Department of Children and Families

# UAT Engagement Plan

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

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## Overview

The Department of Children and Families (DCF) User Acceptance Testing (UAT) Engagement Plan defines the agency's approach for validating Florida PALM functionality and the agency business systems that support DCF's financial operations. Following the successful completion of the Project-led UAT in May 2026, the Department has transitioned to agency-led testing focused on validating remaining User Stories, retesting resolved issues, confirming agency business system integrations, and preparing end users for production implementation.

This UAT Engagement Plan encompasses execution of agency-developed User Stories, validation of end-to-end financial business processes, verification of security roles and workflow approvals, testing of interfaces between Florida PALM and impacted agency business systems, with regression testing beginning following the August 2026 UAT Refresh. Testing activities are coordinated by the CFO Workforce Development team who updates business procedures, job aids, and training materials to ensure that formal end-user training, scheduled to begin in October 2026, reflects validated business processes and approved agency procedures. This integrated approach allows DCF to use UAT not only to validate system functionality but also to prepare users to perform their day-to-day financial responsibilities in the Florida PALM environment.

Successful execution of our UAT Engagement Plan requires coordinated participation across DCF's financial and technical offices. Key stakeholders include the Agency Sponsor, Agency Liaison, Business and Technical Liaisons, UAT Coordinator, Training and Change Management Liaisons, Subject Matter Experts (SMEs), the Testing Error Triage Team, Security Access staff, agency business system owners, and end users representing each impacted financial business area. These stakeholders are responsible for validating business processes, resolving testing issues, approving testing outcomes, updating agency documentation, preparing users for deployment, and supporting a successful transition to Florida PALM in January 2027.

## User Engagement Approach

DCF's User Acceptance Testing (UAT) engagement strategy uses a phased approach that expands participation as testing progresses. During the Project-led UAT, Subject Matter Experts (SMEs) from our business areas served as the agency's primary testers. These SMEs developed and executed agency-specific User Stories, validated Florida PALM business processes against current DCF operations, identified workflow and configuration issues, and aided in the confirmation that agency business system interfaces supported expected transaction processing.

The results of the Project-led UAT have been incorporated into updated business procedures, job aids, and training materials, ensuring that future end-user training reflects validated business processes rather than system design assumptions. Following August 2026 UAT Refresh, testing will continue to expand beyond the core SME group to include additional end users who perform day-to-day financial activities. These participants will also validate resolved issues, confirm updated functionality, verify security roles and workflow approvals, and execute end-to-end business processes that span multiple functional areas and agency business systems.

Key engagement activities include:

- Executing agency-developed User Stories that represent DCF's business processes across applicable Florida PALM Business Process Groupings.
- Performing role-based validation of financial transactions, approvals, reconciliations, and reporting activities that users will perform in production.
- Testing interfaces between Florida PALM and impacted agency business systems, including file processing, data reconciliation, and exception handling.
- Identifying and documenting defects, participating in Testing Error Triage meetings, and validating defect resolutions through regression testing.
- Providing feedback to the CFO Workforce Development Team to refine business procedures, job aids, and end-user training materials based on testing results.
- Preparing experienced SMEs and testers to serve as division resources during deployment, implementation, and Hypercare by leveraging the knowledge gained throughout UAT.

This phased engagement strategy enables DCF to validate both system functionality and agency-specific business processes while preparing end users to successfully perform their financial responsibilities in Florida PALM on day one of production.

## Testing Scope

DCF's testing scope remains aligned with the agency's approved UAT Plan and focuses on validating the business processes and system integrations required to support the Department's financial operations in Florida PALM. Testing encompasses all applicable Florida PALM

Business Process Groupings (BPGs), agency-developed User Stories, and the interfaces between Florida PALM and DCF's impacted Agency Business Systems (ABS). The objective is to verify that financial transactions can be processed accurately from initiation through reporting while maintaining appropriate workflow approvals, security, and reconciliation processes.

Testing activities include:

- Executing agency-developed User Stories that reflect DCF's business processes for areas such as Budget Management, Asset Management, Cash Management, and other applicable financial areas.
- Validating end-to-end business processes that span multiple functional areas, including transaction initiation, approvals, posting, reconciliation, and financial reporting.
- Testing inbound and outbound interfaces between Florida PALM and DCF Agency Business Systems, including file transmissions, data transformations, exception handling, and reconciliation of interface results.
- Validating security roles, workflow routing, and user access to ensure staff can perform assigned responsibilities while maintaining appropriate separation of duties.
- Verifying batch processing, scheduled jobs, and automated transactions that support daily and month-end financial operations.
- Performing regression testing following issue resolution and the August 2026 UAT refresh to confirm that previously validated functionality continues to perform as expected.
- Obtaining business owner acceptance that Florida PALM functionality and related agency business system processes meet DCF's operational requirements.

Since completing the Project-led UAT in May 2026, DCF has continued validating remaining User Stories, retesting resolved issues, and coordinating testing of agency business system integrations as development activities are completed. The August 2026 UAT refresh will provide the final opportunity to validate updated functionality, complete end-to-end business process testing, and confirm that system interfaces, security, and agency procedures support production operations before Florida PALM implementation in January 2027.

## *Roles and Responsibilities*

*Table 1: Agency UAT Roles and Responsibilities*

| Role | Responsibility | Resources |
| --- | --- | --- |
| Agency Sponsor | • Certify readiness to participate in UAT.<br>• Regularly monitor agency UAT progress.<br>• Monitor agency risks, issues, and mitigation plans and communicate them to the Project.<br>• Request, provide and assign appropriate resources as needed, and remove obstacles to successfully complete UAT activities. | • Chad Barrett (Primary)<br>• Mary Sweat |
| Agency Liaison | • Collaborate closely with UAT Coordinator and provide updates to the Agency Sponsor.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Courtney Howell (Primary)<br>• Darrell Zabaldo |
| Business Liaison | • Identify and confirm all agency business processes to be tested.<br>• Confirm the creation of User Stories and updated documentation for processes and procedures.<br>• Ensure that end-to-end testing of agency business processes is conducted.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Monika Patel (Primary)<br>• Mary Sweat |
| Technical Liaison | • Identify and confirm all agency business systems to be tested.<br>• Confirm agency business systems are ready for full integration testing.<br>• Coordinate agency business system remediation as needed, based on the results of testing. | • Joan Davis (Primary)<br>• Donna Sanders |

| Role | Responsibility | Resources |
|---|---|---|
| | • Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | |
| Project Management Liaison | • Capture and track both Project- and internal agency-driven UAT activities and maintain awareness of progress and due dates.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Quantrel Johnson (Primary)<br>• Crystal Sims |
| Change Management Liaison | • Develop and maintain UAT communication plan<br>• Support the identification and tracking of agency UAT participants.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Angelique Metezier (Primary)<br>• Courtney Howell |
| Training Liaison | • Identify and track agency UAT participants.<br>• Support agency hosted UAT sessions with end users.<br>• Coordinate or lead the agency training material development.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Courtney Howell (Primary)<br>• Angelique Metezier |
| UAT Coordinator | • Track and confirm testing progress.<br>• Lead the Testing Error Triage Team.<br>• 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. | • Courtney Howell (Primary)<br>• Quantrel Johnson |
| Testing Error Triage Team | • Meet regularly to review progress and discuss upcoming activities.<br>• Review testing errors to determine resolution or need for escalation. | • Matthew Brock<br>• Courtney Howell<br>• Angelique Metezier |

| Role | Responsibility | Resources |
|---|---|---|
| | | • Asheema Vemuri |
| Subject Matter Experts *(Assigned per Business Process Grouping)* | • Support UAT planning (e.g., user stories/script development, agency-specific materials development).<br>• Participate as first end users in UAT.<br>• Conduct agency hosted UAT session with end users.<br>• Serve as primary point of contact for end user business processes, data, and technical questions.<br>• Support agency training material development.<br>• Report testing errors and testing progress to UAT Coordinator.<br>• Support end user understanding during UAT and after go-live.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Account Management and Financial Reporting:<br>  ○ Sharon Bufford<br>  ○ Gayathri Gutta<br>  ○ Sherif Nessim<br>  ○ Monika Patel<br>  ○ Kay Schaub<br>  ○ Nidia Tew<br>• Accounts Receivable<br>  ○ Amanda Davenport<br>  ○ Jennifer Herron<br>  ○ Crystal Sims<br>• Asset Accounting and Management (AAM)<br>  ○ Kimberley Circello<br>  ○ Courtney Howell<br>  ○ Angelique Metezier<br>  ○ Joshua Register<br>• Banking<br>  ○ Rena Flynn<br>  ○ Diana Nielsen<br>• Budget Management and Cash Control<br>  ○ Paula Anthony<br>  ○ Matt Brock<br>  ○ April Edmonds<br>  ○ Aman Punwani<br>  ○ Jeanna Underwood<br>  ○ Darrell Zabaldo<br>• Contracts Management<br>  ○ N/A<br>• Disbursements Management<br>  ○ Nevine Botros<br>  ○ Fontella Bush<br>  ○ Jessi Dyer<br>  ○ Amy Kelly<br>  ○ Kayla Mullins<br>  ○ Diana Nielsen<br>  ○ Rhonda Reed<br>• Data Warehouse/ Business Intelligence<br>  ○ April Edmonds<br>  ○ Sue Davis<br>  ○ Matt Brock<br>  ○ Courtney Howell<br>• Grants Management<br>  ○ N/A |

| Role | Responsibility | Resources |
|---|---|---|
| | | • Inter/IntraUnit Transactions<br>  ○ Monika Patel<br>  ○ Jessi Dyer<br>  ○ Fontella Bush<br>  ○ Jennifer Herron<br>  ○ Diana Nielsen<br>• Payroll Management<br>  ○ Myra Rivette<br>  ○ Paul Berryman<br>  ○ April Edmonds<br>  ○ Monika Patel<br>• Projects Management<br>  ○ Vonda Smith<br>  ○ Dineen Cicco<br>  ○ James Hyde<br>  ○ Crystal Sims<br>• Revenue Accounting<br>  ○ Jennifer Herron<br>  ○ Amanda Davenport<br>  ○ Crystal Sims<br>• System Access and Controls (SAC)<br>  ○ Sue Davis |
| Security Access Manager | • Perform and track role assignment changes for SMEs and end users during UAT.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | • Sue Davis<br>• Kye Vick |
| Identity Provider Subject Matter Expert | • Add end users to the active directory (or applicable tool) for access to UAT.<br>• Maintain active directory for access throughout UAT (adding new end users or removing end users as needed). | • Lester Word (Primary)<br>• Madhukar Lakshminarayan |
| File Manager | • Serve as the primary point of contact for interface testing.<br>• Access the Florida PALM Managed File Transfer (MFT) site to send and receive files between the agency and Florida PALM. | • Joan Davis (Primary)<br>• Renuka Ravula<br>• Daniel Ciabotti |
| Batch Error Contact | • Serve as the primary point of contact for batch errors or change in batch process timing. | • Donna Sanders (Primary)<br>• Venkata Anaparthy<br>• Joan Davis |
| End Users | • Practice related job processes. | List Maintained in Smartsheet: Role Mapping Worksheet. |

| Role | Responsibility | Resources |
|---|---|---|
| | • Confirm end user role assignment(s).<br>• Report testing errors and testing progress to SME or UAT Coordinator, as appropriate. | |

## *User Story Testing Progress*

*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 | Remaining User Stories to Test Successfully | Status Comments |
|---|---|---|---|---|---|
| **Account Management and Financial Reporting (AMFR)** | | | | | |
| 17 | 59 | 50 | 48 | 9 | Testing is pending until the related processes are developed and released for testing. |
| **Accounts Receivable (AR)** | | | | | |
| 10 | 24 | 23 | 70 | 1 | |
| **Asset Accounting and Management (AAM)** | | | | | |
| 16 | 40 | 34 | 114 | 6 | Testing is pending until the relevant process steps become available. |
| **Banking (BK)** | | | | | |
| 6 | 12 | 12 | 13 | 0 | |
| **Budget Management and Cash Control (BM/CC)** | | | | | |
| 7 | 36 | 31 | 31 | 0 | |
| **Contracts Management (CT)** | | | | | |
| N/A | N/A | N/A | N/A | N/A | We will be using an agency business system. |
| **Disbursements Management (DM)** | | | | | |
| 22 | 133 | 128 | 441 | 5 | Testing is pending until the related processes are developed and released for testing. |
| **Data Warehouse/Business Intelligence (DW/BI)** | | | | | |
| 4 | 11 | 11 | 19 | 0 | |
| **Grants Management (GM)** | | | | | |
| 1 | 6 | 6 | 7 | 0 | |
| | | | | | |

| Number of Activities | Unique Number of User Stories | Number of Successfully Tested Unique User Stories | Number of Times the User Stories Have Been Tested | Remaining User Stories to Test Successfully | Status Comments |
|---|---|---|---|---|---|
| **Inter/IntraUnit Transactions (IU)** | | | | | |
| 13 | 72 | 70 | 262 | 2 | Testing is pending until the related processes are developed and released for testing. |
| **Payroll Management (PR)** | | | | | |
| 26 | 50 | 46 | 52 | 4 | Testing is pending until the related processes are developed and released for testing. |
| **Projects Management (PM)** | | | | | |
| 10 | 22 | 21 | 85 | 1 | |
| **Revenue Accounting (RA)** | | | | | |
| 2 | 3 | 3 | 4 | 0 | |
| **System Access and Controls (SAC)** | | | | | |
| 3 | 3 | 3 | 18 | 0 | |

## *Agency Business System Testing Progress*

*Table 3: Agency Business System Testing Progress*

Cycle Three testing will conclude on October 2. End users are expected to complete all assigned testing activities by this date to ensure testing results are captured and any outstanding items can be addressed prior to Go-Live.

| 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 |
|---|---|---|---|---|
| Home Case for Disabled Adults Voucher Processing | In Progress | Y | Complete | 10/2/2026 |
| FLORIDA – OSS Payments | In Progress | Y | Complete | 10/2/2026 |
| Financial Resource Center | In Progress | Y | In Progress | 10/2/2026 |
| Warehouse Management System | In Progress | Y | In Progress | 10/2/2026 |
| GRANTS | In Progress | Y | In Progress | 10/2/2026 |

| 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 |
|---|---|---|---|---|
| Voucher Imaging System – testing slated to begin in late July. | Not Started | Y | Not Started | 10/2/2026 |
| Enterprise Data Warehouse | In Progress | Y | In Progress | 10/2/2026 |

## End User Testing

DCF has engaged business area SMEs and designated end users from each financial function to execute agency-developed User Stories and validate Florida PALM business processes. Participants were selected based on their responsibility for performing day-to-day financial transactions and their knowledge of agency-specific business processes, ensuring that testing reflects how work will be performed after implementation.

To date, DCF has completed validation of the majority of agency User Stories covering core financial functions. Testing has also included validation of security roles, workflow approvals, interface processing, and business system integrations supporting these processes. Issues and enhancement requests identified during testing have been tracked through the Project's Ticketing Solution – Service Now (SNow), with agency SMEs participating in testing error triage and retesting activities as needed and these being racked on the Department's issue and inquiry log and relevant Project team through SNow Tickets.

August 2026 UAT refresh will provide DCF with an opportunity to validate resolved issues, execute remaining User Stories affected by system updates, and perform end-to-end business process testing that spans multiple functional areas and agency business systems. This phase will also expand participation beyond the core SME group and sporadic end user testing by engaging all end users who will perform daily financial activities in production. Their participation will help confirm that agency procedures, security access, workflow routing, and supporting documentation accurately reflect operational needs before implementation.

In parallel with UAT activities, DCF will continue preparing end users through Florida PALM training activities. Training and UAT will be coordinated to allow users to apply training concepts through system validation activities while providing additional opportunities to identify questions, process impacts, and areas requiring clarification prior to implementation.

End users supporting agency business systems will participate in testing activities based on the implementation schedule for their respective interfaces. These users will focus on validating inbound and outbound file processing, interface transactions, reconciliation activities, exception handling, and downstream business processes impacted by Florida PALM.

DCF's primary testing challenge is balancing UAT participation with ongoing operational responsibilities, particularly for staff who support critical financial functions such as disbursement management, grants, and budgeting. To mitigate this risk, testing activities are coordinated through business area leadership, scheduled around operational priorities, and supplemented with cross-trained SMEs to ensure adequate testing coverage throughout the remaining UAT activities.

*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)** | | | |
| 3 | 2 hours per week | Financial Reporting and Reconciliation | September 2026 through December 2026 |
| **Accounts Receivables (AR)** | | | |
| 6 | 2 hours per week | Revenue Management | September 2026 through December 2026 |
| 25 | 2 hours per week | Financial Support Services - MHTF | September 2026 through December 2026 |
| **Asset Accounting and Management (AAM)** | | | |
| 2 | 2 hours per week | Statewide Asset Tracking System (SATS) | September 2026 through December 2026 |
| 4 | 2 hours per week | General Services - Property | September 2026 through December 2026 |
| **Banking (BK)** | | | |
| 1 | 2 hours per week | Financial Support Services - MHTF | September 2026 through December 2026 |
| **Budget Management and Cash Control (BM/CC)** | | | |
| 4 | 2 hours per week | Budget Office | September 2026 through December 2026 |
| 1 | 1 hour per week | Financial Resource Center | September 2026 through December 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)* |
|---|---|---|---|
| **Contracts Management (CT)** | | | |
| N/A | N/A | N/A | N/A |
| **Disbursements Management (DM)** | | | |
| 8 | 2 hours per week | Financial Support Services - Contracts | September 2026 through December 2026 |
| 9 | 2 hours per week | Financial Support Services - MFMP | September 2026 through December 2026 |
| 12 | 2 hours per week | Financial Support Services - STMS | September 2026 through December 2026 |
| 6 | 2 hours per week | Financial Support Services – DAPM/WD | September 2026 through December 2026 |
| 25 | 2 hours per week | Financial Support Services - MHTF | September 2026 through December 2026 |
| 4 | 2 hours per week | Financial Support Services – Special Payments | September 2026 through December 2026 |
| **Data Warehouse/Business Intelligence (DW/BI)** | | | |
| 3 | 1 hour per week | CFO Systems Team | September 2026 through December 2026 |
| 4 | 1 hour per week | Budget Office | September 2026 through December 2026 |
| 5 | 1 hour per week | Revenue Management | September 2026 through December 2026 |
| 3 | 1 hour per week | Financial Reporting and Reconciliation | September 2026 through December 2026 |
| 4 | 1 hour per week | Financial Support Services – DAPM | September 2026 through December 2026 |
| **Grants Management (GM)** | | | |
| N/A | N/A | N/A | N/A |
| **Inter/IntraUnit Transactions (IU)** | | | |
| 11 | 2 hours per week | Financial Reporting and Reconciliation | September 2026 through December 2026 |
| 6 | 2 hours per week | Revenue Management | September 2026 through December 2026 |
| 25 | 2 hours per week | Financial Support Services - MHTF | September 2026 through December 2026 |
| 8 | 2 hours per week | Financial Support Services - Contracts | September 2026 through December 2026 |
| 4 | 2 hours per week | Financial Support Services – Special Payments | September 2026 through December 2026 |
| **Payroll Management (PR)** | | | |
| 3 | 2 hours per week | Financial Reporting and Reconciliation | September 2026 through December 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)* |
|---|---|---|---|
| 2 | 2 hours per week | Budget Office | September 2026 through December 2026 |
| 11 | 2 hours per week | Human Resources | September 2026 through December 2026 |
| **Projects Management (PM)** | | | |
| 4 | 2 hours per week | General Services - Property | September 2026 through December 2026 |
| 2 | 2 hours per week | Revenue Management | September 2026 through December 2026 |
| **Revenue Accounting (RA)** | | | |
| 6 | 2 hours per week | Revenue Management | September 2026 through December 2026 |
| 8 | 2 hours per week | Financial Support Services - MHTF | September 2026 through December 2026 |
| **System Access and Controls (SAC)** | | | |
| 3 | 2 hours per week | CFO Systems Team | September 2026 through December 2026 |

## UAT Engagement Risks

The Department of Children and Families (DCF) continue to monitor risks and impediments that could affect the successful execution and completion of User Acceptance Testing (UAT), including validation of Florida PALM business processes and agency business system (ABS) integrations. Risks will be reviewed monthly through the agency's Florida PALM reporting protocol and are tracked through the agency's readiness reporting. As issues are identified, DCF coordinates with business owners, technical teams, and the Florida PALM Project to minimize impacts to testing schedules and production readiness.

| Risk | Impact on UAT | Mitigation Strategy |
|---|---|---|
| Agency Business System interface development or remediation is not completed before scheduled testing windows. | End-to-end business process validation cannot be completed until interfaces are available, delaying user acceptance of affected business processes. | Monitor development milestones weekly, prioritize critical interfaces, conduct incremental interface testing as components become available, and coordinate testing schedules with the Florida PALM Project. |

| Risk | Impact on UAT | Mitigation Strategy |
|---|---|---|
| Business process changes associated with Speed Key functionality and Expansion Option processing require revised agency procedures. | Users may be unable to fully validate future-state business processes until revised procedures and workarounds are established. | Complete validation during the UAT Refresh and finalize revised procedures and incorporate updates into training materials and job aids before production. |
| Budget checking and encumbrance processing changes between MFMP and Florida PALM require users to perform unfamiliar business processes. | Testers may identify issues that result from new business processes rather than system functionality, extending testing and retesting efforts. | Provide targeted orientation sessions before testing, update job aids, and include business process walkthroughs during UAT activities. |
| Availability of SMEs and end users is constrained by year-end and other operational responsibilities. | Reduced tester availability may delay completion of User Stories, regression testing, and business system validation. | Coordinate testing calendars with division leadership, schedule testing around critical operational periods, and utilize cross-trained backup SMEs to maintain testing coverage. |
| Validation of GRANTS-completion of the Short-Term GRANTS solution. | Interface testing for affected grant processes may not be completed within planned testing windows. | Perform incremental testing where feasible, and complete full end-to-end validation immediately following approval. |

DCF expects to complete all remaining User Story execution, agency business system integration testing, regression testing, and end-to-end business process validation following the August 2026 UAT Refresh and in advance of the January 2027 Florida PALM production implementation. Testing completion will be monitored against established milestones, with unresolved issues elevated through the agency's governance process to ensure timely resolution.