

Florida Department of Law
Enforcement

UAT Engagement Plan

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

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Overview

The purpose of this User Acceptance Testing (UAT) Plan is to outline the approach, objectives, scope, key activities, roles and responsibilities, and other critical elements necessary for the Florida Department of Law Enforcement (FDLE) to successfully conduct UAT for the Florida PALM Project. UAT will ensure that all business processes, systems, and configurations are thoroughly tested and validated before the go-live date of January 2027.

User Engagement Approach

- Test and validate all updated agency business processes end-to-end.
- Ensure business system remediation as applicable.
- Validate end user role assignments and agency-specific configurations.
- Confirm reporting needs and solutions.
- Develop agency-specific end user training and education materials.
- Confirm agency change impacts to people, processes, technology, and data.

Testing Scope

- All business processes listed in the Business Process Inventory.
- All agency business systems listed in the Business System Inventory.
- Integration with enterprise systems (People First, MFMP, etc.).

People Activities	Timeline
Identify and prepare end users for UAT.	January 5, 2026 – November 1, 2026
Assign roles and responsibilities for UAT execution.	
Collaborate with key stakeholders and subject matter experts.	

Process Activities	Timeline
Validate all business process documentation.	February 2, 2026 – November 1, 2026
Develop user stories and test scripts.	
Execute end-to-end testing of business processes.	

Technology Activities	Timeline
Set up testing environments for FDLE business systems.	February 2, 2026 – November 1, 2026
Perform technical interface testing	

Data Activities	Timeline
Identify and prepare test data based on business processes.	February 2, 2026 – November 1, 2026

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.	Mike Moore, Primary Susan Rich, Back-up
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.	Steven Hollister, Primary Anupama Jetty, Back-up
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.	Susan Rich, Primary Terri Speed, Back-up
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.	Anik Datta, Primary Ajay Katta, Back-up
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.	Steven Hollister, Primary Anupama Jetty, Back-up

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.	Steven Hollister, Primary Anupama Jetti, Back-up
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.	Steven Hollister, Primary Anupama Jetti, Back-up
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.	Steven Hollister, Primary Anupama Jetti, Back-up
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	Steven Hollister Anupama Jetti Sai Dinesh Tiyyagura
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.	See Appendix A

Role	Responsibility	Resources
	- 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.	
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.	Sudha Gorijavolu, Primary Kishan Kundapur, Back-up
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).	Aaron Halvorson, Primary Brandon Floyd, Back-up
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.	Ajay Katta, Primary Kishan Kundapur, Back-up
Batch Error Contact	Serve as the primary point of contact for batch errors or change in batch process timing.	Mike More, Primary Susan Rich, Back-Up Terri Speed, Back-Up
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 Appendix B

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)				
9	21	7	108	
Accounts Receivable (AR)				
14	20	7	85	
Asset Accounting and Management (AAM)				
15	55	9	79	
Banking (BK)				
Not Applicable	Not Applicable	Not Applicable	Not Applicable	
Budget Management and Cash Control (BM/CC)				
3	11	2	121	
Contracts Management (CT)				
1	1	1	1	
Disbursements Management (DM)				
22	38	8	283	
Data Warehouse/Business Intelligence (DW/BI)				
6	5	5	29	Combined 2 Activities into 1 Story
Grants Management (GM)				
1	2	0	0	
Inter/IntraUnit Transactions (IU)				
7	18	6	87	
Payroll Management (PR)				
20	29	4	12	
Projects Management (PM)				
10	12	4	10	
Revenue Accounting (RA)				
Not Applicable	Not Applicable	Not Applicable	Not Applicable	
System Access and Controls (SAC)				
3	4	1	31	

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
Revenue Accounting Management System (RAMS)	In Progress	Y	In Progress	11/01/26
Strategic Asset Tracking System (SATS)	In Progress	Y	In Progress	11/01/26
Axiom-Pro (Vouchers)	In Progress	Y	In Progress	11/01/26
Axiom-Pro (Receipts)	In Progress	Y	In Progress	11/01/26

End User Testing

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)			
8	1 hr. every two weeks	Financial Management, General Services, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
Accounts Receivables (AR)			
15	1 hr. every two weeks	Financial Management, Information Technology Services	2/2/26 – 11/1/26
8	1 hr. every two weeks	Revenue Accounting Management System (RAMS)	2/2/26 – 11/1/26
Asset Accounting and Management (AAM)			
7	1 hr. every two weeks	Financial Management, General Services, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
2	1 hr. every two weeks	Strategic Asset Tracking System (SATS)	2/2/26 – 11/1/26
Banking (BK)			
N/A	N/A	N/A	N/A

Planned or Actual Number of End Users Performing Testing	Anticipated Time Commitment	End User Organization(s) or Agency Business System	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
Budget Management and Cash Control (BM/CC)			
6	1 hr. every two weeks	Financial Management, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
Contracts Management (CT)			
2	1 hr. every two weeks	Financial Management	2/2/26 – 11/1/26
Disbursements Management (DM)			
6	1 hr. every two weeks	Financial Management, General Services, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
3	1 hr. every two weeks	Axiom-Pro (Vouchers), Axiom-Pro (Receipts)	2/2/26 – 11/1/26
Data Warehouse/Business Intelligence (DW/BI)			
34	1 hr. every two weeks	Financial Management, General Services, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
Grants Management (GM)			
6	1 hr. every two weeks	Financial Management	2/2/26 – 11/1/26
Inter/IntraUnit Transactions (IU)			
32	1 hr. every two weeks	Financial Management, Budget & Planning	2/2/26 – 11/1/26
Payroll Management (PR)			
4	1 hr. every two weeks	Financial Management, Budget & Planning	2/2/26 – 11/1/26
Projects Management (PM)			
6	1 hr. every two weeks	Financial Management, Budget & Planning, Information Technology Services	2/2/26 – 11/1/26
Revenue Accounting (RA)			
N/A	N/A	N/A	N/A
System Access and Controls (SAC)			
5	1 hr. every two weeks	Information Technology Services	2/2/26 – 11/1/26

UAT Engagement Risks

FDLE has no UAT Engagement Risk.

Appendix A FDLE PALM Subject Matter Experts (SME)

First Name	Last Name	Email	Contact Phone Number	Business Process Groupings
Ajay	Katta	ajaykatta@fdle.state.fl.us	850-410-8525	Accounts Receivable
Andrew	Rich	andrewrich@fdle.state.fl.us	850-410-7160	Payroll Management
Anik	Datta	anikadatta@fdle.state.fl.us	850-410-8444	ITS Project Manager
Artigua	Kilpatrick	artiguakilpatrick@fdle.state.fl.us	850-410-7172	Asset Accounting & Management
Anupama	Jetti	anupamajetti@fdle.state.fl.us	850-410-7134	Accounts Receivable – Business Analyst
Brandon	Chew	brandonchew@fdle.state.fl.us	850-410-7321	Asset Accounting & Management, Contracts Management
Bryce	Harvey	bryceharvey@fdle.state.fl.us	850-410-7322	Asset Accounting & Management
Andrew	Rich	andrewrich@fdle.state.fl.us	850-410-7360	Payroll Management, Inter/IntraUnit Transactions
Elizabeth	Martin	elizabethmartin@fdle.state.fl.us	850-410-7605	Budget Control & Management, Cash Control
Julia	Lycett	julialycett@fdle.state.fl.us	850-410-7260	Asset Accounting & Management, Contracts Management
Kishan	Kundapur	kishankundapur@fdle.state.fl.us	850-410-8409	System Access and Controls -User Access
Kristen	Hackney	kristenhackney@fdle.state.fl.us	850-410-7174	Disbursements Management, Contracts Management, Inter/IntraUnit Transactions
Lisa	Bailey	lisabailey@fdle.state.fl.us	850-410-7248	Disbursements Management, Inter/IntraUnit Transactions
Marquis	Lucas	marquislucas@fdle.state.fl.us	850-410-7062	Inter/IntraUnit Transactions, Accounts Receivable
Mike	Moore	mikemoore@fdle.state.fl.us	850-410-7171	Account Management & Financial Reporting (COA), Contracts Management, Disbursements Management, Grants Management, Inter/IntraUnit Transactions, Payroll Management, Projects Management, System Access and Controls

First Name	Last Name	Email	Contact Phone Number	Business Process Groupings
John	Smith	johnsmith2@fdle.state.fl.us	850-410-7160	Accounts Receivable
Rebecca	Gardner	rebeccagardner@fdle.state.fl.us	850-410-7237	Budget Control & Management, Cash Control
Sai	Tiyyagura	saidineshtiyyagura@fdle.state.us	850-410-7177	PALM FDLE – Business Analyst
Steven	Hollister	stevenhollister@fdle.state.fl.us	850-410-7167	PALM FDLE Program Manager
Sudha	Gorijavolu	sudharanigorijavolu@fdle.state.fl.us	850-410-8774	System Access and Controls -User Access
Susan	Rich	susanrich@fdle.state.fl.us	850-410-7173	Account Management & Financial Reporting (COA), Contracts Management, Disbursements Management, Grants Management, Inter/IntraUnit Transactions, Projects Management, System Access and Controls
Terri	Speed	terrispeed@fdle.state.fl.us	850-410-7234	Account Management & Financial Reporting (COA), Inter/IntraUnit Transactions, Payroll Management, System Access and Controls

Appendix B

All FDLE PALM End Users

First Name	Last Name	Email
Ajay	Katta	ajaykatta@fdle.state.fl.us
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Rebecca	Gardner	rebeccagardner@fdle.state.fl.us
Ryan	Sanchez	ryansanchez@fdle.state.fl.us

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Sheri	Boyce	sheriboyce@fdle.state.fl.us
Steven	Hollister	stevenhollister@fdle.state.fl.us
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Susan	Rich	susanrich@fdle.state.fl.us
Tamesha	Higgins	tameshahiggins@fdle.state.fl.us
Taylor	Perkins	taylorperkins@fdle.state.fl.us
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