




Florida PALM Training Approach

Read It, Watch It, Learn It

Read It – Learn about Florida PALM from online materials

- End User Manual
 - Job Aids
 - Step – by – Step Instruction
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Watch It – Observe how transactions are completed in Florida PALM

- Functionality Demos
 - How-To Videos
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Learn It – Complete testing and practice transactions in UAT environment

- Instructor-Led Training
- Instructor Facilitated Training
- Practice in UAT

Florida PALM Team Training Activities

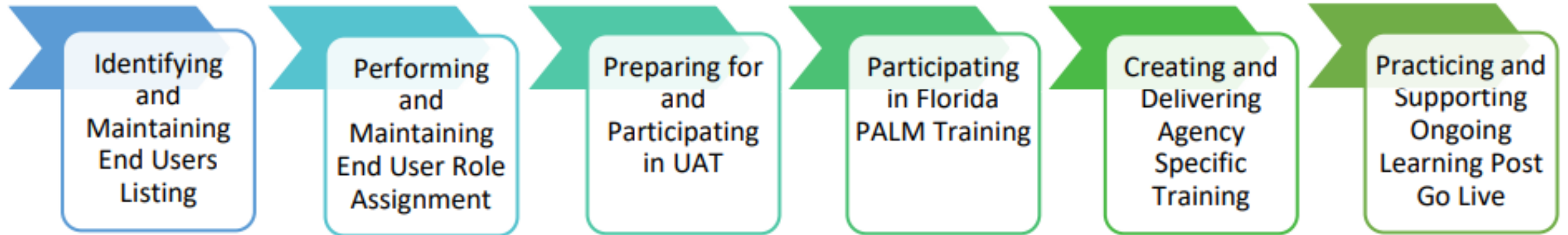
Activity	Description
Training Curriculum Creation	The Project will create the outline of planned training courses and content to be designed and built to train and support end users in the use of Florida PALM.
UAT Training Materials Creation	The Project will create UAT training materials to prepare identified users for how to navigate in, interact with, and complete processes within the Florida PALM UAT environment. This will provide end users the chance to experience hands-on sessions to complete transactions.
Training Materials Creation	The Project will create additional materials, building upon the UAT training materials, to provide training for Florida PALM based on the training curriculum (e.g., step-by-step guides, job aids, videos).
End User Manual Creation	The Project will create an online, searchable manual within the Knowledge Center that will incorporate the materials from UAT and training.
Instructor-led Training (ILT)	Trainers (Project or TTT participants) will guide participants through the course material, provide explanations, answer questions, and engage learners in activities and discussions to enhance understanding on specific Florida PALM functionality or process.
Instructor-facilitated Training (IFT)	Trainers (Project or TTT participants) will guide participants through targeted activities, discussions, and exercises designed to promote learning and understanding on Florida PALM functionality or process.
Train-the-Trainer	Selected agencies trainers will prepare to deliver Florida PALM-specific end user training on selected topics by partnering with the TED Team to learn the course material and deliver the ILT sessions. Preparation will come through co-training alongside Project trainers. The eligible courses will be determined based on the final training design. The selected agencies will be determined based on agency need and capacity.
End User Training Delivery and User Support Sessions	Agency end users will participate in Florida PALM end user training up to the go-live date in January. User Support Sessions will be available to receive support after go-live.

Train the Trainer (TTT)

UAT will begin with several months of project-hosted sessions where agency Subject Matter Experts (SMEs) will attend in-person session(s) based on business process / grouping and end user role.

Following these sessions, participating agency SMEs will be expected to conduct their own agency hosted UAT sessions with agency end users. These agency sessions should occur as part of the agency's overall training and readiness approach.

Critical Activities



Identifying and Maintaining End Users Listing

Agencies cannot successfully transition to Florida PALM if their end users are not ready.

First off, we need to identify all end users expected to use Florida PALM at go-live and align the end users to their applicable Business Process Grouping or functional/topic areas.

From this listing, we will know who will participate in UAT and be required to complete training activities.

Related RW tasks:

Task 512 – Identify Future Florida PALM End Users – Previously Completed

Task 564 – Update Future Florida PALM End Users – Nov – Dec 2024

Performing and Maintaining End User Role Assignment



Florida PALM is a role-based system in which users are assigned end-user roles to perform transactions associated with completing their work.



After we have identified all our end users, we will need to determine what role is associated with each end user's work activities.



Once roles are established and assigned, we will be able to confirm which UAT sessions and training each end user should participate in.

Related RW tasks:

Task 573 – Complete and Submit End User Role Mapping Worksheet – Jan - Feb 2025

Preparing for and Participating in User Acceptance Testing



Once users have been identified and mapped to their roles, they will prepare to attend and participate in UAT. We will identify subject matter experts (SMEs) who will participate in Florida PALM UAT sessions.



During these sessions, we will receive training materials to successfully perform UAT and test the system using our planned implementation business processes and agency-specific data values.



After participating in Project-hosted UAT sessions, our SMEs will facilitate agency-hosted UAT sessions for all end users to test, using their agency-specific values.



All end users are expected to participate in agency-hosted UAT sessions and will have access to the Project's UAT training materials through the Knowledge Center. Additionally, our end users will have access to the FWC created materials to support testing our business processes, business systems, and agency data.

Related RW tasks:

Task 536 – Create Agency-Specific User Acceptance Testing Plan - In Process

Task 579 – Identify, Prepare, and Confirm Understanding of User Acceptance Testing Participants - Jan - Feb 2025

Task 596 – Participate in UAT - April - Nov 2025

Participating in Florida PALM Training



The Project will also provide more traditional learning activities such as Web Based Training, Instructor Led Training, job aids, and videos to meet the needs of the end-users and will provide end users with the opportunity to “Read It, Watch It, Do It” when learning new functionality.



FWC will participate in the TTT program, where we identify agency staff to become Project co-trainers.



TTT will require participants to first complete the program and support the delivery of Project-specific training in conjunction with Project Team members. Once agency TTT participants complete the program, they will be able to deliver the course to their own agency end users.

Related RW tasks:

Task 601 – Register for Florida PALM Training – May – June 2025

Task 603 – Participate in TTT – May – Aug 2025

Task 613 – Participate in Florida PALM Training – July – Nov 2025

Creating and Delivering Agency Specific Training



The Project will train end users on system functionality and how to work in Florida PALM.



It is FWC's responsibility to develop and deliver training on:

agency-specific policies and procedures

understanding and applying the Florida PALM business processes

agency-specific values (e.g., ChartField values).



The UAT environment will be used to develop agency-specific training materials and reinforce end-user learning by practicing work activities. This practice will increase end users' comfort and familiarity with completing transactions, leading to a smoother transition at go-live.

Related RW tasks:

Task 568 – Create Training Plan for Agency Managed End User Training Dec 2024 – March 2025

Task 607 – Update Training Plan – June 2025

Task 625 – Conduct Agency-Specific Training – Oct – Dec 2025

Task 631 – Require End User Practice – Nov – Dec 2025

Practicing and Supporting Ongoing Live Post Go Live



Post-implementation, ongoing support is critical to the success of agency end users performing their job duties.



Agencies will be able to continue learning sessions following go-live by:

practicing job functions

testing new processes in the Sandbox before trying in Production

using the online End User Manual to identify process steps or training tips to complete transactions within Florida PALM.



Agencies should plan to host agency-specific end user support sessions following go-live, should they need additional support.

Related RW tasks:

Task 639, 644, 647 – Post Implementation: Conduct Agency End User Support Sessions – Jan – Mar 2026

Task 641 – Post Implementation: Require End User Practice in Florida PALM Sandbox – Jan – Mar 2026

Task 643, 646 – Post Implementation: Attend Florida PALM Hosted Help Sessions – Jan – Mar 2026

Agency Roles and Responsibilities

Role	Responsibilities	Assigned Team Member(s)
Training Liaison	<p>Identify and track agency UAT and training participants.</p> <p>Support agency-hosted UAT and training sessions with end users.</p> <p>Coordinate or lead the agency-specific training material development.</p> <p>Coordinate TTT participants and create a training schedule.</p>	Laura Jerome
Subject Matter Experts (Assigned per Business Process Grouping)	<p>Participate as first end users in UAT.</p> <p>Conduct agency-hosted UAT sessions with end users.</p> <p>Serve as the primary point of contact for end-user business processes, data, and technical questions.</p> <p>Support agency training material development.</p> <p>Support end-user understanding during UAT and after go-live.</p>	List Maintain in Smartsheet (available on Teams Site)
Train-the-Trainer Instructor(s)	<p>Complete Florida PALM TTT session(s).</p> <p>Identify and track agency training participants.</p> <p>Conduct/support agency-hosted training sessions with end users.</p> <p>Coordinate or lead the agency training material development.</p> <p>Create a training schedule.</p>	Erik, Clay, Tanya, Chris, Rhonda, and Anna
End Users	<p>Practice related job processes.</p> <p>Participate in individual and group training sessions</p>	List Maintain in Smartsheet (available on Teams Site)