

FloridaP^{ALM}

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

AUGUST 26, 2026



ADMINISTRATIVE

JULIAN GOTREAU



Administrative Budget

FY 2026-2027 Spend Plan Summary as of August 21, 2026

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	\$10,172,295	\$7,894,615	\$11,611,760	\$3,717,145
SSI Implementation Services	\$4,957,400	\$3,346,333		
Facilities and Maintenance	\$69,282	\$69,282		
Production Support	\$2,051,924	\$2,051,924		
Additional Facilities	\$40,720	\$20,360		
Production Support Administration	\$6,521	\$6,023		
Oracle Software and Maintenance	\$486,299	\$464,127		
Project Administration	\$81,896	\$65,979		
Florida PALM-UAT	\$1,210,832	\$1,062,032		
ERP Support Services	\$950,693	\$594,227		
QA Support Services	\$316,728	\$214,328		
Data Processing Services	\$0	\$0	\$0	\$0
Contingency	\$0	\$0	\$0	\$0
Salaries & Benefits	\$2,000,846	\$893,894	\$11,825,712	\$10,931,818
HR Transfer and Risk Management Insurance	\$21,474	\$6,902	\$42,181	\$35,279
Total:	\$12,194,615	\$8,795,411	\$23,479,653	\$14,684,242

Administrative Schedule

5

SG4 – Agency Readiness		November 18, 2026
Agency Readiness Certifications have been received		
Critical Path Item	Trend	Status (Due Date)
I-WP110 – Training Build	●	In Progress (10/01/2026)
UAT Complete	●	In Progress (11/06/2026)
Agency Readiness Certification 4	●	Future Task (11/06/2026)

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

Status as of 08/21/2026



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 08/21/2026



Administrative

Charter and PMP Updates

- ▶ Alignment with this year's Proviso and other minor administrative updates
- ▶ ESC and Project Charters
 - Updated references to agency reporting frequency to monthly from bi-monthly
 - Updated org charts to include the Cutover and Deployment Architect
- ▶ Project Management Plan
 - Updated references to Project reporting frequency to monthly from bi-monthly
 - Updated project org chart to include Cutover and Deployment Architect



Administrative Risks and Issues

- ▶ Three open Issues
 - Issue 39 – Performance Issues Related to Processing the FRS Retiree Payroll File
 - Issue 40 – Interface Abends Causing Batch Disruptions - *new*
 - Issue 41 – Carry Forward Receipt Transaction-Process Functionality Gaps - *new*
- ▶ Five open risks with a score of 6 or greater
 - One with a score of 6
 - Risk 5 – Timing and efficiency of information sharing – *Increasing*
 - Four with a score of 9
 - Risk 1 – Insufficient staffing, delays in onboarding, or the loss of critical personnel – *Increasing*
 - Risk 2 – External stakeholders and agencies expectations – *Increasing*
 - Risk 4 – Agency engagement – *Increasing*
 - Risk 14 – UAT Exit Criteria for Florida PALM – *Increasing*



[Open Issues Log](#)
[Open Risks Log](#)

Administrative

Issue 42 – Completion of Training Materials

- ▶ An Issue has been logged to provide transparency into the current status and Action Plan for getting Training out to the agency end users
- ▶ Key Elements of the Action Plan include:
 - Providing a Florida PALM Fundamentals in-person session in early October to kick start the end user learning experience – This will also be provided for virtual playback
 - Publishing online training materials in waves, focusing on the largest user groups first
 - Publishing End User Manual (EUM) content for business processes, supplementing the existing Process Step content that provides activity level “How Tos”
- ▶ We are also publishing a Training Resources page on the Knowledge Center to provide a comprehensive view of the available learning resources



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Issue 42 – Completion of Training Materials

The screenshot shows the Knowledge Center website interface. The top navigation bar includes the Knowledge Center logo, 'Florida PALM', 'Glossary', and a user profile icon labeled 'AR'. The breadcrumb trail indicates the path: Home > Documentation > Training Resources. A search bar is located on the left side of the main content area. The left sidebar contains a 'Favorites' section and a list of categories: Getting Started, User Acceptance Testing Materials, Cutover and Deployment, Training Resources (expanded), Draft Articles, Business Processes, Data, Reports Catalog, Interface Catalog, Conversion Catalog, Workflow Catalog, Private - KC Team Only, and Florida PALM End User Manual. The 'Key Aspects of Training on Florida PALM' article is selected under Training Resources. The article title is 'Key Aspects of Training on Florida PALM'. Below the title is a summary: 'This article provides an overview of key aspects of the creation and support of the learning journey of the Florida PALM end users.' The main body of the article discusses training development and delivery, mentioning methodologies like Web-based Training (WBT), written materials, and instructor-led training (ILT) or instructor-facilitated training (IFT). It also mentions the role of agencies in supporting end user learning. The article is divided into sections: 'Who needs to participate in training?' and 'Where can an end user learn about their assigned role?'. The footer of the article mentions 'Powered by DOCUMENT360'.

- ▶ Who needs to participate in training?
- ▶ Where can an end user learn more about their assigned roles?
- ▶ Where does learning start?
- ▶ What is the Project-provided training and when will it be available?
- ▶ What is the Agency's role in supporting the end users' learning journey?
- ▶ How will we measure completion and overall training satisfaction?

Administrative

Issue 42 – Completion of Training Materials

Home > Documentation > Training Resources

Project-Provided Training Materials and Learning Opportunities

[EDIT ARTICLE](#)    

This article describes the many resources available to an end user to learn about Florida PALM.

Prerequisites

 **Where to find them in the Knowledge Center:** User Acceptance Testing Materials > [UAT Prerequisites](#)

These fifteen (15) interactive, online trainings, released before the start of UAT, provide a foundation and overview of working in Florida PALM and of each of the Business Process Groupings (BPGs). The materials, published to the [People First Learning Management System \(LMS\)](#), have already been viewed thousands of times by UAT testers and future end users. These online learnings will continue to be a resource for new end users as we move towards Go Live.

UAT In-Person Session Materials

To support agency testers, the Project conducted a series of in-person sessions to provide walkthrough of key processes across all BPGs. The first were Kick-Off meetings: one for all invited in-person attendees, and the other for those that support the testers (SAMs, IdP SMEs, UAT Coordinators). The balance were weeks of single and multi-day sessions curated for agencies based on how they process payroll (monthly or biweekly).

 **Where to find them in the Knowledge Center:** The recordings and presentations for these sessions are all published on the [UAT Communication](#) page.

The key materials that supported the agency testers during UAT have been Process Steps, which are articles that provide step-by-step instructions for each Activity that end user roles perform in Florida PALM. There are also articles that provide supplemental learning for each BPG, which are called "Complement Your Knowledge", as well as general information articles (subjects that cross BPGs) called "Working in Florida PALM".

 **Where to find them in the Knowledge Center:** User Acceptance Testing Materials > [Process Steps](#)

Web-Based Training (WBT)

- ▶ Prerequisites
- ▶ UAT In-Person Session Materials
- ▶ Web-Based Training (WBT)
 - When will the WBT be available?
- ▶ End User Manual (EUM)
 - What's already available?
 - What else will be provided in the EUM and when?
- ▶ In-Person Training
- ▶ Project Team Support



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Issue 42 – Completion of Training Materials

WBT Delivery Timeline		
Planned Completion Date	Business Process Grouping	Approximate % of Total Users*
October 2	Disbursements Management Inter/IntraUnit Management	42%
October 16	Payroll Management	6%
October 30	Account Management and Financial Reporting Budget Management and Cash Control Accounts Receivable Revenue Accounting Contracts Management Grants Management Project Management	27%
November 6	Asset Accounting and Management Managing Month-End Closing	7%
November 30	Banking** Reporting in Florida PALM	11%

*Balance are DW/BI Authors

**Functionality implemented in CMS Wave

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Issue 42 – Completion of Training Materials

- ▶ What is WBT?
 - End users are assigned roles in Florida PALM, each role is tied to an Activity, and each Activity is tied to a Topic in the Topics and Activities List (TAL)
 - Each WBT “program” represents a collection of one or more Topics called Subject Areas
 - There are 38 Subject Areas identified, but not all will get a WBT – some will have job aids or only demo videos that are needed to support effective end-user learning
- ▶ What are key elements of a WBT?
 - Each WBT will include a read it, watch it, and do it component
 - There will be “let’s see what you remember” quiz-lets throughout, with a final Knowledge Check at the end
- ▶ How will we track progress?
 - WBTs will be published in People First LMS, where each users’ completion is tracked
 - Agencies will report the progress from through their Monthly Progress Reports



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Issue 42 – Completion of Training Materials

► Read It!

The user will interact with the online learning tool to read or hear narration of the Topic or Activity

The screenshot displays the Florida PALM training interface. On the left is a dark sidebar with the title 'Processing Vouchers' and a progress bar indicating '13% COMPLETE'. The sidebar lists several topics: 'START HERE' (checked), 'Topic Overview', 'ENTERING A VOUCHER MANUALLY' (expanded), 'Read it - Entering a Voucher Manually' (selected), 'Watch It - Entering a Voucher Manually', 'Do it - Entering a Voucher Manually', and 'USING THE INBOUND VOUCHER SPREADSHEET UPLOAD'. The main content area has a dark header with '↑ 1 of 8 — Topic Overview'. Below this is a large section titled 'Read it - Entering a Voucher Manually' with the subtitle 'LESSON 2 OF 8'. The main content area is titled 'Introduction' and contains the following text: 'In this lesson, you will read about the process for Entering a Voucher Manually in Florida PALM. You will learn about the roles responsible for this activity, the important considerations to keep in mind before and during voucher entry, and the common errors and exceptions you may encounter along the way. By the end of this lesson, you will gain foundational knowledge and build upon it in the Watch It and Do It lessons that follow.'

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Issue 42 – Completion of Training Materials

► Watch It!

The user will watch a demonstration of completing the process within Florida PALM

The screenshot displays the Florida PALM training interface. On the left is a dark sidebar with a 'Processing Vouchers' section showing '25% COMPLETE'. Below this is a 'START HERE' button and a 'Topic Overview' list. The 'ENTERING A VOUCHER MANUALLY' topic is expanded, showing a list of steps: 'Read It - Entering a Voucher Manually' (checked), 'Watch It - Entering a Voucher Manually' (selected), 'Do it - Entering a Voucher Manually', 'USE THE INBOUND VOUCHER SPREADSHEET UPLOAD', 'Read It - Using the Inbound Voucher Spreadsheet Upload', 'Watch It - Using the Inbound Voucher Spreadsheet Upload', 'Do it - Using the Inbound Voucher Spreadsheet Upload', and 'Recap'. The main content area has a dark header with the title 'Watch It - Entering a Voucher Manually' and 'LESSON 3 OF 8'. Below the header is an 'Introduction' section with text explaining the lesson's purpose. This is followed by a 'Demo: Creating a Regular Voucher' section, which contains a large video player with the title 'CREATING A VOUCHER – ONLINE MANUALLY' and a play button icon.

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Issue 42 – Completion of Training Materials

16

► Do It!

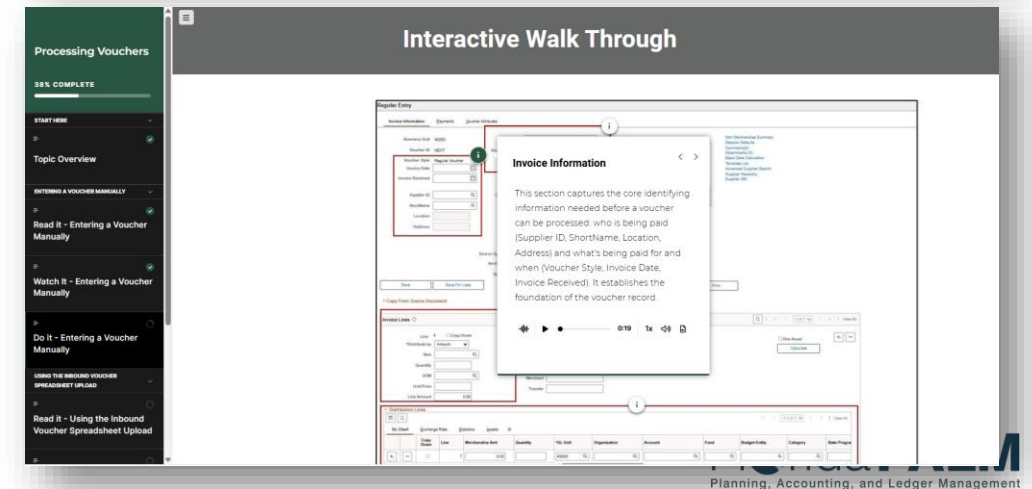
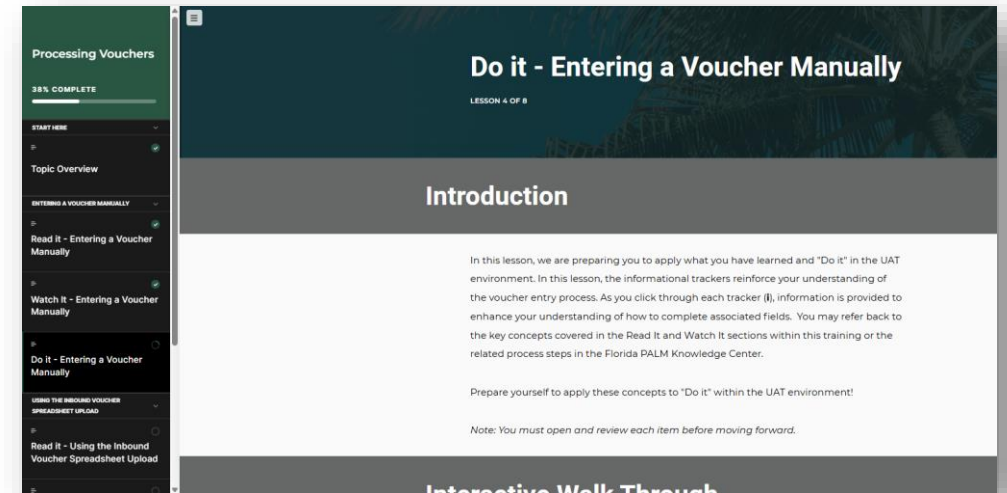
The user will click, step by step, on each of the numbered boxes to read or hear narration of each of the items within the page

► Practice in UAT Environment

Following completion of the WBT, should go into the UAT environment and complete the steps

Why does practice matter?:

- Reduces user anxiety to “try it” before Go Live
- Allows users to confirm they have the appropriate user access / roles
- Allows the users to become familiar with their agency code values



Planning, Accounting, and Ledger Management

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 July: High
- ▶ Trends Florida PALM IV&V is monitoring in August:
 - Remaining agency testing progress needed to complete User Story activities – increases risk of undiscovered defects.
 - Remaining end users not yet exposed to Florida PALM – limits ability to prepare for Go-Live.
 - Backlog and aging of system stability tickets – system stability is not yet sustained.
 - Performance of batch processing and Interface files – system readiness for production has not yet been demonstrated by Florida PALM Project Team.
 - Florida PALM Project delayed tasks for training materials and end user documentation – reduces effectiveness of agency training and user adoption.

IV&V Update

Agency Testing and Readiness

- ▶ Finding 35 – Limited agency-reported execution of Test Cases for All Agency UAT:
 - 50% of planned UAT activities have been completed with approx. 60% of UAT transpired.
 - Lowest recorded UAT testing volume to date in July, testing activity declined 19%.
 - With 2.5 months left in UAT, fewer opportunities remain to identify, resolve, and retest issues.
 - Increased testing efforts are needed, and remaining UAT activities should focus first on system stability, then operational readiness.
- ▶ Finding 36 – Agencies' phased approach to testing has end-users not exposed to Florida PALM until July or August:
 - Number of new end user logins increased, but overall time spent in the system per user declined, users are gaining access but are not yet engaging at the level needed to validate readiness.
 - Projected completion of prerequisite training has shifted to mid-September for provisioned users and early October for all users.
 - Many end users are not expected to be fully trained until shortly before end of UAT.
 - Delayed training may limit users' ability to effectively prepare for Go-Live.

IV&V Update

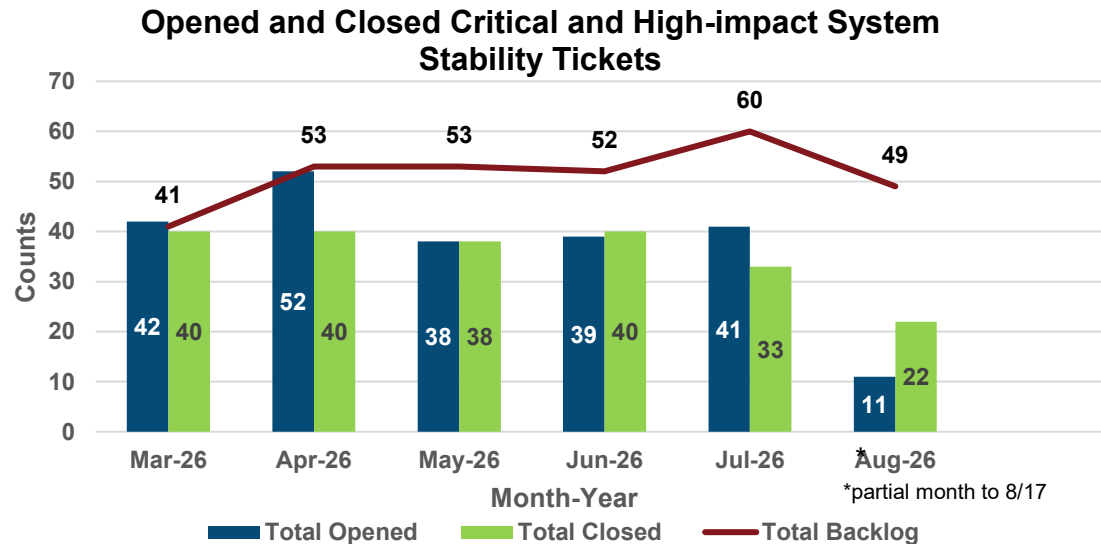
Florida PALM Testing

- ▶ Finding 39 – Performance Testing Segment I may not be completed by the targeted finish date of 7/10/26:
 - Segment I execution is complete, but key exit criteria and approvals remain outstanding.
 - Segment II execution has begun for tasks that are not dependent on resolution of Segment I issues.
 - Infrastructure tuning and performance optimization efforts remain in progress, including ESS capacity validation.
- ▶ Finding 40 – Batch processing of high-volume files may not meet operational needs:
 - High-volume batch testing remains incomplete, and some Interfaces are not meeting expected processing timelines.
 - End-to-end batch cycle performance has not been fully validated due to outstanding dependencies.
- ▶ Cannot yet confirm that critical batch processing will perform as expected in production, and system readiness for production-scale usage has not yet been fully demonstrated.



IV&V Update

Florida PALM Testing



Impact	System Stability Ticket Backlog Aging						Total
	0-5 Days	6-10 Days	11-15 Days	16-30 Days	31-60 Days	>60 Days	
Critical	1	0	0	0	0	0	1
High	3	1	5	7	19	13	48
Medium	41	26	39	80	77	97	360
Total	45	27	44	87	96	110	409

System Stability Tickets:

- Code-related defects account for the largest share (39%) of open backlog, may impact system stability and performance.
- 32 High-impact tickets have remained open for more than 30 days.
- Design-related tickets may require additional regression testing once changes are implemented.
- Remediation efforts could increase testing demand and affect readiness timelines.
- Continued ticket generation and aging indicate stability improvements are still maturing – while issues are being addressed, sustained improvement has not yet been demonstrated.

IV&V Update

Agency Data, Conversion, and Interfaces

- ▶ Conversion errors declined 13% between Dry Run 1 and Dry Run 2:
 - Data quality is improving, with remaining remediation efforts concentrated primarily in Assets, General Ledger, and Open Encumbrances.
 - Results were provided to agencies to begin data review and remediation activities as soon as tasks were completed.
 - Final errors released to agencies week of 8/10, with RW Task due on 8/21.
 - Prior agency data cleansing efforts indicate that cleansing of Dry Run 2 data can be completed on time.
- ▶ Finding 33 – Decline in execution of Agency Interface Tests for Interface Testing Cycle 2:
 - 2 Outbound and 6 Inbound Interfaces across 4 Agencies have not yet completed Cycle 2.
 - 6 are new Interface connections requested in June or July (mainly for physical asset inventory).
 - Testing for new connections will be conducted in UAT environment, but remaining Outbound Interfaces are at risk of not going live with Florida PALM.

IV&V Update

Agency Data, Conversion, and Interfaces

- ▶ Interface Testing Cycle 3:
 - Agencies were expected to have tested all Cycle 3 Interfaces at least once prior to data refresh.
 - 94% have been executed, with most Interfaces tested multiple times.
 - Continued progress of Cycle 3 testing and low volume of tickets indicate validation of Interfaces can be completed by end of UAT.
- ▶ Finding 38 – Volume of Interface Tests for Cycle 3, where performance was marked as Inadequate, closed in July.
 - 93% of tested Interfaces received a rating of Satisfactory or Above Expectations.

FLORIDA DIGITAL SERVICE MONTHLY STATUS REPORT

WARREN SPONHOLTZ



Florida Digital Service Monthly Status Report

Overall July Monthly Assessment

- ▶ Florida PALM remains high risk, due to:
 - Increasing number of delayed tasks
 - Delayed Performance Testing deliverable and Dry Run 2 completion
 - \$2.02 million (32%) underspent for FY 2026-2027
 - Outstanding risks related to UAT, interface testing, and resolution of SIRs



Florida Digital Service Monthly Status Report

Risk Drivers and Impacts

- ▶ Schedule and execution
- ▶ Testing and system performance
- ▶ Agency readiness and UAT
- ▶ Cross-agency dependencies



Florida Digital Service Monthly Status Report

Recommendations for Risk Mitigation

- ▶ Critical testing and barrier resolution
- ▶ UAT and agency readiness
- ▶ Quantitative agency readiness criteria
- ▶ Cross-agency and enterprise dependency management



UAT ENGAGEMENT PLANS

JIMMY COX



UAT Engagement Plans

- ▶ Pursuant to Section 249 of the General Appropriations Act for 2026:
 - *“The executive director (Agency Sponsor) of 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.”*
- ▶ On July 9, the Project shared a [UAT Engagement Plan Template](#) with Agency Sponsors
- ▶ We received 28 Plans, which are all published on the [Testing](#) page of the Florida PALM website

TESTING UPDATES

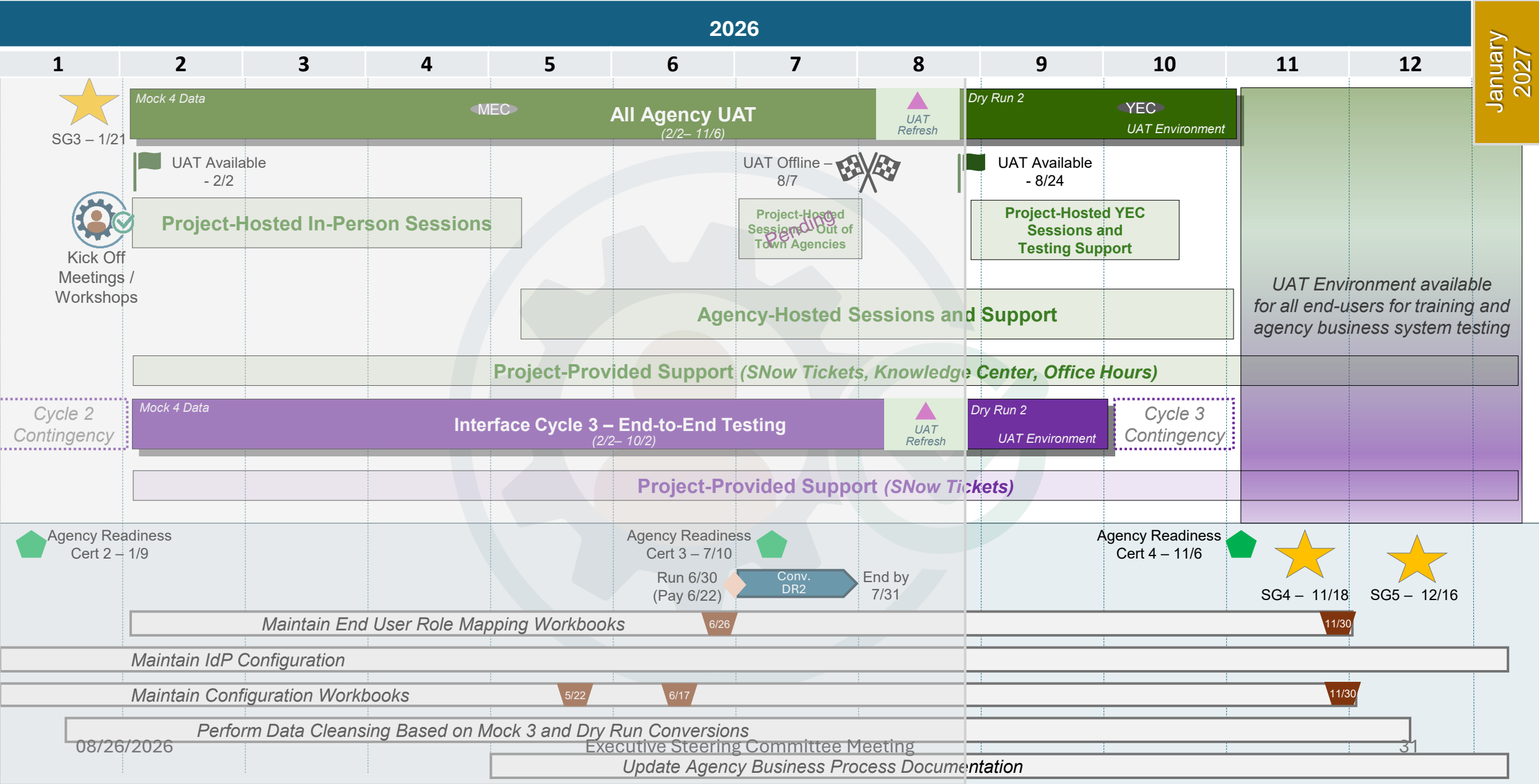
JIMMY COX,
ANGIE ROBERTSON, STACEY MORTON



User Acceptance Testing (UAT) Timeline

July 20, 2026

End User and ABS Testing



Testing Updates

User Acceptance Testing

- ▶ “After the Refresh” data reminders
 - Data was updated with Dry Run 2 Data, which is data as of June 30, 2026
 - July encumbrances were loaded in UAT to support additional testing
 - Detailed information was provided to agencies to support their reconciliation of their General Ledger Balances at the restart of UAT. The information was also discussed in Thursday Task Talk and advisory council, to support agency reconciliations.
 - All transactions (e.g., vouchers, encumbrances, allotments, etc.) processed in UAT (online, spreadsheet uploads and interface files) were wiped out as part of the refresh, providing agencies a clean starting point after the UAT refresh
 - Agencies should create and post their budgetary allotments for both FY 25/26 and 26/27. Until this happens agencies schedule of allotment balance report will not be accurate.

Testing Updates

User Acceptance Testing

- ▶ “After the Refresh” agency expected activities
 - Expose remaining end-users to the Florida PALM UAT environment and resources in the Knowledge Center – Refer to email sent on Monday for additional reminders and recommendations on exposing new users to UAT
 - Complete testing agency business processes in both Florida PALM and in Agency Business Systems; where possible in other enterprise systems
 - Complete Cycle 3 interface testing
 - Where possible, conduct end-to-end process testing
 - We know this is not fully possible in multiple test environments
 - Start shifting ownership of agency activities from contracted staff to agency staff, to ensure readiness of your data, people, process and business systems



Testing Updates

User Acceptance Testing

- ▶ “After the Refresh” final reminders
 - Interface testing cycle 3 (final cycle) ends on October 2, 2026. This is not the date to start testing scenarios, this is the date to conclude all testing
 - Less than 11 weeks of UAT left; UAT officially ends on November 6, 2026, all testers need to be in the system as soon as possible
 - Agencies final readiness certifications are also due November 6, 2026, and are highly driven by your agency’s ability to test and ready your data, people, processes and agency business systems
 - UAT environment will continue to be available through go-live for training purposes only



Testing Updates

User Acceptance Testing

- ▶ Year-End UAT sessions covering **Financial Reporting** (August 26-27) and **Carry Forward** (August 31-September 3) topics hosted by the Project Team
- ▶ Remaining process steps are published to the Knowledge Center
- ▶ Materials and videos / recordings will be published on the Knowledge Center after the sessions



Testing Updates

Performance Testing

- ▶ Performance Testing activities consist of two testing initiatives:
 - Segment I – Establishes the initial performance baseline
 - Segment II – Verifies the designated transactions, reports and batch jobs perform at expected levels

Segment I Status	Segment II Status
• Status: Completed ○ Completed Segment I testing end of July ○ Testing was conducted on PeopleTools 8.61 platform ○ Conducted 7 cycles of testing across 45 test scripts ○ Recommendations from Segment I will be addressed during Segment II testing	• Status: In Progress ○ Conducted Segment II kick-off meeting ○ Segment II targeted to complete end of October ○ Performance Testing environments have been established on PeopleTools 8.62 platform ○ Conducting 7 cycles of testing to include additional interface testing not executed during Segment I

Testing Updates

Penetration Testing

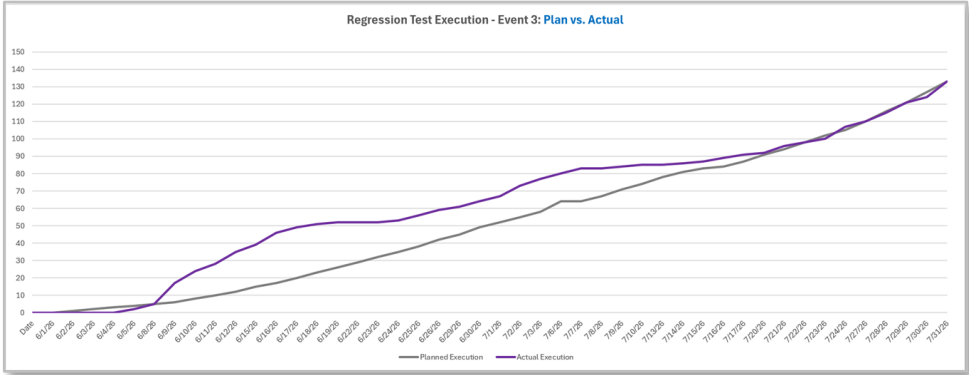
- ▶ Penetration (PEN) testing consists of two cycles of Web application and Infrastructure testing:
 - Cycle 1 – targeted to complete September 21 (In Progress)
 - Cycle 2 – targeted to complete October 30 (Not Started, per plan)
- ▶ The start of PEN testing was delayed – began August 4 vs. planned start date of July 7:
 - Transition to execute testing in an alternate environment as Dry Run environment activities were still in progress
 - Resource impacts
 - Execution is expected to complete on track

Testing Updates

Regression Testing

- ▶ Regression Test Summary Status:
 - Regression Testing Event 3 completed on schedule July 31
 - Completed execution of 133 test scripts; 125 passed, 8 failed
 - 5 tickets (4 medium / 1 low) are pending resolution
- ▶ Test Metrics (Cumulative):

Regression Testing - Event 3	Count	% Against Total	% Against Executed to Date
Original Total Number of Scripts	156	-	-
New Total Number of Scripts	133	-	-
Planned to Date	133	100%	-
Executed to Date	133	100%	-
Pass Rate	125	94%	94%
Fail Rate	8	6%	6%



Testing Activities

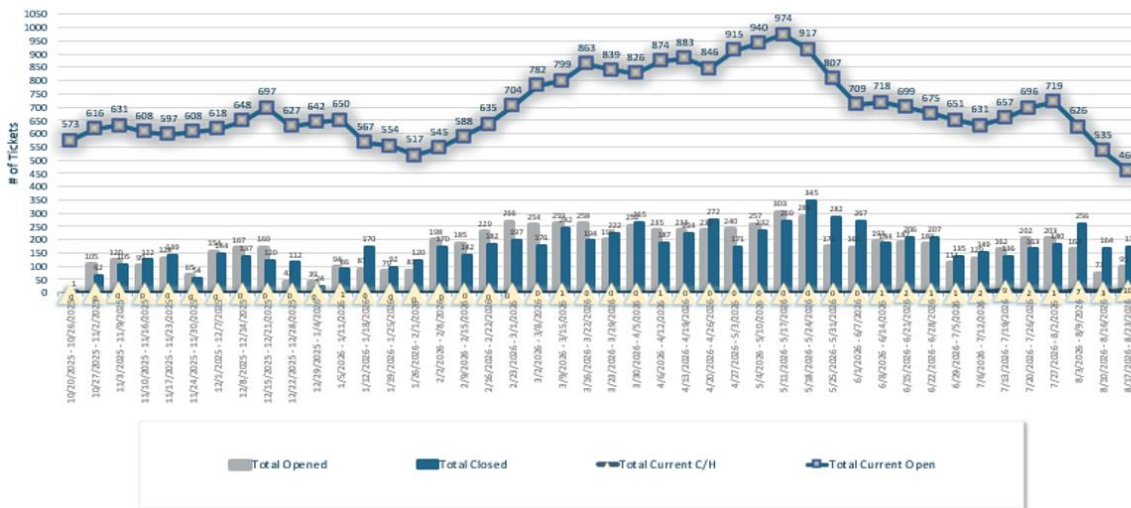
All Testing Services

All Tickets Status

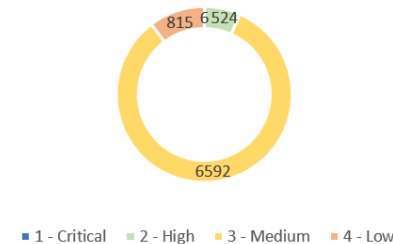
(as of 8/23/2026)



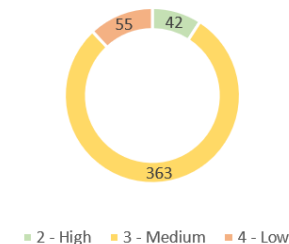
All Tickets: Open vs. Closed



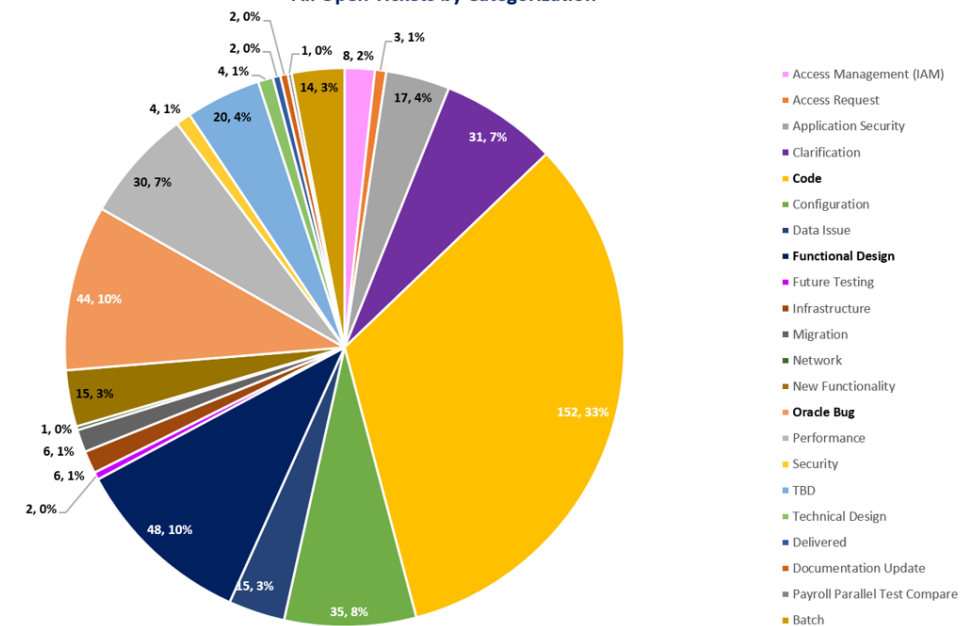
All Tickets by Priority



All Open Tickets by Priority



All Open Tickets by Categorization

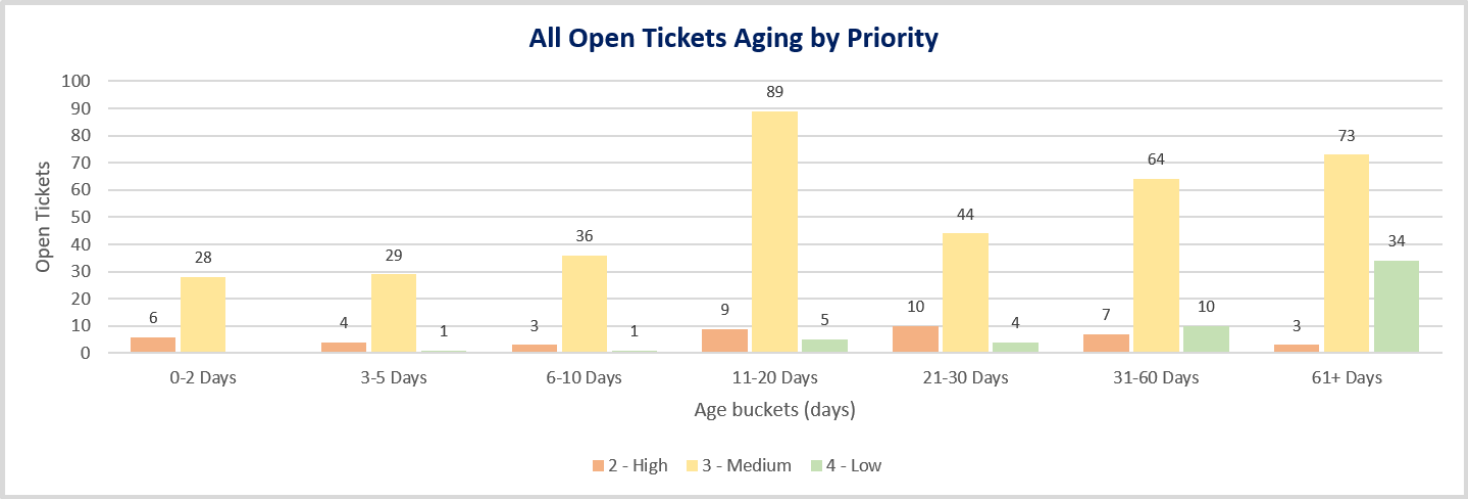


Testing Activities

All Testing Services

All Tickets Aging Status

(as of 8/23/2026)



- UAT Tickets are triaged and prioritized for resolution, as appropriate
- High tickets aging 31 days or more align to the following categorizations:
 - Code fixes
 - Data issues
 - Functional Design updates

READINESS UPDATE

NIKKI KLEIN



Readiness Update

Current Activities

- ▶ Tasks in preparation of Dry Run 3 closed on Friday, August 21
 - Configuration and Conversion workbooks
 - Agency Data Cleansing
- ▶ August Monthly Progress Reporting
 - UAT Proviso Requirements Questionnaire – Agencies identify the individuals responsible for completing activities in UAT to confirm the Proviso Requirements
 - Agencies will begin providing status of completion in September
- ▶ Deployment Planning and Cutover Checklist is due September 11
- ▶ Creation of Agency-Specific Learning Materials and updates to Agency Business Process Documentation is due October 30



Readiness Update

Certification #4 – Biweekly Pulse Checks

- ▶ Final Readiness Certification is due November 6, prior to ESC Stage Gate 4 – Agency Readiness decision
- ▶ The Project is requesting Agency Sponsors to complete a pulse check on a biweekly cadence

Readiness Certification 4 - Pulse Check					
Critical Operational Element	Readiness Criteria	1 - Confidence Level in Meeting Criteria	1 - Basis/reason for selected Confidence Level?	1 - How will you meet or actions taken to meet?	1 - What roadblocks are you facing?
People	At least 25% of end users have completed Project-provided training, and the agency has a documented plan to complete remaining training before the end of January 2027.				
People	All agency-led training sessions have been scheduled and sessions have begun.				
People	End users have practiced or will practice completing job functions in UAT before go-live.				
People	End users have tested and validated end user roles.				
People	All impacted stakeholders are aware of go-live.				
People	Agency is tracking user and role changes in UAT since the UAT Refresh, has a plan for a final submission of complete and error-free role mapping before go-live and has a plan to track user or role changes until cutover.				

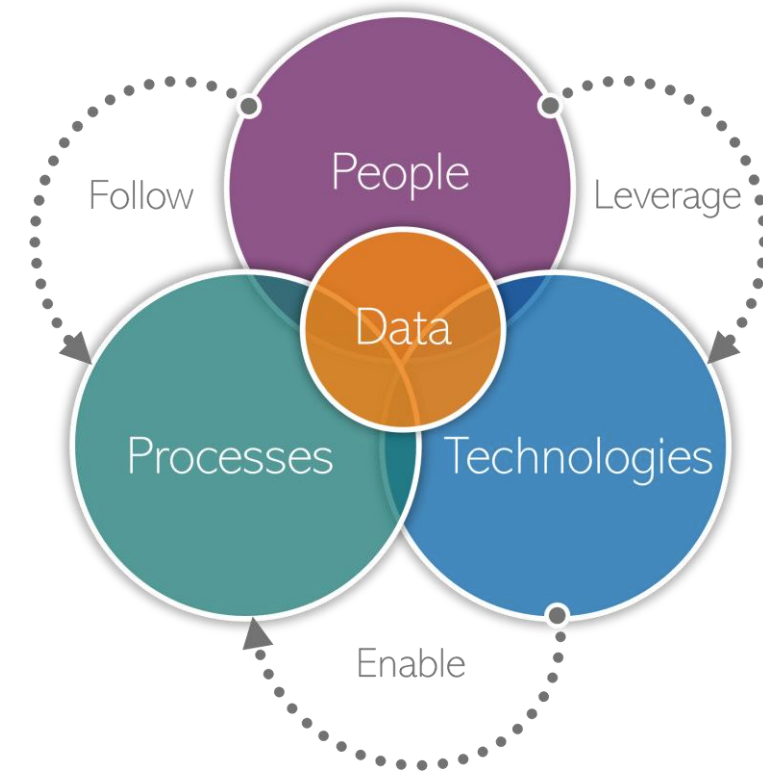
Table 1: Pulse Check Schedule

Pulse Check #	Release Date	Due Date
1	Tuesday, August 18	Monday, August 31
2	Tuesday, September 1	Monday, September 14
3	Tuesday, September 15	Monday, September 28
4	Tuesday, September 29	Monday, October 12
5	Tuesday, October 13	Monday, October 26

Readiness Update

Certification #4 – Biweekly Pulse Checks

- ▶ Virtual Agency Sponsor Touchpoint held on August 20
- ▶ Responses can help agencies understand readiness gaps and prioritize activities for the remaining months of UAT and in preparation for go-live
- ▶ Sponsors are asked to provide confidence levels for achieving each of the 18 Readiness Criteria
- ▶ The Project will:
 - Share responses with ESC
 - Use to guide discussions in agency touchpoints in September and October

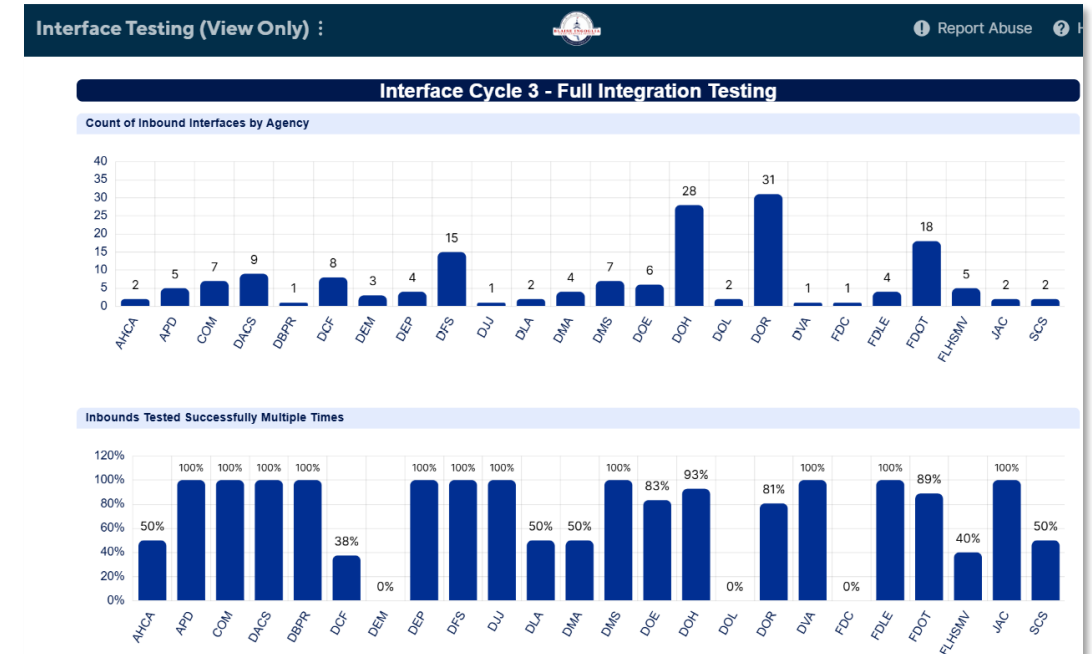
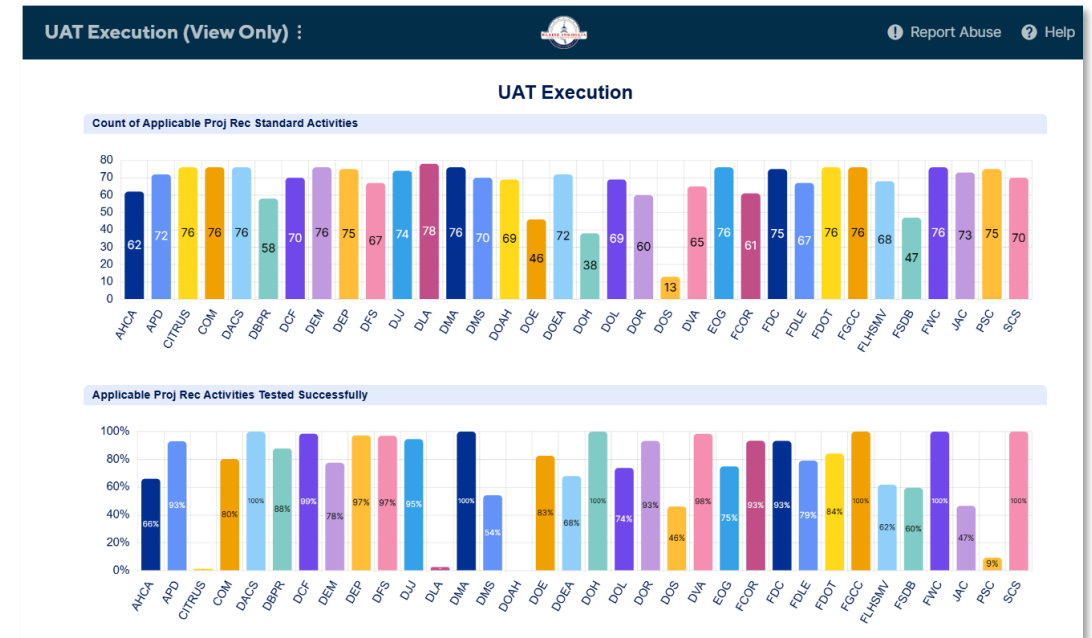


Agency Readiness Certification Criteria

Readiness Update

Agency Reporting Data

- ▶ New dashboards published to the [Agency Reporting](#) webpage, data is pulled from Agency Monthly Progress Reports
 - Live data representing Interface Testing, User Story Testing, Role Mapping Counts, UAT Prerequisite Training Completion
 - Static data displayed for Risks and Issues from previous month reporting



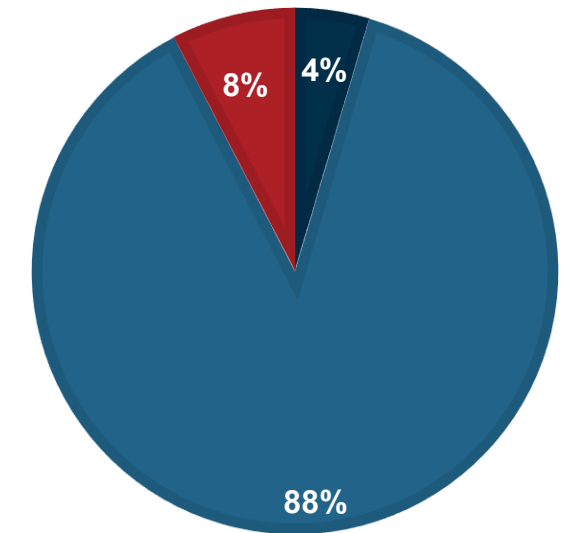
Readiness Update

July Monthly Progress Reports – Cycle 3 Testing

- ▶ 27 out of 29 agencies reported Cycle 3 Progress (+2 from last month)
 - DOAH and JAC reported no testing in July
 - 22 out of 25 agencies testing inbound interfaces (+5 from last month)
 - 25 out of 28 agencies testing outbound interfaces (no change)
- ▶ Performance Outcome
 - 9 agencies reported inadequate outcome for 40 interfaces
 - 5 indicated UAT Tickets were logged
 - 17 indicated the file loaded to agency business system staging tables

Interface Testing Performance Outcome

■ Above Expectation ■ Satisfactory ■ Inadequate



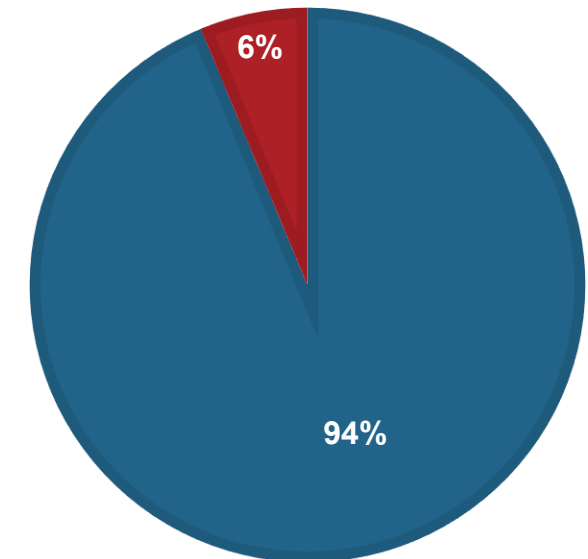
Readiness Update

July Monthly Progress Reports – User Story Testing

- ▶ 32 out of 35 agencies reported testing (+2 agencies from last month)
 - 3 Agencies reporting no testing in June
 - DOAH*, FGCC, FSDB
 - (**Agencies that have reported no testing to date*)
 - 10 agencies reported fewer than 50 tests
 - 2 agencies reported more than 500 tests
- ▶ Overall Performance Outcome
 - Satisfactory – 30 agencies
 - Inadequate – 2 agencies (Citrus and PSC)
 - First month Citrus has tested, issue with Budget Allotment Spreadsheet Upload (only activity tested)
 - PSC – IU activities, no comments provided

User Story – Overall Performance Outcome

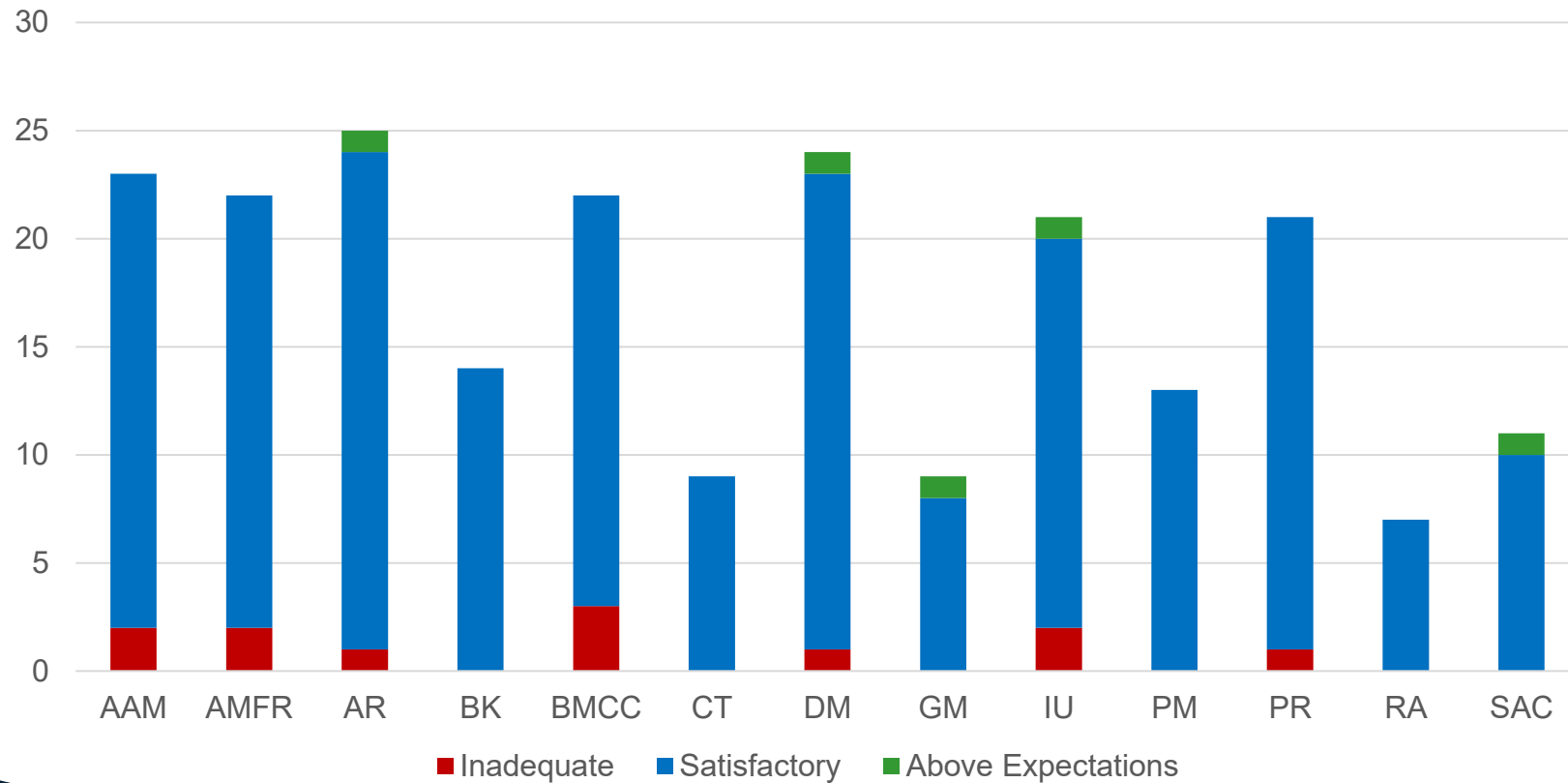
■ Above Expectation ■ Satisfactory ■ Inadequate



Readiness Update

July Monthly Progress Reports – User Story Testing

User Story Results by BPG – July 2026

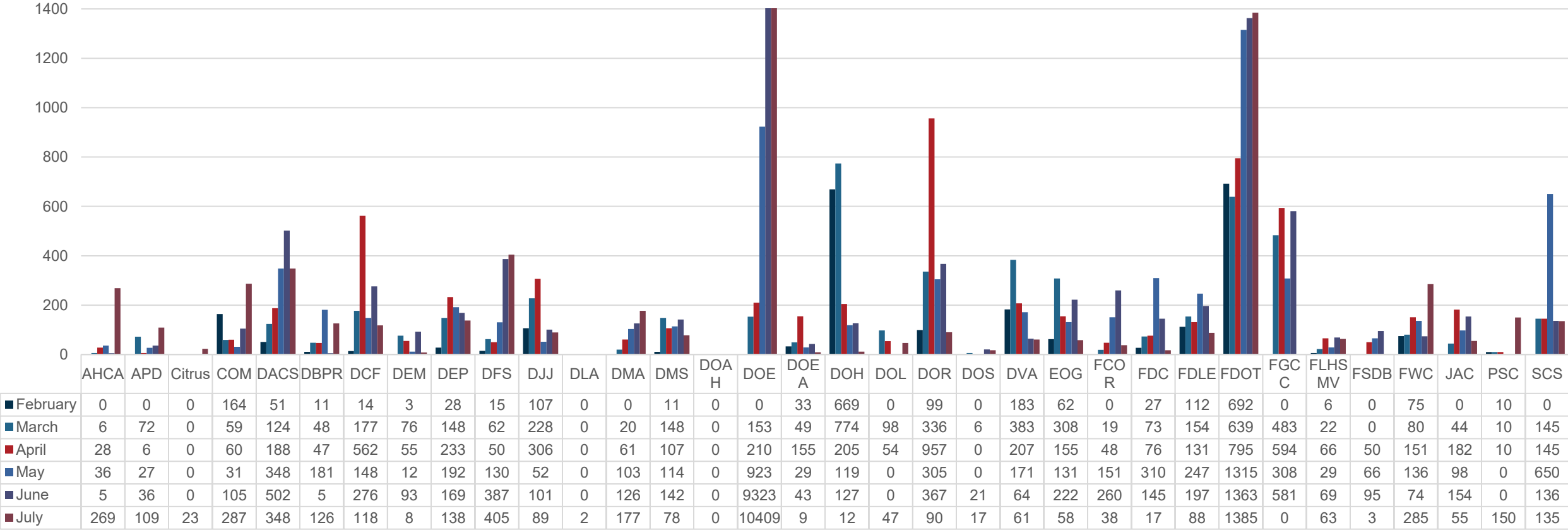


- ▶ This chart shows the agency-reported performance outcomes by BPG
- ▶ AAM, AMFR, BMCC, AR and DM had the greatest number of agencies reporting test results – 22+ agencies
- ▶ BK, CT, GM, PM, RA, and SAC had all positive testing
 - no agencies reporting “inadequate” results

Readiness Update

July Monthly Progress Reports – User Story Testing

Reported User Story Testing by Agency by Month*



*DOE reported 9,000+ tests in June and July



NEXT MEETING

SEPTEMBER 23, 2026
FIRST DISTRICT COURT OF APPEAL



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