

Florida PALM Training Approach

End User Training Overview

The Florida PALM approach for training is to design, create, and deliver training on Florida PALM functionality in collaboration with agencies. Agencies' Training Liaisons will provide input for incorporation into training materials to be used for instructor led training and web-based training. Florida PALM training will be delivered using a Train-the-Trainer approach. Project Team members will prepare agency trainers to deliver Florida PALM end user training. The Train-the-Trainer approach also supports creating a network of trainers across the State who can provide localized delivery of training and support end users after training delivery.

In addition to Florida PALM training, and prior to each go-live, agencies should communicate wave change impacts to their end users to support the understanding of the new ways of working. Agencies are encouraged to collaborate with the Project Team following each of the Change Impact, Role Mapping, and Leading Change Workshops to assist with planning for and delivery of agency-specific end user training. Agency assignment of Florida PALM role(s) to agency end users after the Role Mapping Workshops will help determine which Florida PALM training topic(s) end users should complete.

Agency-Specific Training

Agencies will need to develop agency-specific training, focused on how their agency will apply the Florida PALM business processes, including the specific values (e.g. ChartField values) agency end users will use. Potential agency-specific training topics include:

- Agency adoption of the wave business processes;
- Use of ChartFields and agency values; and
- Updated agency process and procedure documentation.

Agencies will determine the best way to communicate, develop, and provide agency-specific training prior to each wave go-live.

Florida PALM Training Activities

A summary explanation of the activities to plan, design, create, and deliver Florida PALM training is provided in Table 1. Activities will be performed by Florida PALM with agency participation as noted in the descriptions. Additional information on training activities for each wave will be shared through Change Champion Network activities, such as Town Hall meetings, recurring Touchpoints, and Master Readiness Workplan (MRW) tasks.

Table 1: Training Activities for Florida PALM and Agencies

Activity	Description
Training Needs Assessment	Agencies will be surveyed to identify the potential training audience for each wave by function/geographic location and gather information for initial planning for training delivery.
Training Curriculum, Designs, and Office Hours	Florida PALM will share the outline of planned training courses and offer agencies an opportunity to provide feedback on the scenarios and topics planned for training materials through office hours.
Training Materials Creation	Florida PALM will create training materials for Florida PALM training based on the training curriculum and designs.
Training Liaison Discussion	Agency Training Liaisons will participate in events to learn more about the planned activities and network with one another. .
Training Delivery Planning and Registration	Agencies will identify trainers and training facilities to support end user training. This also includes creating a schedule for training delivery, mapping training to end users, and registering end users for Florida PALM training.
Train-the-Trainer	Designated individuals from agencies will prepare to deliver end user training through learning and practice sessions on the Florida PALM training materials.
End User Training Delivery and User Support Labs	Agency end users will have the opportunity to complete their assigned Florida PALM training and receive support after go-live.

Figure 1 illustrates the planned timing of training activities leading up to and after a go-live.

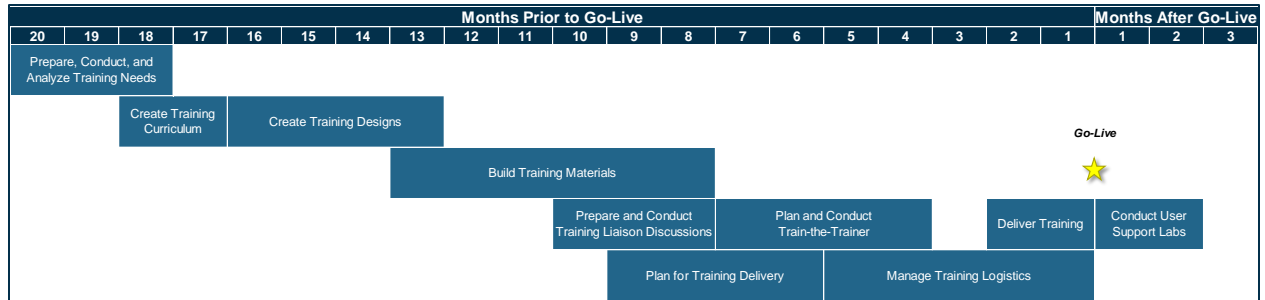


Figure 1 - Training Activities Timeline