



Florida Gaming Control Commission

JULIE I. BROWN, CHAIR
Tina Repp, VICE CHAIR
JOHN D'AQUILA, COMMISSIONER
WILLIAM SPICOLA, COMMISSIONER
PETER CUDERMAN, COMMISSIONER

User Acceptance Testing Engagement Plan for Planning, Accounting, and Ledger Management (PALM) system

July 15, 2026

Leda Kelly, Director of Budget
Office of Policy and Budget
Executive Office of the Governor
1702 Capitol
Tallahassee, Florida 32399-0001

Representative Lawrence McClure, Chair
House Budget Committee
221 Capitol
Tallahassee, Florida 32399-1300

Senator Ed Hooper, Chair
Senate Budget Appropriations
201 Capitol
Tallahassee, Florida 32399-1300

Jimmy Cox, Director
Florida PALM Project
Florida Department of Financial Services
Tallahassee, Florida 32399

Dear Directors and Chairs:

Pursuant to House Bill 5001E, Section 249, the Florida Gaming Control Commission hereby submits the User Acceptance Testing (UAT) Engagement Plan for the Planning, Accounting, and Ledger Management (PALM) system.

Any questions concerning this submission may be directed to Lisa Mustain, Director of Administration, at 850-794-8027 or Christine Hutton, Budget Officer, at 850-794-8023.

Sincerely,

Alana Zimmer
Executive Director

OFFICE OF THE EXECUTIVE DIRECTOR
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UAT Engagement Plan

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

Table of Contents

Overview 3

User Engagement Approach 3

 Testing Scope 3

 Roles and Responsibilities 3

 User Story Testing Progress 6

 End User Testing 7

UAT Engagement Risks 9

Overview

The Florida Gaming Control Commission (FGCC) has established a PALM UAT Engagement Plan to describe the overall effort for user acceptance testing within the PALM UAT environment during the period between the August PALM UAT Refresh and the end of agency PALM UAT period. For the purposes of this document this period will be referred to as the UAT Engagement Period. During the initial round of testing within the PALM UAT environment the FGCC Testing and Training Coordinators have created and will maintain a comprehensive list of User Stories that are coordinated with the Topics and Activities established by the Florida PALM. This comprehensive list of user stories shall be documented on the PALM User Story Inventory smartsheet. This User Story Inventory shall establish the scope of the user acceptance testing that will be completed during the UAT shall Engagement Period. The FGCC staff that will be engaged to perform User Acceptance Testing during the UAT Engagement Period have also been identified on the PALM Role Mapping smartsheet. Additionally, the FGCC Testing and Training Coordinators have created and will maintain specified outcome criteria for each user story to ensure consistent and effective user acceptance testing across all FGCC testers. Finally, FGCC Technical Liaisons shall establish and maintain a testing coordination system that will allow testers to record the number of tests, outcome criteria, outcome status, and outcome comments for each testing event.

User Engagement Approach

FGCC shall create a testing team that is documented within the PALM Role Mapping smartsheet. Each Testing User documented on the PALM Role Mapping smartsheet is assigned specific PALM Roles associated to that test users normal job duties. Additionally, FGCC has established a comprehensive list of User Stories that have been documented in the PALM User Story Inventory smartsheet. Each User Story is also associated to a single PALM Role. Therefore, each test user is responsible to complete testing on each User Story that is associated to any PALM Role that the user has been assigned. During the PALM UAT Engagement Period, each test user shall devote 4 hours per week to testing all User Stories that are applicable to the PALM roles that have been mapped to the test user. In addition, FGCC shall implement a UAT Test Tracking system where each test user shall report the number of tests they have completed, the testing outcomes for each test, as well as additional comments. The UAT Test Tracking system will also allow each test user to report additional issues related to the system bugs and other system related inefficiencies related to navigation, user experience, etc.

Testing Scope

The testing scope for the UAT Engagement Period shall be defined and documented within the USER Story Inventory smartsheet. FGCC shall create and maintain our User Story Inventory to match the Topics and Activities as established by the Florida PALM Project. Additionally, FGCC anticipates establishing some additional agency defined user stories to test activities that are agency specific in support of existing agency business processes.

Roles and Responsibilities

Table 1: Agency UAT Roles and Responsibilities

Role	Responsibility	Resources
Agency Sponsor	• Monitor agency UAT progress • Monitor agency risks and issues • Request, provide, and assign additional resources as needed • Certify readiness throughout UAT	Lisa Mustain
Agency Liaison	• Collaborate closely with UAT Coordinator and provide updates to the Agency Sponsor. • Establish appropriate User Acceptance Testing Teams • Review and approve User Story Inventory • Coordinate with Project Management Liaisons to identify risks and issues	Deidra Pendleton Robert Stoner
Business Liaison	• Identify and confirm all agency business processes related to each User Story • Collaborate closely with Subject Matter Experts to establish appropriate testing plan tasks • Collaborate closely with UAT Coordinators to establish appropriate User Story Inventory • Coordinate with Project Management Liaisons to identify risks and issues	Deidra Pendleton Latheria Gibbs
Technical Liaison	• Collaborate with Business Liaisons to identify current business systems related to each User Story • Ensure that agency business systems are ready for UAT integration • Establish UAT Engagement reporting tool • Coordinate with Project Management Liaisons to identify risks and issues	Coleman Ayers Brett Williams
Project Management Liaison	• Capture and track project and agency driven UAT activities and maintain awareness of project and due dates • Report UAT progress in accordance with PALM agency readiness tracker activities • Report and identified risks and issues in accordance with PALM agency readiness tracker activities • Collaborate closely with Subject Matter Experts to establish appropriate testing tasks • Collaborate closely with UAT coordinators with establishing User Story testing plans	Robert Stoner Karen Peyton
Change Management Liaison	• Develop and maintain UAT communication plan • Support the identification and tracking of agency UAT participants.	Steven Baird Deidra Pendleton

Role	Responsibility	Resources
	Coordinate with Project Management Liaisons to identify risks and issues	
Training Liaison	- Collaborate closely with Subject Matter Experts to establish appropriate testing tasks - Collaborate closely with UAT coordinators with establishing training and education materials that meet both identified training objectives as well as support established user story testing plans - Coordinate with Project Management Liaisons to identify risks and issues	Karen Peyton Robert Stoner
UAT Coordinator	- Collaborate closely with Agency Liaisons with establishing appropriate User Acceptance Teams - Collaborate closely with Subject Matter Experts to establish appropriate testing tasks - Create individualized User Story testing plans - Establish and monitor all project and agency driven UAT activities and deadlines - 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.	Robert Stoner Karen Peyton
Testing Error Triage Team	- Collaborate closely with UAT Coordinator with establishing process and procedures related to tracking and monitoring testing errors - Collaborate closely with Subject Matter Experts with error resolution - Collaborate closely with Technical Liaisons with establish regular testing tracking reports	Karen Peyton Deidra Pendleton
Subject Matter Experts (Assigned per Business Process Grouping)	- Support UAT planning - Maintain availability for close collaboration with all applicable liaisons - Participate in all applicable UAT testing Teams - Coordinate with Project Management Liaisons to identify risks and issues	Deidra Pendleton Latheria Gibbs Rena Gillam Shane Phillips Timothy Sprague Steven Baird Christine Hutton Lois Barclay Wanda Lee-Jackson Magan Green Sheryl Boutin
Security Access Manager	- Perform and track role assignment changes for SMEs and end users during UAT. - Coordinate with Project Management Liaisons to identify risks and issues	Lisa Mustain

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).	Brett Williams Ginny Morris
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.	Brett Williams Robert Stoner
Batch Error Contact	Serve as the primary point of contact for batch errors or change in batch process timing.	Robert Stoner Brett Williams

User Story Testing Progress

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)				
17	36	36	140	
Accounts Receivable (AR)				
23	33	33	129	
Asset Accounting and Management (AAM)				
20	30	30	115	
Banking (BK)				
6	6	6	21	
Budget Management and Cash Control (BM/CC)				
7	19	19	72	
Contracts Management (CT)				
2	6	6	12	
Disbursements Management (DM)				
21	44	44	168	
Data Warehouse/Business Intelligence (DW/BI)				
6	10	10	37	
Grants Management (GM)				
N/A	N/A	N/A	N/A	
Inter/Intra Unit Transactions (IU)				
11	35	35	133	
Payroll Management (PR)				
25	31	31	119	

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
Projects Management (PM)				
N/A	N/A	N/A	N/A	
Revenue Accounting (RA)				
2	2	2	4	
System Access and Controls (SAC)				
3	28	28	108	

End User Testing

Table 3: 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)			
4	4 hrs per week	FGCC Administration	August 2026 through October 2026
Accounts Receivables (AR)			
5	4 hrs per week	FGCC Administration	August 2026 through October 2026
Asset Accounting and Management (AAM)			
5	4 hrs per week	FGCC Administration	August 2026 through October 2026
Banking (BK)			
6	4 hrs per week	FGCC Administration	August 2026 through October 2026
Budget Management and Cash Control (BM/CC)			
5	4 hrs per week	FGCC Administration	August 2026 through October 2026
Contracts Management (CT)			

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)
5	4 hrs per week	FGCC Administration	August 2026 through October 2026
Disbursements Management (DM)			
8	4 hrs per week	FGCC Administration	August 2026 through October 2026
Data Warehouse/Business Intelligence (DW/BI)			
2	4 hrs per week	FGCC Administration	August 2026 through October 2026
Grants Management (GM)			
N/A			
Inter/IntraUnit Transactions (IU)			
5	4 hrs per week	FGCC Administration	August 2026 through October 2026
Payroll Management (PR)			
8	4 hrs per week	FGCC Administration	August 2026 through October 2026
Projects Management (PM)			
N/A			
Revenue Accounting (RA)			
2	4 hrs per week	FGCC Administration	August 2026 through October 2026
System Access and Controls (SAC)			
2	2 hrs per week	FGCC Administration	August 2026 through October 2026

UAT Engagement Risks

FGCC will continue to include all Risk and Issues in the applicable PALM smartsheets which are updated and maintained monthly. These Risks and ISSUES are incorporated herein by reference.