

## Task Instructions

Task ID: 524

Task Name: Complete and Submit End User Readiness Survey Analysis

Task Start Date: April 15, 2024

Task Due Date: June 14, 2024

Project Impact: N/A

## Task Description

Administer end user readiness survey and submit data analysis.

## Task Overview

Florida PALM is a statewide business transformation that requires each agency to plan and execute activities necessary to ready their agency across the four critical operational elements: people, processes, technology, and data. This task focuses on people. Your agency cannot successfully transition to Florida PALM if your end users are not ready. To successfully ready your people and follow the change management expectations (Figure 1) described in the [Implementation Timeline and Agency Activities](#), agencies must focus on those most directly impacted by the change: the end users.

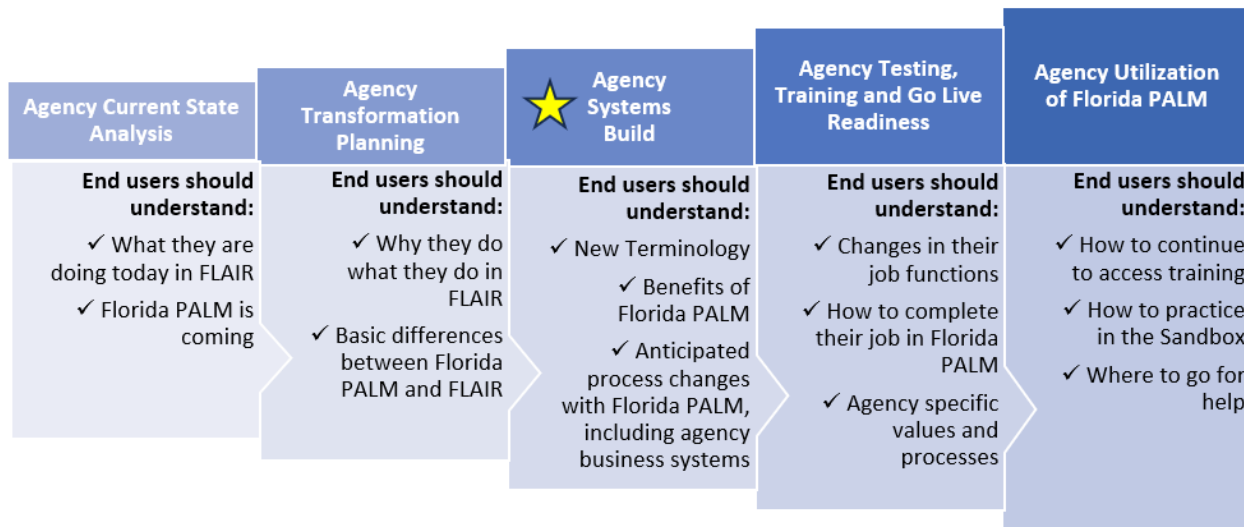


Figure 1: End User Expectations from the Implementation Timeline and Agency Activities

This task requires you to survey your end users and submit an analysis of the survey results. You will survey your end users again in March 2025 (Task 595). These tasks will help you:

- identify the level of awareness, understanding, acceptance and commitment your end users have of Florida PALM;
- identify any people readiness change impact gaps that you may need to address in preparation for Florida PALM Implementation (January 2026); and
- develop a strategy to overcome those gaps.

## Task Elements

Administering an end user readiness survey and analyzing the data received is a valuable way to gain insight into the areas you need to focus on to ready your people. Below is more information about the four key aspects to creating and administering an end user survey.

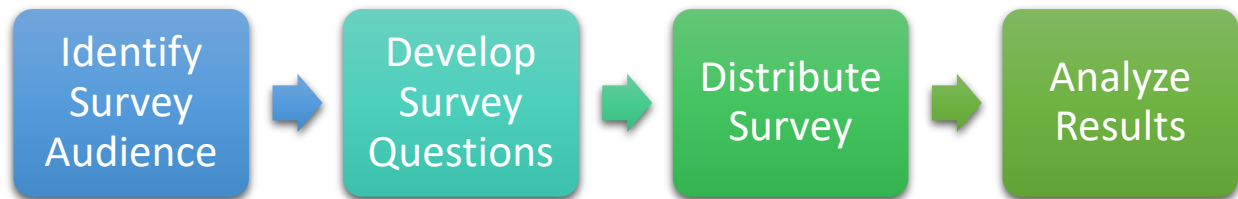


Figure 2: End User Survey Steps

### **Identify Survey Audience**

You recently identified your Future Florida PALM End Users (RW Task 512). Review your list of end users in the “Implementation End Users” worksheet in Smartsheet and make any updates needed. For this task, you must survey all end users identified on your Implementation End Users list. You should identify logical groupings of your end users (e.g., organizational unit, function, location) to help you target future messaging based on survey results.

### **Develop Survey Questions**

Now that you have identified your survey audience, you must next develop survey questions for your future end users. Survey questions should be clear, concise and designed to achieve an intended outcome. For this end user survey, your questions should be designed to provide insight on the following four domains:

- awareness of Florida PALM;
- understanding of Florida PALM readiness activities within your agency;
- acceptance that Florida PALM will impact their jobs; and
- commitment to participate in the change and learn how to complete job duties in Florida PALM.

You may use the Project-provided [sample survey](#) or you may choose to develop your own survey questions. The Department of Financial Services’ CCN has also shared a recently conducted [Florida PALM Readiness Survey](#) (located on the Florida PALM website) that can be used as an example in the development of your agency’s survey questions.

### **Distribute Survey**

Now it is time to send your survey. You should use your agency’s preferred survey method or tool. If your agency does not have a preferred survey method or tool, there are various free survey platforms available online, such as Microsoft Forms.

The following are recommendations for administering your survey:

- Provide your survey audience with information about the survey including why they are receiving it.
- Allow the survey responses to be anonymous.

- Leave the survey open for a two-week timeframe, with a reminder communication being sent at the halfway point.

**Analyze Results**

Once you have collected all responses, it is now time to analyze the data. Your analysis should provide insight into current levels for each of the four domains (i.e., awareness, understanding, acceptance, and commitment) of your future end users. When analyzing the survey results, consider these questions *for each domain*:

- What is the overall or average level? Do the end users’ response level come close to your expectations (i.e., what you thought they would be)?
- Which groups of end users have the highest and lowest level? Are there any outliers for any questions, groups, or domains?
- What action steps should be taken to increase the levels?

Your results analysis should be submitted through the [Agency Readiness Survey Form](#) by answering the questions and attaching a copy of the survey questions sent.

**How will agencies use this information?**

After analyzing feedback from your future end users and identifying next steps, you will have action items to perform to ready your people for Florida PALM. You will also use the data analysis to update your Workforce Readiness Plan in June 2024 (Task 535).

**What will the Florida PALM Team do with this information?**

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

*Table 1: Task Completion Rubric*

Task Completion Rubric
The Agency Readiness Survey Form with attached survey questions has been submitted.
The Task Tracker has been marked as 100% complete for this task.

**Task Instructions**

Create and send a readiness survey to all agency end users, analyze the data received and develop readiness action items based on your analysis. Provide a summary of your analysis and action items and attach your survey questions in the [Agency Readiness Survey Form](#).

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) <i>With your CCN, develop end user readiness survey questions that will provide insight to end user awareness, understanding, acceptance and commitment of Florida PALM.</i>
2) <i>Share information with your end users in advance and <b>distribute</b> the survey for completion.</i>

**Summary of Task Completion Steps**

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| <i>3) Analyze the data received from the survey and develop agency-specific readiness action items.</i>   |
| <i>4) Provide a summary of your survey analysis in the Agency Readiness Survey Form and attach your survey questions.</i>   |
| <i>5) 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.</i> |
| <i>6) Complete task by <b>June 14, 2024</b>.</i>  |
| <i>7) When complete, update the RW Task Tracker, Agency Reported Task Progress column, to 100% and save.</i>  |
| <i>8) If you have questions regarding this task, participate in the Thursday Task Talk on <b>Thursday, April 18</b>, or contact your Readiness Coordinator.</i>                       |

**Supporting Materials & Resources:**

- [Sample Survey](#)
- [Dept. of Financial Services – Florida PALM Readiness Survey](#)
- [Agency Readiness Survey Form](#)