

# Florida PALM

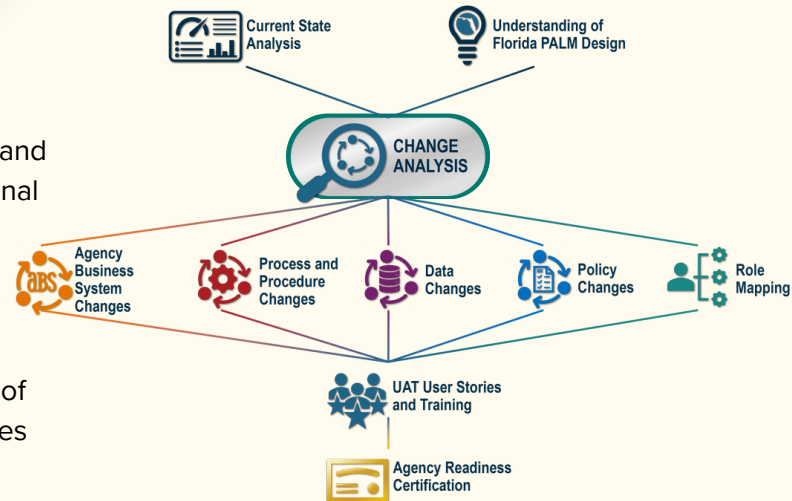
## QUARTERLY NEWSLETTER

QUARTER 2  
FY 24/25

### CHANGE ANALYSIS TOOL

Agencies are currently working to complete and submit their Change Analysis Tool (RW Task 560) that documents their change impacts. The Change Analysis Tool acts as a bridge between the work completed through Current State Analysis and Understanding of Florida PALM and their four critical operational elements (people, process, technology, & data).

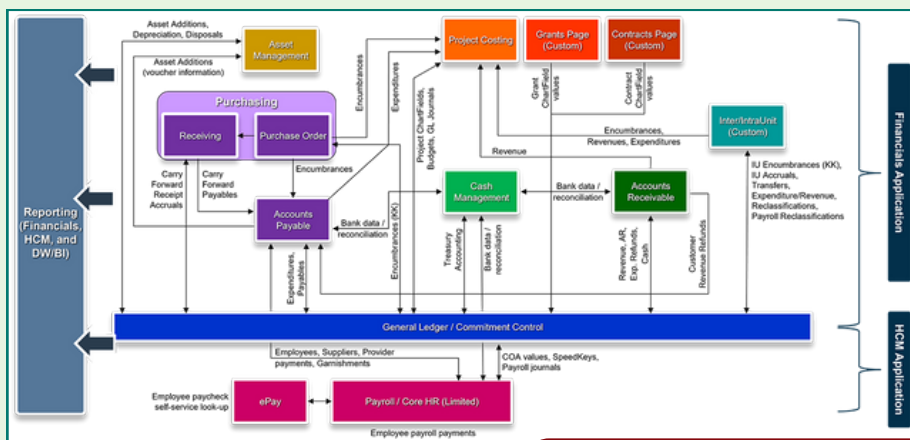
The **Florida PALM Topics and Activities list**, located in the Knowledge Center, will serve as a foundation for Agencies Change Analysis Tools and provides a comprehensive listing of the activities that can be completed in Florida PALM and serves as the foundation for end-user training development. It is structured to provide agencies with a detailed guide to topics, activities and learning objectives.



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### DESIGN SUMMARY & TEST PREPARATION WORKSHOP

With the end of an era, the Project held the Design Summary and Test Preparation Workshop over the course of three days in mid-November at the Tallahassee Car Museum. Between in-person and online, the workshop averaged over 500 attendees per day. The Design Summary session provided a high-level, end-to-end overview as well as a few final updates. There was also an incredible demonstration of how the modules interacted with each other.



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The Testing Preparation session discussed the overall testing approach for agencies, timeline, and agency expectations for conversion and interface testing. The Project also presented a sneak peek of the Design Warehouse/Business Intelligence design.

The materials and videos can be found on the **Meetings & Workshops** page.

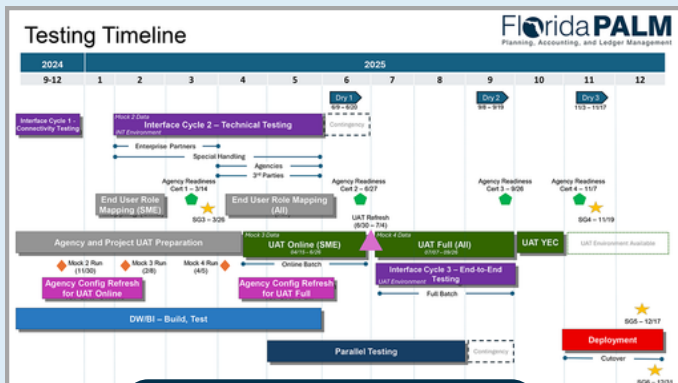
## PROJECT MANAGEMENT LIAISON FORUM



The Project held a Project Management Liaison Forum at the end of October. Over 50 Project Management Liaisons representing 29 agencies attended to collaborate on solutions to the challenges they face, discuss their role for the upcoming User Acceptance Testing, and share tools and resources. The Forum was a big success with a great deal of positive feedback on what worked effectively as well as ideas for what could make upcoming Forums even better. Agencies also provided fantastic suggestions regarding topics for future Forums.

- *"I really enjoyed being able to network with other PMs! The CCN presentation was a great resource that I am able to use immediately."*
- *"I enjoyed the small groups. It gave the opportunity to network and possibly receive different tools to help with managing the project."*

## GET READY FOR TESTING



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This coming year will be the year of Testing, as the Project gets closer to go-live. The testing activities include a continuation of System Testing, which involves the Project Team confirming system functions, the continuation of Interface Testing, which involves enterprise partners, agencies and third parties testing the exchange of information between their business systems and Florida PALM, and User Acceptance Testing (UAT), which involves all stakeholders executing testing efforts to confirm process and system functions.

Interface Testing started in September of 2024 with Cycle 1 – Connectivity Testing. During 2025, agencies and enterprise systems will move into Interface Cycle 2 – Technical Testing that will involve agencies testing their business system remediation by producing, sending, receiving and processing files with Florida PALM. Then, Interface Cycle 3 – End-to-End Testing will follow and will coincide with UAT Full testing. This will involve agency business systems and enterprise systems doing complete end-to-end testing with Florida PALM, using a fully configured batch process / schedule.

UAT will include three different segments, though the UAT environment will continue to be available until go live.

- **UAT – Online (SME)** is the first segment. The Project will host agency sessions using agency-provided data from Mock Conversion 3. Agency SMEs will be invited to attend.
- **UAT – Full (All Future Users)** will be agency-hosted and led by Agency SMEs who participated in the first segment.
- **UAT Year-End Close** will again be hosted by the Project with sessions focused on completing year-end activities in the UAT environment.



## SPONSOR SUMMIT



[Click here to view the presentation](#)

The third Sponsor Summit was held at the beginning of December with 55 attendees present representing 32 agencies. The Project presented key accomplishments achieved by agencies and the Project since the previous Summit. Looking ahead to 2025, the Testing activities and Agency Readiness Certification were previewed. Participants provided some great insight into their readiness preparations and how to continue momentum to go-live.

## NEW LAUNCH!

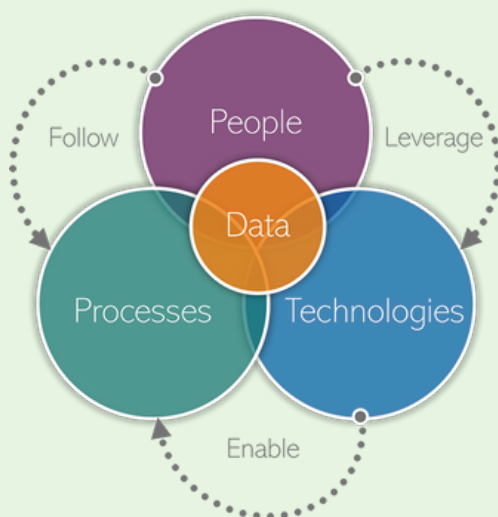
At the beginning of November, we said good-bye to the Solution Center Ticket Request Form and upgraded to the Florida PALM Solution Center Customer Portal. With the launch of the Customer Portal, current end users now enjoy the ability to submit tickets to the Solution Center, review ticket status in real-time, and search the Solution Center Knowledge Base for information about Florida PALM (CMS Wave). In addition, end users are able to chat directly with a Solution Center Analyst within their ticket.

The Customer Portal launch was a huge success, and the efforts and feedback from agencies have been essential in the process. You can find more information about the Customer Portal, including user aids, on the [End User Support](#) page.



## READINESS CRITERIA NOW AVAILABLE

Readiness criteria for Agency Readiness Certification is now available under the Readiness Certification tab on the [Agency Readiness Reporting](#) page.



Input from Agency Sponsors on their agency's readiness for go live will be gathered across four RW tasks:

- **Update 1: Begin UAT** – RW 593
- **Update 2: Continue UAT and Begin Project-Led Training** – RW 606
- **Update 3: Begin Agency Specific Training and Cutover Activities** – RW 619
- **Final: Ready to Go-Live** – RW 628

In addition to providing the readiness criteria for each readiness activity by critical operational element (i.e., people, process, technology, data), the updated Readiness Certification tab lists all the related RW tasks that correlate to each element. There is also information regarding mitigating potential readiness gaps and documenting a plan to achieve readiness or resolve those gaps.

## FLORIDA DIGITAL SERVICES COLAB

### *Risk Writing Workshop*

The FL[DS] CoLab hosted a Risk Writing Training Session in November for Florida PALM CCN members. There were 58 participants in attendance, representing 24 agencies. The focus of the training was ongoing management of risks and best practices for writing relevant and informative risks. The CoLab session was highly successful with some rather positive feedback.

Agencies are currently managing their specific risks and issues through RW Task 563. Risk and issue management are critical components of project management and strategic planning. Effectively managing risks and issues helps ensure that agencies can achieve their goals, minimize potential setbacks, and maintain control. By identifying and addressing potential risks and current issues early, agencies can improve their chances of achieving long-term success.

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### *UAT User Stories Training*

The second FL[DS]-hosted CoLab was held in December. The Florida PALM UAT Training session was specifically designed for CCN members and technical and business SMEs. The focus of the session was to introduce user stories as well as to train on how to prepare them for application in upcoming UAT activities.

The workshop was highly popular with more than 100 in attendance (in person and virtually) and a lot of positive feedback. The session provided background and information and practical application (including a helpful template) for user stories to support agency UAT preparation and execution for Florida PALM. Attendees left energized and capable of starting the user story creation process for their agency.

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## EXPANDED REPORTING APPROACH



The Reporting Approach has been modified and expanded to include a listing of Report Types with descriptions of each type as well as information on Data, Report Complexity and Key Reporting Tools. In addition, there's a comparison of the Florida PALM versus Data Warehouse/Business Intelligence reporting solutions. You'll also find a new section on User Experience that contains several subsections explaining Report Access, Output Types, Scheduling & Distribution, and more!

You can find the updated Reporting Approach on the [Reporting](#) page

Happy Holidays

from

Florida PALM

Planning, Accounting, and Ledger Management

As the year draws to a close, we want to take a moment to express our heartfelt gratitude for your support and dedication to the Florida PALM implementation. Your efforts have been instrumental in preparing the State for a once-in-a-lifetime transformation.

Wishing you a joyous holiday season filled with peace and happiness, and a prosperous New Year!