Overall Confidence Comments Certification #1

	Agency	Critical Operational Element	Criteria ID	Criteria	Confidence Level	Comments
1	APD	People Processes Technology Data	N/A	Overall Readiness	Moderately Confident	APD Teams are ready to See and Use/ PALM in action to become more confident in the PALM application to support what tasks must be performed
2	DEP	People Processes Technology Data	N/A	Overall Readiness	Becoming Confident	This response is based on assumptions that the project will provide the PALM step by step navigation and process steps, as well as additional materials referenced for online and full UAT testing. Adapting to change and reacting to the project's interface and process updates identified prior to and during UAT will affect readiness for integration and full UAT testing.
3	DMS	People Processes Technology Data	N/A	Overall Readiness	Moderately Confident	Overall confidence levels for each Critical Operational Element category (1.0, 2.0, 3.0, and 4.0) were determined by the Agency Sponsor.
4	DVA	People Processes Technology Data	N/A	Overall Readiness	Becoming Confident	If we are able to secure our new vendor (Katydid) by 1 August 2025, we will be able to make substantial progress in our SOPs and associated training.
5	EOG	People Processes Technology Data	N/A	Overall Readiness	Moderately Confident	We are ready to test and train. However, while our agency has done as much as possible to prepare, we only currently understand generally how FL PALM will function based on workshops, workflows, and Knowledge Center. There are many details and unknowns that will hopefully be learned during training and UAT. We plan to utilize UAT to continue to fine tune and update processes and procedures. Until we have user comfort and a higher level of 'people readiness', we cannot indicate "process readiness" and overall understanding with a high level of confidence.
6	SCS	People Processes Technology Data	N/A	Overall Readiness	Moderately Confident	SCS is Very Confident in our readiness to enter into UAT Testing, however, since this will be our first opportunity to use the PALM Application, we are Moderately Confident in our exposure to the PALM System itself. Until our SMEs and Management have had a chance to exercise the features and functions of the PALM System in it's entirety, our confidence level is moderate going into UAT. Using the PALM Application is when we can truly assess our "online" readiness in terms of: - SME Personnel preparation and training completeness, - Validating the modifications to our Business Processes, - Performing partial validation during online testing of our FLAIR Data conversion and PALM configuration values. PALM online testing will help begin to ensure specific SCS processing requirements are met in our Finance, HR/Payroll and Business Intelligence gathering from the Data Warehouse and Reporting sources. SCS Agency Business Systems, Interfaces, Enterprise Partners, Data Conversion and Configuration values are pending our full validation for completeness until Mock 4 "Full" UAT Testing begins, which is targeted for December 2025.