

# FloridaPALM

Planning, Accounting, and Ledger Management





# AGENCY SPONSOR UPDATE

## *AGENCY TESTING*

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# Agenda

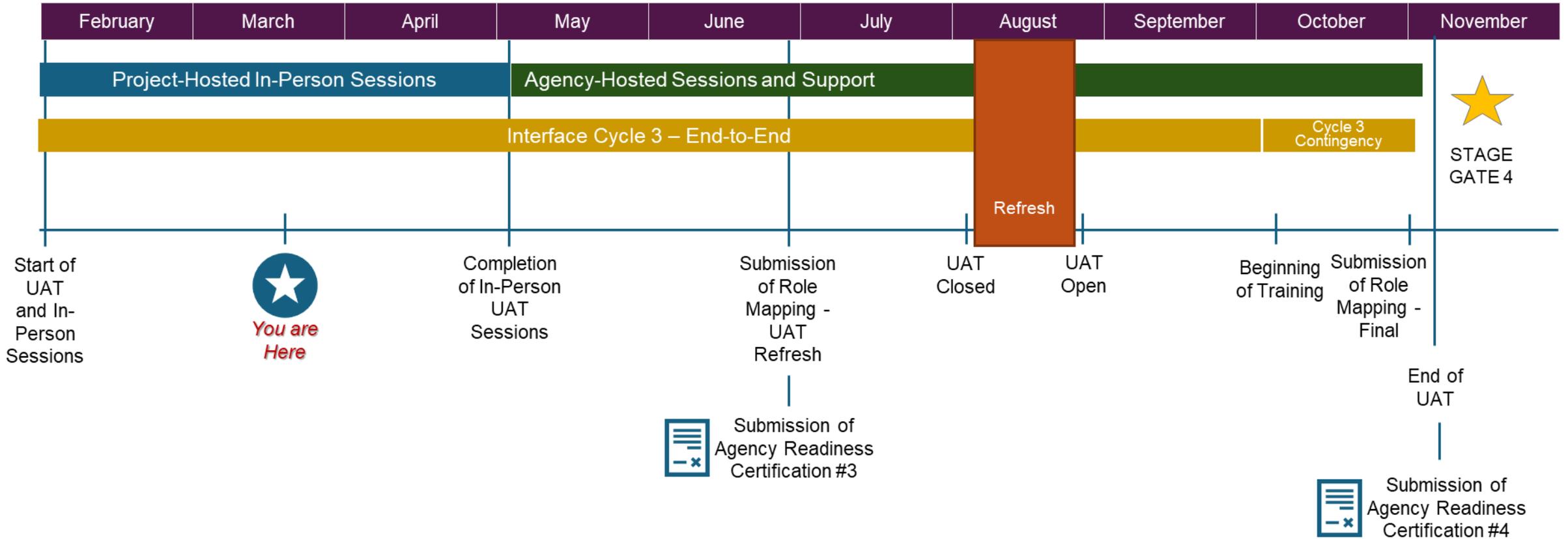
- ▶ Where are we on the testing timeline?
- ▶ How has it been going?
- ▶ How can agency testing be improved?



# WHERE ARE WE ON THE TESTING TIMELINE?



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# Where are we on the testing timeline?

## ▶ Interface Testing

- Continued Cycle 2 for some agency business systems (some have not started)
- Began Cycle 3 for many agency business systems
- Enabled full batch schedule in the UAT environment - This schedule is maintained on the UAT Communications page

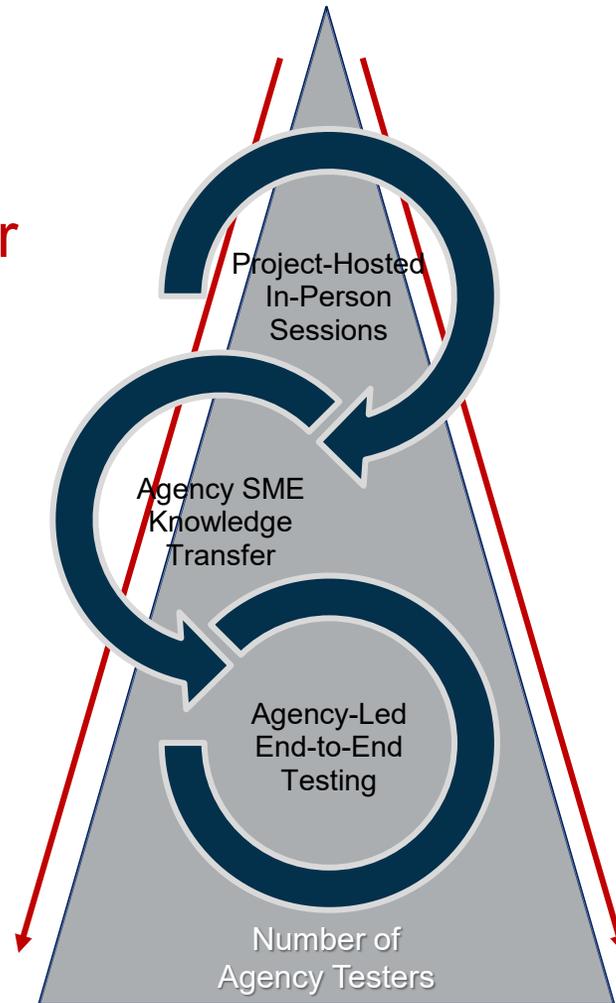
## ▶ User Acceptance Testing

- Conducted Kick Off Meetings for all participants and a Workshop for IdP SMEs, SAMs, and UAT Coordinators
- Completed six in-person sessions for Biweekly agencies and four in-person sessions for Monthly agencies
- Supported agency testers with six Office Hours sessions
- Regularly share information with agency testers and agency testing triage teams via the Knowledge Center



# Where are we on the testing timeline?

How the  
agency tester  
footprint will  
grow



- ▶ Project-Hosted In-Person Sessions are meant to enable a small, select group of agency testers
- ▶ Those “three per subject matter” attendees are to then share information with other testers and grow the footprint of testers within an agency
- ▶ End-to-End testing, facilitated and led by each agency, should include agency business systems, all future Florida PALM end users, and all business processes

# Where are we on the testing timeline?

- ▶ February's Monthly Progress Report expanded the testing reporting elements

## Interface Testing

- Includes Cycle 2 and Cycle 3 activity and stats
- Shows inbound and outbound separately

## UAT Execution

- Shows User Story planned and actuals stats by Business Process Grouping and overall
- Includes a summary of agency provided performance outcomes
- Role mapping stats are displayed showing how many of your total planned users are enabled in the environment
- Agency reported prerequisite training completion percentages are displayed
- In-person Participant registration and attendance is displayed

## Conversion and Data Readiness

- Snapshot of the agency's self-reported status of Mock 4 data cleansing is provided
- A graphic showing your agency's conversion load percentages from all Mocks is also displayed

# HOW HAS IT BEEN GOING?



# How has it been going?

- ▶ Lower than expected attendance for the Kick-offs and Workshop
- ▶ UAT participant preparedness for sessions is mixed

## Prepared

(Confident and ready to learn)

- Attended Kick-off
- Signed in to Florida PALM before session
- Have appropriate roles assigned
- Know what ChartFields will successfully pass budget checking
- Have been armed with resources (agency and Project) to support their testing activities

## Unprepared

(Confused and frustrated)

- Unclear of their role (why they're the one in the session)
- Unable to log in to Florida PALM
  - Don't know URL to UAT environment
  - Not set up in IdP – Cannot get in
  - Missing roles – Cannot fully participate
- Don't know appropriate agency ChartFields necessary to complete transactions

# How has it been going?

- ▶ Based on feedback, we've taken action to improve the in-person sessions
- ▶ Agency testing is producing some action, such as configuration changes
- ▶ The amount of time spent in the system testing varies
- ▶ Some agencies still only have one SAM and / or UAT Coordinator
- ▶ The number of tickets reported by agency varies
- ▶ Some participants have limited awareness of the Knowledge Center
- ▶ Agency completion the first pass of all business processes by the UAT refresh is uncertain, given the progress reported to-date



# How has it been going?

- ▶ Based on feedback, we've:
  - Adjusted the room layout
  - Changed our approach / pace to delivering the content
  - Streamlined or expanded content
- ▶ Agency testing is producing some action:
  - Agencies have requested numerous changes in their configuration
  - SNow tickets seek clarification or support and even request enhancements
  - What we cannot see are any internal agency business process changes
- ▶ For March, the average amount of time spent in Florida PALM:
  - Mondays have lesser testing times
  - Some agencies have testers on the weekend
  - Some agencies have NO testers logging in if it's not an in-person session day



# How has it been going?

## ▶ General Observations:

- We still have agencies with only one Security Access Manager or one UAT Coordinator
- Not all agencies have submitted tickets – There is a correlation with the volume of user log ins – ***Testing drives Ticket creation***
- Some information asked in tickets or on Office Hours, etc. could have been answered by looking in the Knowledge Center (i.e., Process Steps, demos, recordings)
- Agency completion the first pass of all business processes by the UAT refresh is uncertain, given the progress reported to-date



# HOW CAN AGENCY TESTING BE IMPROVED?



# How can agency testing be improved?



Meet regularly with  
your Testing Triage  
Team



Make sure your UAT  
participants are  
prepared for their in-  
person sessions



Communicate  
regularly with your  
agency testers



# How can agency testing be improved?

- ▶ Meet regularly with your Testing Triage Team
  - Review tester-reported progress
    - Compare actual to expected progress
    - Address areas of weakness or neglect
  - Review tester-reported issues
    - Determine areas for internal action (training, messaging, discussion)
  - Review status of agency tickets reported through SNow
    - Determine if follow up is necessary
    - Determine how this impacts your agency's testing or business processes
  - Review Role Assignments
    - Confirm the UAT participants have the right roles
    - Confirm the Role Mapping Worksheet is being maintained



# How can agency testing be improved?

- ▶ Make sure your UAT participants are prepared for their in-person sessions
  - Review the session participants and make sure they're the right resource for your agency
  - Confirm they've completed their prerequisite training – Those from the Project and those that are required by your agency
  - Encourage review of Process Steps and other subject-specific information in advance of the session
  - Arm them with the information on their support network
  - Make sure their Manager knows your expectation of the participant, so that they can support the participant and your agency's objectives



# How can agency testing be improved?

- ▶ Communicate regularly with your agency testers
  - Make sure your agency testers understand that they are expected to bring the information back and share / enable the testing of the other users within your agency
  - Ask if they have what they need
  - Encourage them to ask and seek answers to questions – leverage each other, internal support network, and Project-provided resources
  - Acknowledge and reward participation
  - Evaluate your end users' learning and growth
    - It takes time, repetition, and effort
    - UAT is a time and space for trying, making mistakes, and building understanding



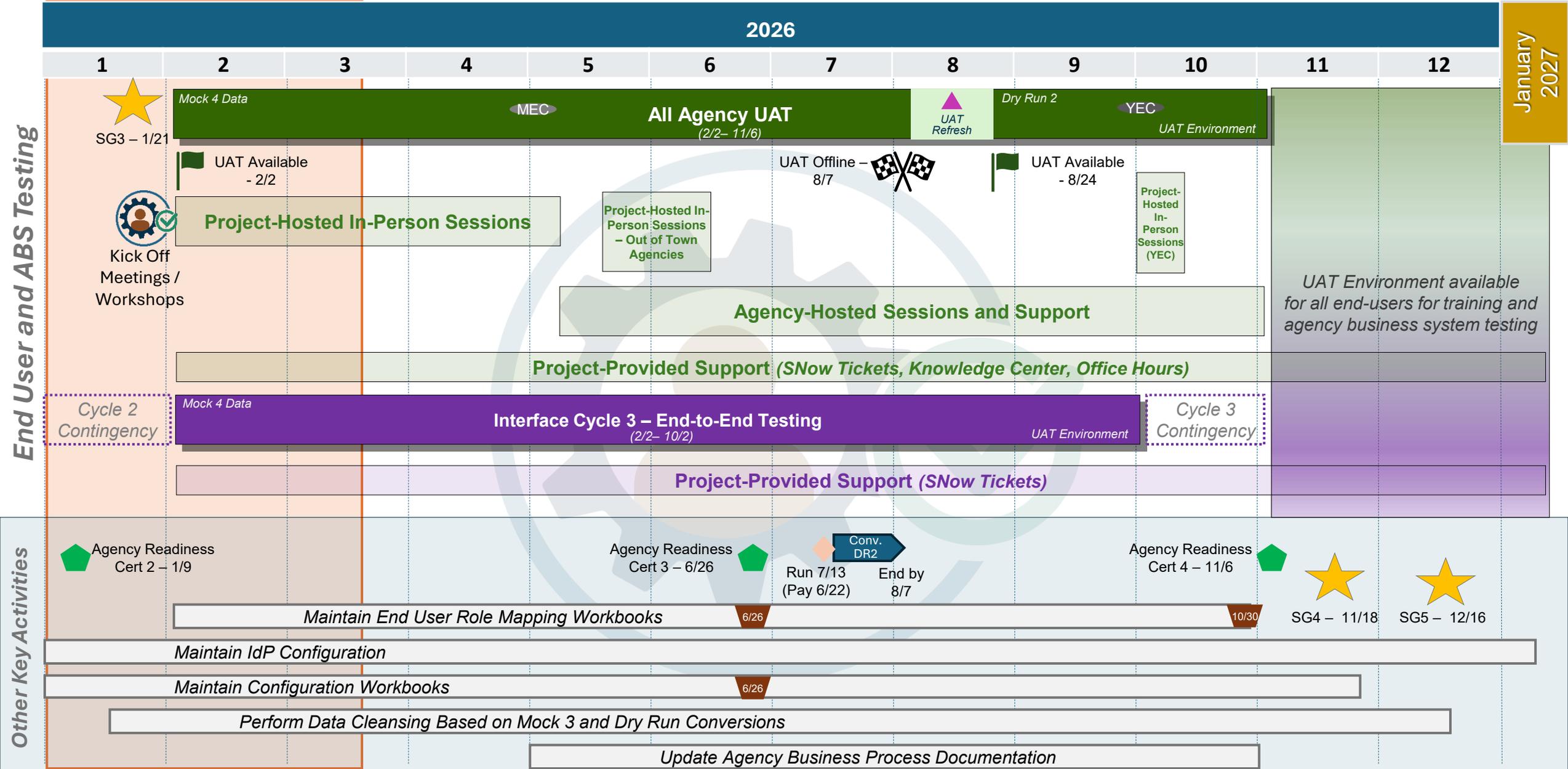
# How can agency testing be improved?

## Sponsor Check In / Reflection Questions

- ❑ Do my agency testers know who the Testing Triage Team is (i.e., where to go for support with their testing)?
- ❑ Do we need to expand / enhance our Testing Triage Team (i.e., add / change resources)?
- ❑ Have my agency in-person participants prepared for their roles / responsibilities?
- ❑ Am I getting the information I need to be aware of the progress of my agency?
- ❑ Is my agency's UAT Plan being followed? Does it need to be enhanced?
- ❑ Are we considering and addressing needed processes changes internally?
- ❑ Are my agency identified participants attending their assigned sessions?
- ❑ What tickets have been logged for my agency? What are outstanding tickets?
- ❑ Is my team growing its knowledge (i.e., using the resources available)?
- ❑ Are we making sufficient progress to get through all business processes by the refresh?
- ❑ Are my end users learning Florida PALM?
- ❑ What are our priority interfaces? How is testing progressing? What are risks and issues?



# User Acceptance Testing (UAT) Timeline





*Navigating*  
the Future  
*Together*

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