Processes Mitigation Report #3

	Agency	Criteria ID	Criteria	Criteria Met	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?	Likelihood of Mitigation Plan Completion?	Planned completion date of the mitigation steps?
1	AHCA	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Lack of availability of staff to dedicate to testing due to higher priorities and year end preparation and activities. Not all UAT testing information has been shared/trickled down to with end users by team/supervisors.	Implementing mandatory testing sessions focusing on the "end-end users". Sessions will be scheduled throughout July and will provide a guided structure setting to ensure all or as many user stories as possible are completed.	Lynn Smith - UAT Coordinator; IT PALM project team; Unit Supervisors, Bureau Chief	If mitigation is not completed, it will put end users at a disadvantage to learn and practice processes and steps and build confidence going into Go-Live. It delays documentation of learning materials and processes as well. Workaround would be to provide one on one sessions if needed to work around leave schedules missed sessions and provide guided testing sessions after hours and weekends.	Somewhat	08/05/26
2	AHCA	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Due to lack of testing, not all process documentation needing to be created or updated have been identified.	Implementing mandatory testing sessions focusing on the "end-end users". Sessions will be scheduled throughout July and will provide a guided structure setting to ensure all or as many user stories as possible are completed.	Lynn Smith - UAT Coordinator; IT PALM project team; Unit Supervisors, Bureau Chief	If mitigation is not completed, delays in creating or updating processes impacts the compilation of planned onboarding and role-based user manuals, tools learning and training materials. There is risk of missing and/or inconsistencies of process documentation which could lead to bad data and errors. Workaround is to identify those that are needed or need to be updated as we go through the guided testting sessions in July.	Somewhat	08/05/26
3	APD	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	We are on track to complete this criteria by EOD today 7/10	The APD teams have gone through our planned testing strategy and with delegation, all topics and activities from the PALM User Inventory have been tested at least one time. Project recommended standard activities tested, are being reflected in the APD User Story Inventory, and the metric for completion will be reflected on the next cycle for review.	Hayley Bobich & Becky Morris	Mitigation will be completed 7/10 - any outliers due to unforeseen issues will be completed week of 7/13	Very likely	07/10/26
4	Citrus	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Citrus has not been provided with any in-person or remote UAT preparations as was promised on 2/17/26. Citrus responded to the survey provided by Florida PALM in late May, but has not received any communication or commitments regarding the preparations to be supplied by Florida PALM.	Citrus is developing a UAT Engagement plan that does not require PALM Input. This plan will include 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.	Citrus Project Manager and Business Process Consultant	There is no workaround to UAT testing.	Very likely	07/17/26
5	Citrus	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Citrus has not been provided with any in-person or remote UAT preparations as was promised on 2/17/26. Citrus responded to the survey provided by Florida PALM in late May, but has not received any communication or commitments regarding the preparations to be supplied by Florida PALM.	Citrus is developing a UAT plan that does not require PALM Input. Upon execution of the plan, Citrus will identify the needs for process documentation for the new PALM sytem.	Citrus Project Manager and Business Process Consultant	There is no workaround to UAT testing.	Very likely	10/30/26
6	COM	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Resource availability, competing task priorities, and time constraints limited testing documentation, although recent reports indicate end users conducted testing.	Commerce will prioritize Project Recommended topics and activities to ensure targeted testing and documentation of applicable user stories.	Managers and Bureau Leadership	Incomplete mitigation may result in testing coverage gaps; the agency will target outstanding Project Recommended topics during available testing opportunities.	Very likely	07/31/26
7	DACS	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	All user stories have been tested. Three of the nearly 260 user stories tested were either not marked or not counted due to an unknown error. No mitigation is necessary.	No mitigation actions are necessary. Any relevant counts will updated in future inventory sheets as needed.	No mitigation actions are necessary.	No mitigation actions are necessary.	Very likely	09/30/26

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8	DBPR	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Staff shortages, especially in DM, caused a lack of testers, and a lack of resulting test data for downstream testers to use. Most of the vacancies are filled now.	A plan is being redrawn to identify and capture test data and spreadsheet uploads before testing begins. Packets are planned for each tester so they have data to test with. Staff positions in DM have been filled.	PM, OCM, and SME from each area.	Focus will be placed on Project Required User Stories to ensure there is test data for those.	Very likely	08/14/26
9	DBPR	2.2	Agency is prepared to execute plan to complete testing of all processes from start to finish, including workflows and agency business systems, after UAT refresh .	No	Lessons learned in the first phase of UAT have identified a need for replanning. The replanning results will be used to complete the UAT Engagement Plan.	Replanning UAT	PM, OCM, SMEs. SME Supervisors	If staff cannot complete testing all user stories at least once, DBPR will ensure that project required user stores are tested to 100% completion.	Somewhat	08/21/26
10	DBPR	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Business Processes have not changed, only the system.	Desk job aids are planned for each role.	OCM	Supervisors will assist in completing job aids where necessary.	Very likely	10/02/26
11	DCF	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Some payroll testing activities can only be completed during specific payroll processing windows. DCF was unable to complete the recommended standard testing activities for the payroll project user story because the required testing window had already passed.	DCF will align payroll user story testing schedules with payroll processing windows, identify payroll-dependent activities early, and implement tracking and contingency planning to ensure testing is completed within the required timeframe.	Agency Liason	If formal testing cannot be re-run in the system before deadline, we will conduct a manual desktop simulation/walkthrough of the end-to-end business process with the team to ensure operational readiness.	Very likely	09/30/26
12	DEM	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Currently 77.63% completion of Project Recommended Standard Activities. We have been progressing through the User Story activities in combination with the 'none' recommended activities. We have been slow at testing and reason as to why we have not completed the recommended activities.	BFM will continue work through and prioritize testing of Recommended Project Activities.	FDEM Bureau of Financial Management	FDEM is anticipating completion testing of activities for recommended and standard activities.	Very likely	09/30/26
13	DEP	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Five payroll activities were not completed by 6/30 due to the limited timeframe to process specific payroll processes in PALM. Three of these activities have since been completed with another awaiting process steps. One additional processes requires a payroll to be loaded.	DEP will coordinate testing with the next payroll loaded in PALM, which is scheduled for August.	The DEP payroll SMEs and DEP core PALM team.	If the process is not completed timely with the next loaded payroll, then the following payroll will be tested.	Very likely	08/31/26

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14	DFS	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	DFS is currently awaiting the Project team's response to the ServiceNow (SNow) tickets related to the two activities that have not yet been successfully tested. Once the Project team resolves the issues associated with these activities and provides the necessary updates, DFS will resume testing for both items.	Activity 'Reviewing Org Security' not successfully tested as reports pull no data. Submitted UAT001487 and awaiting correction by the Project to successfully test this activity. Mitigation: 1. Complete and monitor SNOW Ticket. 2. As a temporary workaround at go-live, the PALM Solution Center could execute the required organizational security reports and provide the results directly to DFS Security Access Managers until ForgeRock restores the functionality that enables DFS SAMs to access the required reporting. Activity 'Approving or Denying Overpayment Request' not successfully tested as there is a known issue with this activity. Process steps were pulled from the Knowledge Center and have not been updated. Submitted UAT0006587 and awaiting direction from Project to successfully test this activity. Mitigation: 1. Complete and monitor SNOW Ticket. 2. As a temporary workaround, the Project team or BOSP could systematically process the required approval or denial actions on behalf of DFS until the functionality is restored.	Florida PALM	Organizational Security Impact Without completion of the mitigation, DFS's Security Access Managers (SAMs) will be unable to run organizational security reports needed to monitor user access and identify unintended security access conflicts. This will limit DFS's ability to perform its standard security monitoring activities and maintain appropriate internal controls. As a temporary workaround at go-live, the PALM Solution Center could execute the required organizational security reports and provide the results directly to DFS Security Access Managers until ForgeRock restores the functionality that enables DFS SAMs to access the required reporting. Payroll Overpayment Approval/Denial Impact If the payroll overpayment approval/denial functionality is not available, the timely recovery of salary overpayments will be negatively impacted. This could result in delays in recovering funds owed to DFS, an increased number of employee repayment plans, and a greater risk of unrecovered overpayments if an employee separates before the debt is fully satisfied. As a temporary workaround, the Project team or BOSP could systematically process the required approval or denial actions on behalf of DFS until the functionality is restored. Note: To complete this mitigation plan DFS was required to enter the planned completion date and likelihood of mitigation plan completion. While we are certain that the issue will be resolved, the likelihood and planned completion date are beyond our control.	Very likely	10/31/26
15	DJJ	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Not reported before the June 30 deadline.	Smartsheet will be properly updated in July	Jessica Bowling - Agency Backup Liaison	The mitigation has already been completed.	Very likely	07/01/26
16	DJJ	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Not reported before the June 30 deadline.	Smartsheet will be properly updated in July	Sarah Lewis - Agency Liaison	The mitigation has already been completed.	Very likely	07/01/26
17	DLA	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Limited availability of DLA F&A SMEs due to staffing shortages, completing operational priorities, and onboarding of new sources has delayed completion of UAT activities and related readiness tasks.	Prioritize critical UAT activities, leverage available contractors to complete preparatory work, coordinate with the SMEs for clarification and validation as needed, and continue working with management to onboard additional SME resources to support project activities.	DLA F&A Sponsor and SMEs, DLA Project Team, Functional Leads and Management.	UAT activities and readiness tasks may continue to be delayed, increasing the risk of incomplete testing and reduced agency readiness for PALM implementation.	Very likely	07/31/26

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18	DLA	2.2	Agency is prepared to execute plan to complete testing of all processes from start to finish, including workflows and agency business systems, after UAT refresh .	No	The agency is not yet prepared to execute end-to-end process testing following the UAT refresh because several internal agency business systems, including OnBase Contracts, OnBase Purchasing, and OnBase Check Listings, VANext (Victim Compensation), and eGrants, are still undergoing modernization and PALM -related readiness activities. Following modernization, additional PALM-specific updates (including screen mockups and output files), along with validation and end-to-end testing, are required before these systems are ready to support UAT refresh activities.	Continue working with the OnBase project team, VANext and eGrants teams, agency SMEs, IT technical staff, and the PALM team to complete modernization of the OnBase Contracts, OnBase Purchasing, and OnBase Check Listing applications; develop PALM-specific screen mockups and output files; validate required changes; and complete end-to-end testing prior to the UAT refresh.	Agency SMEs, OnBase Project Team, VANext and eGrants SMEs, DLA IT Technical Team, and PALM Team	Failure to complete the modernization and PALM readiness activities for the Internal agency business systems may prevent successful end-to-end testing following the UAT refresh, increasing the risk of unresolved business process and system issues carrying into production readiness.	Very likely	07/31/26
19	DMA	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	DMA did not finish testing all of the tasks due to end of year tasks taking precedence.	DMA will complete the additional testing within the month of July.	All DMA users are responsible for supporting the mitigation.	Minimal. If not completed, task will be tested as system prepares to come online. All tasks will be tested prior to go-live.	Very likely	07/31/26
20	DMS	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	This will be ongoing as UAT continues. Some work groups were involved in end of the fiscal year close out activities that conflicted with testing.	Testing is ongoing.	End Users and SMEs	System goes live.	Very likely	10/30/26
21	DMS	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	This will be ongoing as UAT continues. Some work groups were involved in end of the fiscal year close out activities that conflicted with testing.	Testing is ongoing.	End Users and SMEs	System goes live.	Very likely	10/30/26
22	DOAH	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Staffing shortages have limited DOAH's ability to actively participate in user acceptance testing and complete all applicable Project Recommended Standard Activities.	DOAH will resume testing activities as staffing levels permit and will prioritize high-risk and mission-critical business processes to ensure readiness before implementation.	Agency Liaisons (Patricia Kenyon and Cindy Ardoin), Business/Training Liaison (Brandy Kirkland), and Agency SMEs	Delayed testing may postpone validation of agency business processes and increase the need for focused testing and validation activities prior to implementation.	Somewhat	10/30/26
23	DOAH	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Process documentation has not been fully updated due to staffing shortages and minimal amoun of testing activities.	DOAH will continue updating business process documentation as full end-user testing resumes and business processes are validated. Priority will be given to documentation supporting critical agency functions.	Agency Liaisons (Patricia Kenyon and Cindy Ardoin), Business/Training Liaison (Brandy Kirkland), and Agency SMEs	Incomplete process documentation could delay end-user training and require additional staff support during implementation until documentation is finalized.	Somewhat	10/30/26
24	DOE	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	DOE has created agency user stories for all applicable Project Recommended Standard Activities; however, not every activity has at least one successfully tested user story. Testing priority was initially placed on the activities expected to be performed most frequently by agency end users. DOE also focused early testing efforts on supporting internal training for those high-volume and high-impact tasks to build user familiarity and operational confidence before expanding to less frequently performed activities.	DOE will conduct focused testing sessions with specialized groups organized by business process area/module. These sessions will target user stories associated with activities that are performed less often or have not yet been tested. The UAT Coordinator, SMEs, and applicable business area representatives will use the user story tracker to identify remaining untested activities, assign testers, document results, and follow up on any failed tests or blockers.	Rick Owen, Syeda Shamsie, SMEs, Key leadership	If all user stories are not completed by the end of UAT, DOE will continue training and testing for the remaining stories/areas through go-live and into post-go-live support. DOE will assess the operational impact of any activities not successfully tested, prioritize unresolved items based on business criticality, and submit tickets for Florida PALM resolution when failures appear to be system-related. For lower-volume activities, DOE will rely on SME support, documented guidance, and continued practice in available environments until the activity is fully validated.	Very likely	10/16/26
25	DOEA	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Testing time has competed with daily responsibilities and changes to configuration values caused delays.	Remaining test scripts are being reassessed for validity and providing more support for testers. Supervisors and upper management are continuing to stress the importance of PALM testing.	Supervisors	Elevated workload for supervisors and super users during go-live time period while other users continue to adapt to the PALM system.	Very likely	10/30/26

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26	DOL	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Testing is dependent on the Project releasing the Process Steps for Overpayments. Not all applicable user stories have been executed due to limited tester availability, or dependencies on system configuration and data readiness.	Prioritize remaining user story testing, schedule additional testing sessions, and provide updated test data.	Business Process owners, CCN	Business processes may not be fully validated, increasing the risk of production issues and requiring additional testing after deployment, which could delay go-live.	Very likely	10/30/26
27	DOL	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Documentation updates are still being finalized because testing is ongoing and process changes continue to be identified during UAT.	Process steps are being reviewed and compiled into SOPs for each BPG	Business process owners, CCN	End users may not have accurate or complete guidance, resulting in inconsistent business processes, increased support requests, and slower user adoption.	Very likely	10/30/26
28	DOR	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Certain Activities related to Payroll, Certified Forward and Year end could not be tested as we were waiting on Florida PALM. For banking, DOR is already using production CMS wave and we are not sure regarding certain reconciliation assistance forms.	We target to test all user stories by July 31, 2026, by focussing on the areas which need attention.	DOR UAT Coordinators	We do want to complete all testing at least once in UAT environment, otherwise carry them out in UAT refresh environment.	Very likely	07/31/26
29	DOS	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Agency has experienced turnover in positions where staff previously attended UAT.	New staff have been onboarded and PLAM Admin will continue to work with staff to get them up to speed with testing.	Agency Sponsor and Admin	Agency Sponsor/Admin will continue to test user stories and business processes.	Very likely	08/31/26
30	DOS	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	This criteria has not been met due to continued turnover in staff.	Documentation has begun to be updated	Department F&A staff	Agency will use appropriated funding to hire additional staff.	Very likely	08/31/26
31	EOG	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	This is noted as incomplete on the primary certification report. Items not tested are are tasks that EOG will very rarely complete as an agency.	Items will be tested as staff are available or the tasks are ready for testing.	The Administrative Services Office supports the testing of all PALM activities.	There is no impact to EOG if the items are not tested within the timeframe.	Very likely	01/11/27
32	FCOR	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Successfully tested around 95% of the project recommended Activities where Testing of at least one user Story was successful. Remaining user stories for the Project Recommended Activities are either planned to be tested in late-June / early-July or blocked due to process steps not available or expected Payroll data load.	Continue to work with FL PALM project team on the pending process steps and data refresh, and plan completion of remaining testing after data refresh.	Agency UAT coordinator to work with FL PALM project team.	Impact: Agency will be ill prepared for PALM Go-Live. Workaround: No workaround available.	Very likely	10/30/26
33	FDC	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Successfully tested around 95% of the project recommended Activities where Testing of at least one user Story was successful. Remaining user stories for the Project Recommended Activities are either planned to be tested in late-June / early-July or blocked due to process steps not available or expected Payroll data load.	Continue to work with FL PALM project team on the pending process steps and data refresh, and plan completion of remaining testing after data refresh.	Agency UAT coordinator to work with FL PALM project team.	Impact: Agency will be ill prepared for PALM Go-Live. Workaround: No workaround available.	Very likely	10/30/26
34	FDLE	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Focus was not solely on the Project Recommended Activities.	Project Activities that have not been tested have been identified and the plan is to test the remaining Project activities before the UAT Refresh.	Steve Hollister, Mike Moore	If not completed prior to the UAT refresh, then they will be completed following the refresh.	Very likely	07/31/26
35	FDOT	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Many test results have been insufficient due to the project budget interface being frequently taken off-line by PALM, an inability to load project source types due to unresolved errors with POI002 and POI004, frequent changes to interface specifications, and a lack of payroll runs occurring in UAT.	We continue to monitor open tickets with PALM and retest promptly when asked.	The PALM interface team, support staff, and payroll testers.	Project budgets will need to be uploaded using Excel upload if PCI009 is not resolved. Project source types will need to be updated manually on the agency side if POI002 and POI004 issues are not resolved. Unsure how to mitigate the lack of payroll testing occurring in PALM UAT. The next payroll cycle test is scheduled for August.	Somewhat	09/16/26

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36	FGCC	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	This task was previously completed successfully and then the Topics and Activities were updated which triggered the item to update to No. At the next sync between Smartsheets this item should go back to Yes. However, we are entering this reason just in case.	Resync the updated Smartsheet	PALM Project Team	None expected	Very likely	07/10/26
37	FLHSMV	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Due to multiple agency competing priorities and various vacancies within FLHSMV, only 60% of project recomended user stories have been tested.	Accounting and Budget will meet once a week to complete the remaining 40% of all project recommended user stories. The team will also be monitoring individual progress on a weekly basis.	Accounting and Budget Team	If mitigation is not complete, the agency will fail to test all project recommended user stories. This may cause additional issues to go unnoticed by the agency and the Florida PALM project.	Very likely	08/07/26
38	FSDB	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	Progress is being made toward this goal	End users test as time permits. Agency UAT sessions are scheduled periodically to assess progress.	John Wester	We will test the Project Recommended Standard Activities from now until end of UAT.	Very likely	10/30/26
39	FSDB	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	We use PALM documentation	Agency unique processes are not needed at this time. SOPs will be develop as needed to customize PALM processes to the agency needs.	John Wester	We depend on PALM to provide the process documentation we follow. FSDB does not have a need to develop unique process documentation that is not part of the PALM Knowledge Center or Learning Matrix.	Very likely	06/25/26
40	FWC	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	It really has been met but it appears there is one Use Case that was not updated "Role Provisioning-Reviewing Org Security" on our User Story Testing sheet.	We will update the User Story Testing Smartsheet.	Laurie Kershaw	N/A, it is already been done.	Very likely	07/07/26
41	JAC	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	JAC had a well-defined plan for testing by the time this criterion was established and/or communicated. At this time, JAC is considering whether pivoting to focus on PRSAs adds value to the Agency, and its readiness for go-live. JAC considers this a sequencing consideration and fully intends to ultimately complete testing of all PRSAs.	Due to JAC's unique organizational structure, JAC is continuing with its plan to test PALM functionality by BPG in order to prepare its workforce for deployment and cutover. Among the 268 role-mapped users under JAC's responsibility, only ~10 do not use Disbursement Management - making it our priority for testing.	The JAC Supervisors.	The Agency does not anticipate an impact, and is 100% committed to completion of PRSA testing.	Very likely	10/31/26
42	LEG	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	LEG users have worked through many of the processes. LEG will continuously work to identify the user stories that have not been tested and will make sure users test those specific user stories at least one time to successful completion.	Parallel testing activities to begin in August following year-end activities.	OLS Director and Deputy Director	Parallel testing is planned for August 2026; it is highly unlikely that LEG will not complete at least one successful test of each user story prior to the end of September 2026.	Very likely	09/30/26
43	LEG	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	The LEG business process documents have been identified and updates are in progress. LEG is on track to meet the October 30,2026 deadline for Task 602.	Updates of LEG business process documents is underway.	OLS Director and Deputy Director	Current business process document inventory exists and can be combined with Florida PALM process steps to complete processes in Florida PALM.	Very likely	10/30/26
44	PSC	2.1	Agency testers have successfully tested at least one user story for each applicable Project Recommended Standard Activity.	No	We are making testing user stories a priority now that we have a new Professional Accountant Supervisor on board.	Planning to test	End users	Testing will be completed	Very likely	08/30/26
45	PSC	2.3	Agency has identified all process documentation to be created or updated based on testing results.	No	Will complete after testing.	Focusing on testing	End users	Testing will be completed	Very likely	08/30/26