system shallow users to search for existing customers.
7	The system shall provide a program to activate/inactivate accounts programmatically and to rename with an inactive designation.
8	The system shall generate a list of accounts programmatically inactivated.
9	The system shall programmatically update customer account names multiple times daily to enforce formatting rules.
10	The system shall allow users to merge duplicate customers or accounts.

BUSINESS PROCESS	
Describe the Business Process: System should have capability to create and maintain customer profile classes	
Priority of the Requirements	High

for this Business Process:	
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide screens to create and update profile class which store information like Balance Forward Billing options, payment terms, Collectors details, Invoicing, Statements and Dunning, Receipts matching option etc.
2	The system shall provide features to link profile classes created in step 1 above to customer at account and site levels. This will help in defaulting BFB, payment terms options etc. and avoid manual entry by users.

BUSINESS PROCESS	
Describe the Business Process: Create and maintain Accounting calendar in Accounts Receivables	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow creation of a new accounting calendar for each fiscal year.
2	The system shall validate that calendar is set up correctly.
3	The system shall allow user to open or close Accounts Receivables accounting periods.

BUSINESS PROCESS	
Describe the Business Process: Provide ability to open or close accounting periods in General Ledger(GL)	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow creation of a new accounting calendar for each fiscal year.
2	The system shall validate that calendar is set up correctly.
3	The system shall allow user to open or close General Ledger (GL) accounting periods.

BUSINESS PROCESS	
Describe the Business Process: Import or Create manually journal batches, journal headers and journal lines in GL	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall have ability to create journal batches by category. Example – Sales Receipts, Receipts, Miscellaneous Receipts, Credit Memos, Debit Memos etc.
2	The system shall have ability to create individual journals for each category in step 1 above regardless

	of whether they are associated to a batch.
3	The system shall have option to import journals from Accounts Receivables of EBS, create manually and outside applications (if needed)

BUSINESS PROCESS	
Describe the Business Process: Provide ability to post journals in both regular and adjustment accounting periods of GL	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall capture journals that are balanced i.e. credit and debit totals should match and be equal in the journal
2	The system shall allow creation of adjustment journals during year-end for reconciling deferred revenue.

BUSINESS PROCESS	
Describe the Business Process: System shall validate data entered or modified in customer screens and ensure data meets predefined quality Trading Community Architecture (TCA) standards and business rules	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall allow addition of custom FDLE specific data at party, account, site and site purpose levels
2	The system shall allow linking of customer profile classes at account and site levels
3	The system shall allow linking of type of organization example – federal, state, county, city, private etc. at the site purpose level
4	The system shall validate customer information entered/modified by end user as per oracle standard TCA rules

BUSINESS PROCESS	
Describe the Business Process: System shall provide functionality to cleanse and standardize customer data. It should help identify and correct inconsistent, inaccurate, or duplicate data records	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall store reference of external application customer number in ORI copy field (attribute13) and original reference field at customer account level
2	The system shall NOT allow duplicate reference of same customer number from step 1 again in

	original reference field
3	The system shall provide oracle standard reports to identify data inconsistencies
4	The system shall provide oracle standard programs to merge duplicate customers
5	The system shall provide custom reports to identify customers with duplicate ORI copy field values repeated

BUSINESS PROCESS	
Describe the Business Process: System shall ensure DQM integrates with various Oracle EBS modules, such as Customer Relationship Management (CRM), Human Resources (HR) and Accounts Receivables (AR). It should ensure data quality across different functional areas of the EBS system	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall integrate Trading Community Architecture (TCA) setup of customers in AR with Data Quality Management (DQM) tools and features that provide powerful searching and matching functionality for search, duplicate identification, duplicate prevention, and other data management features.
2	The system shall help with searches for parties, addresses, contacts, and contact points in the TCA Registry
3	The system shall help with prevention of duplicate entry into the Registry when records are created or updated
4	The system shall help identifying possible duplicates that currently exist in the Registry

BUSINESS PROCESS	
Describe the Business Process: System shall record and update collection notes and comments	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed
FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall provide many places where a collector can enter and view notes about a customer or related transactions during the collections process.
2	The Notes shall be accessible for review prior to interacting with a customer or shared between users with the appropriate access rights.

BUSINESS PROCESS	
Describe the Business Process: System shall generate and send collection letters and statements to customers	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly
FUNCTIONAL REQUIREMENTS	

Req. #	Requirement
1	The system shall allow customizing the standard Oracle pre-configured dunning letters in Oracle Advanced Collections based on business needs and rules.
2	The system shall allow creation of brand-new dunning letters based on business needs and rules.
3	The system shall integrate dunning letter generation with Oracle BI publisher setup to automate letter generation.
4	The system shall allow reprinting of historical dunning letters

BUSINESS PROCESS	
Describe the Business Process: System shall conduct scoring of customer setups, outstanding invoice balances, age of invoices and few other factors and identify delinquent accounts	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	Monthly

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall score (rate) Receivables invoices, debit memos, or chargebacks etc. to determine if customer is delinquent, pre-delinquent or current on specific transaction scored.
2	The system shall utilized scoring value assigned to an invoice to determine the appropriate collections strategy or dunning plan
3	The system shall provide standard oracle programs to determine customer/transaction delinquency status, calculate scores, create delinquencies, and assign appropriate strategies to them.

BUSINESS PROCESS	
Describe the Business Process: System shall provide a centralized workbench for collectors to view and manage overdue invoices, collection notes, and customer contact details	
Priority of the Requirements for this Business Process:	Critical
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The system shall show customer-level scores at collections header level regardless of view by account, bill to, or delinquency level.
2	The system shall provide s oracle forms-based windows for tasks performed by collections agents and managers; and web pages for setup, advanced delinquency management, and administration of Oracle Collections
3	The system shall provide roles like Collections Agent, Collections Administrator and Collections Manager to manage various collections related activities of FDLE.
4	The system shall provide collections window as a central work area for activities relating to collecting debt from a customer.
5	The system shall provide a unique work queue to each collector to help with segregation of duties.

BUSINESS PROCESS	
Describe the Business Process: System shall support ad-hoc query and analysis capabilities for custom reporting needs	
Priority of the	Critical

Requirements for this Business Process:	
Frequency this Business Process is Performed:	As Needed

FUNCTIONAL REQUIREMENTS	
Req. #	**Requirement**
1	The System shall support multiple interfaces to query the RAMS database example – command prompt, Oracle SQL Developer, TOAD Oracle Query Builder etc.
2	The system shall provide both read only and role based query access to customer, receivables, collections, GL and system setup/foundation data
3	The system shall provide ability to generate reports in text, excel etc. layouts directly from querying tools.

4.2.Non-Functional Requirements

NON-FUNCTIONAL REQUIREMENTS: Project Documentation	
Req. #	**Requirement**
1	Shall prepare the required documentation for review by FDLE's ITS Project Manager in compliance with FL Digital Services Rule 60-GG and FDLE's ITS Project Management Standards.
2	Shall provide a detailed project schedule bi-weekly with tasks, dependencies, work effort, duration, and resources identified. FDLE must be able to determine when its' members or computer resources are needed to keep the project on-schedule.
3	Shall propose the system configuration with any required purchases at FDLE at the time of any contract execution(s) so that the computer hardware, software, other 3rd party software, SaaS, PaaS or IaaS required to be purchased by FDLE can be received timely so the project schedule is not adversely impacted.
4	Shall provide a System Design document that will include specifications for setting up the computer hardware, software, 3rd party software, SaaS, PaaS or IaaS to deploy and operate the proposed system.
5	Shall provide the project with detailed Test Plans.
6	Shall conduct performance tests on the applications which support the MEPIC system.
7	Shall provide a detailed Implementation Plan.
8	Shall provide an Operations & Maintenance Plan which includes Disaster Recovery as well as routine Backup and Recovery.

NON-FUNCTIONAL REQUIREMENTS: Architecture	
Req. #	**Requirement**
1	Shall operate on MS-Windows compatible computers using MS-Windows 10 or above in a web-based application for RAMS application.
2	Shall provide safeguards to prevent unauthorized access to information stored in the RAMS application, which is a criminal justice information system.
3	Shall be designed to support a 24/7 Production environment.
4	Shall be compatible with the current version and two previous versions of Microsoft Edge and the current release of other major browsers, like Chrome, Firefox, and Safari.
5	Shall operate the database and operating systems on the current version or previous version.
6	Shall indicate which part(s) of FDLE's existing network infrastructure will be used and shall be

	designed to operate within the FDLE network connections, protocols, and service level. Any required purchases or configuration changes must be approved by FDLE prior to contract engagement.
7	Shall operate in a cloud environment or with SaaS as technically feasible.

NON-FUNCTIONAL REQUIREMENTS: System Availability	
Req. #	**Requirement**
1	Shall follow FDLE's standards on system availability: 24 hours a day, 7 days a week, and 365 days a year (except during maintenance window of time).

NON-FUNCTIONAL REQUIREMENTS: System Support	
Req. #	**Requirement**
1	Shall ensure downtime is minimal.
2	Shall ensure that the hardware and software products used in the system (example: web servers, database servers, operating systems, 3rd party software, etc.) are upgraded or replaced prior to reaching end-of-life or unsupported status.
3	Shall provide Help Desk support 24 hours per day, 7 days a week, and 365 days a year to assist with technical issues.
4	Shall not share FDLE data across customers. The data contained in the database is owned by FDLE.
5	Shall provide a minimum of two (2) work days' notice for planned system downtime and downtime should be applied during non-peak hours (5 AM – 9 AM). All changes shall be coordinated with FDLE.
6	Shall notify of software patches, updates, and upgrades times so that coordination can be done between all stakeholders in a timely manner.
7	Shall log technical errors and alert technical staff to review the technical errors.

NON-FUNCTIONAL REQUIREMENTS: Security	
Req. #	**Requirement**
1	Shall provide policies and procedures for securing RAMS information and system resources.
2	Shall provide security controls to be in place to minimize the risks to the confidentiality, integrity, and availability of the system and data.
3	Shall base access to information in the RAMS Application based on user roles and associated access rights. Access shall be provided and assigned on the principle of "Least Privilege" and managed according to documented procedures.
4	Shall protect system resources by physical controls. Shall provide procedures to manage physical access to information technology facilities housing RAMS information.
5	Shall provide procedures to notify RAMS System Owner of any suspected cybersecurity incident or breach of information.

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

RAMS Reconfiguration Project

PROJECT MANAGEMENT PLAN

Approved June 1, 2023

Last Revision June 1, 2023

VERSION HISTORY

Version	Date	Change	Editor
1.0	1/6/2023	Initial Draft	Shajil Kalathil

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SIGNATURE AND ACCEPTANCE PAGE

I have reviewed this Project Management Plan (PMP) and agree that the content of the document is accurate and clearly describes the project management methodology for the project.

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Title:			
Agency:	FDLE		
Role:	Project Manager		

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Agency:	FDLE		
Role:	Project Sponsor - ITS		

Signature:	Fraser, Charlotte	Date:	
Print Name:	Project Sponsor		
Title:	FDLE		
Agency:	Project Sponsor - Business		
Role:	Fraser, Charlotte		

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1. EXECUTIVE SUMMARY

This project has been approved by FDLE's Business Unit and the Division of Information Technology Services, to fulfill the business needs identified in the Project Charter.

2. PROJECT CHARTER

The Project Charter describes the work to be performed to deliver the product, service, and/or results that have been identified to meet the business need.

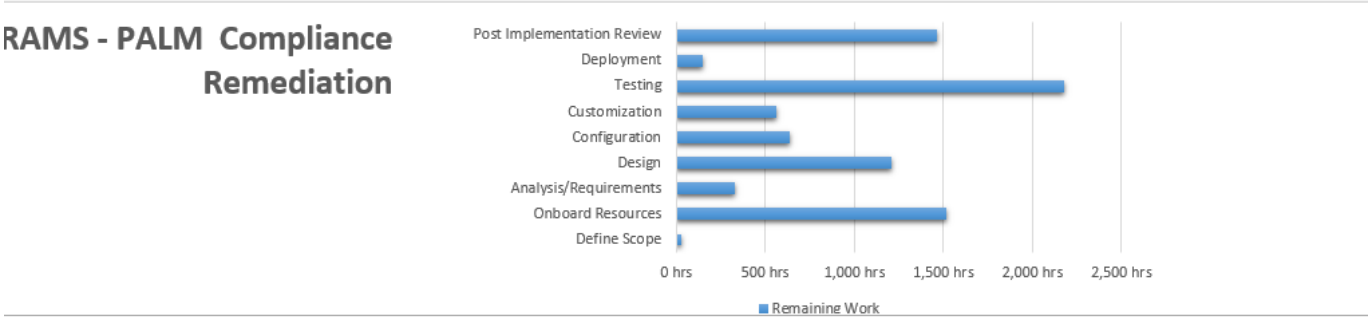
The Project Charter includes the following sections with pertinent details:

- Project Name, Project Sponsor, Project Manager, Business Lead, Project Number, Date
- Executive Summary - a summary description of the project.
- Business Case – Background, business need, business problem(s) to be solved.
- Cost Benefit Analysis – Summarizes cost savings, cost avoidance, tangible benefits, ROI or value to the agency.
- Business Objectives – Project objectives, outcomes of the project.
- Stakeholders – A list of key stakeholders and their role in the project.
- Deliverables – Documents and other deliverables that will be created for the project.
- In Scope - The work that is approved to be completed within this project and is included in the estimation of budget, schedule, and resource needs.
- Out of Scope – Specific work that is excluded from the project, and will not be completed.
- Assumptions and Constraints –Assumptions list what is currently known and expected to be true throughout the life of the project. Constraints are considered limitations or restrictions that may impact the project and will be planned for accordingly.
- Risks – The Risk and Complexity Category as determined from the Pre-Charter Risk and Complexity Assessment (RCA) and a list of any known risks associated with the project prior to initiation.
- Interdependencies - Identifies production systems, other projects or initiatives that may impact or be impacted by the project.
- Estimated Project Budget – Provides an estimated 3 pt. estimate, space for listing estimated costs of staff, hardware, software and other costs, a total estimation, and a funding source.
- Project Schedule Estimates – Schedule Constraints or Hard Due Dates (Describe any known deadlines), Planned Start (Listed expected start date and reason), Known Milestones (Describe any milestones and dates that are known at this time) and Planned Finish (List expected finish date and reason).
- Approval – Provides Spaces for the Project Manager, Business Lead, Project Sponsor and ITS Director to list their name and sign/type/date their approval of the Project Charter. If the document is electronically submitted, a copy of it will be stored in the project documentation centralized repository.

3. WORK BREAKDOWN STRUCTURE

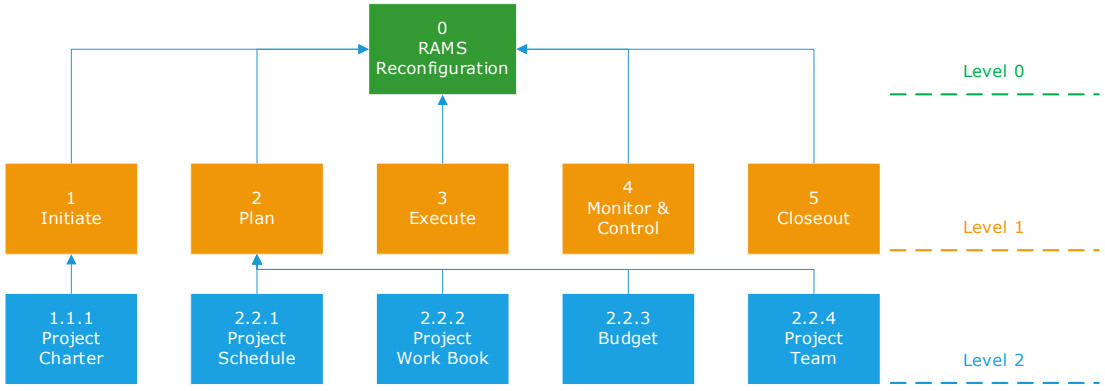
The Project Schedule contains a hierarchical and incremental decomposition of the project, broken down into phases, deliverables, and work packages. The schedule represents the Work Breakdown Structure (WBS) and identifies all the tasks required to deliver the total scope of work to produce each deliverable. Tasks in the schedule are decomposed into subtasks until they can be estimated, observed, and evaluated.

A sample of the project schedule is provided below:



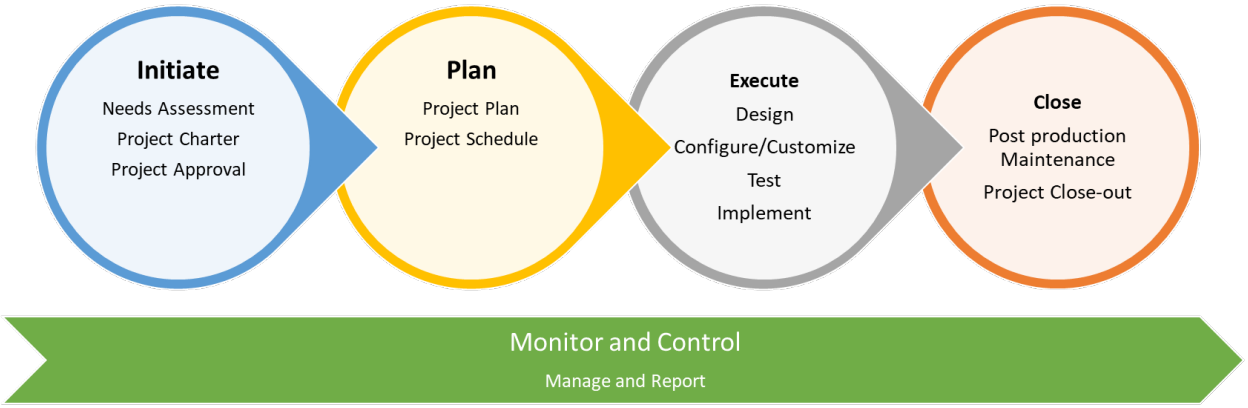
WBS	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0	**RAMS Reconfiguration**	**521.5 days**	**Mon 7/1/24**	**Tue 6/30/26**		
1	**Define Scope**	**3.5 days**	**Mon 7/1/24**	**Thu 7/4/24**		
2	**Onboard Resources**	**40 days**	**Thu 7/4/24**	**Thu 8/29/24**	**7**	
3	**Analysis/Requirements**	**65.5 days**	**Thu 8/29/24**	**Thu 11/28/24**		
4	**Design**	**159 days**	**Thu 9/19/24**	**Wed 4/30/25**		
4.1	Determine the mapping logic	5 days	Thu 9/19/24	Thu 9/26/24	18	Functional Consultant
4.2	Assess the impact of mapping on business processes	20 days	Thu 9/26/24	Thu 10/24/24	25,18	Functional Consultant
4.3	Review preliminary software specifications	5 days	Fri 11/29/24	Thu 12/5/24	23,26	Business Analyst,Functional
4.4	Develop functional specifications	5 days	Fri 12/6/24	Thu 12/12/24	27	Business Analyst,Functional
4.5	Develop prototype based on functional specifications	5 days	Fri 12/13/24	Thu 12/19/24	28	Business Analyst, Functional Consultant
4.6	Review functional specifications	1 day	Fri 12/20/24	Fri 12/20/24	29	Business Analyst,Functional
4.7	Incorporate feedback into functional specifications	0.5 days	Mon 12/23/24	Mon 12/23/24	30	Business Analyst, Functional Consultant
4.8	Design changes to Invoicing, Lockbox, Receipts Interfaces	20 days	Mon 12/23/24	Mon 1/20/25	31	Technical Consultant

A diagram of the WBS is provided below.



4. PROJECT PHASES

Projects normally go through at least five distinct Project Phases as shown below:



At the end of each phase, known as a phase-gate, it is important to document lessons learned and reassess the projects performance before entering the next phase.

5. LESSONS LEARNED

Throughout each project life cycle, lessons are learned and opportunities for improvement are discovered. As part of a continuous improvement process, documenting lessons learned helps the project team discover the root causes of problems that occurred and avoid those problems in later project stages or future projects. Lessons Learned on projects are recorded in the workbook on the "Lessons Learned Log" on the "Lessons Learned" tab.

The objective of gathering all of this relevant information is for better planning of later project stages, improving implementation of new projects, and preventing or minimizing risks for future projects.

6. PROJECT ORGANIZATIONAL & GOVERNANCE STRUCTURE

The Project Sponsor provides leadership and guidance to the Project Manager with regards to the business problem being solved, requirements, and the objectives of the project. The Project Sponsor assists with obtaining the resources that are needed to conduct the work and fulfill the objectives of the project. Any issues that cannot be resolved by the Sponsor are escalated to the Commissioner's Office.

The Project Manager follows the project management methods in the PMBOK guide. There is a centralized repository for PM artifacts, templates and tools for the PM, and assistance in complying with rule F.A.C. 74-1, the Project Management Standards. Any issues that cannot be resolved by the PM and Executive Steering Committee are escalated to the ITS Division Director and/or the Project Sponsor, whichever is appropriate and applicable.

The Project Manager oversees the work of the project and project team. The PM is responsible for developing the project plans and work with the project team to develop the project schedule. During the execution phase, the PM monitors and reports on the status of the project, including the work of the team. The PM also manages issues and risks and escalates any issues that may impact Scope, Quality, Schedule, or Budget to the Project Sponsor or Executive Steering Committee. The PM documents risks, issues, and lessons learned throughout the project and reviews lessons

learned during the closing phase with the sponsor, business owner, project team and the Executive Steering Committee.

7. RESOURCES

PROJECT TEAM

All of the people that make-up the Project Team are listed on the "Project Team Roster" on the "Roster" tab in the Project Workbook. The Project Team Roster provides the project team member's name, business unit, project role, contact data and responsibility.

STAKEHOLDERS

The people that are not directly on the project team but have some level of involvement in the project are Stakeholders. They are listed in a "Stakeholders" log on the "Stakeholder" tab in the Project Workbook. The Stakeholder log provides the stakeholder's name, role, impact, influence, risk tolerance, needs and responsibility.

EQUIPMENT/MATERIALS RESOURCES

Equipment, hardware, software, contract services, and any other resource(s) that will be procured for the project are provided in the Budget document. This document is created by the ITS Budget and Planning Office in a stand-alone Excel file and is stored in the centralized project repository. The budget is updated throughout the lifecycle of the project so all expenses incurred by the project are captured and updated with the most current data as data changes occur.

8. PROJECT SCHEDULE MANAGEMENT

PROJECT SCHEDULE

The Project Schedule was developed starting with a work breakdown structure listing all of the work and activities that will be conducted, captured in project phases or by milestones based on the PM's preference. The project dependencies and durations are identified, resulting in the estimation of planned start and finish dates for the project as a whole and each individual task. For schedules that are created using MS Project® the planned dates are auto-scheduled based on those dependencies and durations. Some schedules are created in a MS Word® table or in an MS Excel® spreadsheet, in which case the planned dates have to be manually calculated by the PM.

The schedule is baselined when it is approved by the team and the project sponsor and any other time a significant change occurs. The PM may also elect to periodically re-baseline the schedule, and is authorized to do so with approval of the project sponsor, using incremental baseline numbers. Re-baselining a schedule is reported in the status report.

The project schedule is reported on bi-weekly or monthly status reports, depending on the category of the project. The variances of planned versus actual dates are calculated, evaluated and reported upon in the status reports.

SCHEDULE MAINTENANCE

The project schedule is maintained and updated by the PM bi-weekly for Category 1 and 2 projects based on input from the resources that are assigned to do the work. As tasks start or finish, the actual start and actual finish dates are updated in the schedule. When the schedule is updated, the percentage complete is provided for in-progress tasks so that the current state of the project can be determined.

In rare cases, the schedule may be cost-loaded so that SPI and CPI can be automatically calculated, but for low-to-medium risk and complexity projects, that degree of detail is not required.

The baselined schedule is evaluated against current progress. For status reporting, the PM identifies overdue tasks and computes the percentage of late tasks related to total tasks to date. (Formula: number of overdue tasks / number of total tasks to date.) If this analysis indicates a variance of 10% or more, an explanation is provided in the status report and to the stakeholders.

9. COST MANAGEMENT

Managing the cost of the project involves two parts, the Budget and the Project Spending Plan. Both of these are primarily handled by the ITS Administration staff with information provided by the project manager.

BUDGET

The Project Budget determines the estimated costs associated with defined project activities and procurements. The Budget is developed by the PM and ITS Budget and Planning staff and includes the following:

- Source of funds, which may include grants, general revenue or trust funds
- Total costs for the project by major expense category (Contract Services, Expense, Other Capital Outlay, etc.]
- Planned and Actual costs by fiscal year over the life of the project
- The Budget is reported monthly in the status report

PROJECT SPENDING PLAN

The Project Spend Plan is managed by the ITS Budget and Planning staff, and updated based on expenditures and funds encumbered in that month. Project costs are monitored to identify both positive and negative variances between planned and actual expenditures.

The planned costs are compared against the actual costs for a given month to compute the actual cost variance for the month. (Formula: cost variance / total planned cost for the period). The variance is reported monthly and variances greater than or equal to 10% are explained in the status report and reported to stakeholders.

10.PROCUREMENT MANAGEMENT

Equipment, resources, and services that are needed for the project are procured by the ITS Policy Development and Planning (PDP) staff, using the standard ITS Procurement process. An Information Resource Request (IRR) form is submitted to the ITS PDP team for review and approval by the ITS Director. ITS PDP staff procures the approved items using FDLE processes, following FDLE policy and abiding by the State of Florida Contract and Procurement rules.

All procurement artifacts (IRRs, quotes, copies of Purchase Orders, Delivery Acceptance documents, etc.) are maintained and stored in ITS PDP.

11.COMMUNICATIONS MANAGEMENT

The PM is responsible for planning project-related communications to ensure that the project team, stakeholders and customers are kept informed of project status and critical information on a timely basis. The communication plan will serve as a guide for communications throughout the life of the project and will be updated as communication needs change.

The Communication Plan is outlined on the "Communication" tab in the Project Workbook. It identifies the type of communication, a description of the information being communicated, the frequency of communication, the format of the communication, the owner and the recipient of the communication.

12.CHANGE MANAGEMENT

During the project lifecycle, changes are expected. Any change impacting scope, time, or cost initiates the Project Change Request (PCR) process.

Changes that are needed, identified, or requested are submitted to the PM in writing. The PM, with the appropriate project team members and/or FDLE resources, will assess the change request and the potential impact to the approved schedule, budget, and scope. The PM will then confer with the Project Sponsor and customer to obtain approval to accept the change and integrate the additional work and costs into the appropriate project plans, schedule, tasks, documentation, etc. and assign resources to complete the work.

The PM will log and track PCR's on the "Project Change Management Plan (CMP)" on the "Change" tab of the Project Workbook. Changes that require re-planning the Schedule and/or the Budget may also result in re-baselining those project documents. Any changes to the project are reported in the Status Report.

13.ORGANIZATIONAL CHANGE MANAGEMENT

Implementation and deployment plans are captured in the project schedule. These may include training, creation of documentation or user manuals, or activities required by the business unit to implement changes to business processes. Internal (FDLE) business user will experience business process changes during this period. This project will introduce new, processes, and tools to create, update and change criminal records. FDLE will employ a range of informational, mentoring, and training efforts to assist members in assuming their new responsibilities.

The FDLE PM and Business lead will prepare an organizational change management plan. The organizational change management plan will document the activities, participants, and schedule required to manage change introduced through this project.

14.QUALITY MANAGEMENT

Quality is managed throughout the lifecycle of the project.

The Project Manager will use the processes defined by ITS, FDLE policy, and F.A.C. rule 60GG-1, the Project Management Standards.

Quality assurance focuses on preventative steps used to manage and deliver the solution and to eliminate any variances in the deliverable produced from the established quality targets. The table below describes some of the quality assurance processes that will be used.

Quality Assurance Processes		
Topic	**Description**	**Frequency**
Quality Reviews	The FDLE Project Team will review and assess the overall quality of each deliverable. The Project Team evaluates each deliverable prior to delivery to the Project Steering Committee for approval. The Project Team performs quality reviews on deliverables by: 1. Performing reviews of all created documentation for the project prior to release/publishing. 2. Reviewing conformity to requirements for all deliverables by the vendor. 3. Discussing quality during each weekly team meeting.	Throughout Project
Skilled Staff	Using skilled staff for the Project Team will directly affect the quality of the deliverables produced. Skilled staff should have the knowledge, skills, and experience required to undertake the specific task or tasks allocated in the Project Plan with minimal training in order to achieve the level of quality desired. Hired Project Team members will assure quality by: 1. Having a satisfactory level of experience in similar projects for their job duties.	Throughout Project
Project, Contract, and System Change Control	A clear project change control process ensures the level of quality is not impacted for any deliverable. The Project Manager and the vendor will use the established project change control process to assure quality.	When changes in scope, contract, or system are identified
Project Management	The Project Manager will ensure consistent application of project management processes and techniques by both the FDLE Project Team and the vendor Project Team. The PM assigned to this project will be certified as a Project Management Professional (PMP).	Throughout Project

Quality Assurance Processes		
Topic	**Description**	**Frequency**
Requirements Definition	A well-defined set of requirements provides the vendor with a clear understanding of what they have to achieve in order to deliver customer satisfaction. Detailed business requirements are used during the procurement effort. Once a vendor is selected, a requirements traceability effort is used to track system requirements and those requirements are used to complete the project. The Project Team and vendor will assure all system requirements are documented so there is no question or vagueness in what the requirement attempts to accomplish.	During development of any requirements (initial or through change control)
Mapping of Requirements	The Project Team will map all requirements to work packages to assure quality of the delivered product and compliance with the requirements; the Project Manager will verify and validate.	During development reviews, functional testing, and user acceptance testing
Document Standards	The FDLE Project Team will use templates for Microsoft Office products to ensure that all documentation follows the same layout. Each document will go through team reviews sufficient to assure quality prior to submission to the customer or to the Project Steering Committee. The vendor is expected to follow the same method to ensure all documentation provided is consistent with previously delivered documents. The FDLE Project Team will review all delivered vendor documentation prior to release to the Steering Committee. In addition to templates, the FDLE Project Team will ensure that all documentation complies with established document standards, established version control, and requirements. The Project Team will also ensure that all documentation is accurate and timely. For example, reports should identify potential problems early so they can be avoided or resolved.	During the creation of any document deliverable

Quality Assurance Processes		
Topic	**Description**	**Frequency**
Testing	The team will map all system requirements to system functionality for functional and user acceptance testing. The test cases and system will also have adequate sample record data sufficient for determining level of compliance with quality. The Project Team will verify and validate.	During development, functional, and user acceptance testing
FDLE Team Peer Reviews	The FDLE Project Team will perform peer reviews on each other's deliverables by: 1. Performing team reviews of all deliverables for the project prior to release/publishing to the end users. 2. Discussing quality at every review and during each weekly team meeting.	Throughout Project
Inspection and Verification of Deliverables	The Project Manager is responsible for ensuring that project deliverables are inspected at the appropriate time, by qualified staff, and documented. Then the Project Manager reports to the Project Steering Committee with a recommendation regarding acceptance.	Throughout the Project

15.DELIVERABLE ACCEPTANCE

Project deliverables will be reviewed by the project team and business users to ensure they meet quality expectations and functionality. Complete system testing by project team members and stakeholders is completed to ensure the solution meets the requirements, pre-determined scope and objectives. System requirements, test plans, test cases, use cases, and other technical artifacts are approved by the business owner to indicate formal acceptance of the deliverables to indicate the requirements meet their quality expectations.

Deliverables are tracked by the PM in the "Deliverable Acceptance Log" on the "Deliver" tab of the Project Workbook.

16.RISK MANAGEMENT

RISK & COMPLEXITY ASSESSMENT

The Risk & Complexity Assessment (RCA) document provided by FLDS is conducted at three different stage-gates throughout the first 3 phases of the project (Pre-Charter, Initiation and Planning), and then again anytime a significant change is introduced and accepted into the project (Event-Driven). This assessment is conducted primarily by the Project Manager; however, the Project Sponsor and other project participants or stakeholders may attend. A copy of the Risk & Complexity Assessment is stored in the centralized project repository.

PROJECT RISK MANAGEMENT

The PM is the lead in managing risks, which includes risk identification, risk analysis, prioritization, and mitigation strategies or risk response. At the beginning of the project, the PM will conduct an exercise with the project team to

identify any known risks and document those on the "Risk Management Matrix" (RMM) on the "Risk" tab of the Project Workbook.

When a risk is added to the RMM and on a bi-weekly basis throughout the project, the PM and project team will conduct an analytical review of them. This review will confirm the date the risk was entered, a description of the risk, the probability, impact, detectability, importance, category, trigger event/indicator, risk response and description, contingency plan, residual probability, residual impact, residual detectability, residual importance, owner, status, status date, date to review and date of completion. Once a risk analysis and mitigation strategy is implemented, the PM will score the Residual Risk that exists after mitigation.

If, and when, a risk occurs, the risk becomes an open issue and will be added to the issues log. The Issue Log is located on the "Issues" tab of the Project Workbook. This realized risk needs to be resolved under the issue management plan.

New risks and updates are monitored by the PM and reported on the Status Report.

17.ISSUE MANAGEMENT

The PM is responsible for managing project issues. When a risk becomes an issue, or a new issue is identified, it is logged in the Issues Log located on the "Issues" tab in the Project Workbook. On a bi-weekly or weekly basis throughout the project, the PM and project team will conduct a review of open issues. This review will confirm the date entered, description of the issue, impact on the project, how the issue will be handled, owner, status, status date, staff resource assigned to review, date resolved and impact to project's deliverables, scope, budget or baseline.

During status meetings, use the following chart to assign ownership of an issue based on issue impact and escalate accordingly using the escalation plan.

Governance Body	Potential Impact	Scope	Schedule	Cost	Risk/Issues
Steering Committee	**High Impact** Project results could be heavily impacted No resolution plan	Deferral of functionality with impact to Business Objective(s) Legislative and/or Policy changes Go/No Go Decision Point	Missed phase gate Schedule delays which could impact missing key deliverables or milestone dates. SPI trending +/- 10% for the reporting period.	Spending over/under budget +/-10% for the reporting period. CPI trending +/- 10% for the reporting period. Changes to the project budget or allocations within budget categories.	Decisions involving potential risks and issues that may have an impact on project success.
Project Manager	**Medium impact** Project results impacted	Deferral of functionality but no impact to business objectives Workaround exists	Impact >5 to 10 business days, can be managed with the functioning team and is not on the critical path. SPI trending +/- 5% for the reporting period.	Spending over/under budget +/-5% for the reporting period. CPI trending +/- 5% for the reporting period.	New risks and issues do not pose a significant threat to the project success.
Team Manager or Lead	**Low impact** Project results not significantly impacted	Minor changes to a functioning team's scope or requirement delays that can be managed within the team. Workaround exists.	Impact 5 business days or less and is not on the critical path. Does not impact any other task on the critical path. Managed within the functioning team.	Impact can be managed within the functioning team.	New risks and issues do not pose a significant threat to functioning team. Impact can be managed within functioning team.

To prevent a negative impact of issues on the project, the PM monitors issues, actively works to resolve them and reports issues in the Status Report.

Once an issue is closed, the Lessons Learned Log on the "Lessons Learned" tab in the Project Workbook is updated with the date entered, category of issue (Lesson Learned, Project Success, and Project Shortcoming), Lesson, Factors that Contributed, Recommended Future Action (if any) and who submitted it

18.SYSTEM SECURITY

All FDLE systems and data are subject to the State of Florida's Information Technology Resource Security Policies and Standards Rule, 60GG-2, F.A.C. Systems that contain Criminal Justice Information (CJI) are subject to comply with the FBI's CJIS Security Policy. FDLE has internal processes that ensure all systems meet these Security Requirements. Further, this project adheres to FDLE's Information Security Document, Policy #2.5, and complies with Florida Cybersecurity Standards, Chapter 60GG-2, and Information Technology Security Requirements. FDLE Security Office conducts independent security audits at least every three years. Any IT Project will be a part of this audit once in production.

SCHEDULE IV-B FOR ALCOHOL TESTING PROGRAM – NEW BREATH TEST INSTRUMENT

For Fiscal Year 2025-26

October 15, 2024

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Florida Department of Law Enforcement	Schedule IV-B Submission Date: October 15, 2024
Project Name: Alcohol Testing Program-New Breath Test Instrumentation	Is this project included in the Agency's LRPP? __X__ Yes ____ No
FY 2025-26 LBR Issue Code: 3621000	FY 2025-26 LBR Issue Title: Alcohol Testing Program-New Breath Test Instrumentation
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Becky Bezemek, 850-410-8459, beckybezemek@fdle.state.fl.us	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head: Printed Name: Mark Glass	Date: 7/23/24
Agency Chief Information Officer (or equivalent): Printed Name: Joey Hornsby	Date: 7/23/24
Budget Officer: Sheri Boyce Printed Name: Sheri Boyce	Date: 7/24/24
Planning Officer: Sharon Wester Printed Name: Sharon Wester	Date: 7/24/2024
Project Sponsor: Printed Name: Jason Bundy	Date: 8/6/2024
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Chris Carney, 850-410-7711, chriscarney@fdle.state.fl.us
Cost Benefit Analysis:	Erica Wolaver, 850-410-8511, ericawolaver@fdle.state.fl.us
Risk Analysis:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us
Technology Planning:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us
Project Planning:	Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us

II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

Purpose: To clearly articulate the business-related need(s) for the proposed project.

1. Business Need

F.S. 316, 322, and 327 task the Alcohol Testing Program (ATP) with ensuring the accuracy and reliability of breath and blood alcohol testing across the state of Florida. Currently, the instrument used to test a person's breath for the presence of alcohol is the Intoxilyzer 8000. It has been authorized as Florida's evidentiary breath test instrument since 2004, and was put into service in 2006. This instrument relies upon analog communication (dial-up modems) between the Intoxilyzer 8000 and the Alcohol Testing Program's central database. Analog communication is an outdated technology. Maintenance and troubleshooting of these forms of communication are increasingly difficult. This has led to a heavy burden upon local agencies attempting to upload their instrument's information. There are many failures with the dial-up modems and some agencies cannot upload from their office; they have to go to another agency for uploading. It has also been a workload burden on FDLE's Office of Investigation & Forensics Science ATP and Information Technology Service (ITS) members troubleshooting the data uploads using analog technology. The vendor is strongly recommending that the dial-up modems be replaced with ethernet connections to upload the data.

Furthermore, the instrument relies on parallel port printers to print test reports. These types of printers are no longer easily available to purchase and cost significantly more than modern USB printers. Combined with the availability of replacement parts, this has made the instrument increasingly difficult to maintain. Also, the cost of parts and labor for the Intoxilyzer 8000 continues to increase with continued use of them in the field. The majority of the instruments in the field are at least 10 years old with the majority of those being closer to 13 years old.

2. Business Objectives

The business objectives of the proposed project are:

- Provide state, federal and local law enforcement agencies with validated breath testing instrumentation and a system for utilizing the equipment in the State of Florida.
- Provide improved business processes and supporting technologies that enable FDLE to ensure data quality.
- Provide the ability to share breath alcohol testing information with other government agencies.
- Leverage technology to effectively manage breath alcohol testing and the potential growth in information collected.
- Provide a user-friendly breath alcohol test instrument for users.
- Improve the process to upload breath alcohol tests.
- Maintain consistency in reporting breath alcohol testing across the state.

B. Baseline Analysis

Purpose: To establish a basis for understanding the business processes, stakeholder groups, and current technologies that will be affected by the project and the level of business transformation that will be required for the project to be successful.

1. Current Business Process(es)

FDLE's Alcohol Testing Program is responsible for the oversight and administration of Florida's breath and blood alcohol testing. Responsibilities include, but are not limited to, the testing and selection of the Breath Alcohol Testing instruments used in Florida, providing training and certification for all Agency Inspectors and Breath Test Operators, providing maintenance support to the criminal justice agencies, providing

testimony at the request of State Attorneys during criminal proceedings, providing testimony at the request of the Department of Highway Safety and Motor Vehicles Hearing Officers, providing annual inspections for all Breath Alcohol Testing instruments, permitting analysts who perform blood alcohol analyses, and providing legal review and expertise in breath testing matters.

The Alcohol Testing Program has established Rule 11D-8 F.A.C., and implemented a breath alcohol instrument for determining breath alcohol content. This instrument is the CMI Inc., Intoxilyzer 8000. The Intoxilyzer 8000 was put into service in 2006. There are currently about 550 evidential breath test instruments used in Florida. These instruments are required to undergo routine monthly and annual inspections pursuant to Rule 11D-8, F.A.C., to ensure accuracy and reliability of breath tests. Furthermore, pursuant to Rule 11D-8.0075, F.A.C., each agency must electronically transmit each month to the Department all breath tests conducted on an agency's Intoxilyzer 8000. These monthly data submissions are stored on a central database called Computer Online Breath Archive (COBRA). ATP then reviews the data for instrument performance and to identify any potential issues between the mandated annual inspections and monthly inspections.

2. Assumptions and Constraints

Assumptions:

Florida conducts more than 30,000 evidential breath tests each year. The assumption is that there will continue to be a large number of breath test conducted in Florida.

Also, FDLE serves as the central repository for these breath tests as per Rule 11D-8.0075 F.A.C. Another basic assumption is that FDLE will remain a repository for these breath test.

Local agency office network infrastructure will continue to be modernized. Plain Old Telephone Service (POTS) lines are required for the analog lines which offices are unknowingly replacing with digital.

Constraints:

Relying on dial-up modem connections is unsustainable for FDLE and local agencies. Most agencies have already moved to digital communication systems and must maintain antiquated modem lines solely for breath test instruments. The instrument also relies on parallel port printers to print test reports. These types of printers are no longer routinely available and cost significantly more than modern USB printers.

The availability of replacement parts for the Intoxilyzer 8000 is becoming increasingly more difficult for the vendor to obtain in order to make necessary repairs of existing instruments.

The Intoxilyzer 8000 is no longer being produced by the manufacturer.

C. Proposed Business Process Requirements

Purpose: To establish a basis for understanding what business process requirements the proposed solution must meet in order to select an appropriate solution for the project.

1. Proposed Business Process Requirements

The Evidential Breath Test Instrument and Solution (EBTIS) shall meet the following requirements:

- Provide Ethernet capability
- Provide a user interface
- Provide the ability to analyze standards
- Provide the ability to collect a breath test
- Provide the ability to detect mouth alcohol in a breath sample
- Provide the ability to detect interfering substances in a breath sample
- Provide the ability to shield against/detect radio frequency interference (RFI)

- Provide EBTIS architectural solution model. i.e. on-premise, cloud, hybrid, etc.
    a. Quality control
    b. Portability
    c. Information retention
    d. Customized report formats and ad-hoc reports
    e. USB external printer and list of compatible printer paper
    f. Remote access
    g. Transfer data
    h. Communication between instrument and solution
- Provide calibration methods
- Provide Operator's training plan
- Provide Administrator's training plan
- Provide equipment warranty plan

2. Business Solution Alternatives

This section describes the analysis of alternative approaches considered for implementing a replacement for the current COBRA V5 system.

To conduct the alternatives analysis the following steps were performed:

- Developed high-level functional requirements the new system must be capable of addressing
- Identified the potential alternative evidential breath test instrument and solution
- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for the Department

Three approaches are presented:

Approach #1- Status Quo/As-Is

This option would have FDLE to continue to operate the current instruments and breath test system. This option is not feasible. No modifications or improvement can be made at this time. Additionally, instruments are of an age where replacement of parts is no longer feasible or available, requiring potential replacement of whole portions of the instrument which the current vendor has indicated is no longer possible.

Approach #2- On-Premise Instrument and Solution Replacement

This option would have FDLE replace the current instruments and solution with an on-premise option for the centralized database and network connectivity for instrument uploads to be housed in FDLE data center. Replacing the breath test solution allows for improved system technology capabilities.

Approach #3- Cloud-Based Instrument and Solution Replacement

This option would have FDLE replace the current instruments and COBRA V5 System with a vendor cloud-based data repository. Replacing the breath test solution allows for improved system technology capabilities.

3. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, as well as state and local agency stakeholders.

These criteria include:

- Efforts to implement
- Initial and future workload for state and local agencies

- Impact to vendor and agency
- Impact to Business and IT units in FDLE
- Cost to transition to a different vendor

4. Recommended Business Solution

FDLE advertised an Invitation to Negotiate (ITN) for the Evidential Breath Testing Instrumentation and Solution. FDLE deemed two vendors responsive to this solicitation. Both vendors submitted a proposal for the use of their breath test instrumentation and Forensic Advantage's Breath Alcohol Database (BrAD) solution on a cloud infrastructure on the NLETS environment. Subsequently, one vendor withdrew from the ITN which resulted in CMI, Inc. being the only available vendor for the solicitation. After the evaluation and vendor demonstrations, the recommended business solution is to replace the current breath testing instrumentation and COBRA V5 system with a new modernized solution, based on Approach 3 above. This system will meet Florida's needs for collecting, storing, maintaining, and disseminating of breath alcohol test records. FDLE intends to procure this solution by means of an exceptional purchase.

The contracted systems will include, but are not limited to:

- Breath Test central repository
- Client Application Software
- Integration with existing interfaces
- Software as a service
- Project management services
- User Management
- Data analysis and migration services
- System integration and testing services
- Implementation and configuration
- Training services (technical and user)
- Security services

D. Functional and Technical Requirements

Purpose: To identify the functional and technical system requirements that must be met by the project.

1. Functional Requirements

The new Evidential Breath Test Instrument and Solution (EBTIS) shall:

- Provide Ethernet network capability
- Provide a user interface
- Provide search and filter capabilities
- Provide the ability to analyze standards
- Provide the ability to complete a breath test
- Provide the ability to detect mouth alcohol in a breath sample
- Provide the ability to detect interfering substances in a breath sample
- Provide the ability to shield against/detect radio frequency interference (RFI)
- Provide software update flexibility
- Provide the ability to be portable
- Provide the ability to customized report formats and ad-hoc reports
- Provide a USB external printer port and a compatible printer paper
- Provide remote access
- Provide the ability to transfer data

- Provide the ability to communicate between the instrument and solution
- Provide the ability to calibrate methods
- Provide operator's training
- Provide Administrator's training
- Provide equipment warranty plan

2. Technical Requirements

- Provide a database environment for centralize storing of breath alcohol test data
- Provide an application environment for accessing the centralized storing of breath alcohol test data
- Provide data integration for breath alcohol test data
- Provide technical IT training
- Provide Project Management Services
- Provide maintenance and technical support
- Meet FDLE's information technology (IT) standards and policies
- Maintain compliance with the FBI CJIS Security Policy (CSP), state of Florida, and FDLE security rules
- Follow FDLE standard on system availability: minimum 99.5% uptime, 24 hours a day, 7 day a week and 365 days a year
- Provide technical support 5 day a week from 8:00am to 6:00pm

III. Success Criteria

Purpose: To identify the critical results, both outputs and outcomes, that must be realized for the project to be considered a success.

SUCCESS CRITERIA TABLE				
#	**Description of Criteria**	**How will the Criteria be measured/assessed?**	**Who benefits?**	**Realization Date (MM/YY)**
1	Approve new breath test instrumentation for use in Florida	A new breath test instrument, Intoxilyzer 9000, is approved for evidential breath testing in Florida	FDLE Federal Local Agencies	6/2024
2	Rule promulgation for the new evidential breath test	Rule change to authorize the use of the Intoxilyzer 9000 instrument in Florida	FDLE Federal Local Agencies	6/2024
3	Provide a test system that is identical to production	Validation of test system	FDLE	2/2025
4	Implementation of the evidential breath test instrument and solution	Measured by the existence of the evidential breath test instrument solution on the FAS NLETS Cloud	FDLE	7/2025

SUCCESS CRITERIA TABLE				
		Network		
5	Purchase 520 Evidential breath test instruments and supporting software/hardware	520 breath test instruments and supporting software/hardware are purchased	FDLE Federal Local Agencies	12/2026
6	Register instruments for use at local agencies in Florida	New breath test instruments are registered in accordance with Rule 11D-8, F.A.C., and sent out to local agencies to perform evidential breath tests	FDLE Federal Local Agencies	4/2025 – 12/2026
7	Successful migration of alcohol breath test data	Measured by the system containing the all data from the current system	FDLE	12/2025
8	Leverage new technology	Use of latest and standard technology	FDLE Federal Local Agencies	12/2025
9	Meet FDLE's Information Technology (IT) standards and policies	Review of the alcohol breath test processes to FDLE standards and policies	FDLE	12/2025
10	Maintain compliance with the FBI CJIS Security Policy (CSP), State of Florida, and FDLE security rules	Validation of Compliance	FDLE	12/2025

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

Purpose: To calculate and declare the tangible benefits compared to the total investment of resources needed to support the proposed IT project.

For each tangible benefit, identify the recipient of the benefit, how and when it is realized, how the realization will be measured, and how the benefit will be measured to include estimates of tangible benefit amounts.

BENEFITS REALIZATION TABLE					
#	Description of Benefit	Who receives the benefit?	How is benefit realized?	How is the realization of the benefit measured?	Realization Date (MM/YY)
1	Improved local agency experience with new breath test instrument	Public, Local Law Enforcement, Federal, FDLE	New breath test instrument in the field	Feedback from federal and local LE agencies.	6/30/2026; fully by 12/30/2029
2	Improved agencies upload process	Public, Local Law Enforcement, Federal, FDLE	Reduction in requests to ITS to restart the application	Feedback from Federal and local LE agencies	6/30/2026; fully by 12/30/2029
3	Improved Reporting Capabilities	FDLE	Reports are easily generated	Reduction in programming requests to the vendor to provide routine reports	6/30/2026; fully by 12/30/2029

B. Cost Benefit Analysis (CBA)

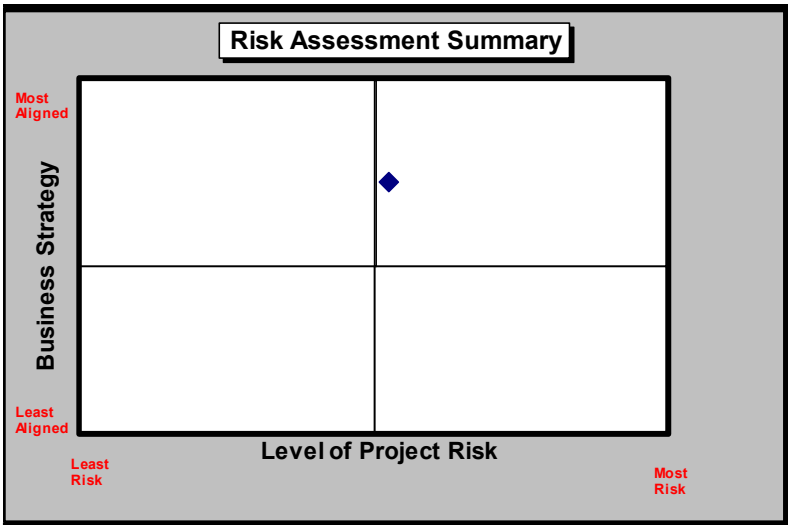
Purpose: To provide a comprehensive financial prospectus specifying the project's tangible benefits, funding requirements, and proposed source(s) of funding.

The forms required for CBA are included as Appendix B.

V. Schedule IV-B Major Project Risk Assessment

Purpose: To provide an initial high-level assessment of overall risk incurred by the project to enable appropriate risk mitigation and oversight and to improve the likelihood of project success. The risk assessment summary identifies the overall level of risk associated with the project and provides an assessment of the project's alignment with business objectives.

A. Risk Assessment Summary Table



Project Risk Area Breakdown	
Risk Assessment Areas	***Risk Exposure***
Strategic Assessment	HIGH
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	LOW
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	MEDIUM
Project Complexity Assessment	HIGH
Overall Project Risk	HIGH

The complete risk assessment worksheets are in Appendix E.

VI. Schedule IV-B Technology Planning

Purpose: To ensure there is close alignment with the business and functional requirements and the selected technology.

A. Current Information Technology Environment

1. Current System

a. Description of Current System

The Alcohol Testing Program established Rule 11D-8, F.A.C., and implemented a breath alcohol instrument for determining breath alcohol content. This instrument is the CMI Inc., Intoxilyzer 8000. The Intoxilyzer 8000 was put into service in 2006. There are currently about 550 evidential breath test instruments used in Florida. These instruments are required to undergo routine monthly and annual inspections pursuant to Rule 11D-8, F.A.C., to ensure accuracy and reliability of breath tests. Furthermore, pursuant to Rule 11D-8.0075, F.A.C., each agency must electronically transmit each month to the Department all breath tests conducted on an agency's Intoxilyzer 8000. These monthly data submissions are stored on a central database called Computer Online Breath Archive (COBRA). ATP then reviews the data for instrument performance and to identify any potential issues between the mandated annual inspections and monthly inspections.

The COBRA V5 system was installed in 2006, and many of the components are approaching or at the End of Support (EOS) or End of Life (EOL) as defined by the Original Equipment Manufacturers (OEMs).

- The vendor is no longer manufacturing the Intoxilyzer 8000.
- Analog communication and 56k modems technology is outdated technology.
- Printers are no longer routinely available and cost significantly more than modern USB printers.

The following provides a breakdown of the current system:

System Type	The Computer Online Breath Archive (COBRA) V5 components follow: 1. The presentation tier is presented in a web browser. 2. The data-tier is the Microsoft SQL database.
Number of Users & Types	1. 15 FDLE members 2. 601 Agency Inspectors (AI) 3. 105 Breath Test Instructors (BTI) 4. 6215 Breath Test Operator (BTO)
Security Access Requirements	COBRA V5 use a built-in authentication system.
Hardware Characteristics	COBRA V5 consists of development, test and production areas. Development & System Test Servers: • 1 web application server (Shared with Microsoft SQL Database) • 1 COBRA Application Software • 1 Microsoft SQL database • 1 56K modem • 1 Analog Telephone line (PBX) Production Servers: • 1 web application server (Shared with Microsoft SQL Database)

	• 1 COBRA Application Software • 1 Microsoft SQL database • 4 56K modems • 4 Analog Telephone lines (PBX)
Software Characteristics	Application Server Operating system: Microsoft Windows Server 3rd Party Tools: COBRA Client, COBRA Remote, and Microsoft SQL Express Database: Microsoft SQL Server
Scalability	The current system is not fully scalable in its end-of-life programming version of software and reporting solution.
Connectivity Requirements	DMZ, telephone lines, and 56k modems
Development and Maintenance Approach	The support of the current application components follows FDLE's approved maintenance and project governance rules.
Maturity of the Technology	The current application components were implemented in 2006 and rely on modem technology.
Future Data Sharing with other Entities	Information is shared by the current application in the form of extract files produced by the Intoxilyzer 8000.

b. Current System Resource Requirements

Technical Platform	Hosted at FDLE Information Technology Services (ITS) 3rd Party Tools: COBRA Client, COBRA Remote, and MS SQL Express
Hardware Requirements	Production and Test Web Application Servers Production and Test Database Production and Test 56K Modems Production and Test Analog Telephone lines (PBX)
Software Requirements	Application Server Operating system: Windows Server 3rd Party Tools: COBRA Client, COBRA Remote, and MS SQL Express Database: Microsoft SQL Server Database
Staffing Requirements	1 State Developer/Programmer 1 Contract Developer/Systems Analyst

c. Current System Performance

Ability of System to Meet Current and Project Workload	Supports current operations but vendor finds its increasingly difficult to adapt to changes requested by customer.

Level of User Satisfaction	Moderate to low due to technical failures with the older technology
Level of Technical Satisfaction	Low due to the technical failures of the older technology
Anticipated Failures	The vendor is no longer manufacturing the Intoxilyzer 8000 breath test instruments.
Network & System Availability	24 hours per day/7 days a week with limited scheduled maintenance windows
Network & System Reliability	The system is brought down for scheduled maintenance when needed. These times are communicated with the customer and performed during non-peak business hours so as not to adversely impact breath test uploads.
Backup & Disaster Recovery	Backups are performed nightly and the disaster recovery plan follows FDLE established procedures for IT systems.

2. Information Technology Standards

The following IT standards have been adopted by FDLE's Office of Information Technology Services (ITS). While circumstances may require the use of standards other than those described here, Information Technology Services members adhere to these standards as much as possible.

a. Architecture

- Information systems will operate in a multi-tier architecture.
- Web-based interfaces will be used for the presentation (user) tier.
- Development and testing will be performed on separate non-production servers.
- No data or transactions are to be lost due to isolated failures of equipment.

b. Servers

- Rack-mountable servers will be used for information systems.
- Individual servers will be scaled to handle large bursts of transactions on each interface where appropriate.
- Server operating systems will be Microsoft Windows Server. The COBRA V5 uses Microsoft Windows Server.

c. Storage

- Information systems will be designed to use redundant disk arrays in the FDLE Data Center.

d. Network

- Firewall protecting FDLE user access

e. Database

- Data will be stored in a relational database using Microsoft SQL Server.

f. Application Software

- Software development standards are specified in FDLE Development Standards.

g. Security

- The alcohol testing data is of vital importance to FDLE and must meet the following system security requirements:
  - The system shall meet the state of Florida and FDLE security policy.
  - FDLE information security requirements are specified in FDLE Policies 1.4 – Use of FDLE Resources, 2.5 – Information Resources, and 3.1 – Background Investigations.
- Rule 74-2, F.A.C. Some of the key topics are:
  - Access Control
  - Awareness and Training
  - Audit and Accountability
  - Contingency Planning and Disaster Recovery
  - Identification and Authentication
  - Incident Response
  - Maintenance
  - Methodology used to develop and maintain software used for the service, including secure coding guidelines and standards to protect the site from unauthorized access and use
  - Physical and Environmental Protection
  - System and Communications Protection
  - System and Information Integrity
  - Compliance with the following standards is preferred:
  - Lightweight Directory Access Protocol (LDAP)/Active Directory (AD)

h. Availability

- The system will follow FDLE's standards on availability for the COBRA V5: minimum 99.5% uptime

i. Usability

- United States Rehabilitation Act – Section 508 details accessibility standards for all systems

B. Current Hardware and/or Software Inventory

NOTE: Current customers of the state data center would obtain this information from the data center.

The COBRA V5 application components are a web-based application which reports the statewide data for alcohol testing once the evidential breath test instrument data is uploaded. The presentation tier consists of client application. The business tier consists of application running on a Microsoft Windows server with four 56k modems and a firewall. The business tier also utilizes some third-party components (COBRA Remote, COBRA Application). The database tier connects to the Microsoft SQL database.

C. Proposed Technical Solution

1. Technical Solution Alternatives

This section describes the analysis of alternative approaches considered for implementing a replacement for the current Evidential Breath Test Instrument and Solution.

To conduct the alternatives analysis the following steps were performed:

- Developed high-level functional requirements that the new system must be capable of addressing
- Identified and defined a list of potential alternative system implementation methods

- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for the Department

Three approaches are presented:

Approach #1- Status Quo/As-Is

This option would have FDLE to continue to operate the current breath test system with the existing instruments and modem architecture for uploading the local agency data. No modifications or improvements can be made to the existing configuration; the CMI 8000 instruments use modem architecture. FDLE recommends upgrading the server hardware and SQL database to keep supported, but the instrument vendor must do extensive tests to certify the upgrades can occur. The vendor recommends upgrading to Ethernet network connectivity with new instruments.

Approach #2- On-Premise Instrument and Solution Replacement

This option would have FDLE replace the current breath test solution and instrument, with the Intoxilyzer 9000 and an Ethernet architecture for uploading the local agency data. The Ethernet architecture consists of a server which runs COBRA V5 software, SQL database and reporting solution on-premise in FDLE's data center. FDLE's network could accept the Ethernet instrument upgrade.

Approach #3- Cloud-Based Instrument and Solution Replacement

This option would have FDLE replace the current breath test solution and instrument with the Intoxilyzer 9000 and cloud-based solution operating in the NLETS data center.

2. Rationale for Selection

FDLE applied several criteria to compare alternatives and recommend a business solution that best meets the business and strategic needs of the agency, as well as state and local agency stakeholders.

3. Recommended Technical Solution

After comparing the on-premise option to the cloud-based solution, FDLE recommends replacing the current COBRA V5 system with a new cloud-based solution operating in the NLETS data center. This system will meet Florida's needs for collecting, processing, storing, maintaining the breath alcohol test records. Software as a service (SaaS) will avoid FDLE purchasing and maintaining physical hardware in the years to come. In addition, the upfront cost is significantly reduced. By utilizing software as a service and a phased approach to modernizing the evidential breath test solution, FDLE is able to minimize the initial cost and adjust the solution as needed.

The risks of not implementing a new breath alcohol test solution are listed below:

- Breath testing in the state of Florida will be difficult to sustain. The Intoxilyzer 8000 is no longer being produced by the manufacturer. Agencies are unable to purchase new instrumentation to add to their fleet, or replace existing units. In addition, turn-around-time on instrument repairs has grown due to limited availability of parts.
- Local law enforcement will not be able to upload their information timely to the central repository for statewide reporting. The old technology is limiting compliance with emerging federal data communications standards.
- It will be difficult to acquire old technology resources, such as analog modems or the parallel printers that are compatible with the existing system.
- The current system requires at least three system restarts on days of heavy agency uploads. System restarts may no longer be the quick fix which would disrupt processing of breath test.

D. Proposed Solution Description

The proposed solution is to replace the current COBRA V5 system with a cloud-based solution that will be customized to meet Florida's public safety needs.

1. Summary Description of Proposed System

FDLE plans to implement the modernized cloud-based COBRA V5 solution in multiple phases. Due to the increasing age of the instrument and associated components, this will provide relief to the issues with the current COBRA V5 System. FDLE needs to implement the new system in the following phases:

Intoxilyzer 9000 Software Configuration: Configure the Intoxilyzer 9000 software to have similar functionality to the current Intoxilyzer 8000 software. Customization of user access and log-in requirements. Develop breath test and inspection test sequences to meet FDLE legislative requirements. Development of FDLE specific forms.

COBRA V5 Software Configuration: Configure the COBRA V5 software to have similar functionality to the current Intoxilyzer 8000 software. Configuring the user access database, agency database, and instrument inventory. Customization of FDLE specific forms, customer reports or data views.

BrAD Implementation: Configure the cloud infrastructure on the NLETS environment. Configure instruments module. Configure the security roles for system users. Develop the public utility tool interface with 8000 and 9000 instruments. Develop custom user reports, user training, and system documentation.

Intoxilyzer 9000 Instrument: Register and distribute the Intoxilyzer 9000 instruments to the law enforcement offices across the State of Florida.

System Type

- NLETS Cloud Network
- Software as a service
- Web-based interface

Connectivity

The Intoxilyzer 9000 will interface with Forensic Advantage's BrAD system over secure connections. FDLE will provide connectivity to the new COBRA V5 solution.

Security, Privacy, Confidentiality, Access

These standards will be the same as the current security standards used by FDLE.

Development and Procurement Approach

To realize the business solution, FDLE plans an exceptional procurement process to acquire the commercially available system that can be customized to meet FDLE's business requirements.

The contracted systems will include, but are not limited to:

- Forensic Advantage BrAD repository
- Integration with existing interfaces
- Software as a service
- Project management services
- Software customization services
- User management
- Data analysis and migration services
- System integration and testing services
- Implementation and configuration
- Training services (technical and user)
- Security services
- Maintenance services

In order to accomplish the above objectives and timelines needed to continue operations of FDLE current COBRA V5 solution while addressing current issues, FDLE must enter into an exceptional procurement. This will allow FDLE to avoid continued deficiency of the current system, operational failure in the impending future and ensure the highest level of accuracy is maintained.

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

Title:	Alcohol Testing Program Intoxilyzer 9000 Procurement		
Tracking #:	TBD		
Customer:	Criminal Justice Professionalism	**Customer Contact:**	
Manager:	TBD	**ITS Lead:**	
Planned Start:	10/1/2024	**Planned Finish:**	6/30/2026
Duration (mos):	21.2		
Baseline Date:			
Revision Date:		**Version #:**	1.0

Non-Recurring Costs	**Planned**	**Planned**	**Planned**	**Planned**	
Cost Elements	**FY 24-25**	**FY 25-26**	**FY 26-27**	**FY 27-28**	**Totals**
Expenses	$0	$0	$0	$0	$0
OCO					
Intoxilyzer 9000 devices	$2,930,720	$2,930,720	$0	$0	$5,861,440
Contract Services					
Project Deliverables	$439,009	$1,337,000	$0	$0	$1,776,009
Other IT Services	$0	$0	$0	$0	$0
Contigency	$20,000	$50,000	$0	$0	$70,000
Total	**$3,389,729**	**$4,317,720**	**$0**	**$0**	**$7,707,449**

Recurring Cost Requests					
Cost Elements	**FY 24-25**	**FY 25-26**	**FY 26-27**	**FY 27-28**	**Totals**
Maintenance & Support		$305,000	$0	$0	$305,000
Total	**$0**	**$305,000**	**$0**	**$0**	**$305,000**

E. Capacity Planning
(historical and current trends versus projected requirements)

The Breath Alcohol Test System is the central repository for tracking of breath test information for the State of Florida. The architecture will be a cloud-based solution operating on the NLETS data center. The COBRA software solution will remain as a web-based application.

Years	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**
Breath Test Instruments	504	509	523	544	551	546
Breath Tests Performed	30,138	31,045	26,041	29,764	30,182	30,054
Breath Test Operators	6,862	6,612	6,344	6,078	6,003	6215
Agency Inspectors	564	568	563	529	533	601
Breath Test Instructors	74	75	72	73	71	105

VII. Schedule IV-B Project Management Planning

Purpose: To require the agency to provide evidence of its thorough project planning and provide the tools the agency will use to carry out and manage the proposed project. The level of detail must be appropriate for the project's scope and complexity.

FDLE will prepare a Project Management Plan. This plan will include:

Project Scope

The scope of this project is to:

Replace the current system with an instrument and solution that provides new technology.

- Ethernet capabilities
- 4 infrared wavelengths for breath sample analysis
- USB Printers
- Touchscreen
- Bar code scanners

Design and development the new instrument and solution

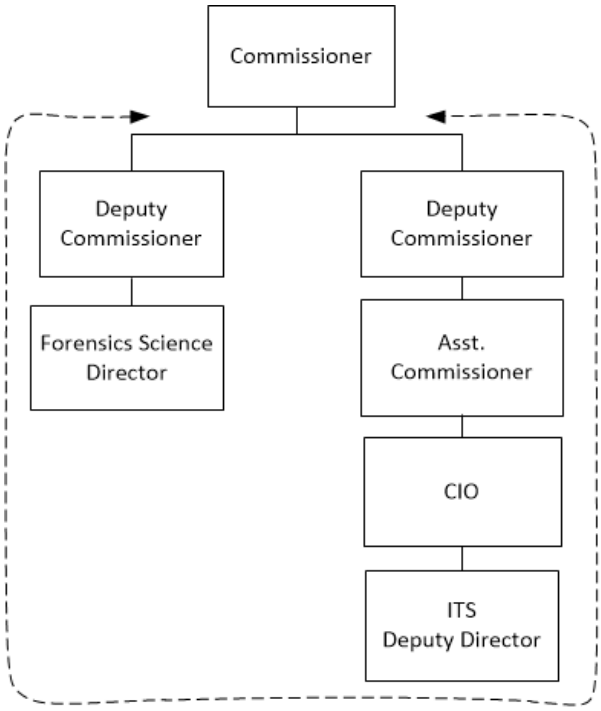
Rule Change and approvals for the new instrument and solution

Purchase new instruments for law enforcement agencies

Training curriculum update and approvals
Train the users (end/technical users)
Register and issue the instruments to law enforcement agencies

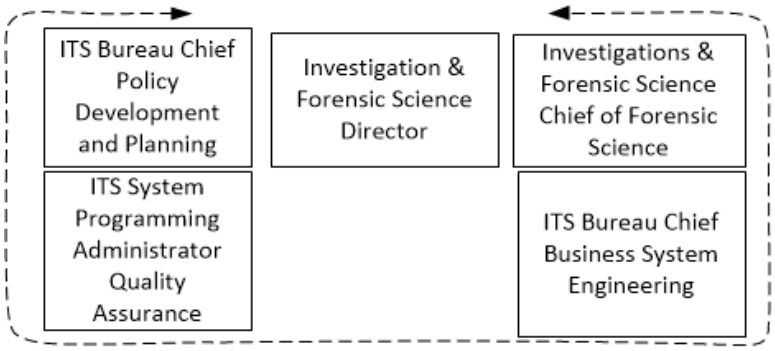
Project Organization & Governance

The Evidential Breath Test Instrument and Solution Project organization will include agency Executive Management, a Project Steering Committee (PSC), a Project Manager, the Project Team, and the Project Management Office. FDLE subject matter experts and other groups will provide additional support. Each group performs a particular role for the project and is comprised of members of Alcohol Test Program, Information Technology Services and FDLE leadership. The project organization is shown below.



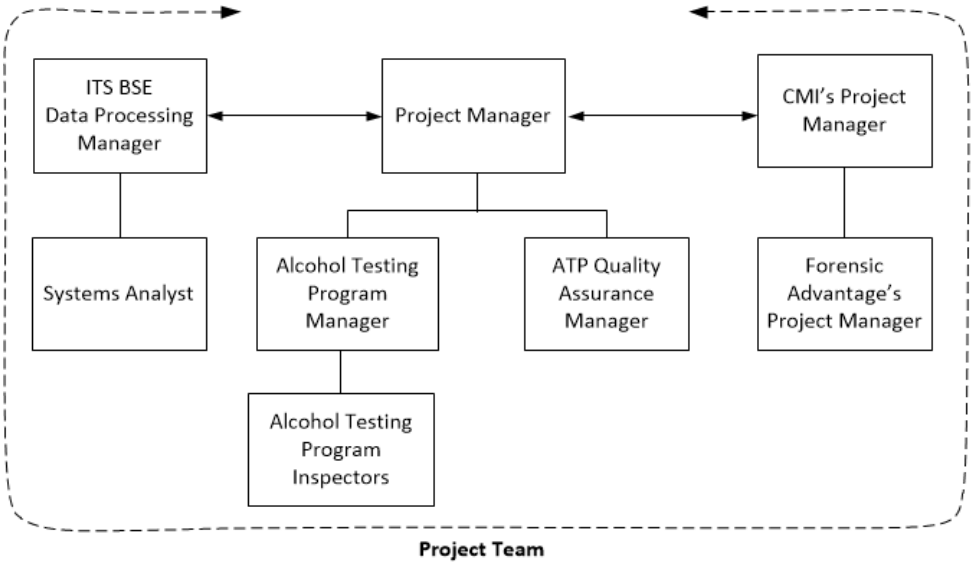
Executive Leadership

Executive Leadership provides guidance to the Project Steering Committee when project decisions cannot be resolved.



Project Steering Committee

Project Steering Committee (PSC) monitors progress, risks, and issues, and provides guidance and support to the Project Manager. They make project decisions that impact scope, schedule, and budget.



Project Team members are charged with achieving objectives of the project.

FDLE Executive Leadership

The Executive Leadership consists of the Assistant Commissioners, Investigation & Forensics Science Director (the project sponsor), Chief Information Officer (CIO), and the Information Technology Services Deputy Director. Executive Leadership provides guidance on project decisions that impact scope, schedule, and budget.

Project Steering Committee

The PSC monitors and resolves risks and issues, and provides direction to the PM for the day-to-day operations, to minimize impact to project scope, schedule, and budget. Regular meetings are conducted (based on direction from the PSC) to provide project updates. Meetings focus on action items, scope change requests, and risks (issues impacting budget or timeliness). The meetings follow a standard agenda. Critical project needs are addressed and guidance and direction are requested from the Executive Leadership as appropriate. The PSC provides assessment and analysis, ensuring that supporting initiatives are based upon knowledgeable and informed decisions.

A status report is prepared for each meeting and is distributed to each attendee. Minutes are taken during each meeting and made available to the attendees. Composition of the Steering Committee will be determined at a later date.

Project Management Office

The PMO is responsible for providing guidance to the PM in using project management requirements, principles, and processes used in the agency and confirm compliance with 74-1 F.A.C. In addition, the PMO assists in the reporting of critical issues and risks related to the project.

The PMO is responsible for establishing and maintaining a common set of project management processes and templates, review and oversight of project documentation, including project plans, operational work plans, and status reports; assisting the Project Manager in identifying and tracking project metrics and providing assessments to the Chief Information Officer regarding the quality of products and services delivered through the project.

FDLE Project Team

The Project Team members are dedicated project resources that have been selected to achieve the goals of the project. These members consist of contractors that report to the PM and are responsible for the day-to-day tasks associated with the project. The Project Team is led by the PM, and consists of a Data Processing Manager, Systems Analyst, Alcohol Testing Program Manager, Alcohol Testing Program Quality Assurance Manager, Alcohol Testing Program Inspectors, CMI's Project Manager and Forensic Advantage Project Manager.

Project Schedule Management

The initial project schedule is developed starting with a Work Breakdown Structure which identifies the work and activities that will be conducted, at a summary level. As the planning phase of the project progresses, the work packages are elaborated with more detail, captured in project phases or by milestones based on the PM's preference. The task dependencies and durations are identified, resulting in the estimation of planned start and finish dates for each task. For schedules that are created using MS Project® the planned dates are auto-scheduled based on those dependencies and durations. Some schedules are created in a MS Word® table or in an MS Excel® spreadsheet, in which case the planned dates are manually calculated by the PM.

The schedule is baselined when it is approved by the Project Steering Committee and the project sponsor. The schedule is re-baselined only when a significant change occurs, usually resulting in a Project Change Request (PCR) and only with approval of the project sponsor. Re-baselining a schedule is reported in the monthly status report.

The schedule status is reported in monthly status reports. The variances of planned versus actual dates are calculated, evaluated and reported upon in the status reports, when required.

Schedule Maintenance

The project schedule is updated by the PM bi-weekly, based on input from the resources that are assigned the work. As tasks start or finish, the actual start and actual finish dates are posted in the schedule. When updates are posted to the schedule, the percentage complete is provided for in-progress tasks so that the current state of the project can be determined. If dates pass and become "stale", those tasks are re-planned so that planned start and planned finish dates are accurate in the schedule.

In rare cases, the schedule may be cost-loaded so that SPI and CPI can be automatically calculated, but for this low-to-medium risk and complexity project, that degree of detail is not required.

The baselined schedule is evaluated against current progress. For status reporting, the PM identifies overdue tasks and computes the percentage of last tasks related to total tasks to date. (Formula: number of overdue tasks /number of total tasks to date). If this analysis indicates a variance of 10% or more, an explanation is provided in the status report.

Project Cost Management

The Project Budget describes costs associated with defined project activities and procurements. The Budget is developed by the PM and IT Services Budget staff, and includes the following information:

- Source of funds, which may include grants, general revenue or trust funds

- Costs for the project by major category (Hardware, Software, Contract Services, Staffing, etc.)
- Schedule for expending project funds
- Planned costs and Actual costs, by fiscal year, over the life of the project, and including FY Total-to-Date

The Budget and Spend Plan document is updated monthly, and reported in the status report.

Project Change Management

During the project lifecycle, changes are expected, and may be identified or requested by anyone involved in the project. Any change impacting scope, time, or cost initiates the Project Change Request (PCR) process.

Changes that are needed, identified, or requested are submitted to the PM in writing. The PM, with the appropriate project team members and/or FDLE resources, will assess the change request and analyze the potential impact to the approved schedule, budget, scope and deliverables.

The PM will then confer with the Project Sponsor and customer to obtain approval to accept the change and integrate the additional work and costs into the appropriate plans.

The PM will log and track PCR's in the Project Workbook. Changes that require re-planning the Schedule and/or the Budget may also result in re-baselining those respective plans. Changes to the project, and subsequent adjustments to the Schedule and Budget are all reported in the Monthly Status Report.

Risk Management

The Risk & Complexity Assessment provided by the Agency for State Technology is conducted at three different stage-gates throughout the first phases of the project, and then again anytime a significant change is introduced and accepted into the project. This assessment is conducted by the PM, Project Sponsor or designee, and PMO at a minimum; other participants are permitted as well. A copy of the Risk & Complexity Assessment with the scores are stored in the centralized project repository. The Assessment produces the Category assigned to the project.

The PM is the lead in managing risks, which includes risk identification, risk analysis, prioritization or level of importance, and mitigation strategies or risk response. At the beginning of the Project, the PM will conduct an exercise with the project team to identify any known risks and document them in the Risk Register, located in the Project Workbook. As the project progresses, any risks that are identified are added to the Risk Register.

Risks are evaluated for Probability and Impact, and are prioritized based on the resulting score. High priority risks are monitored and managed with a high degree of attention. Mitigation plans are determined and documented in the Risk Register.

When a risk is added to the Risk Register and on a periodic basis throughout the project, the PM and project team will conduct a review of risks. This review will confirm the description of the risk, the owner, a mitigation strategy, the probability, impact, and criticality of the risk.

Risks are monitored by the PM; new risks and updates to Risk data are reported in the Monthly Status Report.

Issue Management

The PM is responsible for managing project issues. When an issue is identified, it is logged in the Issues List in the Project Workbook. On a periodic basis throughout the project, the PM and project team will conduct a review of issues. This review will confirm the description of the issue, the owner, the status and priority of the issue. When appropriate, Issues are assigned due dates. The PM monitors issues, actively works to resolve issues so that they do not have a negative impact on the project, and report on issues in the Monthly Status Report.

Quality Management

Quality assurance focuses on preventative steps used to manage and deliver the solution and to eliminate any variances in the deliverable produced from the established quality targets. The table below describes some of the quality assurance processes that will be used.

Quality Assurance Processes		
Topic	**Description**	**Frequency**
Quality Reviews	The FDLE Project Team will review and assess the overall quality of each deliverable. The Project Team evaluates each deliverable prior to delivery to the Project Steering Committee for approval. The Project Team performs quality reviews on deliverables by: 1. Performing reviews of all created documentation for the project prior to release/publishing. 2. Reviewing conformity to requirements for all deliverables by the vendor. 3. Discussing quality during each weekly team meeting.	Throughout Project
Skilled Staff	Using skilled staff for the Project Team will directly affect the quality of the deliverables produced. Skilled staff should have the knowledge, skills, and experience required to undertake the specific task or tasks allocated in the Project Plan with minimal training in order to achieve the level of quality desired. Hired Project Team members will assure quality by: 1. Having a satisfactory level of experience in similar projects for their job duties.	Throughout Project
Project, Contract, and System Change Control	A clear project change control process ensures the level of quality is not impacted for any deliverable. The Project Manager and the vendor will use the established project change control process to assure quality.	When changes in scope, contract, or system are identified
Project Management	The Project Manager will ensure consistent application of project management processes and techniques by both the FDLE Project Team.	Throughout Project
Requirements Definition	A well-defined set of requirements provides the vendor with a clear understanding of what they have to achieve in order to deliver customer satisfaction. Detailed business requirements are used during the procurement effort. Once a vendor is selected, a requirements traceability effort is used to track system requirements and those requirements are used to complete the project. The Project Team and vendor will assure all system requirements are documented so there are no questions or vagueness in what the requirement attempts to accomplish.	During development of any requirements (initial or through change control)
Mapping of Requirements	The Project Team will map all requirements to work packages to assure quality of the delivered product and compliance with the requirements; the Project Manager will verify and validate.	During development reviews, functional testing, and user acceptance testing

Quality Assurance Processes		
Topic	**Description**	**Frequency**
Document Standards	The FDLE Project Team will use templates for Microsoft Office products to ensure that all documentation follows the same layout. Each document will go through team reviews sufficient to assure quality prior to submission to the customer or to the Project Steering Committee. The vendor is expected to follow the same method to ensure all documentation provided is consistent with previously delivered documents. The FDLE Project Team will review all delivered vendor documentation prior to release to the Steering Committee. In addition to templates, the FDLE Project Team will ensure that all documentation complies with established document standards, established version control, and requirements. The Project Team will also ensure that all documentation is accurate and timely. For example, reports should identify potential problems early so they can be avoided or resolved.	During the creation of any document deliverable
Testing	The team will map all system requirements to system functionality for functional and user acceptance testing. The test cases and system will also have adequate sample record data sufficient for determining level of compliance with quality. The Project Team will verify and validate.	During development, functional, and user acceptance testing
FDLE Team Peer Reviews	The FDLE Project Team will perform peer reviews on each other's deliverables by: 1. Performing team reviews of all deliverables for the project prior to release/publishing to the end users. 2. Discussing quality at every review and during each weekly team meeting.	Throughout Project
Inspection and Verification of Deliverables	The Project Manager is responsible for ensuring that project deliverables are inspected at the appropriate time, by qualified staff, and documented. Then the Project Manager reports to the Project Steering Committee with a recommendation regarding acceptance.	Throughout the Project

Procurement Management

Products and services needed for the project are procured by the ITS Policy Development & Planning Section. An Information Resource Request (IRR) form is submitted to the ITS Policy Development & Planning team for review and is reviewed and approved by the Chief Information Officer. After CIO approval, ITS Policy Development & Planning staff coordinates the acquisition of approved products and services following FDLE Policy and State of Florida Contract and Procurement rules and laws.

All procurement artifacts (IRRs, quotes, copies of Purchase Orders, Contracts, deliverable acceptance documents, etc.) are maintained and stored with ITS Policy Development & Planning.

Communications Management

The PM is responsible for planning project-related communications to ensure that the project team, stakeholders and customers are kept informed of project status and critical information on a timely basis. This plan will serve as a guide for communications throughout the life of the project and will be updated as communication needs change.

The communications plan is outlined in the Project Workbook. It identifies the following:

- The audience of communications (including key stakeholders, organizations and individuals affected by the project or interacting with the project team)
- The type, frequency and medium of delivery for those communications
- The author or person responsible for delivering the communications.

The communications plan includes, but is not limited to meetings and meeting summaries, project governance meetings, stakeholder communications and project status reports.

Stakeholder management will incorporate into the Communications Plan.

Organizational Change Management

Internal (FDLE) users of the Breath Alcohol Test solution will experience minimal business process changes during this period. This project will introduce new technology and tools to create, store and manage breath test records. FDLE will employ a range of informational, mentoring, and training efforts to assist members with the new breath test instrument and solution.

The FDLE PM will work with the business unit and stakeholders to prepare an organizational change management plan. The organizational change management plan will document the activities, participants, and schedule required to manage change introduced through this project.

A preliminary, high-level schedule has been developed and is in Appendix F based on a 3-point estimate of the current system plus the improvements identified by local law enforcement. A detailed project schedule will be developed by the Project Manager once the project is approved.

VIII. Appendices

Appendix A – Standards and Definitions
Appendix B – Cost-Benefit Analysis Worksheets
Appendix C – Risk Assessment Worksheets
Appendix D – Estimated Project Schedule

Appendix A – Standards and Definitions

1. **Chapter 60GG-2, STATE OF FLORIDA CYBERSECURITY STANDARDS**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-2

2. **Chapter 60GG-1, State of Florida Project Management and Oversight**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-1

3. **Chapter 60GG-3, Data Center Operations**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-3

4. **Chapter 60GG-4, Cloud Computing**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-4

5. **Chapter 60GG-5, State of Florida Enterprise Architecture**
   https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-5

6. **CJIS Security Policy**
   Criminal Justice Information Services (CJIS) Security Policy (pa.gov)

7. **United States Rehabilitation Act – Section 508**
   Manage an IT Accessibility/508 Program | Section508.gov

Appendix B – Cost-Benefit Analysis Worksheets
See additional documents

Appendix C – Risk Assessment Worksheets
See additional documents

Appendix D – Estimated Project Schedule
See additional documents

CBAForm 1 - Net Tangible Benefits

Agency	Florida Department of Law Enforcement	Project	Alcohol Testing Program- New Breath Test Instrumentation

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A

Agency *(Recurring Costs Only -- No Project Costs)*	FY 2025-26			FY2026-27			FY2027-28			FY2028-29			FY2029-30		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	**$160,000**	**$0**	**$160,000**	**$160,000**	**$0**	**$160,000**	**$160,000**	**$0**	**$160,000**	**$160,000**	**$0**	**$160,000**	**$160,000**	**$0**	**$160,000**
A.b Total Staff	**1.00**	**0.00**	**1.00**	**1.00**	**0.00**	**1.00**	**1.00**	**0.00**	**1.00**	**1.00**	**0.00**	**1.00**	**1.00**	**0.00**	**1.00**
A-1.a. State FTEs (Salaries & Benefits)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-2.a. OPS Staff (Salaries)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000	$160,000	$0	$160,000
A-3.b. Staff Augmentation (# of Contractors)	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
B. Application Maintenance Costs	**$4,000**	**$300,000**	**$304,000**	**$4,000**	**$300,000**	**$304,000**	**$4,000**	**$300,000**	**$304,000**	**$4,000**	**$300,000**	**$304,000**	**$4,000**	**$300,000**	**$304,000**
B-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-2. Hardware	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-3. Software	$4,000	$300,000	$304,000	$4,000	$300,000	$304,000	$4,000	$300,000	$304,000	$4,000	$300,000	$304,000	$4,000	$300,000	$304,000
B-4. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C. Data Center Provider Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
C-1. Managed Services (Staffing)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-2. Infrastructure	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-3. Network / Hosting Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-4. Disaster Recovery	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-5. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
D. Plant & Facility Costs	**$0**	$0	**$0**	$0	$0	**$0**	$0	$0	**$0**	$0	**$0**	**$0**	**$0**	**$0**	**$0**
E. Other Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
E-1. Training	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-2. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-3. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Total of Recurring Operational Costs	**$164,000**	**$300,000**	**$464,000**	**$164,000**	**$300,000**	**$464,000**	**$164,000**	**$300,000**	**$464,000**	**$164,000**	**$300,000**	**$464,000**	**$164,000**	**$300,000**	**$464,000**
F. Additional Tangible Benefits:		**$0**			**$0**			**$0**			**$0**			**$0**	
F-1. Specify		$0			$0			$0			$0			$0	
F-2. Specify		$0			$0			$0			$0			$0	
F-3. Specify		$0			$0			$0			$0			$0	
Total Net Tangible Benefits:		($300,000)			($300,000)			($300,000)			($300,000)			($300,000)	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B			
Choose Type		**Estimate Confidence**	**Enter % (+/-)**
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☐	Confidence Level	
Placeholder	☐	Confidence Level	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Florida Department of Law Enforcement	Alcohol Testing Program-New Breath Test Instrumentation																		CBAForm 2A Baseline Project Budget
2	*Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable.* ***Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.***				FY2025-26			FY2026-27			FY2027-28			FY2028-29			FY2029-30			TOTAL
3				$ -	$ 4,317,720			$ -			$ -			$ -			$ -			$ 4,317,720
4	**Item Description** *(remove guidelines and annotate entries here)*	**Project Cost Element**	**Appropriation Category**	**Current & Previous Years Project-Related Cost**	**YR 1 #**	**YR 1 LBR**	**YR 1 Base Budget**	**YR 2 #**	**YR 2 LBR**	**YR 2 Base Budget**	**YR 3 #**	**YR 3 LBR**	**YR 3 Base Budget**	**YR 4 #**	**YR 4 LBR**	**YR 4 Base Budget**	**YR 5 #**	**YR 5 LBR**	**YR 5 Base Budget**	**TOTAL**
5	Costs for all state employees working on the project.	**FTE**	S&B	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
6	Costs for all OPS employees working on the project.	**OPS**	OPS	$ -	0.00		$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
7	Staffing costs for personnel using Time & Expense.	**Staff Augmentation**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
8	Project management personnel and related deliverables.	**Project Management**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	**Project Oversight**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
10	Staffing costs for all professional services not included in other categories.	**Consultants/Contractors**	Contracted Services	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	$ -
11	Separate requirements analysis and feasibility study procurements.	**Project Planning/Analysis**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
12	Hardware purchases not included in data center services.	**Hardware**	OCO	$ -		$ 2,930,720	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 2,930,720
13	Commercial software purchases and licensing costs.	**Commercial Software**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	**Project Deliverables**	Contracted Services	$ -		$ 1,337,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 1,337,000
15	All first-time training costs associated with the project.	**Training**	Contracted Services	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	**Data Center Services - One Time Costs**	Data Center Category	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
17	Other contracted services not included in other categories.	**Other Services**	Contracted Services	$ -		$ 50,000	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ 50,000
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	**Equipment**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
19	Include costs associated with leasing space for project personnel.	**Leased Space**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
20	Other project expenses not included in other categories.	**Other Expenses**	Expense	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -		$ -	$ -	$ -
21		**Total**		**$ -**	**0.00**	**$ 4,317,720**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**0.00**	**$ -**	**$ -**	**$ 4,317,720**

CBAForm 2 - Project Cost Analysis

Agency: Florida Department of Law Enforcement

Project: Alcohol Testing Program-New Breath Test Instrumentation

PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
TOTAL PROJECT COSTS (*)	$4,317,720	$0	$0	$0	$0	$4,317,720
CUMULATIVE PROJECT COSTS (includes Current & Previous Years' Project-Related Costs)	$4,317,720	$4,317,720	$4,317,720	$4,317,720	$4,317,720	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	
General Revenue	$4,317,720	$0	$0	$0	$0	$4,317,720
Trust Fund	$0	$0	$0	$0	$0	$0
Federal Match ☐	$0	$0	$0	$0	$0	$0
Grants ☐	$0	$0	$0	$0	$0	$0
Other ☐ Specify	$0	$0	$0	$0	$0	$0
TOTAL INVESTMENT	$4,317,720	$0	$0	$0	$0	$4,317,720
CUMULATIVE INVESTMENT	$4,317,720	$4,317,720	$4,317,720	$4,317,720	$4,317,720	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous		Confidence Level	
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency	Florida Department of Law Enforcement	Project	New Breath Test Instrumentation

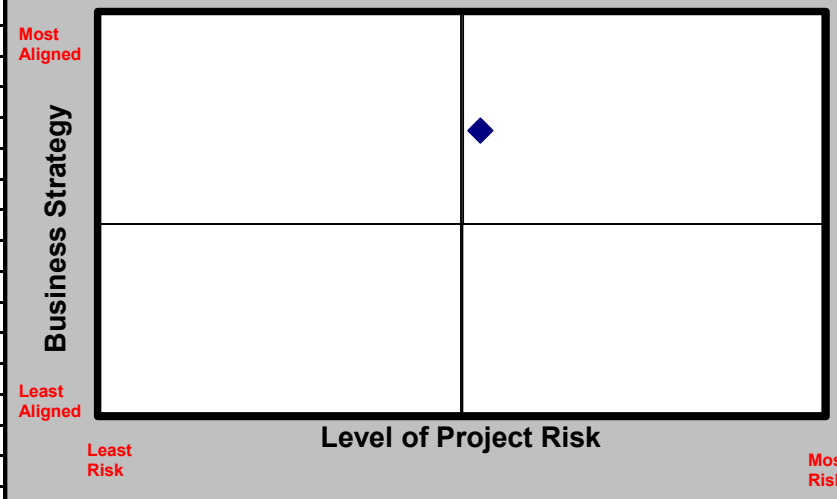
COST BENEFIT ANALYSIS -- CBAForm 3A	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30	TOTAL FOR ALL YEARS
Project Cost	$4,317,720	$0	$0	$0	$0	$4,317,720
Net Tangible Benefits	($300,000)	($300,000)	($300,000)	($300,000)	($300,000)	($1,500,000)
Return on Investment	($4,617,720)	($300,000)	($300,000)	($300,000)	($300,000)	($5,817,720)
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	($5,557,006)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	FY 2029-30
Fiscal Year					
Cost of Capital	2.90%	3.10%	3.30%	3.40%	3.50%

Project	*Evidential Breath Test Instrument and Solution*	
Agency	*Florida Department of Law Enforcement*	
FY 2024-25 LBR Issue Code:	**FY 2024-25 LBR Issue Title:**	
Issue Code 3621000	*Alcohol Testing Program-New Breath Test Instrumentation*	
Risk Assessment Contact Info (Name, Phone #, and E-mail Address):		
Becky Bezemek,850-410-8459,beckybezemek@fdle.state.fl.us		
Executive Sponsor	*Jason Bundy*	
Project Manager	*Tina King*	
Prepared By	*Tina King/Pam Bullard*	*6/19/2023*

Risk Assessment Summary



Project Risk Area Breakdown

Risk Assessment Areas	*Risk Exposure*
Strategic Assessment	HIGH
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	LOW
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	MEDIUM
Project Complexity Assessment	HIGH
Overall Project Risk	HIGH

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
3	**Section 1 -- Strategic Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
6			41% to 80% -- Some objectives aligned	
7			81% to 100% -- All or nearly all objectives aligned	
8	1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
9			Informal agreement by stakeholders	
10			Documented with sign-off by stakeholders	
11	1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Most regularly attend executive steering committee meetings
12			Most regularly attend executive steering committee meetings	
13			Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
14	1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
15			Vision is partially documented	
16			Vision is completely documented	
17	1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
18			41% to 80% -- Some defined and documented	
19			81% to 100% -- All or nearly all defined and documented	
20	1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	Changes are identified in concept only
21			Changes unknown	
22			Changes are identified in concept only	
23			Changes are identified and documented	
24			Legislation or proposed rule change is drafted	
25	1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	All or nearly all
26			Some	
27			All or nearly all	
28	1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Moderate external use or visibility
29			Moderate external use or visibility	
30			Extensive external use or visibility	
31	1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Multiple agency or state enterprise visibility
32			Single agency-wide use or visibility	
33			Use or visibility at division and/or bureau level only	
34	1.10	Is this a multi-year project?	Greater than 5 years	Between 3 and 5 years
35			Between 3 and 5 years	
36			Between 1 and 3 years	
37			1 year or less	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
3	**Section 2 -- Technology Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	2.01	Does the agency have experience working with, operating, and supporting the proposed technical solution in a production environment?	Read about only or attended conference and/or vendor presentation	Installed and supported production system more than 3 years
6			Supported prototype or production system less than 6 months	
7			Supported production system 6 months to 12 months	
8			Supported production system 1 year to 3 years	
9			Installed and supported production system more than 3 years	
10	2.02	Does the agency's internal staff have sufficient knowledge of the proposed technical solution to implement and operate the new system?	External technical resources will be needed for implementation and operations	External technical resources will be needed through implementation only
11			External technical resources will be needed through implementation only	
12			Internal resources have sufficient knowledge for implementation and operations	
13	2.03	Have all relevant technical alternatives/ solution options been researched, documented and considered?	No technology alternatives researched	All or nearly all alternatives documented and considered
14			Some alternatives documented and considered	
15			All or nearly all alternatives documented and considered	
16	2.04	Does the proposed technical solution comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
17			Some relevant standards have been incorporated into the proposed technology	
18			Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
19	2.05	Does the proposed technical solution require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Minor or no infrastructure change required
20			Moderate infrastructure change required	
21			Extensive infrastructure change required	
22			Complete infrastructure replacement	
23	2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
24			Capacity requirements are defined only at a conceptual level	
25			Capacity requirements are based on historical data and new system design specifications and performance requirements	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
3	**Section 3 -- Organizational Change Management Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Minimal changes to organization structure, staff or business processes structure
6			Moderate changes to organization structure, staff or business processes	
7			Minimal changes to organization structure, staff or business processes structure	
8	3.02	Will this project impact essential business processes?	Yes	Yes
9			No	
10	3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defiined and documented
11			41% to 80% -- Some process changes defined and documented	
12			81% to 100% -- All or nearly all processes defiined and documented	
13	3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	Yes
14			No	
15	3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
16			1% to 10% FTE count change	
17			Less than 1% FTE count change	
18	3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
19			1 to 10% contractor count change	
20			Less than 1% contractor count change	
21	3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Minor or no changes
22			Moderate changes	
23			Minor or no changes	
24	3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Moderate changes
25			Moderate changes	
26			Minor or no changes	
27	3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	Recently completed project with similar change requirements
28			Recently completed project with fewer change requirements	
29			Recently completed project with similar change requirements	
30			Recently completed project with greater change requirements	

	B	C	D	E
1	**Agency: Agency Name**			**Project: Project Name**
3	**Section 4 -- Communication Area**			
4	**#**	**Criteria**	**Value Options**	**Answer**
5	4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
6			No	
7	4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Proactive use of feedback in Plan
8			Routine feedback in Plan	
9			Proactive use of feedback in Plan	
10	4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
11			No	
12	4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
13			No	
14	4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	Some key messages have been developed
15			Some key messages have been developed	
16			All or nearly all messages are documented	
17	4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	Success measures have been developed for some messages
18			Success measures have been developed for some messages	
19			All or nearly all messages have success measures	
20	4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
21			No	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
3	**Section 5 -- Fiscal Area**			
4	**#**	**Criteria**	**Values**	**Answer**
41	5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Firm Fixed Price (FFP)
42			Firm Fixed Price (FFP)	
43			Combination FFP and T&E	
44	5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Just-in-time purchasing of hardware and software is documented in the project schedule
45			Purchase all hardware and software at start of project to take advantage of one-time discounts	
46			Just-in-time purchasing of hardware and software is documented in the project schedule	
47	5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager assigned is not the procurement manager or the project manager
48			Contract manager is the procurement manager	
49			Contract manager is the project manager	
50			Contract manager assigned is not the procurement manager or the project manager	
51	5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	No
52			No	
53	5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	Some selection criteria and outcomes have been defined and documented
54			Some selection criteria and outcomes have been defined and documented	
55			All or nearly all selection criteria and expected outcomes have been defined and documented	
56	5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor
57			Multi-stage evaluation not planned/used for procurement	
58			Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
59	5.18	For projects with total cost exceeding $10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
60			No, bid response did/will not require proof of concept or prototype	
61			Yes, bid response did/will include proof of concept or prototype	
62			Not applicable	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
3	**Section 6 -- Project Organization Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	Yes
6			No	
7	6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	All or nearly all have been defined and documented
8			Some have been defined and documented	
9			All or nearly all have been defined and documented	
10	6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	System Integrator (contractor)
11			Agency	
12			System Integrator (contractor)	
13	6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	2
14			2	
15			1	
16	6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
17			Some or most staff roles and responsibilities and needed skills have been identified	
18			Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
19	6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	No, project manager is assigned 50% or less to project
20			No, project manager is assigned 50% or less to project	
21			No, project manager assigned more than half-time, but less than full-time to project	
22			Yes, experienced project manager dedicated full-time, 100% to project	
23	6.07	Are qualified project management team members dedicated full-time to the project	None	No, business, functional or technical experts dedicated more than half-time but less than full-time to project
24			No, business, functional or technical experts dedicated 50% or less to project	
25			No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
26			Yes, business, functional or technical experts dedicated full-time, 100% to project	
27	6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Mostly staffed from in-house resources
28			Half of staff from in-house resources	
29			Mostly staffed from in-house resources	
30			Completely staffed from in-house resources	
31	6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Minimal or no impact
32			Moderate impact	
33			Extensive impact	
34	6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	Yes
35			No	
36	6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	Yes, all stakeholders are represented by functional manager
37			No, only IT staff are on change review and control board	
38			No, all stakeholders are not represented on the board	
39			Yes, all stakeholders are represented by functional manager	

	B	C	D	E
1	Agency: Florida Department of Law Enforcement		Project: Evidential Breath Test Instrument and Solution	
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
5	7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	Yes
6			Project Management team will use the methodology selected by the systems integrator	
7			Yes	
8	7.02	For how many projects has the agency successfully used the selected project management methodology?	None	More than 3
9			1-3	
10			More than 3	
11	7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	Some
12			Some	
13			All or nearly all	
14	7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
15			41 to 80% -- Some have been defined and documented	
16			81% to 100% -- All or nearly all have been defined and documented	
17	7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	41 to 80% -- Some have been defined and documented
18			41 to 80% -- Some have been defined and documented	
19			81% to 100% -- All or nearly all have been defined and documented	
20	7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	81% to 100% -- All or nearly all requirements and specifications are traceable
21			41 to 80% -- Some are traceable	
22			81% to 100% -- All or nearly all requirements and specifications are traceable	
23	7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
24			Some deliverables and acceptance criteria have been defined and documented	
25			All or nearly all deliverables and acceptance criteria have been defined and documented	
26	7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables
27			Only project manager signs-off	
28			Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
29	7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	41 to 80% -- Some have been defined to the work package level
30			41 to 80% -- Some have been defined to the work package level	
31			81% to 100% -- All or nearly all have been defined to the work package level	
32	7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	No
33			No	
34	7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints), critical milestones, and resources?	Yes	No
35			No	
36	7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
37			Project team uses formal processes	
38			Project team and executive steering committee use formal status reporting processes	
39	7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
40			Some templates are available	
41			All planning and reporting templates are available	
42	7.14	Has a documented Risk Management Plan been approved for this project?	Yes	Yes
43			No	
44	7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	Some have been defined and documented
45			Some have been defined and documented	
46			All known risks and mitigation strategies have been defined	
47	7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
48			No	
49	7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
50			No	

	B	C	D	E
1	**Agency: Florida Department of Law Enforcement**		**Project: Evidential Breath Test Instrument and Solution**	
2				
3	**Section 8 -- Project Complexity Area**			
4	**#**	**Criteria**	**Values**	**Answer**
5	8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
6			More complex	
7			Similar complexity	
8			Less complex	
9	8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	More than 3 sites
10			3 sites or fewer	
11			More than 3 sites	
12	8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	3 sites or fewer
13			3 sites or fewer	
14			More than 3 sites	
15	8.04	How many external contracting or consulting organizations will this project require?	No external organizations	1 to 3 external organizations
16			1 to 3 external organizations	
17			More than 3 external organizations	
18	8.05	What is the expected project team size?	Greater than 15	Greater than 15
19			9 to 15	
20			5 to 8	
21			Less than 5	
22	8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	More than 4
23			2 to 4	
24			1	
25			None	
26	8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Statewide or multiple agency business process change
27			Agency-wide business process change	
28			Statewide or multiple agency business process change	
29	8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
30			No	
31	8.09	What type of project is this?	Infrastructure upgrade	Infrastructure upgrade
32			Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
33			Business Process Reengineering	
34			Combination of the above	
35	8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Similar size and complexity
36			Lesser size and complexity	
37			Similar size and complexity	
38			Greater size and complexity	
39	8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Greater size and complexity
40			Lesser size and complexity	
41			Similar size and complexity	
42			Greater size and complexity	

Alcohol Testing Program-New Breath Test Instrumentation

	FDLE FISCAL YEAR 2023 - 2024				FDLE FISCAL YEAR 2024 - 2025				FDLE FISCAL YEAR 2025 - 2026			
Phase/Timeline	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	Jan-Mar 2026	Apr-Jun 2026
1.0 - Rule & Curriculum Change												
2.0 - Intoxilyzer 9000 Software Configuration												
2.1 - COBRA V5 Software Configuration												
3.0 - BrAD Implementation												
4.0 - Instrumentation Training												
5.0 - Intoxilyzer 9000 Instrument Distribution												

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2023 - 2024**

Department: Florida Department of Law Enforce **Chief Internal Auditor:** Lourdes Howell-Thomas

Budget Entity: 710000 **Phone Number:** 850-410-7241

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
Auditor General Report No. 2024-111 Information Technology Operational Audit FDLE Information Technology General Controls	Report Issued January 2024	Information Technology Services	Finding 1: Department cybersecurity incident response policies, procedures, and related documentation were out of date and did not include required notification procedures for Cybersecurity Incident Response Team (CSIRT) members. Additionally, CSIRT members did not receive required annual incident response training. Recommendation: We recommend that Department management update incident response policies, procedures, and incident response plan scenarios documentation to incorporate the CSIRT notification procedures specified in DMS rules and ensure that CSIRT members receive annual incident response training in accordance with DMS rules. Finding 2: Department backup policies and procedures and processes, including periodic recoverability testing and off-site storage controls, need improvement. Recommendation: We recommend that Department management enhance policies and procedures to require periodic recoverability testing and define the frequency and retention period for backups. We also recommend that Department management ensure that backups are periodically tested for recoverability and off-site backup media is stored in a location geographically separated from the primary operating location. Finding 3: Department disaster recovery processes need improvement, including conducting a business impact analysis, developing a disaster recovery plan, and completing annual testing. Recommendation: To ensure the recoverability of critical Department systems in the event of a disaster or other interruption of service, we recommend that Department management: •Conduct a BIA that documents the assessment of the criticality of all Department systems for DR purposes. •Identify system dependencies for critical systems. •Determine MTD, RPO, and RTO thresholds for critical systems. •Develop and document a DR plan that includes Department personnel roles, responsibilities, and contact information, vendor information, and step-by-step recovery instructions for critical systems. •Ensure that the DR plan is tested at least annually and documentation of live DR testing is maintained.	Management has implement corrective actions for Findings 1 and 2. Findings 3 and 4 remain in progress as management takes steps to implement corrective action plans.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2023 - 2024**

Department: Florida Department of Law Enforce **Chief Internal Auditor:** Lourdes Howell-Thomas

Budget Entity: 710000 **Phone Number:** 850-410-7241

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			This finding is confidential and contains additional components not documented in this Schedule IX form: logical access, user authentication, vulnerability management, physical access, and configuration management need improvement to ensure the confidentiality, integrity, and availability of Department data and IT resources. Recommendation: We recommend that Department management improve certain security controls related to logical access, user authentication, vulnerability management, physical access, and configuration management to ensure the confidentiality, integrity, and availability of Department data and IT resources.		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	National Rifle Association of America, Inc. vs. Ashley Moody, Attorney General of Florida & Richard Swearingen, Commissioner Florida Department of Law Enforcement	
Court with Jurisdiction:	United States Court of Appeals for the Eleventh Circuit Trial Court: United States District Court, Northern District of Florida	
Case Number:	4:18-cv-00137-MW-CAS	
Summary of the Complaint:	Declaratory and Injunctive action challenging the law, Section 790.065(13), Florida Statutes, which prohibits the sale of firearms to persons under the age of 21. The complaint alleges that the law is unconstitutional under the Second and Fourteenth Amendments to the United States Constitution.	
Amount of the Claim:	$ N/A	
Specific Statutes or Laws (including GAA) Challenged:	Section 790.065(13), Florida Statutes	
Status of the Case:	Order Granting Defendant's Motion for Summary Judgment filed on June 24, 2021. Plaintiff's filed Notice of Appeal to the 11th Circuit Court of Appeals.. The 11th Circuit held oral arguments on March 24, 2022. Panel affirmed trial court March 9, 2023. 11th Circuit vacated opinion of the panel and granted en banc review July 14, 2023. Case is pending before the 11th Circuit.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Jane Doe, et al v. Richard Swearingen	
Court with Jurisdiction:	United States District Court, Southern District of Florida	
Case Number:	District: 1:18-cv-24145-KMW	
Summary of the Complaint:	Constitutional challenge to Florida's sex offender registration laws found in section 943.0435, Florida Statutes. Claims for relief include ex post facto violations, violations of procedural due process, violation of substantive due process, 8th Amendment cruel and unusual punishment, and allegations of vague terms.	
Amount of the Claim:	$N/A	
Specific Statutes or Laws (including GAA) Challenged:	Section 943.0435, Florida Statutes	
Status of the Case:	Case was stayed pending resolution of *Harper v Swearingen*. With *Harper* resolved, remaining Doe plaintiff's seek to file second amended complaint. Awaiting Order from the Court.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Christopher Pretzer, Mark Wood, Richard A. Barsky, Richard Chamnes, Edward Henry, Florida Carry, Inc., and U.S. Lawshield Legal Expense Insurance Corp.,vs. Rick Swearingen and Florida Department of Law Enforcement	
Court with Jurisdiction:	Second Judicial Circuit Court, Leon County, Florida	
Case Number:	2019-CA-1123	
Summary of the Complaint:	Declaratory and Injunctive action challenging the law related to background checks conducted by FDLE on individuals attempting to purchase firearms under sections 790.065 and 790.0655, Florida Statutes.	
Amount of the Claim:	$100.00 per day of delay of the right to purchase a firearm	
Specific Statutes or Laws (including GAA) Challenged:	Sections 790.065 and 790.0655, Florida Statutes	
Status of the Case:	After en banc hearing at First District Court of Appeal, Trial Court's dismissal for failure to exhaust administrative remedies was overturned. Reversed and remanded to Trial Court for further proceedings.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Sean Caranna and Florida Carry, Inc., vs. Rick Swearingen and Florida Department of Law Enforcement	
Court with Jurisdiction:	Second Judicial Circuit Court, Leon County, Florida	
Case Number:	2019-CA-1973	
Summary of the Complaint:	Declaratory and Injunctive action challenging the law related to background checks conducted by FDLE on individuals attempting to purchase firearms under sections 790.065 and 790.0655, Florida Statutes.	
Amount of the Claim:	$100.00 per day of delay of the right to purchase a firearm	
Specific Statutes or Laws (including GAA) Challenged:	Sections 790.065 and 790.0655, Florida Statutes	
Status of the Case:	August 21, 2024, the First District Court of Appeal reversed and remanded to Trial Court for further proceedings on essentially the same basis as *Pretzer*, that failure to exhaust administrative remedies was not a proper defense to this action.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Cynthia E. Heffron vs. Florida Department of Agriculture, Division of Licensing and Florida Department of Law Enforcement	
Court with Jurisdiction:	Second Judicial Circuit Court, Leon County, Florida	
Case Number:	2020-CA-001275	
Summary of the Complaint:	Declaratory and Injunctive relief claim based upon FDACS denial of Plaintiff's application for a concealed weapons permit based upon FDLE's search of the National Instant Check System (NICS) which showed Plaintiff was ineligible to receive a concealed weapon permit pursuant to Section 790.06(2)(n), Florida Statutes.	
Amount of the Claim:	$ N/A	
Specific Statutes or Laws (including GAA) Challenged:	Section 790.33, Florida Statutes	
Status of the Case:	August 7, 2024, the First District Court of Appeal reversed and remanded to Trial Court for further proceedings on essentially the same basis as *Pretzer*, that failure to exhaust administrative remedies was not a proper defense to this action.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	WP Company LLC v. Florida Department of Law Enforcement	
Court with Jurisdiction:	Second Judicial Circuit Court, Leon County, Florida	
Case Number:	2023-CA-1868	
Summary of the Complaint:	Mandamus action compelling the disclosure of public records held by the agency, including a demand for attorney's fees. Constitutionality of public records exemption claimed by FDLE raised by Plaintiff's Motion.	
Amount of the Claim:	$ N/A	
Specific Statutes or Laws (including GAA) Challenged:	Section 943.68(10)(a), Florida Statutes	
Status of the Case:	FDLE withheld certain records claiming exemption and Plaintiff filed motion compelling production questioning the constitutionality of statute FDLE relied on to withhold records. Hearing on Plaintiff's Motion for Order to produce public records set for August 30, 2024.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
		Office of the Attorney General or Division of Risk Management
	X	Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Steven Stuart v. Mark Glass	
Court with Jurisdiction:	Middle District of Florida	
Case Number:	8:24-cv-0928	
Summary of the Complaint:	Constitutional challenge to Florida's sex offender registration laws found in section 943.0435, Florida Statutes. Claims for relief include ex post facto violations, violations of procedural due process, violation of substantive due process, 8th Amendment cruel and unusual punishment, andviolation of State Constitutional right to privacy.	
Amount of the Claim:	$ N/A	
Specific Statutes or Laws (including GAA) Challenged:	Sections 943.0435 and 775.21, Florida Statutes	
Status of the Case:	FDLE was served on or about July 24, 2024. FDLE's answer or response due August 28, 2024.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Louis Matthew Clements v. Ron DeSantis and Mark Glass	
Court with Jurisdiction:	Middle District of Florida	
Case Number:	2:24-cv-0197	
Summary of the Complaint:	Constitutional challenge to Florida's sex offender registration laws found in section 943.0435, Florida Statutes. Claims for relief include ex post facto violations, and 14th Amendment violations.	
Amount of the Claim:	$ N/A	
Specific Statutes or Laws (including GAA) Challenged:	Section 943.0435 and 775.21, Florida Statutes	
Status of the Case:	FDLE was served on or about July 18, 2024. Glass and Desantis jointly moved to dismiss for various grounds on August 22, 2024.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Florida Fiscal Portal.

Agency:	**Florida Department of Law Enforcement**		
Contact Person:	Graham Wooden	Phone Number:	850-410-7588

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Stephanie Harper v. Richard Swearingen (*formerly Jane Doe v. Richard Swearingen*):.	
Court with Jurisdiction:	United States District Court, Northern District of Florida	
Case Number:	4:21-cv-00085-RH-MJF	
Summary of the Complaint:	Federal civil action (4:21-cv-00085-RH-MJF, Northern District, FL) seeking declaratory and injunctive relief from the registration requirements under the sexual offender statute 943.0435.	
Amount of the Claim:	$1,425,600.81 in fees and costs	
Specific Statutes or Laws (including GAA) Challenged:	Section 943.065(13), Florida Statutes	
Status of the Case:	Trial was held in early November. Order entered requiring FDLE to create method by which registrants may report online a change of residence that is temporary in nature. Plaintiff may be entitled to fees as prevailing party. Motion for fees filed August 26, 2024.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).		

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

Agency Budget Officer/OPB Analyst Name: Sheri Boyce / Nancy Kosin

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
1. GENERAL						
1.1	Are Columns A01, A04, A05, A91, A92, A93, A36, A10, IA1, IA4, IA5, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns (no trust fund files for narrative columns)? Is Column A02 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for the Trust Fund Files (the Budget Files should already be on TRANSFER CONTROL for DISPLAY and MANAGEMENT CONTROL for UPDATE)? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only (UPDATE status remains on OWNER)? **(CSDI or Web LBR Column Security)**	Y	Y	Y	Y	Y
1.2	Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? **(CSDI)**	Y	Y	Y	Y	Y
AUDITS:						
1.3	Have Column A03 budget files been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. **(EXBR, EXBA)**	Y	Y	Y	Y	Y
1.4	Have Column A03 trust fund files been copied to Column A12? Run Schedule I **(SC1R, SC1 or SC1R, SC1D adding column A12)** to verify.	Y	Y	Y	Y	Y
1.5	Has Column A12 security been set correctly to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for Budget and Trust Fund files? **(CSDR, CSA)**	Y	Y	Y	Y	Y
TIP	The agency should prepare the budget request for submission in this order: 1) Copy Column A03 to Column A12, and 2) Lock columns as described above. A security control feature included in the LAS/PBS Web upload process requires columns to be in the proper status before uploading to the portal.					
2. EXHIBIT A (EADR, EXA)						
2.1	Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?	Y	Y	Y	Y	Y
2.2	Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	Y	Y	Y
2.3	Are the issue codes and titles consistent with *Section 3* of the LBR Instructions (pages 14 through 27)? Do they clearly describe the issue?	Y	Y	Y	Y	Y

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

Agency Budget Officer/OPB Analyst Name: Sheri Boyce / Nancy Kosin

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
3. EXHIBIT B (EXBR, EXB)						
3.1	Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A	N/A	N/A	N/A	N/A
AUDITS:						
3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity and program component at the FSI level? Are all nonrecurring amounts less than requested amounts? **(NACR, NAC - Report should print "No Negative Appropriation Categories Found")**	X	X	X	X	X
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? **(EXBR, EXBC - Report should print "Records Selected Net To Zero")**	X	X	X	X	X
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, a Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y	Y	Y	Y
4.2	Is the program component code and title used correct?	Y	Y	Y	Y	Y
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

Agency Budget Officer/OPB Analyst Name: Sheri Boyce / Nancy Kosin

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y	Y	Y
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? **(ED1R, XD1A - Report should print "No Differences Found For This Report")**	Y	Y	Y	Y	Y
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? **(EXBR, EXBB - Negative differences [with a $5,000 allowance] need to be corrected in Column A01.)**	Y	Y	Y	Y	Y
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? **(EXBR, EXBD - Differences [with a $5,000 allowance at the department level] need to be corrected in Column A01.)**	Y	Y	Y	Y	Y
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2023-24 approved budget. Amounts should be positive. The $5,000 allowance is necessary for rounding.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created. Note that there is a $5,000 allowance at the department level.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y	Y	Y
TIP	Exhibit D-3 is not required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A) (Required to be posted to the Florida Fiscal Portal)						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 14 through 27 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See pages 64 through 69 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 69 of the LBR Instructions?	Y	Y	Y	Y	Y
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y	Y	Y	Y	Y

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

Agency Budget Officer/OPB Analyst Name: Sheri Boyce / Nancy Kosin

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E.4 through E.7 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized	Y	Y	Y	Y	Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A. (See pages 93 through 94 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	Y	Y	Y	Y	Y
7.9	Does the issue narrative reference the specific county(ies) where applicable?	Y	Y	Y	Y	Y
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #24-040?	Y	Y	Y	Y	Y
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the LAS/PBS Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should not be deleted. **(PLRR, PLMO)**	Y	Y	Y	Y	Y
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	Y	Y	Y	Y	Y
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	Y	Y	Y	Y	Y
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	Y	Y	Y
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount	Y	Y	Y	Y	Y
7.16	Do the issue codes relating to special *Salaries and Benefits* issues (e.g., position reclassification, pay grade adjustment, overtime/on-call pay, etc.) have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See pages 26 and 27 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.17	Do the issues relating to *Information Technology (IT)* have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 24010C0, 30010C0, 33011C0, 160E470, or 160E480)?	Y	Y	Y	Y	Y
7.18	Are the issues relating to *Major Audit Findings and Recommendations* properly coded (4A0XXX0, 4B0XXX0)?	Y	Y	Y	Y	Y
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	Y	Y	Y	Y
AUDIT:						
7.20	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? **(GENR, LBR1)**	Y	Y	Y	Y	Y

Fiscal Year 2025-26 LBR Technical Review Checklist

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
7.21	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? **(GENR, LBR2)**	Y	Y	Y	Y	Y
7.22	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? **(GENR, LBR3)**	Y	Y	Y	Y	Y
7.23	Have FCO appropriations been entered into the nonrecurring column (A04)? **(GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L)**	N/A	N/A	N/A	N/A	N/A
7.24	Has narrative been entered for all issues requested by the agency? Agencies do not need to include narrative for startup issues (1001000, 2103XXX, etc.) that were not input by the agency. **(NAAR, BSNR)**	Y	Y	Y	Y	Y
7.25	Has the agency entered annualization issues (260XXX0) for any issue that was partially funded in Fiscal Year 2024-25? Review Column G66 to determine whether any incremental amounts are needed to fully fund an issue that was initially appropriated in Fiscal Year 2024-25. Do not add annualization issues for pay and benefit distribution issues, as those annualization issues (26AXXXX) have already	Y	Y	Y	Y	Y
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run **OADA/OADR** from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.					
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 69 of the LBR Instructions.					
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue fund.					
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).					
TIP	If an appropriation made in the FY 2024-25 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.					
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level *or* SC1R, SC1D - Department Level)						
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y	Y	Y
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	Y	Y	Y	Y
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y	Y	Y
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	N/A	N/A	N/A	N/A

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative**;** fixed capital outlay adjustment narrative)?	Y	Y	Y	Y	Y
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling $100,000 or more for the fiscal year?	Y	Y	Y	Y	Y
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y	Y	Y	Y	Y
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to section 215.32(2)(b), Florida Statutes - including the Schedule ID and applicable legislation?	Y	Y	Y	Y	Y
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	Y	Y	Y	Y
8.10	Are the statutory authority references correct?	Y	Y	Y	Y	Y
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to section 215.20, Florida Statutes, for appropriate General Revenue Service Charge percentage rates.)	Y	Y	Y	Y	Y
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y	Y	Y	Y	Y
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y	Y	Y
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y	Y	Y
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y	Y	Y
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y	Y	Y
8.17	If applicable, are nonrecurring revenues entered into Column A04?	N/A	N/A	N/A	N/A	N/A
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?					
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y	Y	Y
8.20	Are appropriate General Revenue Service Charge nonoperating amounts included in Section II?	Y	Y	Y	Y	Y
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y	Y	Y
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling $100,000 or more.)	Y	Y	Y	Y	Y

Fiscal Year 2025-26 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Law Enforcement / Department Level

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y	Y	Y
8.24	Are prior year September operating reversions appropriately shown in column A01, Section III?	Y	Y	Y	Y	Y
8.25	Are current year September operating reversions (if available) appropriately shown in column A02, Section III?	Y	Y	Y	Y	Y
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y	Y	Y
8.27	Has the agency analyzed for continuing appropriations (category 13XXXX) and properly accounted for in the appropriate column(s) in Section III?	Y	Y	Y	Y	Y
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y	Y	Y
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y	Y	Y
AUDITS:						
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y	Y	Y
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? **(SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")**	Y	Y	Y	Y	Y
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. **(SC1R, DEPT)**	Y	Y	Y	Y	Y
8.33	Has a Schedule IB been provided for ALL trust funds having an unreserved fund balance in columns A01, A02 and/or A03, and if so, does each column's total agree with line I of the Schedule I?	Y	Y	Y	Y	Y
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	Y	Y	Y	Y
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 124 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.					
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? **(BRAR, BRAA - Report should print "No Records Selected For This Request")** Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See *Base Rate Audit* on page 155 of the LBR Instructions.)	Y	Y	Y	Y	Y

Fiscal Year 2025-26 LBR Technical Review Checklist

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied? (See page 90 of the LBR Instructions.)	Y	Y	Y	Y	Y
10.2	Are amounts in *Other Salary Amount* appropriate and fully justified? (See pages 93 and 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use **OADI** or **OADR** to identify agency other salary amounts requested.	N/A	N/A	N/A	N/A	N/A
11. SCHEDULE IV (EADR, SC4)						
11.1	Are the correct Information Technology (IT) issue codes used?	Y	Y	Y	Y	Y
TIP	If IT issues are not coded (with "C" in 6th position or within a program component of 1603000000), they will not appear in the Schedule IV.					
12. SCHEDULE VIIIA (EADR, SC8A)						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can be included in the priority listing.	Y	Y	Y	Y	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)						
13.1	**NOT REQUIRED FOR THIS YEAR**	N/A	N/A	N/A	N/A	N/A
TIP	If all or a portion of an issue is intended to be reduced on a nonrecurring basis, include the total reduction amount in Column A91 and the nonrecurring portion in Column A92.					
14. SCHEDULE VIIIB-2 (EADR, S8B2) (Required to be posted to the Florida Fiscal Portal)						
14.1	Do the reductions comply with the instructions provided on pages 99 through 102 of the LBR Instructions regarding a 10% reduction in General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used? Verify that excluded appropriation categories and funds were not used (e.g. funds with FSI 3 and 9, etc.).	Y	Y	Y	Y	Y
TIP	Compare the debt service amount requested (IOE N or other IOE used for debt service) with the debt service need included in the Schedule VI: Detail of Debt Service, to determine whether any debt has been retired and may be reduced.					
TIP	If all or a portion of an issue is intended to be reduced on a nonrecurring basis, in the absence of a nonrecurring column, include that intent in narrative.					
15. SCHEDULE VIIIC (EADR, S8C) (NO LONGER REQUIRED)						
16. SCHEDULE XI (UCSR,SCXI) (LAS/PBS Web - see pages 104-108 of the LBR Instructions for detailed instructions)						
16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. **The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website.** (Note: Pursuant to section 216.023(4) (b), Florida Statutes, the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y	Y	Y
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP (if submitting) and LBR match?	N/A	N/A	N/A	N/A	N/A

Fiscal Year 2025-26 LBR Technical Review Checklist

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		Program or Service (Budget Entity Codes)				
	Action	7115	7155	7160	7170	7180
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:						
16.3	Does the FY 2023-24 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? **(GENR, ACT1)**	Y	Y	Y	Y	Y
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? **(Audit #1 should print "No Activities Found")**	Y	Y	Y	Y	Y
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? **(Audit #2 should print "No Operating Categories Found")**	Y	Y	Y	Y	Y
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which should appear in Section II? (Note: The activities listed in **Audit #3** do not have an associated output standard. In addition, the activities were not identified as a Transfer to a State Agency, as Aid to Local Government, or a Payment of Pensions, Benefits and Claims. Activities listed here should represent transfers/pass-throughs that are not represented by those above or administrative costs that are unique to the agency and are not appropriate to be allocated to all other activities.)	Y	Y	Y	Y	Y
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? **(Audit #4 should print "No Discrepancies Found")**	Y	Y	Y	Y	Y
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					
17. MANUALLY PREPARED EXHIBITS & SCHEDULES (Required to be posted to the Florida Fiscal Portal)						
17.1	Do exhibits and schedules comply with LBR Instructions (pages 52 through 152 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y	Y	Y
17.2	Does manual exhibits tie to LAS/PBS where applicable?	Y	Y	Y	Y	Y
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y	Y	Y
17.4	Does the LBR include a separate Schedule IV-B for each IT project over $1 million (see page 128 and 129 of the LBR instructions for exceptions to this rule)? Have all IV-Bs been emailed to: **IT@LASPBS.STATE.FL.US?**	Y	Y	Y	Y	Y
17.5	Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A	N/A	N/A	N/A	N/A
AUDITS - GENERAL INFORMATION						
TIP	Review *Section 6: Audits* of the LBR Instructions (pages 154 through 156) for a list of audits and their descriptions.					
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.					

Fiscal Year 2025-26 LBR Technical Review Checklist

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		Program or Service (Budget Entity Codes)				
Action		7115	7155	7160	7170	7180
18. CAPITAL IMPROVEMENTS PROGRAM (CIP) (Required to be posted to the Florida Fiscal Portal)						
18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y	Y	Y	Y	Y
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A	N/A	N/A	N/A	N/A
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y	Y	Y	Y
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y	Y	Y	Y
18.5	Are the appropriate counties identified in the narrative?	Y	Y	Y	Y	Y
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	Y	Y	Y	Y	Y
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					
19. FLORIDA FISCAL PORTAL						
19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y	Y	Y	Y