Florida PALM Major Implementation

<Agency>
User Acceptance Testing Plan

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Insert Date (MM/DD/YYYY)

Overview

<This section should provide an overview of your agency's UAT Plan.>

Objectives and Scope

<This section should identify the specific objectives and scope of UAT for your agency. It may be used in conjunction with the Success Criteria section below to provide guidance and to set expectations within your agency.>

Key Activities

<This section should identify the key activities and timeline that are required to ready your agency for UAT and for your agency to successfully complete UAT.>

People

Process

Technology

Data

Roles and Responsibilities

<This section should, at a minimum, include the Project provided UAT roles and responsibilities, any internal agency UAT roles and responsibilities, and assigned resources determined necessary to ensure your agency can successfully complete UAT.>

Test Execution

<This section should describe the agency's support approach for test execution and error management.>

Testing Participants

Testing Logistics

Testing Materials

Testing Data

Tracking and Reporting Testing Progress

Testing Error Management

Insert Date (MM/DD/YYYY)

Testing Coordination

Testing Scope
<This section should describe the agency's planned testing scope.>

People

Process

Technology

Data

Success Criteria
<This section should describe the desired outcomes for your agency for each critical operational element.>

People

Process

Technology

Data

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.	
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.	
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.	
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.	
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.	

Insert Date (MM/DD/YYYY)

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.	
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.	
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.	
Testing Error Triage Team	• Meet regularly to review progress and discuss upcoming activities. • Review testing errors to determine resolution or need for escalation.	
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.	
Security Access Manager	• Perform and track role assignment changes for SMEs and end users during UAT.	

Role	Responsibility	Resources
	• Report agency-specific Florida PALM risks and issues to Agency Sponsor and UAT Coordinator and support mitigation strategies or resolutions.	
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).	
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.	
Batch Error Contact	• Serve as the primary point of contact for batch errors or change in batch process timing.	
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.	