



Know Your Change Impact

What are Agencies' Training Responsibilities?

Training will be a **shared responsibility.**

The Project will create and provide training on core Florida PALM functionality. Agencies will create and provide training on agency-specific processes.

Project training will focus on:

- ✓ Navigating and understanding Florida PALM functions
- ✓ Processing transactions and reporting



Agency training should focus on:

- ✓ Agency-specific business processes
- ✓ Agency-specific values

TIP

The Knowledge Center will be a valuable resource for end users working in Florida PALM.

AGENCY CONSIDERATION

Use the Topics and Activities List in the Knowledge Center as a guide to identify areas needing agency-specific training.

- Are any of the processes performed uniquely in your agency?
- Are any of your processes missing from the list?

AGENCY CONSIDERATION

Engage trainers and subject matter experts. They will need to work together to transfer knowledge and train end users.



AGENCY CONSIDERATION

Leverage exposure to User Acceptance Testing (UAT) and the materials provided as hands-on training tools.

