

ALL AGENCY USER ACCEPTANCE TESTING

In-Person Sessions are complete!

THANK YOU

We could not have accomplished this amazing feat without you!

Over 40 days (240+ hours) of in-person sessions across 4 locations throughout Tallahassee saw 570 different participants (1,072 total) attending discussions, demonstrations, and hands-on activities for 11 different subject areas. Including 13 Office Hours sessions, this was an immense undertaking, and the end user engagement has provided a strong start to User Acceptance Testing.

Now that project-guided sessions are over, those who participated in in-person sessions are expected to take the information gained back to their agencies to share with end users and to update their agency business process documentation. Agencies need to continue testing their upstream and downstream processes as well as their interfaces. Any interfaces that have not completed Cycle 3 testing by October will not be included in the Florida PALM system at go-live.

Office Hours

The Project Team has scheduled Office Hours every week through the end of July. The cadence for the remainder of UAT will be determined and published.

Office Hours are your opportunity to have an open dialogue with the Florida PALM Project Team about UAT. The dialogue is driven by the questions, issues or requests you have for the Project Team. No topic has been off limits for these sessions. We've covered everything from Vouchers and IU Transfers to adding attachments and working in DW/BI.

Remember to submit your questions to FloridaPALM@myfloridacfo.com by the day prior so that the Project team will have time to research the answers. Sessions are recorded and published to the [UAT Communication](#) page on the Knowledge Center.



UAT REFRESH

The UAT Refresh will occur August 7 – 21, 2026. During this time, the UAT environment will be unavailable for testing. As part of the Refresh, a PeopleTools upgrade will be applied, Dry Run 2 and agency configuration data will be loaded, end users will be refreshed, and all agency transactions previously created during UAT will be wiped. When the environment becomes available after the refresh, separation of duties (SOD) conflict restrictions will be enforced, agencies will need to confirm / reconcile their UAT environment converted balances to those in FLAIR, and will be expected to complete end-to-end testing with agency business systems and all future Florida PALM end users.



KNOWLEDGE CENTER



The Florida PALM Knowledge Center continues to provide agencies with the tools and resources to navigate UAT.

The **Learning Materials Matrix** (LMM) was published in May to the User Acceptance Testing Materials page. This tool allows agencies to see a consolidated view of all Agency and Agency-specific roles, by Topic and Activity, aligned to their available learning materials. This new LMM view is designed for agency CCNs that are managing the end user engagement and agency-specific materials development for their agency.

Also in May, a link to the changes to Florida PALM Topics and Activities report view was published in the Topics and Activities article. The **Topic and Activities Change Log** allows agencies to quickly identify changes to the Topics and Activities List, to better understand the reason for the change, and to more efficiently determine if action is needed by the agency.

We continue to publish new Process Steps, Complement Your Knowledge Articles, and UAT demonstration videos.

TESTING CUSTOMER PORTAL

The Florida PALM Testing Customer Portal is where agency Testing Error Triage Team members, SNow Ticket Reporters, and Security Access Managers submit tickets to the Solution Center on behalf of Florida PALM users participating in UAT.

A ticket request can be made with your Testing Error Triage Team when encountering an issue or unexpected results with an interface file, when using a Spreadsheet Upload, or through an online entry. Before requesting a ticket with your Testing Error Triage Team, first confirm the system behavior is not expected; validate the issue is not already captured on the **Known Issues and Enhancements List**; then partner with someone and try to reproduce the results.

Florida PALM Testing Customer Portal

User name

Password

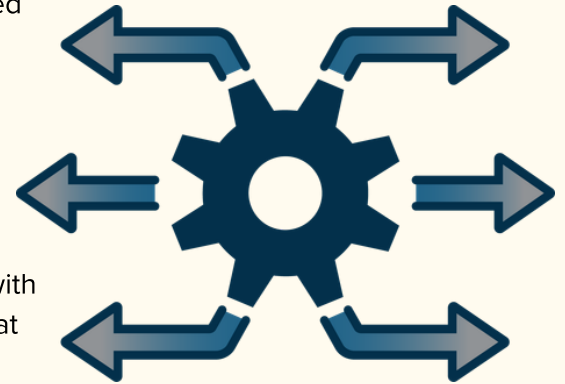
Log in

Don't have an account? [Register](#)
[Forgot Password](#) | [Forgot Username](#)
[Florida PALM Customer Portal](#)

CUTOVER PLANNING

Project Leadership shared DRAFT dates and details for the cutover to Florida PALM. The timing and details will be refined through Dry Run 2. The goal is to move as many of the cutover activities into pre-cutover as possible in order to reduce the cutover downtime. Accurate agency workbooks and clean data will also reduce cutover downtime. You can find the DRAFT cutover dates and details that were shared with stakeholders in the [Deployment Planning](#) article on the Knowledge Center.

The task for agencies to create their agency deployment plan and cutover checklist begins on June 29. However, they should be identifying critical payment processes occurring during the downtime and consider alternative methods to address their needs. Reviewing historical transactions can help with decision-making. DFS Accounting and Auditing will also provide guidance that can assist decision-making.



DRY RUN 2

Dry Run 2 will include data from FLAIR as of June 30 and is planned to complete by the end of July. Following each dry run, the goal is to refine the Florida PALM cutover checklist to assure deployment activities run smoothly. With the conclusion of each dry run, the Project is able to refine the timing and details of planned cutover activities.

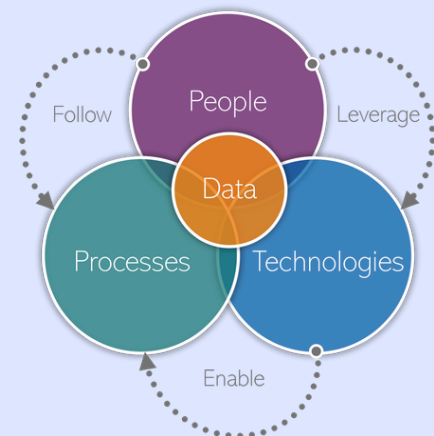


Dry Run 2 is even more important because the conversion results will be applied to the UAT environment and will be the data source for the remaining UAT activities. Before UAT can conclude, the Dry Run 2 results are critical to meet the Proviso requirement that agencies are able to reconcile converted FLAIR balances.

AGENCY READINESS

Readiness Certification #3

Readiness Certification #3 - Continue UAT and Prepare for Training has a new start date and end date. This task will now start on June 22 and will be due on July 10. This change allows agencies to complete testing and training preparations and report their progress for the month of June before submitting their certification.



The [certification criteria](#) is available on the [Agency Reporting webpage](#).