

Florida PALM

Planning, Accounting, and Ledger Management



ADVISORY COUNCIL MEETING

DECEMBER 17, 2025



FloridaPALM
Planning, Accounting, and Ledger Management

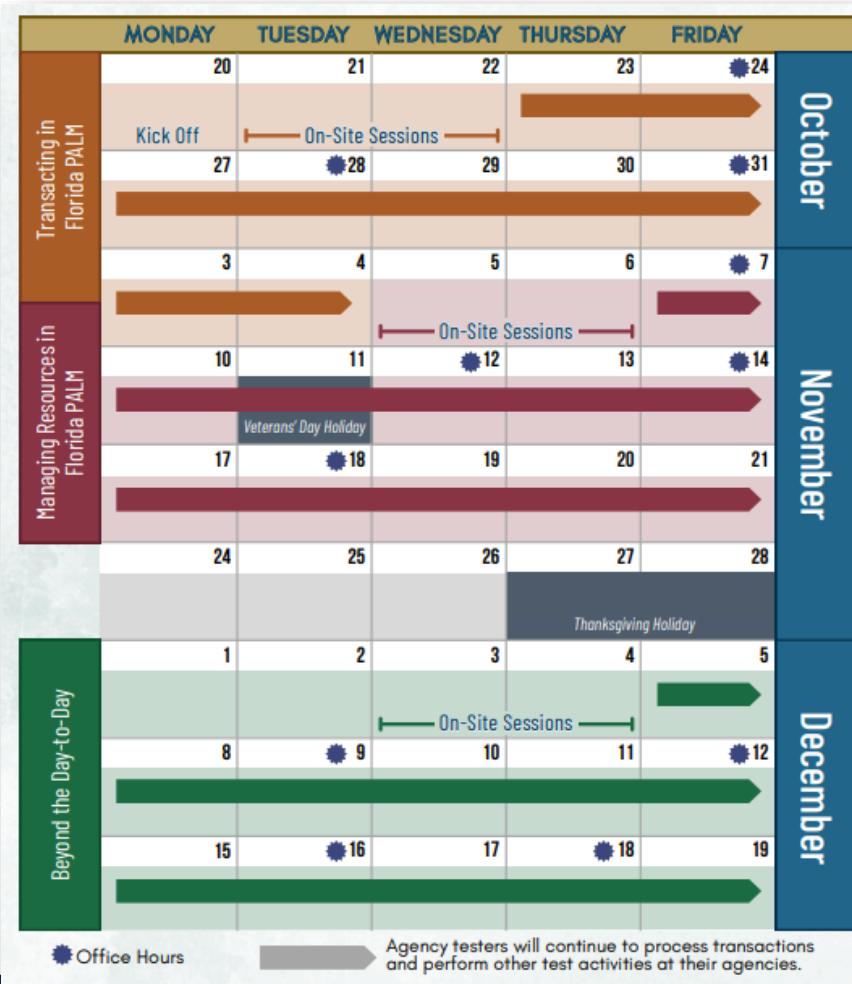
USER ACCEPTANCE TESTING (UAT)

JIMMY COX

ANGIE ROBERTSON



Pre-UAT



- ▶ Completed all in-person sessions
 - ▶ 10/21 & 10/22, 11/5, 11/6, 12/3, & 12/4
- ▶ 12/3 & 12/4 topics included:
 - ▶ Module to GL reconciliations
 - ▶ Error research / resolution
 - ▶ Common Tickets & questions
- ▶ One last Office Hour tomorrow (12/18)
- ▶ Access to the UAT Environment and testing will conclude on December 19



All Agency UAT

How should agencies be preparing?



People

- Mapping roles for initial UAT load
Due 12/19
- Completing UAT Prerequisite Training
- Engaging Organizational Change Management techniques

Processes

- Preparing documentation for UAT – User Stories
Due 1/9
- Updating UAT Plan
Due 1/9

Technology

- Completing Cycle 2 Technical Interface Testing
- Confirming agency IdP SMEs add end users to agency's IdP
Due 1/9

Data

- Reviewing Mock 4 Results (shared in January)
- Preparing supporting materials for testers

All Agency UAT

- Published flyers to help agencies navigate critical UAT preparation activities

Preparing for UAT
Role Mapping Your End Users

RW Task 573-B Complete and Submit End User Role Mapping Worksheet is due December 19.

Choose your path!

Roll Out Approach

Regardless of your path, agency IdP SMEs and SAMs can update or add testers in UAT if needed.

All In Approach

Your agency can choose to role map a limited number of end users to begin in February. During the mid-point data refresh, the remaining end users would be role mapped.

All end users would be in the UAT environment after the mid-point data refresh.

All Separation of Duties (SOD) conflicts must be resolved or approved by A&A by the mid-point data refresh.

Learn more about SOD conflicts in the Knowledge Center, the End User Role Conflict Matrix, and the Role Conflicts KYCI.

Preparing for UAT
What is a User Story?

A User Story:

IS	Why is it important?
<ul style="list-style-type: none"> a simple, informal description of a task from the perspective of the end user a description of what the user wants 	UAT participants will leverage their agency User Stories to test and validate that the agency can perform requested business functions.
<ul style="list-style-type: none"> a set of step-by-step instructions a test script the same as a FLAIR Standard Operating Procedure 	Florida PALM Agencies will refer to their User Story Inventory to track and report testing progress.

Examples:

Who	What	Why
As an Agency AP Processor...	...I need to create an encumbered carry forward payable voucher...	...so I can process a payment for a prior year obligation where the goods/services have not been received.
As an AP Reporter...	...I need to run a report that lists any warrants that have not been cashed...	...so I can contact the supplier to determine the status of depositing/cashing the warrant.
As an Agency IU Sending Approver...	...I need to deny an IntralUnit transaction...	...so the IU Processor can make edits or delete.

User Stories should correspond to the Activities in the Topics and Activities List. Your agency must have at least one User Story for each Activity identified as a Project Recommended Standard Activity.

Creating User Stories for all applicable Project Recommended Standard Activities is a part of the criteria for Agency Readiness Certification #2 - due in January.

Learn more about User Stories from the MAT User Stories CoLab, the November 20 Task Talk, and RW Task 574.

PREPARING FOR UAT
Supporting UAT Access

SAVE THE DATE

SAMs and IdP SMEs will be invited to attend a special UAT Workshop dedicated to their functions on January 27.

NOTE: To view roles that may access sensitive or confidential data, check the Knowledge Center's [User Roles](#) section and select [End User Role Listing](#).

Resources

- Task 592
- [Identity Access Management article](#)
- [End User Role Listing](#)

Preparing for UAT
Update Your UAT Plan

The Florida PALM UAT Approach was updated to align with All Agency UAT.

NEW Task 688 - Update your agency UAT Plan and document your approach, key activities, and essential resources needed to complete All Agency UAT. Released December 8.

Particulars to Consider:

Identify testers and assign appropriate roles	Identify testing roles and responsibilities	Plan for agency-led testing sessions	Create agency-specific testing materials
Identify testing participants through Role Hopping (RW Task 573-B). How will your agency identify initial testing participants?	Identify who will hold the following roles: UAT Coordinators, SAMs, File Managers, Testing Errors, Testing Team, and IdP SMEs.	Where are end users located? Should testing be conducted in person or virtually? Are physical locations necessary? Are agency business systems included?	These include User Stories, COA crosswalks, valid CharFields and control edits, agency-specific testing scope, and agency-specific transactions (RW Task 574).
Determine Success Criteria	Track data changes	Develop a plan to get testers ready	Define your testing scope
Define your success criteria and mitigation plan if criteria are not met.	During testing, configuration, conversion or role assignment data issues may be identified that require agencies take action for resolution.	The UAT Coordinator and Change Management Lead should develop a communication strategy to ensure testers are well-informed.	Identify and document the scope of testing needs based on changes to people, processes, technology and data.

All Agency UAT: February 2026 - October 2026
Data Refresh: August 2026 (2 weeks)

Learn more about updating your UAT Plan from the December 11 Task Talk and RW Task 688.



BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER

Florida PALM
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Advisory Council

12/17/2025

All Agency UAT

- ▶ Based on SG3 vote by ESC (planned for January 21), we will conduct All Agency UAT from February 2 to November 6
- ▶ Once live, the UAT environment will be available until Go Live, except for two weeks in August for the refresh and for a few hours at a time for maintenance
 - At the start, the environment will include Mock 4 data and an initial set of Agency-identified end users, without SOD conflicts enforced
 - The August refresh will include Dry Run 2 data and a full set of end users, with SOD conflicts enforced
 - The environment will support Interface Cycle 3 – End-to-End Testing will the full batch schedule



All Agency UAT

- ▶ An **Identity Provider (IdP) SME** / **Security Access Manager (SAM)** Workshop is planned for January 27th
- ▶ The Project will host in-person and office hours for small groups of initial agency end users (up to three per agency per topic / session)
- ▶ Each agency will also coordinate and host in-person and virtual sessions for the remainder of the end users
- ▶ Materials have been published to the Knowledge Center (Process Steps and Pre-Materials) to support agency end user understanding – Updates will be made throughout UAT



All Agency UAT

- ▶ An agency **UAT Coordinator** provides direction and alignment within the agency and for representing agency progress to the Project
- ▶ The agency **Testing Error Triage Team** serves as the primary point of contact for agency testers experiencing issues or with questions
- ▶ For agencies with Agency Business Systems, the **File Manager** will help resolve interface testing issues
- ▶ Defects or requests for support that need to be escalated outside the agency will be logged in the Florida PALM Testing Customer Portal
- ▶ Agencies will have two **SNow Ticket Reporter** licenses, which will give visibility into all tickets logged for their agency



UAT In-Person Calendar – SNEAK PEEK

Week 1		Monday, February 2, 2026	Tuesday, February 3, 2026	Wednesday, February 4, 2026	Thursday, February 5, 2026	Friday, February 6, 2026
Group 1 - Biweekly			Budget/COA	Budget/COA	Budget/COA	
Week 2		Monday, February 9, 2026	Tuesday, February 10, 2026	Wednesday, February 11, 2026	Thursday, February 12, 2026	Friday, February 13, 2026
Group 2 - Monthly	Budget/COA	Budget/COA	Budget/COA			
Payroll 1			Biweekly Payroll	Biweekly Payroll		
Week 3		Monday, February 16, 2026	Tuesday, February 17, 2026	Wednesday, February 18, 2026	Thursday, February 19, 2026	Friday, February 20, 2026
Group 1 - Biweekly	Suppliers/ Encumbrances (Half Day - 1pm)	Vouchers/Payments	Vouchers/ Payments		Projects	
Week 4		Monday, February 23, 2026	Tuesday, February 24, 2026	Wednesday, February 25, 2026	Thursday, February 26, 2026	Friday, February 27, 2026
Group 2 - Monthly	Suppliers/Encumbrances (Half Day - 1pm)	Vouchers/Payments	Vouchers/ Payments		Projects	
Payroll 1			Biweekly Payroll	Biweekly Payroll		
Week 5		Monday, March 1, 2026	Tuesday, March 3, 2026	Wednesday, March 4, 2026	Thursday, March 5, 2026	Friday, March 6, 2026
Group 1 - Biweekly			IU	IU	IU	
Week 6		Monday, March 9, 2026	Tuesday, March 10, 2026	Wednesday, March 11, 2026	Thursday, March 12, 2026	Friday, March 13, 2026
Group 2 - Monthly			IU	IU	IU	
Week 7		Monday, March 16, 2026	Tuesday, March 17, 2026	Wednesday, March 18, 2026	Thursday, March 19, 2026	Friday, March 20, 2026
		No In-Person Sessions This Week				

DRAFT Subject to Change

- ▶ For attendance purposes, 'group' agencies by their Payroll Cycle to accommodate concurrent sessions
- ▶ There are two weeks without planned in-person sessions
- ▶ There will be Office Hours planned on "down" days.



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UAT In-Person Calendar – SNEAK PEEK

Week 8		Monday, March 23, 2026	Tuesday, March 24, 2026	Wednesday, March 25, 2026	Thursday, March 26, 2026	Friday, March 27, 2026
No In-Person Sessions This Week						
Week 9		Monday, March 30, 2026	Tuesday, March 31, 2026	Wednesday, April 1, 2026	Thursday, April 2, 2026	Friday, April 3, 2026
Group 1 - Biweekly				Revenues/Deposits		
All			Customers/Receivables			
Payroll 2				Monthly Payroll	Monthly Payroll	
Week 10		Monday, April 6, 2026	Tuesday, April 7, 2026	Wednesday, April 8, 2026	Thursday, April 9, 2026	Friday, April 10, 2026
Group 2 - Monthly				Revenues/Deposits		
All			Contracts/Grants			
Week 11		Monday, April 13, 2026	Tuesday, April 14, 2026	Wednesday, April 15, 2026	Thursday, April 16, 2026	Friday, April 17, 2026
Group 1 - Biweekly			Assets	Assets		
Payroll 2			Monthly Payroll	Monthly Payroll		
Week 12		Monday, April 20, 2026	Tuesday, April 21, 2026	Wednesday, April 22, 2026	Thursday, April 23, 2026	Friday, April 24, 2026
Group 2 - Monthly			Assets	Assets		
Week 13		Monday, April 27, 2026	Tuesday, April 28, 2026	Wednesday, April 29, 2026	Thursday, April 30, 2026	Friday, May 1, 2026
All			DW/BI (Authoring)	DW/BI (Authoring)		
Week 14		Monday, May 4, 2026	Tuesday, May 5, 2026	Wednesday, May 6, 2026	Thursday, May 7, 2026	Friday, May 8, 2026
All			DW/BI (Authoring)	DW/BI (Authoring)	MEC	

DRAFT Subject to Change

- ▶ Except for Customers/Receivable and Contracts/Grants, we will conduct two sessions of each Subject Area (e.g., Budget / COA)
- ▶ Using DW/BI reports will be included in applicable Subject Area
- ▶ DW/BI sessions will be for the agency report writers



UAT Agency Support

► UAT Support Vendor

- Kicked off with the new vendor last week
- Anticipate engagement with agencies in January – Project Schedule still being drafted
- Work to complete in time for agency use after the UAT refresh
- Agency impact / expectation:
 - Provide / leverage information and agency-developed testing resources already available
 - Meet with vendor to discuss agency testing objectives

Key Deliverables

- Standardized UAT and Automation Testing Plan
- Reporting Identifying Common Agency Test Scripts
- Functional/Non-Functional & Compliance Report
- Deployment of Regression Testing Automation
- Final Assessment Report

► Enterprise Partners

- DFS / A&A and Treasury:
 - support the completion of online processing activities (e.g., executing approvals, denials),
 - review and validate enterprise level reports, and
 - generally, complete their daily activities in the test environment
- Enterprise Systems
 - Conversations are just starting, more info coming soon



Florida PALM Cross-Agency Risk Management

presented 12/17/2025 to Advisory Council
Asif Sahaf



Agenda

- Process
- Status
- Few details of risks (if council members prefer)

Process

Identification

Documentation

Email to Project Point of Contact for feedback and support

Update Advisory Council

Wash, Rinse, and Repeat

Status

Category 1 / Florida PALM

- 5 risks

Category 2 / Agency to Agency

- 1 risk

Progress

- Mitigation plans drafted, email sent, feedback.

Few details of risks

Risk Description	Impacted Agencies
AxiomPro vendor received the final interface files for API031 on 10/29 from FL PALM. This led the vendor to start reworking on the remediation schedule. Therefore, the delay in receiving final files from FL PALM impacted agency and vendor ability to complete the Technical interface Testing by Cycle 2 timeline, i.e., 12/19.	DJJ, DOAH, DOH, COM, FDC, DOS, Bay County, FDLE
Several Outbound interface file are yet to be shared and sometime the file layout is changing due to Interface testing. Additionally, Interface Cycle 2 Testing Responses are taking 2-3 weeks to return to the agency. These greatly reducing the amount of time for the agency to make changes within the Cycle 2 Testing Schedule and putting our successful completion of testing in jeopardy.	FDOT, DOE, FDC, FCOR, DOH, DCF.
With the batch schedule being an unknown, it is difficult to confirm agency business system processes and jobs on when transactions will occur between the agency and PALM.	FDOT, DOE, FDC, FCOR, DOH
With the design and access of the data warehouse being an unknown, it makes development around agency historical data difficult, what data can we rely on the data warehouse to provide.	FDOT, DOH, FDLE, DOR
Special characters often used in FLAIR for various data elements, including comments, also used in the PALM while testing and conversion / configurations. The limitations of usage shall need agencies to rework on the data.	FDC, FCOR, DOE, DOH

Few details of risks – Risk Register

Risk Register





Thank you !

WALK ON TOPICS



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