

Florida Department of Corrections
(FDC) & Florida Commission on
Offender Review (FCOR)

UAT Engagement Plan

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

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Overview

The State of Florida is undertaking a major software modernization initiative to replace the Florida Accounting Information Resource (FLAIR), the current system used for statewide accounting and cash management. This effort will significantly impact numerous state agencies, which is why the project team is actively collaborating with those agencies to ensure a smooth transition to the new system: Florida Planning, Accounting, and Ledger Management (FL PALM).

The upcoming January 2027 implementation will include several key components: the Financials Wave, Payroll Wave, and the Data Warehouse/Business Intelligence (DW/BI) platform. As part of this transition, the legacy reporting platform for the agency, called Budgeting and Accounting Reporting System (BARS), will be retired. In its place, a new reporting solution, called Corrections Accounting Information Resource System (CAIRS), will be developed.

User Acceptance Testing (UAT) will be conducted to validate that the new system(s) meet business requirements and functions as expected.

User Engagement Approach

The Bureau of Finance and Accounting (F&A) functions include both Florida Department of Corrections (FDC), & Florida Commission on Offender Review (FCOR) User Acceptance Testing (UAT). User Acceptance Testing (UAT) is a critical phase in the software development lifecycle that ensures software, websites, or applications can perform as expected in real-world scenarios. The goal of UAT is to identify any defects that could prevent users from completing tasks in their daily work. UAT is also known as beta testing and is the final stage of testing before a product is released to the agency. The objectives for FDC and FCOR is to ensure we are process partners in the success of the User Acceptance Testing and implementation of the new accounting system.

Testing Scope

The scope of the UAT is to break down the process:

1. **Functionality Testing:** This is the core of UAT. Testers verify that the application's features and functions work correctly and meet the user's requirements. They perform tasks the typical end user would undertake to ensure a seamless experience.
2. **User Roles and Access Control:** Role-based access control enforcement (e.g. Admin vs. End Users). Security Access Request (SAR) process validation. User permission restrictions for data access and modifications.
3. **User Interface (UI) & Navigation Testing:** Validate menu structures align with functional requirements. Ensure UI elements (buttons, dropdowns, input fields) work correctly and respond as expected.
4. **Data Input & Field Validation** – Ensure required fields cannot be left blank. Validate dropdown selections, date pickers, and input field constraints.

Agency	# of applicable Activities	(Estimated) # of Test Cases	Comments
FDC	148	696	18 Activities for which the process steps are yet to be published.
FCOR	127	556	18 Activities for which the process steps are yet to be published.

FDC and FCOR have a phased approach for UAT:

Phase 1 – February 2, 2026 – August 7, 2026

SMEs were identified to attend the PALM workshops for specific Business Process Groupings and bring the knowledge back to the agencies (FDC and FCOR). They were then assigned test cases in agency internal test management tool (Azure DevOps – ADO), written based off PALM process steps, to ensure there were no bugs or defects.

Once all test cases are worked through, additional end users will be brought on in a phased approach based on the user groups and success of the UAT.

Phase 2 – August 24, 2026 – November 6, 2026

Phase 2 will include Retesting of critical business processes tested in UAT Phase 1 in addition to first time testing of the scope which could not be completed in the UAT phase 1, including testing of Year End processes, blocked test cases which requires the data refresh and Activities for which the process steps yet to be published. This phase of testing will occur after the refresh of PALM UAT environment in August. All end users will be engaged to ensure they can perform the process steps necessary for their day-to-day duties and end to end testing, based on the role assignment in the PALM system.

Roles and Responsibilities

A clear division of roles and responsibilities is needed to ensure smooth user acceptance testing. The following table lists user acceptance testing responsibilities across program roles.



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.	<u>FDC</u> Primary – Mark Tallent Backup – Laura Anderson <u>FCOR</u> Primary – Ryan Schenck Backup – Karen Carter

Role	Responsibility	Resources
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.	<u>FDC</u> Primary – Mary Quinsey Backup – Erica Starling <u>FCOR</u> Primary – Mary Quinsey Backup – Erica Starling
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.	<u>FDC</u> Primary – David Eskin Backup – Teresa Harville <u>FCOR</u> Primary – David Eskin Backup – Teresa Harville
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.	<u>FDC</u> Primary – Sai Tharun Reddy Balpunuri Backup – Tanuja Marisetty <u>FCOR</u> Primary – Sai Tharun Reddy Balpunuri Backup – Tanuja Marisetty
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.	<u>FDC</u> Primary – Dipak Roy Backup – Thomas Watz <u>FCOR</u> Primary – Dipak Roy Backup – Thomas Watz
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.	<u>FDC</u> Primary – Logan Steele Backup – Taylor Thigpen <u>FCOR</u> Primary – Logan Steele Backup – Taylor Thigpen
Training Liaison	- Identify and track agency UAT participants. - Support agency hosted UAT sessions with end users. - Coordinate or lead the agency training material development.	<u>FDC</u> Primary – Brittany Jackson Backup – Jordan Thigpen <u>FCOR</u>

Role	Responsibility	Resources
	Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Primary – Brittany Jackson Backup – Jordan Thigpen
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.	<u>FDC</u> Primary – Thomas Watz Backup – Mary Quinsey <u>FCOR</u> Primary – Thomas Watz Backup – Mary Quinsey
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	<u>FDC</u> Primary – Thomas Watz Backup – Hemal Trivedi <u>FCOR</u> Primary – Thomas Watz Backup – Hemal Trivedi
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.	FDC & FCOR See Attached – FDC & FCOR Role Mapping Worksheet
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.	<u>FDC</u> Primary – Mary Quinsey Backup – Taylor Thigpen, Erica Starling, Tami Bailey <u>FCOR</u> Primary – Mary Quinsey Backup – Taylor Thigpen, Erica Starling, Tami Bailey

Role	Responsibility	Resources
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).	<u>FDC</u> Primary – Matthew Schmucker Backup – Mitchell Potter <u>FCOR</u> Primary – Matthew Schmucker Backup – Mitchell Potter
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.	<u>FDC</u> Primary – Matthew Schmucker Backup – Mitchell Potter <u>FCOR</u> Primary – Matthew Schmucker Backup – Mitchell Potter
Batch Error Contact	Serve as the primary point of contact for batch errors or change in batch process timing.	<u>FDC Systems</u> Primary – David Eskin Backup – Aaron Tillotson <u>FCOR</u> Primary – David Eskin Backup – Aaron Tillotson
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.	Included in Table 2 below. See Attached – FDC & FCOR Role Mapping Worksheet

User Story Testing Progress

UAT efforts for FDC and FCOR includes testing of all PALM Activities applicable to the agencies, monitoring progress of the UAT on a monthly basis and reporting to FL PALM project team as part of Monthly Progress report. To ensure agencies are testing the FL PALM functionalities adequately, all FL PALM Activities are drilled down to the User Stories based on the applicable user roles. Further the User Stories are drilled down to the Test cases based on various process steps/ workflow, which is published to the agency using FL PALM Knowledge Center.

The [FDC & FCOR User Story Activity Coverage Worksheet](#) provides information on the PALM Activities that are applicable to the agencies, and the [FDC & FCOR User Story Inventory Worksheet](#) provides the cumulative progress of the agencies UAT efforts so far.

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 (Test Cases) Have Been Tested	Status Comments
FDC				
Account Management and Financial Reporting (AMFR)				
17	38	33	145	FDC – See Note Below
Accounts Receivable (AR)				
24	36	35	72	FDC – See Note Below
Asset Accounting and Management (AAM)				
16	27	23	93	FDC – See Note Below
Banking (BK)				
6	6	5	12	FDC – See Note Below
Budget Management and Cash Control (BM/CC)				
7	19	18	63	FDC – See Note Below
Contracts Management (CT)				
0	0	0	0	FDC - Not Applicable
Disbursements Management (DM)				
22	49	44	101	FDC – See Note Below
Data Warehouse/Business Intelligence (DW/BI)				
6	7	7	38	FDC – See Note Below
Grants Management (GM)				
0	0	0	0	FDC - Not Applicable
Inter/IntraUnit Transactions (IU)				
11	35	34	71	FDC – See Note Below
Payroll Management (PR)				
25	30	23	27	FDC – See Note Below
Projects Management (PM)				
10	17	16	67	FDC See Note Below
Revenue Accounting (RA)				
2	2	2	7	FDC – See Note Below
System Access and Controls (SAC)				
3	27	27	20	FDC – See Note Below

Number of Activities	Unique Number of User Stories	Number of Successfully Tested Unique User Stories	Number of Times the User Stories (Test Cases) Have Been Tested	Status Comments
FCOR				
Account Management and Financial Reporting (AMFR)				
16	34	29	89	FCOR – See Note Below
Accounts Receivable (AR)				
24	35	34	73	FCOR – See Note Below
Asset Accounting and Management (AAM)				
11	13	9	16	FCOR – See Note Below
Banking (BK)				
6	6	5	9	FCOR – See Note Below
Budget Management and Cash Control (BM/CC)				
6	18	18	70	FCOR – See Note Below
Contracts Management (CT)				
0	0	0	0	FCOR - Not Applicable
Disbursements Management (DM)				
18	42	37	57	FCOR – See Note Below
Data Warehouse/Business Intelligence (DW/BI)				
6	7	6	38	FCOR – See Note Below
Grants Management (GM)				
0	0	0	0	FCOR - Not Applicable
Inter/IntraUnit Transactions (IU)				
11	35	33	68	FCOR – See Note Below
Payroll Management (PR)				
25	30	24	57	FCOR – See Note Below
Projects Management (PM)				
0	0	0	0	FCOR - Not Applicable
Revenue Accounting (RA)				
2	2	2	4	FCOR – See Note Below
System Access and Controls (SAC)				
2	12	12	21	FCOR – See Note Below

NOTE – User stories (Test Cases) are tested and tracked until they Pass. If the test case Fails, then they are retested until they Pass. This assumes that once a test case has Passed, then it remains Passed unless the agency gets communication from the FL PALM team about any regression or changes to the process steps documents for FL PALM Activity.

Once the test case Passes, it is then turned over to agency internal supplemental efforts for Exploratory testing by the remaining FDC & FCOR User community to use for training and build PALM knowledge.

Please refer the [UAT Engagement Risks](#) section for the Risks & Issues related to User Stories Testing.

Agency Business System Testing Progress

FL PALM Outbound and Inbound interfaces are leveraged as an approach to remediate agency business systems in FDC & FCOR. 18 Outbound and 1 Inbound interfaces have been identified for the agency business systems remediation for FDC and 4 Outbound interfaces for FCOR.

The table below shows the status of Agency Business System Testing Progress for FDC & FCOR.

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
FDC				
Axiom Pro	Completed	Y	In-Progress	10/02/2026
Bar coding scanning equipment	In-Progress	Y	In-Progress	10/02/2026
Budget Payroll Reconciliation Process (using SAS)	In-Progress	Y	In-Progress	10/02/2026
Budgeting and Accounting Reporting System (BARS)	In-Progress	Y	In-Progress	10/02/2026
Canteen Salaries Processor	In-Progress	Y	In-Progress	10/02/2026
Correcting Transactions Request and Review Process	Completed	Y	In-Progress	10/02/2026
Daily Data and Report Distribution	In-Progress	Y	In-Progress	10/02/2026
GR Service Charge Processor	Completed	Y	In-Progress	10/02/2026
OpenGov	Not Started	Y	Not Started	10/02/2026
PCard Charges for Certified Forward Identification	Completed	Y	In-Progress	10/02/2026
Per Diem Report Data Set Generation Tools	In-Progress	Y	In-Progress	10/02/2026

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
Prompt Payment Non-Compliance Internal Reporting	Completed	Y	In-Progress	10/02/2026
Redistributions	Completed	Y	In-Progress	10/02/2026
Substitute W9 for Inmates Process	In-Progress	Y	In-Progress	10/02/2026
FCOR				
Axiom Pro	Completed	Y	In-Progress	10/02/2026
Budgeting and Accounting Reporting System (BARS)	In-Progress	Y	In-Progress	10/02/2026
Correcting Transactions Request and Review Process	Completed	Y	In-Progress	10/02/2026
Daily Data and Report Distribution	In-Progress	Y	In-Progress	10/02/2026
PCard Charges for Certified Forward Identification	Completed	Y	In-Progress	10/02/2026
Prompt Payment Non-Compliance Internal Reporting	Completed	Y	In-Progress	10/02/2026

Please refer the [UAT Engagement Risks](#) for Risks & Issues related to the Agency Business System Testing.

End User Testing

User Acceptance Testing (UAT) is a crucial phase in the software development process that ensures a configured application meets the needs and expectations of its end users. UAT serves as the final gate before a software release, helping to minimize risks and ensuring that the software functions as intended within the time and resources available. The primary objective is to confirm the thoroughness of the internal testing and to verify that the application is ready for deployment.

The major tasks involved in testing are as follows:

Requirement Management in ADO: Requirements to be covered in UAT will be stored in Azure DevOps (ADO). Traceability in ADO will be limited to UAT, as system testing conducted by the state will be managed through a different platform.

Test Case Creation in ADO: Test cases will be developed within ADO, directly linked to their respective requirements for traceability.

Test Execution in ADO: Test cases are proposed to be executed directly from ADO by FDC/FCOR. All test results, including pass/fail status and logs, will be stored in ADO.

Defect Logging in ADO: Any UAT Defects encountered during testing will be logged and tracked in ADO. Defects will be categorized by severity, and resolutions will be tracked in the same system.

Test Reporting from ADO: ADO will be used to generate test reports, including test execution summaries, defect reports, and overall testing progress.

The table below shows the engagement of the SMEs to perform UAT for FDC & FCOR, including their anticipated bandwidth allocated for Testing 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)
FDC			
Account Management and Financial Reporting (AMFR)			
45	6 hours per week (15%)	Office Of Financial Management/Budget & Mgmt. Evaluation & Bureau of Finance / Accounting/Financial Reporting	February 2026 through November 2026
Accounts Receivables (AR)			
7	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Revenue / Grants	April 2026 through November 2026
Asset Accounting and Management (AAM)			
39	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting	April 2026 through November 2026
Banking (BK)			
7	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Revenue / Accounting/Financial Reporting / Grants	April 2026 through November 2026
Budget Management and Cash Control (BM/CC)			
45	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin	February 2026 through November 2026
Contracts Management (CT)			
0	NA	NA	NA
Disbursements Management (DM)			
50	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting /	March 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)
		Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Invoice and Mail Distribution (Hub) / Grants	
Data Warehouse/Business Intelligence (DW/BI)			
6	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Systems Reporting / Budget & Mgmt. Evaluation	May 2026 through November 2026
Grants Management (GM)			
0	NA	NA	NA
Inter/IntraUnit Transactions (IU)			
50	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Revenue & Grants / Financial Reporting & Revenue Mgmt.	April 2026 through November 2026
Payroll Management (PR)			
37	6 hours per week (15%)	Office Of Human Resources/Human Resource Services-Payroll - Office of Financial Management/Budget & Mgmt. Evaluation / Disaster Recovery / Systems Reporting	March 2026 through November 2026
Projects Management (PM)			
49	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Revenue & Grants / Financial Reporting & Revenue Mgmt.	February 2026 through November 2026
Revenue Accounting (RA)			
2	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Revenue Mgmt.	April 2026 through November 2026
System Access and Controls (SAC)			
4	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Systems Reporting	May 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)

FCOR			
Account Management and Financial Reporting (AMFR)			
26	6 hours per week (15%)	Office Of Financial Management/Budget & Mgmt. Evaluation & Bureau of Finance / Accounting/Financial Reporting	February 2026 through November 2026
Accounts Receivables (AR)			
8	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Revenue / Grants	April 2026 through November 2026
Asset Accounting and Management (AAM)			
30	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting	April 2026 through November 2026
Banking (BK)			
6	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Revenue / Accounting/Financial Reporting / Grants	April 2026 through November 2026
Budget Management and Cash Control (BM/CC)			
23	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin	February 2026 through November 2026
Contracts Management (CT)			
0	NA	NA	NA
Disbursements Management (DM)			
30	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Invoice And Mail Distribution (Hub) / Grants	March 2026 through November 2026
Data Warehouse/Business Intelligence (DW/BI)			
2	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Systems Reporting / /Budget & Mgmt. Evaluation	May 2026 through November 2026
Grants Management (GM)			
0	NA	NA	NA
Inter/IntraUnit Transactions (IU)			
30	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting	April 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 Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Revenue & Grants / Financial Reporting & Revenue Mgmt.	
Payroll Management (PR)			
8	6 hours per week (15%)	Office Of Human Resources/Human Resource Services-Payroll - Office of Financial Management/Budget & Mgmt. Evaluation / Disaster Recovery / Systems Reporting	March 2026 through November 2026
Projects Management (PM)			
24	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Accounts Payable / Disaster Recovery / System Reporting / Quality Assurance & Systems Admin / Budget & Mgmt. Evaluation / Revenue & Grants / Financial Reporting & Revenue Mgmt.	February 2026 through November 2026
Revenue Accounting (RA)			
2	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Financial Reporting / Revenue Mgmt.	April 2026 through November 2026
System Access and Controls (SAC)			
8	6 hours per week (15%)	Office Of Financial Management/Bureau of Finance & Accounting/Systems Reporting	May 2026 through November 2026

NOTE – The start date for Agency UAT for each PALM Activities are based on the completion of respective PALM project Hosted SME sessions. End user testing does not start until after the SME attends the PALM project hosted sessions and provided training to the remaining UAT SMEs.

Therefore, the Number of Hours anticipated are based on the conclusion of End User training by SME, and Year End work efforts override the testing as planned. Upon successful year end testing, the agency plans to continue testing PALM as long as the environment remains available.

UAT Engagement Risks

Risks & Issues for agency PALM adoption project are maintained in the FL PALM register and Issue log, it is reviewed within the agency on monthly basis and shared with the FL PALM project team for visibility and ongoing collaboration.

Below table outlines the key Risks and Issues related to *User Stories Testing*.

Type	Description	Impact	Updates
Issue	Issue #1 in Agency Issue Log. Lack of clear instructions and frequent changes to the Task guidelines and UAT pre-requisite information from Florida PALM leading to system stability concerns.	Ongoing adjustments and rework for the agency. Pending process steps documentation for the PALM Activities is a roadblock to complete UAT for these Activities.	7/22/2026: Agency awaiting process steps documentation for 12% of the applicable PALM Activities. This significantly impacts agency to have sufficient time to complete the UAT for these PALM Activities satisfactorily.
Issue	Issue #3 in Agency Issue Log. Inefficient resource utilization of to perform UAT due to delayed process steps documentation, defect management due to higher number of defects and ongoing changes to the UAT documentation.	Rework during the testing warrants agency UAT SMEs to go beyond the bandwidth planned for the activities.	7/22/2026: Continue to work with the FL PALM project team on the system stability and re-plan/ re-prioritize the bandwidth allocation for UAT.
Risk	Risk #3 in Agency Risk Register. The Testing phases in the Florida PALM project plan assumes right-at-first-time, therefore may not allow sufficient time for defect management and retest of fixes.	Several known issues are not found in the 'Known Issues' list, therefore agency efforts on defect management often duplicated.	7/22/2026: Continue to work with the FL PALM project team on defect resolution and follow up. Agency plans to use the shorter timeframe of around 2 months to complete the remaining testing in UAT Phase 2.
Risk	Risk #4 in Agency Risk Register. Inadequate information to identify specific process gaps and plan for remediations may impact agency user readiness/ adoption.	Delays in completing process impact assessment (PIA) could impact remediation planning of process gaps/ changes.	7/22/2026: Continue to work with the FL PALM on the process steps documentation for remaining PALM Activities and completion of the UAT.
Risk	Risk #5 in Agency Risk Register. Insufficient information on access security model and planning of changes to current user roles/responsibilities may impact agency user readiness/ adoption.	Limited opportunity to test role-based access and security model as it is planned to be implemented during UAT refresh in August.	7/22/2026: Agency continues to review and update role mapping worksheet on monthly basis and plan to do the testing of security model after the UAT refresh.
Risk	Risk #15 in Agency Risk Register.	Degree of re-learning of the PALM system may impact the pace of UAT Phase 2.	7/22/2026: Awaiting additional information on the extend of changes due to the upgrade of People Tool.

Type	Description	Impact	Updates
	Changes to the User Interface of PALM system, due to People tool upgrade, during August/2026 data-refresh, may lead to significant re-learning of the system for the agency UAT-SMEs which could impact agency progress in the UAT phase 2.		

Below table outlines the key Risks and Issues related to *Interface Testing and Agency Business systems testing*.

Type	Description	Impact	Updates
Issue	Issue #4 in Agency Issue Log. Unavailability of PALM Outbound interface affecting the remediation activities for the agency-based systems.	Cycle 3 testing of related agency business systems could not be completed due to Outbound Carry Forward Payable interface (POI007) not being available.	7/22/2026: Agency expects the remaining interface file to be available after UAT refresh in August, therefore will plan to perform interface testing in September.
Issue	Issue #5 in Agency Issue Log. Continued changes to the interface specifications by FL PALM due to ongoing system development, may require FDC PALM project team to rework on the solution for agency systems remediation, which could lead to agencies missing the interface testing milestone.	Agency experiencing significant rework due to changes to the interface specifications due to defect fixes and additional information	7/22/2026: Agency interface testing was impacted due to performance issue of generating PALM Outbound interface files. Ongoing clarifications on file specifications leading to significant rework for the agency on the data validation.
Issue	Issue#7 in Agency Issue Log: Cycle 3 and end-to-end interface testing efforts for Bar coding scanning equipment tool is significantly impacted due to delayed process steps documentation for Outbound Asset inventory Interface file (AMI004)	Outbound Asset inventory Interface file (AMI004) is the pre-requisite to start Interface testing of Inbound Asset Inventory Interface (AMI008). Therefore, delay in AMI004 impacted interface testing of both interfaces	7/22/2026: 7/22/2026: FL PALM team published the process steps for requesting Outbound Asset inventory Interface file (AMI004) on May 19th, accordingly agency interface testing begun. So far agency was able to complete Cycle 3 and End-to-end interface testing for AMI004, however continues with the efforts for AMI008.
Issue	Issue #8 in Agency Issue Log: Not having a comprehensive crosswalk for FLAIR data elements to PALM may impact agency systems remediation and its effectiveness.	This severely impacts the agency ability to remediate the agency business systems comprehensively, and may lead to rework once the FL PALM data dictionary is made available	7/22/2026: Agency continue to apply functional knowledge and available PALM interface documentation to determine requirements for the agency reporting systems and other agency systems remediation.

Appendix

Role Mapping Worksheet

Attached Subject Matter Experts and End Users Consolidated Spreadsheet for both FDC & FCOR.



FDC & FCOR Role
Mapping Worksheet (

User Stories Activity Coverage Worksheet

Attached Consolidated Spreadsheet for User Stories Activity coverage for both FDC & FCOR.



FDC & FCOR User
Story Activity Coverag

User Stories Inventory Worksheet

Attached Consolidated Spreadsheet for User Stories Inventory for both FDC & FCOR.



FDC & FCOR User
Story Inventory_07202