Florida PALM

Planning, Accounting, and Ledger Management

User Acceptance Testing (UAT)

Kickoff Meeting

March 23, 2021

Contents

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- UAT Participant Expectations
- SAM Expectations
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User Acceptance Testing

Overview

- Today's kickoff meeting will familiarize User Acceptance Testing (UAT) Participants and Security Access Managers (SAMs) with details of UAT sessions and understand expectations during testing.
- Relevant Master Readiness Workplan (MRW) Tasks:

Task ID	Task Name
FUNC37	Identify UAT Participants
TECH103	Provide Interface Files to Support User Acceptance Testing
FUNC44	Participate in User Acceptance Testing Kickoff
FUNC42	Participate in User Acceptance Testing
TECH101	Coordinate Security Access Manager Support for User Acceptance Testing

User Acceptance Testing

Overview

- UAT strategically targets representative agencies and a sample of the State's end users to validate Florida PALM works as designed.
  - DFS Divisions of A&A and Treasury, DACS, DBPR, DEO, DEP, DFS, DOH, and DOR
- Conducted to confirm end users can perform their work functions in Florida PALM.
- Gives an opportunity for end users to "see, feel, and experience" Florida PALM before it is deployed into production.

User Acceptance Testing

Overview

- UAT virtual sessions will be conducted starting March 25 through April 30.
- The tables on the next slides identify the business processes, associated agency, and DFS Florida PALM end user roles that are planned to be tested during each week of UAT.

User Acceptance Testing

Overview

	Agency Business Process	Florida PALM End User Roles
Week 1	• Maintain Bank Accounts • Manage Treasury Correspondence • Process Bank Cash Transfers • Manage Revolving Funds	• Agency CRA Processor • Agency Requestor • Bank Account Request Processor • Cash Transfer Approver • Cash Transfer Processor • DFS Bank Account Maintainer • DFS Correspondence Processor • DFS Payment Cancellation Processor • DFS Transfer Approver • DFS CM Accounting Approver
Week 2	• Add or Modify Fund Values • Create and Approve Journals • Edit Check • Investing Balance Checking	• GL Journal Approver • GL Journal Processor • GL Reporter • DFS COA Maintainer • DFS GL Journal Approver • DFS Override Processor
Week 3	*Contingency Week*	

User Acceptance Testing

Overview

	Agency Business Process	Florida PALM End User Roles
Week 4	• Distribute Interest • Monitor Trust Fund Cash Balance • Manage Electronic Receipts Data • Process FLAIR Deposits • Treasury Receipts, Adjustments, and Returned Items • Manage and Reconcile Bank Statements	• Agency CM Reporter • Agency Deposit Reporter • Fund Cash Processor • DOR Agency Exception Processor • DFS Bank Reconciliation Processor • DFS CM Accounting Approver • DFS Deposit Approver • DFS Deposit Processor • DFS GL Journal Processor
Week 5	• Create and Maintain Deals • Additional UAT testing using DFS/agency-specific examples or executing additional scenarios that were not covered during previous weeks (includes reporting)	• DFS Investment Accounting Processor • DFS Investment Reporter • DFS CM Accounting Approver • End user roles needed to execute agency-specific additional scenarios
Week 6	*Contingency Week*	

User Acceptance Testing

Overview

- The UAT schedule identifies the UAT Scripts planned to be executed each day, to include the applicable Florida PALM end user role. The UAT schedule and session meeting invitations have been shared with UAT Participants.
- On the next slide is an example of Week 1. Refer to MRW Task FUNC44 for the full schedule.

User Acceptance Testing

Overview

Week 1				
3/22/2021	**3/23/2021**	**3/24/2021**	**3/25/2021**	**3/26/2021**
N/A	DBPR DEO DFS DOH DOR DACS DEP		DBPR DEO DFS DOH DOR DACS DEP	DFS
N/A	10:00 am - 11:00 am '***UAT Kick-Off Meeting***		9:00 am - 11:30 am **Bank Account Request Processor** - Submit Electronic Payment Services (EPS) form - Submit Banking Services Form **Agency Requestor** - Submit the Treasury Correspondence Form **Agency CRA Processor** - Submit the CRA Payment Cancellation Request Form	9:00 am - 11:30 am **DFS Bank Account Maintainer** - Approve Electronic Payment Services (EPS) form - Approve Banking Services Form - Deny the EPS Request Form - Deny Banking Services Request Form - Return the Banking Services Request Form for More Information - Return the EPS Request Form for More Information **DFS Correspondence Processor** - Review and Approve Treasury Correspondence Form - Review and Deny the Treasury Correspondence Form - Review and Return the Treasury Correspondence Form On Hold 2:00 pm - 4:30 pm **DFS Payment Cancellation Processor** - Review and Approve CRA Payment Cancellation Request Form - Review and Deny the CRA Payment Cancellation Request Form - Send back the CRA Payment Cancellation Request Form

User Acceptance Testing

UAT Participant Expectations

- Review UAT Schedule and identify which days you should attend based on your agency and role.
- Complete the execution of UAT Scripts with the assistance and support of Florida PALM UAT Support Staff. Florida PALM UAT Support Staff will help answer questions, log defects or discrepancies as System Investigation Requests (SIRs) and capture concerns.
- Document the results of each UAT Script through capturing screenshots. Screenshots will not need to be provided for each step, instead, you will be prompted within the UAT Script when to take screenshots.

User Acceptance Testing

UAT Participant Expectations

- UAT Participants:
  - are expected to have logged into the Florida PALM UAT system to confirm access has been established.
  - may be asked to re-execute a UAT Script or portions of the script to provide additional supporting detail for the testing results.
  - will be given a pulse survey, at the end of UAT, to provide feedback based on their UAT experience.

User Acceptance Testing

SAM Expectations

- Be available during the time your agency will be participating virtually in each UAT session. You do not need to attend the UAT sessions.
- If your assistance is requested during a UAT session, you will be contacted through email by a Florida PALM UAT Support Staff.
- Assist your agency in troubleshooting and resolving log on and access issues (to pages, reports, etc.) that may arise.

UAT Processes

UAT Processes

UAT Scripts

- UAT Scripts are Microsoft Excel documents that define the detailed step-by-step instructions you must follow to complete execution of a test scenario within a defined business process, including the data used and detailed expected results.

Testing Service:	User Acceptance Testing	**Executed By:**	
UAT Script ID:	UAT.CM.02.01	**Organization:**	
UAT Script Name:	Submit the Treasury Correspondence Form	**Status:**	
Business Process / Sub-Process:	CMSW.70.1 Manage Banking Relationships / CMSW. 70.1.2 Manage Treasury Correspondence	**Pre-requisite / Dependencies**	Location, Subaccount, and Bank Account values should be supplied. A form is created and available for downloading/attaching.
Florida PALM Role Name	Agency Requestor		

Step #	Step Description (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	Input Data (Actual values or x-ref to data input sheets)	Expected Results (Data-specific expected results or x-ref to expected results file &	Comments (Notes to consider during script execution)	Status (OK or Defect ID) Pass 1/ Pass 2/ Pass 3		
Step 1	Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.				
Step 2	**Scenario 1** **Enter a Treasury Correspondence Request for Approval:** From the 'Main Menu', navigate to: Florida PALM > Forms > CM > Treasury Correspondence Form >Treasury Correspondence Form		The Treasury Correspondence Form '**Search/Fill a Form**' page is displayed.				
Step 3	Click on the '**Add a new Value**' tab.		The '**Treasury Correspondence Form**' page is displayed.				
Step 4	A.) Enter '**Subject**'. B.) Make a selection from the '**Priority**' dropdown. C.) Click the calendar symbol in the '**Due Date**' field and select the current date.	**Subject**: "Treasury Correspondence Request for Approval" **Priority**: "3-Standard" **Due Date**: <Current Date>	User is able to enter/select the information.				

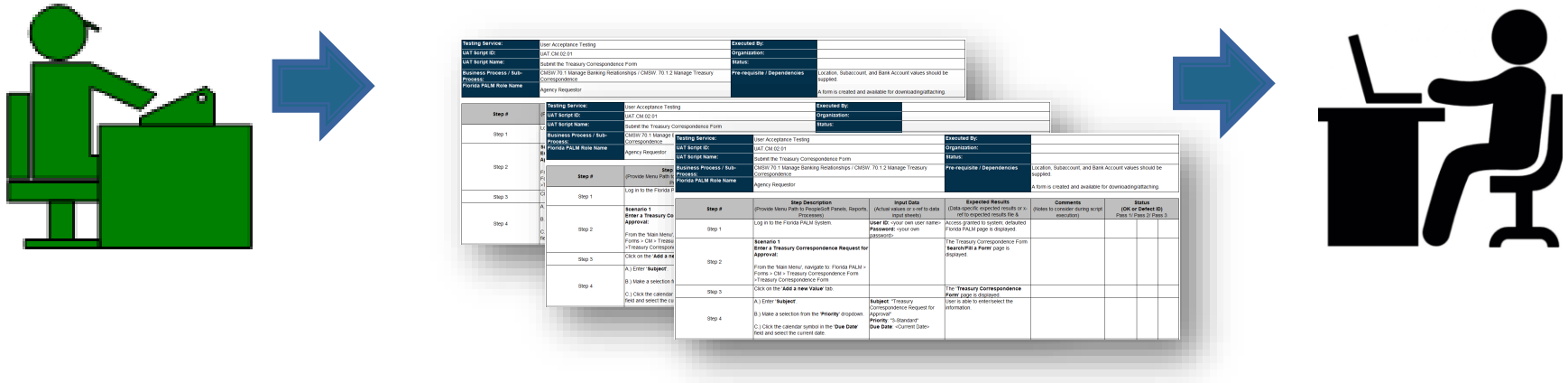
- Each UAT script includes:
  - Script ID and Name
  - Business Process/Sub-process
  - Florida PALM Role Name
  - Tester's details
  - Pre-requisite/Dependencies
  - Step Number
  - Step Description
  - Input Data
  - Expected Results
  - Status (OK/Defect ID)

You do not have to do three passes. 2nd and 3rd passes are to be used for retesting of defects.

UAT Processes

Execution Steps

- Receive UAT Scripts
  - UAT Scripts will be sent to participants by email prior to the start of the tester's identified session.



UAT Processes

Execution Steps

- Execute UAT Script Step 1
  - Go to https://finuat1.flpalm.myfloridacfo.gov/
  - Select your agency from the dropdown provided
  - Click the Log In button
  - Log in with the appropriate agency ID (your agency email address and password)

Step #	Step Description (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	Input Data (Actual values or x-ref to data input sheets)	Expected Results (Data-specific expected results or x-ref to expected results file &
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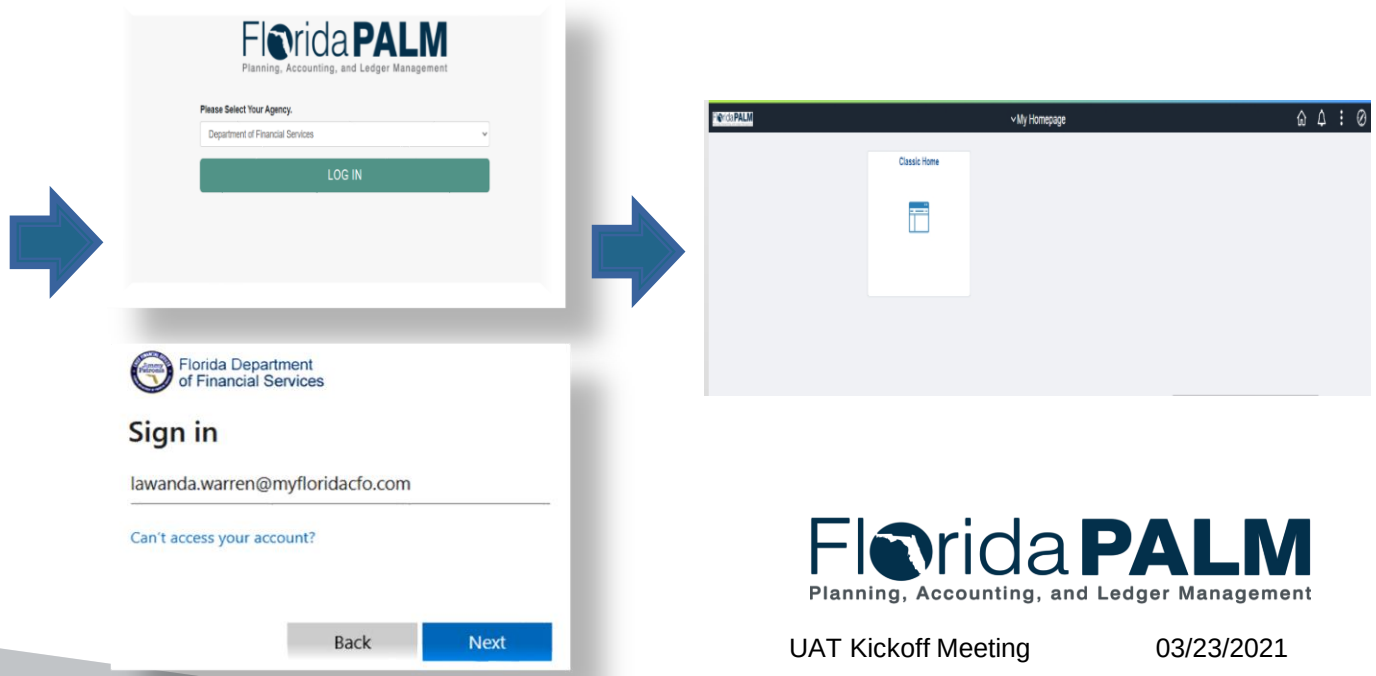

UAT Processes

Execution Steps

- Execute UAT Script Step 2
  - “Main Menu” means to first click the **NavBar** button (compass icon), then click the **Navigator** button.
  - Follow the navigation path as noted in the script to access the respective page.

Step #	Step Description (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	Input Data (Actual values or x-ref to data input sheets)	Expected Results (Data-specific expected results or x-ref to expected results file &
Step 1	Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.
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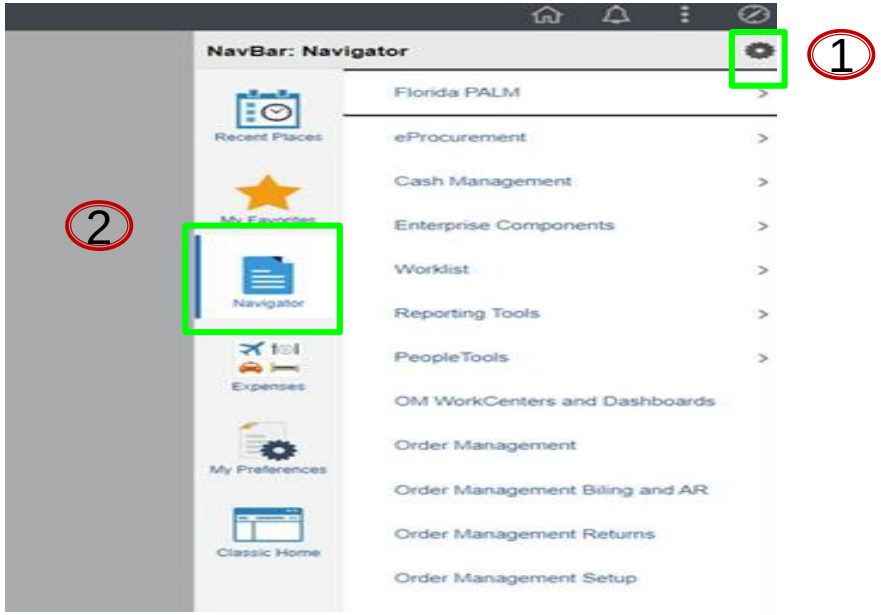


UAT Processes

Execution Steps

- Document Step Completion Status
  - Execute each step within the test script in the noted order
  - Document whether a step passed by entering “OK” or failed by entering “Defect (#)”

Testing Service:	User Acceptance Testing	**Executed By:**	
UAT Script ID:	UAT.CM.02.01	**Organization:**	
UAT Script Name:	Submit the Treasury Correspondence Form	**Status:**	
Business Process / Sub-Process:	CMSW.70.1 Manage Banking Relationships / CMSW. 70.1.2 Manage Treasury Correspondence	**Pre-requisite / Dependencies**	Location, Subaccount, and Bank Account values should be supplied. A form is created and available for downloading/attaching.
Florida PALM Role Name	Agency Requestor		

Step #	**Step Description** (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	**Input Data** (Actual values or x-ref to data input sheets)	**Expected Results** (Data-specific expected results or x-ref to expected results file &	**Comments** (Notes to consider during script execution)	**Status (OK or Defect ID)** Pass 1/ Pass 2/ Pass 3
Step 1	Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.		**OK**
Step 2	**Scenario 1** **Enter a Treasury Correspondence Request for Approval:** From the 'Main Menu', navigate to: Florida PALM > Forms > CM > Treasury Correspondence Form >Treasury Correspondence Form		The Treasury Correspondence Form '**Search/Fill a Form**' page is displayed.		**OK**
Step 3	Click on the '**Add a new Value**' tab.		The '**Treasury Correspondence Form**' page is displayed.		**OK**
Step 4	A.) Enter '**Subject**'. B.) Make a selection from the '**Priority**' dropdown. C.) Click the calendar symbol in the '**Due Date**' field and select the current date.	**Subject**: "Treasury Correspondence Request for Approval" **Priority**: "3-Standard" **Due Date**: <Current Date>	User is able to enter/select the information.		**Defect 1**

UAT Processes

Execution Steps

- Capture Screenshots when prompted by UAT Script
  - Take a screenshot when prompted to confirm that a step was executed successfully
  - A screenshot should also be captured if the Step is noted as with a “Defect (#)”

Testing Service:	User Acceptance Testing	**Executed By:**	
UAT Script ID:	UAT.AR.01.01	**Organization:**	
UAT Script Name:	Generate ACH Notifications of Change Report	**Status:**	
Business Process / Sub-Process:	CMSW 60.2 Deposit and Apply Receipts / CMSW.60.2.4 Manage Electronic Receipts Data	**Pre-requisite / Dependencies:**	Staged Data is available
Florida PALM Role Name:	Agency Deposit Reporter		

Step #	**Step Description** (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	**Input Data** (Actual values or x-ref to data input sheets)	**Expected Results** (Data-specific expected results or x-ref to expected results file & calculation)	**Comments** (Notes to consider during script execution)	**Status (OK or Defect ID)** Pass 1/ Pass 2/ Pass 3		
Step 18	Enter the value in **'Business Unit'**, **'From Date'**, **'To Date'**. Click on **'Search'** button.	**Business Unit'**, **'From Date'** and **'To Date'** will be same as mentioned in Step 7 & Step 8.	User is able to see the ACH NOC details on the page in grid.				
Step 19	Click on **'Trace Number'** link for individual transaction.	**Trace Number'** will be same as extracted in report	User is able to see the NOC details under **'ACH Notice of Change'** page.	Take a screenshot.			
Step 20	Verify if the NOC details and parsed Addenda information is same as extracted in report.		The NOC details and parsed Addenda information is same as extracted in report.	Take a screenshot.			
Step 21	Sign out of Florida PALM. End of Script.		Florida PALM login screen is displayed.				

UAT Processes

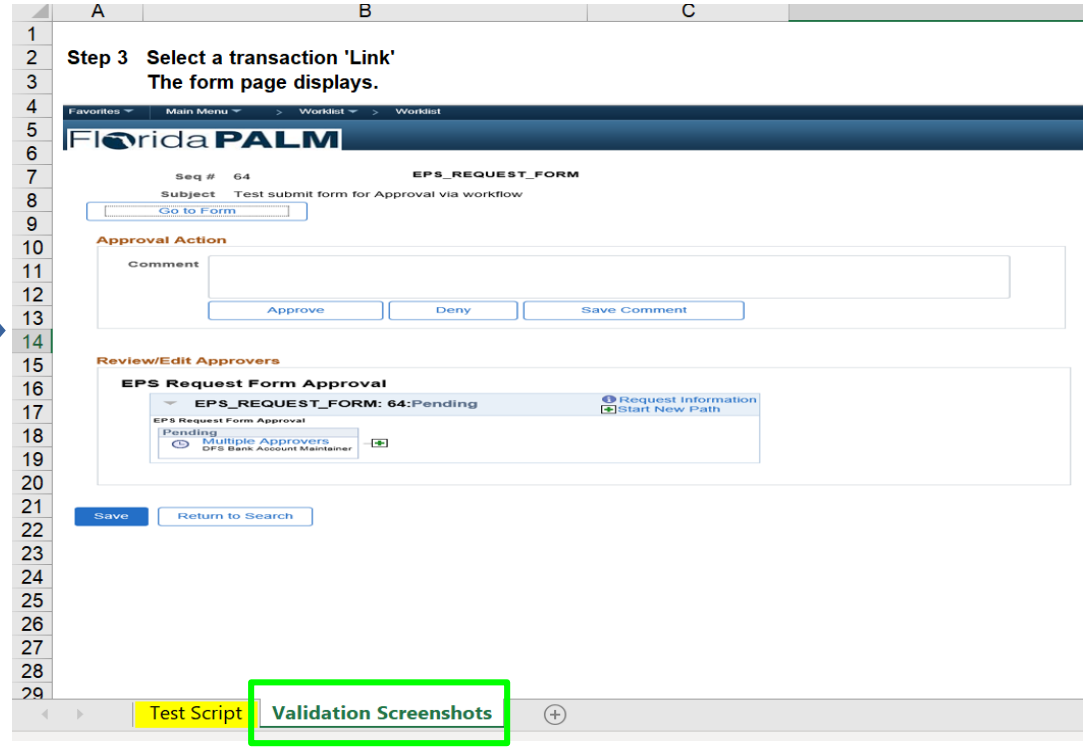
Execution Steps

- Paste Screenshot into the Validation Screenshots tab
  - Reference the Step # and paste the screenshot under the step

Testing Service:	User Acceptance Testing	**Executed By:**	
UAT Script ID:	UAT.CM.01.02	**Organization:**	
UAT Script Name:	Approve Electronic Payment Services (EPS) form	**Status:**	
Business Process / Sub-Process:	CMSW.70.1 Manage Banking Relationships / CMSW.70.1.1 Maintain Bank Accounts	**Pre-requisite / Dependencies**	EPS Request Forms are available for review/approval in the Treasury Workcenter.
Florida PALM Role Name	DFS Bank Account Maintainer		

Step #	Step Description (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	Input Data (Actual values or x-ref to data input sheets)	Expected Results (Data-specific expected results or x-ref to expected results file & calculation)	Comments (Notes to consider during script execution)	Status (OK or Defect ID) Pass 1/ Pass 2/ Pass 3		
Step 1	Approver will have to Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.				
Step 2	**Review a pending EPS request:** Navigate to Main Menu > Cash Management > Treasury Workcenter		The 'Treasury Workcenter' page is displayed.				
Step 3	Click on the '**Pending Approval**' link in the 'My Work' section on the left side of the screen.		A worklist of pending request forms is displayed.				
Step 4	Click on any 'EPS Request Form' link in the list. *Communicate with Tester with Requestor role to provide the form '**Req #**' to select from the list.		The 'Form Approval Action' page is displayed inside the workcenter viewing pane. The request displays a "Pending" status in the ' Review/Edit Approvers' section	**Take a screenshot**			
Step 5	Click on the '**Go to Form**' button.		The 'EPS Request Form' page is displayed in a pop-up window. The form fields are enabled for editing.				

Test Script | Validation Screenshots



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Planning, Accounting, and Ledger Management

UAT Processes

Encountering Defects during UAT

- Defects occur when actual results do not match expected results.
- When you encounter defects, please take a screenshot, paste it into the Validation Screenshots tab, and mark the step with a defect number. For example: Defect 1, Defect 2, or Defect 3.
- When in doubt, communicate with the Florida PALM UAT Support Staff in the session. The Florida PALM UAT Support Staff will review and confirm whether it is a defect.

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UAT Script Name:	Submit the Treasury Correspondence Form	**Status:**	
Business Process / Sub-Process:	CMSW.70.1 Manage Banking Relationships / CMSW. 70.1.2 Manage Treasury Correspondence	**Pre-requisite / Dependencies**	Location, Subaccount, and Bank Account values should be supplied. A form is created and available for downloading/attaching.
Florida PALM Role Name	Agency Requestor		

Step #	**Step Description** (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	**Input Data** (Actual values or x-ref to data input sheets)	**Expected Results** (Data-specific expected results or x-ref to expected results file &	**Comments** (Notes to consider during script execution)	**Status** (OK or Defect ID) Pass 1/ Pass 2/ Pass 3
Step 1	Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.		**OK**
Step 2	**Scenario 1** **Enter a Treasury Correspondence Request for Approval:** From the 'Main Menu', navigate to: Florida PALM > Forms > CM > Treasury Correspondence Form >Treasury Correspondence Form		The Treasury Correspondence Form '**Search/Fill a Form**' page is displayed.		**OK**
Step 3	Click on the '**Add a new Value**' tab.		The '**Treasury Correspondence Form**' page is displayed.		**OK**
Step 4	A.) Enter '**Subject**'. B.) Make a selection from the '**Priority**' dropdown. C.) Click the calendar symbol in the '**Due Date**' field and select the current date.	**Subject**: "Treasury Correspondence Request for Approval" **Priority**: "3-Standard" **Due Date**: <Current Date>	User is able to enter/select the information.		**Defect 1**

UAT Processes

Encountering Defects during UAT

- Each valid defect will be logged as SIR by Florida PALM UAT Support Staff. Once the SIR has been resolved, you will be notified to re-execute the necessary steps to verify that the defect has been resolved.
- In some events, Florida PALM UAT Support Staff may establish meetings and working sessions with you to further review, investigate, and resolve defects.

UAT Processes

Execution Steps

- Once Script Execution is Complete
  - Enter your name in the “Executed By” field and your agency in the “Organization” field
  - Populate the Status with either a “Pass” or “Fail”.
    - Pass – once all steps are complete and no open defects
    - Fail – expected results do not match actual results and a defect has been found and not resolved during session

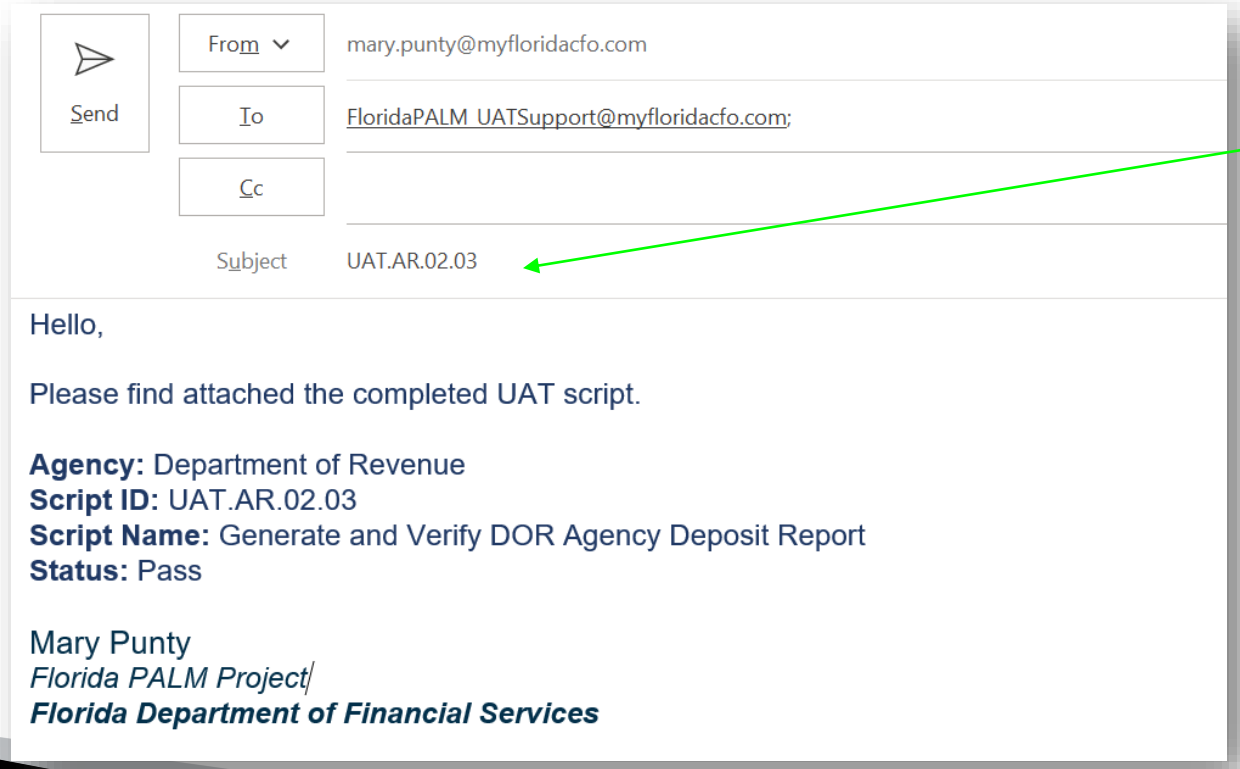
Executed By:	
Organization:	
Status:	
Pre-requisite / Dependencies	Location, Subaccount, and Bank Account values should be supplied. A form is created and available for downloading/attaching.

UAT Processes

Execution Steps

- Email the Completed UAT Scripts to the UAT Support Inbox
  - *FloridaPALM_UATSupport@myfloridacfo.com*

In the body of the email, type in the following:
- Your agency
- Script ID
- Script Name
- Status (pass or fail)

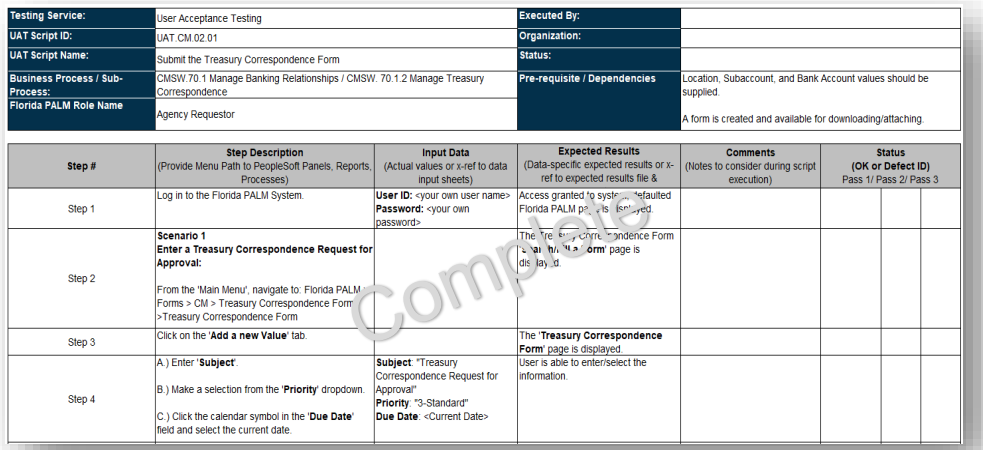


Type in the UAT Script ID in the Subject line

UAT Processes

Execution Steps

- Execute your next script, if applicable



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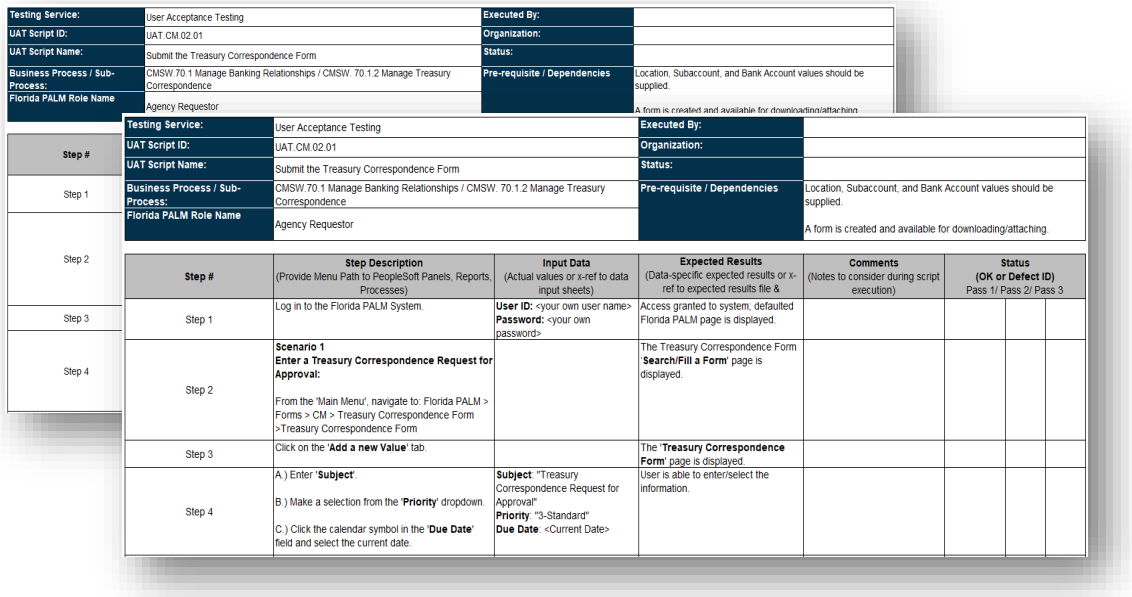
Complete



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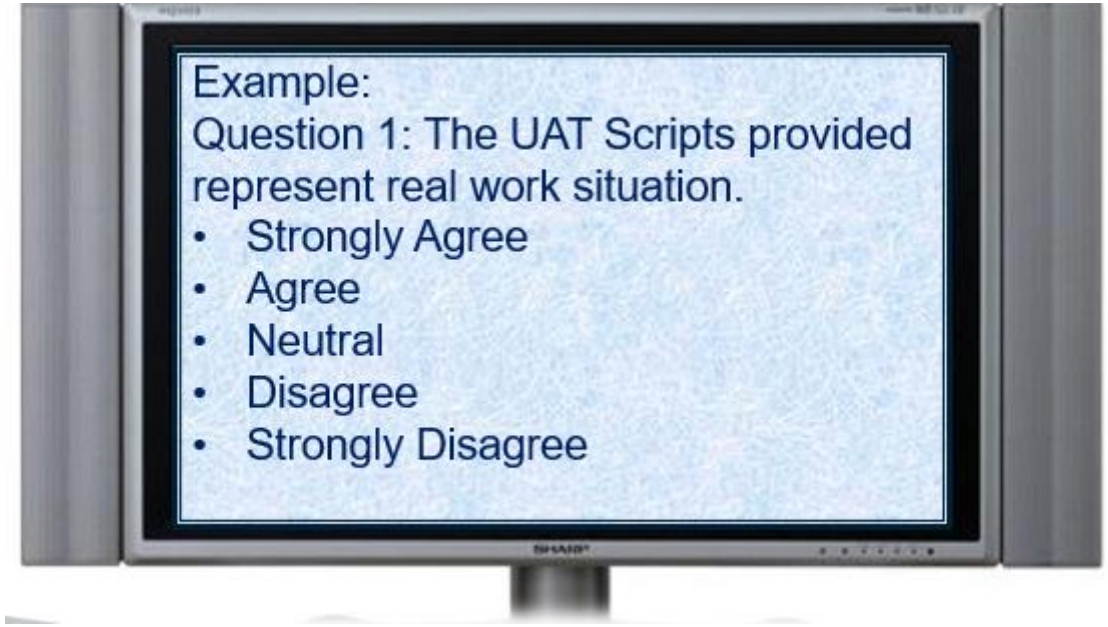
UAT Processes

Survey

- At the completion of UAT execution, the Florida PALM Project Team will distribute a pulse survey via SurveyMonkey to collect feedback from participants on their UAT experience.



Day in the Life of a UAT Participant

Testing Service:	User Acceptance Testing	**Executed By:**	
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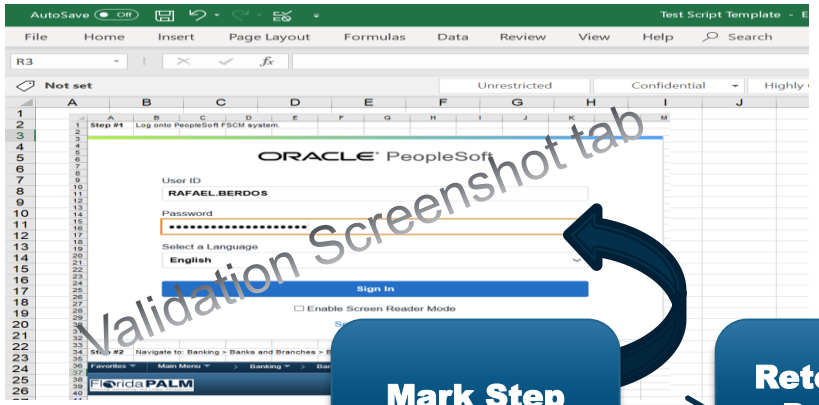
Step #	Step Description (Provide Menu Path to PeopleSoft Panels, Reports, Processes)	Input Data (Actual values or x-ref to data input sheets)	Expected Results (Data-specific expected results or x-ref to expected results file &	Comments (Notes to consider during script execution)	Status (OK or Defect ID) Pass 1/ Pass 2/ Pass 3		
Step 1	Log in to the Florida PALM System.	**User ID:** <your own user name> **Password:** <your own password>	Access granted to system; defaulted Florida PALM page is displayed.		**OK**		
Step 2	**Scenario 1** **Enter a Treasury Correspondence Request for Approval:** From the 'Main Menu', navigate to: Florida PALM > Forms > CM > Treasury Correspondence Form >Treasury Correspondence Form		The Treasury Correspondence Form '**Search/Fill a Form**' page is displayed.		**OK**		
Step 3	Click on the '**Add a new Value**' tab.		The '**Treasury Correspondence Form**' page is displayed.		**OK**		
Step 4	A.) Enter '**Subject**'. B.) Make a selection from the '**Pri** C.) Click the calendar symbol in the '**Due Date**' field and select the current date.	**Subject**: "Treasury Correspondence Request for Approval" **ty**: "3-Standard" **te**: <Current Date>	User is able to enter/select the information.		**Defect 1**		



Receive UAT Scripts to Execute

Begin to Execute Scripts

Defect Encountered ?

Yes

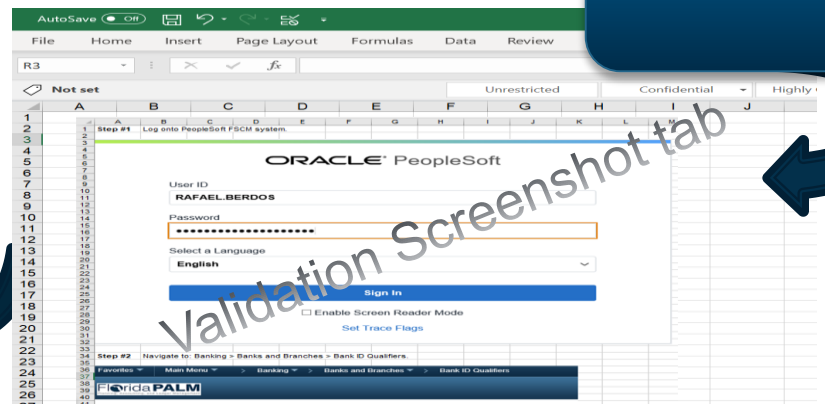
Mark Step as a Defect

Retest once Defect is Fixed

No

Mark Step as "OK"

Email Test Results to Florida PALM UAT Support Inbox



Florida PALM
Planning, Accounting, and Ledger Management

BASIC NAVIGATION WALKTHROUGH

Basic Navigation Walkthrough

Demo

Contact Information

For questions related to UAT, contact UAT Support

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