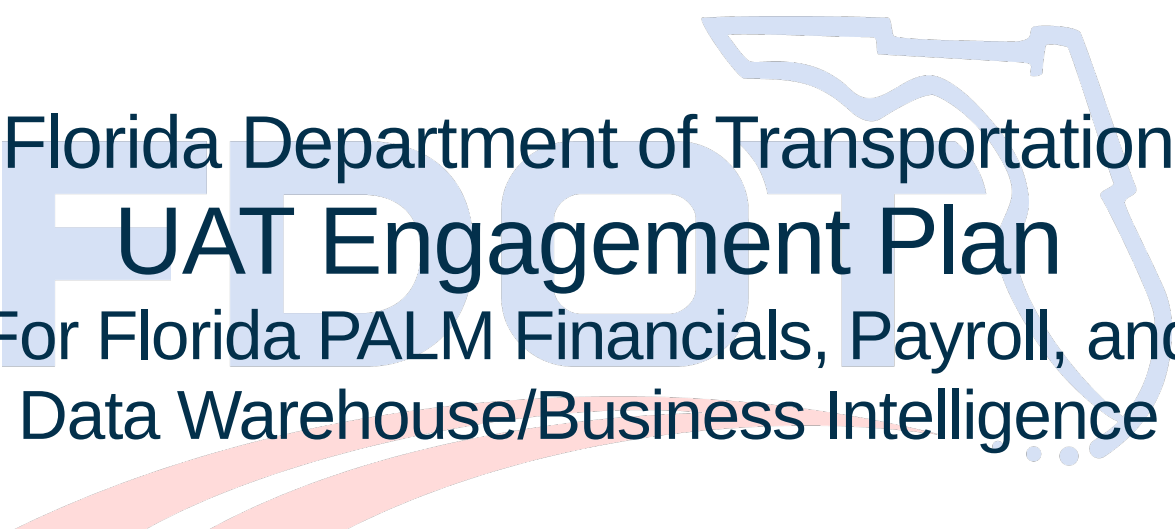


The background features a large, light blue watermark of the Florida Department of Transportation (FDOT) logo. The logo consists of the letters 'FDOT' in a stylized font, with a blue outline of the state of Florida to the right. Below the letters are three red, curved swooshes.

Florida Department of Transportation

UAT Engagement Plan

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

Table of Contents

Overview	3
Key Elements	3
Timelines	3
Stakeholders	3
Stakeholder Engagement & Communication	4
User Engagement Approach	4
Testing Scope	5
Roles and Responsibilities	5
Test case Testing Progress	8
Enterprise Partner Testing Progress	9
Agency Business System Testing Progress	10
End User Testing	15
UAT Engagement Risks	19
Contacts	20



Overview

This User Acceptance Testing (UAT) Engagement Plan outlines FDOT's approach to end user acceptance testing across both the Florida PALM system and FDOT's impacted Agency Business Systems and processes. It identifies the stakeholders involved in UAT, along with the roles, responsibilities, and strategies used to engage, communicate with, and collaborate across those groups throughout the testing effort. The plan also reports current test case metrics reflecting FDOT's testing progress to date and identifies risks and impediments that may affect the successful completion of UAT ahead of the January 2027 Go-Live.

The Florida Department of Transportation (FDOT) has conducted extensive testing of the Florida PALM Online Environment and FDOT Agency Business Systems during Fiscal Year 2025-26 and will continue testing efforts through Fiscal Year 2026–27, prior to the January 2027 Go-Live. Test cases have been written to test real-world scenarios relevant to FDOT, ensuring functional validity for both Florida PALM and internally remediated FDOT Business Systems.

Key Elements

The key elements below represent the primary focus areas for testing and collectively define the scope of the UAT Engagement Plan.

- Agency Business Systems
- Florida PALM Online Environment
- Florida PALM Interfaces
- Florida PALM Data Warehouse

Each element, including all applications, interfaces, Data Warehouse reports, and the Florida PALM Online UAT environment, must be tested thoroughly to ensure business continuity for FDOT to certify available funding is available, plan projects, and process timely vendor payments to effectively deliver the Fiscal Year 2026-27 \$15.9 billion work program and support business actions for the \$18.8 billion in outstanding project commitments.

Timelines

- Cycle 3 End to End Testing – Ends October 2, 2026, with contingency period ending November 1, 2026.
- All Agency UAT – Ends November 6, 2026

Stakeholders

Category	Communication Strategy	Stakeholder Groups
Quadrant 1 Manage Closely	Fully engaged, detailed information, involved in governance and decision-making; consult regularly.	Application Services Manager FPST Program Manager FPST Program Team Application Services Section Managers Application Owners System Administrators Information Security Office Staff

		Florida PALM End User
Quadrant 2 Keep Satisfied	Engage and consult on areas of interest; otherwise, provide high-level communication.	Governor's Office Legislature FDOT Secretary FDOT Assistant Secretary on F&A Florida PALM Agency Sponsors Executive FPST Program Sponsors Chief Information Officer
Quadrant 3 Keep Informed	Involve, inform, and consult in area of interest; use as a potential supporter/goodwill ambassador.	Organizational Change Management (OCM)
Quadrant 4 Monitor	Monitor project perception and inform through general communication, such as newsletters or websites.	Residents, Businesses, and Visitors of the State of Florida

Stakeholder Engagement & Communication

FDOT's Business Analysts expanded the UAT tester base by working directly with District offices and their representatives to identify additional end users beyond the initial Subject Matter Expert (SME) led testing groups. This outreach focused on staff with hands-on experience in the business processes undergoing testing, ensuring broader coverage across the agency's regional structure rather than relying solely on Central Office participants.

In parallel, FDOT has implemented agency-wide awareness initiatives to increase voluntary participation and build familiarity with Florida PALM in advance of Go-Live. These initiatives include deploying computer launch and screensaver messages across workstations, displaying informational posters in FDOT offices, and distributing bi-monthly communications to staff. Together, these channels help inform and educate the FDOT workforce about the PALM transition while supporting a growing, engaged, and well-distributed tester base throughout the UAT process.

User Engagement Approach

FDOT's UAT engagement strategy is organized around two sequential participant groups. Agency Subject Matter Experts (SMEs), aligned by business process areas such as Account Management and Financial Reporting, Asset Accounting and Management, and Disbursements Management, participate first through project-hosted SME testing sessions. These sessions focus on manual entry and online transactions grouped by functional domain. Following their participation, SMEs serve as facilitators for Agency-Led Expanded End User Testing, sharing their knowledge of Florida PALM functionality and anticipated change impacts with end users in their respective business areas.

All testing activities are conducted remotely through a virtual testing environment established jointly by FDOT and Florida PALM, eliminating the need for physical testing sites. End users are onboarded in groups aligned to their specific business systems, ensuring that training and testing access are tailored to their operational roles rather than delivered through generalized instruction.

Testing Scope

FDOT's UAT for the Florida PALM project is structured to thoroughly validate the interaction between PALM and FDOT's internal business systems. Testing is conducted within the Florida PALM Online and application-specific UAT environments. The scope includes verifying that users have the appropriate roles to perform required tasks, confirming that FDOT business processes operate as intended, and ensuring end-to-end scenarios execute smoothly under real-world conditions. UAT also evaluates PALM's integration with existing FDOT systems, validates the accuracy and integrity of migrated and processed data, and assesses whether the system is intuitive and effectively supports end-user activities.

Throughout the UAT cycle, comprehensive documentation is maintained, defects are logged and monitored, and detailed reports are prepared to demonstrate overall system readiness. Stakeholders remain engaged throughout the process to ensure functional needs are met, with formal approval required prior to moving any components into production. FDOT Business Process Grouping (BPG), Business Analysts (BAs) and SMEs have led testing groups since the start of PALM Online UAT, collectively working through the inventory of approximately 4,200 test cases in coordinated group sessions.

District users will be onboarded into their designated testing teams during July 2026. Before receiving access to the PALM Online UAT environment, new testers must complete the mandatory PeopleSoft LMS training for PALM and submit a formal access request through the FDOT ServiceNow portal.

The testing expectation is that each team will execute the designated PALM Online UAT and internal Agency Business System scenarios using the supporting documentation provided, including test cases, test plans, and knowledge center articles.

Roles and Responsibilities

The resources identified below are integral to the project's UAT Engagement Plan, providing the coordination and oversight necessary to validate the accuracy of new and remediated functionality. Each resource has been assigned a defined role spanning strategic oversight, business and technical coordination, testing execution, end user acceptance, and issue resolution to ensure comprehensive coverage throughout the UAT process. All identified resources are aware of their roles and assigned responsibilities and are prepared to support the agency's UAT efforts through completion. This information was included within the operational work plan and Project Management plan submitted with every legislative budget request since 2022.

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.	Lisa Saliba Trey Tillander

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.	Brian Boyd Jason Adank Glendora Fortune
Business Liaison	- Identify and confirm all agency business processes to be tested. - Confirm the creation of Test cases 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.	Cheryl Morgan Chris Evans
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.	Brian Tippel Mark Rissinger Clay Whitaker
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.	Magdiel Puig Bill Lucas
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.	Benjamin Beha
Training Liaison	- Identify and track agency UAT participants. - Support agency hosted UAT sessions with end users.	Lisa Wilkerson Kelly Sowell

Role	Responsibility	Resources
	- 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.	
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.	Wendy Harper
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	Wendy Harper SatyaSai Prakash Ashley Sheffield Dale Austin Magdiel Puig Dharmesh Patel
Subject Matter Experts (Assigned per Business Process Grouping)	- Support UAT planning (e.g., test cases/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.	Accounting – 10 Revenue – 3 Assets – 4 Budget – 6 Contracts – 2 Disbursements – 7 Grants – 1 Agency Transfers – 2 Payroll – 2 Projects Costing – 2 System Security – 4
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.	Mark Rissinger Clayton Kuhlmeier Todd Dingee Sudhakar Madanu
Identity Provider Subject Matter Expert	Add end users to the active directory (or applicable tool) for access to UAT.	Tyler Schoenfeld

Role	Responsibility	Resources
	Maintain active directory for access throughout UAT (adding new end users or removing end users as needed).	
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.	Mark Rissinger Ben McGregor
Batch Error Contact	Serve as the primary point of contact for batch errors or change in batch process timing.	FDOT Office of Comptroller's Business Systems Support Office
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.	Various FDOT Staff

Test case Testing Progress

Test cases for PALM Online UAT have been compiled to cover all activities known to FDOT to guide testing for each Business Process Group for the PALM Online application. Stories are managed by the Business Process Grouping Business Analyst, tested by the Business Process Grouping SME, then results are entered into the PALM Smartsheet by the UAT coordinator.

Over the course of UAT testing, additional Test cases have been added into the inventory for testing purposes after further analysis for both PALM Business Process Groupings and Enterprise Partners. This has expanded the number of activities which must be performed during the FDOT UAT Engagement.

Table 2: Test case Testing Progress

Business Activities	Unique Test Cases	Successfully Executed Test Cases	Execution Iterations per Test Case	Status Comments
Account Management and Financial Reporting (AMFR)				
18	733	312	3	
Accounts Receivable (AR)				
25	500	174	3	
Asset Accounting and Management (AAM)				
20	423	244	3	There are currently over 6,000 Asset Locations being converted to PALM.
Banking (BK)				
9	12	6	3	
Budget Management and Cash Control (BM/CC)				
7	29	3	3	
Contracts Management (CT)				
4	102	10	3	FDOT manages in excess of 12,300 Contracts, with 10,592 currently active.

Business Activities	Unique Test Cases	Successfully Executed Test Cases	Execution Iterations per Test Case	Status Comments
Disbursements Management (DM)				
23	1318	266	3	
Data Warehouse/Business Intelligence (DW/BI)				
6	6	0	3	
Grants Management (GM)				
3	43	0	3	Not tracking grants as projects, as we're extensively using the Project Costing Module to track transportation projects statewide. Further testing to be conducted as Grants are managed through FACTS and viewed in Florida PALM.
Inter/IntraUnit Transactions (IU)				
12	825	352	3	
Payroll Management (PR)				
26	105	67	3	
Projects Management (PM)				
10	82	57	3	More than 64,000 projects will be managed in PALM.
Revenue Accounting (RA)				
2	28	28	3	
System Access and Controls (SAC)				
3	15	13	3	FDOT anticipates managing an estimated 200 PALM Users.
Total Number of Test cases: 4,218				

Enterprise Partner Testing Progress

FDOT relies on numerous integrations with other State of Florida systems, all of which must operate seamlessly with the new Florida PALM functionality to ensure continued FDOT business operations. Test cases for these integration scenarios are currently underway, though several uncertainties remain regarding the final testing approach. As these details are clarified, FDOT will develop mitigation plans to identify any necessary workarounds to ensure testing can be completed and that all integrated functionality performs as intended.

Table 3 Enterprise System Test Cases

DMS = Department of Management Services, DFS = Department of Financial Services

Agency Owner	Enterprise System	Test Cases
DMS	PeopleFirst Human Resources	26
DMS	My Florida Market Place	32
DFS	Purchasing Card Works	TBD
DMS	Statewide Travel Management	31

Agency Owner	Enterprise System	Test Cases
DFS	FLIPS Vendor Management	7
DFS	FACTS Contract Tracking System	69

Agency Business System Testing Progress

FDOT must remediate more than 1,800 applications, automated processes, reporting programs, databases, and interfaces to align with the Florida PALM Chart of Accounts and to accommodate the replacement of central, departmental, and payroll functionality currently delivered through the Florida Accounting Information Resource (FLAIR) system, the State's existing accounting platform. This remediation is essential to sustaining the department's ability to automate roughly 70,000 annual vendor payments—totaling nearly \$7 billion—and to support more than 50,000 transportation projects statewide. These targeted updates to FDOT's technology assets will ensure continued access to the data and functionality provided by the State of Florida's cash management, accounting, and financial reporting systems after PALM's January 2027 go-live.

Following remediation, FDOT Agency Business Systems undergo internal testing by Quality Assurance analysts. Once validated, SMEs participate in multiple rounds of UAT until all identified defects are resolved and the application is ready for implementation, with regression testing performed as needed. Prior to each UAT cycle, testers receive supporting artifacts—such as test cases, test plans, and test data—to guide verification activities. At the conclusion of each cycle, an Acceptance Document is distributed through DocuSign for formal approval. This document summarizes the testing scope, issues encountered, workarounds applied, and other relevant details for that phase.

After UAT, certain systems may require additional end-to-end testing if they rely on a Florida PALM interface that has been refreshed following the PALM UAT cycle.

PALM Agency Business System Testing Progress

****N/As included in the Cycle 3 Status column indicates no direct interface with Florida PALM****

Business System Name/Business Process Grouping	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
Allotment Transfer System	N/A	Y	Not Started	9/29/2026
AMIS - Asset Management Inventory System (AAM)	Completed	Y	Complete	5/19/2026
Budget Reports and Dashboards	N/A	Y	Not Started	9/29/2026
CFM - Contract Fund management	Complete	Y	In Progress	9/29/2026

Business System Name/Business Process Grouping	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
CFS - Cash Forecasting System (AMFR, BMCC)	N/A	Y	In Progress	8/18/2026
CIM - Contract Information and Monitoring	N/A	Y	Complete	8/4/2026
CITS - Consultant Invoice Transmittal System (CT, DM, PM)	N/A	Y	In Progress	8/4/2026
CPQ - Contractor Pre-Qualification	N/A	Y	Not Started	9/29/2026
CSTBL22	In Progress	N	N/A	9/29/2026
EED - Electronic Estimate Disbursement	In Progress	Y	Not Started	9/29/2026
EIP- Enterprise Information Portal	N/A	Y	Not Started	9/1/2026
EOC - Equal Opportunity Compliance	N/A	Y	Not Started	8/18/2026
EOG – Equal Opportunity Gateway	N/A	Y	Not Started	8/18/2026
FAMS - Federal Authorization Management System	N/A	Y	In Progress	8/18/2026
Federal Aid Management Reports	N/A	Y	Not Started	9/29/2026
Finance, Program and Resource Allocation Reports	N/A	Y	Not Started	9/29/2026
FPM - Federal Projects Management (AR)	N/A	Y	In Progress	8/18/2026
GAP - Grant Applications Process	N/A	Y	Not Started	9/15/2026
LBR Management	N/A	Y	Not Started	9/29/2026
LPS - Launchpad Staging Solution	In Progress	N	N/A	9/29/2026

Business System Name/Business Process Grouping	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
LZ - Landing Zone	In Progress	N	N/A	8/4/2026
MLS – Motor Log system	N/A	Y	In Progress	8/4/2026
MSI - Materials and Supplies Inventory	In Progress	Y	In Progress	8/18/2026
OWPB Systems Support Mainframe Program and Jobs	N/A	N	In Progress	9/29/2026
OWPB Systems Support Reports and Tasks	N/A	Y	Not Started	9/29/2026
PB - Project Budget/Account Correlations	In Progress	Y	In Progress	8/4/2026
PCM - Project Cost Management (AMFR)	In Progress	Y	In Progress	9/29/2026
PFRS - People First Reporting System	In Progress	Y	Not Started	8/4/2026
PPS - Personnel Payroll System / Payroll Cost Distribution	In Progress	Y	In Progress	7/21/2026
PRC - Project Construction (CT, DM, PM)	N/A	Y	Not Started	9/29/2026
Project Cost Management Reports	N/A	Y	Not Started	9/29/2026
Rate Management	N/A	Y	Not Started	9/29/2026
RCI - Roadway Characteristics Inventory	N/A	Y	Complete	11/18/2025
RWMS - Right of Way Management System	Not Started	Y	Not Started	9/29/2026
SARA - Single Audit Reporting Application (AMFR)	N/A	Y	In Progress	8/4/2026
STP - SAMAS Table Processing	N/A	Y	Complete	3/31/2026

Business System Name/Business Process Grouping	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
TVI - Transportation Vendor Information (DM)	In Progress	Y	In Progress	8/18/2026
Work Program Administration (WPA)	N/A	Y	In Progress	9/29/2026
Work Program Development Reports and Dashboards	N/A	Y	In Progress	9/29/2026

For the table below:

***System Functional Test Cases**

These are created by the testing team and cover the full functionality of the application. They include:

- Existing functionality
- Functionality impacted by PALM
- Database-related test scenarios
- Any reports or reporting functionality

****Business Acceptance Test Cases**

These focus only on PALM-impacted functionality that business users need to validate during UAT. Database-related scenarios are excluded because business users do not have access to the database. These are test cases provided to business users for their UAT activities.

Applications	System Functional Test Cases*	Business Acceptance Test Cases**
Allotment Transfer System	20	20
AMIS - Asset Management Inventory System	19	16
Budget Reports and Dashboards	31	31
CFM - Contract Fund management	1365	1365
CFS - Cash Forecasting System	69	69
CIM - Contract Information and Monitoring	144	137
CITS - Consultant Invoice Transmittal System	46	46
CPQ - Contractor Pre-Qualification	10	10
CSTBL22	45	45
EED - Electronic Estimate Disbursement	1288	41
EIP- Enterprise Information Portal	9	9
EOC - Equal Opportunity Compliance	138	138

Applications	System Functional Test Cases*	Business Acceptance Test Cases**
EOG	29	29
FAMS - Federal Authorization Management System	143	22
Federal Aid Management Reports	9	9
Finance, Program and Resource Allocation Reports	23	23
FPM - Federal Projects Management	92	30
GAP - Grant Applications Process	—	—
LBR Management	7	7
LPS - Launchpad Staging Solution	5	5
LZ - Landing Zone	1058	1058
MLS - Motor Log system	25	9
MSI - Materials and Supplies Inventory	76	76
OWPB Systems Support Reports and Tasks	48	48
PB - Project Budget/Account Correlations	9	9
PCM - Project Cost Management	151	151
PFRS - People First Reporting System	25	25
PPS - Personnel Payroll System / Payroll Cost Distribution	102	39
PRC - Project Construction	82	51
Project Cost Management Reports	22	22
Rate Management	63	63
RCI - Roadway Characteristics Inventory	20	10
RWMS - Right of Way Management System	98	98
SARA - Single Audit Reporting Application	44	26
STP - SAMAS Table Processing	115	43
TVI - Transportation Vendor Information	81	69
Work Program Administration (WPA)	18	18

Applications	System Functional Test Cases*	Business Acceptance Test Cases**
Work Program Development Reports and Dashboards	193	193
TOTAL	5790	4128

End User Testing

FDOT SMEs began executing test cases across all Business Process Groups in February 2026, with the remaining FDOT end users onboarded in July 2026. All FDOT testers will continue participating in UAT through the end of the testing period in November 2026.

Testers are asked to commit a minimum of three hours per week to Florida PALM testing. During this time, internal business process documentation and desk procedures will be updated, training materials will be developed, and knowledge of the PALM system will be shared among future FDOT end users.

Tester participation and progress will be monitored using the PALM User Session by Agency query, and updates will be regularly communicated to the project sponsor. Business Analysts and the UAT Coordinator will collaborate with testing teams on a weekly basis to encourage engagement and report progress to the agency liaison.

Table 3: End User Testing by Business Process Grouping

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)			
4	Three hours per week	General Account Office	February to November 2026
1	Three hours per week	Financial Managers	February to November 2026
Accounts Receivables (AR)			
10	Three hours per week	General Accounting Office	February to November 2026
4	Three hours per week	Office of the Comptroller	February to November 2026
Asset Accounting and Management (AAM)			
1	Three hours per week	Architect, Survey, Cartograph & Engineering	February to November 2026
3	Three hours per week	Business and Finance	February to November 2026
9	Three hours per week	Financial Services	February to November 2026
5	Three hours per week	General Accounting Office	February to November 2026

Number of End Users Performing Testing	Anticipated Time Commitment	End User Organization(s) or Agency Business System	Planned or Actual Dates for End Users to Perform Testing (Start and End Dates)
2	Three hours per week	Chief Financial Officers	February to November 2026
1	Three hours per week	Financial Managers	February to November 2026
5	Three hours per week	Office of the Comptroller	February to November 2026
1	Three hours per week	Program Management Office	February to November 2026
1	Three hours per week	Trans Support Office	February to November 2026
Banking (BK)			
3	Three hours per week	General Accounting Office	February to November 2026
2	Three hours per week	Office of the Comptroller	February to November 2026
2	Three hours per week	Disbursement Operations Office	February to November 2026
Budget Management and Cash Control (BM/CC)			
28	Three hours per week	Financial Services	February to November 2026
3	Three hours per week	General Accounting Office	February to November 2026
4	Three hours per week	Asst Sec Engineering & Operations	February to November 2026
7	Three hours per week	Office of the Comptroller	February to November 2026
5	Three hours per week	Asst Sec Strategic Development	February to November 2026
3	Three hours per week	Office of Work Program & Budget	February to November 2026
5	Three hours per week	Chief Financial Officers	February to November 2026
1	Three hours per week	District 1 / Financial Services / Bartow	February to November 2026
1	Three hours per week	District 4 / Financial Services / Ft. Lauderdale	February to November 2026
1	Three hours per week	District 6 / Financial Services / Miami	February to November 2026
1	Three hours per week	Business and Finance	February to November 2026
1	Three hours per week	Disbursement Operations Office	February to November 2026
1	Three hours per week	Strategic Development Technology	February to November 2026
1	Three hours per week	Transportation Technology	February to November 2026

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)
3	Three hours per week	CO Human Resources Office	February to November 2026
1	Three hours per week	Transportation Support	February to November 2026
Contracts Management (CT)			
4	Three hours per week	Financial Management Office	February to November 2026
8	Three hours per week	Office of the Comptroller	February to November 2026
1	Three hours per week	Financial Services	February to November 2026
Disbursements Management (DM)			
39	Three hours per week	Financial Services	February to November 2026
1	Three hours per week	Financial Management Office	February to November 2026
12	Three hours per week	Disbursement Operations Office	February to November 2026
1	Three hours per week	Business and Finance	February to November 2026
8	Three hours per week	Office of the Comptroller	February to November 2026
4	Three hours per week	District 1 / Financial Services / Bartow	February to November 2026
2	Three hours per week	District 2 / Financial Services / Lake City	February to November 2026
1	Three hours per week	District 3 / Financial Services / Chipley	February to November 2026
1	Three hours per week	District 4 / Financial Services / Ft. Lauderdale	February to November 2026
4	Three hours per week	District 5 / Financial Services / Deland	February to November 2026
3	Three hours per week	District 6 / Financial Services / Miami	February to November 2026
3	Three hours per week	District 7 / Financial Services / Tampa	February to November 2026
2	Three hours per week	General Accounting Office	February to November 2026
19	Three hours per week	Central Office / Disbursements Operations Office / Tallahassee	February to November 2026
1	Three hours per week	District Production Program Management	February to November 2026
Data Warehouse/Business Intelligence (DW/BI)			

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)
4	Three hours per week	Office of the Comptroller	February to November 2026
Grants Management (GM)			
14	Three hours per week	Financial Management Office	February to November 2026
6	Three hours per week	Office of the Comptroller	February to November 2026
2	Three hours per week	General Accounting Office	February to November 2026
Inter/IntraUnit Transactions (IU)			
3	Three hours per week	Financial Management Office	February to November 2026
8	Three hours per week	Office of the Comptroller	February to November 2026
16	Three hours per week	General Accounting Office	February to November 2026
1	Three hours per week	Financial Managers	February to November 2026
Payroll Management (PR)			
6	Three hours per week	Disbursement Operations office	February to November 2026
9	Three hours per week	Financial Services	February to November 2026
1	Three hours per week	Finance & Admin - Administration	February to November 2026
1	Three hours per week	Human Resource Office	February to November 2026
3	Three hours per week	Office of the Comptroller	February to November 2026
1	Three hours per week	District 1 / Financial Services / Bartow	February to November 2026
1	Three hours per week	District 6 / Financial Services / Miami	February to November 2026
4	Three hours per week	General Accounting Office	February to November 2026
Projects Management (PM)			
1	Three hours per week	Financial Management Office	February to November 2026
8	Three hours per week	Office of the Comptroller	February to November 2026
3	Three hours per week	Office of Work Program & Budget	February to November 2026
1	Three hours per week	Disbursement Operations Office	February to November 2026
3	Three hours per week	General Accounting Office	February to November 2026

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)
1	Three hours per week	Financial Managers	February to November 2026
Revenue Accounting (RA)			
3	Three hours per week	General Accounting Office	February to November 2026
System Access and Controls (SAC)			
8	Three hours per week	Office of the Comptroller	February to November 2026
3	Three hours per week	Financial Services	February to November 2026

UAT Engagement Risks

Below are the risks identified by the FDOT PALM Team that may impact the PALM UAT engagement timeline. Formal mitigation strategies will be developed to address potential impediments and reduce their impact.

Title	Background	Impact Rating	Probability Rating
PALM Issue Resolution	The average resolution time for issues reported during UAT is currently twenty days, and multiple high-priority defects have required more than 120 days to resolve. These extended resolution timelines are significantly longer than anticipated when FDOT developed its testing plan, placing multiple testing milestones at risk.	High	Certain
Last minute publication of Florida PALM batch schedule.	FDOT relies on six hours of overnight batch processing to manage financial transactions from FLAIR. Remediating FDOT's batch processes will require several days to synchronize with PALM's interface processing. If the PALM batch schedule is not released well in advance of go-live, there may be insufficient time to complete the necessary remediation.	High	High
PALM requirements volatility	The DFS Florida PALM team has continually updated technical specifications during user acceptance testing leading to frequent re-work and retesting that jeopardizes the FDOT project timeline.	High	High
Cut-over plan testing	FDOT uses several agency-defined fields that are essential for managing performance and ensuring proper funding of FDOT projects. The conversion of this data is not included in the DFS Florida PALM data conversion scope. DFS has allocated	High	High

Title	Background	Impact Rating	Probability Rating
	only two opportunities to test FDOT's data conversion process—in February 2026 and August 2026. Significant revisions were required following the February test, leaving one final opportunity to validate the conversion approach. This presents an operational risk that if the August 2026 data conversion test is unsuccessful, FDOT will enter go-live leveraging an untested data conversion process.		
Enterprise Partner Testing	As of July 2026, FDOT has not received remediated interface files related to PeopleFirst employee timesheets and PCard purchases delaying testing of FDOT's payroll distribution process and PCard processing reports. FDOT is concerned there will be inadequate time to test redesigns leading to an operational risk that could lead to an inability to properly report project labor costs and track PCard expenditures after go-live.	High	High
Internal System Adoption	Agency end-users may not fully adopt or effectively utilize the new PALM system, potentially impacting process efficiency and implementation success.	High	Moderate

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