

Florida **PALM**

Planning, Accounting, and Ledger Management



OPERATIONAL READINESS TESTING (ORT) KICKOFF MEETING

MAY 6, 2021



FloridaPALM
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Agenda

- ▶ Overview
- ▶ Review ORT Scenarios
- ▶ Review ORT Participant Expectations
- ▶ Discuss Issues Management and Resolution
- ▶ Review Next Steps



Operational Readiness Testing

Why am I here today?

- ▶ To familiarize Operational Readiness Testing (ORT) Participants with testing activities and expectations.



Operational Readiness Testing

What is ORT?

- ▶ ORT validates agency processes and operations that are used to support the Florida PALM system function are ready for production use.
- ▶ ORT will closely mimic the experience of working with Florida PALM after CMS Wave launch and will be executed by people who will perform the processes in production.
- ▶ ORT participants include interfacing agencies, DFS Divisions of A&A and Treasury, Solution Center, and Production Support.



Operational Readiness Testing

What ORT is not?

- ▶ ORT is **not**:
 - Online application testing
 - Regression testing of system functionality
 - End user training
 - Validation of full business readiness



Operational Readiness Testing

How do I know what to do?

▶ Relevant Master Readiness Workplan (MRW) Tasks:

Task ID	Task Name
FUNC45	Share and Review Batch Schedule
TECH100	Review Managed File Transfer Credentials and Connection Information for Production
FUNC43	Prepare for Operational Readiness Testing
FUNC48	Participate in Operational Readiness Testing



Operational Readiness Testing

When is ORT?

- ▶ ORT will be conducted from 05/10/2021 through 05/28/2021.

	High-level Scenarios	Participants
Week 1 05/10/2021 – 05/14/2021	<ul style="list-style-type: none"> • Interface connectivity • Sending/receiving of interface files • Processing of interface files based on batch schedule 	<ul style="list-style-type: none"> • Interfacing agencies • Third parties • Florida PALM
Week 2 05/17/2021 – 05/21/2021	<ul style="list-style-type: none"> • Incident reporting, ticketing and resolution procedures • DFS Divisions business operations 	<ul style="list-style-type: none"> • Solution Center • Production Support • Treasury and A&A
Week 3 05/24/2021 – 05/28/2021	<ul style="list-style-type: none"> • Routine production environment maintenance such as patching and migrations 	<ul style="list-style-type: none"> • Florida PALM



Operational Readiness Testing

What is involved?

▶ ORT scenarios:

- are high-level descriptions of functionality or processes to be validated.
- are opportunities to validate operations support processes and tools are functioning as expected.
- are used to assess the process knowledge of the resources who will be performing the operations tasks and functions.
- can be executed by performing a role play or execute a step-by-step instructions from job aids or training materials.



Operational Readiness Testing

What is involved?

Area	ORT Scenario ID	ORT Scenario	Expected Results
Connectivity	ORT.C1.01	Access designated Managed File Transfer (MFT) folders on Florida PALM network.	The connectivity is established and working as expected.
Batch	ORT.C1.02	Provide files for your inbound (to Florida PALM) interfaces according to the batch schedule.	Inbound files are transmitted to Florida PALM based on the batch schedule.
Batch	ORT.C1.03	Process files for your outbound (from Florida PALM) interfaces according to the batch schedule.	Outbound files are received and processed based on the batch schedule.
Batch	ORT.C1.04	Monitor the agency application batch schedules, if applicable.	The batch process is working as expected.
Batch	ORT.C1.05	Define stopping points in the batch schedule, if applicable, where data will be validated, or errors need to be resolved before proceeding.	The batch process is working as expected.



Operational Readiness Testing

What are expectations of my agency?

- ▶ Review the batch schedule and identify which interfaces your agency should transmit and retrieve/process.
- ▶ Connect to your designated Managed File Transfer (MFT) folders on Florida PALM production environment.
- ▶ Provide files for your inbound (to Florida PALM) interfaces according to the batch schedule.
- ▶ Process files for your outbound (from Florida PALM) interfaces according to the batch schedule.



Operational Readiness Testing

What are expectations of my agency?

- ▶ Complete the execution of applicable ORT scenarios and send a confirmation email to the RC confirming the completion of ORT.
- ▶ Work closely and collaboratively with the RC to provide timely inputs and feedback so that the schedule for ORT is met.



Operational Readiness Testing

How will we manage and resolve issues?

- ▶ Work with appropriate agency support team as first line of support, for questions and issues that may arise during ORT.
- ▶ Florida PALM will track and manage system defects found during ORT. Readiness Coordinators (RCs) will do the following:
 - act as liaisons for any system defects that require input or resolution from agencies.
 - establish meetings and working sessions with agencies to review, investigate, and resolve system defects, if needed.



Operational Readiness Testing

What are my next steps?

- ▶ Review ORT Scenarios. Refer to slide 10
- ▶ Review updated batch schedule
- ▶ Familiarize yourself with your training materials and support procedures.
- ▶ Send questions to RCs before the start of ORT
- ▶ Participate in ORT from May 10 - 14



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