

Task Instructions

Task ID: 676

Task Name: *Share Florida PALM Updates*

Task Start Date: April 13, 2026

Task Due Date: April 24, 2026

Project Impact: N/A

Task Description

Share Florida PALM updates and agency progress with key agency stakeholders.

Task Instructions

Using your Communication Strategy documented in your Workforce Readiness Plan (Tasks 503 and 535), your Change Management Liaisons and Training Liaisons should regularly communicate Florida PALM updates and agency progress with identified stakeholders, as described in Table 1. Communications shared between January 2026 – March 2026 should be included for this task submission.

Table 1: Stakeholder Group Communication

Stakeholder Group	Example Communication Topics	Example Communication Channels
Agency Leadership	- Agency progress towards milestones - Risks and mitigations - Resource needs (e.g., positions or funding)	Executive Briefings
CCN and SMEs	- Agency transformation activities - Agency readiness tasks - UAT and Interface Testing activities	Workshops, Meetings, Emails
Implementation End Users	- Training opportunities - Key milestone dates (Project and Agency) - Change Impacts (e.g., COA changes, configuration values) - UAT activities and expectations	Posters, Newsletters, Meetings, Emails
Other	Information specifically affecting a team (e.g., Agency Business System team)	Briefings, Emails

NOTE: *This is a great opportunity to challenge your SMEs or managers to develop communications tailored specifically for their area.*

If you have not already done so within the quarter, share Florida PALM and agency progress information with each stakeholder group; your agency's message should be customized for each group. Complete the Agency Communication worksheet in Smartsheet by providing at least one communication for each stakeholder group, confirming that this task has been completed.

The Project provided a [Florida PALM Update Resource](#) as an example and can be used as the basis for your communication. This resource includes the Florida PALM updates that you can share, along with topic considerations for agency-specific updates. You may use the information in the template to create and facilitate your own communication mechanism (e.g., posters, meetings).

Smartsheet Navigation:

Florida PALM Workbook for (Agency) > Agency Readiness > Agency Engagement

Title of Communication / Message	Stakeholder Group	Description of Communication / Message	Date Shared	Method of Communication	Share with the Agency Exchange Library?	Comments

Figure 1: Agency Communications Worksheet

Table 2: Agency Communications Worksheet Instructions

Column Title	Required/ Optional	Column Instruction
Title of Communication / Message	Required	Insert a short title of your agency's communication / message.
Stakeholder Group	Required	Select the appropriate audience, one stakeholder group per communication.
Description of Communication / Message	Required	Describe the purpose of your communication and/or message.
Date Shared	Required	Select the date the communication / message was shared.
Method of Communication	Required	Select the method in which you communicated the message or type in your own method.
Share with the Agency Exchange Library?	Required	Select 'Yes' or 'No' if you give or do not give Florida PALM permission to share this communication in the Agency Exchange Library accessible via the Florida PALM website.
Comments	Optional (except when 'Other' selected)	Add additional information in this column, including the specific stakeholder group / audience for the communication if you select 'Other' in the Audience column (e.g., All Agency, Third Party).
Attachment	Required	Attach the communication that was shared. If it was a meeting, attach what was discussed during the meeting.

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 3.

Task Completion Requirements

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

Table 3: Task Completion Rubric

Task Completion Rubric	
Share Florida PALM updates with each of the required stakeholder groups:	
• Agency Leadership • CCN and SMEs • Implementation End Users (i.e., those listed in your Role Mapping worksheet)	
Complete the required fields in the Agency Communications sheet in Smartsheet for at least one communication per stakeholder group.	
Attach supporting documentation for each communication (e.g., PowerPoint presentation, newsletter, meeting agenda, meeting minutes).	
The Task Tracker has been marked 100% submitted for this task.	

Supporting Materials & Resources:

- [Florida PALM Update Resource](#)