

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

JUNE 24, 2026



ADMINISTRATIVE

JULIAN GOTREAUX



Administrative Budget

FY 2025-2026 Spend Plan Summary as of June 17, 2026

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	\$38,242,224	\$36,936,405	\$42,379,233	\$5,442,828
SSI Implementation Services	\$17,198,883	\$17,198,883		
Facilities and Maintenance	\$415,692	\$415,692		
Production Support	\$9,935,896	\$9,935,896		
Additional Facilities	\$240,884	\$240,786		
Production Support Administration	\$771,146	\$758,264		
Oracle Software and Maintenance	\$2,112,208	\$2,114,873		
Project Administration	\$293,888	\$194,656		
Florida PALM-UAT	\$2,053,840	\$1,323,985		
ERP Support Services	\$3,609,145	\$3,273,360		
QA Support Services	\$1,610,642	\$1,480,010		
Data Processing Services	\$0	\$0	\$0	\$0
Contingency	\$0	\$0	\$0	\$0
Salaries & Benefits	\$10,843,705	\$9,585,956	\$13,219,964	\$3,634,008
HR Transfer and Risk Management Insurance	\$42,181	\$42,181	\$42,181	\$0
Total:	\$49,128,110	\$46,564,542	\$55,641,378	\$9,076,836



Administrative Risks and Issues

- ▶ One open Issue
 - Issue 38 – BOA Delayed Interface Testing
 - **DRAFT** Issue 39 – Performance Issues Related to Processing the FRS Retiree Payroll File
- ▶ Six open risks with a score of 6 or greater
 - Four with a score of 6
 - Risk 1 – Insufficient staffing, delays in onboarding, or the loss of critical personnel – *Increasing**
 - Risk 2 – External stakeholders and agencies expectations – *Stable*
 - Risk 5 – Timing and efficiency of information sharing – *Increasing***
 - Risk 6 – Execution of contracts and procurement activity outside of the Project – *Stable*
 - Two with a score of 9
 - Risk 4 – Agency engagement – *Increasing*
 - **NEW** - Risk 14 - UAT Exit Criteria for Florida PALM – *Increasing*

**During the period, changed to Increasing from Stable and updated risk title, background, and mitigation plan, and impact if unmanaged*

***During the period, changed to Increasing from Stable*



Administrative Schedule

SG4 – Agency Readiness		November 18, 2026	
<i>Agency Readiness Certifications have been received</i>			
Critical Path Item	Trend	Status (Due Date)	
I-WP110 – Training Build	●	In Progress (09/18/2026)	
UAT Complete	●	In Progress (11/06/2026)	
Agency Readiness Certification 4	●	Future Task (11/16/2026)	

● Completed/Accepted ● On Schedule ● Behind Schedule ● Late

Status as of 06/17/2026



Administrative Schedule

SG5 – Deployment Readiness

December 16, 2026

The following activities are completed: •UAT (results, Known Issues and Enhancements list) • Enterprise Systems Interface testing • Penetration Testing* • Performance Testing* • Disaster Recovery Testing* • Dry Runs* Deployment and Contingency Plan*

*Requires Project Director Approval

Critical Path Item	Trend	Status (Due Date)	Critical Path Item	Trend	Status (Due Date)
D658 – Develop the Deployment and Contingency Plan	●	Accepted	D674 – Completion of Penetration Testing	●	In Progress (10/27/2026)
D662 – Completion of Mock Conversion IV	●	Accepted	D676 – Completion of Disaster Recovery Testing	●	In Progress (10/09/2026)
D664 – Development of Hypercare Support Plan	●	Accepted	D710 – Completion of Interface Testing Segment III	●	In Progress (10/16/2026)
D665 – Updated Post Implementation Support Plan	●	Accepted	D711 – Completion of Performance Testing Segment II	●	Future Task (10/27/2026)
D664 – Hypercare Support Plan – Review and Update	●	Future Task (09/28/2026)	D708 – Completion of Dry Run 4	●	Future Task (11/13/2026)
D670 – Completion of Payroll Parallel Testing	●	In Progress (10/28/2026)	Final Cutover Checklist Approve	●	Future Task (12/01/2026)
Full Batch Schedule Including Critical Jobs List	●	In Progress (11/10/2026)	Known Issues & Enhancements List Confirmed	●	Future Task (12/04/2026)
WP416 – Completion of Regression Testing	●	In Progress (11/02/2026)			

● Completed/Accepted ● On Schedule ● Behind Schedule ● Late

Status as of 06/17/2026



INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

Overall Project Risk Rating Trend

- ▶ Overall Project Risk Rating in May: High
- ▶ Trending the same for June based on:
 - Testing progress and end-user exposure to FL PALM in UAT.
 - Remaining Interface Testing Cycle 2 for Agency Business Systems.
 - Performance of Interface Testing for Cycle 3.



IV&V Update

Testing and End-User Exposure

- ▶ 40% of all User Story activities tested at least once by Agencies.
 - Expected 66% completion if all activities are to be completed before data refresh.
 - Readiness Certification Criteria #3 includes testing of all FL PALM recommended topics and activities at least once.
 - Pace of execution indicates all initial test activities may not be complete until Nov.
- ▶ Total testing hours decreased in May – end of Guided Support Sessions and no corresponding increase in independent testing.
 - 54% of total end-users in FL PALM by end of May.
 - Testing likely to decline June and July due to YEC.
- ▶ More end-users in FL PALM broadens test coverage, increases familiarization and adoption, and relieves SME testing responsibilities.



IV&V Update

Interfaces

▶ Interface Testing Cycle 2:

- 7 Inbound Interfaces remaining across 4 Agencies.
 - Testing extension after 4/30 deadline granted by FL PALM Project Team.
 - Completion anticipated in next few weeks.
- 15 Outbound Interfaces remaining across 4 Agencies.
 - Targeted completion deadline is 7/31.
- FL PALM IV&V recommends Agencies check for latest updates in Smartsheet/MFT folders for file availability and discuss barriers to testing with FL PALM Project Team.

▶ Interface Testing Cycle 3:

- 83% of Cycle 3 Interfaces tested at least once by Agencies.
- Performance for 29% marked as Inadequate.
 - Not all Agency comments relate to specific defects in Interface or files, but Cycle 3 testing expected to reflect normal post-Go-Live operations.
- FL PALM IV&V recommends FL PALM Project Team conduct root cause analysis and Agencies monitor Knowledge Center for Interface design changes that impact testing.



FLORIDA PALM PRESENTATION

JIMMY COX, STEVEN FIELDER,
ANGIE ROBERTSON



LEGISLATIVE UPDATES



Legislative Updates

General Appropriations Act (HB 5001E)

▶ Funding

- Statewide new funding for 26/27 reached \$97.5 million. Adding prior year reappropriations push the total available funding over \$100 million.
- Project contingency \$3 million is reverted and reappropriated. (Section 156)
- Administered funds from 24/25 reverted and reappropriated. (Section 250)

▶ Proviso directed to agencies (Section 249)

- “...each entity receiving funds pursuant to this section shall submit a report to the Executive Office of the Governor’s Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House of Representatives Budget Committee, and the Director of the Florida PALM project detailing the entity’s FL PALM user acceptance testing engagement plan, including the number and roles of resources assigned, the number of test cases, and the planned dates for executing those test cases by [July 31, 2026](#). The FL PALM Project shall distribute copies of these reports to the members of the FL PALM Executive Steering Committee and provide regular briefings during committee meetings on the insights and findings derived from the submitted reports.”
- Additional proviso for agencies and the Project tied to line 2514 (detailed discussion later.)

▶ IV&V Proviso (Line 2439)

- Directs the IV&V to continue providing services through Hyper care period (April 30th) and provides details for reporting purposes.



Legislative Updates

Implementing Bill (HB 5003E)

- ▶ ESC and Advisory Council remain as is. Agency bi-monthly reports become monthly as we move closer to Go-live. (Section 84)
- ▶ People First changes are delayed pending the roll-out of Florida PALM, “scheduled to be operational in the year 2027.” (Section 93)
- ▶ Revenue Distribution and Prompt Payment (Section 103)
 - (1) In order to transition from the Florida Accounting Information Resource (FLAIR) system to the Florida Planning, Accounting, and Ledger Management (PALM) system, the following are authorized:
 - (a) Notwithstanding s. 218.26(2), Florida Statutes, for the third and fourth quarters of the 2026-2027 fiscal year, during the transition to the Florida PALM system, the due date for distributions may be extended by the Department of Revenue from the 25th day of the month to the last working day of the month.
 - “(b) Notwithstanding s. 215.422(1), Florida Statutes, valid invoices received by agencies during the period beginning 7 days before and ending 14 days after the departmental FLAIR payment cutoff date for the Florida PALM system transition must be entered into the Florida PALM system within 10 days after agency users are granted access to the new Florida PALM system. All other receipts shall remain subject to the 20-day requirement...”

SB 1452 – Removes references to FLAIR and replaces with “Financial Management Subsystem”.



AGENCY READINESS CERTIFICATION #3



Agency Readiness Certification #3

- ▶ Project Sponsor Submissions of their Readiness Certification (i.e., Dashboard) are due July 10th, which aligns with the date of the final bimonthly status report
- ▶ Includes elements such as:
 - Confidence level assessments by Critical Operational Element
 - Includes 5 criteria for People, 3 for Processes, 4 for Technology, and 3 for Data
 - Leverages elements (e.g., data, status) from June's monthly Progress Report and the final Bimonthly (May and June)
- ▶ Requires a mitigation plan for any element not met
- ▶ As with prior Certifications, submitted dashboards will be published to the Florida PALM website

[Agency Readiness Certification #1](#)

[Agency Readiness Certification #2](#)



Agency Readiness Certification #3

- ▶ Again, requires Confidence Level input for Critical Operational Elements (*People, Process, Technology, and Data*), which will be translated to colors on the Readiness Dashboard:
 - ‘Extremely Confident’ and ‘Very Confident’ selections will display as green
 - ‘Moderately Confident’ and ‘Becoming Confident’ selections will display as yellow
 - ‘Somewhat Concerned’ or ‘Highly Concerned’ selections will display as red
- ▶ Published certification submissions include:
 - .pdf copies of the dashboards
 - Smartsheet views that shows agency side-by-side comparison
 - Extracts of the mitigation plans
 - Analysis and graphs prepared by the Project team



Agency Readiness Certification #3



Critical Operational Element	Readiness Criteria <i>Update 3: Continue UAT and Prepare for Training</i>	Related RW Tasks or Project Activity
People	<ul style="list-style-type: none"> Agency Training Plan has been updated. Agency has identified all agency specific learning materials to be developed to support end user training. All agency end users have been role mapped in preparation for the UAT refresh. All SOD conflicts have been resolved or approved by A&A for the UAT refresh. Agency is prepared to execute plan to ensure all end users practice job functions after UAT refresh. 	<ul style="list-style-type: none"> 607 - Update Training Plan 604 - Create Agency-Specific Learning Materials to Support End Users 702 - Submit Role Mapping Worksheet Submit Monthly Progress Reports - Testing, Training
Processes	<ul style="list-style-type: none"> Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity. Agency is prepared to execute plan to complete testing of all processes from start to finish, including workflows and agency business systems, after UAT refresh. Agency has identified all process documentation to be created or updated based on testing results. 	<ul style="list-style-type: none"> 602 - Update Agency Business Process Documentation Submit Monthly Progress Reports - Testing, Training
Technology	<ul style="list-style-type: none"> All Cycle 3 interfaces have been successfully tested in UAT multiple times. Agency has produced and tested all selected inbound files in the UAT environment or has a plan to complete testing of inbound files prior to the UAT refresh. Agency is prepared to execute plan to complete interface testing after UAT refresh. Agency business systems are being remediated and documentation updated as needed, based on testing findings. 	<ul style="list-style-type: none"> Submit Monthly Progress Reports - Testing, Training
Data	<ul style="list-style-type: none"> Changes to agency specific configurations are being tested and maintained in agency configuration workbooks as necessary. Agency configuration and conversion workbooks are complete and contain no errors. Agency data in FLAIR, FACTs and MFMP are cleansed and ready for Dry Run 2 conversion. 	<ul style="list-style-type: none"> 698 - Complete Data Cleansing in Preparation for Dry Run 2 713 - Confirm Supplier Records Submit Monthly Progress Reports - Testing, Training

- ▶ **People:** Identified users and completed role mapping for refresh; updated training plan and identified agency-specific learning materials to be created
- ▶ **Processes:** Tested User Stories successfully; prepared to complete end-to-end testing after refresh; identified process documentation to be created or updated
- ▶ **Technology:** Tested Cycle 3 interfaces multiple times; prepared to complete end-to-end testing after UAT refresh; remediated ABS and updated documentation based on testing
- ▶ **Data:** Submitted error free configuration workbooks; cleansed data in FLAIR, MFMP, and FACTS for Dry Run 2



Agency Readiness Certification #3

Continue UAT and Prepare for Training – Due July 10

People	Processes	Technology	Data
Updated Training Plan	Agency has successfully tested at least one user story for each applicable Project Recommended Standard Activity	All Cycle 3 interfaces have been successfully tested more than once	Agency specific configurations are being tested and maintained in configuration workbooks
Identification of training materials to be developed	Plan to complete testing of all processes after UAT refresh	Agency has produced and tested all inbound files in UAT or has a plan to complete before the UAT refresh	Agency configuration and conversion workbooks are complete and error free
 All end users are role mapped	Identification of all process documentation to be created or updated	Plan to complete interface testing after UAT refresh	Agency has cleansed data in FLAIR, FACTS and MFMP; ready for Dry Run 2
 SOD conflicts resolved		Agency Business Systems are being remediated based on UAT findings	
Plan to ensure all end users practice in UAT			



UAT REFRESH ACTIVITIES AN IMPACTS



UAT Refresh Activities and Impacts

Dry Run 2 (and UAT Refresh)

► Refresh Dates:

- Payroll (PYRL, People First) – June 22 (data will be used for monthly parallel testing as well)
- Financials (Central, Departmental, Cash Management) – July 2 (as of close of fiscal year)
 - After 6/30 processing ends, before new year processing begins
 - Agency configurations are based on workbooks that closed on June 17
 - Only FY 25/26 data will be included in refresh
 - FY 26/27 data will be loaded in UAT (not dry run) following the opening a new FY process
- Dry Run 2 preparation and early runs (e.g., suppliers) are happening now
- Dry Run 2 “cutover” activities officially begin on July 2 and run through July 31



UAT Refresh Activities and Impacts

UAT Refresh

- ▶ When is it happening?
 - Starts (UAT brought down) – 5 pm EST Aug. 7
 - Ends (UAT brought back up) – 8 am EST Aug. 24
- ▶ What happens to my UAT transactions, queries, reports, etc. created in UAT from Feb. 2 – Aug. 7?
 - The UAT refresh will wipe out all transactions processed in UAT up through Aug. 7 and truly refresh based on Dry Run 2 results
 - Scheduled reports and queries will have to be re-established once UAT is up and running
 - Agency Created Data Warehouse queries identified by agencies as built and confirmed will be retained, all others will be wiped out (more info will be published on the confirmation process in the coming weeks)
- ▶ Can interface testing continue during the UAT refresh? **No**
 - Cycle 3 interface testing will be paused after the nightly processing on Aug. 7 concludes
 - Agency Cycle 2 interface testing will be considered completed at this time. Any agency Cycle 2 interface testing not completed before the refresh will be removed from go-live consideration and testing will cease on those interface files until at least 6-months after go-live
 - Cycle 3 interface testing will resume on Aug. 24
 - New seed files will be provided to agencies at the start of the UAT refresh
 - All Cycle 3 testing after the refresh must use refresh data (Dry Run 2 data point)



UAT Refresh Activities and Impacts

UAT Refresh

▶ What does it include?

- Upgraded PeopleTools foundational technical platform (latest version available, released last summer)
- Dry Run 2 results, including converted data and configurations
- Budget files (appropriations, releases, reserves) for FY 26/27 on top of Dry Run 2 results to support current year testing
- New year budgetary COA values (funds, budget entities, categories) and transactional funds created in FLAIR before the refresh
- Initial MFMP/AOD encumbrances for FY 26/27, created by June 30 in AOD, will be loaded as part of the refresh and available for agency transacting
- Agency role mapping submitted by agencies through June 26 and conflicts resolved, or exceptions approved

▶ How will it be used?

- To support year-end testing (e.g., carry-forward process) for FY 25/26 and opening of a new fiscal year for FY 26/27
- To confirm/reconcile to FLAIR general ledger balances, that are in balance in Departmental FLAIR, as of June 30, 2026 (taken on July 2, 2026, after June 30 business has concluded)
- To support final end-user testing and end-to-end agency business process testing



UAT Refresh Activities and Impacts

UAT Restart – Agency Considerations

- ▶ Agencies should prepare budgetary allotments for:
 - FY 25-26 Unexpended balances as of end of June 30 business (concludes on July 1)
 - Track with Budget agencies will be required to provide their budget allotments for FY 25-26 to Florida to load as part of the UAT readiness
 - FY 26-27 Appropriations budget:
 - Track with Budget agencies will not be able to transact in the Florida PALM in the new fiscal year until these have been loaded
 - Schedule of Allotment Balance report will not accurately reflect agency records until these are posted
- ▶ Any new agency unique chartfields identified after the workbooks closed on June 17 will need to be created by the agency directly in the UAT environment; these values will not be available until the agency creates
- ▶ Time for testing is extremely limited after the refresh, do not delay:
 - Interface testing to be completed by Oct. 2
 - Agency online testing to be completed by Nov. 6, with the UAT environment being available through go live for agency training and readiness purposes only
 - Final agency certification due Nov. 6
 - Stage Gate 4 - Agency Readiness (an ESC Decision) will occur on Nov. 18
 - Agency Sponsors for agencies that are not ready based on Agency Certification 4 will be asked to provide a plan to the Florida PALM Executive Steering Committee on how they will get ready before go-live and may be asked to present their plan at an ESC meeting



UAT Refresh Activities and Impacts

UAT Agency Proviso

- ▶ (1) State Agencies are able to produce a General Ledger Trial Balance Report in Florida PALM that reconciles to the converted balance from Florida Accounting Information System (FLAIR), for each fund within the State Agency, that was in balance in Departmental FLAIR at the point of the conversion snapshot.
- ▶ (2) State Agencies are able to produce Schedule of Allotment Balance Reports that properly reflect their Agencies' budgetary allotments with the associated encumbrances, expenditures, and remaining balance.
- ▶ (3) State Agencies are able to verify all active and valid contracts and grants properly recorded in FLAIR can be converted to Florida PALM and the associated encumbrances will be properly established.
- ▶ (4) State Agencies can verify all their active asset management records recorded in FLAIR can be converted with the proper asset and depreciation values established in Florida PALM and Users are able to run property inventory reports that include attractive assets.
- ▶ (5) State Agencies are able to run their operational reports from Florida PALM.
- ▶ (6) State agencies are able to verify their agency applications have been remediated to integrate with Florida PALM and are functioning as anticipated.



UAT Refresh Activities and Impacts

UAT Enterprise Partner Proviso

- ▶ (7) The Department of Management Services is able to verify the integration between the state purchasing system known as My Florida Market Place and Florida PALM. The integration must include the year-end processes associated with Purchase Orders and State Agencies are able to verify that encumbrance balances will update properly.
- ▶ (8) The Department of Management Services is able to verify the integration between People First and Florida PALM supports monthly, bi-weekly, and supplemental payroll processes.
- ▶ (9) The Department of Management Services is able to verify the integration between Florida PALM and the Division of Retirement's Integrated Retirement Information System.
- ▶ (10) The Department of Management Services is able to verify the integration between Florida PALM and the Statewide Travel Management System.
- ▶ (11) The Department of Revenue is able to verify their receipt processing on behalf of other state agencies is being recorded properly.
- ▶ (12) The Department of Financial Services' Division of Accounting and Auditing is able to verify the balances from the State Accounts in FLAIR have been properly converted to Florida PALM and remain reconciled with the State's budgetary system, LAS/PBS.
- ▶ (13) The Department of Financial Services can verify Florida PALM is creating the proper files for the budgetary certification forward and reversion processes.
- ▶ (14) The Executive Office of the Governor's Division of Systems Design & Development is able to verify the integration between Florida PALM and LAS/PBS, including Transparency Florida.



UAT Refresh Activities and Impacts

Reconciliation to the Agency's FLAIR GL Balances

- ▶ FLAIR General Ledger Balances will be as of Dry Run 2 snapshot and the details of the snapshot, conversion files, errors, etc. will be provided to agencies
- ▶ Agencies will need to run the Trial Balance report in the UAT environment, after the UAT refresh, and prior to starting new process in UAT to confirm balances are as expected
 - If agencies run after transacting has started, the Trial Balance reports will no longer match expected conversion values (i.e., transactions update the Trial Balance report results) and agencies will have to identify the impact of the new transactions to reconcile to FLAIR (i.e., identify agency created known reconciling differences)
 - Florida PALM will also be running these at the start of UAT to confirm and store copies of the reports



UAT Refresh Activities and Impacts

Year End Testing

- ▶ Planned to occur August 31 through October 16
- ▶ Will include Carry Forward and Financial Reporting activities
- ▶ Initially only months of June and July open (dual-year processing)
 - Accounting and Budget dates matter
 - Carry forward payables and encumbrances
 - Financial reporting transactions
- ▶ Other months and adjustment periods opened as testing progresses, including:
 - Planned date for Carry Forward July reversion
 - Planned dates for Financial Statement entries
 - Planned date for Carry Forward September reversion
- ▶ Coordinating with MFMP, STMS, and LAS/PBS for end-to-end Carry Forward testing
- ▶ FY 2026/27 testing can occur in tandem



CUTOVER ACTIVITIES



Cutover Activities

- ▶ New Cutover and Deployment section in the KC
- ▶ Deployment Planning article published
 - Deployment Timeline
 - DRAFT Deployment Activities Timetable



Cutover and Deployment

The screenshot shows the Knowledge Center interface for the article 'Deployment Planning'. The page includes a navigation breadcrumb 'Documentation > Cutover and Deployment', a title 'Deployment Planning', and a 'FOLLOW' button. The main content area contains a paragraph about the go-live date of Florida PALM and a section titled 'Deployment Activities for the Project' with a bulleted list of tasks. A right-hand sidebar titled 'IN THIS ARTICLE' lists related content items.

KNOWLEDGE CENTER Florida PALM Glossary

Documentation > Cutover and Deployment

Deployment Planning

FOLLOW

Florida PALM Financials, Payroll, and Data Warehouse will go-live on January 12, 2027. The complex nature of the deployment of Florida PALM requires a highly coordinated effort between the Project, agencies and enterprise partners.

Deployment Activities for the Project

- Collecting necessary data from agencies, including:
 - Configurations;
 - Conversion mappings; and
 - End user role mapping.
- Working with enterprise partners to prepare for cutover, including:
 - Agencies ensuring legacy data is cleansed and ready for conversion;
 - Instituting a freeze or downtime for creating new codes and processing transactions; and
 - Taking a copy of the data necessary for conversions and to create a contingency restore point.

IN THIS ARTICLE

- Preparing for Deployment - Dry Runs
- Deployment - Pre-Cutover
- Deployment - Cutover
- Deployment - Post Cutover
- Deployment Activities Timetable - DRAFT

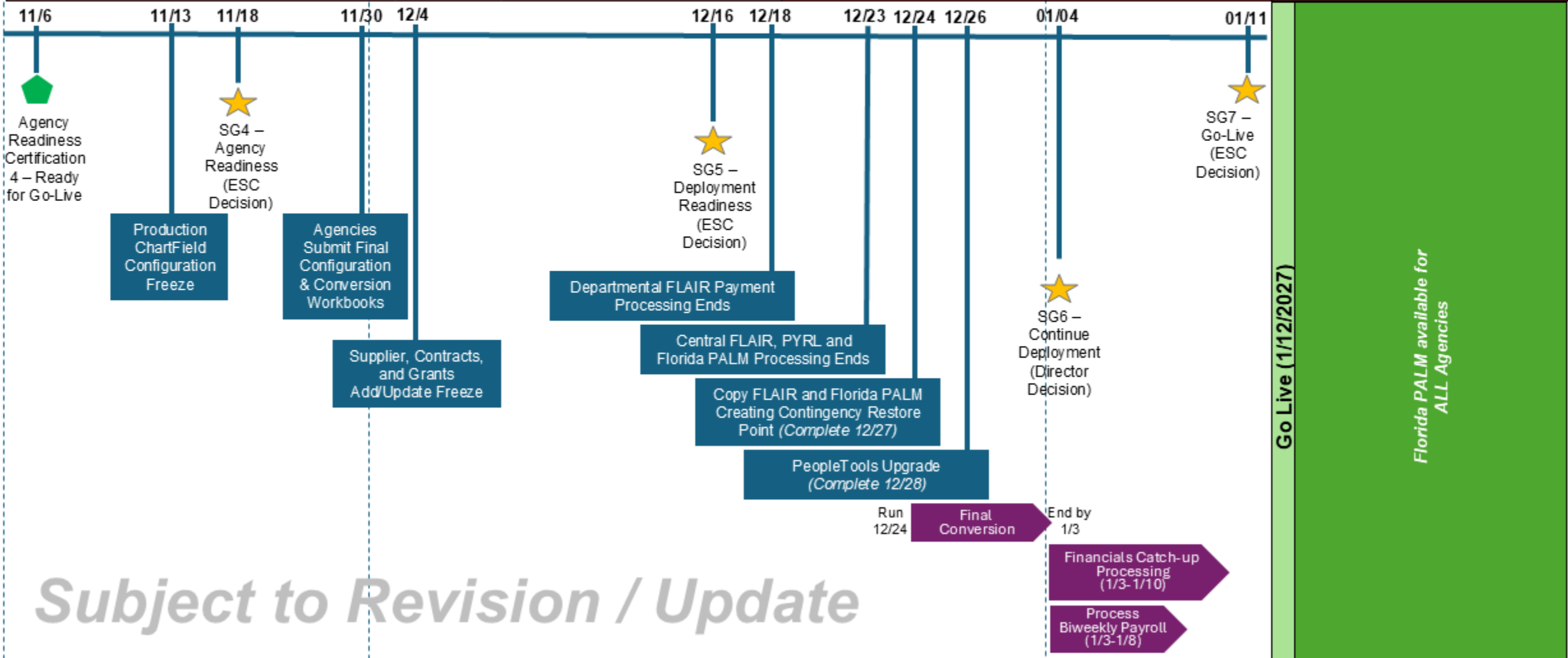
Deployment Timeline

As of June 16, 2026

2026 2027

November December January

Pre-Cutover (11/2-12/18/26) Cutover (12/19-1/11/27) Post-Cutover (1/12/27 Forward)



Go Live (1/12/2027)
 Florida PALM available for ALL Agencies

Subject to Revision / Update

UAT Environment available for all end-users and agency business system testing

ENTERPRISE PARTNER UPDATES



Enterprise Partner Updates

- ▶ People First
- ▶ MFMP
- ▶ STMS
- ▶ LAS/PBS
- ▶ Transparency Florida
- ▶ FACTS
- ▶ FLIPS
- ▶ PCard Works

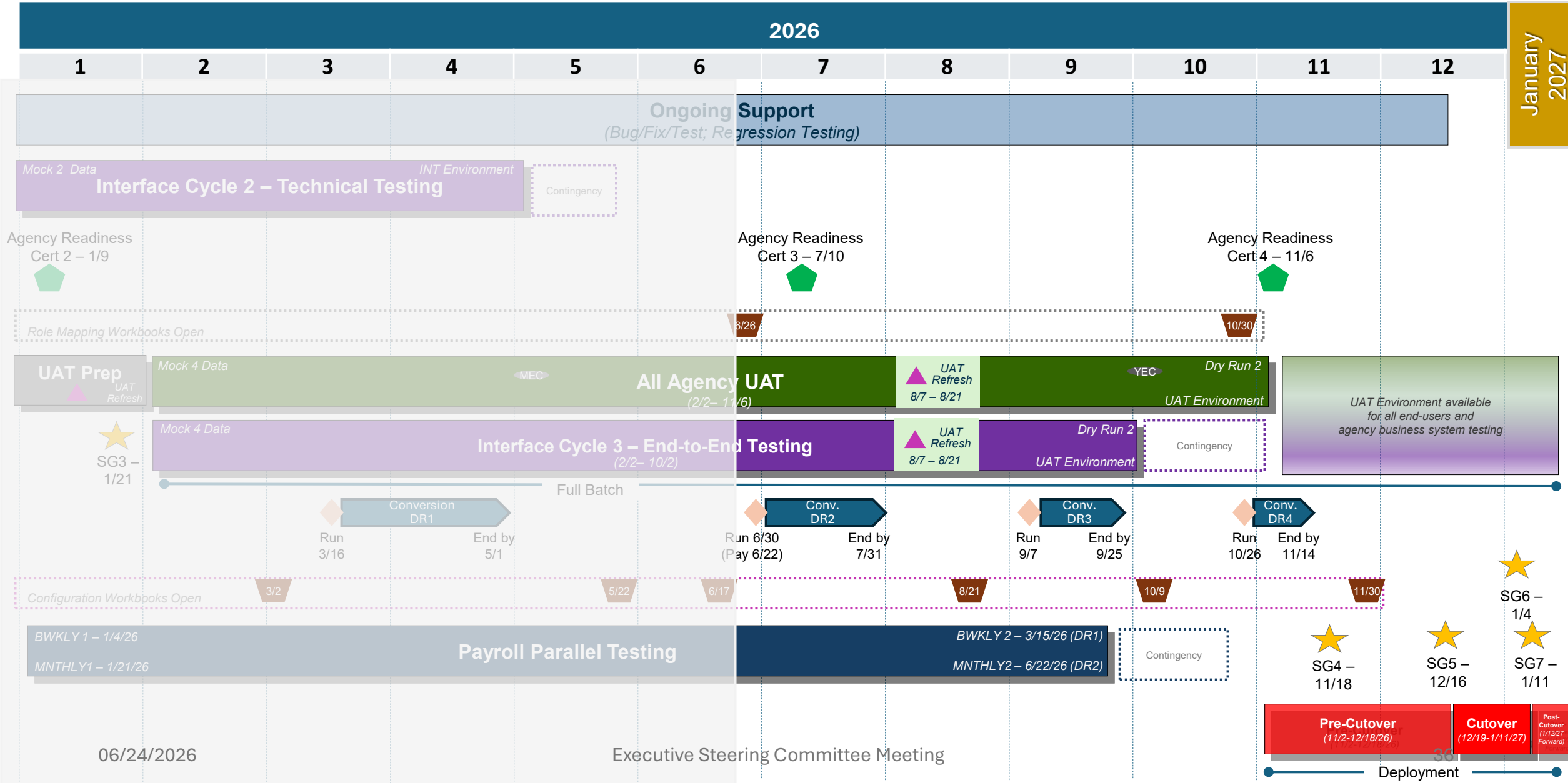


ROUNDTABLE DISCUSSION



Testing Timeline

As of June 10, 2026



January 2027

Deployment

Pre-Cutover (11/2-12/18/26) | Cutover (12/19-1/11/27) | Post-Cutover (1/12/27 Forward)

Roundtable Discussion

Project / Agency / Both

Topic	During the Last Month	During June and early July <i>Readiness Certification #3 is Due 7/10</i>	Challenges / Areas for Increased Support
User Acceptance Testing	<ul style="list-style-type: none"> Participated in Office Hours and agency-specific meetings Logged, triaged, or worked tickets Continued testing business processes 	<ul style="list-style-type: none"> Continue testing business processes Continue to update documentation as testing progresses Continue logging and resolving tickets 	<ul style="list-style-type: none"> Increasing the volume of agency testing (e.g., users and scenarios) Resolving tickets (e.g., implementing fixes, providing clarification)
Interface Testing	<ul style="list-style-type: none"> Continued Cycle 2 and Cycle 3 testing People First, MFMP, STMS, and FACTS continued their UAT activities Began Cycle 3 testing with JPMorgan 	<ul style="list-style-type: none"> Continue testing business systems Continue Cycle 2 Testing for remaining two agencies (DMA, Citrus) through to start of refresh 	<ul style="list-style-type: none"> Expanding the transaction volumes to support Cycle 3
Configuration / Conversion	<ul style="list-style-type: none"> Continued reviewing DR1 results Completed configuration and conversion mapping workbooks Began DR2 tasks 	<ul style="list-style-type: none"> Complete updates to Role Mapping workbook by 6/24 (used for UAT Refresh) Continue DR2 tasks, including capturing snapshots of conversion sources (PF, FLAIR) 	<ul style="list-style-type: none"> Resolving SOD conflicts Completing data cleansing / resolving errors and maintaining configuration workbooks Executing DR2 to increase efficiencies and improve outcomes in processes
Training	<ul style="list-style-type: none"> Published or enhanced Process Steps and Knowledge Center (KC) content Began developing project-provided training materials and end user manual (EUM) Completed updating Training Plans 	<ul style="list-style-type: none"> Begin or continue agency-specific training build Continue updating Process Steps and KC content Continue developing project-provided training and EUM materials 	<ul style="list-style-type: none"> Timing for completing materials based on agency expectations Desire for training users before allowing them to interact with the UAT environment
Cutover Planning	<ul style="list-style-type: none"> Published Deployment Planning page in the KC Met with enterprise partners to discuss / confirm cutover timing Continued identification of agency-specific payments or critical processes 	<ul style="list-style-type: none"> Begin agency-specific deployment plan and cutover checklist Continue to refine the Deployment Planning page, including for enterprise partner information 	<ul style="list-style-type: none"> Identifying all impacted payments or processes Determining viable alternatives for processing payments or deposits Reducing the cutover window below two weeks

Roundtable Discussion

Topics

- ▶ User Acceptance Testing
- ▶ Interface Testing
- ▶ Configuration / Conversion
- ▶ Training
- ▶ Cutover Planning

Topic Questions / Prompts

- ▶ **Agency Hat:** Regarding your agency's efforts associated with the "topic", what struggles are you experiencing? What information or support would be helpful? If you could go back, what would you have done differently 6 mos. ago? 1 yr. ago?
- ▶ **Agency Hat:** What key risks do you foresee for your organization? What mitigations are you putting in place or considering to address the risks? Is there support from outside of your agency that you may need?
- ▶ **ESC Hat:** As an ESC member, what concerns do you have about getting through the UAT Refresh (e.g., Project and agency tasks)?

NEXT MEETING

JULY 22, 2026

FIRST DISTRICT COURT OF APPEAL



APPENDIX

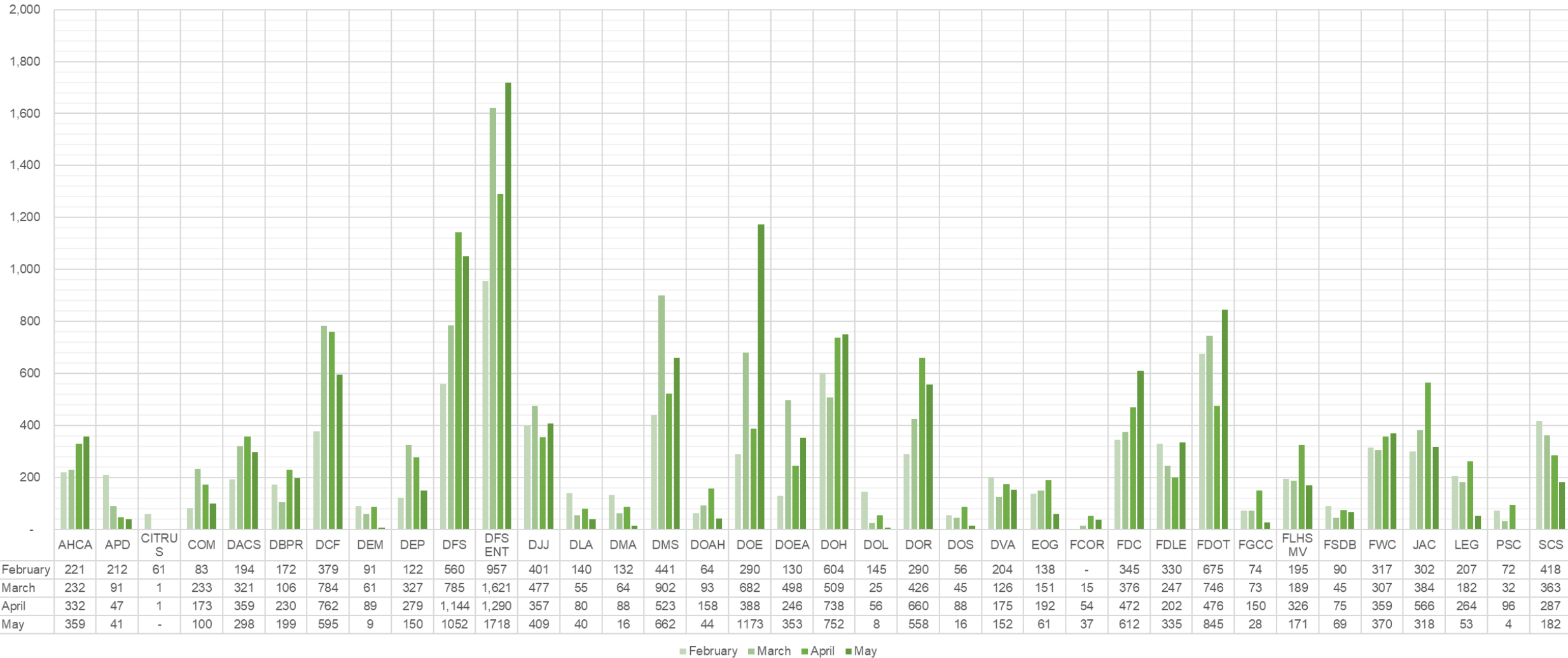


TESTING ACTIVITIES



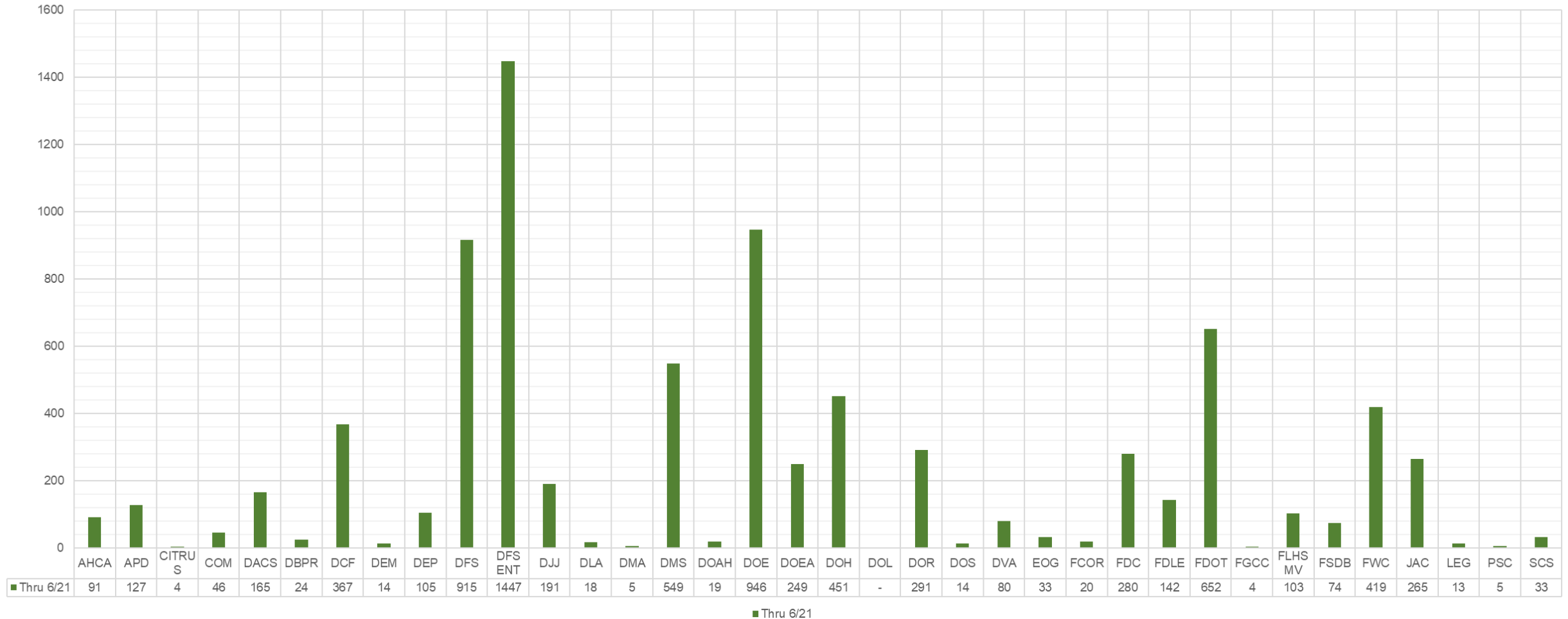
Testing Activities In the System

Environment Log Ins by Agency and Month



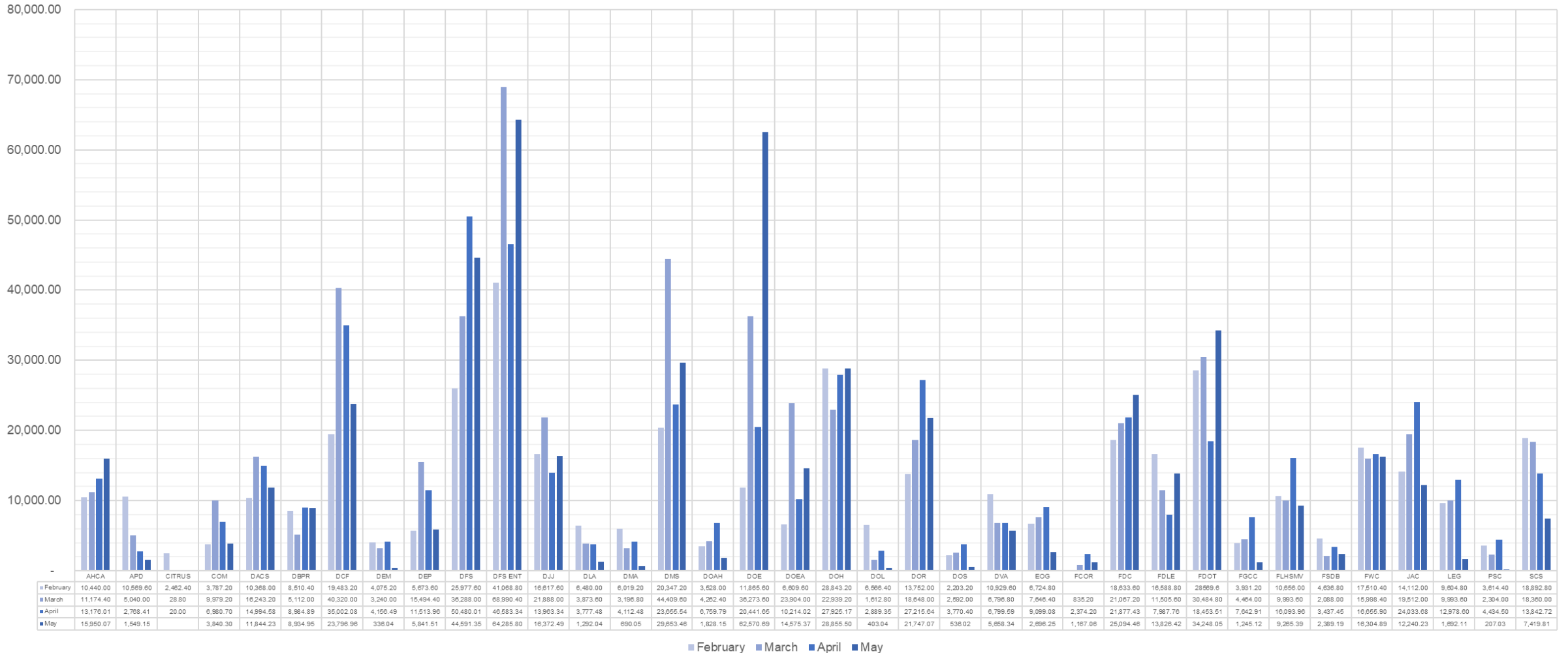
Testing Activities In the System

Environment Log Ins by Agency
June 1 - 21, 2026



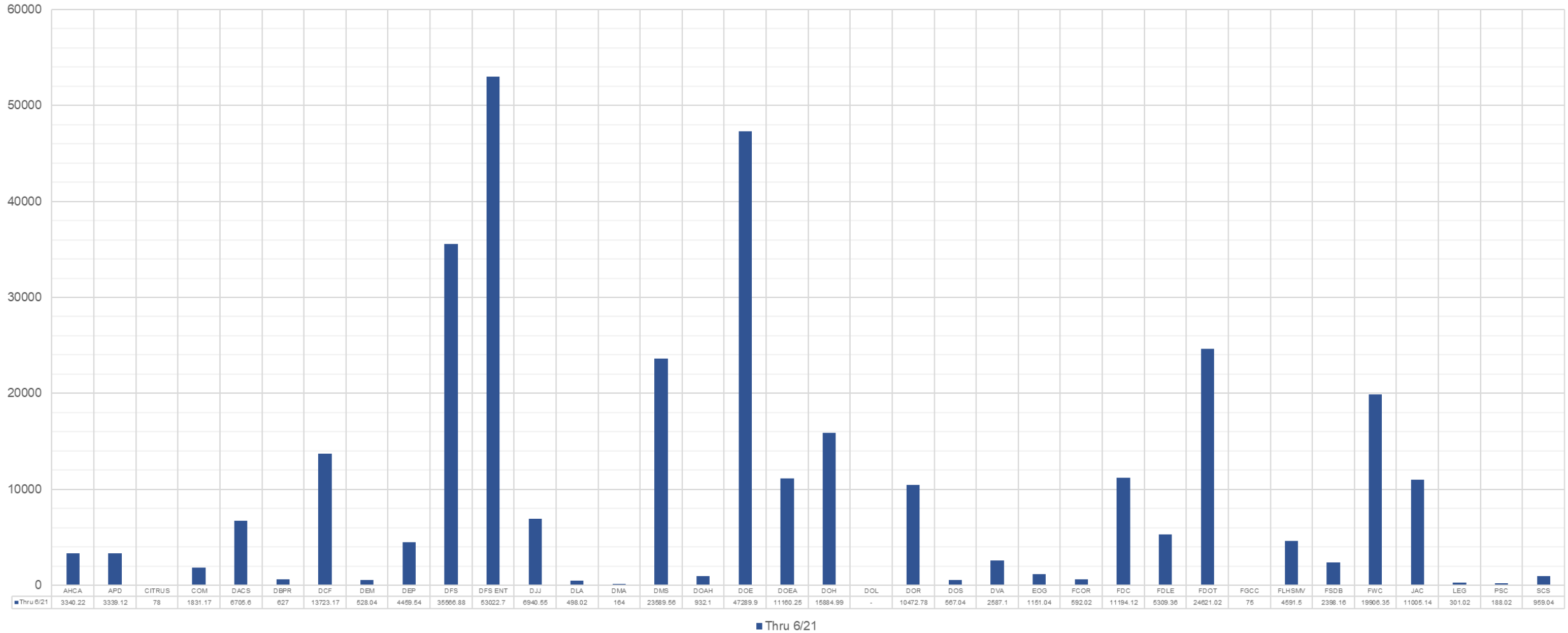
Testing Activities In the System

Total Time In UAT Environment by Agency and Month



Testing Activities In the System

Total Time In UAT Environment by Agency
June 1 - 21, 2026



Interface Testing

Interface Cycles 1 – 3 Testing Activities 46 (as of 6/19/2026)

Cycle 2 Interface Testing Execution Metrics

Interface Partners	0-Not Started	1-In Progress	2-Failed - SIR Resolution	3-Processed - In State Review	4-Processed - Partner Resolving Data Issues	5-Passed - State Review Complete	Total
Agency	4	--	4	1	2	448	459
Enterprise Partner	--	1	1	--	--	84	86
DFS	--	1	1	--	--	10	12
FRS	--	--	--	--	--	10	10
LAS/PBS	--	--	--	--	--	22	22
MFMP	--	--	--	--	--	15	15
PF	--	--	--	--	--	15	15
STMS	--	--	--	--	--	12	12
Third Party	--	--	1	--	--	15	16
BOA	--	--	--	--	--	3	3
Corebridge	--	--	--	--	--	1	1
FIS	--	--	1	--	--	2	3
JPM Chase	--	--	--	--	--	9	9
Total	4	1	6	1	2	547	561

Cycle 2 Partner Completion Metrics

Interface Partners	0-Not Started	1-Validating Results	2-Correcting Data Issues	3-Complete	Total
Agency	6	15	3	435	459
Enterprise Partner	--	2	--	84	86
DFS	--	2	--	10	12
FRS	--	--	--	10	10
LAS/PBS	--	--	--	22	22
MFMP	--	--	--	15	15
PF	--	--	--	15	15
STMS	--	--	--	12	12
Third Party	--	2	--	14	16
BOA	--	--	--	3	3
Corebridge	--	1	--	--	1
FIS	--	1	--	2	3
JPM Chase	--	--	--	9	9
Total	6	19	3	533	561

Cycle 3 (UAT) Partner Metrics

Interface Partners	1-Connections Processed	2-Connections Pending	Total
Agency	331	128	459
Enterprise Partner	52	34	86
DFS	10	2	12
FRS	6	4	10
LAS/PBS	--	22	22
MFMP	13	2	15
PF	13	2	15
STMS	10	2	12
Third Party	4	12	16
BOA	--	3	3
Corebridge	1	--	1
FIS	3	--	3
JPM Chase	--	9	9
Total	387	174	561

Organization Type	Cycle 1 – Connectivity Testing (Due 4/30/2025)	Cycle 2 – Technical Testing (Due 5/29/2026)	Cycle 3 – End to End Testing (Due 10/2/2026)	Notes	SIR Count
Agencies	27 / 27	448 / 459	331 / 457	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> CITRUS completed Cycle 1 connectivity testing Cycle 2 testing is outstanding for 8 agencies across 11 connections Cycle 3: <ul style="list-style-type: none"> The following agencies are testing in UAT – AHCA, APD, COM, DACS, DCF, DEM, DEP, DFS, DJJ, DLA, DMS, DOAH, DOH, DOL, DOR, FCOR, FDC, FDLE, FDOT, FGG, FLHSMV, FWC, JAC, LEG and SCS 	<ul style="list-style-type: none"> 11 Open SIRs: <ul style="list-style-type: none"> 4 – High 7 – Medium 0 – Low
Enterprise Partners	6 / 6	84 / 86	52 / 86	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> DFS – Pending GLI087 testing DFS – API007 updates have been completed; pending re-execution Cycle 3: <ul style="list-style-type: none"> The following enterprise partners are testing in UAT – DFS (FACTS and FLIPS), FRS, MFMP, PF, and STMS 	
Third Parties	3 / 3	15 / 16	4 / 16	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> FIS – PRI023 changes pending retest Cycle 3: <ul style="list-style-type: none"> The following third parties are testing in UAT – FIS, NIC, WF, and JPM production data is supporting UAT JPM – ACH Returns testing is in progress 	

Testing Activities

All Testing Services

All Tickets Status (as of 6/21/2026)

6,610

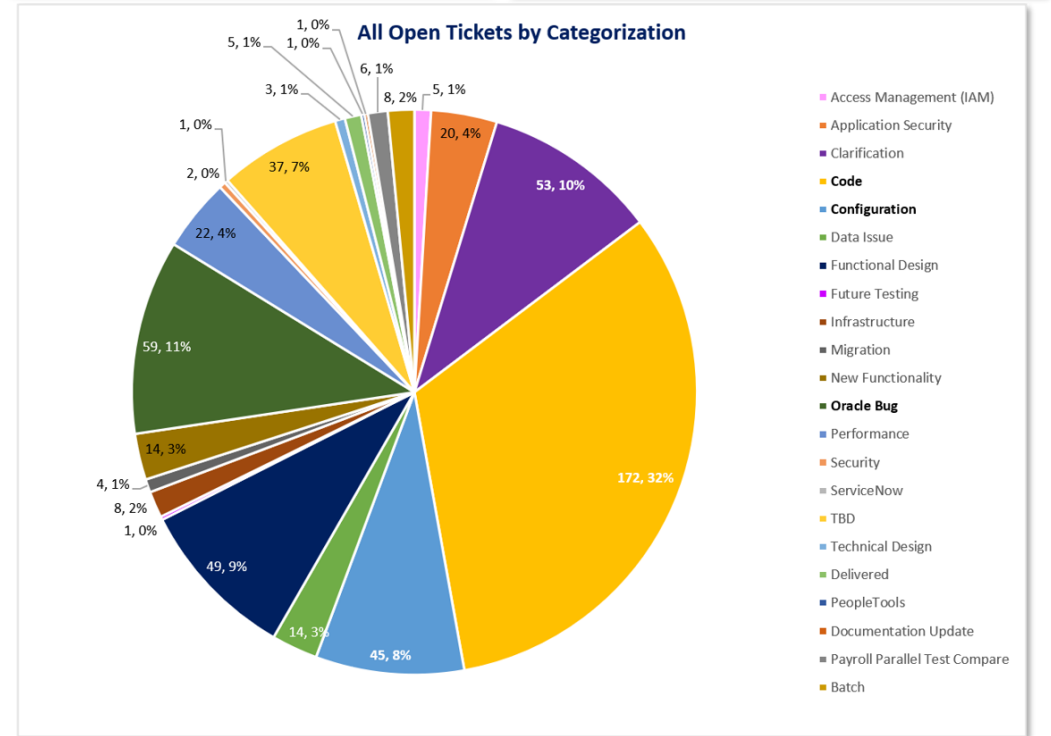
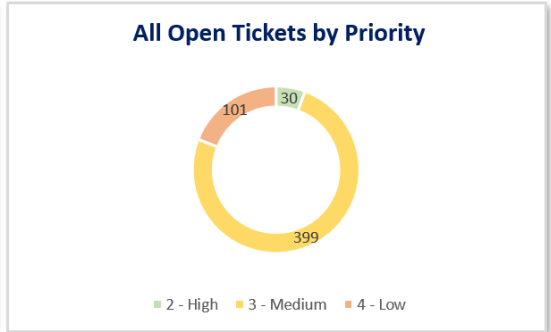
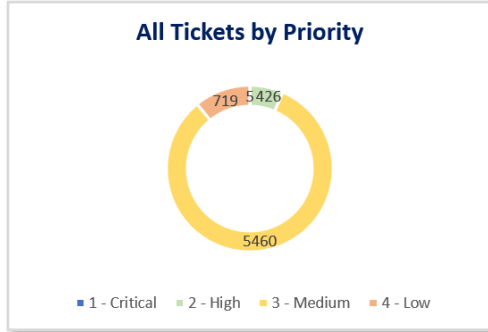
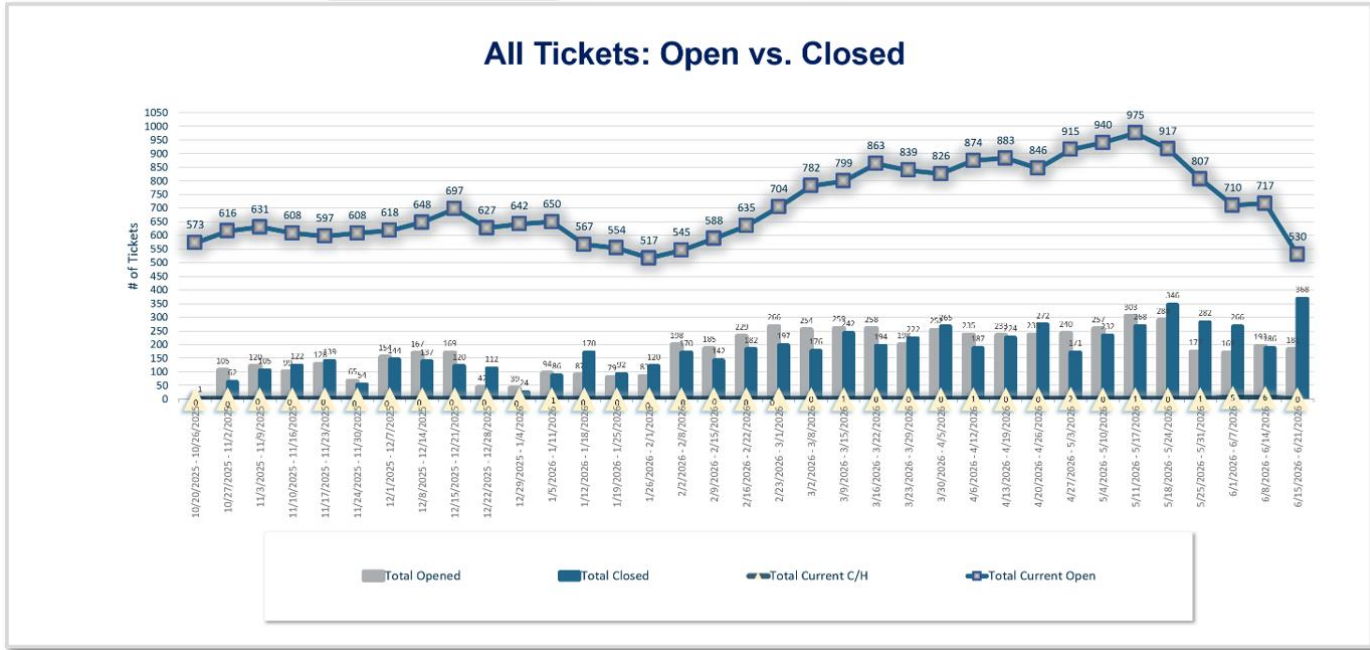
Total # of Logged Tickets

6,080

Total # of Closed Tickets

530

Total # of Open Tickets



Testing Activities

User Acceptance Testing

All Agency UAT Tickets Status

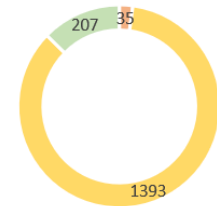
(as of 6/21/2026)



All Agency UAT Tickets: Open vs. Closed

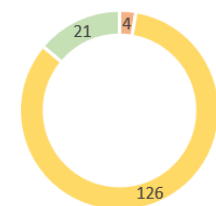


All Agency UAT Tickets by Priority



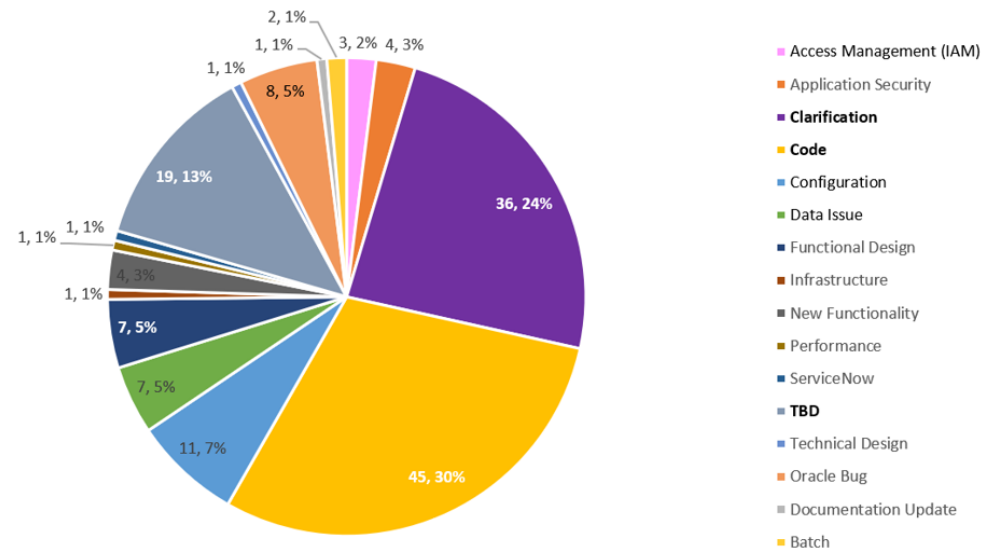
■ 2 - High
 ■ 3 - Medium
 ■ 4 - Low

Open Agency UAT Tickets by Priority



■ 2 - High
 ■ 3 - Medium
 ■ 4 - Low

Open All Agency UAT Tickets by Categorization

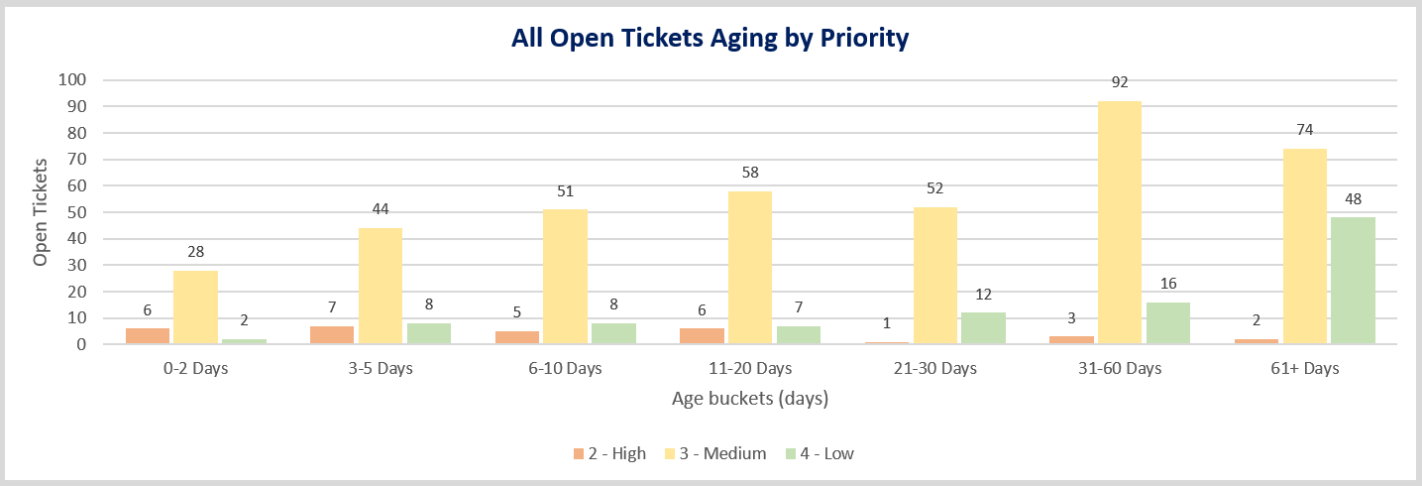


Testing Activities

User Acceptance Testing

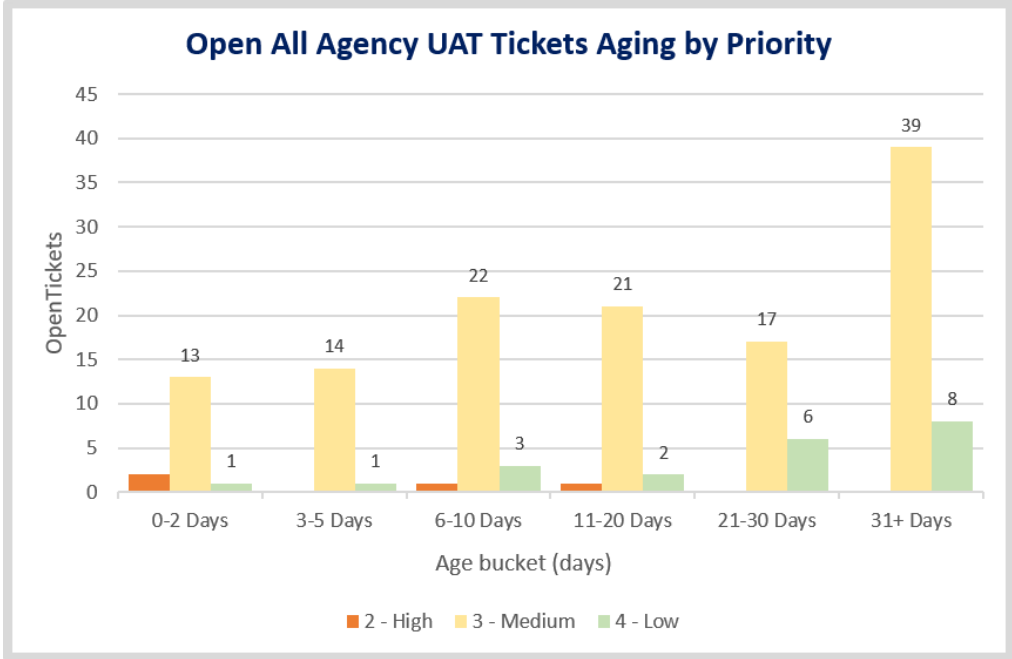
All Tickets Aging Status

(as of 6/21/2026)



UAT Tickets Aging Status

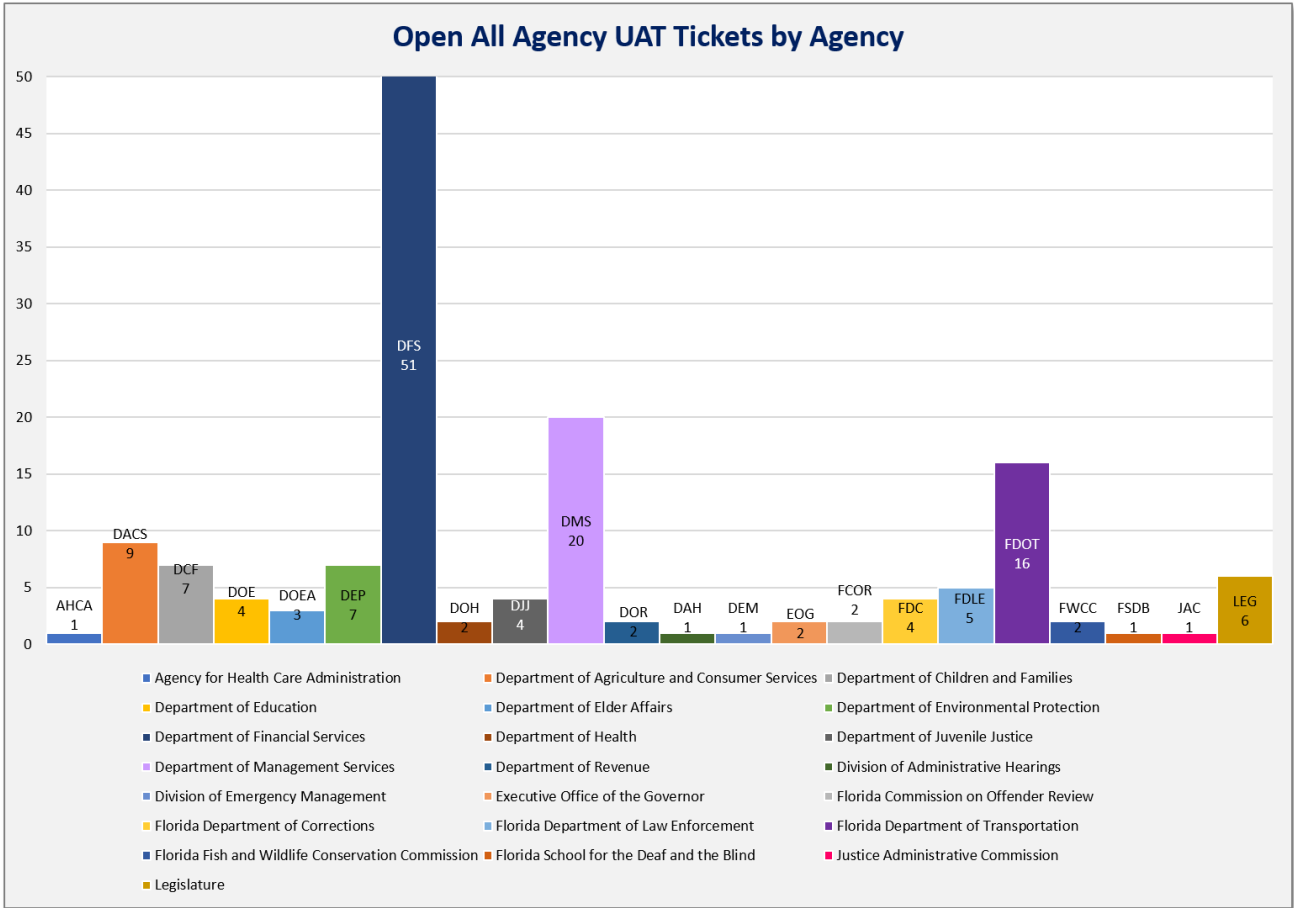
(as of 6/21/2026)



Testing Activities

User Acceptance Testing

Total All Agency UAT Tickets by Agency (as of 6/21/2026)



Agency	Acronym	Total Tickets
Agency for Health Care Administration	AHCA	14
Agency for Persons with Disabilities	APD	7
Department of Agriculture and Consumer Services	DACS	43
Department of Business and Professional Regulation	DBPR	8
Department of Children and Families	DCF	203
Department of Citrus*	CITRUS	0
Department of Commerce	COM	24
Department of Education	DOE	63
Department of Elder Affairs	DOEA	19
Department of Environmental Protection	DEP	54
Department of Financial Services	DFS	295
Department of Health	DOH	122
Department of Juvenile Justice	DJJ	67
Department of Legal Affairs	DLA	6
Department of Management Services	DMS	110
Department of Military Affairs	DMA	4
Department of Revenue	DOR	41
Department of State	DOS	1
Department of the Lottery	DOL	1
Department of Veterans' Affairs	DVA	8
Division of Administrative Hearings	DAH	12
Division of Emergency Management	DEM	6
Executive Office of the Governor	EOG	13
Florida Commission on Offender Review	FCOR	19
Florida Department of Corrections	FDC	133
Florida Department of Highway Safety and Motor Vehicles	FDHSMV	14
Florida Department of Law Enforcement	FDLE	58
Florida Department of Transportation	FDOT	123
Florida Fish and Wildlife Conservation Commission	FWC	27
Florida Gaming Control Commission	FGCC	32
Florida School for the Deaf and the Blind	FSDB	22
Justice Administrative Commission	JAC	38
Legislature	LEG	35
Public Service Commission	PSC	2
State Courts System	SCS	11
Total		1635

*No tickets logged



READINESS ACTIVITIES



Readiness Activities

Preparing for Dry Run 2 and UAT Refresh

- ▶ Agency Configuration and Conversion Workbooks closed June 17
 - Agency data quality significantly higher compared to Dry Run 1
 - 4/35 agencies had workbook errors, fewer than 50 errors total
- ▶ Data cleansing in FLAIR, MFMP and FACTS due date - June 17
 - Direct impact to Dry Run 2 conversion results
 - 20/35 agencies submitted and verified complete
- ▶ Role Mapping Workbooks close June 26
 - All agency end users should be included
 - SOD conflicts that are not approved by A&A will not be loaded
 - 13/35 agencies have unresolved SOD conflicts as of June 21



Readiness Activities

May Progress Reports – General Observations

- ▶ May Progress Report confirmed and submitted by all Agency Sponsors
 - Citrus and DOS submitted late
- ▶ Agency Training Plan Questionnaire
 - Agencies were asked to provide an update to their training planning efforts
 - 6 agencies do not plan to create any agency-specific training
 - DOAH, DOL, FSDB, PSC – reported training population of fewer than 25
 - DMA – reported training population of 26-50
 - FWC – reported training population of 101-150
 - Training Approach
 - Creation of reference materials, presentations, in-person meetings, demo videos
 - Cross-agency training group and reliance on SMEs

May 2026 – Agency Progress Reports



Readiness Activities

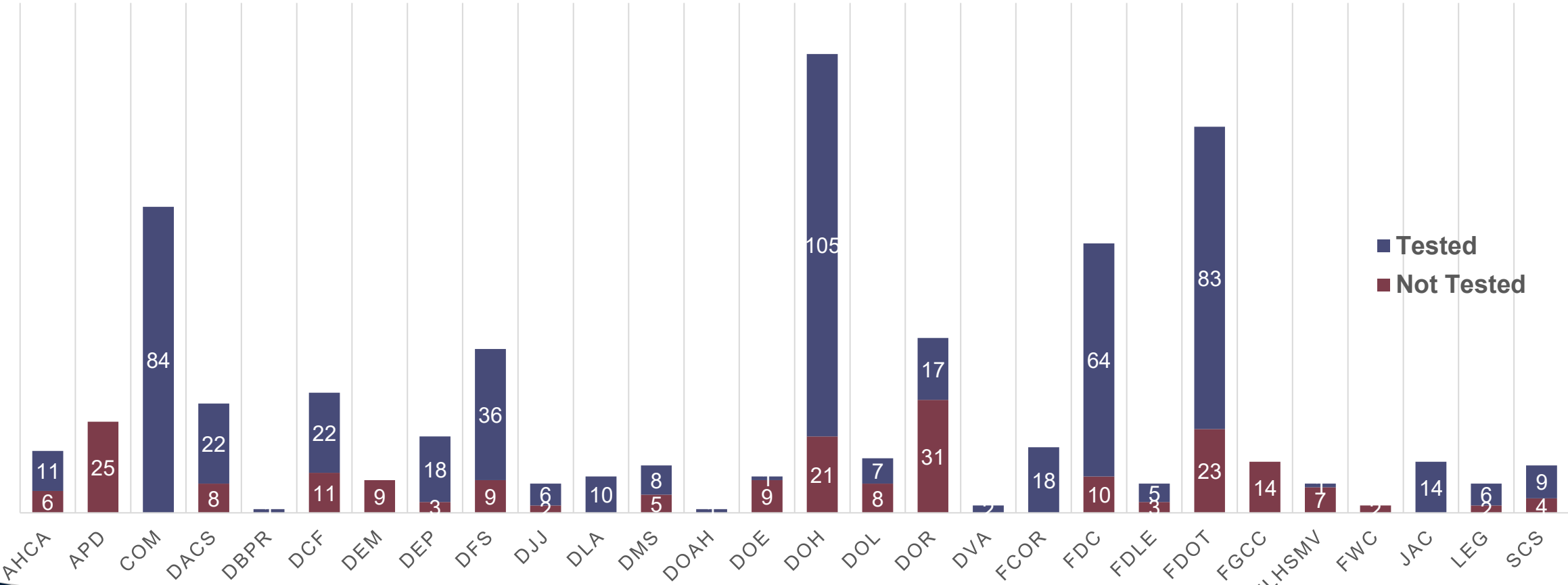
May Progress Reports – Cycle 3 Interface Testing

- ▶ 24 out of 28 agencies reported Cycle 3 testing progress (+2 *agencies from last month*)
 - 4 agencies reported no testing in May
 - APD, DEM, FGCC, FWC
 - DEM, FGCC, FWC also reported no tests in April
 - 2 agencies that remain with all interfaces in Cycle 2 testing (no interfaces ready for Cycle 3 testing)
 - DMA, Citrus
 - 16 of 24 agencies testing inbound interfaces (+1 *from last month*)
 - 23 of 27 agencies testing outbound interfaces (+3 *from last month*)

Readiness Activities

May Progress Reports – Cycle 3 Interface Testing

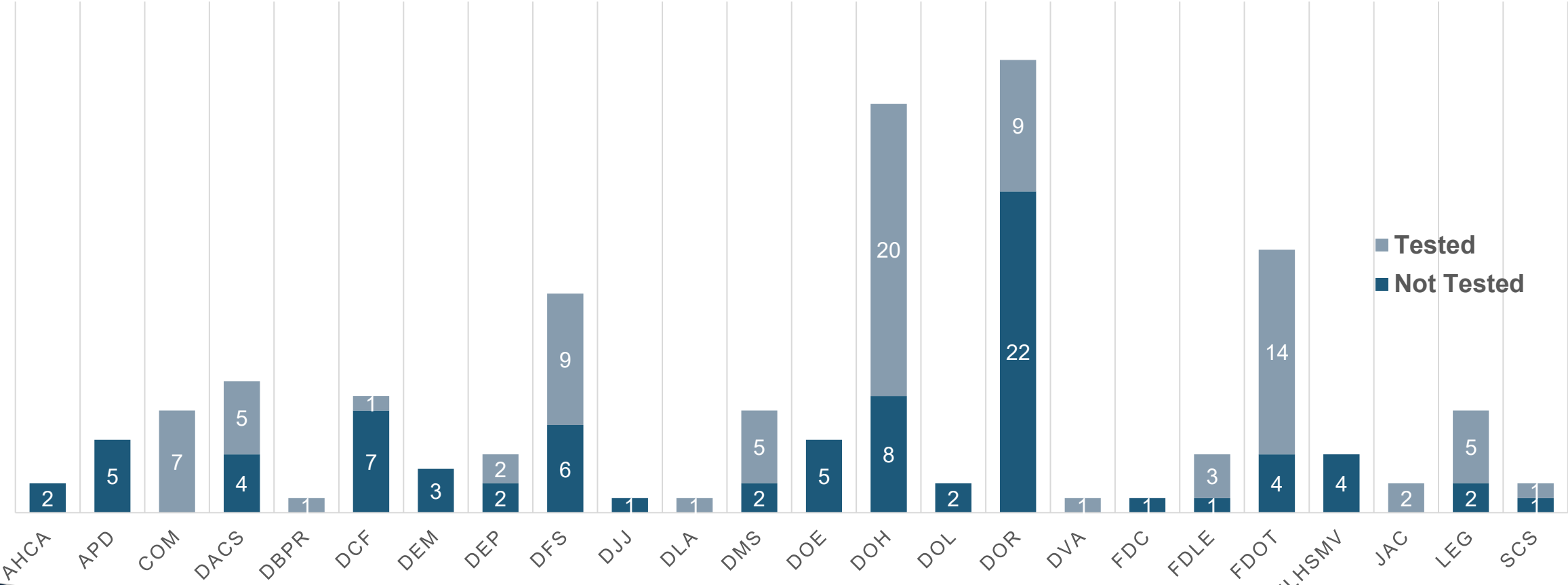
Total Interfaces Tested vs. Not Tested in May



Readiness Activities

May Progress Reports – Cycle 3 Interface Testing

Inbound Interfaces Tested vs. Not Tested in May

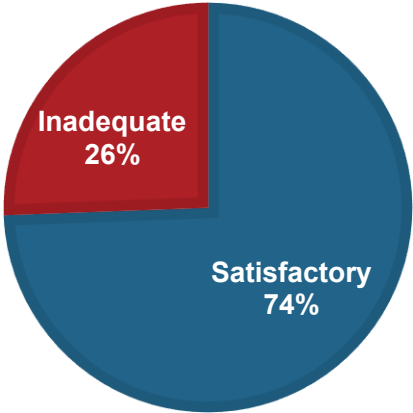


Readiness Activities

May Progress Reports – Cycle 3 Interface Testing

Inbound Interface Testing Performance Outcome

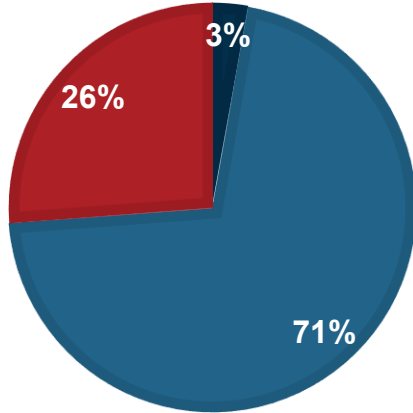
■ Above Expectation ■ Satisfactory ■ Inadequate



- ▶ 7 agencies reported inadequate Inbound Testing for 22 interfaces
- ▶ Inadequate Comment Trends for Inbound Files:
 - File processing with errors
 - Reported SNow Tickets - 11

Outbound Interface Testing Performance Outcome

■ Above Expectation ■ Satisfactory ■ Inadequate



- ▶ 13 agencies reported inadequate Inbound Testing for 122 interfaces
- ▶ Inadequate rating heavily skewed by COM rating all 78 interface connections as inadequate due to inconsistent timing
- ▶ Inadequate Comment Trends for Outbound Files:
 - Loaded to ABS staging tables
 - Files containing no data or only delta data
 - Reported SNow Tickets - 10



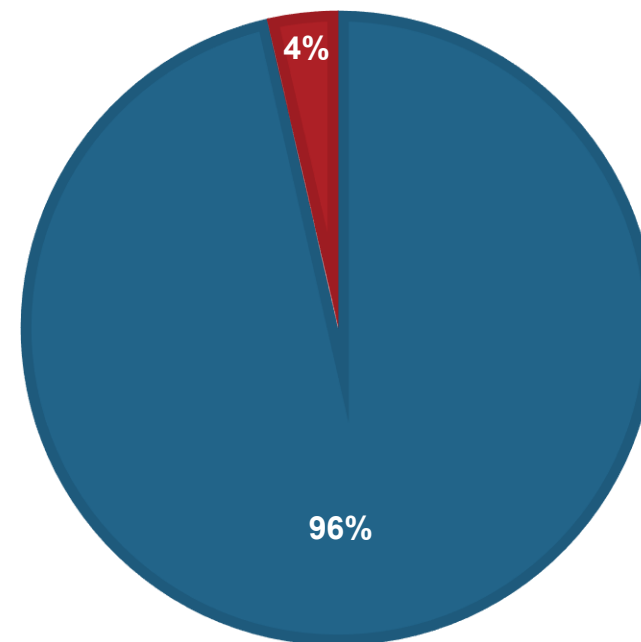
Readiness Activities

May Progress Reports – User Story Testing

- ▶ 28 out of 35 agencies reported testing (*-3 agencies from last month*)
 - 7 Agencies reporting no testing in May
 - Citrus**, DLA**, DOAH**, DOS*, DOL, LEG, PSC
(**Agencies that also reported no testing in April*)
(***Agencies that have reported no testing to date*)
 - 6 agencies reported fewer than 50 tests
 - 4 agencies reported more than 500 tests
- ▶ Overall Performance Outcome
 - Satisfactory – 27 agencies
 - Inadequate – 1 agency
 - FGCC (*reported inadequate for all testing*)

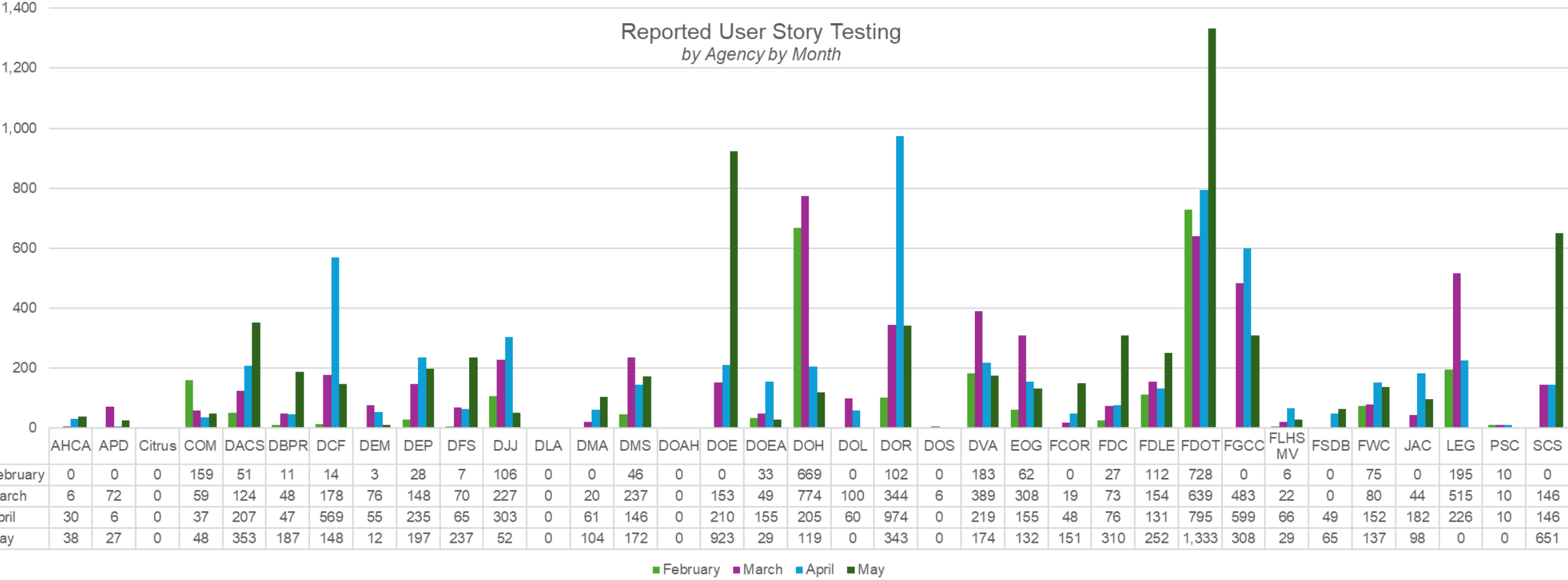
User Story – Overall Performance Outcome

■ Above Expectation ■ Satisfactory ■ Inadequate



Readiness Activities

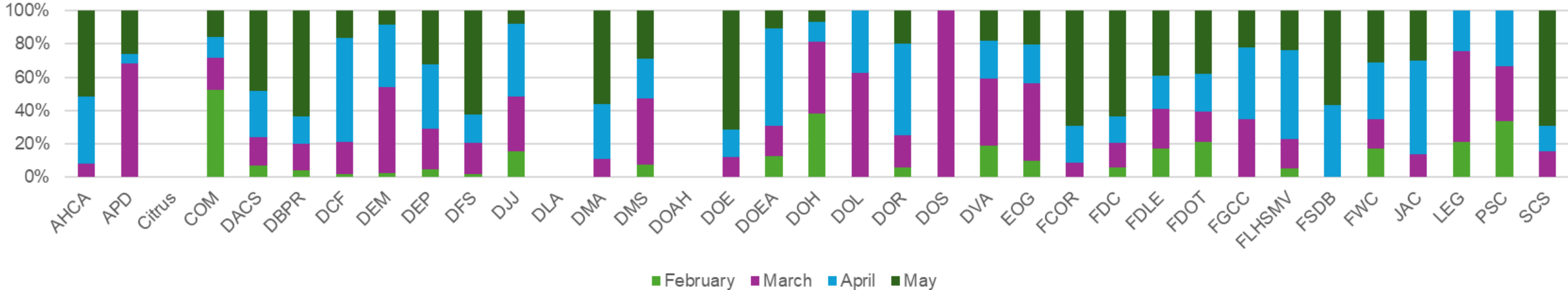
May Progress Reports – User Story Testing



Readiness Activities

May Progress Reports – User Story Testing

Reported User Story Testing
Overall Testing by Month



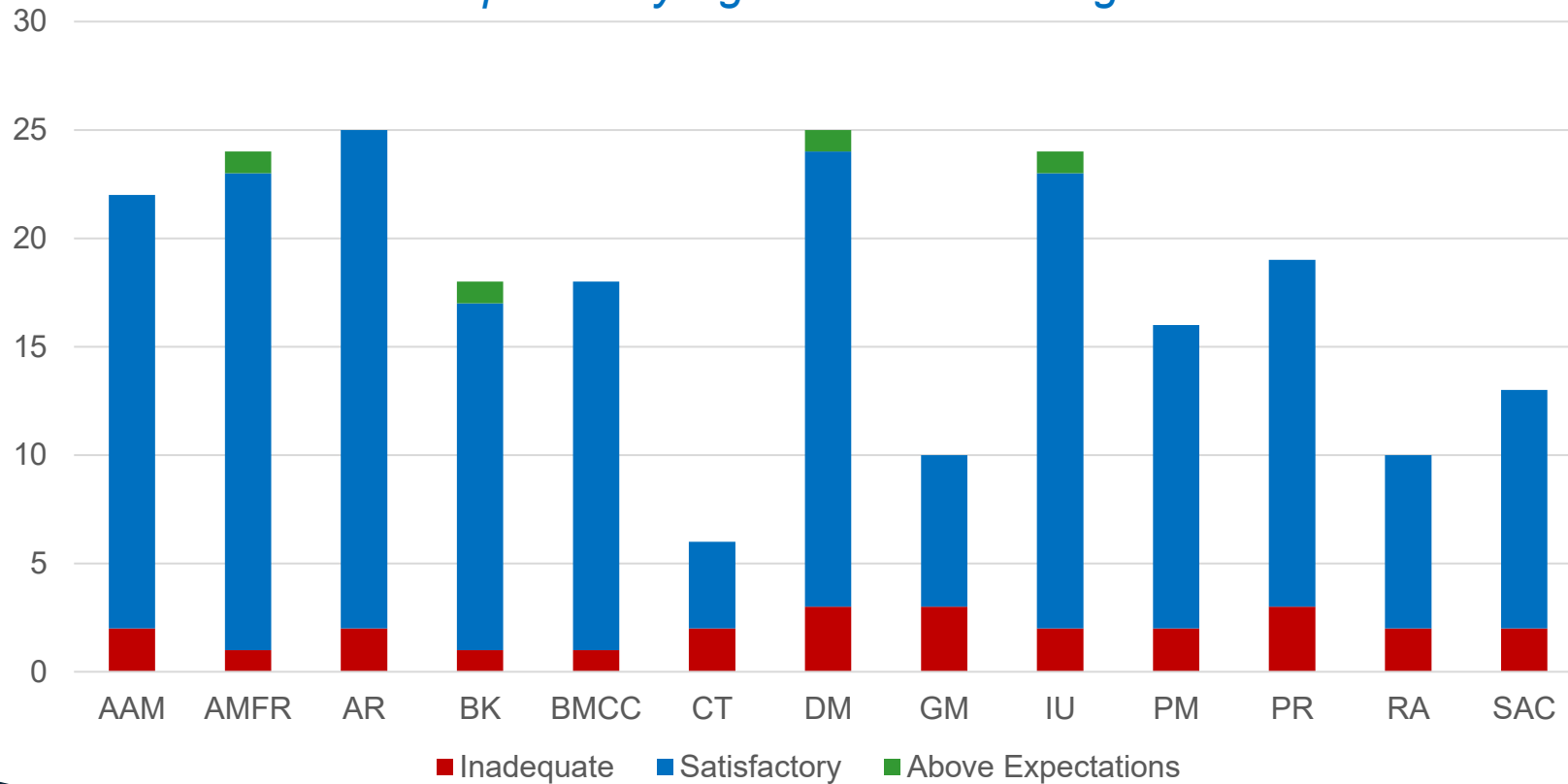
- ▶ Reflects consistency of testing over time
- ▶ 3 agencies have reported no (zero) testing
- ▶ 6 agencies consistently declined testing each month
- ▶ 7 agencies consistently increased testing each month
- ▶ 11 agencies reported declines in May only
- ▶ 8 agencies reported up and down, with May an increase



Readiness Activities

May Progress Reports – User Story Testing

User Story Results by BPG – May 2026
As Reported by Agencies Performing Tests



- ▶ This chart shows the agency-reported performance outcomes by BPG
- ▶ AR and DM had the greatest number of agencies reporting test results – 25 agencies
- ▶ BK, BM/CC and AMFR had only 1 agency reporting “inadequate” results (FGCC)
- ▶ AMFR, BK, BM/CC, AR, AAM, and IU reported 90% or higher “adequate” results
 - AMFR and BK were 2 of the lowest rated BPGs in April
- ▶ The lowest “adequate” outcomes reported were GM and CT, with 70% and 66%, respectively



Readiness Activities

Progress Reports – Changes for June

- ▶ Cumulative Testing Data – widgets to show Cycle 3 inbound and outbound interface testing progress and user story testing progress since start of UAT

Inbound Cycle 3 Testing Progress - Cumulative

Total ABS Interface Connections = 1

- Interfaces Tested Multiple Times To Date = /
- Interfaces Tested Multiple Times Successfully To Date = /

Percent of Interfaces Tested Successfully To Date = %

Outbound Cycle 3 Testing Progress - Cumulative

Total ABS Interface Connections = 8

- Interfaces Tested Multiple Times To Date = /
- Interfaces Tested Multiple Times Successfully To Date = /

Percent of Interfaces Tested Successfully To Date = %

User Story Testing Progress - Cumulative

Applicable Activities =

- Applicable Project Recommended Activities = /

Applicable Activities Tested at Least Once To Date = /

- Applicable Project Recommended Activities Tested at Least Once To Date = /

Applicable Activities Tested Successfully To Date = /

- Applicable Project Recommended Activities Tested Successfully To Date = /

Percent of Applicable Project Recommended Activities Tested Successfully To Date = %



TRAINING ACTIVITIES



Learning to Work in Florida PALM

Start your Learning Journey

UAT Prerequisites

Complete Project-provided UAT Prerequisites located in People First LMS

UAT Materials

Review UAT Process Steps and Demo Videos located on the Knowledge Center

User Acceptance Testing

Attend Project-provided in-person and virtual sessions; log support requests with the Project; prepare and attend focused help-sessions

Formal Training

Complete Project-provided web-based trainings and attend in-person trainings, as appropriate

UAT Prerequisites

Complete agency-specific prerequisites, as applicable

UAT Preparation

Create User Stories; collect testing data; understand role in testing efforts

User Acceptance Testing

Test User Stories using Process Steps and agency data; test agency business systems; triage agency issues

Internal Training

Attend agency trainings on business-specific processes

Project Provided

Agency Provided

Use Florida PALM FIN/PAY

Training Activities

Project Provided

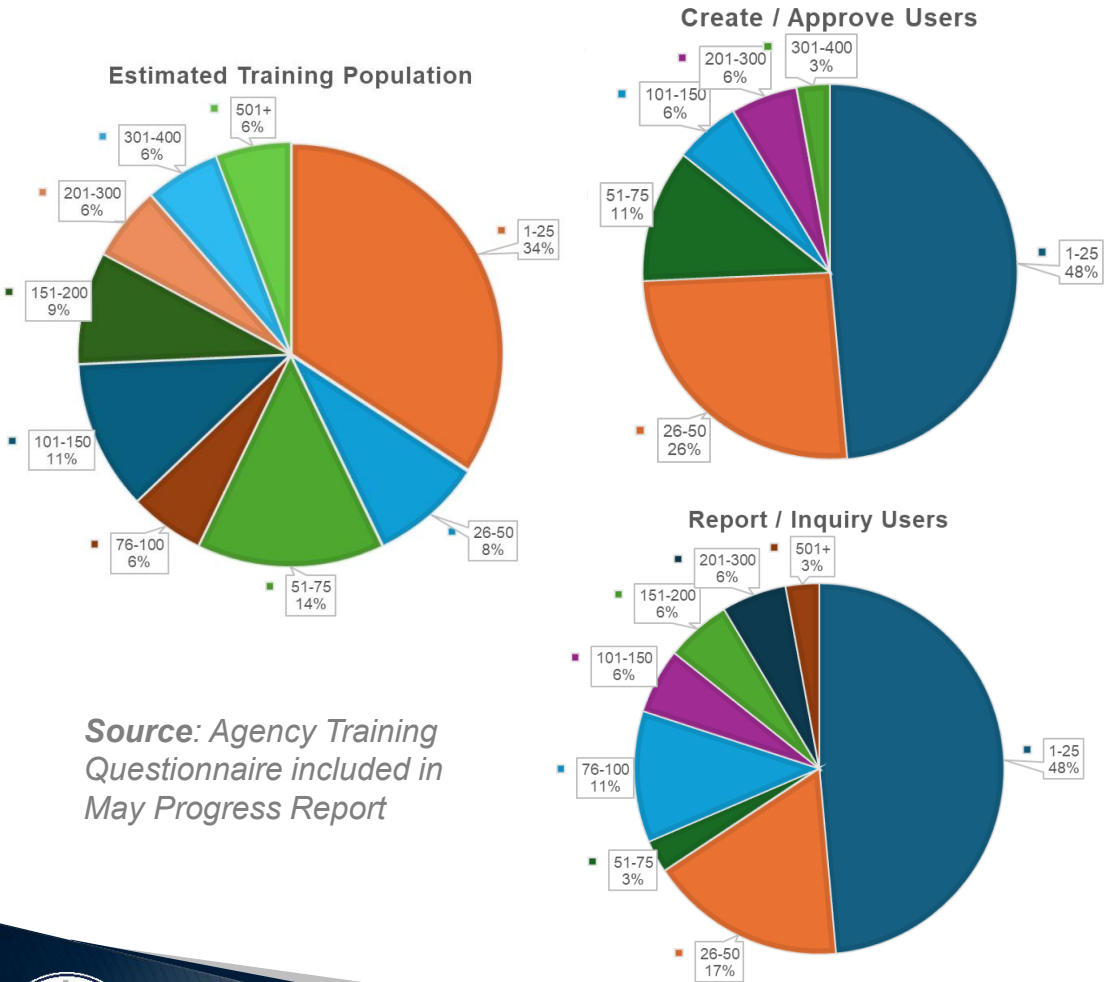
- ▶ Remaining Process Steps are being created – Approximately ~20 still to be created (<~14%), which are largely year-end
- ▶ Created a Learning Materials Matrix which:
 - provides a consolidated view of all agency and agency-specific roles by Topic and Activity, aligned to available learning materials
 - includes status of Process Steps and links to those already published
- ▶ New Topics and Activities Change Log published to provide a quick way to identify changes and action needed
- ▶ Work has begun on the End User Manual (EUM) and web-based training (WBT)



Training Activities

Agency Provided

Observations from Agency Training Plan Questionnaire Responses



Source: Agency Training Questionnaire included in May Progress Report

- ▶ For some agencies, the *Estimated Training Population* appears to include users besides *Create/Approve* and *Report/Inquiry* users
- ▶ Most agencies estimate <75 users
- ▶ DOH and JAC identified the largest population of *Create/Approve* and *Report/Inquiry* users
- ▶ DFS identified a large number of *Create/Approve* users and SCS identified a large number of *Report/Inquiry* users
- ▶ Strategies anticipated include:
 - Cross-agency support / collaboration
 - Knowledge Center / Project-provided materials
 - Agency-developed job aids
 - Agency-led meetings / learning opportunities
 - Train SMEs / Supervisors then train end users
 - Peer-to-peer mentoring
 - Hands-on in UAT environment



Training Activities

Agency Provided

Observations from Agency Training Plan Updates

- ▶ Agencies were tasked with updating their Training Plan
- ▶ Two agencies have not submitted; and two submitted but were deemed incomplete, one of which remains to be resubmitted
- ▶ Areas needing improvement:
 - Lacks specificity (e.g., who, what, when)
 - Missing Tracking and Measurement
 - Information not refreshed from prior version, as evidenced by the inclusion of RW Tasks that have been removed.
- ▶ Good content:
 - UAT / Testing Participants Identified
 - Plan acknowledged / signed by various levels of leadership
 - Success Criteria identified for various Phases of training
 - Learning support strategy that included multiple layers of the organization



ROAD TO GO-LIVE



Road to Go-Live

What's Up Next?

- ▶ Agencies should be preparing for and testing all downstream processes and downstream system integrations
- ▶ Agencies should be maintaining their configuration workbooks as new COA values are created in FLAIR, as agency needs change and as the agency identifies needed changes during UAT
 - These will continue to be used through go-live, including all four Dry Runs
- ▶ Agency Readiness Certification #3 is Due July 10th
- ▶ Dry Run 2 Readiness
 - CMS and FLAIR snapshots will be taken on 7/2 after all 6/30 processing is complete
 - This will be the snapshot to *reconcile* back to FLAIR
 - Keys for agencies:
 - Resolve Dry Run 1 errors
 - Ensure all transactions are accurately posted in Departmental FLAIR and in balance
 - Update and resolve errors in agency configuration workbooks (closed)
- ▶ August 8 – 23:
 - UAT refresh using Dry Run 2 data applied
 - UAT environment not be available for testing while the UAT refresh occurs
 - PeopleTools Upgrade applied
 - All prior agency test transactions will be wiped
 - All Separation of Duties (SOD) conflicts must be resolved for user roles



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