# Florida Department of Highway Safety and Motor Vehicles

# UAT Engagement Plan

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

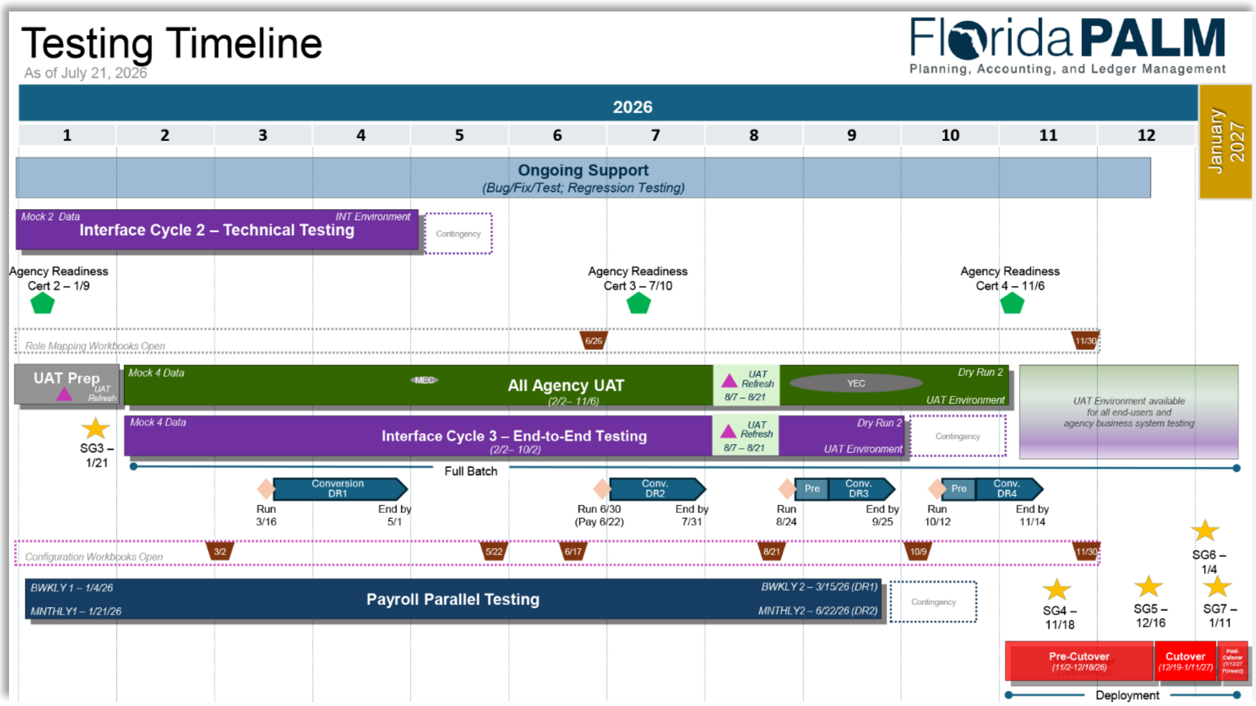
# Contents

# Overview

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) has engaged all agency stakeholders in a dynamic agency UAT engagement plan and has benefited from a curious and analytical user group, supportive leadership, and a dynamic Change Communication Network for the project.

The FLHSMV team has been working diligently to complete testing all remaining user stories, complete agency technical work and business system updates to support cycle 3 interface testing, review data configuration and conversion results to support dry run 3 and collaborate on deployment and cutover activities.

Exhibit: PALM testing timeline, as of June 23, 2026




<u>All PALM interfaces selected by Agency:</u>

1. [API031] - Outbound Voucher and Payment Extract
2. [API002] - Inbound Voucher Load
3. [IUI002] - Inbound Inter-IntraUnit Interface
4. [GLI001] - Outbound ChartField Values
5. [GLI051] - Outbound Detail GL Journal
6. [AMI002] - Inbound Asset Transfer and Disposal Request
7. [AMI004] - Outbound Asset Physical Inventory CSV File Extract
8. [AMI008] - Inbound Asset Physical Inventory CSV File Load
9. [PRI005] - Inbound Earnings File (Supplemental – HireBack)

The FLHSMV Accounting and Budget sections continue to strengthen their PALM knowledge by conducting their own version of User Acceptance Training (UAT). Because both sections play essential roles in the lifecycle of each PALM process, the teams meet regularly for knowledge-sharing sessions and to complete user stories together. This collaborative approach not only enhances cross-section expertise, it also reinforces teamwork, supports consistent workflow development across the Department, and contributes to the successful implementation of PALM and the overall success of the Department.

An agency test mitigation plan is in place to begin testing FAME interfaces by end of July, and to complete all PALM testing before or by October 2, 2026.

The agency mitigated resource impacts in Spring 2026 with an internal recovery plan for FAME (ABS) interfaces. Additional developers were assigned and cannot be removed from the agency project unless executive approval is granted. Temporary developers have been assigned to support certain tasks or knowledge needs for agency processes. The agency requires all assigned developers to remain in place through end of July, with permanent developers to remain after July 31, and certain others needed to return in September to support further interface testing.

Impacted Interfaces (FAME)
*API031
*API002
*IUI002
*GLI001

Currently, FLHSMV is reviewing the updated layout from PeopleFirst based on PALM field updates and is communicating with PALM and PeopleFirst to discuss test expectations and allowable test time after the August refresh. Additionally, the agency is collaborating with PeopleFirst on their delivery time of real test data for interface PRI005 after the August refresh period. PRI005 is the interface selected for Hireback supplemental payroll, which affects FHP, FLHSMV, and other agencies. **FLHSMV attempted one (1) PALM Cycle 3 test for PRI005 in April, without real test data from PeopleFirst, therefore the agency did not count that as a "successful" cycle 3 test.**

The remaining interfaces selected by the agency, AMI004, AMI008 and AMI002, support aspects of the asset management cycle, and are finishing internal development and agency testing.

Finally, interface GLI051 supports agency financial reporting and is in testing. **FLHSMV completed one (1) successful PALM Cycle 3 test for GLI051 in May. The agency will complete the agency business system process testing after the Refresh.**

## Agency UAT Overview

FLHSMV is using PALM User Acceptance Testing to:

- Test and validate:
    - all updated agency business processes from end-to-end, including processes that integrate with their agency business systems and other enterprise systems (People First, MFMP, STMS, Pcard Works etc.);
    - business system remediation (where applicable);
    - end user role assignments;
    - agency specific configurations; and
    - reporting needs and solutions.
- Develop agency-specific end user training and education materials.
- Provide all end users exposure to and practice in Florida PALM (i.e. host agency-led UAT sessions following the PALM-led UAT sessions)

- Confirm agency change impacts to people, processes, technology and data.

**The FLHSMV objectives for PALM UAT include:**

*People*
- To confirm users clearly understand how to process transactions in PALM
- To ensure staff is properly trained
- To ensure staff has proper access
- To ensure proper roles are assigned

*Processes*
- To ensure that processes work end-to-end / functionality
- To update procedures

*Technology*
- To update technical documentation / ISA interactions captured
- To verify agency business systems work properly

*Data*
- To ensure transactions are received and properly recorded in applicable systems
- To ensure configuration workbooks are able to be set up and maintained properly
- Data is stored in the new tables with no issues

# User Engagement Approach

FLHSMV is engaging PALM end users in agency-led PALM testing. The PALM-hosted UAT in-person session for agency SMEs provided a strong foundational learning and testing experience for the core testers and power users at the agency. All SMEs and End users are designated in the FLHSMV Role Mapping Worksheet, with a role assigned to the appropriate business process group. The agency is engaging remaining end users for UAT participation in July and will resume testing again following the August refresh. We are continuing our in-person meeting approach with key stakeholders and critical participants (testers, learners, supervisors, reporters) to disseminate agency-wide and time-sensitive information. The agency has also created a PALM SharePoint site and periodic digital newsletter for agency users, alongside regular email updates and hybrid meetings to maximize participation and encourage decision making and test participation.

## Testing Scope

The FLHSMV Scope for PALM UAT includes:
- Agency Business Processes
    - *For reference: FLHSMV Current-state business processes in Smartsheet*
- Agency Critical Processes:
    - HireBack
    - FAME
    - Positive Pay – WRAP8068 – completed Feb 2026
    - Asset Management
    - Regular Payroll

- Enterprise Systems:
    - FACTS
    - STMS
    - MFMP
    - PeopleFirst
    - Pcard Works (BoA)

- Florida PALM conversions
    - *For reference: FLHSMV Conversion Data Progress in Smartsheet*
    - FLAIR
        - Assets
        - Budget
        - Encumbrances
        - Grants
        - Contracts
        - Projects
        - PALM Data Warehouse / BI and Reporting
        - FLAIR@HSMV queries (new in PALM)
    - Statewide Vendor File / MFMP / PYRL
        - Suppliers
        - Encumbrances

- **FLHSMV – unique systems / apps**
    - EREC
        - Contracts
    - FRVIS
        - Data to FAME
    - Quickbooks
        - Customers
    - Interface GLI051 to support processes needed to receive all daily transactions from PALM.

## Roles and Responsibilities

*Table 1: Agency UAT Roles and Responsibilities*

| Role | Responsibility | Resources |
|---|---|---|
| Agency Sponsor | • Certify readiness to participate in UAT.<br>• Regularly monitor agency UAT progress.<br>• Monitor agency risks, issues, and mitigation plans and communicate them to the Project.<br>• Request, provide and assign appropriate resources as needed, and remove obstacles to successfully complete UAT activities. | Steve Burch |
| Agency Liaison | • Collaborate closely with UAT Coordinator and provide updates to the Agency Sponsor.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Stephanie Cabrera |

| Role | Responsibility | Resources |
|---|---|---|
| Business Liaison | • Identify and confirm all agency business processes to be tested.<br>• Confirm the creation of User Stories and updated documentation for processes and procedures.<br>• Ensure that end-to-end testing of agency business processes is conducted.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Nathaniel Seabrooks |
| Technical Liaison | • Identify and confirm all agency business systems to be tested.<br>• Confirm agency business systems are ready for full integration testing.<br>• Coordinate agency business system remediation as needed, based on the results of testing.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Jeff Marsey |
| Project Management Liaison | • Capture and track both Project- and internal agency-driven UAT activities and maintain awareness of progress and due dates.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Kari Glisson |
| Change Management Liaison | • Develop and maintain UAT communication plan<br>• Support the identification and tracking of agency UAT participants.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Valerie Jones |
| Training Liaison | • Identify and track agency UAT participants.<br>• Support agency hosted UAT sessions with end users.<br>• Coordinate or lead the agency training material development.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Tianna Teate |
| UAT Coordinator | • Track and confirm testing progress.<br>• Lead the Testing Error Triage Team.<br>• 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. | Kari Glisson |
| Testing Error Triage Team | • Meet regularly to review progress and discuss upcoming activities. | Elaine Mohr<br>Stephanie Cabrera<br>Nathaniel Seabrooks |

| Role | Responsibility | Resources |
|---|---|---|
| | • Review testing errors to determine resolution or need for escalation. | Melissa Groom<br>Rowena Ford<br>Tianna Teate<br>Grady Smith<br>Erycka Hurst<br>Kari Glisson |
| Subject Matter Experts<br>*(Assigned per Business Process Grouping)* | • Support UAT planning (e.g., user stories/script development, agency-specific materials development).<br>• Participate as first end users in UAT.<br>• Conduct agency hosted UAT session with end users.<br>• Serve as primary point of contact for end user business process, data, and technical questions.<br>• Support agency training material development.<br>• Report testing errors and testing progress to UAT Coordinator.<br>• Support end user understanding during UAT and after go-live.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | <u>Account Management & Financial Reporting</u><br>Stephanie Cabrera<br>Tianna Teate<br>Kavya Kalimuthu<br><br><u>Accounts Receivable</u><br>Nathaniel Seabrooks<br>Tangela Little<br>Essence Olivier<br><br><u>Asset Accounting and Management</u><br>Tianna Teate<br>Kathleen Lester<br>Laura Wilson<br>Michael Walker (Leases)<br><br><u>Banking</u><br>Nathaniel Seabrooks<br>Tianna Teate<br>Erycka Hurst<br><br><u>Budget Management / Cash Control</u><br>Grady Smith<br>Donovan Craig<br>Erycka Hurst<br><br><u>Disbursements Management</u><br>Melissa Groom<br>Jeremy Rutland<br>Michael Walker<br>Grady Smith (Encumbrances)<br><br><u>Contracts Management</u><br>Tianna Teate<br>Grady Smith<br>Erycka Hurst |

| Role | Responsibility | Resources |
| --- | --- | --- |
| | | <u>Grants Management</u><br>Donovan Craig<br>Grady Smith<br>Tianna Teate<br>Joel Knier<br><br><u>Inter/IntraUnit Transactions</u><br>Nathaniel Seabrooks<br>Tangela Little<br>Kavya Kalimuthu<br>Essence Olivier<br>Tianna Teate<br><br><u>Payroll Management</u><br>Rowena Ford<br>Melissa Groom<br>Bonnie Bevis<br><br><u>Projects Management</u><br>Donovan Craig<br>Tianna Teate<br>Nate Seabrooks<br><br><u>Revenue Accounting</u><br>Nathaniel Seabrooks<br>Tangela Little<br>Essence Olivier<br><br><u>System Access and Controls</u><br>Stephanie Cabrera<br>Melissa Groom |
| Security Access Manager | • Perform and track role assignment changes for SMEs and end users during UAT.<br>• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions. | Valerie Jones |
| Identity Provider Subject Matter Expert | • Add end users to the active directory (or applicable tool) for access to UAT.<br>• Maintain active directory for access throughout UAT (adding new end users or removing end users as needed). | Eddy Ruiz<br>Kevin Garcia |
| File Manager | • Serve as the primary point of contact for interface testing.<br>• Access the Florida PALM Managed File Transfer (MFT) site to send and receive files between the agency and Florida PALM. | Stephanie Cabrera<br>Tianna Teate |

| Role | Responsibility | Resources |
|---|---|---|
| Batch Error Contact | • Serve as the primary point of contact for batch errors or change in batch process timing. | Nathaniel Seabrooks<br>Anjana Akkenapragada |
| End Users | • Practice related job processes.<br>• Confirm end user role assignment(s).<br>• Report testing errors and testing progress to SME or UAT Coordinator, as appropriate. | Alicia Schaeffner<br>Anjana Akkenapragada<br>Belinda Gilbert<br>Brinda Pandya<br>Cassandra Harrell<br>Chelsea Flores<br>Daniel Hardy<br>Dari'Ajaih Brown<br>Dean Cyphers<br>Donovan Craig<br>Elisa Loving<br>Erycka Hurst<br>Essence Olivier<br>Grady Smith<br>Janice Reid<br>Jerika Sampson<br>JoAnna Smyth<br>Jordan Layfield<br>Kathryn Boone<br>Kendra Vaughn<br>Lars Shmidheiser<br>Lawrence Gowen<br>Marcea Brown-Stokes<br>Melissa Groom<br>Michael Walker<br>Nathaniel Seabrooks<br>Patricia Thompson<br>Rashaunda Kamakea<br>Remie Vause<br>Roselyn Crews<br>Saretta Weston<br>Shawandra Edwards<br>Sima Patel<br>Stephanie Cabrera<br>Steve Burch<br>Sylvonda Gaines<br>Terricina Griffin<br>Tianna Teate<br>Tony Lay<br>Wendy Mechlin<br>Rachael Haas<br>-and-<br>Five (6) vacant positions |

## User Story Testing Progress

*Description of each metric:*

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

The FLHSMV testing team is expected to complete testing of all project recommended user stories by August 7th. The team will continue testing all agency user stories after the August 7th refresh.

*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)** | | | | |
| 32 | 38 | 5 | 5 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing constraints and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete all user story testing after the UAT Refresh. |
| **Accounts Receivable (AR)** | | | | |
| 34 | 39 | 20 | 52 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Asset Accounting and Management (AAM)** | | | | |
| 24 | 46 | 0 | 0 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing |

| 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 |
|---|---|---|---|---|
| | | | | and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Banking (BK)** | | | | |
| 5 | 6 | 3 | 5 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Budget Management and Cash Control (BM/CC)** | | | | |
| 22 | 23 | 0 | 0 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Contracts Management (CT)** | | | | |
| 4 | 6 | 0 | 0 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Disbursements Management (DM)** | | | | |
| 67 | 70 | 6 | 7 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Data Warehouse/Business Intelligence (DW/BI)** | | | | |
| 6 | 16 | 6 | 6 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing |

| 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 |
|---|---|---|---|---|
| | | | | and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Grants Management (GM)** | | | | |
| 2 | 6 | 0 | 0 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Inter/IntraUnit Transactions (IU)** | | | | |
| 65 | 67 | 17 | 50 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Payroll Management (PR)** | | | | |
| 47 | 57 | 23 | 24 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Projects Management (PM)** | | | | |
| 39 | 41 | 12 | 23 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |
| **Revenue Accounting (RA)** | | | | |
| N/A | N/A | N/A | N/A | |
| **System Access and Controls (SAC)** | | | | |

| 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 |
|---|---|---|---|---|
| 17 | 2 | 2 | 1 | The agency has not been able to fully test all user stories for the period of February 2 – June 30, due to staffing and competing priorities. The agency worked to increase testing across all teams in July. The agency plans to complete user story testing after the UAT Refresh. |

## Agency Business System Testing Progress

FLHSMV staff has increased interface testing during the month of July. The agency plans to boost interface testing during the next couple of months and through the end of cycle 3 interface testing.

*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 |
|---|---|---|---|---|
| Hireback Supplemental Payroll | In Progress | Y | In Progress | 10/02/2026 |
| Regular Payroll | In Progress | Y | In Progress | 10/02/2026 |
| FAME | In Progress | Y | In Progress | 10/02/2026 |
| FRVIS (data to FAME) | N/A | Y | In Progress | 10/02/2026 |
| Asset Management | In Progress | Y | In Progress | 10/02/2026 |
| Financial Reporting (interface GLI051) | In Progress | Y | In Progress | 10/02/2026 |

## End User Testing

The agency has included a unique row for Agency Business System testers in each section.

*Table 4: End User Testing by Business Process Grouping*

| Planned or Actual Number of End Users Performing Testing | Anticipated Time Commitment | End User Organization(s) or Agency Business System | Planned or Actual Dates for End Users to Perform Testing *(Start and End Dates)* |
|---|---|---|---|
| **Account Management and Financial Reporting (AMFR)** | | | |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 6 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |

| Planned or Actual Number of End Users Performing Testing | Anticipated Time Commitment | End User Organization(s) or Agency Business System | Planned or Actual Dates for End Users to Perform Testing *(Start and End Dates)* |
|---|---|---|---|
| 8 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Quickbooks (ABS – customers) | August 2026 through October 2026 |
| 2 | 1-2 hours every other week | Financial Reporting ABS / GLI051 database | February 2026 through October 2026 |
| **Accounts Receivables (AR)** | | | |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 6 | 1-2 hours every other week | Accounts Receivable Staff | February 2026 through October 2026 |
| 5 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 5 | 1-2 hours every other week | Audits & Refunds Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | Revenue Rep. & Distribution Staff | February 2026 through October 2026 |
| **Asset Accounting and Management (AAM)** | | | |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounts Payable Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 8 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Asset Management AGENCY BUSINESS SYSTEM | February 2026 through October 2026 |
| **Banking (BK)** | | | |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 4 | 1-2 hours every other week | Fixed Assets Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | FHP Legal Staff | August 2026 through October 2026 |
| 1 | 1-2 hours every other week | FHP Headquarters Staff | August 2026 through October 2026 |
| 4 | 1-2 hours every other week | Audits & Refunds Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounts Receivables Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | Revenue Rep. & Distribution Staff | February 2026 through October 2026 |

| Planned or Actual Number of End Users Performing Testing | Anticipated Time Commitment | End User Organization(s) or Agency Business System | Planned or Actual Dates for End Users to Perform Testing *(Start and End Dates)* |
|---|---|---|---|
| **Budget Management and Cash Control (BM/CC)** | | | |
| 10 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 5 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | Property Management Staff | August 2026 through October 2026 |
| 3 | 1-2 hours every other week | Purchasing and Contracts Staff | August 2026 through October 2026 |
| 2 | 1-2 hours every other week | FHP Budget & Legislation Staff | August 2026 through October 2026 |
| 1 | 1-2 hours every other week | Motorist Services Business Support Staff | August 2026 through October 2026 |
| **Contracts Management (CT)** | | | |
| 4 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Purchasing & Contracts Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | EREC AGENCY BUSINESS SYSTEM | August 2026 through October 2026 |
| **Disbursements Management (DM)** | | | |
| 6 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 11 | 1-2 hours every other week | Accounts Payable Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | FAME AGENCY BUSINESS SYSTEM | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | FRVIS AGENCY BUSINESS SYSTEM (data to FAME) | February 2026 through October 2026 |
| **Data Warehouse/Business Intelligence (DW/BI)** | | | |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | Executive Staff | August 2026 through October 2026 |
| **Grants Management (GM)** | | | |
| 2 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |

| Planned or Actual Number of End Users Performing Testing | Anticipated Time Commitment | End User Organization(s) or Agency Business System | Planned or Actual Dates for End Users to Perform Testing *(Start and End Dates)* |
|---|---|---|---|
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 4 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| **Inter/IntraUnit Transactions (IU)** | | | |
| 7 | 1-2 hours every other week | Revenue & Accounts Receivable Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | Accounts Payable Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | Financial Reporting & Fixed Assets Staff | February 2026 through October 2026 |
| **Payroll Management (PR)** | | | |
| 6 | 1-2 hours every other week | Attendance & Leave Staff | August 2026 through October 2026 |
| 2 | 1-2 hours every other week | Benefits Staff | August 2026 through October 2026 |
| 5 | 1-2 hours every other week | Payroll Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 2 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Revenue & Accounts Receivable Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Hireback Supplemental Payroll | February 2026 through October 2026 |
| **Projects Management (PM)** | | | |
| 4 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| **Revenue Accounting (RA)** | | | |
| N/A | N/A | N/A | |
| | | | |
| **System Access and Controls (SAC)** | | | |
| 1 | 1-2 hours every other week | Budget Staff | February 2026 through October 2026 |

| Planned or Actual Number of End Users Performing Testing | Anticipated Time Commitment | End User Organization(s) or Agency Business System | Planned or Actual Dates for End Users to Perform Testing *(Start and End Dates)* |
|---|---|---|---|
| 3 | 1-2 hours every other week | QA Staff | June 2026 through October 2026 |
| 1 | 1-2 hours every other week | Accounting Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Revenue & Accounts Receivable Staff | February 2026 through October 2026 |
| 3 | 1-2 hours every other week | IT Staff (error handling) | August 2026 through October 2026 |
| 2 | 1-2 hours every other week | Accounts Payable Staff | February 2026 through October 2026 |
| 4 | 1-2 hours every other week | Accounts Receivable Staff | February 2026 through October 2026 |
| 1 | 1-2 hours every other week | Payroll Staff | February 2026 through October 2026 |
| 2 | 1-2 hours every other week | Revenue Reporting & Distribution Staff | February 2026 through October 2026 |

# UAT Engagement Issues and Risks

**Open Agency Issues**

| Issue ID | Date Opened | Priority | Primary Issue Category | Issue Title | Background | Action Plan | Planned or Actual Resolution Date |
|---|---|---|---|---|---|---|---|
| 003 | 05/06/26 | Critical - Impacts the ability of the agency to move forward with work without resolution | User Acceptance Testing | **Concerns with PALM delays in Cycle 3 impacting agency Interface Testing: AMI002 and PRI005** | AMI002 - During the cycle 2 testing, FLHSMV was informed by the PALM project that we will not be able to use the Asset Transfer interface we selected (AMI002) to process asset transfers without an updated chartfield value. Agency is waiting for a query from PALM for | AMI002 - Subsequently, the agency has not received a solution from the Project. On 5/6/26, PALM provided options which would be temporary or partial workarounds, still requiring manual work and further development to be completed well after go live. The | 08/07/26 |

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| | | | | | chartfield value, on March 26, 2026 virtual meeting. This is a major concern for our agency as we selected AMI002 to transfer assets from one location to another. FLHSMV has over 50 transfer requests a day; It will be a major setback if we are unable to seamlessly update the location of assets at go-live.<br><br>PRI005 - PeopleFirst advised HSMV on 5/6/26 that real test data for PRI005 will not be available until after refresh (August 2026), putting the testing window for PRI005 past the July 31 inbound test deadline. | agency and PALM have ruled out AMI006 as a feasible option *at this time* and are considering using AMI008 and other agency work in lieu of AMI002 for transfers. (HSMV will use AMI002 for disposals.) However these workarounds or "bandaids" require additional considerations for the agency to business process quality and reporting. [AMI002 is still in Cycle 2 due to PALM delays.]<br><br>PRI005 - Agency will need to work closely with PeopleFirst and PALM during PRI005 next tests, before July deadline, to ensure it is as close as possible to a real payroll life cycle test as possible (timing of DMS test data after refresh). | |

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| 004 | 05/06/26 | Critical - Impacts the ability of the agency to move forward with work without resolution | Staffing/Resource Availability | **Agency not ready for July 31 inbound interface deadline; potential further delays** | The agency PALM project team has experienced some ongoing challenges with development resource assignments since October 30, 2025, culminating in internal escalation in March. The agency had planned and assigned development tasks to culminate in readiness by August, to align with the implementation and testing schedules. The July 31, 2026 inbound interface testing deadline was communicated to agencies at the March 24, 2026 advisory and ESC meetings. This change required the agency to add additional technical resources.<br><br>Impacted Interfaces:<br>*API031<br>*API002<br>*IUI002<br>*API002<br>*GLI001 | Several productive conversations have been held with internal technical resource teams and management has reconfirmed their commitment to support assignment of allocated agency resources to assigned PALM tasks. The agency PALM team meets in daily standups with business and technical teams to assess progress. Weekly status reports are provided to technical management. Frequent monitoring conversations occur and will continue. Agency will attempt to obtain positive tests on interfaces as they become ready. Interfaces API002 and IUI002 are priority but have dependences. | 08/31/26 |

## Open Agency Risks

| Risk ID | Date Opened | Risk Title | Risk Rating | Background | Monitor / Mitigation Plan / Resolution | Impact if Risk Becomes an Issue |
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| 001 | 09/01/23 | **FAME application** | 2 (Medium / Low) | HSMV processes large volume of data through its FAME application (Revenue Distribution, WEX, Goodyear, PRIDE, etc.). It is imperative that the interfaces and reports work properly when tested. | HSMV is working on developing multiple interfaces and has begun developing reports. Changes to the payment batch jobs are in progress. | The agency could have impacts to readiness for PALM go-live if the FAME application is not remediated. |
| 002 | 12/20/24 | **Supplier ID** | 9 (High / High) | Final Supplier ID will be provided by PALM before Go Live. Risk to agency is in not receiving finalized Supplier IDs until or just before go live. In order to successfully match supplier IDs provided by PALM, the FEID is critically needed by FLHSMV, confirmed by Data Manager. The agency is analyzing APC001 from Dry Run 1, and additional supplier files, and will re-examine manual processing time required to match Supplier IDs. | The agency will test Supplier ID fields and matching as received on each iterative Mock Conversion, and will use the iterative Supplier ID test results. Test Supplier IDs were provided in interim to support UAT testing. | The ability to match the Supplier ID (throughout multiple mock conversions) to agency data would be quite taxing and require multiple, additional hours that are not currently included in the plan budget. |
| 003 | 12/20/24 | **Resources - Accounting (training / up-skilling for PALM)** | 4 (Medium / Medium) | The agency has identified a need to cross-train accounting staff, and allied teams, to learn new / daily business processes in addition to testing the PALM system and learning adjacent systems. | HSMV is actively working to cross-train existing staff, and to provide Florida PALM training and job aides. | Training challenges could impact successful PALM implementation and go-live experience during a critical period. |

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| 004 | 04/14/25 | **Interface Error File and Summary Logs** | 6 (High / Medium) | Interface Error Log layouts (multiple) have not been provided to HSMV. | HSMV has tested Error Files for API002 from PALM (during interface testing). While PALM did provide additional fields in the error logs for easier identification, HSMV hasnt been able to complete our automation process as we had with FLAIR. This processing is still in development and will be better tested in full UAT. | The agency was advised by PALM that agencies will receive error files and summary logs at Interface Testing. FLHSMV would need to re-evaluate impact if the error files and summary logs are NOT able to be read (further development and testing may be required). Resolving the errors may be delayed in UAT. |
| 006 | 12/16/25 | **Supplier ID - Cycle 3 Interface Testing** | 6 (Medium / High) | Complete supplier ID tables will not be available for test during UAT for API and IUI interfaces. Only select supplier IDs will be available for testing in UAT. | The agency will select which supplier IDs to test with each interface. The supplier IDs will vary (i.e., counties, agencies, other vendors, etc). | Agency may not be able to test all supplier IDs during interface cycle 3 testing / End to End testing. |
| 009 | 05/07/26 | **PALM changes to Config/Conversion smartsheets and to Topics/Activities sheet are impacting agency task delivery and data quality, and increasing staff processing time** | 4 (Medium / Medium) | For the third consecutive month in 2026, frequent, unscheduled, and uncommunicated data refreshes by PALM to the configuration/conversion smartsheets and other agency data sources are causing considerable agency re-work, research and analysis, and extra monitoring time, thus impacting task completion and delivery time. Unpredictable data refreshes and value | Agency is monitoring sheets daily, and further reviewing multiple times per day in the final review period before task submission. The communication and support from Readiness Coordinators is valuable, appreciated, and helpful. However, the unpredictable system refreshes just before task deadlines means the agency risks not including all timely data updates in | Agency data in system would not be fully updated or accurate. |

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| | | | | changes by PALM continue to lead to errors in the agency configuration or conversion sheets, sometimes (increasingly) after the data has been reviewed for quality (error-free), and after a midday refresh for further quality checks, and after business hours *just before task deadline*, leaving the agency little to no remediation time and an incomplete task, despite considerable attention and effort by the agency business team. | subsequent UAT updates.<br>MITIGATION: The agency requested the PALM project considers pausing the data refreshes to the applicable configuration and conversion smartsheets during the final days during tasks for configuration, conversion, role mapping, user stories (inventory and coverage), to avoid further risks to the agency and project data. | |