Training Approach

The Florida PALM approach for training is to design, create and deliver training on system functionality to prepare end users to work in the new system. Training will begin during the User Acceptance Testing (UAT) Phase and will be completed prior to Go-Live with continued support through User Support Labs after Go-Live.

The Project will design, create and prepare training curriculum and materials for delivery on Florida PALM functionality. Training materials will include manuals and step-by-step guides in addition to online classes in People First's Learning Management System. Florida PALM training will be delivered using a variety of methods, to include instructor-led (both in-person and virtual) and web-based training. To augment the Project's provided Training, agencies will be offered the opportunity to participate in a Train-the-Trainer program which prepares agency trainers to deliver training and support to their end users after Florida PALM training delivery.

Agency-Specific Training

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

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

Agencies will determine the best way to communicate and provide agency-specific training.

Florida PALM Training Activities

A summary explanation of the activities to plan, design, create, review and deliver 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 will be shared through Change Champion Network activities, such as Town Hall meetings, recurring Touchpoints and Readiness Workplan (RW) tasks.

Table 1: Training Activities for Florida PALM and Agencies

Activity	Description
Training Curriculum Creation	Florida PALM will create the outline of planned training courses and define what and how Florida PALM training materials will be created.
Training Materials Creation	Florida PALM will create training materials for Florida PALM training based on the training curriculum. Manuals and user guides will also be developed for end users.
User Acceptance Testing	Florida PALM will create presentation materials to support end user understanding of processes in Florida PALM. Agencies will participate in User Acceptance Testing. This will provide end users the chance to experience hands-on sessions to complete transactions.
Training Delivery Planning and Registration	Agencies may 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 may prepare to facilitate delivery of 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 complete their assigned Florida PALM training and receive support after go-live.