

FloridaPALM

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

MARCH 25, 2026



ADMINISTRATIVE

JULIAN GOTREAUX



Administrative Budget

FY 2025-2026 Spend Plan Summary as of February 28, 2026				
Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	\$26,437,943	\$26,376,024	\$34,136,921	\$11,615,621
SSI Implementation Services	\$13,335,716	\$13,335,716		
Facilities and Maintenance	\$277,128	\$277,128		
Production Support	\$6,896,227	\$6,896,227		
Additional Facilities	\$159,876	\$159,876		
Production Support Administration	\$753,692	\$748,293		
Oracle Software and Maintenance	\$1,232,518	\$1,219,693		
Project Administration	\$199,002	\$177,161		
Florida PALM-UAT	\$59,520	\$59,520		
ERP Support Services	\$2,392,216	\$2,376,460		
QA Support Services	\$1,132,048	\$1,125,950		
Data Processing Services	\$0	\$0	\$0	\$0
Contingency	\$0	\$0	\$0	\$0
Salaries & Benefits	\$7,073,109	\$6,883,766	\$12,735,387	\$5,851,620
HR Transfer and Risk Management Insurance	\$35,279	\$35,279	\$42,181	\$6,902
Total:	\$33,546,331	\$33,295,069	\$46,914,489	\$17,474,143



Administrative Risks and Issues

- ▶ One open Issue
 - Issue 38 – BOA Delayed Interface Testing
- ▶ Five open risks with a score of 6 or greater
 - Four with a score of 6
 - Risk 1 – Insufficient staffing or delays in onboarding – *Stable*
 - Risk 2 – External stakeholders and agencies expectations – *Stable*
 - Risk 5 – Timing and efficiency of information sharing – *Stable*
 - Risk 6 – Execution of contracts and procurement activity outside of the Project – *Increasing*
 - One with a score of 9
 - Risk 4 – Agency engagement – Increasing



Administrative Schedule

SG4 – Agency Readiness		November 18, 2026	
<i>Agency Readiness Certifications have been received</i>			
Critical Path Item	Trend	Status (Due Date)	
I-WP110 – Training Build	●	In Progress (09/25/2026)	
UAT Complete	●	In Progress (11/06/2026)	
Agency Readiness Certification 4	●	Future Task (11/09/2026)	

● Completed/Accepted ● On Schedule ● Behind Schedule ● Late

Status as of 03/17/2026



Administrative Schedule

SG5 – Deployment Readiness

December 16, 2026

The following activities are completed: •UAT (results, Known Issues and Enhancements list) • Enterprise Systems Interface testing • Penetration Testing* • Performance Testing* • Disaster Recovery Testing* • Dry Runs* Deployment and Contingency Plan*

*Requires Project Director Approval

Critical Path Item	Trend	Status (Due Date)	Critical Path Item	Trend	Status (Due Date)
WP416 – Completion of Regression Testing	●	In Progress (11/02/2026)	D675 – Completion of Performance Testing	●	In Progress (06/30/2026)
D658 – Develop the Deployment and Contingency Plan	●	Accepted	D676 – Completion of Disaster Recovery Testing	●	In Progress (10/09/2026)
D662 – Completion of Mock Conversion IV	●	Accepted	D710 – Completion of Interface Testing Segment III	●	Future Task (10/16/2026)
D664 – Development of Hypercare Support Plan	●	Accepted	D711 – Completion of Performance Testing Segment II	●	Future Task (10/27/2026)
D665 – Updated Post Implementation Support Plan	●	Accepted	D708 – Completion of Dry Run 4	●	Future Task (11/13/2026)
D670 – Completion of Payroll Parallel Testing	●	In Progress (09/28/2026)	Full Batch Schedule Including Critical Jobs List	●	In Progress (11/10/2026)
D674 – Completion of Penetration Testing	●	Future Task (10/27/2026)	Known Issues & Enhancements List Confirmed	●	Future Task (12/04/2026)

● Completed/Accepted ● On Schedule ● Behind Schedule ● Late

Status as of 03/17/2026



TESTING ACTIVITIES

JIMMY COX, ANGIE ROBERTSON,
STACEY TERRY



Testing Activities

Enterprise Partners

▶ LAS/PBS

◦ Cycle 2 Testing

- KKI011 – Agency Certified Forward Requests – based on prior testing, LAS/PBS requested removal of several non-operating categories. These updates are in progress.
- GLI088 Files (13 files) – Transparency Files –
 - Files are in UAT and have been validated. One change was identified for GLI088A and is in progress.
 - Expect to generate and send files out of UAT within the next week
- All other LAS/PBS files and iterations have completed Cycle 2 testing



Testing Activities

Enterprise Partners

▶ MFMP

- MFMP regression testing in cycle 3 is in progress and they have started cycle 3 interface testing with Florida PALM
- Cycle 3 regression testing is anticipated to continue through March
- MFMP is coordinating with agencies to start UAT in the MFMP test site in April

▶ STMS

- STMS has started cycle 3 interface testing with Florida PALM
- Webservice is still in Cycle 2, anticipate resuming testing for this within the next week
 - No impact to UAT, Cycle 3 testing or go-live if not implemented
- STMS is coordinating with agencies for UAT in the STMS test site



Testing Activities

Enterprise Partners

▶ FACTS

- Interface testing with MFMP in-progress and overall successful
- Interface testing with agencies is in-progress
- Onboarding for Agency End Users began this week



Testing Activities

Enterprise Partners

▶ People First

- UAT environment is ready – currently conducting regression testing
- All payroll interfaces are in cycle 3 testing and are continuing constant testing
- Testing has occurred on both AP files, and these are anticipated to move to cycle 3 within the next couple of weeks
- Next up is processing a monthly payroll in UAT

▶ Florida Retirement System

- No major changes since last month
- Teams are still working through an issue with the PRI030 Outbound file and testing performance issues with the retiree payroll jobs



Testing Activities

Third-Party Vendors

- ▶ Bank of America – PCard Works
 - No major changes since last month
 - Cycle 2 interface testing is still ongoing and not expected to complete until May
 - Bank of America is completing build for one of the interfaces, with an anticipated completion in May
 - Project is making updates to two interfaces based on feedback on initial cycle 2 testing

Testing Activities

Third-Party Vendors

- ▶ JP Morgan Chase
 - No major changes since last month; testing is continuing
- ▶ FIS (Deferred Comp Vendor)
 - Additional feedback received on March 20 from Vendor. PALM is reviewing
- ▶ Corebridge (OPS FICA Alternative Vendor)
 - Additional feedback received from Vendor on formatting issue
 - PALM is pending clarification from Corebridge on what the issue is



Testing Activities

Agency Interfaces Cycle 2

As of COB March 20th

- ▶ Completed Cycle 2 Testing – 400 of 452
 - Updated counts to remove cancelled and deferred connections, now only includes active connections
 - Includes New Connections Added – 4 approved (FGCC, DMS, JAC, SCS)
 - Includes 3 Pending Connections that will be added for DOR due to design changes
- ▶ Not Started Pending Agency Readiness (based on agency reported status) – 34
 - Citrus - 12; DOE - 5; DCF - 3; DMA - 4; DEM – 1; DOR – 1; FLHSMV – 1
 - New connections added above
 - Citrus files are for a new system the agency is planning to build (these will likely be deferred)
 - Agency inbound files that cannot complete testing by end of April will need to be deferred to post go-live
- ▶ Testing still in Progress – 18
 - Pending Agency Review – 7 (6 different agencies)
 - Pending Agency Update and New File – 10 (DBPR, DLA)
 - Project Reviewing Unexpected Test Results – 1



Testing Activities

Interface Testing

▶ Cycle 2 Interface Testing

- Several agencies still have 1 or more files in Cycle 2 testing
- All inbound files must complete cycle 2 testing by the end of April or will be delayed until at least 6-months following go-live
- All outbound files must complete cycle 2 testing by the end of July or will be delayed until at least 6-months following go-live

▶ Cycle 3 Interface Testing

- While there are over 400 connections setup in UAT for Cycle 3 interface testing, the volume of testing is very minimal so far
- Slowness in testing raises concerns that agency business systems are not ready
- All inbound files must complete multiple iterations of cycle 3 testing by the end of July or will be delayed until at least 6-months following go-live



Testing Activities

Project-Led In-Person Sessions

Session Title / Subject	# of Sessions	# of Days	# of Agency Participants	% of Registered Participants
Paying Supplier Obligations (Monthly)	1	2	54	91.53%
Processing Payroll (Biweekly) - Day 3	1	1	37	82.22%
Processing Payroll (Biweekly) - Day 4	1	1	40	93.02%
Working with Projects (All Agencies)	1	1	63	76.83%
Processing Transactions Within & Across State Agencies (Biweekly & Monthly)	2	6	95	91.09%
Total	6	11	289	92.04%

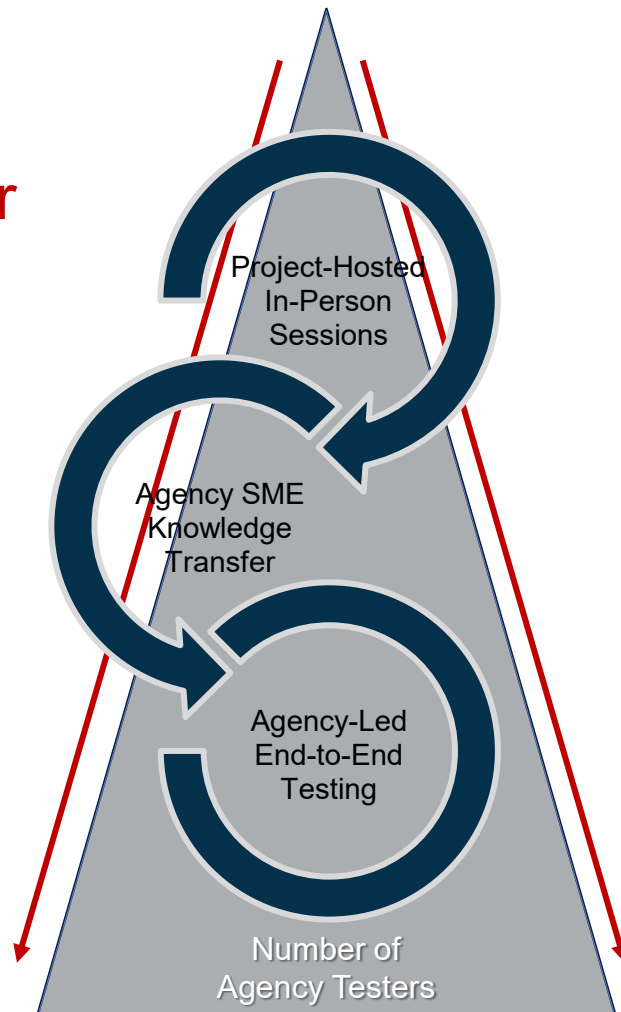
- ▶ Streamlined and reduced the number of *Paying Supplier Obligations* days by .5 for Monthly Agencies
- ▶ Expanding the *Working with Projects* by adding two more days (3/26 & 3/27)
- ▶ Sending the right SME is critical:
 - Still seeing folks swapped out last minute – The selected participants should not just be seat fillers
 - People attending that are only there for a small portion of the subject matter – Your participants should be the ones to take the information to the next level users in your agency



Testing Activities

Project-Led In-Person Sessions

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

Testing Activities

Session Survey Results

Session Title / Subject	# of Survey Responses	% That Attended the Kick Off	Overall Satisfaction	Area Less Satisfied	Area Most Satisfied	Agency Communicated Expectations	Feel Prepared for This Session	Reviewed the Pre-Materials or Process Steps	Had Access Needed
Paying Supplier Obligations (Monthly)	41	66%	4.24	Pace of the Session	-In-Room Support -Ability to Ask Questions	8.41/10	7.54/10	73%	77%
Processing Payroll – Day 3 (Biweekly)	27	85%	4.63	Topic Relevance to Your Role	-In-Room Support -Speakers’ Effectiveness -Ability to Ask Questions	8.96/10	8.81/10	74%	93%
Processing Payroll – Day 4 (Biweekly)	15	60%	4.47	-Pace of the Session -Topic Relevance to Your Role	-In-Room Support -Ability Ask Questions	9.33/10	8.33/10	53%	87%
Working with Projects (All Agencies)	17	66%	4.44	-Pace of the Session -In-Room Support	-Topic Relevance to Your Role -Ability Ask Questions	9.35/10	8.76/10	76%	88%
Processing Transactions Within & Across State Agencies (Biweekly)	23	96%	4.61	Pace of the Session	-Speakers’ Effectiveness -Ability to Ask Questions	9.17/10	8.57/10	74%	65%
Processing Transactions Within & Across State Agencies (Monthly)	22	82%	4.32	Pace of the Session	-Speakers’ Effectiveness -Ability to Ask Questions	9.23/10	8.77/10	82%	100%



Testing Activities

Supporting Testers

- ▶ Some participants are coming very well prepared by their agency and others seem to have limited knowledge or understanding of their expectation
- ▶ Not all participants are completing their Prerequisite trainings
- ▶ Participants that have little or low awareness of the Knowledge Center



[Episode 18 - Agency Sponsor Update: Testing Progress](#)

BE PREPARED

To ensure a successful UAT experience, prepare yourself by completing these steps first.

- Complete the Prerequisites**
Find which trainings are required for your role(s) based on Business Process Grouping on the [UAT Prerequisites](#) page in the Knowledge Center.
- Confirm your UAT Access**
Before arriving at your assigned UAT session, confirm you are able to log into the [UAT environment](#). Log in from a remote location, outside of your network.
- Confirm your Role(s)**
Confirm with your SAM that you have been given the role(s) you'll need during your assigned UAT session. The [Pre-Materials](#) page on the Knowledge Center lists the roles needed for each UAT subject matter.
- Review the Pre-Materials**
Review the Process Steps and Demo Videos on the Pre-Materials page on the Knowledge Center. Become familiar with basic navigation and attempt to follow the Process Steps.
- Identify your Testing Support contacts**
Familiarize yourself with your agency [UAT Coordinators](#), your agency [SAM](#), and your [Testing Error Triage](#) team. These individuals will help with any environment access or role assignment issues, or with troubleshooting testing issues.
- Check the UAT Communications Page regularly**
The [UAT Communications](#) page in the Knowledge Center is your central location for UAT information. By "following" the page, you can be alerted when new messages or information is made available.



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Testing Activities

Supporting Testers

- ▶ Content on the UAT Communications page in the KC
 - Logging Message Board entries
 - Added link to Enterprise Partner UAT sites
- ▶ Moved the publication of the Known Issues and Enhancements List to Smartsheet and are updating throughout the week
- ▶ Working to provide a query for SAMs to see their agency's User Log In details



Testing Activities

Supporting Testers

- ▶ Mid-Point Check In Survey
 - Released to all named UAT Participants on March 16
 - Through 3/20 – 85 responses from 29 agencies
 - Seeks testers input on:
 - Support within the agency
 - Testing efforts, including:
 - time and sufficiency of time to test
 - reliance on User Stories / Test Scripts
 - method and timing for tracking and reporting testing progress
 - challenges and critical resources
 - plans for testing in the future
 - Office Hours



Testing Activities In the System

- ▶ The number of testers with access to the environment has grown by over 200 since the beginning of UAT across 29 agencies for just over 2,300 agency users
- ▶ Over 9,000 log ins across all agencies, but less than 1,100 individual agency users (~45% of the total enabled users)
- ▶ The number of users who have logged in by agency ranged from 3 (75% of enabled users) to 75 (37% of enabled users)
- ▶ >50% of agencies have 75% - 100%+ of enabled users logging in
- ▶ The average session time is 45 minutes



Testing Activities In the System

- ▶ Participants have accessed / worked in the environment
 - In-person session days have the highest numbers, but we are seeing some agency testers log in on the weekends
 - Mondays and Fridays are lighter volume log in days
 - Spring Break was about a standard Monday / Friday
 - We have seen significant gains in the volumes of transactions tested, likely due to the in-person sessions
 - Testing of GL and Budget journals have seen a slow down since in person sessions, with 25-30% of agencies not testing these at all in the past month
 - Look forward to seeing a growth in receivables, revenues, and assets, but we are seeing some activity in those areas



Interface Testing

Interface Cycles 1 – 3 Testing Activities 25 (as of 3/20/2026)

Cycle 2 Interface Testing Execution Metrics

Cycle 2 Partner Completion Metrics

Interface Partners	0-Not Started	1-In Progress	2-Failed - SIR Resolution	3-Processed - In State Review	4-Processed - Partner Resolving Data Issues	5-Passed - State Review Complete	Total
☑ Agency	33	1	1	3	8	407	453
☑ Enterprise Partner	13	1	1	--	--	69	84
DFS	--	--	--	--	--	10	10
FRS	--	--	1	--	--	9	10
LAS/PBS	13	--	--	--	--	9	22
MFMP	--	--	--	--	--	15	15
PF	--	1	--	--	--	14	15
STMS	--	--	--	--	--	12	12
☑ Third Party	1	--	2	1	--	13	17
BOA	1	--	1	1	--	--	3
Corebridge	--	--	--	--	--	1	1
FIS	--	--	--	--	--	3	3
JPM Chase	--	--	1	--	--	9	10
Total	47	2	4	4	8	489	554

Interface Partners	0-Not Started	1-Validating Results	2-Correcting Data Issues	3-Complete	Total
☑ Agency	36	7	11	399	453
☑ Enterprise Partner	15	1	--	68	84
DFS	--	--	--	10	10
FRS	1	--	--	9	10
LAS/PBS	13	1	--	8	22
MFMP	--	--	--	15	15
PF	1	--	--	14	15
STMS	--	--	--	12	12
☑ Third Party	3	2	1	11	17
BOA	2	--	1	--	3
Corebridge	1	--	--	--	1
FIS	--	1	--	2	3
JPM Chase	--	1	--	9	10
Total	54	10	12	478	554

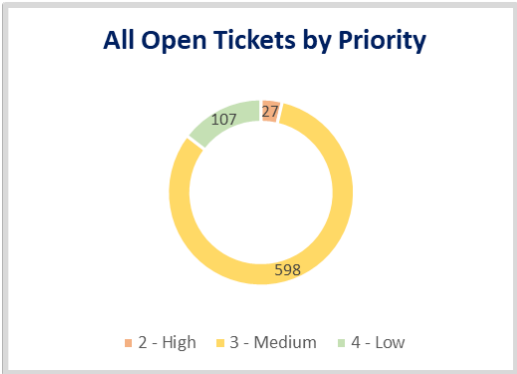
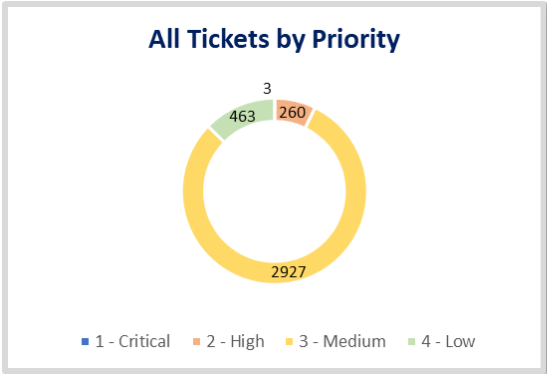
Organization Type	Cycle 1 – Connectivity Testing (Due 4/30/2025)	Cycle 2 – Technical Testing (Due 5/29/2026)	Cycle 3 – End to End Testing (Due 10/2/2026)	Comments	SIR Count
Agencies	27 / 27	407 / 453	In Progress	<ul style="list-style-type: none"> Citrus is the last partner pending connectivity testing Added new connection for SCS (KKI009) Deferred 2 connections for DOE (API020, PCI001) Cycle 3 testing has begun for the following: AHCA, DACS, DCF, DFS, DMS, DOH, DOL, DOR, JAC, FDOT, FRS, and LEG 	<ul style="list-style-type: none"> 25 Open SIRs: <ul style="list-style-type: none"> 1 – High 22 – Medium 2 – Low
Enterprise Partners	6 / 6	69 / 84	In Progress	<ul style="list-style-type: none"> API031 is in progress for People First LAS/PBS design update review is in progress (KKI011); pending completion of system testing to begin Cycle 2 testing of the 13 GLI088 files end of March Cycle 3 testing has begun for the following: DFS FACTS and FLIPS, MFMP, and People First (Bi-weekly payroll in progress) 	
Third Parties	3 / 3	13 / 17	In Progress	<ul style="list-style-type: none"> Cycle 3 testing has begun for the following: FIS, NIC, WF, and JPM 	

Testing Activities

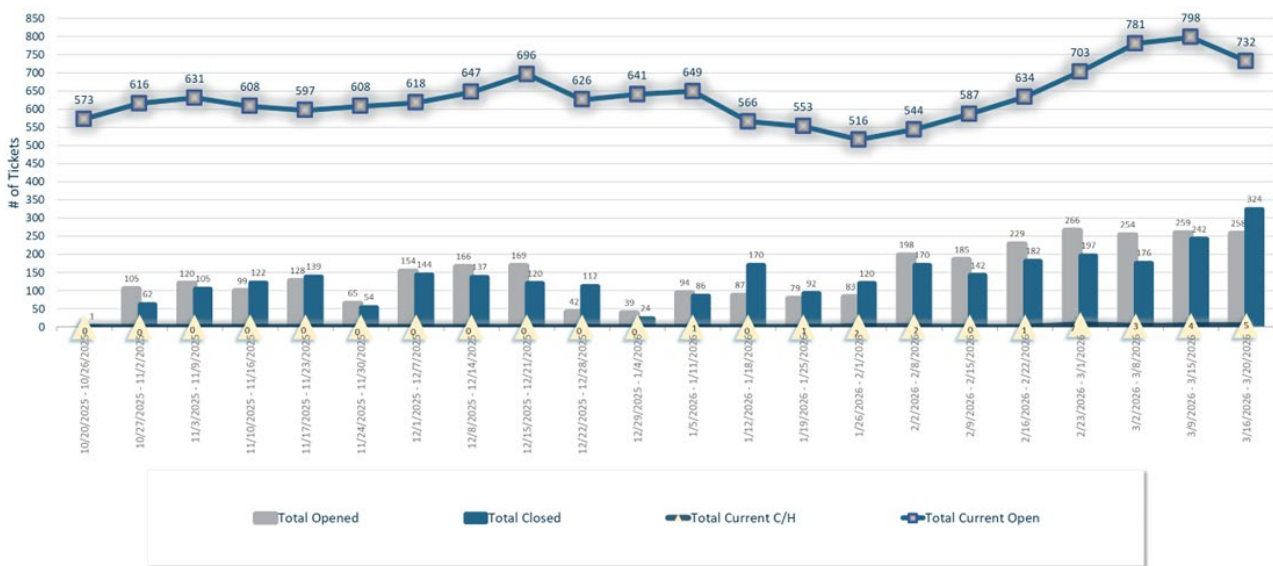
All Testing Services

All Tickets Status

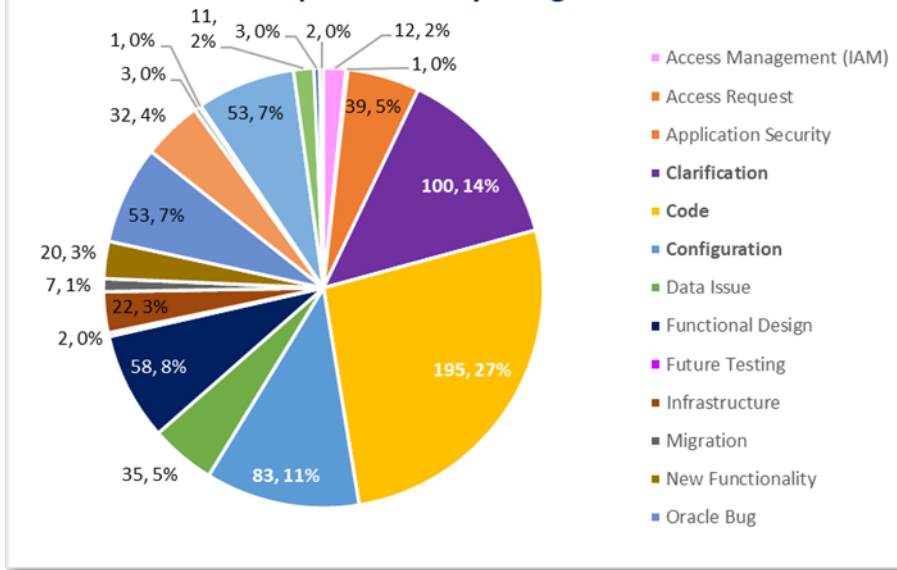
(as of 3/20/2026)



All Tickets: Open vs. Closed



All Open Tickets by Categorization

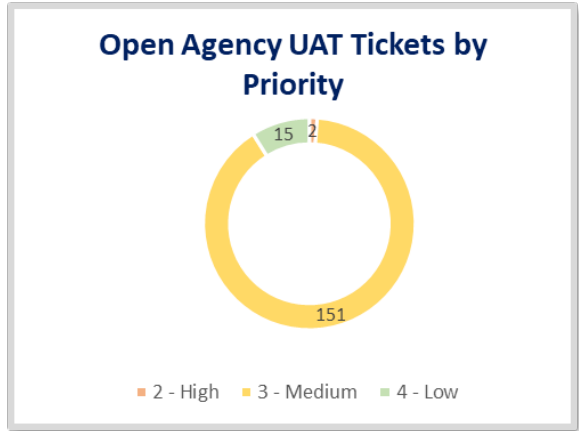
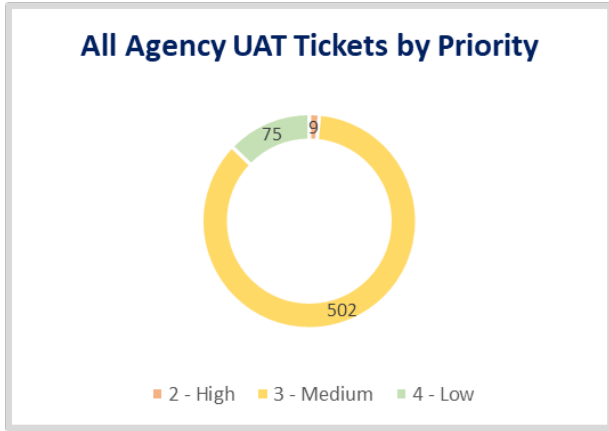


Testing Activities

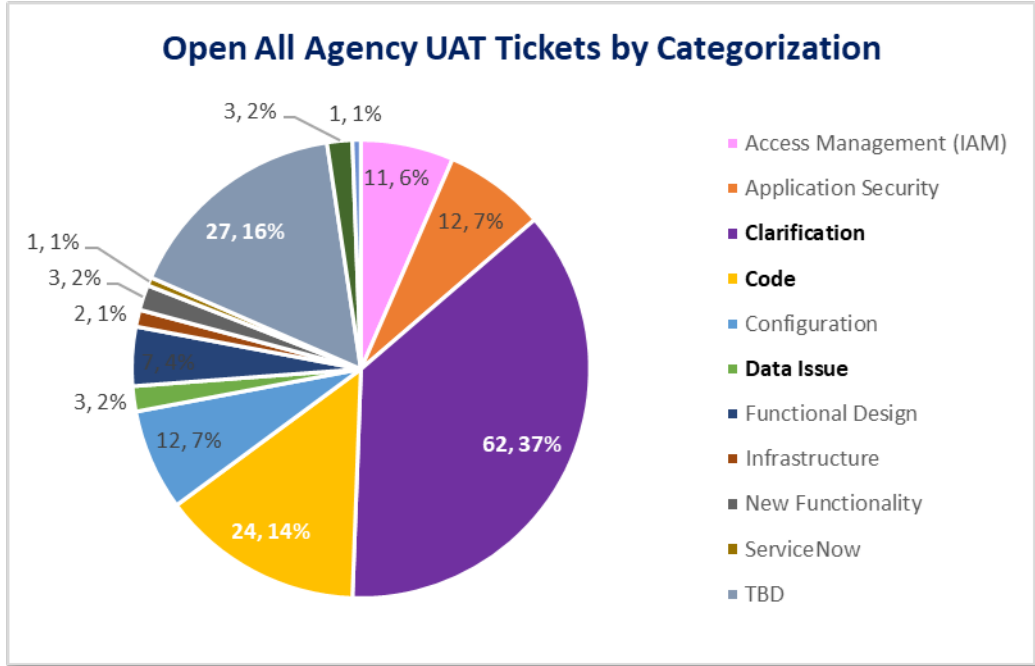
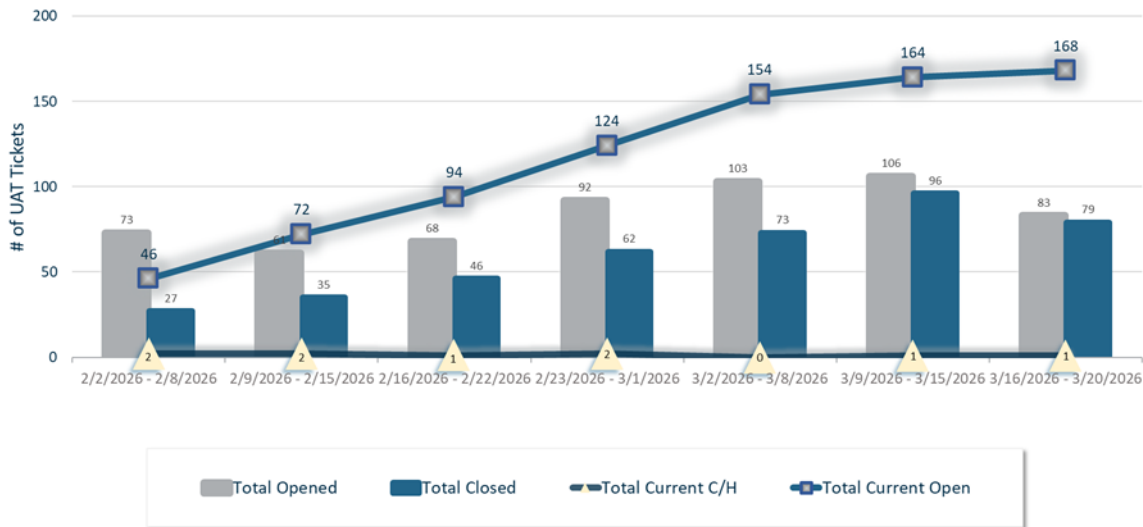
User Acceptance Testing

All Agency UAT Tickets Status

(as of 3/20/2026)



All Agency UAT Tickets: Open vs. Closed

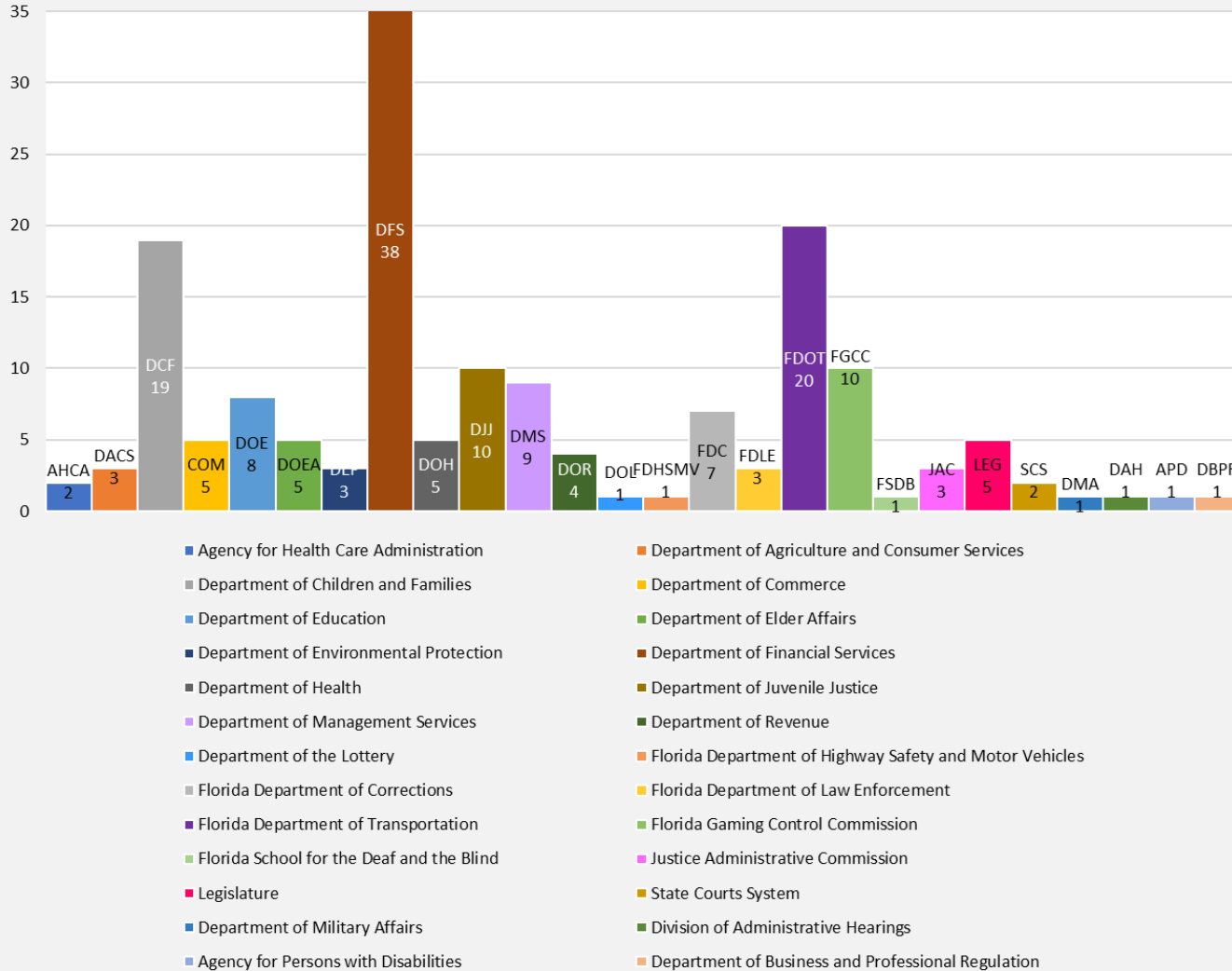


Testing Activities

User Acceptance Testing

Total All Agency UAT Tickets by Agency (as of 3/20/2026)

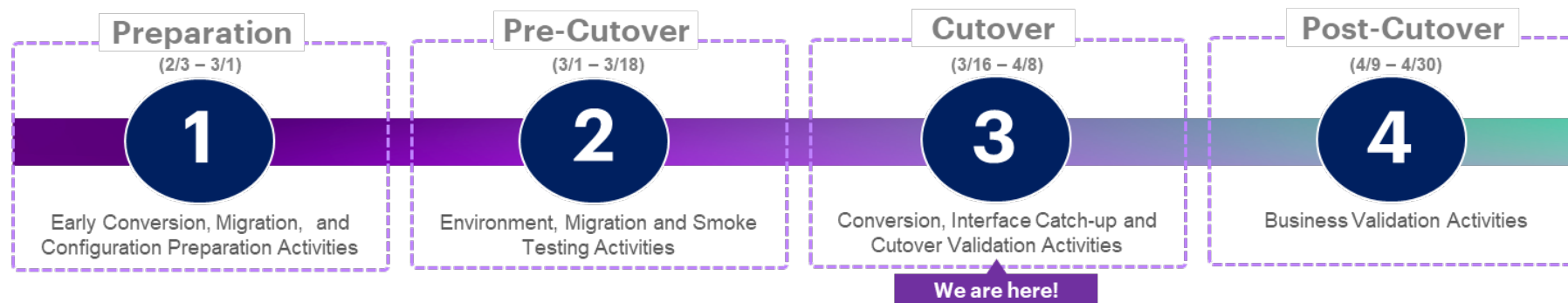
Open All Agency UAT Tickets by Agency



Agency	Acronym	Total Tickets
Agency for Health Care Administration	AHCA	6
Agency for Persons with Disabilities	APD	3
Department of Agriculture and Consumer Services	DACS	15
Department of Business and Professional Regulation	DBPR	2
Department of Children and Families	DCF	103
Department of Citrus*	CITRUS	0
Department of Commerce	COM	15
Department of Education	DOE	30
Department of Elder Affairs	DOEA	13
Department of Environmental Protection	DEP	16
Department of Financial Services	DFS	95
Department of Health	DOH	41
Department of Juvenile Justice	DJJ	23
Department of Legal Affairs*	DLA	0
Department of Management Services	DMS	13
Department of Military Affairs	DMA	2
Department of Revenue	DOR	11
Department of State	DOS	1
Department of the Lottery	DOL	1
Department of Veterans' Affairs	DVA	6
Division of Administrative Hearings	DAH	3
Division of Emergency Management	DEM	3
Executive Office of the Governor	EOG	2
Florida Commission on Offender Review*	FCOR	0
Florida Department of Corrections	FDC	40
Florida Department of Highway Safety and Motor Vehicles	FDHSMV	2
Florida Department of Law Enforcement	FDLE	14
Florida Department of Transportation	FDOT	56
Florida Division of Emergency Management*	DEM	0
Florida Fish and Wildlife Conservation Commission	FWC	7
Florida Gaming Control Commission	FGCC	24
Florida School for the Deaf and the Blind	FSDB	7
Justice Administrative Commission	JAC	12
Legislature	LEG	13
Public Service Commission*	PSC	0
State Courts System	SCS	7
Total		586

*No tickets logged

Dry Run 1 Activities



	Preparation						Pre-Cutover						Cutover						Post-Cutover																	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End																
Financials	2/17	●	2/25	2/17	●	3/1	2/3	●	3/1	2/28	●	3/3	3/4	●	3/13	3/10	●	3/12	3/13	●	3/16	3/16	●	4/8	3/25	○	4/8	4/3	○	4/8	4/3	○	4/8	4/9	○	4/30
	Perform Early Conversion Runs		Perform Migration Preparation Activities		Establish Application and Agency Configuration		Establish Dry Run 1 Environment (FINPRD2)		Apply PeopleTools Upgrade and Perform Migrations		Perform Post-Migration Validations and Manual Configurations		Perform Environment Smoke Test		Conversion Execution		Perform Agency Configuration Migrations and Downstream Processing		Perform Interface Catch-up and Generation of Master Outbounds		Perform Cutover Validation Activities		Perform Business Validations													
Payroll	2/17	●	2/25	2/17	●	2/25	2/17	●	3/1	2/28	●	3/3	3/4	●	3/6	3/9	●	3/12	3/13	●	3/18	3/19	●	4/8	3/16	○	4/8	4/7	○	4/8	4/7	○	4/8	4/9	○	4/30
	Perform Environment Preparation Activities		Perform Migration Preparation Activities		Establish Application and Agency Configuration		Establish Dry Run 1 Environment (PAYPRD2)		Perform Migrations		Perform Post-Migration Validations and Manual Configurations		Perform Environment Smoke Test		Conversion Execution		Perform Agency Configuration Migrations		Perform Interface Catch-up and Generation of Master Outbounds		Perform Cutover Validation Activities		Perform Business Validations													
DWBI	2/3	●	3/5	N/A	N/A	N/A	N/A	2/3	●	3/5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3/16	●	3/23	3/16	●	3/31	3/26	●	4/4	4/5	○	4/8	4/9	○	4/30			
	Perform Infrastructure Activities		N/A		N/A		Perform OAC and Documentation Activities		N/A		N/A		N/A		Perform Application Configuration Activities		Perform Code Migration Activities		Perform Data Loads		Perform Cutover Validation Activities		Perform Business Validations													

Legend
 ○ Not Started
 ● OnTrack
 ● Monitoring
 ● Not On Track
 ● Complete



READINESS ACTIVITIES

NIKKI KLEIN



Readiness Activities

▶ Dry Run 1 Preparation

- Configuration and Conversion-related worksheets closed on 3/2 in preparation for Dry Run 1
 - 28/35 agencies incomplete, with errors or missing data
- Data Cleansing closed on 3/13
 - 7/35 agencies incomplete

▶ New RW tasks added for maintenance activities

- Monthly tasks for Role Mapping, Configuration, and Conversion-related worksheets
- Ongoing Data Cleansing
- Submission tasks aligned to the Testing Timeline for related events
 - Dry Runs
 - UAT Refresh



Readiness Activities

February Progress Reports

- ▶ 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 actual 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

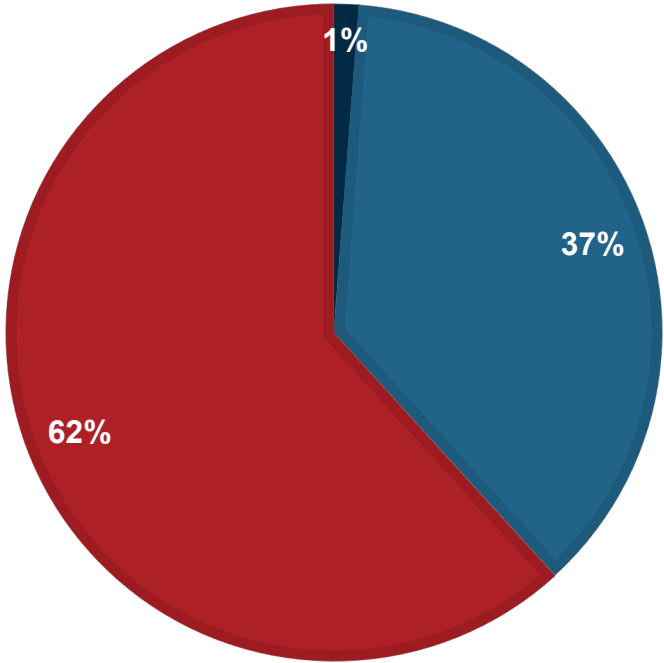
Readiness Activities

February Progress Reports – Cycle 3 Interface Testing

- ▶ 14 out of 27 agencies reported that testing has begun
- ▶ 251 out of 729 interfaces tested
 - 38% of those tested indicated Above Expectation or Satisfactory performance outcome
 - 62% of those tested indicated Inadequate performance outcome
- ▶ Inadequate Responses
 - 50% - timing, batch schedule
 - 33% - no issue indicated in comment
 - 11% - tickets submitted

CYCLE 3 - PERFORMANCE OUTCOME

■ Above Expectation ■ Satisfactory ■ Inadequate



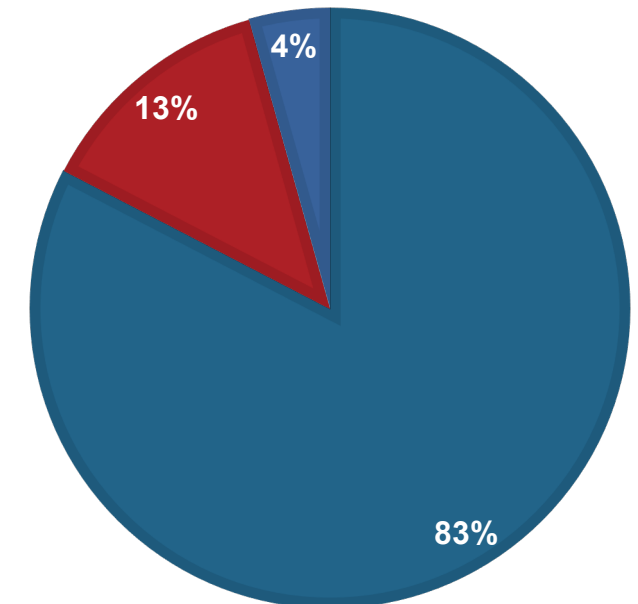
Readiness Activities

February Progress Reports – User Story Testing

- ▶ 23 out of 35 agencies reported testing has begun
 - 6 agencies reported fewer than 20 tests
 - 2 agencies reported more than 500 tests
- ▶ Overall Performance Outcome
 - 83% Satisfactory
 - 13% Inadequate
- ▶ Business Process Groupings with Agency Reported Inadequate Performance
 - AMFR – 2 of 16 agencies
 - AR – 1 of 5 agencies
 - BM/CC – 3 of 16 agencies
 - DM – 1 of 14 agencies
 - Agency Defined – 1 of 6 agencies

USER STORY – OVERALL PERFORMANCE OUTCOME

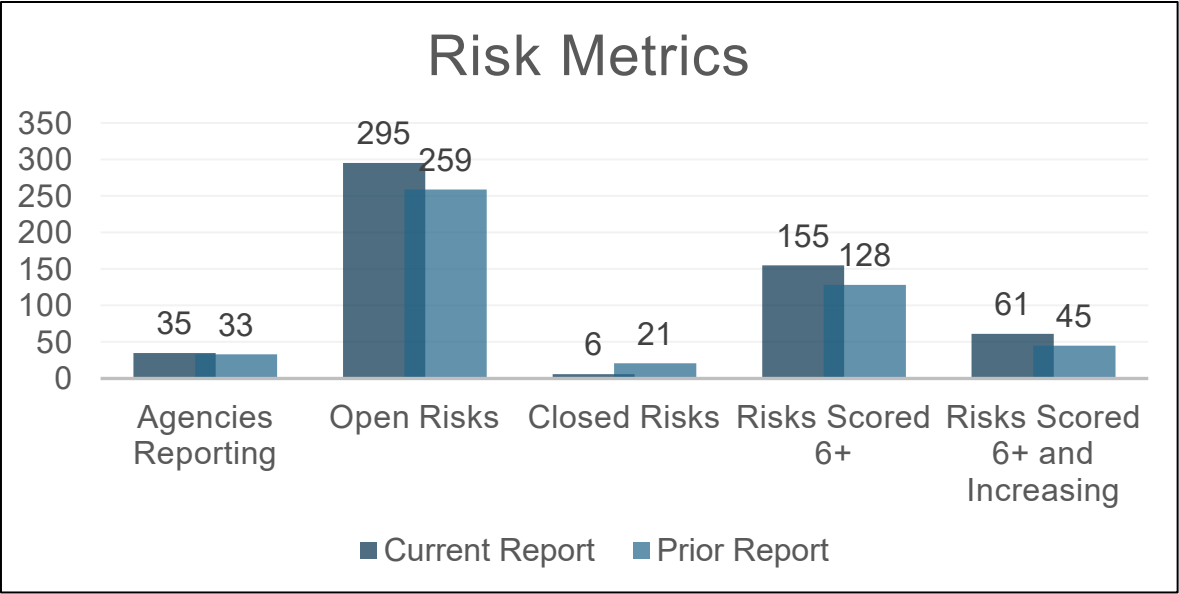
■ Above Expectation ■ Satisfactory ■ Inadequate ■ N/A



Readiness Activities

Bimonthly Agency Readiness Status Reports - Risks

Summary of Agency Risks Reported		Risk Probability		
		Low	Medium	High
Risk Impact	Low	21	7	3
	Medium	25	67	31
	High	17	65	59

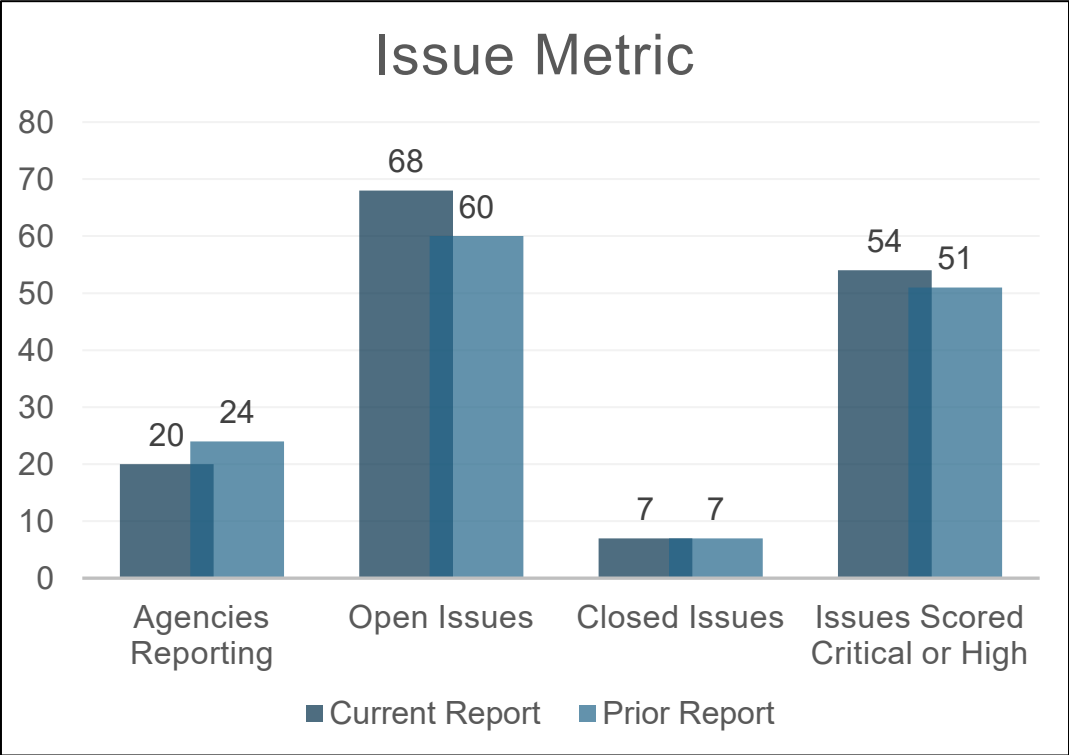


- ▶ Trending categories (30+ reported risks): UAT, Staffing/Resource Availability, Business Process Change, Interfaces, Conversion/Configuration, Training
- ▶ 36 new risks reported; common themes for high rated risks opened in January and February: attrition, SOD conflicts, SME availability for UAT, timing of training delivery, conversion/data readiness



Readiness Activities

Bimonthly Agency Readiness Status Reports - Issues



- ▶ Trending categories (no change)
 - Staffing/Resource Availability, Agency Business Systems, Interfaces
- ▶ 8 New issues, 3 with High Priority
 - DOL – use of Change Analysis Tool for progress reporting
 - FDLE – ABS vendor and interface testing
 - FDOT – Limited SNow licenses

Readiness Activities

Bimonthly Agency Readiness Status Reports - Assumptions

- ▶ 6 new assumptions logged - Themes
 - Reporting capabilities will meet agency need (similar to FLAIR@ and current ODBC functionality)
 - Access to DW/BI author capability to be provided later in UAT
 - Florida PALM may require more time to complete manual processes
 - Agencies can make critical payments during cutover
 - Consistent interface delivery from Florida PALM during UAT



TRAINING ACTIVITIES

KIMBERLY KEMP



Training Activities

Knowledge Center Updates

UAT Materials Data

Updates ▶ **8 Process Steps**

- Navigation Paths
- Spreadsheet Template Uploads
- User Roles
- Screenshots added and clarified
- Added clarifying content around:
 - Budget Pre-Check
 - Entering Vouchers Manually
 - Creating and Modifying an Encumbrance

New Articles ▶ **2 Process Steps**


- General Troubleshooting
- Reviewing Org Security




Training Activities

Prerequisites:


- ▶ Housed on the People First LMS
- ▶ Help set a foundation for working in Florida PALM
- ▶ Provide an Overview of general topics as well as Business Process Groupings
- ▶ Learning Paths tied to End User Role



BE PREPARED




To ensure a successful UAT experience, prepare yourself by completing these steps first.




Complete the Prerequisites

Find which trainings are required for your role(s) based on Business Process Grouping on the [UAT Prerequisites](#) page in the Knowledge Center.




Confirm your UAT Access

Before arriving at your assigned UAT session, confirm you are able to log into the [UAT environment](#). Log in from a remote location, outside of your network.




Confirm your Role(s)

Confirm with your SAM that you have been given the role(s) you'll need during your assigned UAT session. The [Pre-Materials](#) page on the Knowledge Center lists the roles needed for each UAT subject matter.




Review the Pre-Materials

Review the Process Steps and Demo Videos on the Pre-Materials page on the Knowledge Center. Become familiar with basic navigation and attempt to follow the Process Steps.



Identify your Testing Support contacts

Familiarize yourself with your agency [UAT Coordinators](#), your agency [SAM](#), and your Testing Error Triage team. These individuals will help with any environment access or role assignment issues, or with troubleshooting testing issues.



Check the UAT Communications Page regularly

The [UAT Communications](#) page in the Knowledge Center is your central location for UAT information. By "following" the page, you can be alerted when new messages or information is made available.

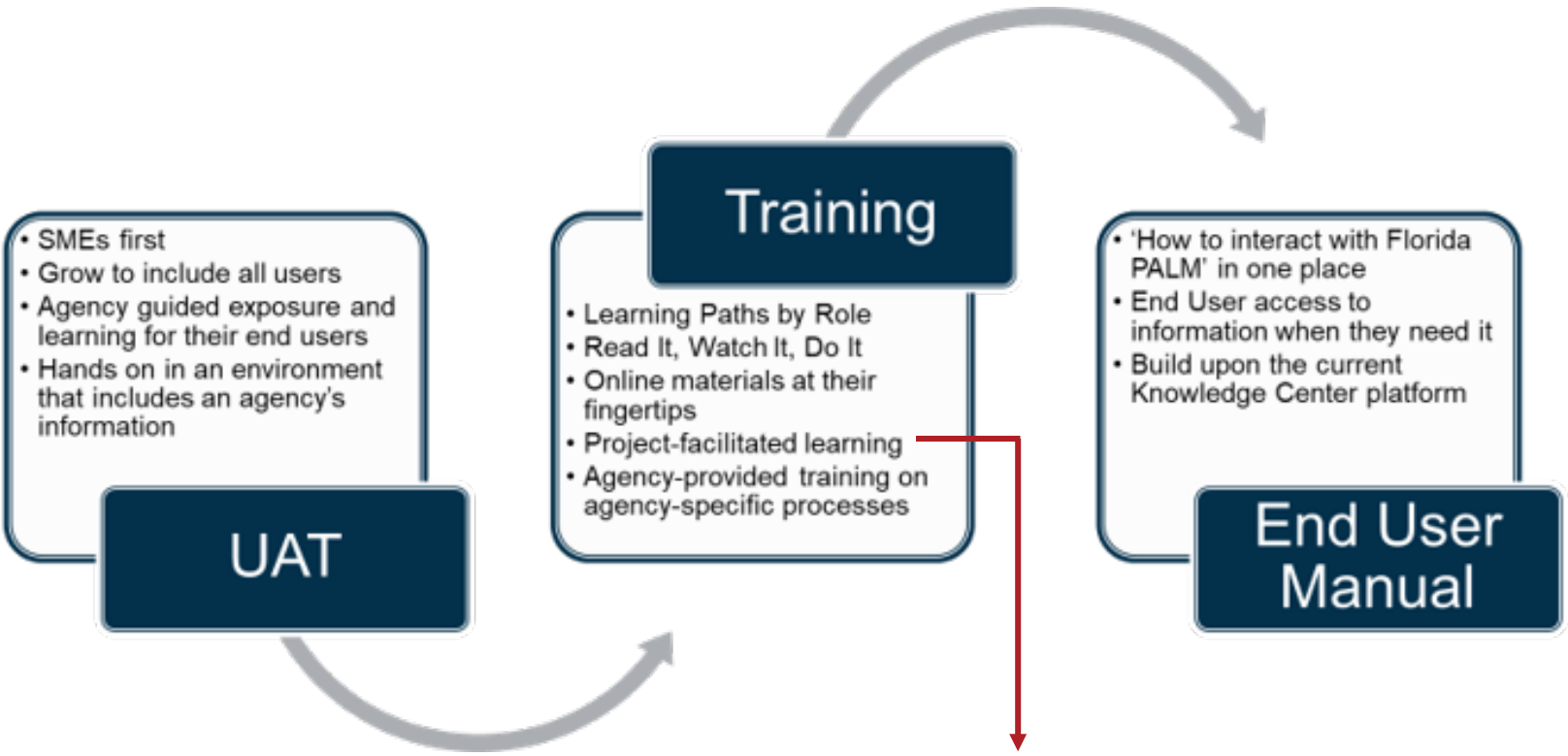
FOLLOW

Pre-Materials:

- ▶ Process Steps providing step-by-step actions to complete an activity
- ▶ Videos of the completion of activities in Florida PALM

Training Activities

Project Provided Training



- SMEs first
- Grow to include all users
- Agency guided exposure and learning for their end users
- Hands on in an environment that includes an agency's information

UAT

- Learning Paths by Role
- Read It, Watch It, Do It
- Online materials at their fingertips
- Project-facilitated learning
- Agency-provided training on agency-specific processes

Training

- 'How to interact with Florida PALM' in one place
- End User access to information when they need it
- Build upon the current Knowledge Center platform

End User Manual

- Instructor-Led/Facilitated: focused learning on targeted topics
- Support sessions (in-person and virtual): based on identified need

- ▶ Information builds upon itself
- ▶ We are using information gathered in UAT to help inform training
- ▶ Seeking input from the Advisory Council



INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

Overall Project Risk Rating Trend

- ▶ Overall Project Risk Rating in February: Medium
- ▶ Trends Florida PALM IV&V is monitoring in March:
 - Status of Regression Event 2.
 - Status of Mock Conversion Dry Run 1.
 - Agency Interface Testing Cycle 2 progress.
 - Agency engagement in UAT.



IV&V Update

FL PALM Testing

- ▶ Regression Event 2:
 - Finding #32 opened in February due to risk of meeting scheduled completion on 3/13.
 - 33% of test scripts in progress or not started, 10% deferred as of 3/13.
 - 67% Payroll scripts deferred to Regression Event 3.
 - Delays and scope changes could postpone defect discovery to later stages when remediation time is limited.
 - Florida PALM Project Team adding resources, moving to SIT environments to accelerate progress, discuss adding back Payroll scripts.
- ▶ Performance Testing Cycle 1: 45 tests in scope.
 - Did not meet scheduled completion date of 2/27, 43 tests completed and 2 in progress as of 3/18.
 - 2 open High-priority SIRs.
 - Not expected to impact implementation timeline at this time.
- ▶ Ongoing Design Changes: 361 changes since AD doc approvals.
 - Finding #34 opened in February due to limited evidence of system testing, impact analysis, traceability for Design changes.
 - Presents challenges verifying comprehensive testing and tracking updates to applicable regression test scripts.



IV&V Update

Agency Testing

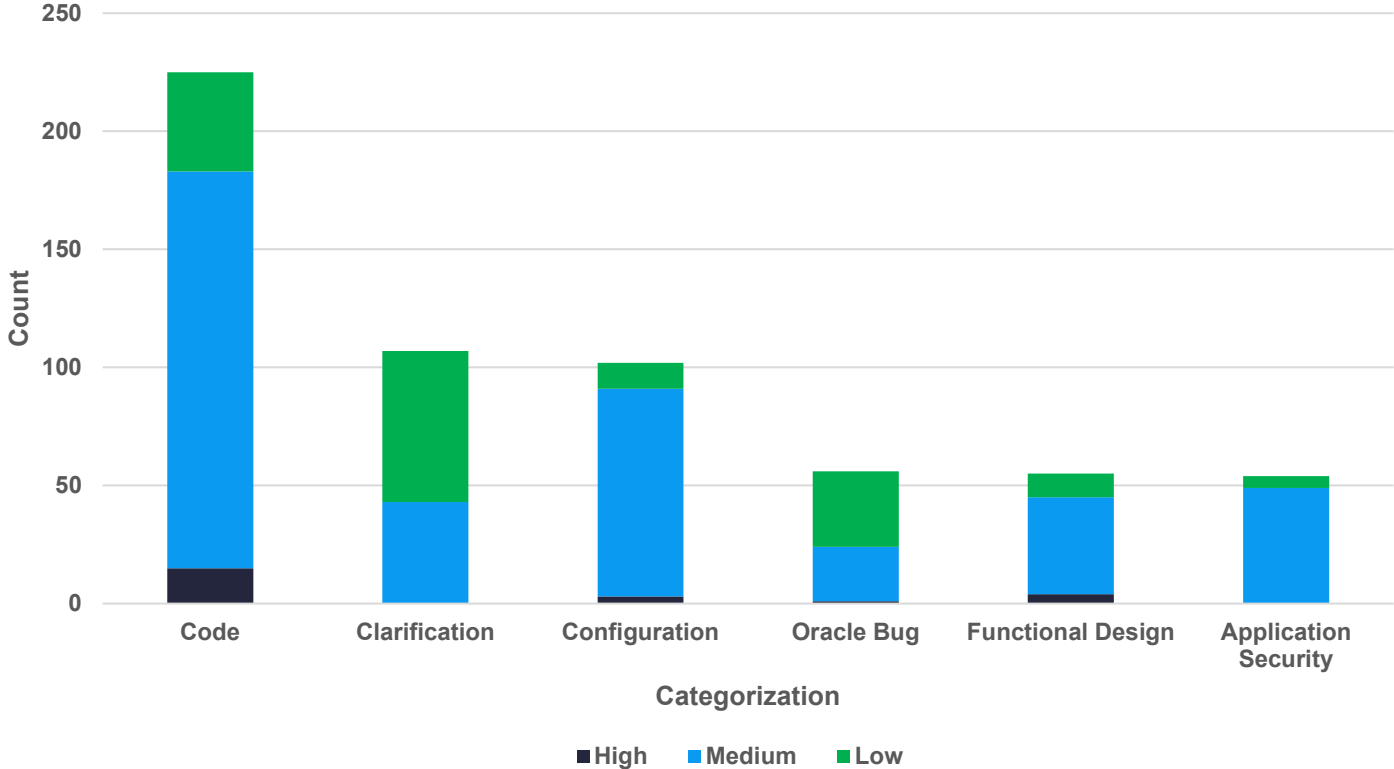
- ▶ Test Script Progress:
 - 96.3% of all UAT test scripts are linked to Agency User Stories.
 - 3,033 of 5,799 test scripts planned for February not completed as of 2/28.
 - 297 of 7,048 UAT tests scripts planned for March have been reported as executed.
 - Agencies making no or inconsistent updates in Smartsheet against test scripts, may be grouping all test scripts planned for UAT into each month.
 - Test scripts not completed will roll over into the next month and may compound future testing efforts.
- ▶ SNow Tickets opened by Agencies: 632
 - 171 open as of 3/13.



IV&V Update

SIR Backlog Trends

Top 6 SIR Categories



- ▶ Current SIR Backlog: 837
 - 27% are Code-related defects.
 - 73% are classified as Medium Impact.
 - Some user functionality could be impacted.
 - Increase in Clarifications based on All Agency UAT as users explore/learn Florida PALM.
- ▶ March SIR Intake volume trending to increase by 24% over February.



IV&V Update

FL PALM Conversion

- ▶ Mock Conversion Dry Run 1:
 - Started in February, was behind schedule until mid-March.
 - Smoke testing completed for Finance & Payroll Conversions.
 - Finance Conversion Dry Run Testing has started.
 - Grants Conversion initial load times much greater than targets.
 - Interfaces Prep Tasks are complete; Cut Over Tasks are in progress.
 - DW/BI Prep Tasks are in progress.



IV&V Update

Agency Conversion



ALL MOCK 4
CLEANSING
IN PROGRESS



31
AGENCIES
COMPLETED



CONVERSION
FALLOUT
GENERAL LEDGER
ASSETS AND PROPERTY
OPEN ENCUMBRANCES
CONTRACTS AND PROJECTS

- ▶ Mock 4 Data Cleansing: RW Task 579 due 3/13.
 - 31 Agencies completed, 1 pending resubmission as of 3/18.
 - 4 Agencies with no status provided.
 - General Ledger, Assets and Property, Open Encumbrances, Contracts, and Projects conversion had the most fallout.
 - Agencies working with Florida PALM Project and DFS A&A to understand GL discrepancies.
 - Unresolved GL transactions risk remaining unposted until after Go-Live.

IV&V Update

FL PALM Interfaces

- ▶ Interface Testing Cycle 2 for D663:
 - Finding #29 about missed completion date closed in February, all Exit Criteria met.



- ▶ Interface Testing for WP441: 72 tests in scope.
 - 24 started, 14 passed, 2 failed.
 - Execution scheduled through May.
- ▶ Interface Testing for AWE: 45 tests in scope.
 - Planned execution starting 3/22 through May.
- ▶ Open Interface SIRs: 34 as of 3/18.
 - 1 High, 30 Medium, 3 Low-priority.
 - High-priority SIR in Ready for Retest.
- ▶ Finding #31 update for PCard Works Interfaces:
 - Testing remains delayed as remediation still in progress
 - Mocked files used to uncover potential issues.

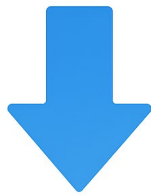


IV&V Update

Agency Interfaces



69
REMAINING
TEST CASES



**SLOWING
PROGRESS**

- ▶ Agency Tests for Interface Testing Cycle 2: 893 tests in scope.
 - Finding #33 opened in February due to decline in pace of execution.
 - 69 tests not complete as of 3/18.
 - Pace of weekly execution 4.6% prior to February, current weekly pace is 0.9%.
 - May not be complete until 5/13.
 - Delays driven by resource constraints, agency system remediation, and repeated testing.
 - Agency Interfaces cannot begin Interface Testing Cycle 3 until Cycle 2 is complete.
 - Interfaces that do not complete Interface Testing Cycle 3 risk not going live with Florida PALM.

IV&V Update

Agency Readiness

- ▶ Agency OCM efforts:
 - Varied agency preparedness for UAT-guided support sessions hosted by Florida PALM Project Team, awareness of Knowledge Center resources.
 - Agency CCNs should provide targeted communication and coordination to increase readiness.
 - UAT performance can be used to critically assess effectiveness of OCM strategies:
 - Addressing resistance factors.
 - Reinforcing participation expectations.
 - Verifying Agency-specific training aligns with updated business processes.
- ▶ Agency Business Process Reengineering:
 - UAT helps identify potential misalignment between Agencies documented processes and Florida PALM functionality.
 - Agency Business Processes based on legacy FLAIR practices face greater rework.
 - Internal policies and workflows may need to be updated to align with Florida PALM.

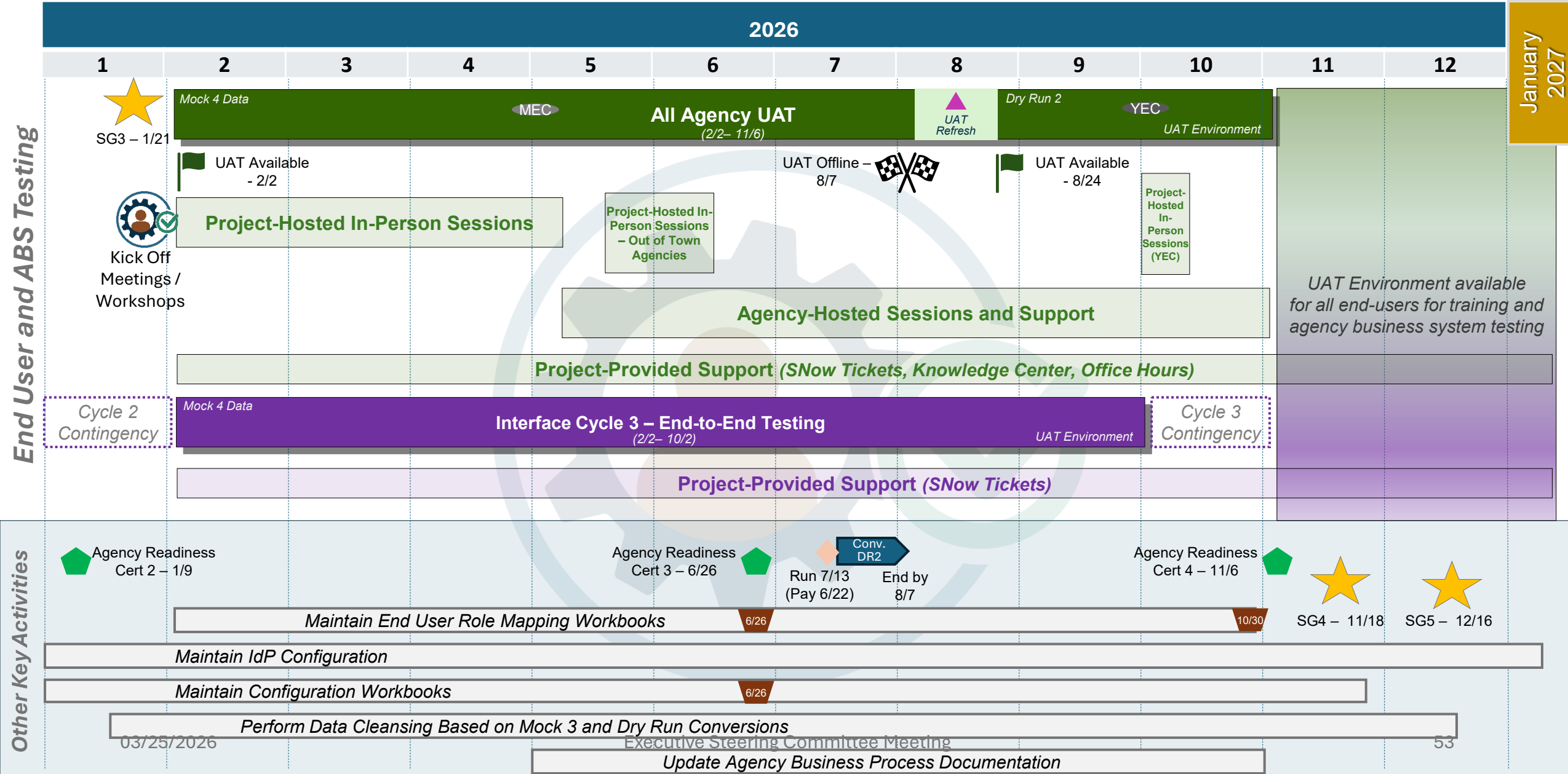


ROAD TO GO-LIVE

JIMMY COX



User Acceptance Testing (UAT) Timeline



Road to Go-Live

What's Happening Now?

- ▶ Dry Run 1 is in process – starting point for fine tuning cutover timing and processes
- ▶ Biweekly Parallel Testing 1 is in process – key activity for ensuring payroll is accurately processed after go-live
- ▶ Project hosted in-person UAT sessions are halfway done
- ▶ Additional in-person sessions added for Project Costing (happening tomorrow and Friday)
- ▶ Following Project-hosted sessions, agency testers should be taking what they learned and engaging others in the agency to expand the agency's testing footprint
 - Some agencies are clearly doing this, others are struggling
- ▶ Cycles 2 and 3 interface testing are continuing to progress
- ▶ Agencies should be preparing for and testing all downstream processes and downstream system integrations
- ▶ Agencies should be maintaining their configuration workbooks as new COA values are created in FLAIR, as agency needs change and as the agency identifies needed changes during UAT
 - These will continue to be used through go-live, including all four Dry Runs



Road to Go-Live

What's Up Next?

- ▶ Agencies should continue to cleanse their data conversion errors from mock conversions and dry runs
 - Updates should be made to production processes to keep data cleansed
- ▶ Agencies should continue testing (online, interface, agency business systems, etc.), continue bringing remaining agency users along with the agency testing efforts
 - Everyone needs to keep testing
 - Don't get caught up on the little things, keep going
 - Overcome fear of new and of breaking the system (that's what testing is for)
- ▶ June 26 – Agency Certification #3 will be due
- ▶ August 8 – 23:
 - UAT environment not be available for testing while the UAT refresh occurs
 - PeopleTools Upgrade applied
 - UAT refresh using Dry Run 2 data applied
 - All prior agency test transactions will be wiped
 - All Separation of Duties (SOD) conflicts must be resolved for user roles
 - Agencies will confirm their FLAIR balances



NEXT MEETING

APRIL 22, 2026

DEPARTMENT OF ENVIRONMENTAL PROTECTION, CARR BUILDING



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