

People Confidence Comments Certification #2

Agency	Critical Operational Element	Criteria ID	Criteria	Confidence Level	Comments
1	DEP	People	1.0	Overall People Readiness	Becoming Confident DEP UAT preparation will include additional information on what to expect, how test cases should be completed, coordinating multiple roles/testers, recording testing results, and communicating testing effectiveness/issues. Additional DW/BI, payroll and enterprise system information is needed to assist preparing the end user population, which will be the largest volume of users affected by PALM.
2	DMS	People	1.0	Overall People Readiness	Very Confident Determined by Agency Sponsor. Communication, collaboration and focus are addressed in a variety of methods, multiple times a week. This is reported to the Agency Sponsor and Backup in written and in-person briefings.
3	SCS	People	1.0	Overall People Readiness	Moderately Confident Once SCS personnel exercise the PALM Application System, SCS will reassess our confidence around: - Personnel preparation and training completeness SCS personnel success criteria will be measured by accurately processing business transaction around Financial Accounting, HR/Payroll, Reporting, Business Intelligence and Data Warehouse decision support information. SCS is also dependent on successful migration and transformation of our Agency Business Systems, Interfaces and Enterprise Partner Applications in order to process full transaction life-cycle testing scenarios.