

DLA

UAT Engagement Plan

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

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Overview

The Office of the Attorney General (OAG), Department of Legal Affairs (DLA), is participating in User Acceptance Testing (UAT) activities in support of the Florida PALM implementation. This UAT Engagement Plan establishes the agency's approach for engaging business users, coordinating technical and business resources, and preparing the agency to successfully execute business validation activities throughout the UAT lifecycle.

The agency's UAT scope includes Florida PALM test scripts, agency business processes, agency business systems, and inbound and outbound interfaces supporting financial operations. Key agency business systems include **VANext (Victim Compensation)**, **eGrants**, and **Data Warehouse/Business Intelligence (DW/BI)**. UAT also includes agency interfaces with Florida PALM, including **ARI007 (Inbound Deposit Data)** and **API002 (Inbound Voucher Load)**. Interface testing activities are being coordinated with agency business systems to support end-to-end validation and UAT readiness.

The agency's UAT effort is a collaborative initiative involving Business Analysts, the Project Management team, Finance and Accounting Subject Matter Experts (SMEs), business system SMEs, the agency technical development team, Florida PALM project staff, and agency leadership. Business Analysts and the Project Management team are coordinating with internal application teams, including **OnBase**, **VANext**, and **eGrants**, to support testing readiness. Simultaneously, they are coordinating project tasks, maintaining Smartsheets, while working closely with SMEs to prepare for business validation. Concurrently, the technical development team continues application development, interface integration, defect resolution, and testing of inbound and outbound interfaces in collaboration with Florida PALM Readiness Coordinators and agency technical resources.

The agency continues to balance UAT preparation activities with ongoing daily responsibilities while monitoring project milestones and technical dependencies. Regular coordination through technical stand-ups, agency touchpoint meetings, Florida PALM Task Talks, Office Hours, IV&V meetings, and cross-agency discussions enable the agency to monitor progress, resolve issues, and maintain implementation readiness.

This UAT Engagement Plan provides the framework for stakeholder engagement, testing coordination, business validation, issue management, communication, and overall UAT readiness to support a successful Florida PALM implementation.

User Engagement Approach

The Department of Legal Affairs (DLA) will engage end users throughout the User Acceptance Testing (UAT) process using a collaborative approach that involves Business Analysts, the Project Management team, Subject Matter Experts (SMEs), technical developers, internal application teams, and Florida PALM project resources.

Project Management and Business Analysts will coordinate UAT planning and scheduling, communication, meeting facilitation, testing readiness activities, issue tracking, and overall user engagement. They will work closely with Finance & Accounting SMEs and business system SMEs to prepare end users for UAT execution and ensure business processes are ready for validation.

Technical developers will continue supporting application development, interface integration, environment readiness, and defect resolution while working closely with agency business teams to address technical issues identified during testing. Business users will participate in validating Florida PALM test scripts, confirming expected business outcomes, documenting testing results, and providing feedback for issue resolution.

As part of UAT readiness activities, the Project Manager coordinated one-on-one discussions with Subject Matter Experts (SMEs) for each applicable Business Process Group (BPG), with participation from the Agency Training Team, to assess agency training needs. These discussions identified topics requiring agency-specific training, confirmed where Florida PALM Knowledge Center training materials were sufficient, and supported completion of the Agency-Specific Training Inventory to prepare end users for UAT. In addition, the agency is revalidating and refining its Current State Business Systems Inventory to ensure it accurately reflects current business systems, processes, and implementation priorities, while defining the Minimum Viable Product (MVP) required for Florida PALM cutover, and formalizing these decisions through review and approval by the Director of Administration and the Chief Information Officer (CIO) to support implementation readiness and UAT activities.

Regular communication and collaboration will be maintained through stand-up calls, agency touchpoints, Florida PALM Task Talks, Office Hours, IV&V meetings, and cross-functional (F&A, Payroll, General Services, IT, etc.) and cross-Agency discussions to monitor readiness, discuss issues, and communicate testing updates. Risks, issues, action items, and overall UAT readiness will be tracked and monitored through the agency's project management processes and Smartsheet.

This engagement approach is intended to promote active participation, timely communication, effective issue resolution, and successful business validation throughout the UAT lifecycle while supporting the agency's readiness for Florida PALM implementation.

Testing Scope

The Department of Legal Affairs (DLA) User Acceptance Testing (UAT) scope includes validation of Florida PALM business processes, agency business systems, system interfaces, and end-to-end business scenarios that support the agency's financial operations. UAT will verify that Florida PALM functionality and agency-specific business processes meet business requirements and produce the expected results before implementation.

The testing scope includes validation of Florida PALM test scripts assigned to the agency, including execution of business scenarios for Finance and Accounting functions and verification of expected system results. Business users will validate transactions within the UAT environment to ensure agency business processes function as expected.

Agency business system testing includes applications that integrate with Florida PALM, including OnBase (Cash Receipts and Check Listing), VANext, eGrants, and other supporting agency business systems. Business and technical teams will jointly validate that these systems correctly exchange information with Florida PALM and support agency business operations.

The scope also includes end-to-end interface testing for inbound and outbound integrations. Inbound interfaces include API002 (Inbound Voucher Load) and ARI007 (Inbound Deposit Data). Outbound interfaces include ARI024 (Deposit Processing Results), AMI003 (Asset Extract),

API031 (Voucher and Payment Extract), GLI001 (ChartField Values), GLI002 (Actuals Extract), KKI009 (Budget Detail Extract), POI001 (Encumbrance Extract), and SDI008 (SpeedKey). Testing will verify successful file transmission, interface processing, data integrity, reconciliation, and expected business outcomes.

Technical validation activities include interface development, defect resolution, integration testing, and end-to-end processing to ensure agency applications and Florida PALM exchange data accurately. Business validation activities include execution of Florida PALM test scripts, confirmation of expected business results, documentation of test evidence, and verification that business requirements have been successfully met.

The overall testing scope supports agency readiness by validating Florida PALM functionality, agency business systems, system integrations, business processes, and user acceptance prior to production implementation.

Roles and Responsibilities

The Office of the Attorney General (OAG) supports Florida PALM implementation through a Collaborative project team consisting of the Director of Administration, the Project Management Team, Business Analysts, Technical Resources, and Business Subject Matter Experts (SMEs). Together, these teams coordinate UAT planning, testing readiness, business validation, issue management, and implementation activities.

The **Project Manager**, working closely with the Business Analysts, oversees communications, progress tracking, issue and risk management, readiness reporting, and cutover planning activities to support a successful Florida PALM implementation. The Project Management Team also coordinates agency participation in Florida PALM meetings, monitors project milestones, and facilitates timely resolution of risks and issues.

The **Business Analysts** work alongside the Project Manager to coordinate with agency business areas and internal application teams. They support testing readiness, coordinate business validation activities, monitor testing progress, maintain project documentation, working on on-going PALM tasks and Smartsheet updates, facilitate communication between business and technical teams, and assist with issue tracking, risk management, and overall implementation readiness.

The **Technical Team** is responsible for developing, enhancing, and supporting agency business system integrations with Florida PALM, resolving technical defects, validating inbound and outbound interfaces, supporting end-to-end integration testing, and providing technical support throughout the UAT lifecycle.

The **Business SMEs** validate Florida PALM test scripts, verify expected business results, participate in business process validation, review defects, and confirm that agency business requirements have been successfully met before implementation.

The Director of Administration provides agency-level leadership for the Florida PALM implementation by reviewing project status, helping address organizational barriers when needed, supporting risk mitigation efforts, and ensuring the project team has the resources necessary to support successful Florida PALM activities.

Table 1: Agency UAT Roles and Responsibilities

Role	Responsibility	Resources
Agency Sponsor	• Certify readiness to participate in UAT. • Regularly monitoring 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.	Darlene Faris (Interim Sponsor)
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.	Ruth Dillard
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.	Darlene Faris
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.	Tony Sullivan
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.	Melinda Fike

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.	Darlene Faris
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.	Ciera Daniels
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.	Sadia Farheen Kortney Coggins
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	CCN Primary SMEs
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 processes, 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 Coordinator and support mitigation strategies or resolutions.	Account Management & Financial Reporting - Darlene Faris Budget Management & Cash Control - Susan Nelms Disbursements (Accounts Payable) - Ciera Daniels Asset Accounting & Management - Terry Applegate and Jennifer Ganious Accounts Receivable & Cash

Role	Responsibility	Resources
		Receipts - Darlene Faris • Grants Management - Terry Applegate/ Jennifer Ganious • VANext (Victim Compensation) - Hygene Lim and Tony Sullivan • OnBase - Joseph Grabowski • Payroll Management - Donna O'steen • Technical Data Architecture & Integration - Tony Sullivan • Interface Development - Deshan Baptiste, Lee Green, Stephen Payne
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.	Joseph Grabowski, Jason Mercer
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).	Tony Sullivan
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.	Darlene Faris and Jennifer Ganious
Batch Error Contact	• Serve as the primary point of contact for batch errors or change in batch process timing.	Jennifer Ganious, Tony Sullivan and Lee Green
End Users	• Practice related job processes. • Confirm end user role assignment(s).	Ciera Daniels/SAMs

Role	Responsibility	Resources
	Report testing errors and testing progress to SME or UAT Coordinator, as appropriate.	

User Story Testing Progress

The Department of Legal Affairs (DLA) has completed the development and ongoing maintenance of agency-specific User Stories and corresponding Florida PALM UAT test scripts for all applicable Business Process Groups (BPGs). User Stories were developed collaboratively by Business Analysts and agency Subject Matter Experts (SMEs) through detailed business process discussions and post their approval documented in the User Story Inventory Smartsheet. The inventory and User Story Activity Coverage workbooks are reviewed monthly to incorporate Florida PALM Knowledge Center updates, including newly added, modified, renamed, or retired activities.

As of this reporting period, Business Analysts have completed the high-level test scripts. Formal execution and validation of User Stories by agency SMEs have not yet begun due to fiscal year-end operational priorities and limited SME availability. Project Management continues coordinating with agency SMEs, Finance and Accounting leadership, Project Management, and internal application teams to prepare for script validation once agency resources become available.

- **Number of Activities** – DLA has identified **187 applicable testing activities** across the agency's Business Process Groups (BPGs). Each applicable activity has been reviewed and documented in the User Story Inventory. Revenue Accounting activities are not applicable to DLA's business processes and are therefore excluded from the testing scope.
- **Unique Number of User Stories** – A total of **187 User Stories** have been developed, with one User Story created for each applicable activity. The User Stories were developed collaboratively by Business Analysts and agency Subject Matter Experts (SMEs) through business process discussions and are maintained in the User Story Inventory. Business Analysts review and update the User Stories monthly to reflect activity changes published in the Florida PALM Knowledge Center.
- **Number of Successfully Tested Unique User Stories** - **1 User Stories have been successfully tested to date.** Although all applicable User Stories and test scripts have been prepared and maintained, formal execution and validation by agency SMEs have not yet begun due to fiscal year-end operational priorities and limited SME availability.
- **Number of Times the User Stories Have Been Tested** - **1.** Formal User Story execution has not started. Testing is planned once agency SMEs become available. Business Analysts continue coordinating testing readiness activities and maintaining the User Story Inventory and related documentation in preparation for execution.
- **Status Comments** - Initial Testing has commenced. Budget SME completed an allotment related test, and IU SMEs are actively performing testing with DCF. The applicable test script results are being confirmed and will be reflected in the testing totals once validated. Project Management continues coordinating with Finance and Accounting leadership, agency SMEs, and internal application teams to prepare for User Acceptance Testing and related UAT deliverables continue to be maintained to support testing readiness.

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)				
15	15	0	0	We have not been able to fully test all our test scripts due to staffing constraints. We plan to complete the User Stories testing after the UAT Refresh.
Accounts Receivable (AR)				
10	10	0	0	
Asset Accounting and Management (AAM)				
28	28	0	0	
Banking (BK)				
6	6	0	0	
Budget Management and Cash Control (BM/CC)				
8	8	1	1	Budget SME successfully created an allotment; however, testing is currently blocked because she cannot approve her own transaction (DLA has only one budget person on staff). An additional processor/Approver is needed, and the agency is reviewing role assignment options due to SOD conflicts.
Contracts Management (CT)				
4	4	0	0	
Disbursements Management (DM)				
26	26	0	0	
Data Warehouse/Business Intelligence (DW/BI)				
6	0	0	0	
Grants Management (GM)				
7	7	0	0	
Inter/IntraUnit Transactions (IU)				
13	13	0	0	IU SMEs are actively performing testing with DCF. The applicable test script results are being confirmed and will be reflected in the testing totals once validated.
Payroll Management (PR)				
50	50	0	0	
Projects Management (PM)				
10	10	0	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	Status Comments
Revenue Accounting (RA)				
0	0	N/A	N/A	
System Access and Controls (SAC)				
4	4	0	0	

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
SQL Reporting (API002 – Inbound Voucher Load)	Not Started	Y	Not Started	DLA has not been able to complete Cycle 2 testing for API002; working with PALM to identify potential errors as this integration is critical for PALM cutover. Cycle 3 will begin as soon as Cycle 2 completes.
OnBase (ARI007/ARI024)	In Progress	Y	In Progress	
eGrants (API031 – Outbound Voucher & Payment Extract)	Complete	Y	Not Started	UAT is currently blocked due to not being able to approve budget. DLA will begin UAT for API031 as soon as budget information is available in UAT.
SQL Reporting (AMI003, GLI001, GLI002, KKI009, POI001, SDI008)	Complete	Y	In Progress	

End User Testing

Current risks include dependencies on agency business system readiness and interface testing activities. The API002 (Inbound Voucher Load) interface testing approach is being coordinated with the Victim Compensation team. Cash Receipts end-to-end testing remains pending because the ARI024 outbound file generated by Florida PALM did not match the data submitted by DLA through ARI007 inbound file. After DLA reported the discrepancy, the Florida PALM Technical Readiness Team began researching the issue and will provide further guidance. In addition, the planned UAT refresh from August 7 through August 24, 2026 limits the available testing window. The agency continues to coordinate closely with SMEs, technical resources, and the Florida PALM Project Team to mitigate these risks and maintain UAT readiness.

Table 4: End User Testing by Business Process Grouping

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End Organization(s) or Agency System	User or Business	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
Account Management and Financial Reporting (AMFR)				
8	8 hours/day	DLA PALM		August 2026 through November 2026
Accounts Receivables (AR)				
8	8 hours/day	DLA PALM		August 2026 through November 2026
Asset Accounting and Management (AAM)				
5	5 hours/day	DLA PALM		August 2026 through November 2026
Banking (BK)				
5	5 hours/day	DLA PALM		August 2026 through November 2026
Budget Management and Cash Control (BM/CC)				
1	1 hour/day	DLA PALM		July 2026
5	5 hours/day	DLA PALM		August 2026 through November 2026
Contracts Management (CT)				
6	6 hours/day	DLA PALM		August 2026 through November 2026
Disbursements Management (DM)				
11	11 hours/day	DLA PALM		August 2026 through November 2026
Data Warehouse/Business Intelligence (DW/BI)				

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End Organization(s) or Agency System	User or Business	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
5	5 hours/day	DLA PALM		August 2026 through November 2026
Grants Management (GM)				
5	5 hours/day	DLA PALM; eGrants		August 2026 through November 2026
Inter/IntraUnit Transactions (IU)				
2	4 hours/day	DLA PALM		July 2026
17	17 hours/day	DLA PALM		August 2026 through November 2026
Payroll Management (PR)				
7	7 hours/day	DLA PALM		August 2026 through November 2026
Projects Management (PM)				
8	8 hours/day	DLA PALM		August 2026 through November 2026
Revenue Accounting (RA)				
4	4 hours/day	DLA PALM		August 2026 through November 2026
System Access and Controls (SAC)				
7	7 hours/day	DLA PALM		August 2026 through November 2026

UAT Engagement Risks

The Department of Legal Affairs (DLA) continues to monitor and actively manage risks that may impact successful User Acceptance Testing (UAT) execution. The primary risk is limited Subject Matter Expert (SME) availability due to fiscal year-end activities, tax processing, and competing operational priorities which have delayed formal validation of Florida PALM user stories. The agency plans to begin user story validation with the Budget Management and Cash Control (BMCC) Business Process Group (BPG), followed by the remaining business areas as SME availability allows.

To mitigate Segregation of Duties (SOD conflicts), the agency transitioned the **Secure Access Manager (SAM)** responsibilities from the Finance team to the Information Technology team in **June 2026**. Additionally, **A&A approved the Budget Management SOD exception effective June 25, 2026, through October 24, 2026**, enabling the designated Budget SME to continue

supporting UAT activities while maintaining appropriate security controls. The agency is also working to hire an additional Budget resource, with the goal of onboarding the position by **October 2026** to help distribute workload and strengthen support for ongoing Florida PALM implementation and UAT activities.

The agency also experienced a leadership transition. The **Director of Administration** position remained vacant from **September 2025 until July 2026**. During that period, the interim Agency Sponsor assumed the Director of Administration responsibilities in addition to project sponsorship duties, increasing operational responsibilities while continuing to support Florida PALM implementation activities.

Additional risks include dependencies on agency business system readiness and interface validation. The **API002 (Inbound Voucher Load)** interface evaluation is underway as the agency coordinates with the Victim Compensation team to determine the approach for supplier and single pay testing. For the Cash Receipts process, the **ARI007 (Inbound Deposit Data)** interface has successfully processed inbound data; however, **end-to-end testing remains pending until the associated ARI024 (Outbound Deposit Data) file is generated by PALM and DLA is able to validate the associated ARI007**. The Florida PALM Technical Readiness Team is researching the issue to determine the cause and implement a resolution.

The planned **UAT refresh from August 7 through August 24, 2026**, limits the available testing window. The agency's objective is to complete as much user story validation as possible before the refresh. Any remaining testing activities will resume once the refreshed UAT environment becomes available.

Business Analysts, the Project Manager, Finance and Accounting SMEs, agency business system teams, technical resources, agency leadership, and the Florida PALM Project Team continue to collaborate through regular stand-up meetings, agency touchpoints, Task Talks, Office Hours, IV&V meetings, and ongoing issue and risk reviews to monitor progress, implement mitigation strategies, resolve issues, and maintain overall UAT readiness for Florida PALM implementation.