

DBPR

UAT Engagement Plan

For Florida PALM Financials, Payroll, and
Data Warehouse/Business Intelligence

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Overview

The Florida PALM User Acceptance Testing (UAT) Engagement Plan provides a high-level framework for how the Department of Business and Professional Regulation (DBPR) has been preparing for, conducting, and validating UAT activities associated with the Florida PALM application and any impacted agency business systems. This plan outlines the key elements needed to support successful end-user engagement, including the scope of testing, timelines, communication expectations, and stakeholder participation.

Key components of the engagement plan include clearly defined roles and responsibilities, preparation activities, and communication pathways. The plan identifies the agency stakeholders involved—such as liaisons, subject matter experts (SMEs), technical support staff, and project leadership—and describes how each group will contribute to validating system functionality, business processes, interfaces, and data within the Florida PALM environment.

By setting expectations for participation and establishing a consistent approach to coordinating UAT activities, this engagement plan ensures the agency is fully prepared to confirm that the Florida PALM solution and any connected business system functionality meet required operational needs ahead of statewide implementation.

User Engagement Approach

The agency's end users have been actively engaged with the Florida PALM solution in-person UAT since February 2026. They have participated in testing activities related to report retrieval for both the PALM application and the Florida PALM Data Warehouse. The primary exception are agency budget liaisons, who are agency users of financial information relevant to their divisions/offices, but do not have access to FLAIR. Additional training will be conducted to ensure they can successfully retrieve reports using Florida PALM's Data Warehouse functionality. This group will continue to have access to legacy reports while also transitioning to the new reporting capabilities within the Data Warehouse.

A key objective of UAT is to confirm that all business areas can continue performing their required processes in the PALM application in the same manner they currently operate within FLAIR. To strengthen end-to-end validation, supervisors will be required to participate in team-based testing. This approach allows for effective turnaround actions and supports complete evaluation of full business processes from initiation through completion.

Upon completion of UAT activities, each business area will provide formal sign-off confirming readiness. All sign-offs will be submitted to leadership for review. Agency leadership will then determine whether the agency, as a whole, is prepared to provide final readiness approval for statewide implementation.

Testing Scope

The scope of UAT testing has been determined to be all the Current-State Business Processes. By selecting all Current-State Business Processes as the foundation for all testing, DBPR is assured that everything that is done today has a functional equivalent in PALM, and therefore, no functionality will slip through the cracks.

Roles and Responsibilities

Thirty-two DBPR staff are involved in UAT, serving in a wide range of roles and responsibilities, shown in Table 1 below.

Table 1: Agency UAT Roles and Responsibilities

Role	Responsibility	Resources
Agency Sponsor	• Certify readiness to participate in UAT. • Regularly monitor agency UAT progress. • Monitor agency risks, issues, and mitigation plans and communicate them to the Project. • Request, provide and assign appropriate resources as needed, and remove obstacles to successfully complete UAT activities.	Sally Huggins
Agency Liaison	• Collaborate closely with UAT Coordinator and provide updates to the Agency Sponsor. • Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Jennifer Gaines
Business Liaison	• Identify and confirm all agency business processes to be tested. • Confirm the creation of User Stories and updated documentation for processes and procedures. • Ensure that end-to-end testing of agency business processes is conducted. • Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Jennifer Gaines Lacy Horton Lyndell Francis Darius Pelham Carmelita Graham Fatimah Harper
Technical Liaison	• Identify and confirm all agency business systems to be tested. • Confirm agency business systems are ready for full integration testing. • Coordinate agency business system remediation as needed, based on the results of testing. • Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Mindy Heindl Craig Doyle Derrick Thomas
Project Management Liaison	• Capture and track both Project- and internal agency-driven UAT activities and maintain awareness of progress and due dates. • Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Linda Lawler

Role	Responsibility	Resources
Change Management Liaison	- Develop and maintain UAT communication plan - Support the identification and tracking of agency UAT participants. - Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Tiffany Cambridge
Training Liaison	- Identify and track agency UAT participants. - Support agency hosted UAT sessions with end users. - Coordinate or lead the agency training material development. - Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Erin Moreno Jessie Rideout Lacy Horton Susanna Gould Clarisse Grisse Michael McCants
UAT Coordinator	- Track and confirm testing progress. - Lead the Testing Error Triage Team. - Serve as the primary point of contact with the Florida PALM Project team for reporting progress, discussing testing issues, ensuring coordination of agency efforts with the overall UAT timeline.	Linda Lawler
Backup UAT Coordinator	Serve as the backup for all UAT Coordinator responsibilities	Jennifer Gaines
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	Jennifer Gaines Sally Huggins Derrick Thomas
Subject Matter Experts (Assigned per Business Process Grouping)	- Support UAT planning (e.g., user stories/script development, agency-specific materials development). - Participate as first end users in UAT. - Conduct agency hosted UAT session with end users. - Serve as primary point of contact for end user business process, data, and technical questions. - Support agency training material development. - Report testing errors and testing progress to UAT Coordinator. - Support end user understanding during UAT and after go-live. - Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT	Darius Pelham Joyce Masterson John Sherer Lyndell Francis Erin Moreno Jessie Rideout Lacy Horton Kristyn Smith Carmelita Graham Alrick Austin Mike Hawkes Fatimah Harper

Role	Responsibility	Resources
	Coordinator and support mitigation strategies or resolutions.	
Security Access Manager	- Perform and track role assignment changes for SMEs and end users during UAT. - Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	David Ernst Prathyusha Pandada
Identity Provider Subject Matter Expert	- Add end users to the active directory (or applicable tool) for access to UAT. - Maintain active directory for access throughout UAT (adding new end users or removing end users as needed).	Christopher Lazala Sam Smigel
File Manager	- Serve as the primary point of contact for interface testing. - Access the Florida PALM Managed File Transfer (MFT) site to send and receive files between the agency and Florida PALM.	Derrick Thomas
Batch Error Contact	Serve as the primary point of contact for batch errors or change in batch process timing.	Lyndell Francis
End Users	- Practice related job processes. - Confirm end user role assignment(s). - Report testing errors and testing progress to SME or UAT Coordinator, as appropriate.	Sally Huggins Jennifer Gaines Derrick Thomas Trina Richardson Lyndell Francis Erin Moreno Kelly Edmunds Jessie Rideout Tyrin Watts Khadejah Green Lenora Bellamy Lacy Horton Kristyn Smith Vacant (79001005) E. Humphries Natasha Williams Cathy Clemons Brenda Smith Ezekiel Haynes Darius Pelham John Sherer Joyce Masterson Shannon Fennicks Justin Brown Carmelita Graham

Role	Responsibility	Resources
		Alrick Austin Mike Hawkes Fatimah Harper Jaiden Foss Andrea Spencer Vacant (79010425) Teresa Christmas
Enterprise Systems	STMS PCard Works FACTS MFMP PeopleFirst	Haley Roath Ashley Strickland Chris Gergen Trina Richardson Fatimah Harper Jaiden Foss Angelica Gomez Flores John Scales Kevin Brown Alexandria James Prathyusha Pandada Michael Doherty Lina Hurtado David Ernst Lacy Horton Elizabeth Humpries

User Story Testing Progress

Table 2 below represents user stories based on PALM named activities. DBPR created agency user stories and test cases that were a collection of applicable PALM Named Activities (collections of PALM User Stories if 1 activity and 1 role equaled 1 user story). This ensures that DBPR operational activities can be completed in PALM.

DBPR Test Cases were initially written with two roles entering information into a single test case. When it was revealed that user stories were being used to count testing instead of test cases, it was too late to redesign DBPR's test cases to align to single-activity user stories.

If we counted PALM defined user stories that were tested in DBPR Test Cases, the numbers below would appear drastically inflated. The numbers below represent what were reported in the User Story Inventory against PALM defined activities.

Discoveries during UAT testing eliminated some PALM user stories not applicable to DBPR. This continues to be the case as testing continues in July.

While complete end to end testing coverage was not completed from February to June, testing in July and after refresh in August provides more time to test additional user stories. This includes interactive testing for enterprise systems, and additional testing of DBPR's planned interface that will work with DBPR's licensing system, Versa: Regulation.

Table 2: User Story Testing Progress

Number of Activities	Unique Number of User Stories	Number of Successfully Tested Unique User Stories	Number of Times the User Stories Have Been Tested	Status Comments
Account Management and Financial Reporting (AMFR)				
17	34	42	51	
Accounts Receivable (AR)				
16	41	4	58	
Asset Accounting and Management (AAM)				
16	32	39	41	
Banking (BK)				
6	11	10	11	
Budget Management and Cash Control (BM/CC)				
7	14	56	32	
Contracts Management (CT)				
N/A				DBPR manages contracts through FACTS and will continue to do so with Florida PALM.
Disbursements Management (DM)				
22	39	41	67	
Data Warehouse/Business Intelligence (DW/BI)				
6	6	19	6	
Grants Management (GM)				
N/A				DBPR does not have grants
Inter/IntraUnit Transactions (IU)				
13	13	57	33	
Payroll Management (PR)				
26	51	29	54	
Projects Management (PM)				
N/A				DBPR does not have projects
Revenue Accounting (RA)				
N/A				DBPR customer management is contained in Versa: Regulation and will not be duplicated in PALM.
System Access and Controls (SAC)				
2	2	2	2	

Agency Business System Testing Progress

DBPR has one Agency Business System (ABS), Versa: Regulation (VR), which is DBPR's licensing and customer portal system. VR does not currently interface with FLAIR; however, one Florida PALM activity must be managed through an interface, processing customer refunds.

This system will feed customer refund information into PALM through the use of PALM's API002 Interface. Deposit information will be managed through API010, a spreadsheet upload, similar to how financial information from VR is currently recorded in FLAIR.

The agency has just started automated testing of the interface and expects to complete full end-to-end testing after the refresh, where end users can process refunds in PALM.

The testing effort will be supported by DBPR Division of Technology, the Bureau of Finance and Accounting's Revenue and Financial reporting section, and Florida PALM as needed.

Possible risks are ones where end user testing may identify minor changes to the API002 Interface, especially regarding coding for financial reports, and the ability to review refunds over a certain dollar amount before they are processed in PALM.

Table 3: Agency Business System Testing Progress

Business System Name	Cycle 3 Status (Not Started, In Progress, Complete)	End User Testing Needed (Y/N)	Status of End User Testing (Not Started, In Progress, Complete)	Planned or Actual Completion Date of End User Testing
Versa: Regulation	In Progress	Y	7/27/2026	10/02/2026

End User Testing

Each functional area is listed below with an estimated time commitment. Contract Management (CT), Grants Management (GM), and Project Management (PM) are Florida PALM business processes that are not currently relevant to DBPR and therefore are not included in our testing scope. Revenue Accounting (RA) was also excluded because the agency manages customers in the Versa:Regulation Licensing System and will not be duplicating that information in Florida PALM.

System Access and Controls (SAC) will be tested. This portion of the PALM application was previously validated when all users were added to the UAT region. We currently have two vacant positions, but no new hires to test additional access scenarios.

Each functional area will begin testing only after the preceding area has completed its testing activities and has validated the data and functionality within the PALM application.

Table 4: End User Testing by Business Process Grouping

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End User Organization(s) or Agency Business System	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
Account Management and Financial Reporting (AMFR)			
7	1-3 hrs. per week	Finance & Accounting Reporting	August 2026 through November 2026

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End User Organization(s) or Agency Business System	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
Accounts Receivables (AR)			
5	1-2 hrs. per week	Finance & Accounting Accounts Management and Financial Reporting	August 2026 through November 2026
Asset Accounting and Management (AAM)			
5	2 hrs. per week	Agency Services	August 2026 through November 2026
5	1 hr. per week	Finance & Accounting Reporting	August 2026 through November 2026
Banking (BK)			
8	1 hr. per week	Finance & Accounting Reporting	August 2026 through November 2026
Budget Management and Cash Control (BM/CC)			
5	1 hr. per week	Finance & Accounting Reporting	August 2026 through November 2026
5	1-2 hrs. week	Finance and Accounting Budget Office	August 2026 through November 2026
Contracts Management (CT)			
N/A	N/A	N/A	N/A
Disbursements Management (DM)			
5	1-3 hrs. per week	Finance & Accounting Accounts Management and Financial Reporting	August 2026 through November 2026
8	1-3 hrs. per week	Finance & Accounting Disbursement Managment	August 2026 through November 2026
Data Warehouse/Business Intelligence (DW/BI)			
3	1-2 hrs. per week	Agency Services	August 2026 through November 2026
2	1-2 hrs. per week	Agency Human Resources	August 2026 through November 2026
5	1-2 hrs. per week	Finance & Accounting Budget Office	August 2026 through November 2026
4	1-2 hrs. per week	Finance & Accounting Disbursement Managment	August 2026 through November 2026
5	1-2 hrs. per week	Finance & Accounting Accounts Management and Financial Reporting	August 2026 through November 2026
Grants Management (GM)			
N/A	N/A	N/A	N/A

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End User Organization(s) or Agency Business System	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
Inter/IntraUnit Transactions (IU)			
6	1-3 hrs. per week	Finance & Accounting Accounts Management and Financial Reporting	August 2026 through November 2026
4	1-3 hrs. per week	Finance & Accounting Disbursement Management	August 2026 through November 2026
Payroll Management (PR)			
4	1-3 hrs. per week	Agency Human Resources	August 2026 through November 2026
3	1-2 hrs. per week	Finance & Accounting Accounts Management and Financial Reporting	August 2026 through November 2026
Projects Management (PM)			
N/A	N/A	N/A	N/A
Revenue Accounting (RA)			
N/A	N/A	N/A	N/A
System Access and Controls (SAC)			
3	3	3	August 2026 through November 2026

UAT Engagement Risks

- End user testing may identify minor changes to the API002 Interface, especially regarding coding for financial reports, and the ability to review refunds over a certain dollar amount before they are processed in PALM.
- Testing the integration of enterprise systems, and the need to reconcile more often, may reveal improvements in financial processing in divisions to ensure accurate financial reporting.
- Changes in staff (new hires, separations) will always impact testing and training progress.