

Task Instructions

Task ID: 579

Task Name: *Confirm UAT SMEs*

Task Start Date: *April 14, 2025*

Task Due Date: *May 2, 2025*

Project Impact: Direct

Task Description

Identify and confirm the Subject Matter Experts (SME)s that will be participating in Project-hosted UAT Online for SMEs.

Task Overview

As described in the [User Acceptance Testing Approach](#), UAT will be arranged into periods of time and activities that allow for the progression of testing from a smaller SME group to all impacted end users. During the first portion of UAT, the Project will host guided, in-person and virtual testing sessions with agency SMEs. Upon completion of the UAT Online testing sessions, agencies must facilitate testing for all agency end users. During UAT Full, agency SMEs will impart their understanding of Florida PALM and agency change impacts to their agency end users as facilitators of the agency-led testing activities. All agencies must identify and prepare their testers for their roles in UAT.

SMEs will play a critical role in your agency's execution of UAT. Expectations for SMEs are described in Figure 1 below.

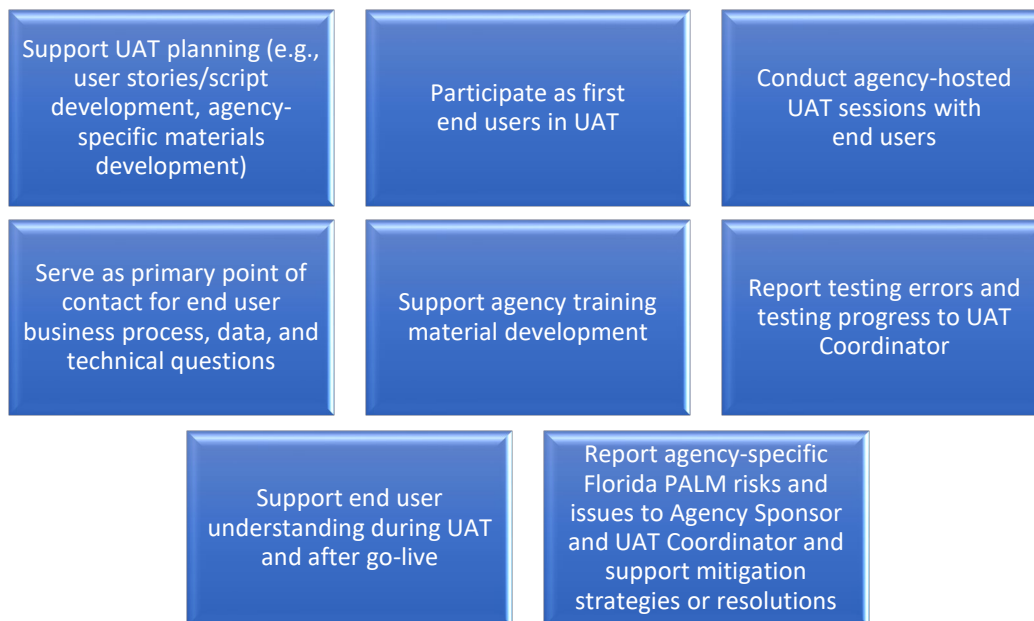


Figure 1: UAT SME Expectations

Task Elements

You have recently updated your future Florida PALM End Users (RW Task 564), ensuring that you have documented all planned end users for go-live, including identification of each end users'

related business process grouping(s) and topic(s) based on their job functions. You should have also developed the testing execution portion of your agency specific UAT Plan (RW Task 536-B) including the identification of your agency SMEs.

Using information from your UAT plan and Implementation End User worksheet, you will confirm your SMEs. Consider the following questions when determining if you have the right people identified for this role.

- *Is this person a business expert for my agency's current operations process?*
- *Does this person understand Florida PALM functionality and the related change impacts for our agency?*
- *Is this person already involved in Florida PALM readiness activities?*
- *Is this person a leader with the authority to speak for our agency during UAT sessions?*
- *Is this person able and have the capacity to lead UAT sessions with our end users?*

Based on the execution logistics documented in your UAT Plan and your expected number of end users, consider the following questions to determine if you have enough SMEs identified.

- *Do we have at least one SME for each relevant Business Process Grouping?*
- *Do we have enough SMEs to complete a business process, including processors and approvers?*
- *Do we have enough SMEs identified to support our agency's UAT logistics, including supporting UAT for end users throughout the state?*
- *Do we have enough SMEs to support our agency-specific training efforts and our end users after go-live?*

Your <Agency> Implementation End Users worksheet has been updated to include a new UAT SME column as shown in Figure 2 below. Designate each UAT SME with a checkmark.

UAT SME	Business Process Grouping(s)	Topic	Office/Bureau/Section	Position #	Position Title	First Name	Last Name	Email	Headquarters / Primary Office Location / City	Other Information (Optional)
<input checked="" type="checkbox"/>										

Figure 2: DEMO Implementation End Users

Note: Identification of a UAT SME does not guarantee an in-person seat during Project-hosted UAT Online SME testing sessions. The Project is unable to provide the number of in-person seats available for UAT Online Testing sessions at this time. The information provided in this task will be used by the Project to further plan for UAT.

How will agencies use this information?

Use your confirmed UAT SMEs listing to continue preparations for UAT, including SME role mapping. You will need to prepare your SMEs for UAT by ensuring they understand their role in UAT as described in the UAT Approach and your agency specific UAT Plan and also understand their expected change impacts as documented in your Change Analysis Tool.

You will also use the information in this task to complete the following Readiness Workplan Tasks:

- 573-A – Complete and Submit End User Role Mapping Worksheet for UAT

- 574 – Prepare Documentation for User Acceptance Testing

What will the Florida PALM Team do with this information?

The Project will use the UAT SME listings provided to continue logistics planning for Project-hosted UAT Online SME testing sessions.

The Project team will also review your task submission based on the following criteria to confirm completion:

Table 1: Task Completion Rubric

Task Completion Rubric
At least one SME is identified for each relevant Business Process Grouping.
All required information is provided for every SME. (All cells except for “Other Information” is complete.)
The Task Tracker has been marked as 100% complete for this task.

Task Instructions

Review your UAT Plan and list of future Florida PALM end users, located within your agency’s Florida PALM Workbook in Smartsheet, and identify which end users will be SMEs that will participate in UAT Online (SME).

Smartsheet Navigation:

- *Florida PALM Workbook for (Agency) > Agency Readiness > Agency Contacts > Agency Implementation End Users*

As you are working, track progress in your RW Task Tracker. Indicate task completion by updating the RW Task Tracker to 100% only when you have completed the rubric included in Table 1 above.

Table 2: Summary of Task Completion Steps

Summary of Task Completion Steps
1) Collaborate with your CCN to review (and update, if needed) your UAT Plan and future end user listing.
2) Identify your SMEs in the Agency Implementation End Users worksheet in Smartsheet.
3) Track and record task progress in the RW Task Tracker in Smartsheet until finalized. Be prepared to discuss progress in Agency Touchpoints with your Readiness Coordinator and Technical Readiness Team.
4) Complete task by May 2, 2025 .
5) When complete, update the RW Task Tracker, Agency Reported Task Progress column, to 100% and save.
6) If you have questions regarding this task, participate in the Thursday Task Talks or contact your Readiness Coordinator.

Supporting Materials & Resources:

- Agency UAT Plan
- [UAT Approach](#)
- [Business Process Grouping Descriptions](#)