Department of State
UAT Engagement Plan
For Florida PALM Financials, Payroll, and Data Warehouse/Business Intelligence

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Overview

The Florida Planning, Accounting, Ledger Management (PALM) is a cloud-hosted system that includes all the functionalities and features that are intended for end-user interaction within the software system. The Florida PALM has been developed and built into various modules and functionalities to meet the following general requirements that must be decomposed, verified, and validated during user acceptance testing (UAT):

- **User Interface**:
- **Core Accounting Functions**: Verify the precision and dependability of fundamental accounting operations, including financial reporting, ledger administration, accounts payable/receivable, and journal entries.
- **Data Integrity**: Guarantee that data migration from legacy systems is precise and that data entries maintain integrity throughout the various accounting processes.
- **Compliance and Security**: Ensure adherence to pertinent accounting standards and regulations and confirm the security protocols for data protection.
- **Integration**:
- **Efficacy**: Evaluate the system's efficacy under anticipated load conditions, including transaction processing speeds and response times.

User Engagement Approach

Florida PALM UAT is intended to allow each agency to confirm the impacts to people, processes, technology and data by.

- Testing and validating:
  - all updated agency business processes from end-to-end, including processes that integrate with other enterprise systems (People First, MFMP, etc.)
  - end user role assignments
  - agency specific configurations
  - reporting needs and solutions
- Developing end user training and education materials.
- Providing all end users exposure to and practice in Florida PALM.
- Confirming and documenting any change impacts to people, processes, technology and data via the completion of tasks identifying:
  - People – Who should participate in testing.
  - Processes – What agency functions or activities need to be tested and validated.
  - Technology – What agency business systems should be included in testing.
  - Data – What data values (inputs) or reports (outputs) need to be validated.

DOS Specific Objectives and Scope

Testing and validation of the following at the program area level:

- End-to-end enterprise business processes.
- DOS-specific configuration.
- The delivered functionality in real-world scenarios.
- All functionalities required for business scenarios.

- End user role assignments.
- Documentation of training materials.

The following describe the specific UAT objectives, processes, business systems, end user roles, data types, and training approach for individual business unit.

Testing Scope

The Department of State (DOS) consists of six program areas or business units (BU), each of which will use PALM through their respective business processes using the applicable Chart Field Values assigned.

For effectiveness, the UAT at DOS will be performed strictly at the Finance & Accounting and Budget Level. They will identify the specific UAT objectives and scope, and processes to be tested, create user stories and test cases, and execute them.

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Roles and Responsibilities.

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.	• Information Security Manager (45001063) • Info Tech Section Leader (45001066)
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.	• See chart below
MFMP Purchaser	• Processes Purchase Orders in MFMP	• Purchasing Analyst (45000050 & 45000277)
MFMP Approver	• Approves Purchase Orders MFMP	• Operations Manager C (45000037) • Purchasing Analyst (45000011)
STMS Travel Processor	• Processes Travel requests and reimbursements	•
STMS Travel Approver	• Processes Travel approvals and reimbursements	• BUSINESS CONSULTANT I (45000604) • SENIOR PROFESSIONAL ACCOUNTANT (000535) • PROFESSIONAL ACCOUNTANT

		SPECIALIST (000548) • FINANCIAL ADMINISTRATOR – SES (45000305)
WORKS P-Card Holder	• Processes P-Card charges in WORKS	• Executive Assistant (45000052)
WORKS P-Card Approver	• Approves P-Card charges in WORKS	• BUSINESS CONSULTANT I (45000604) • SENIOR PROFESSIONAL ACCOUNTANT (45000535) • PROFESSIONAL ACCOUNTANT SPECIALIST (45000548) • FINANCIAL ADMINISTRATOR – SES (45000305)

End User Role Name	Module	Assigned Employee	Position Number
Agency AP Approver	AP	Demonica Connell	45000448
Agency AP Finance & Accounting (FA) Approver	AP	Demonica Connell	45000448
Agency AP Payment Cancellation Approver	AP	Demonica Connell	45000448
Agency AP Payment Cancellation Processor	AP	Britney Welch	45000305
Agency AP Processor	AP	Demonica Connell	45000448
		Antonio Murphy	45945900
		Angela Broome	45000548
		Jaswanth Manne	45000604
		Britney Welch	45000305
		Keimara Milton	45000535
		Vacant – Acct IV	45000000
Agency AP Reporter	AP	Demonica Connell	45000448
Agency AP Spreadsheet Processor	AP	Demonica Connell	45000448
		Antonio Murphy	45945900
Agency AR Deposit Approver	AR	Demonica Connell	45000448
		Alexia Nash	45000376
		Annie Austin	45000212

End User Role Name	Module	Assigned Employee	Position Number
		Vacant	45000000
	AR	Annie Austin	45000212
Agency AR Deposit Processor		Vacant	45000000
Agency AR Deposit Reporter	AR	Demonica Connell	45000448
Agency AR Deposit Spreadsheet Upload Processor	AR	Alexia Nash Annie Austin	45000376 45000212
Agency AR Item Approver	AR	Alexia Nash Annie Austin	45000376 45000212
Agency AR Item Processor	AR	Alexia Nash Annie Austin Vacant	45000376 45000212 45000000
Agency AR Item Spreadsheet Upload Processor	AR	Alexia Nash Annie Austin	45000376 45000212
Agency AR Reconciler	AR	Alexia Nash Annie Austin Vacant	45000376 45000212 45000000
	AR	Alexia Nash	45000376
Agency AR Write-Off Approver		Annie Austin	45000212
Agency Contract Processor	CT	N/A	
Agency Contract Reporter	CT	N/A	
	PO	Demonica Connell	45000448
Agency Encumbrance Approver		Britney Welch	45000305
	PO	Britney Welch	45000305
		Angela Broome	45000548
		Demonica Connell	45000448
Agency Encumbrance Processor		Jaswanth Manne	45000604
		Keimara Milton	45000535
		Vacant – Acct IV	45000000
Agency Encumbrance Viewer	PO	Demonica Connell	45000448
	GL	Demonica Connell	45000448
		Alexia Nash	45000376
Agency GL COA Maintainer			
	GL	Demonica Connell	45000448
		Alexia Nash	45000376
		Britney Welch	45000305
Agency GL COA Processor		Annie Austin	45000212
	GL	Demonica Connell	45000448
		Alexia Nash	45000376
Agency GL Fiscal Approver		Britney Welch	45000305
Agency GL Journal Approver	GL	Demonica Connell	45000448

End User Role Name	Module	Assigned Employee	Position Number
Agency GL Journal Processor	GL	Alexia Nash	45000376
		Demonica Connell	45000448
		Britney Welch	45000305
		Annie Austin	45000212
Agency PC Adjustment Processor	PC	Demonica Connell	45000448
Confidential AP Viewer	AP	Demonica Connell	45000448
GL Reconciliation Processor	GL	Demonica Connell	45000448
		Alexia Nash	45000376
		Britney Welch	45000305
GL Reporter	GL	Demonica Connell	45000448

***NOTE**: This information was previously provided in your agency's UAT Plan, but should be provided here with current, assigned roles and responsibilities.*

Questions for Consideration:

- *Are there specific roles and responsibilities that should be called out by business system?*
- *What other roles need to be involved?*

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.	Internal
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.	Internal
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	Internal

Role	Responsibility	Resources
	Coordinator and support mitigation strategies or resolutions.	
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.	Internal
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.	Internal
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.	Internal
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.	Internal
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.	Internal
Testing Error Triage Team	• Meet regularly to review progress and discuss upcoming activities. • Review testing errors to determine resolution or need for escalation.	Internal

Role	Responsibility	Resources
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 Coordinator and support mitigation strategies or resolutions.	Internal
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.	Internal
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).	Internal
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.	Internal
Batch Error Contact	• Serve as the primary point of contact for batch errors or change in batch process timing.	Internal
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.	Internal

User Story Testing Progress

In this subsection, include the table below: Include information, from your agency's Monthly Progress Report or from your agency's User Story Inventory and User Story Activity Coverage workbooks, about the number of Activities and test scenarios (e.g., User Stories) that your agency *needs to test to ensure coverage of applicable Activities and business processes, and the number of user stories that have been successfully tested so far.*

- ***Number of Activities*** *– This is the total number of Activities, by BPG, that the agency indicates are applicable for its business processes. For any BPG where the agency does not have Activities identified as applicable, include "Not Applicable" in the Number of Activities column.*
- ***Unique Number of User Stories*** *– This is the agency's total number of user stories created, by BPG. There should be a minimum of one user story per Activity.*
- ***Number of Successfully Tested Unique User Stories*** *– This is the agency's total number of successfully tested unique user stories to date. This does not represent a story being tested multiple times by multiple users, but one time by one user.*
- ***Number of Times the User Stories Have Been Tested*** *– This is the total number of times all of the unique user stories have been tested, as a User Story can and should be tested multiple times by multiple users.*
- ***Status Comments*** *– This field is provided for any additional information to be provided by the agency.*

Questions for Consideration:

- *Do we have complete coverage of all Activities (Project-identified and Agency-determined)? What is missing?*
- *Is the agency making good progress to be able to complete the first round of testing by UAT Refresh (August 7th)?*
- *What struggles is the agency having with testing User Stories? What risks or issues should be included in the UAT Engagement Risks section?*

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	23	4	1	The Department has not been able to fully test all of our User Stories due to staffing constraints. We plan to complete the User Stories testing after the UAT Refresh
Accounts Receivable (AR)				
7	7	4	2	The Department has not been able to fully test all of our User Stories due to staffing constraints. We plan to complete the User Stories testing after the UAT Refresh.

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
Asset Accounting and Management (AAM)				
7	11	0	0	The Department has not been able to fully test all of our User Stories due to staffing constraints. We plan to complete the User Stories testing after the UAT Refresh.
Banking (BK)				
3	1	1	1	The Department will continue to test User Stories.
Budget Management and Cash Control (BM/CC)				
2	7	3	2	The Department will continue User Story testing after the UAT Refresh.
Contracts Management (CT)				
0	0		0	The Department does not intend to untilize the Contracts module.
Disbursements Management (DM)				
21	4	4	15	The Department will continue to test User Stories.
Data Warehouse/Business Intelligence (DW/BI)				
0	0	0	0	The Department has not been able to fully create and test User Stories due to staffing constraints. We plan to complete the User Stories testing after the UAT Refresh.
Grants Management (GM)				
0	0	0	0	The Department currently uses an independent system to manage all grants. This system will not be interfaced with PALM.
Inter/IntraUnit Transactions (IU)				
5	0	0	0	The Department is currently working on creating User Stories related to this business process. We have begun to support the testing effort of The Department of Children and Families.
Payroll Management (PR)				
23	0	0	0	The Department engaged in payroll testing activities during in-person UAT training. The Department will create User Stories and continue additional testing after the UAT Refresh.
Projects Management (PM)				

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
7	0	0	0	The Department currently uses the Projects Module specifically for FCO during Certified Forward activities. Expanded use of this functionality will be explored after UAT Refresh.
Revenue Accounting (RA)				
System Access and Controls (SAC)				
0	0	0	0	The Department has successfully been able to establish, monitor and remove system access accordingly.

Agency Business System Testing Progress

For agencies without agency business systems, do not include this subsection.

In this subsection: Include a listing of agency business systems involved in Cycle 3 testing, the status of end-to-end testing, whether end user testing is needed, the status of the end user testing, and the planned or actual completion date for the end user testing. Add rows as needed to the table.

Questions for Consideration:

- *What end user support does each agency business system need for end-to-end testing purposes?*
- *What progress has been made in performing that end user testing?*
- *What struggles is the agency having with end user testing of the agency business system? What risks or issues should be included in the UAT Engagement Risks section?*

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
Agency Reporting System	Complete	Y	Complete	06/30/2026
Deposit Processing System	In Progress	Y	Not Started	10/31/2026

***NOTE**: The Department of State current has no Agency Business Systems.*

End User Testing

In this section: Provide the End Users that your agency plans to include in its UAT testing effort or that have already been actively engaged in testing User Stories in the UAT environment. For Business Process Groupings (BPG) that are not applicable to your agency, for example Revenue Accounting, simply include N/A in the first row under that BPG. For end users supporting ABS testing, include a unique row for those testers, listing the name of the ABS in the End User Organization(s) or Agency Business System column.

The top shaded rows of the table below includes an example for consideration. Populate the table, as appropriate, for your agency, inserting more rows as appropriate.

Questions for Consideration:

- *What end users have already been engaged in testing User Stories? Is that amount of time sufficient to date? Sufficient for completing testing of User Stories by the end of UAT?*
- *What end users interact with agency business systems only? When and to what amount of time should they commit to testing?*
- *What struggles is the agency having with end user testing? What risks or issues should be included in the UAT Engagement Risks section?*

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)			
5	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Accounts Receivables (AR)			
4	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Asset Accounting and Management (AAM)			
5	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Banking (BK)			
5	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Budget Management and Cash Control (BM/CC)			
5	3-5 hours per week	DOS F&A Staff	August 2026 through October 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)			
0	0		
Disbursements Management (DM)			
4	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Data Warehouse/Business Intelligence (DW/BI)			
2	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Grants Management (GM)			
0	0		
Inter/IntraUnit Transactions (IU)			
5	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Payroll Management (PR)			
2	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
Projects Management (PM)			
0			
Revenue Accounting (RA)			
3	3-5 hours per week	DOS F&A Staff	August 2026 through October 2026
System Access and Controls (SAC)			
2	Upon request of user updates	DOS IT Security Staff	August 2026 through October 2026

UAT Engagement Risks

Current engagement risks for the Department are attributed to staffing. During the past several months, the Department has lost several key employees, all of whom initially attended in-person UAT sessions. Although the Department has onboarded new staff, this could result in having to rely on project training demonstrations in order to engage in the UAT environment which may not cover specific business processes utilized by DOS.