

Task Instructions

Task ID: 623

Task Name: *Create Agency Post-Implementation Support Plan*

Task Start Date: September 14, 2026

Task Due Date: October 30, 2026

Project Impact: Indirect

Task Description

Create an agency post-implementation support plan to prepare for internal agency activities needed following Florida PALM go-live.

Task Overview

Florida PALM Financials, Payroll, and Data Warehouse will go-live on January 12, 2027. You have been planning for your agency's deployment and cutover (RW Task 586), including documenting the activities to support your agency through the Hypercare period ending in April 2027. Given the complex nature of the implementation of Florida PALM and the large impact on your agency, you must also plan for how you will provide internal support after implementation, beyond the Hypercare period, as Florida PALM is operationalized within your agency.

Task Instructions

Create Agency Post-Implementation Support Plan

Develop your agency's Post-Implementation Support Plan, documenting your agency's approach to providing internal support after Florida PALM implementation, beyond the Hypercare period. Your agency's UAT Plan, updated in January of this year, can be a resource for creating your Post-Implementation Support Plan. In determining the best approach for after go-live support, it may be helpful to consider any lessons learned in your approach to supporting UAT within your agency, such as:

- Common hurdles testers experienced
- Critical business processes that required extra support
- Experience with end user role assignment, including SOD conflict resolution
- Users that were less change ready or expressed change resistance
- Users that were change proponents or that maintained a positive outlook for the future
- Essential documentation or information users leveraged
- Data changes or conversion challenges that required extra attention
- Experience (successes or challenges) with ticket (Customer Portal / SNow) management

When developing your Plan, keep in mind that the audience for this Plan is not just the Project, to which the task is being submitted, but your agency and its impacted, involved resources, and stakeholders. The level of detail and information to be included should consider the internal user audiences more so than the external.

You may use the provided [Post-Implementation Support Plan Template](#) or develop your own.

At a minimum, your plan should include the following.

- An overview of your agency's Post-Implementation Support Plan (e.g., similar to an executive summary).

- The scope of your agency’s support plan, including the people, processes, technology and data impacted, the key objectives of the plan, and any key known risks.
- Your approach to providing internal support within your agency including:
 - Support Structure
 - End User Enablement and Adoption (i.e., training and access)
 - Issue Management
 - Change Management
 - Communication Plan
- The key agency roles, responsibilities, and assigned resources for internal support.

Task Completion Requirements

Attach your completed agency-specific Post-Implementation Support Plan to your agency RW Task Tracker for submission. The Project team will review your task submission based on the following criteria to confirm completion:

Table 1: Task Completion Rubric

Task Completion Rubric
Post-Implementation Support Plan is attached to task row in the RW Task Tracker.
Agency Post-Implementation Support Plan contains the following sections: • Overview • Objectives and Scope (<i>by critical operational element</i>) • Support Approach: ○ Support Structure ○ End User Enablement (i.e., training and access) ○ Issue Management ○ Change Management ○ Communication Plan • Roles and Responsibilities
Task Tracker must be marked as 100% complete.

Supporting Materials & Resources:

- [Post-Implementation Support Plan template](#)