

Readiness Criteria: Update 1 – Begin UAT

Agencies will provide the first update to Agency Readiness Certification in March 2025 (RW Task 593) to indicate they are ready to begin participating in User Acceptance Testing (UAT). Readiness criteria for this certification update is provided in Table 1.

Table 1: Update 1 Readiness Criteria

Critical Operational Element	Readiness Criteria Update 1: Begin UAT	Related RW Tasks
People	<ul style="list-style-type: none"> Agency identified SMEs have been assigned end user roles based on job functions. UAT Roles and Responsibilities have been identified in agency-specific UAT Plan. SMEs have been identified and prepared to participate in UAT. 	<ul style="list-style-type: none"> 536 – Create Agency-Specific User Acceptance Testing Plan 573 – Complete and Submit End User Role Mapping Worksheet 579 – Identify, Prepare, and Confirm Understanding of User Acceptance Testing Participants 585 – Update Workforce Readiness Plan
Processes	<ul style="list-style-type: none"> Change impacts have been identified for agency processes. All UAT scenarios have been identified 	<ul style="list-style-type: none"> 536 – Create Agency-Specific User Acceptance Testing Plan 560 – Submit Change Analysis Tool
Technology	<ul style="list-style-type: none"> Agency interface needs have been confirmed. Agency business system remediation for Tier 1 systems is at least 50% complete. Agency business system testing environments have been established and are ready to begin technical interface testing with Florida PALM. Agency IDP has been confirmed, and configuration with the Florida PALM UAT environment is in on track to be complete before the start of UAT. Agency SME end users have been added to the agency’s IDP for the Florida PALM UAT environment. 	<ul style="list-style-type: none"> 557 – Confirm Interface Inventory Cycle 2 Interface Testing 566 - Validate Detailed Cycle 2 Interface Testing Information 577 – Remediate Agency Business Systems and Update Documentation 578 – Confirm Identity Provider for Florida PALM 591 – Confirm IDP Configuration for Florida PALM 592 – Agency IDP SMEs Add Identified User Acceptance Testing Participants to Agency’s Identity Provider
Data	<ul style="list-style-type: none"> Agency has documented reporting needs. Agency specific configurations have been confirmed. 	<ul style="list-style-type: none"> 560 – Submit Change Analysis Tool 567 – Share, Review, and Update Configuration Workbooks

Critical Operational Element	Readiness Criteria <i>Update 1: Begin UAT</i>	Related RW Tasks
	<ul style="list-style-type: none"> Agency data is cleansed based on Mock Conversion 2 results. 	<ul style="list-style-type: none"> 571 – Complete Data Cleansing Based on Mock Conversion 2 574 – Prepare Documentation for User Acceptance Testing

Readiness Criteria: Update 2 – Continue UAT and Begin Project-Led Training

Agencies will provide the second update to Agency Readiness Certification in June 2025 (RW Task 606) to indicate they are ready to continue UAT with agency-led sessions for agency end users; ready to begin fully integrated UAT to test end to end processes, including agency business systems and enterprise systems; and ready to participate in Project-led training. Readiness criteria for this certification update is provided in Table 2.

Table 2: Update 2 Readiness Criteria

Critical Operational Element	Readiness Criteria <i>Update 2: Continue UAT and Begin Project-Led Training</i>	Related RW Tasks
People	<ul style="list-style-type: none"> Agency specific training plan is completed. Agency end users have been assigned end user roles based on job functions. All agency SMEs have participated in Project-led UAT sessions, or agency has a plan to engage remaining SMEs in Agency-specific testing activities. End users have begun to register for Florida PALM training. Changes to end user role assignments are being documented, as needed. 	<ul style="list-style-type: none"> 568 – Create Training Plan for Agency Managed End User Training 573 – Complete and Submit End User Role Mapping Worksheet 595 – Complete and Submit End User Readiness Survey Analysis 596 – Participate in User Acceptance Testing 601 – Register for Florida PALM Training
Processes	<ul style="list-style-type: none"> Agency-specific testing materials including user stories end-to-end processing have been developed. Some processes have been tested in UAT. Process documentation updates have started based on testing results and access to UAT environment. 	<ul style="list-style-type: none"> 574 – Prepare Documentation for User Acceptance Testing 596 – Participate in User Acceptance Testing 602 - Update Agency Business Process Documentation
Technology	<ul style="list-style-type: none"> Technical interface testing successfully completed. Agency business system documentation is fully updated, or the agency has a plan to complete prior to conducting end-to-end integration testing in July 2025. 	<ul style="list-style-type: none"> 575 – Complete Cycle 2 - Technical Interface Testing 576 – Complete Internal Agency Business System Test 577 – Remediate Agency Business Systems and Update Documentation

Critical Operational Element	Readiness Criteria <i>Update 2: Continue UAT and Begin Project-Led Training</i>	Related RW Tasks
	<ul style="list-style-type: none"> Agency business system remediation and internal testing is complete. Agency business system testing environments are ready for end-to-end integration testing. Test scripts for end-to-end integration testing have been developed. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing 609 – Confirm Ready for Full Integration Testing
Data	<ul style="list-style-type: none"> Agency test data has been identified. Changes to agency specific configurations have been documented and provided to the Project, if applicable. Agency data is cleansed based on Mock Conversion 3 and Mock Conversion 4 results. Florida PALM provided reports have been tested and validated. 	<ul style="list-style-type: none"> 574 – Prepare Documentation for User Acceptance Testing 587 – Complete Data Cleansing Based on Conversion 3 596 – Participate in User Acceptance Testing 597 – Complete Data Cleansing Based on Mock Conversion 4 657 - Submit Updated Configuration Workbooks

Readiness Criteria: Update 3 – Begin Agency Specific Training and Cutover Activities

Agencies will provide the third update to Agency Readiness Certification in September 2025 (RW Task 619) to indicate they are ready to begin providing agency specific training for their end users and prepare for cutover activities. Readiness criteria for this certification update is provided in Table 3.

Table 3: Update 3 Readiness Criteria

Critical Operational Element	Readiness Criteria <i>Update 3: Begin Agency Specific Training and Cutover Activities</i>	Related RW Tasks
People	<ul style="list-style-type: none"> Agency specific training materials have been created. End users have started Florida PALM provided training. End users have started practicing job functions in UAT. Changes to end user role assignments are being documented, as needed. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing 604 – Create Agency Specific Training 607 – Update Training Plan 608 – Update Workforce Readiness Plan 613 – Participate in Florida PALM Training
Processes	<ul style="list-style-type: none"> Processes are being tested from start to finish, including workflows, enterprise systems and agency business systems. Spreadsheet uploads have been tested. Process documentation has been updated based on testing results. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing 602 – Update Agency Business Process Documentation
Technology	<ul style="list-style-type: none"> Agency business systems are sending and receiving files from Florida PALM through integrated UAT. Agency business systems are remediated and documentation updated as needed, based on testing findings. Agency has created an agency specific draft deployment plan. 	<ul style="list-style-type: none"> 586 – Create Agency Deployment Plan to Prepare for Go-Live 614 – Provide Interface Files to Support User Acceptance Testing and Full Integration Testing 615 – Remediate Agency Business Systems and Update Documentation
Data	<ul style="list-style-type: none"> Changes to agency specific configurations have been documented and provided to the Project, if applicable. Critical agency-specific queries have been created, tested and validated. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing

Readiness Criteria: Final – Ready to Go-Live

Final submission of the Agency Readiness Certification will occur in November 2025 (RW Task 628), indicating the culmination of all testing activities and that the agency is ready to go-live. This final submission of Agency Readiness Certification will be provided to the ESC for review and consideration as they prepare to vote on Stage Gate 4: Agency Readiness.

Readiness criteria for the certification submission is provided in Table 4. Some tasks required for go-live will be completed after the Submission of Agency Readiness Certification in mid-November. Those tasks are identified with an asterisk in the table below and indicate the criteria minimum for the final submission.

Table 4: November 2025 Readiness Certification Criteria

Critical Operational Element	Readiness Criteria Final: Ready to Go-Live	Related RW Tasks
People	<ul style="list-style-type: none"> At least 50% of end users have completed training, and the agency has a documented plan to complete remaining training before January 2026. End users have practiced or will practice completing job functions in UAT before go-live. End users have tested and validated end user roles. All impacted stakeholders are aware of go-live. Agency prepared to submit final role mapping before go-live. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing *613 – Participate in Florida PALM Training <i>(Criteria Minimum: 50% of applicable end users have completed training.)</i> 621, *629 – Execute Florida PALM Go-Live Campaign <i>(Criteria Minimum: 100% of impacted stakeholders are <u>aware</u> of go-live.)</i> *625 – Conduct Agency Specific Training <i>(Criteria Minimum: All training sessions have been scheduled and 25% of the sessions have been conducted.)</i> *630 – Update and Submit End User Role Mapping Worksheet <i>(Criteria Minimum: 100% of end users have been identified and have validated role assignments in UAT.)</i> *631 – Require End User Practice <i>(Criteria Minimum: 25% of end users have practiced in the UAT environment.)</i>
Processes	<ul style="list-style-type: none"> All business processes from end-to-end have been tested and validated. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing

Critical Operational Element	Readiness Criteria <i>Final: Ready to Go-Live</i>	Related RW Tasks
	<ul style="list-style-type: none"> Business process documentation has been updated and prepared for distribution, or agency has a fully documented plan to complete the updates and distribute prior to January 2026. 	<ul style="list-style-type: none"> *624 – Finalize and Distribute Agency Business Process Documentation <i>(Criteria Minimum: All process documentation changes have been identified and 50% of the documentation changes have been finalized and distributed.)</i>
Technology	<ul style="list-style-type: none"> All critical interfaces have been tested and validated. All critical agency business system remediation has been tested and validated. All critical agency business system documentation is complete. Agency has updated their agency specific deployment plan based on end-to-end testing. Agency specific cutover checklist has been developed. Agency post implementation support plan has been developed. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing 620 – Create Agency-Specific Cutover Checklist 623 – Create Agency Post-Implementation Support Plan
Data	<ul style="list-style-type: none"> All agency specific configurations have been tested, validated and confirmed (including any final updates provided to the Project). Agency data is ready for final conversion. All reporting needs and solutions have been tested and validated. 	<ul style="list-style-type: none"> 596 – Participate in User Acceptance Testing 622 – Review and Confirm Updated Configuration Workbooks