

Processes Confidence Comments Certification #1

| | Agency | Critical Operational Element | Criteria ID | Criteria | Confidence Level | Comments |
|---|--------|------------------------------|-------------|-----------------------------|----------------------|---|
| 1 | APD | Processes | 2.0 | Overall Processes Readiness | Becoming Confident | APD Teams are ready to move forward with PALM |
| 2 | DMS | Processes | 2.0 | Overall Processes Readiness | Moderately Confident | Determined by the Agency Sponsor. |
| 3 | DOH | Processes | 2.0 | Overall Processes Readiness | Becoming Confident | DOH has identified >75% UAT scenarios in relation to current state of FLAIR. The challenge is identifying changes in processes as a result of PALM. |
| 4 | EOG | Processes | 2.0 | Overall Processes Readiness | Somewhat Concerned | 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 understanding with confidence. |
| 5 | SCS | Processes | 2.0 | Overall Processes 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 as to the "online" readiness in terms of our modifications to our Business Processes by exercising the PALM System functionality. |