



Did you know User Acceptance Testing (UAT) begins in April 2025?

The **Agency Implementation Roadmap**, published last September, provides a high-level view of the key activities your agency will need to complete to successfully transition to Florida PALM. UAT is where your agency end users will get their first hands-on exposure to Florida PALM and where your end-to-end business processes, including agency business system interfaces, can be executed/tested in Florida PALM.

Readiness Workplan (RW) tasks in calendar year 2024 are shifting from current-state analysis to tasks that focus exclusively on getting your agency's people, process, technology, and data ready for Florida PALM. Eight (8) tasks were released in January 2024 that focus on your end users, data readiness, conversions, interfaces, and agency business systems. A new series of Task Talks will be held every Thursday to support your CCN and SME's understanding of RW tasks. **Ask how you can support your CCN who will be completing these tasks.**

CCN PULSE SURVEY

In January, you and your CCN Liaisons received a survey requesting feedback on agency readiness activities and agency engagement. Respondents shared insights and perspective, which is summarized in the **CCN Pulse Survey Summary - January 2024**. As an Agency Sponsor, some feedback on key areas where you can help your team includes:

- Insufficient time, people, and funding was the greatest area of concern for respondents.
- Some respondents have not been actively engaged or do not fully understand their role.
- Increased SME engagement is needed to support agency readiness and change efforts.
- Absorbing and completing readiness tasks completely and timely is challenging.

DESIGN PHASE

Please thank your team who attended and shared input for Design Segment II! During the six days of Segment II Workshops held in January, we saw an expanded agency SME engagement and welcomed an average of over 125 participants per day. You and your team can find session materials and videos on the Florida PALM website. Encourage your CCN to share the information and increase exposure to the new Florida PALM functionality.

Design Segment III meetings are around the corner!

Registration is open for the Business Process Models Reviews (February 12 & 13) and will be opening soon for Design Workshops (March 27, 28 & April 3, 4). Encourage your CCN and SMEs to prepare for the meetings by reviewing the Project-published information, your agency's current business processes, and coming prepared to ask questions.

UPCOMING...

A **Town Hall** will be held on **February 29** for your CCN Liaisons. The focus will be on supporting agency readiness activities and agency engagement.

A **Florida PALM Data Day** will be held on **March 26**. The Project is hosting Data Day to support agencies with current data related readiness workplan tasks. We will review published materials and discuss agency expectations for interfaces, conversions, configurations, and legacy data readiness.

Don't miss joining your fellow Agency Sponsors on **April 11** in our annual **Sponsor Summit**, hosted by Steven Fielder, the Project's Executive Sponsor. Use this time to network, collaborate on strategies, ask questions, and get insights from the Florida PALM leadership.

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NEWLY PUBLISHED

The Knowledge Center is a new tool for your agency. It will serve as a central hub of information about Florida PALM to help your agency quickly access information that describes the business processes and designs for Financials and Payroll Wave functionality. Design Segments I, II & III information has been published in the Knowledge Center and additional content is planned for the duration of the Design Phase.