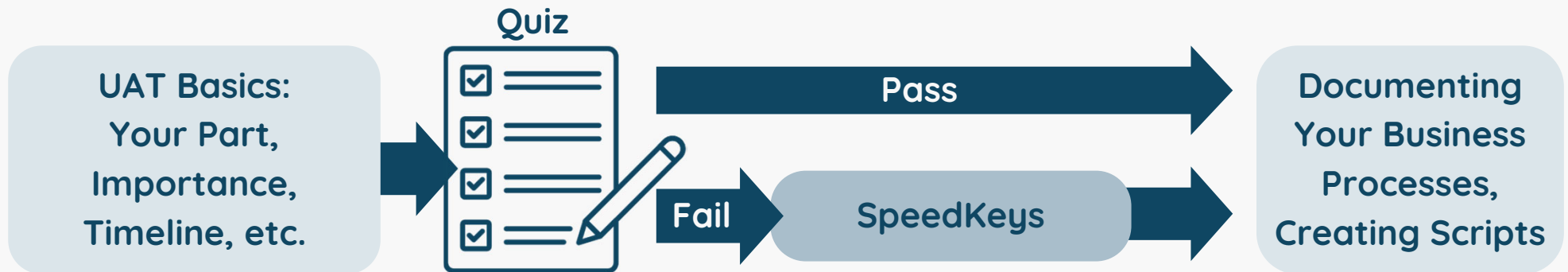# *UAT Prerequisite Training*

Agency Collaboration

DFS Strategy for Prerequisite Training

- Using a preschool to kindergarten strategy.

- Focusing on training that builds end-user confidence about what they are supposed to do during UAT.

- Aligning content to user types (i.e., those who enter data into Florida PALM vs. those who only pull data.)

- Creating a progressive training plan with opt-out questions for users with core competencies.

- Delivering and tracking via the PeopleFirst LMS.

Training Overview

Quiz

| UAT Basics: Your Part, Importance, Timeline, etc. | → | ☑ ☑ ☑ ☑ | → **Pass** → | Documenting Your Business Processes, Creating Scripts |
| | | | **Fail** → SpeedKeys → | |

- Some trainings will be mandatory for all end-users.
  - *Reporting errors during UAT, getting access to the test environment.*
- Some trainings will be able to be bypassed by passing a short quiz.
  - *Excel basics, basic computer competency.*
- Some trainings will be only required for end-users in certain divisions.
  - *Governmental Accounting Basics.*

Collaborative Agencies

Department of Health

Department of Education

Department of Corrections

Department of Financial Services

Executive Office of the Governor

Justice Administrative Commission

Agency for Persons with Disabilities

Department of Children and Families

Department of Management Services

Office of the State Courts Administrator

Department of Environmental Protection

Department of Highway Safety and Motor Vehicles

Department of Business and Professional Regulation

Florida Legislature

Department of Revenue

Department of Commerce

Department of Elder Affairs

Fish and Wildlife Commission

Department of Transportation

Department of Veterans Affairs

Office of the Attorney General

Department of Juvenile Justice

with guidance from The Florida PALM Project

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Core Tenets

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1. The goal of this collaboration is to divide and conquer on common trainings to avoid duplication of efforts.
2. Each individual's efforts should be focused on trainings that are part of their agency's training plan.
3. Training should be developed in a way that can be shared across agencies.
4. Agencies can use deliverables in the manner that best suits their end-users.
5. All members will use their best effort to adhere to deadlines and ask for assistance if needed.
6. This collaboration is a work in progress, so this list is not meant to be exhaustive. We will add as we learn.

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Content Development Process

Divide Content into Sections:

- **Subgroups** form, meet between large group meetings, and develop an outline and/or script for that section.
- Subgroups **share** that content in a group SharePoint in Microsoft Word.
- Other team members review and provide comments and feedback.
- After review/feedback, the large group will collaborate on expected final deliverable.

Ongoing Large Group Meetings:

- Review and discuss content, provide and share guidance, and help team members overcome obstacles.

Expected Deliverables:

- Subgroups will place outline/script in a Word document that other agencies can utilize.
- If appropriate, subgroups will record training and share recording.
- Agencies can use the recording or use the outline/script to create their own agency-specific training or utilize the training as is.

Training Buckets

UAT Purpose/Expectations
- What is UAT?
- Testing Timeline

Arm Yourself w/Knowledge
- Business Processes
- Reports Catalog

PALM Functional Bus. Proc.
- Module Interactions
- Data/Reporting

SpeedKeys
- Understanding and use of

Preparing for UAT
- Documenting business processes

System Access
- Login Information
- Who is your SAM?

Executing Test Cases
- Documentation
- Thinking critically

Reporting Results
- Defect Tracking
- Asking for help

Post UAT
- Continue to practice
- Update procedures

Excel Basics/Computers
- Sorting data
- Basic formulas

Budget Overview
- Budgetary vs Transactional

Articulate Experts
- Quizzes
- Navigation

Let us know if you'd like to join the group!

Questions?