



Public Service Commission

UAT Engagement Plan

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

As of July 31, 2026

Overview

The User Acceptance Testing (UAT) Engagement Plan establishes the Public Service Commission's approach for engaging end users throughout UAT to validate that Florida PALM business processes and any impacted PSC business systems and interfaces function as expected before production deployment. The plan is designed to ensure users are prepared, business processes are validated, issues are resolved, and the agency is ready for implementation. The approach aligns with Florida PALM agency readiness guidance and statewide UAT expectations.

User Engagement Approach

The PSC will implement a structured UAT engagement approach to ensure agency personnel actively participate in validating Florida PALM business processes and any impacted PSC business system functionality prior to implementation. The engagement approach is designed to promote business ownership, encourage user adoption, and confirm that agency business requirements have been met before production deployment.

Testing Scope

The PSC will prepare for UAT by readying its people, processes, technology, and data. Below describes the activities needed in the four operational elements.

- People
 - Identify and prepare agency UAT testers.
 - Ensure all users have been assigned end user roles.
- Process
 - Create UAT user stories for all FL PALM recommended standard scenarios
 - Update agency business processes
 - Develop agency-specific testing materials.
- Technology
 - Configure agency Identity Provider (IDP) with Florida PALM UAT environment and verify UAT end users have been added to the agency's IDP.
- Data
 - Identify agency test data required for UAT scenarios.
 - Provide updated data mapping to support Mock Conversions.

Roles and Responsibilities

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.	Apryl McKinnon
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.	Raquel Revells Jenna Lively Justin Burton
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.	Jenna Lively Raquel Revells Justin Burton
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.	Chris Church Lee Kissell
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.	Jenna Lively Apryl McKinnon Justin Burton

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.	Jenna Lively Raquel Revells Justin Burton
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.	Raquel Revells Jenna Lively Justin Burton
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.	Jenna Lively Raquel Revells Justin Burton
Testing Error Triage Team	- Meet regularly to review progress and discuss upcoming activities. - Review testing errors to determine resolution or need for escalation.	Jenna Lively Raquel Revells Justin Burton
Subject Matter Experts (Assigned per Business Process Grouping)	- Support UAT planning (e.g., user stories/script development, agency-specific materials development). - Participate as first end users in UAT. - Conduct agency hosted UAT session with end users. - Serve as primary point of contact for end user business process, data, and technical questions. - Support agency training material development. - Report testing errors and testing progress to UAT Coordinator. - Support end user understanding during UAT and after go-live. - Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	Jenna Lively Raquel Revells Kiara Hannan Justin Burton Miguel Masferrer Mikaela Boykin Malissa Bennett Ashley Quick Yi Qiu Sekhar Mandapati

Role	Responsibility	Resources
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.	Justin Burton
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).	Chris Church Lee Kissell
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.	Chris Church Lee Kissell
Batch Error Contact	• Serve as the primary point of contact for batch errors or change in batch process timing.	Chris Church Lee Kissell
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.	Jenna Lively Raquel Revells Kiara Hannan Justin Burton Miguel Masferrer Mikaela Boykin Malissa Bennett Ashley Quick Yi Qiu Sekhar Mandapati

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)				
72	72	72	72	
Accounts Receivable (AR)				
6	6	6	6	
Asset Accounting and Management (AAM)				
5	5	5	5	
Banking (BK)				
0				
Budget Management and Cash Control (BM/CC)				
13	13	13	13	
Contracts Management (CT)				
0				
Disbursements Management (DM)				
1	1	1	1	
Data Warehouse/Business Intelligence (DW/BI)				
0				
Grants Management (GM)				
0				
Inter/IntraUnit Transactions (IU)				
17	17	17	17	
Payroll Management (PR)				
Projects Management (PM)				
0				
Revenue Accounting (RA)				
N/A				
System Access and Controls (SAC)				
10	10	10	10	

End User Testing

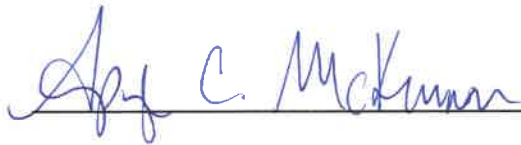
Table 3: End User Testing by Business Process Grouping

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)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Accounts Receivables (AR)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Asset Accounting and Management (AAM)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Banking (BK)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Budget Management and Cash Control (BM/CC)			
4	4 hrs. per week	Fiscal Services Section and Budget Staff	February 2026 through October 2026
Contracts Management (CT)			
5	5 hrs. per week	Fiscal Services Section and Purchasing Staff	February 2026 through October 2026
Disbursements Management (DM)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Data Warehouse/Business Intelligence (DW/BI)			
2	2 hrs. per week	Information Technology Staff	February 2026 through October 2026
Grants Management (GM)			
N/A			
Inter/IntraUnit Transactions (IU)			
3	3 hrs. per week	Fiscal Services Section Staff	February 2026 through October 2026
Payroll Management (PR)			
5	5 hrs. per week	Fiscal Services and Human Resources Section Staff	February 2026 through October 2026
Projects Management (PM)			
N/A			
Revenue Accounting (RA)			
N/A			
System Access and Controls (SAC)			
1	1 hr. per week	Administrative Services Staff	February 2026 through October 2026

UAT Engagement Risks

With the Fiscal Services Supervisor position filled in late June 2026, the PSC has reestablished the staffing capacity needed to increase UAT efforts and has increased its focus on all remaining testing activities. While we have identified this as a short-term low risk, testing has been positive overall throughout UAT. The PSC is actively progressing through the testing plan and remains confident that all testing will be completed by the October 2026 deadline.

Reviewed and approved by:

A handwritten signature in blue ink, reading "Apryl C. McKinnon", is positioned above a horizontal line.

Apryl C. McKinnon
Deputy Executive Director – Administrative
FL PALM Agency Sponsor
Public Service Commission