

All Agency People Mitigation Report Certification #1

Agency	Critical Operational Element	Criteria ID	Criteria	Why has the criteria not been met?	What mitigating actions are being taken?	Who is responsible for supporting the mitigation?	Impact/workaround if mitigation is not completed?	Planned completion date of the mitigation steps?
1 AHCA	People	1.2	UAT Roles and Responsibilities have been identified in agency-specific UAT Plan.	The Bureau of Financial Services is facing challenges in staffing for the Florida PALM Project due to resource limitations and a reduction in accountant positions, which has hindered their ability to fulfill the suggested roles and provide comprehensive input for test planning while they continue to recruit personnel to address these vacancies.	<ul style="list-style-type: none"> •Recruitment: Continue to actively recruit personnel to fill the vacant positions. This will help free up some of the Subject Matter Experts' (SME) time to focus on Florida PALM activities. •Workarounds: Identify and implement workarounds to manage the workload until the vacancies are filled so the resources can be identified for the role. •Consider a contractor to take on some of the roles until dedicated resource can be identified. 	Lynn Smith - Bureau of Financial Services	The workload will remain unmanageable, leading to delays and potential errors in the project. The existing staff can become overburdened which could lead to burn out and decreased productivity.	08/29/25
2 DOE	People	1.1	Agency identified SMEs have been assigned end user roles based on job function.	End user roles may change in the transition from FLAIR to PALM.	Roles will be observed and adjusted during UAT.	UAT and Leadership Team.	Degraded performance at go-live and until roles are defined.	01/09/26
3 DOE	People	1.3	SMEs have been identified and prepared to participate in UAT.	UAT Prerequisite activities announced in early July.	LMS PALM training identified and being prioritized ahead of UAT registration.	Training Liaison/Project Manager	Not all SMEs will have the ability to attend in-person familiarization.	08/08/25