DFS' User Acceptance Testing (UAT)

What is UAT?

User acceptance testing is an important stage within software development that allows users early access to Florida PALM to test actual day-to-day business processes before going live with the system.

Why is it important?

UAT will give DFS the opportunity to test all business operations ahead of Florida PALM go-live to ensure that the system meets our business requirements, maintains internal controls, ensures Tier 1 & Tier 2 systems exchange information as needed, and we can perform all necessary tasks to continue operations in Florida PALM.

When is UAT?

DFS Process Owners are expected to start UAT in the spring of 2025, and all other Division/Office SMEs and end users will be expected to participate around June 2025. DFS will continue participating in UAT through November of 2025. Training and preparation will be provided to staff prior to UAT.

What is your role?

SMEs and Florida PALM end users are expected to participate in UAT in some capacity. You will be asked to create and execute scripts to test Florida PALM functionality that aligns with the current operations that you perform today.

What can you do now?

- Start collecting and documenting tasks you are responsible for today, as well as any other scenarios that fall outside of the norm that would need to be tested.
- Learn more about Florida PALM and the business process models that align with your current operations. Information is available in the Florida PALM Knowledge Center.
- Ask questions! Division POCs, Division Change Coordinators, and the DFS CCN are here to help!

Have questions?