# Completing the Pulse Check

The Project is requesting Agency Sponsors provide biweekly updates on the confidence their agency will meet the individual readiness criteria for Agency Readiness Certification #4 (Cert 4), as we begin and journey through the final portion of the All Agency User Acceptance Testing (UAT) period. UAT began on February 2 and will conclude on November 6, which aligns with the submission of each agency's Cert 4. The criteria for the Cert 4 represent the capstone of work performed by agencies to date or the continuation of work that needs to continue in support of Go-Live on January 12. The eleven weeks of remaining testing (August 28 – November 6) is critical to confirming new business processes, confirming user role assignment, validating business system changes, validating agency configuration values are accurate and complete, confirming legacy data is ready for final conversion, educating new users on Florida PALM, and preparing for cutover.

The agency Pulse Check information will be used to help bring the future into focus and to not be surprised when it comes to submitting the Cert 4. It will also support:

- awareness by the Executive Steering Committee (ESC) of agency progress prior to the final submission and subsequent Stage Gate 4 vote by the ESC in mid-November; and
- discussion during the monthly agency touch points during September and October.

The biweekly Pulse Check release and due dates are as follows:

*Table 1: Pulse Check Schedule*

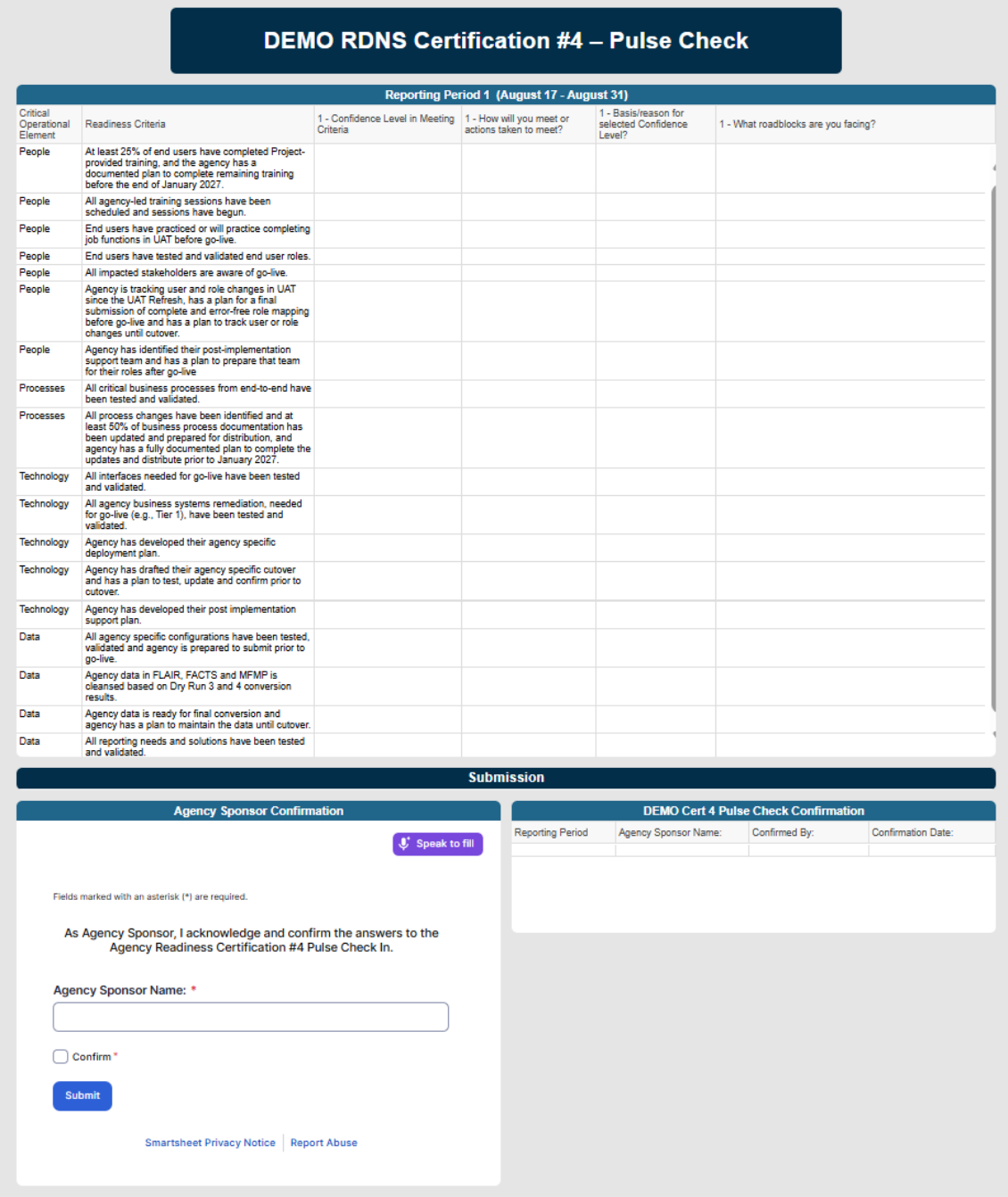
| Pulse Check # | Release Date | Due Date |
|---|---|---|
| 1 | Tuesday, August 18 | Monday, August 31 |
| 2 | Tuesday, September 1 | Monday, September 14 |
| 3 | Tuesday, September 15 | Monday, September 28 |
| 4 | Tuesday, September 29 | Monday, October 12 |
| 5 | Tuesday, October 13 | Monday, October 26 |

## Where can you find the Pulse Check?

***Smartsheet Navigation:***

*Florida PALM Workbook for (Agency) > Agency Readiness > Agency Readiness Certification > Agency Readiness Certification #4*

On a biweekly basis, the Project will release a series of columns in the new worksheet, <*Agency*> *Readiness Certification 4 – Pulse Check* worksheet related to each readiness criteria. Agency Sponsors must select or provide information about each criterion and complete the information and complete the Submission Form in the <*Agency*> *Readiness Certification 4 – Pulse Check Dashboard* (Figure 1) by the due date (Table 1).



**DEMO RDNS Certification #4 – Pulse Check**

**Reporting Period 1 (August 17 - August 31)**

| Critical Operational Element | Readiness Criteria | 1 - Confidence Level in Meeting Criteria | 1 - How will you meet or actions taken to meet? | 1 - Basis/reason for selected Confidence Level? | 1 - What roadblocks are you facing? |
|---|---|---|---|---|---|
| People | At least 25% of end users have completed Project-provided training, and the agency has a documented plan to complete remaining training before the end of January 2027. | | | | |
| People | All agency-led training sessions have been scheduled and sessions have begun. | | | | |
| People | End users have practiced or will practice completing job functions in UAT before go-live. | | | | |
| People | End users have tested and validated end user roles. | | | | |
| People | All impacted stakeholders are aware of go-live. | | | | |
| People | Agency is tracking user and role changes in UAT since the UAT Refresh, has a plan for a final submission of complete and error-free role mapping before go-live and has a plan to track user or role changes until cutover. | | | | |
| People | Agency has identified their post-implementation support team and has a plan to prepare that team for their roles after go-live | | | | |
| Processes | All critical business processes from end-to-end have been tested and validated. | | | | |
| Processes | All process changes have been identified and at least 50% of business process documentation has been updated and prepared for distribution, and agency has a fully documented plan to complete the updates and distribute prior to January 2027. | | | | |
| Technology | All interfaces needed for go-live have been tested and validated. | | | | |
| Technology | All agency business systems remediation, needed for go-live (e.g., Tier 1), have been tested and validated. | | | | |
| Technology | Agency has developed their agency specific deployment plan. | | | | |
| Technology | Agency has drafted their agency specific cutover and has a plan to test, update and confirm prior to cutover. | | | | |
| Technology | Agency has developed their post implementation support plan. | | | | |
| Data | All agency specific configurations have been tested, validated and agency is prepared to submit prior to go-live. | | | | |
| Data | Agency data in FLAIR, FACTS and MFMP is cleansed based on Dry Run 3 and 4 conversion results. | | | | |
| Data | Agency data is ready for final conversion and agency has a plan to maintain the data until cutover. | | | | |
| Data | All reporting needs and solutions have been tested and validated. | | | | |

**Submission**

**Agency Sponsor Confirmation**

Speak to fill

Fields marked with an asterisk (*) are required.

As Agency Sponsor, I acknowledge and confirm the answers to the Agency Readiness Certification #4 Pulse Check In.

Agency Sponsor Name: *

Confirm *

Submit

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**DEMO Cert 4 Pulse Check Confirmation**

| Reporting Period | Agency Sponsor Name: | Confirmed By: | Confirmation Date: |
|---|---|---|---|

*Figure 1: Pulse Check Dashboard*

## How should you approach completing the Pulse Check?

To facilitate completion, Agency Sponsors should lean on many of your agency's recent and ongoing efforts, including preparing and submitting Agency Readiness Certification #3 (a point in time assessment of your progress), the UAT Engagement Plan required by the GAA (a look forward into the remainder of UAT), and your monthly progress reports (an ongoing look at where you are in testing, training, and cutover activities). As we move into the final months of the Project,

if you do not already do so, you should also establish regular touchpoints with your team to help you assess the progress on the critical elements of your readiness journey.

For Pulse Check #1, you are asked to provide the following for each of the eighteen (18) Readiness Criteria:

- **Confidence Level in Meeting Criteria** – Select from one of six choices to represent your thoughts at this point in time. Values include Extremely Confident, Very Confident, Moderately Confident, Becoming Confident, Somewhat Concerned, and Highly Concerned. *For Technology criteria that may not be applicable to your agency, select N/A.*

  ***What should you consider as a Sponsor when replying?*** What is our current, known status (e.g., from the Monthly Progress Report or from recent internal touchpoints)? What are the plans we have in place or in motion towards meeting this criteria? Should we have made better progress to-date?

- **Basis/reason for selected Confidence Level?** – Describe why you rated your confidence level the way you did in the prior column.

  ***What should you consider as a Sponsor when replying?*** Are there things that have been accomplished or plans in motion for things that are being executed? Is this an area that has not been a focus or priority for our agency? Have there been challenges or setbacks that our agency has experienced in this area?

- **How will you meet or actions taken to meet?** – Describe what actions your agency is taking or will be taking to meet the criteria.

  ***What should you consider as a Sponsor when replying?*** What am I looking for to assure that the criteria is met / the work is done? Have we already met this? If so, what have we done to meet this? Have we discussed this fully as an agency or are there any blind spots / gaps in our knowledge or planning? What information do we know and don't we know (but need to know) to meet this criteria? How will we achieve and continue to achieve, if the criteria is for ongoing maintenance (e.g., data cleansing)? Are there workarounds that are being planned?

- **What roadblocks are you facing?** – Describe any challenges your agency is facing with achieving this criteria.

  ***What should you consider as a Sponsor when replying?*** What risks or issues have we identified internally (and are they on our Risks and Issues list)? How is our agency addressing the blocker? Is it a temporary blocker or permanent? Who can help? Who is assigned to address the challenge? Are there things that the Project can assist with?