

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

MAY 13, 2026



ADMINISTRATIVE

JULIAN GOTREAUX



Administrative Budget

FY 2025-2026 Spend Plan Summary as of May 8, 2026

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	\$36,943,423	\$29,915,757	\$42,379,233	\$12,463,476
SSI Implementation Services	\$17,198,883	\$13,335,716		
Facilities and Maintenance	\$381,051	\$381,051		
Production Support	\$9,225,011	\$8,514,126		
Additional Facilities	\$220,524	\$200,164		
Production Support Administration	\$763,174	\$755,203		
Oracle Software and Maintenance	\$2,084,372	\$1,619,934		
Project Administration	\$240,113	\$191,245		
Florida PALM-UAT	\$2,053,840	\$565,812		
ERP Support Services	\$3,290,613	\$2,977,984		
QA Support Services	\$1,485,842	\$1,374,522		
Data Processing Services	\$0	\$0	\$0	\$0
Contingency	\$0	\$0	\$0	\$0
Salaries & Benefits	\$9,769,913	\$8,696,121	\$13,219,964	\$4,523,843
HR Transfer and Risk Management Insurance	\$42,181	\$42,181	\$42,181	\$0
Total:	\$46,755,517	\$38,654,059	\$55,641,378	\$16,987,319



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 – *Stable**
 - One with a score of 9
 - Risk 4 – Agency engagement – *Increasing*

** Changed to Stable from Increasing during the period*



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 (09/18/2026)	
UAT Complete	●	In Progress (11/06/2026)	
Agency Readiness Certification 4	●	Future Task (11/16/2026)	

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

Status as of 05/05/2026



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)
D658 – Develop the Deployment and Contingency Plan	●	Accepted	D674 – Completion of Penetration Testing	●	Future Task (10/27/2026)
D662 – Completion of Mock Conversion IV	●	Accepted	D676 – Completion of Disaster Recovery Testing	●	In Progress (10/09/2026)
D664 – Development of Hypercare Support Plan	●	Accepted	D710 – Completion of Interface Testing Segment III	●	Future Task (10/16/2026)
D665 – Updated Post Implementation Support Plan	●	Accepted	D711 – Completion of Performance Testing Segment II	●	Future Task (10/27/2026)
D664 – Hypercare Support Plan – Review and Update	●	Future Task (09/28/2026)	D708 – Completion of Dry Run 4	●	Future Task (11/13/2026)
D670 – Completion of Payroll Parallel Testing	●	In Progress (10/28/2026)	Final Cutover Checklist Approve	●	Future Task (12/01/2026)
Full Batch Schedule Including Critical Jobs List	●	In Progress (11/10/2026)	Known Issues & Enhancements List Confirmed	●	Future Task (12/04/2026)
WP416 – Completion of Regression Testing	●	In Progress (11/02/2026)			

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

Status as of 05/05/2026



INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

CONTENT PROVIDED BY
PUBLIC CONSULTING GROUP



IV&V Update

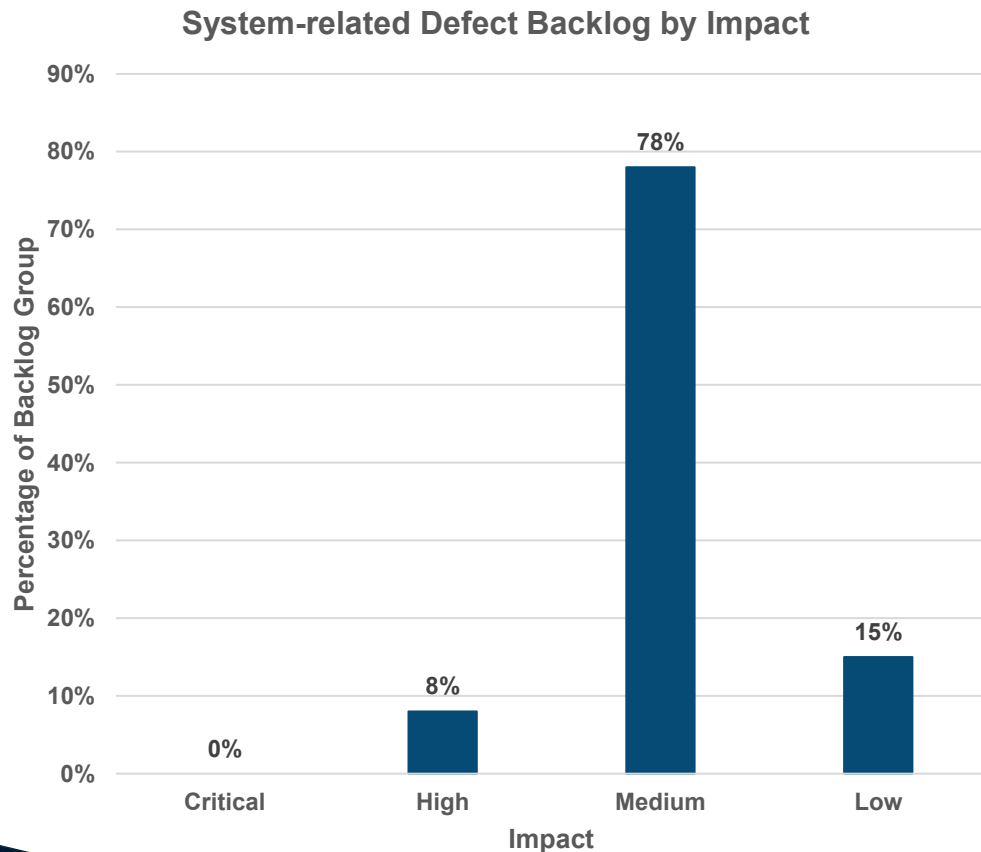
Overall Project Risk Rating Trend

- ▶ Overall Project Risk Rating in April: High
- ▶ Trends Florida PALM IV&V is monitoring in May:
 - Defect trends regarding system stability
 - Agencies testing progress and activities for UAT
 - Remaining Interface Testing Cycle 2 activities for Agency Business Systems and Enterprise Partners
 - Completion of remaining Dry Run 1 activities



IV&V Update

Florida PALM Testing



- ▶ 1,134 tickets opened and 1,042 tickets closed in April:
 - 55% of opened tickets were clarifications, access requests, etc.
 - 45% of opened tickets were system-related defects.
 - Steady volume of newly opened system-related defects since March.
- ▶ Approximately 965 tickets remain in the backlog. Of these, 712 are system-related defects.
 - High-impact defects account for 54 tickets, reflecting an increase of 4%.
- ▶ Consistent trends in system-related defects indicate system stabilization is continuing to occur.
- ▶ Current defect tracking does not clearly distinguish whether issues are new or repeat defects.

IV&V Update

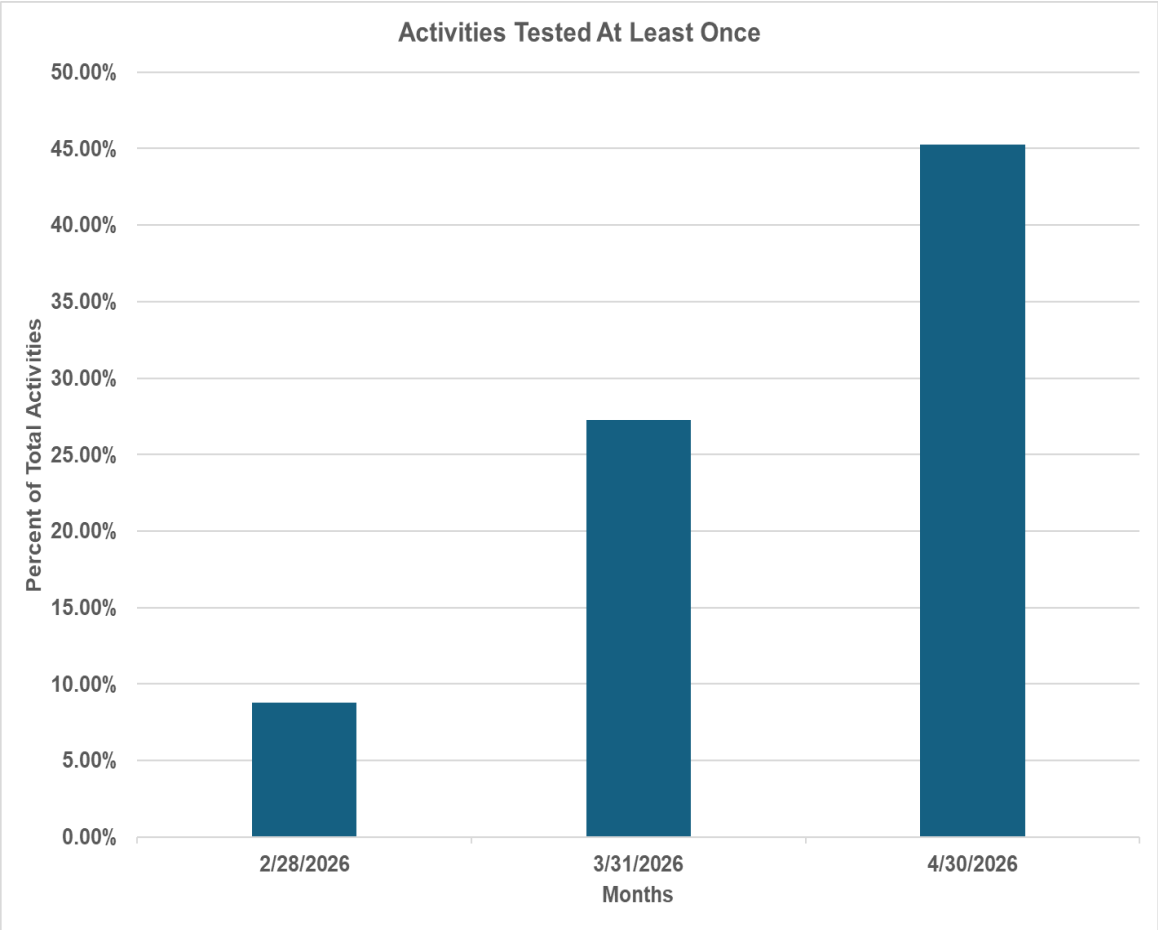
Florida PALM Testing

- ▶ Finding 32 – The completion date of 3/13/26 for Regression Event 2 is at risk of not being met.
 - Execution was completed on 4/26/26, but State review of results remains in progress.
 - Preliminary pass rate of 95% for executed Test Scripts.
 - Planned automation utilization was approximately 10% below target.
- ▶ Payroll Parallel Testing: Cycle 1 completed for approximately 81,000 employees.
 - Reported earnings, taxes, and net pay match rates exceeding 95%.
 - Deduction processing identified 10.26% exclusion rate related to unconfigured deduction codes.
 - Additional reconciliation issues remain under review for garnishments and deductions.
- ▶ Performance Testing:
 - Reported issues impacting Employee Self-Service (ESS), login functionality, and batch processing during peak load conditions.
 - Initial analysis identified missing server caching configurations. Retesting is planned following environment updates.



IV&V Update

Agency Testing



- ▶ Finding 35 – Limited Agency-reported execution of Test Cases may lead to incomplete validation of Agency-specific business processes.
 - Current progress of testing activities poses a risk to the quality, depth, and timely completion of All Agency UAT.
 - 8 Agencies executed less than 25% of total test activities as of 4/30/26.
 - No reported test executions for 1 Agency.
 - Pace of test execution indicates all initial test activities may not be complete until beginning of September.
 - Initial testing activities should be completed prior to UAT Refresh in August.
 - Reported challenges include:
 - Resource constraints with operational workload.
 - Limited testing to small group of SMEs.
 - Pace may increase after support sessions are complete in early May.
 - 84.8% overall attendance.



IV&V Update

Agency Testing

- ▶ Finding 36 – Agencies’ phased approach to testing has end-users not exposed to Florida PALM until July or August.
 - Some Agencies indicated in IV&V Touchpoints they plan to involve end users in UAT earlier.
 - Most Agencies increased end-user exposure to Florida PALM beyond SMEs during April.
 - Agencies adopting early end-user access are better positioned to refine training, documentation, and internal support approaches.
 - IV&V observed some Agencies testing beyond scripted scenarios.
 - Agencies intentionally conducting negative and stress testing (“trying to break the system”) are reporting more meaningful results/observations.



IV&V Update

Florida PALM Data, Conversion, and Interfaces

- ▶ WP441 and AWE Interface Testing: includes 87 in-scope Interface tests, of which 40 are complete.
 - 74 Interfaces had a delayed start.
 - Remaining Interfaces include Agency Business Systems, PCard Works, and Transparency Florida.
- ▶ Finding 31 – Unconfirmed testing dates for PCard Works Interfaces may delay completion of testing.
 - New inbound Interface file (API058) was generated and provided by PCard Works vendor on 4/24/26 and processed by Florida PALM on 4/28/26.
 - Errors with the file returned to PCard Works vendor for remediation.
- ▶ Transparency Florida Interfaces are in progress.
 - Need for multiple testing cycles due to misalignment of execution cadence, data availability and structure, and validation methods/outputs.



IV&V Update

Agency Data, Conversion, and Interfaces

- ▶ Finding 33 – Decline in execution of Agency Interface Tests for Cycle 2 may delay their completion in Cycle 3 and impact ability to Go Live with Florida PALM.
 - 10 Cycle 2 Inbound Interfaces not completed as of 4/30/26.
 - 8 Interfaces in progress with multiple rounds of testing conducted.
 - 2 Interfaces not started but are dependent on Interfaces currently in progress.
 - Anticipated that 9 of the 10 remaining Interfaces may be complete within a few weeks.
 - Most remaining Interfaces appear critical for Agency business processes and systems.
 - Florida PALM Project Team should consider granting additional time to the remaining Interfaces on a case-by-case basis.
 - 20 Cycle 2 Outbound Interfaces not completed as of 4/30/26.
 - Little progress reported in April, and current pace indicates they may not be completed until 8/17/26.
 - 1 remaining Outbound Interface is dependent on an Inbound Interface that is in progress.
 - Agencies should aim to complete tests by July - Prioritize and coordinate remaining Interfaces to ensure timely completion.



IV&V Update

Florida PALM Implementation

- ▶ Dry Run 1: Not completed by targeted finish date of 4/8/26.
 - 34 of the 2,450 total Tasks in progress or not started as of 5/5/26.
 - Multiple activities paused and/or required reruns.
 - Remaining activities include post-Conversion true-ups, Interface file executions and validation, and validation of APC004 (Outstanding Warrants) Conversion file.
 - 68 open tickets remain, 10 of which are High-impact.
 - Exit criteria not met until High-impact tickets are closed.
 - Debrief meetings scheduled for week of 5/11/26 to review lessons learned, improve execution, etc. prior to Dry Run 2.



IV&V Update

Agency Readiness

- ▶ IV&V Touchpoints reflected varying readiness based on exposure to Florida PALM since February:
 - 9 Agencies had High Readiness - Driven by early system exposure, proactive preparation, and reduced SME dependency.
 - 17 Agencies had Moderate Readiness - Ongoing need to translate enterprise materials into Agency-specific operations. Confidence remains, but additional support is required.
 - 9 Agencies had Low Readiness - Consistent challenges across all dimensions, including late system exposure, little to no training, heavy SME reliance, and high cutover uncertainty.
- ▶ Implications of Low Readiness may include increased operational inefficiencies and workarounds, resource constraints/bottlenecks, and reduced end-user confidence in system and documentation.



CUTOVER PLANNING



Cutover Planning

▶ Key Considerations

- Cutover planning and actual downtime will continue to be fine tuned as we work through subsequent Dry Runs
- Goal is to move as many of the activities to pre-cutover as possible to reduce downtime
- Accurate agency workbooks and clean agency data speed up the cutover process – i.e., the more data and configurations that require additional cleaning during the cutover will slow the process down and result in a longer downtime window
- Critical payment processing considerations are being reviewed to determine how to handle; agencies should continue to identify needs



Cutover Planning

<i>DRAFT as of 04/23/2026</i>		
Activity	Start	End
Pre-Cutover	11/2/2026	12/11/2026
Production ChartField Configuration Freeze	11/13/2026	1/11/2027
Stage Gate 4 - Agency Readiness (ESC Decision)	11/18/2026	11/20/2026
Stage Gate 5 - Deployment Readiness (ESC Decision)	12/16/2026	12/18/2026
Departmental FLAIR Payment Processing Ends	12/18/2026	12/18/2026
Central FLAIR, PYRL Payment Processing, and Processing of Florida PALM Files Ends	12/23/2026	12/24/2026
Florida PALM Cash Management Processing Stops (i.e., final FLAIR files are processed)	12/23/2026	12/24/2026
FLAIR Refresh and Backups	12/24/2026	12/26/2026
Create copy of the Florida PALM Production System and Infrastructure (contingency restore point)	12/24/2026	12/27/2026
Florida PALM - QAS (Production Test) Environment Refresh (will be used to monitor banking activity)	12/26/2026	12/27/2026
PeopleTools Upgrade (starts with production Florida PALM environment)	12/26/2026	12/28/2026
Financials Code Migration	12/28/2026	12/29/2026
Conversion File Creation	12/26/2026	12/30/2026
Conversion File Processing & Validations - Payroll	12/27/2026	12/31/2026
Conversion File Processing & Validations - Financials	12/29/2026	1/3/2027
Catch-Up Processing Payroll	1/1/2027	1/3/2027
Payroll Input File Comparisons	1/2/2027	1/3/2027
Stage Gate 6 - Continue Deployment (Project Director Decision)	1/4/2027	1/4/2027
Biweekly Payroll Processing/Payment	1/4/2027	1/8/2027
Catch-Up Processing Financials (i.e., banking files)	1/3/2027	1/10/2027
Stage Gate 7 - Go-Live (ESC Decision)	1/11/2027	1/11/2027
Activate Full Batch Stream (occurs after Stage Gate 7 Decision)	1/11/2027	1/11/2027
Unlock Users (7 am)	1/12/2027	1/12/2027

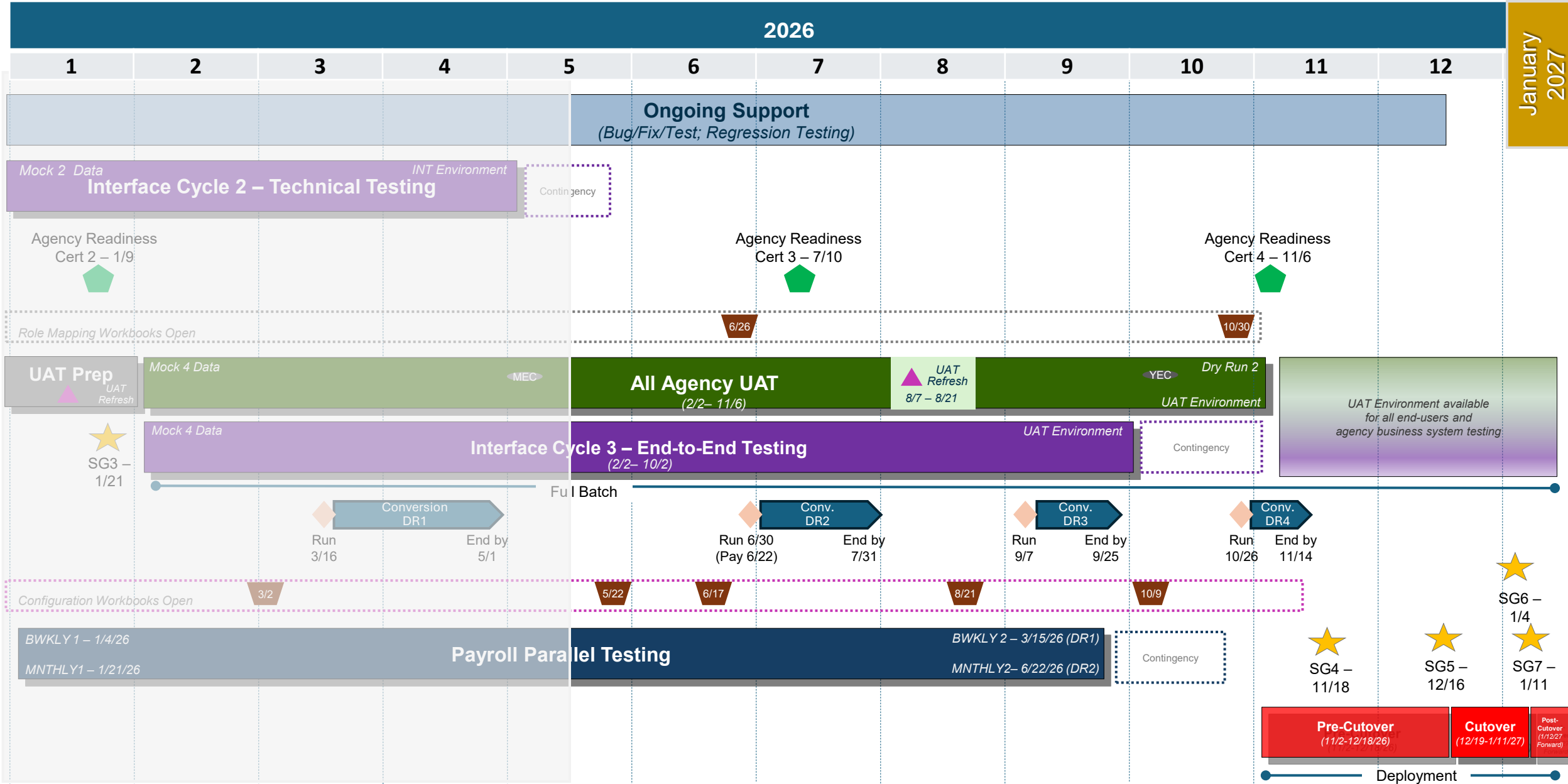


ROUNDTABLE DISCUSSION



Testing Timeline

As of May 11, 2026



January 2027

Pre-Cutover (11/2-12/18/26) | **Cutover** (12/19-1/11/27) | **Post-Cutover** (1/12/27 Forward)

Roundtable Discussion

Project / Agency / Both

Topic	During the Last Month	During the May and June <i>Readiness Certification #3 is Due 7/10</i>	Challenges / Areas for Increased Support
User Acceptance Testing	<ul style="list-style-type: none"> Completed In-Person UAT Participated in Office Hours and agency-specific meetings Logged, triaged, or worked tickets Continued testing business processes 	<ul style="list-style-type: none"> Continue testing business processes Continue to update documentation as testing progresses Complete updates to Role Mapping workbook by 6/24 (used for UAT Refresh) 	<ul style="list-style-type: none"> Increasing the volume of agency testing (e.g., users and scenarios) Resolving tickets (e.g., implementing fixes, providing clarification)
Interface Testing	<ul style="list-style-type: none"> Continued Cycle 2 and Cycle 3 testing People First, MFMP, STMS, and FACTS continued their UAT activities 	<ul style="list-style-type: none"> Continue testing business systems Suspend Cycle 2 Testing for any systems that have not completed Begin Cycle 3 testing with JPMorgan 	<ul style="list-style-type: none"> Expanding the transaction volumes to support Cycle 3
Configuration / Conversion	<ul style="list-style-type: none"> Began reviewing DR1 results Completed 99% of DR1 tasks and began debrief in preparation for DR2 	<ul style="list-style-type: none"> Complete updates to Configuration / Conversion Mapping Workbooks by 5/22 and 6/17 for DR2 	<ul style="list-style-type: none"> Completing data cleansing / resolving errors and maintaining configuration workbooks
Training	<ul style="list-style-type: none"> Published or enhanced Process Steps and Knowledge Center (KC) content Continued updating Training Plans 	<ul style="list-style-type: none"> Begin or continue agency-specific training build Continue to update Process Steps and KC content Begin developing project-provided training materials 	<ul style="list-style-type: none"> Timing for completing materials based on agency expectations Desire for training users before allowing them to interact with the UAT environment
Cutover Planning	<ul style="list-style-type: none"> Met with several stakeholders to clarify the cutover timeline and activities 	<ul style="list-style-type: none"> Continue identification of agency-specific payments or critical processes 	<ul style="list-style-type: none"> Identifying all impacted payments or processes Determining viable alternatives for processing payments or deposits Reducing the cutover window below two weeks

NEXT MEETING

JUNE 24, 2026

FIRST DISTRICT COURT OF APPEAL



APPENDIX



TESTING ACTIVITIES



Testing Activities

LAS/PBS Testing

As of COB May 8th

- ▶ Cycle 2 Testing
 - GLI088 Files (13 files) – Transparency Files
 - Files provided on April 16, 2026
 - LAS/PBS is continuing to test
 - Project is prepared to address any feedback once received
 - Will turn on daily batch stream for GLI088 files once LAS/PBS is ready
 - All other LAS/PBS files and iterations have completed Cycle 2 testing
- ▶ Cycle 3 Testing
 - LAS/PBS has requested additional queries to support validating file load results; our team is working through requirements with LAS/PBS and build is in progress
 - KKI001 – FCO Reversions – Project has asked for the February 2026 file for testing; once received will complete in lower environments before processing in UAT
 - KKI011 – Outbound Agency Incurred Obligations / FCO Projects (Carry/Certified Forward Requests) - file code change for transaction ID was identified during Cycle 3 testing
 - Code update completed and a new test file was sent to LAS/PBS on May 8th
 - GLI071 – Outbound Disbursement Load –
 - Daily file test completed on May 8th
 - LAS/PBS has asked for an update to the Annual File logic for Cash Management data; Project is reviewing request to determine what can be done
- ▶ End of Year testing will occur after the UAT refresh in August/September
- ▶ The Project and LAS/PBS are also having discussion on whether conversion files are needed from Florida PALM for the Transparency site



Testing Activities

Enterprise Testing

As of COB May 8th

- ▶ All other enterprise systems (People First, MFMP, STMS and FACTS) are continuing UAT with Agencies and Cycle 3 interface testing
 - Project is continuing to work with the partners to resolve questions and issues with integrations
 - Additional change to webservice with MFMP was made for encumbrances that error out in Florida PALM to put in an “on hold” status
 - Working through a future dated hire scenario with People First that may require code change in one or both systems
 - For issues that impact both systems, Tickets are logged in the Florida PALM SNow system; for tickets that only impact the enterprise system, the Tickets are logged in the enterprise system’s ticketing system



Testing Activities

3rd Party Testing

As of COB May 8th

- ▶ PCard Works –
 - Cycle 2 testing started in late April and is continuing
 - Updated seed files were created and provided to BOA on May 8th to support further testing
 - Update in progress for outbound error file to BOA
- ▶ FIS (Deferred Comp Vendor) – Requested code change is still in progress, original code change failed internal testing
- ▶ Corebridge (OPS FICA Alternative Vendor) – Updated test file provided on May 7th, vendor is reviewing
- ▶ JP Morgan – Cycle 3 testing scheduled to start next week



Testing Activities

Agency Interfaces Cycle 2

As of COB May 7th

- ▶ Completed Cycle 2 Testing – 424 of 455
 - Was 451, 4 interface connections have been added
- ▶ Not Started Pending Agency Readiness (based on agency reported status) – 19
 - New Connections – 4
 - Citrus – 12
 - All 12 files are outbound
 - Citrus files are for a new system the agency is planning to build (these will likely be deferred; pending update from agency)
 - DMA - 2
 - Received 2 of 4 files, however both files were using the wrong file format and missing required fields
 - Pending updated files to continue testing
 - DCF – 1
 - Pending updated API031 from the Project in order to complete test



Testing Activities

Agency Interfaces Cycle 2

As of COB May 7th

- ▶ Testing still in Progress – 12
 - Pending Agency Update and New File – 7
 - Project Reviewing Test Results – 2
 - Project Processing Files – 2
 - Processed, pending agency review of results - 1
 - 7 Files are Inbound
 - 5 Files are Outbound
- ▶ Total agencies (not started and in progress) still testing at least one file in Cycle 2 - 13



Testing Activities

Project-Led In-Person Sessions

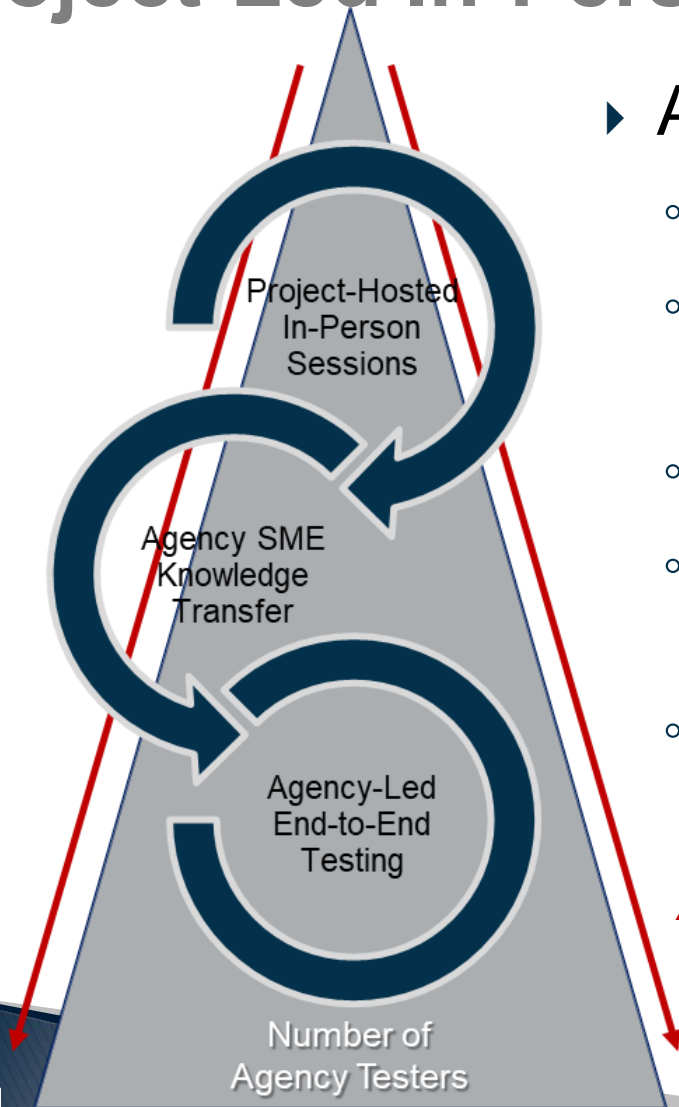


UAT In-Person Sessions:
February 2 – May 7

- ▶ Over a 12-week period, the Project team:
 - Hosted 40.5 days (~243 hours) of in-person sessions across 4 sites (DOR, DACS, AHCA, Car Museum)
 - Conducted 13 Office Hours sessions, with over 140 participants dialing in for the May 8 session
 - Led 570 unique participants (1,072 total participants) through discussion, demonstration, and hands-on activities to build understanding across 11 different subject areas
 - Published or enhanced Knowledge Center materials, including Process Steps and “Complement Your Knowledge” articles

Testing Activities

Project-Led In-Person Sessions



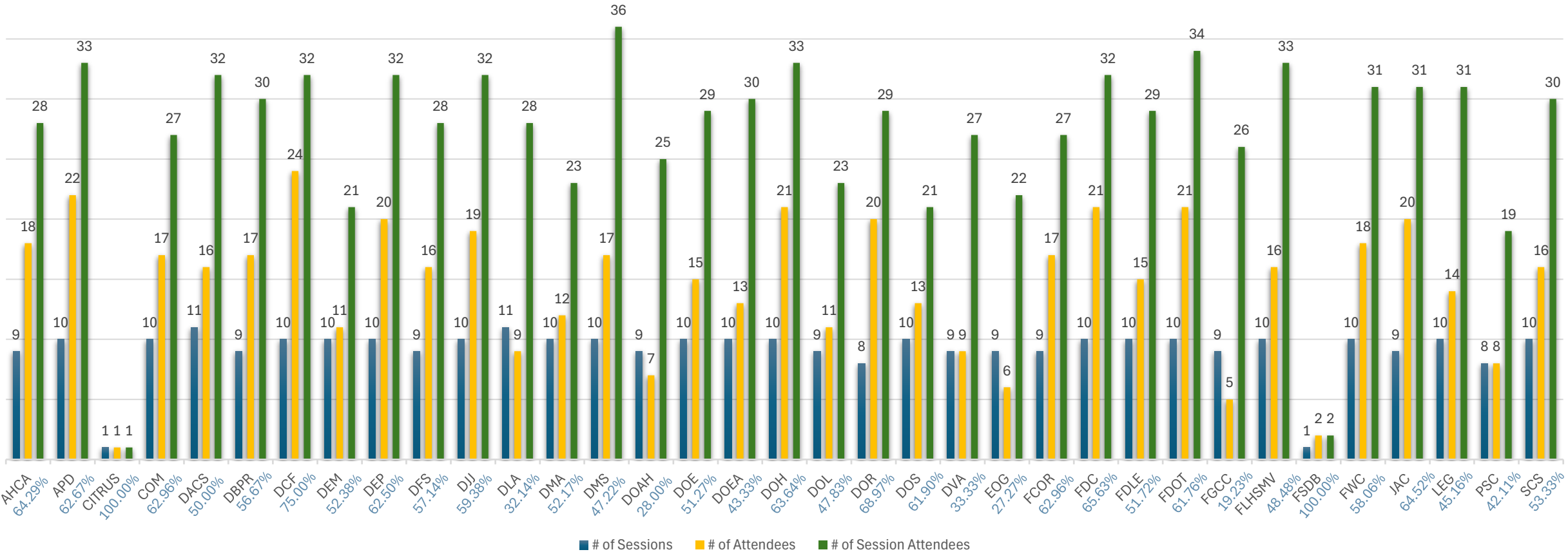
► Areas of Focus for Agencies:

- Assigning the appropriate roles and confirming user set-up
- Guiding users through testing all aspects of their future responsibilities, including with agency business systems
- Identifying and working through issues or process changes
- Collaborating with the Project, as needed, for resolution or clarification of issues or gaps
- Updating Configuration values and cleansing data in source system

***Agency Testing in UAT Environment Until UAT Environment Refresh:
May 8 – August 7***

Testing Activities

Project-Led In-Person Sessions



Percentage indicated for each agency is the ratio of unique attendees (# of Attendees) over the number of individuals that attended sessions on behalf of the agency (# of Session Attendees), some for multiple sessions. The higher the percentage, the greater the number of individuals participating in the sessions on behalf of the agency (i.e., less concentration in a few SMEs).



Testing Activities

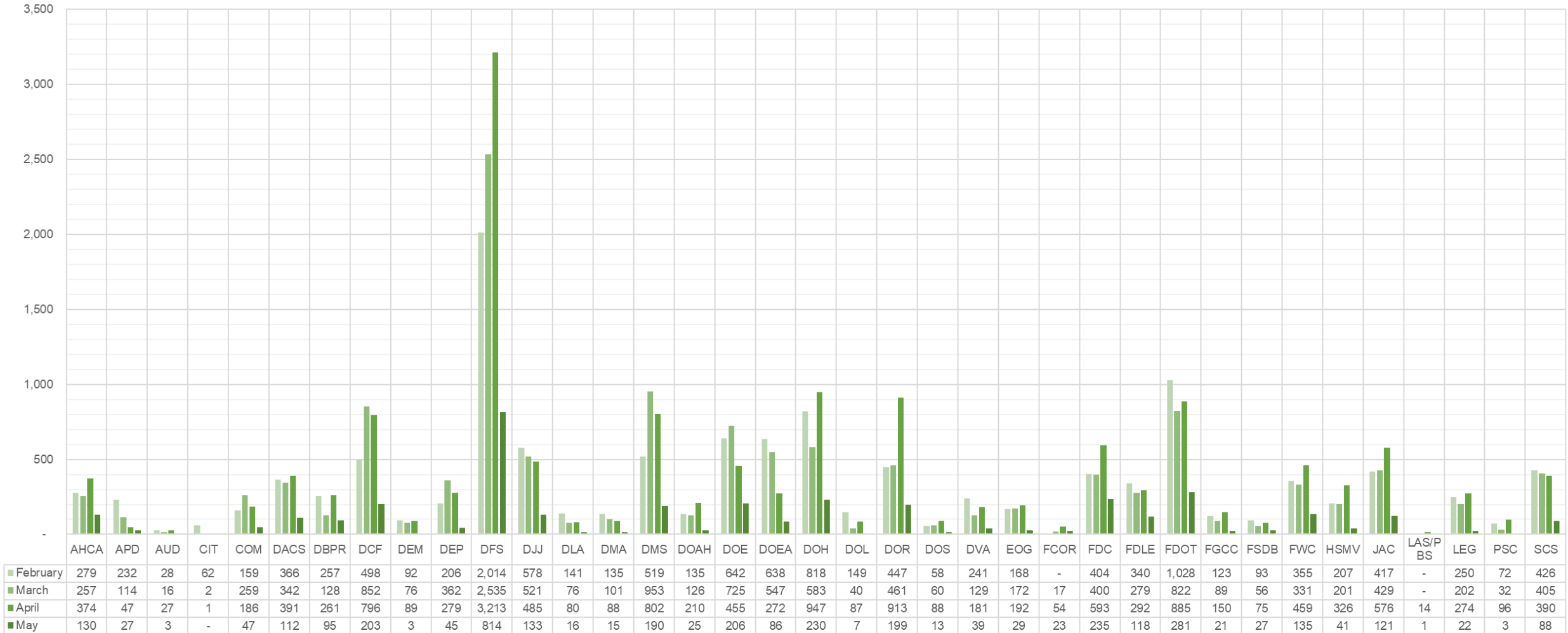
Testing vs. Training

	Testing	Training
What's its purpose	<ul style="list-style-type: none"> To expose end users to the system To test end-to-end business processes with agency business systems and impacted end users To confirm business processes and update or refine based on knowledge and information gained 	<ul style="list-style-type: none"> Project-created: To provide structured learning on core Florida PALM functionality Agency-created: To provide comprehensive information on agency business processes that involves Florida PALM and agency business systems
What it is / isn't	<ul style="list-style-type: none"> Is: A platform and time for all end users to get into the system and interact with system functionality and agency data Is: A chance to test core processes and to explore fringe scenarios Is: An opportunity to confirm role assignments for end users, including resolution of SOD conflicts Isn't: Error free or without challenges Isn't: Meant to be only for subject matter experts 	<ul style="list-style-type: none"> Is: Structured learning for key components of processing within Florida PALM Is: Partially provided by the Project (system functionality) and the agency (agency-specific business system functions or business processes) Isn't: An opportunity to explore the capabilities of the system
What resources are / will be available	<ul style="list-style-type: none"> Process Steps, demo videos, and knowledge articles published to the Knowledge Center (KC) Pre-requisite Training materials published in the People First LMS Weekly Office Hours (recorded and available on the KC) Support requests through SNow tickets 	<ul style="list-style-type: none"> End User Manual Web-Based Training Instructor Led / Facilitated Training
When it is conducted	<ul style="list-style-type: none"> From February 2 through Go Live Over an extended period that includes two mock data sets (Mock 4, Dry Run 2), a role assignment refresh 	<ul style="list-style-type: none"> Project-provided: October through January (<i>WBT available beyond January</i>) Agency-provided: Timing in accordance with Agency Training Plan
Who / what it impacts / involves	<ul style="list-style-type: none"> Agency leadership and business process owners Agency business systems and their owners / support Agency subject matter experts 	<ul style="list-style-type: none"> Project-provided: Florida PALM end users Agency-provided: Florida PALM end users; agency business systems users; agency staff involved in business process

Testing Activities In the System

Environment Log Ins by Agency and Month

Through May 8



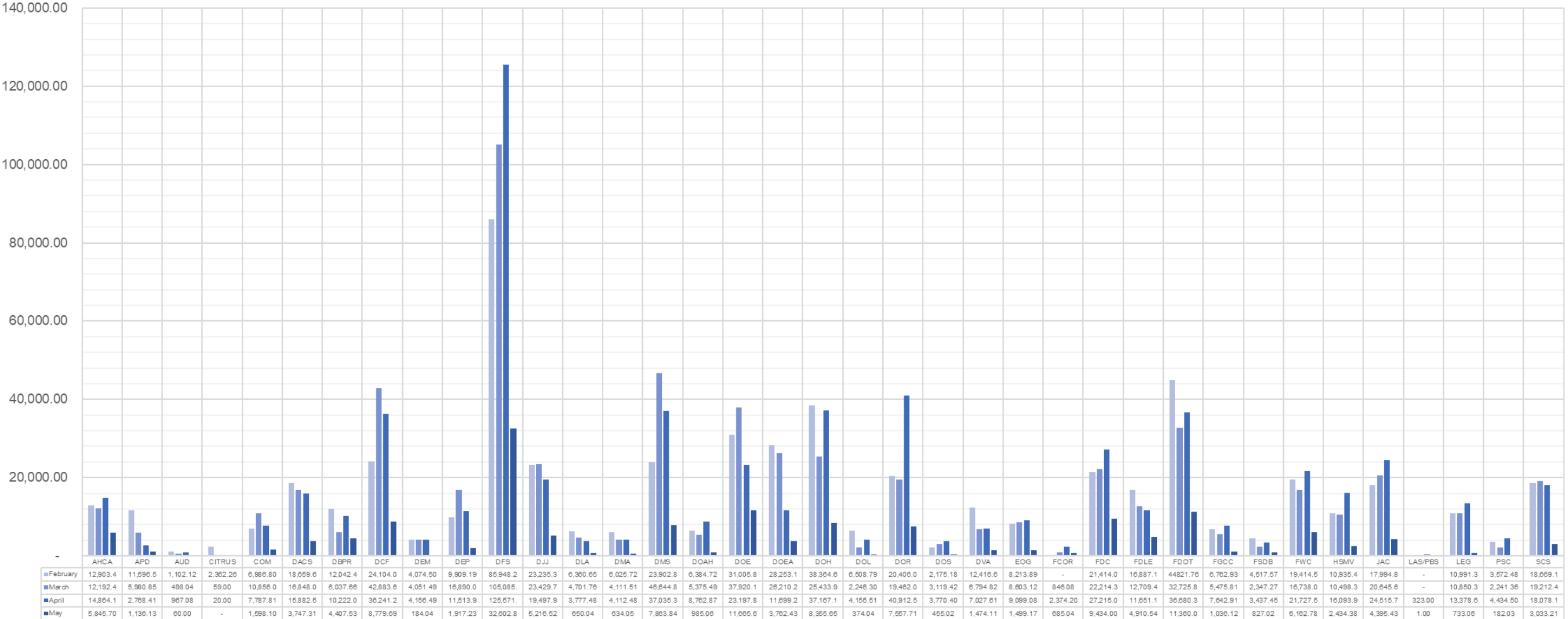
DFS: Includes A&A, Treasury, and DFS Proper

February March April May

Testing Activities In the System

Total Time In UAT Environment by Agency and Month

Through May 8



DFS: Includes A&A, Treasury, and DFS Proper

■ February ■ March ■ April ■ May

Interface Testing

Interface Cycles 1 – 3 Testing Activities 38 (as of 5/8/2026)

Cycle 2 Interface Testing Execution Metrics

Interface Partners	0-Not Started	1-In Progress	2-Failed - SIR Resolution	3-Processed - In State	4-Processed - Partner	5-Passed - State Review	Total
Agency	20	2	2	2	7	424	457
Enterprise Partner	--	14	--	--	--	70	84
DFS	--	--	--	--	--	10	10
FRS	--	--	--	--	--	10	10
LAS/PBS	--	14	--	--	--	8	22
MFMP	--	--	--	--	--	15	15
PF	--	--	--	--	--	15	15
STMS	--	--	--	--	--	12	12
Third Party	--	2	--	--	1	13	16
BOA	--	2	--	--	1	--	3
Corebridge	--	--	--	--	--	1	1
FIS	--	--	--	--	--	3	3
JPM Chase	--	--	--	--	--	9	9
Total	20	18	2	2	8	507	557

Cycle 2 Partner Completion Metrics

Interface Partners	0-Not Started	1-Validating Results	2-Correcting Data Issues	3-Complete	Total
Agency	25	4	5	423	457
Enterprise Partner	--	14	--	70	84
DFS	--	--	--	10	10
FRS	--	--	--	10	10
LAS/PBS	--	14	--	8	22
MFMP	--	--	--	15	15
PF	--	--	--	15	15
STMS	--	--	--	12	12
Third Party	2	2	1	11	16
BOA	2	--	1	--	3
Corebridge	--	1	--	--	1
FIS	--	1	--	2	3
JPM Chase	--	--	--	9	9
Total	27	20	6	504	557

Cycle 3 Testing Summary by Connection

Interface Partners	0-Not Started	1-Validating Results	2-Correcting Data Issues	3-Complete	Total
Agency	25	4	5	423	457
Enterprise Partner	--	14	--	70	84
DFS	--	--	--	10	10
FRS	--	--	--	10	10
LAS/PBS	--	14	--	8	22
MFMP	--	--	--	15	15
PF	--	--	--	15	15
STMS	--	--	--	12	12
Third Party	2	2	1	11	16
BOA	2	--	1	--	3
Corebridge	--	1	--	--	1
FIS	--	1	--	2	3
JPM Chase	--	--	--	9	9
Total	27	20	6	504	557

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)	Notes	SIR Count
Agencies	27 / 27	423 / 457	329 / 457	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> Cycle 2 testing is outstanding for 13 agencies Cycle 3: <ul style="list-style-type: none"> The following agencies are testing in UAT – AHCA, COM, DACS, DCF, DEP, DFS, DMS, DOH, DOL, DOR, FDLE, FDOT, JAC, LEG (HL), and SCS DOR End-of-Year testing complete in UAT 	<ul style="list-style-type: none"> 19 Open SIRs: <ul style="list-style-type: none"> 0 – High 18 – Medium 1 – Low
Enterprise Partners	6 / 6	70 / 84	52 / 84	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> LAS/PBS – GLI088, GLI071, and KKI011 testing is in progress Received feedback from A&A on AP and Payroll Warrant MICR updates that are needed Cycle 3: <ul style="list-style-type: none"> The following enterprise partners are testing in UAT – DFS (FACTS and FLIPS), FRS, MFMP, PF, and STMS 	
Third Parties	3 / 3	11 / 16	4 / 16	<ul style="list-style-type: none"> Cycle 2: <ul style="list-style-type: none"> BOA Cycle 2 testing of API058, API131, and API132 is ongoing. Cycle 3: <ul style="list-style-type: none"> The following third parties are testing in UAT – FIS, NIC, WF, and JPM production data is supporting UAT JPMorgan Chase – Functional team is working with A&A and Treasury to plan ACH Returns testing 	

Testing Activities

All Testing Services

All Tickets Status

(as of 5/10/2026)

5,294

Total # of Logged Tickets

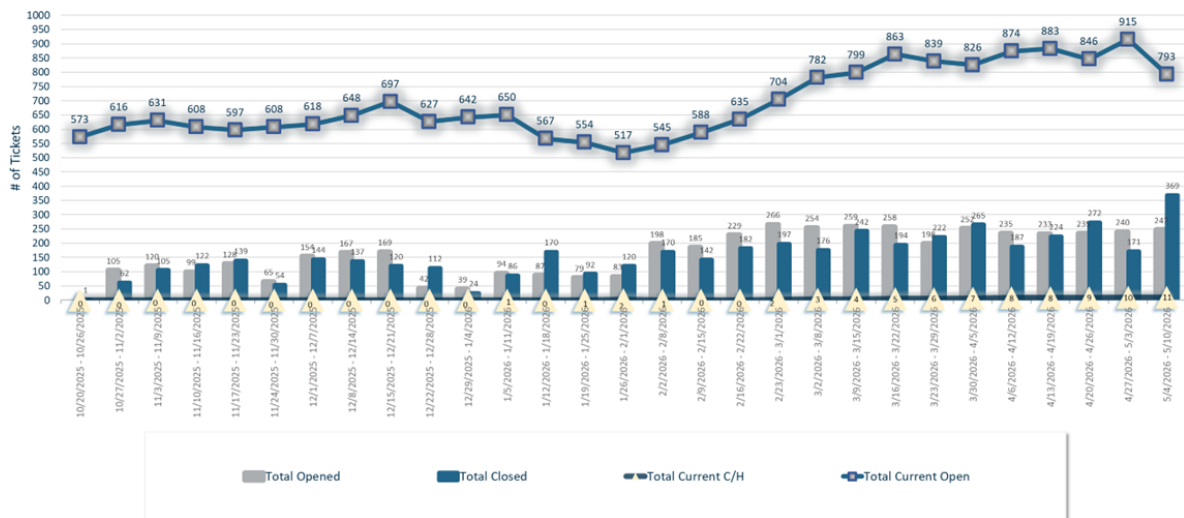
4,501

Total # of Closed Tickets

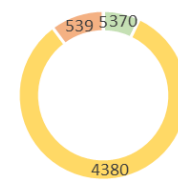
793

Total # of Open Tickets

All Tickets: Open vs. Closed

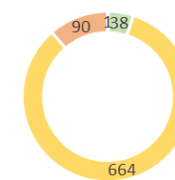


All Tickets by Priority



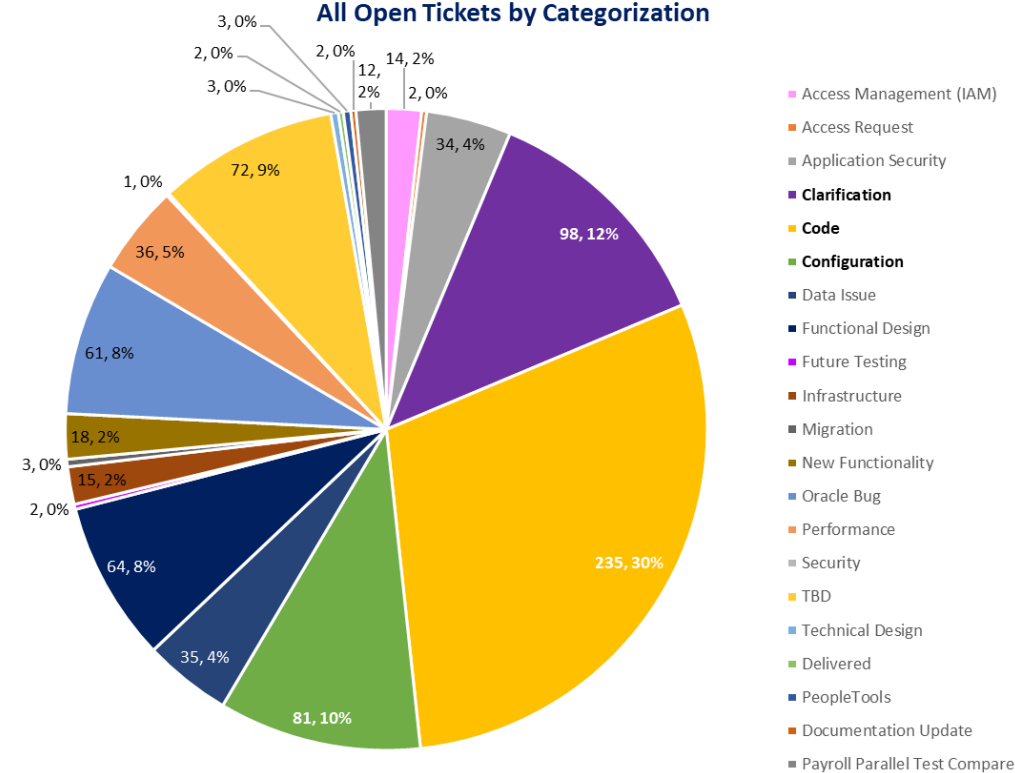
■ 1 - Critical ■ 2 - High ■ 3 - Medium ■ 4 - Low

All Open Tickets by Priority



■ 1 - Critical ■ 2 - High ■ 3 - Medium ■ 4 - Low

All Open Tickets by Categorization



Testing Activities

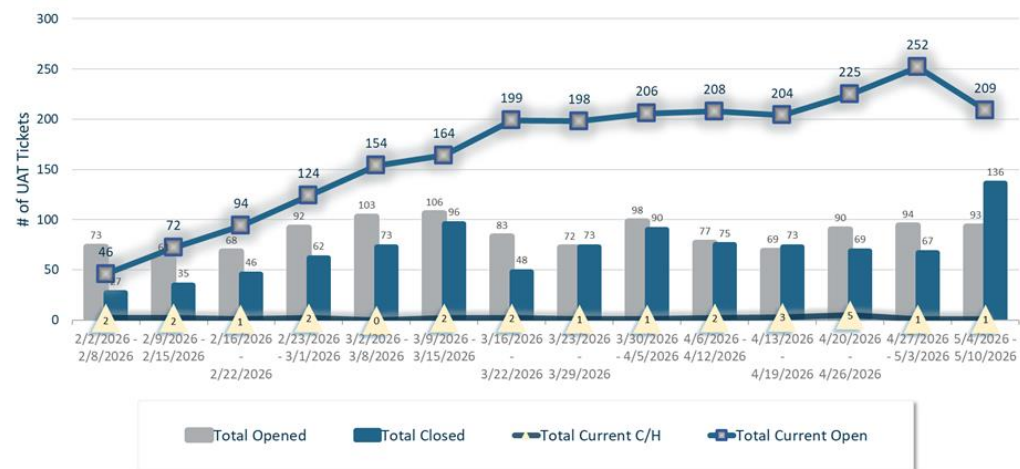
User Acceptance Testing

All Agency UAT Tickets Status

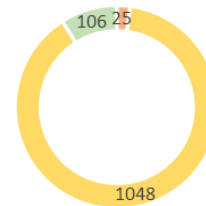
(as of 5/10/2026)



All Agency UAT Tickets: Open vs. Closed

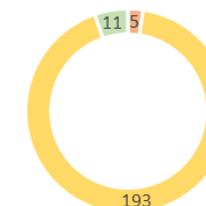


All Agency UAT Tickets by Priority



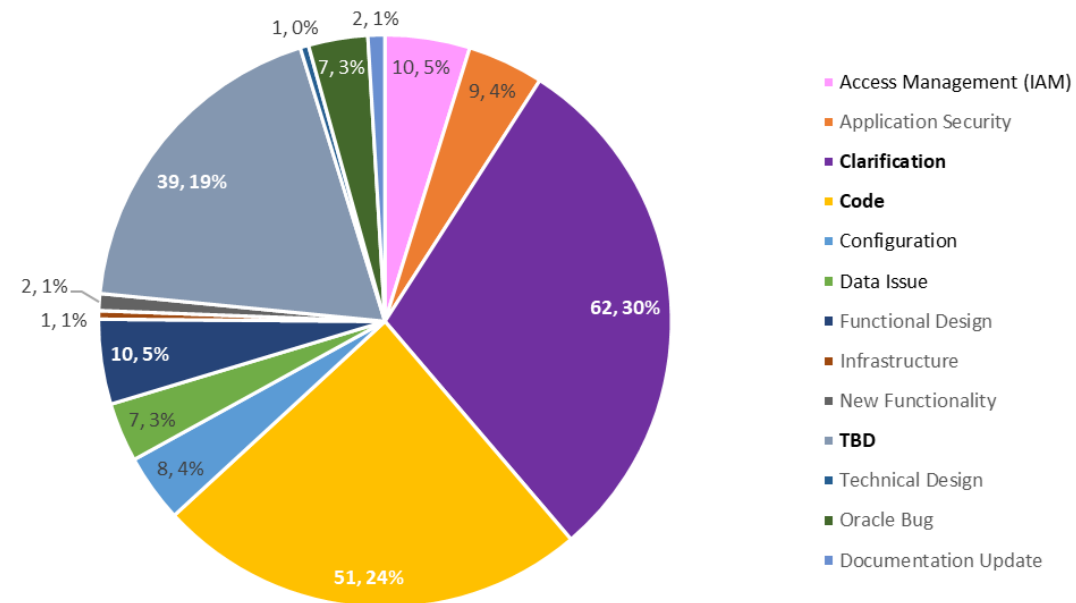
2 - High 3 - Medium 4 - Low

Open Agency UAT Tickets by Priority



2 - High 3 - Medium 4 - Low

Open All Agency UAT Tickets by Categorization



Total All Agency UAT Tickets by Agency

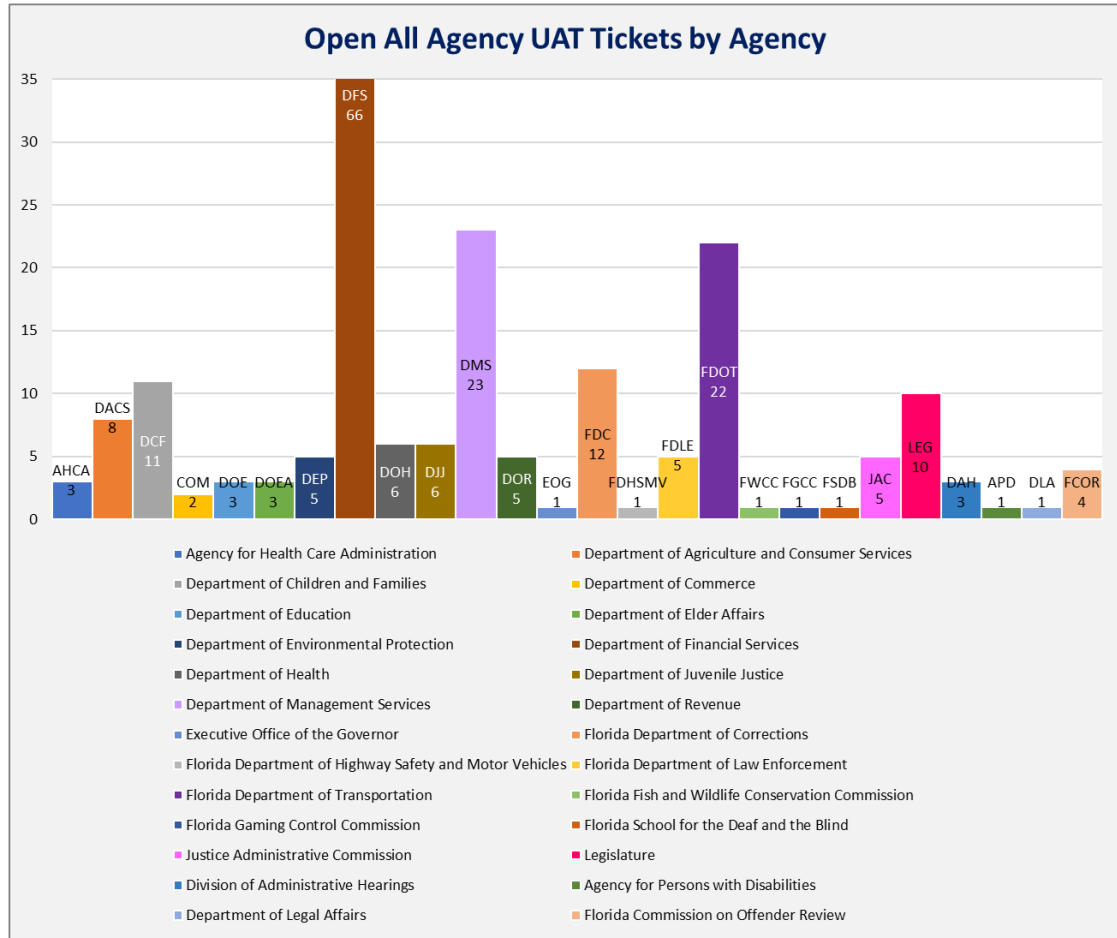
(as of 5/10/2026)

Agency	Acronym	Total Tickets
Agency for Health Care Administration	AHCA	11
Agency for Persons with Disabilities	APD	6
Department of Agriculture and Consumer Services	DACS	30
Department of Business and Professional Regulation	DBPR	5
Department of Children and Families	DCF	154
Department of Citrus*	CITRUS	0
Department of Commerce	COM	23
Department of Education	DOE	47
Department of Elder Affairs	DOEA	16
Department of Environmental Protection	DEP	35
Department of Financial Services	DFS	193
Department of Health	DOH	84
Department of Juvenile Justice	DJJ	44
Department of Legal Affairs	DLA	4
Department of Management Services	DMS	68
Department of Military Affairs	DMA	4
Department of Revenue	DOR	32
Department of State	DOS	1
Department of the Lottery	DOL	1
Department of Veterans' Affairs	DVA	7
Division of Administrative Hearings	DAH	10
Division of Emergency Management	DEM	3
Executive Office of the Governor	EOG	10
Florida Commission on Offender Review	FCOR	12
Florida Department of Corrections	FDC	109
Florida Department of Highway Safety and Motor Vehicles	FDHSMV	5
Florida Department of Law Enforcement	FDLE	36
Florida Department of Transportation	FDOT	98
Florida Division of Emergency Management*	DEM	0
Florida Fish and Wildlife Conservation Commission	FWC	18
Florida Gaming Control Commission	FGCC	32
Florida School for the Deaf and the Blind	FSDB	14
Justice Administrative Commission	JAC	25
Legislature	LEG	32
Public Service Commission	PSC	2
State Courts System	SCS	8
Total		1179

*No tickets logged

Testing Activities

User Acceptance Testing



READINESS ACTIVITIES



Readiness Activities

Agency Preparation for DR2 and UAT Refresh

- ▶ Agency Supplier Record Confirmation – Due May 22
- ▶ Data cleansing based on Dry Run 1 results – Due June 17
- ▶ Configuration and Conversion Workbooks – Due June 17
 - Must be complete and error free
 - Monthly Maintenance Task (RW697) closed April 30
 - 10/35 agencies submitted incomplete with Configuration Workbook errors/blanks
 - Conversion workbooks not required for task verification in April
- ▶ Role Mapping Workbooks – Due June 26
 - Must include all end users and have all SOD conflicts approved by DFS A&A
 - Monthly Maintenance Task (RW 696) closed April 30
 - 9/35 agencies submitted incomplete with Role Mapping errors/blanks
 - SOD Conflict resolution not required for task verification in April



Readiness Activities

Agency Training and Documentation Preparations

- ▶ Agencies are responsible for developing and delivering training on:
 - Agency-specific policies and procedures
 - Understanding and applying the Florida PALM business processes within the agency
 - Agency-specific values (e.g., ChartField values)
- ▶ Agencies are updating Training Plans and in early stages of Learning Material Development
- ▶ Based on agency-reported applicable Topics and Activities, agencies must determine which topics require agency-specific training and/or business process documentation updates



Readiness Activities

Criteria for Agency Readiness Certification #3

Continue UAT and Prepare for Training – Due July 10

People

- Updated Training Plan
- Identification of training materials to be developed
- All end users are role mapped
- SOD conflicts resolved
- Plan to ensure all end users practice in UAT

Processes

- Agency has successfully tested at least one user story for each applicable Project Recommended Standard Activity
- Plan to complete testing of all processes after UAT refresh
- Identification of all process documentation to be created or updated

Technology

- All Cycle 3 interfaces have been successfully tested more than once
- Agency has produced and tested all inbound files in UAT or has a plan to complete before the UAT refresh
- Plan to complete interface testing after UAT refresh
- Agency Business Systems are being remediated based on UAT findings

Data

- Agency specific configurations are being tested and maintained in configuration workbooks
- Agency configuration and conversion workbooks are complete and error free
- Agency has cleansed data in FLAIR, FACTS and MFMP; ready for Dry Run 2



Readiness Activities

April Progress Reports – General Observations

- ▶ April Progress Report confirmed and submitted by 34/35 Agency Sponsors
 - FGCC did not submit
- ▶ New in April - Agencies confirmed which activities from the Florida PALM Topics and Activities list are not applicable for their agency (i.e., the agency will NOT perform that activity in Florida PALM)
 - Identification of applicable vs non-applicable activities provides the scope of activities for testing and training
 - Agencies should have at least one user story for each applicable activity and should be testing all applicable activities
 - Based on applicable topics and activities, Agencies will determine if agency-specific training is needed and/or business process documentation updates are needed
 - 6 agencies indicated more than 50% of activities intended for agencies as “not applicable”

April 2026 – Agency Progress Reports



Readiness Activities

April Progress Reports – Cycle 3 Interface Testing

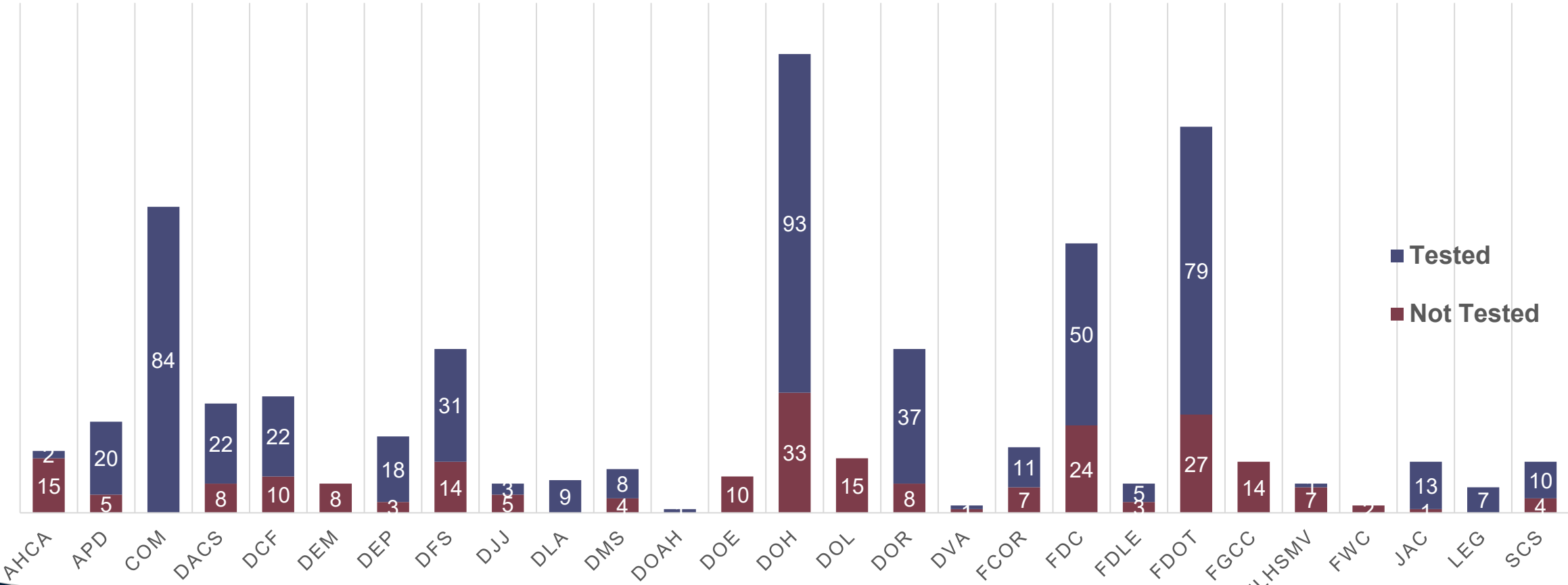
- ▶ 22 out of 27 agencies reported Cycle 3 testing progress (+2 *agencies from last month*)
 - 5 agencies reported no testing in April
 - DEM, DOE, DOL, FGCC, FWC
 - 3 agencies that remain with all interfaces in Cycle 2 testing (no interfaces ready for Cycle 3 testing)
 - DBPR, DMA, Citrus
 - 15 of 23 agencies testing inbound interfaces (+3 *from last month*)
 - 20 of 26 agencies testing outbound interfaces (+4 *from last month*)



Readiness Activities

April Progress Reports – Cycle 3 Interface Testing

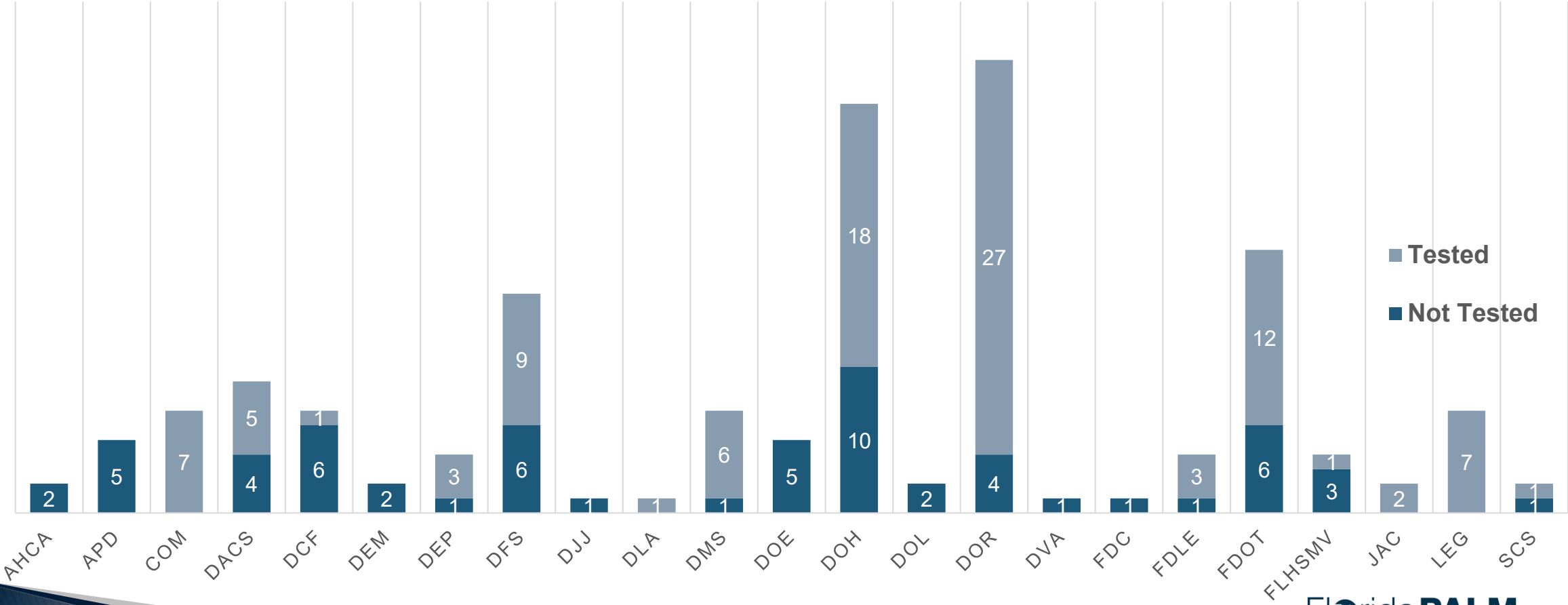
Total Interfaces Tested vs. Not Tested in April



Readiness Activities

April Progress Reports – Cycle 3 Interface Testing

Inbound Interfaces Tested vs. Not Tested in April

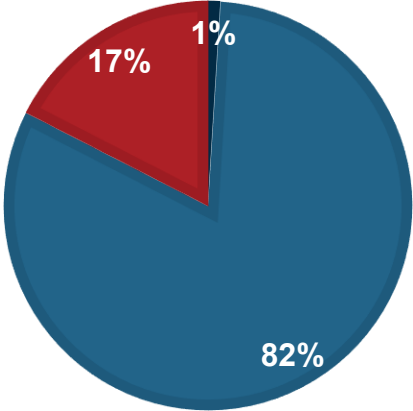


Readiness Activities

April Progress Reports – Cycle 3 Interface Testing

Inbound Interface Testing Performance Outcome

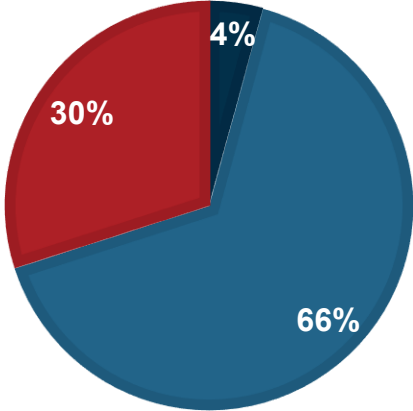
■ Above Expectation ■ Satisfactory ■ Inadequate



- ▶ 4 agencies reported inadequate Inbound Testing for 12 interfaces
- ▶ Inadequate Comment Trends for Inbound Files:
 - File processing with errors
 - Reported SNow Tickets - 9

Outbound Interface Testing Performance Outcome

■ Above Expectation ■ Satisfactory ■ Inadequate



- ▶ 8 agencies reported inadequate Inbound Testing for 20 interfaces
- ▶ Inadequate Comment Trends for Outbound Files:
 - Scheduling/file availability
 - Files containing no data or only delta data
 - File size
 - Reported SNow Tickets - 10



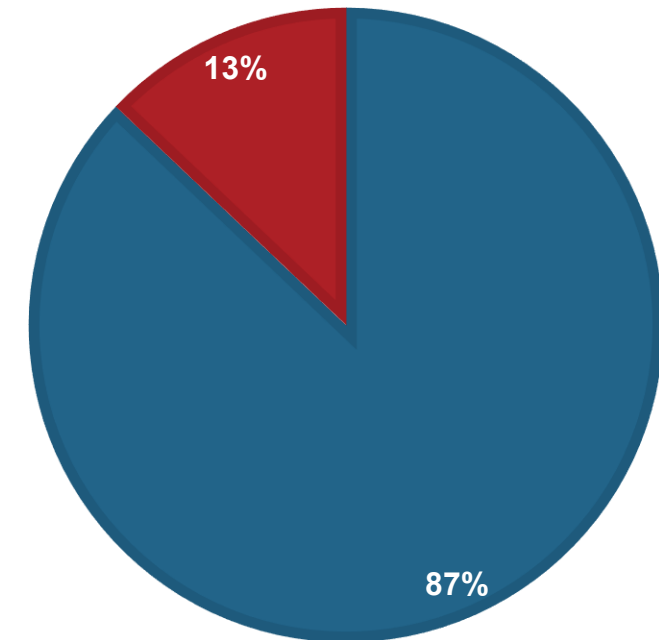
Readiness Activities

April Progress Reports – User Story Testing

- ▶ 31 out of 35 agencies reported testing (*-1 agency from last month*)
 - 4 Agencies reporting no testing in April
 - DLA, DOS, Citrus, DOAH
 - 6 agencies reported fewer than 50 tests
 - 4 agencies reported more than 500 tests
- ▶ Overall Performance Outcome
 - Satisfactory – 28 agencies
 - Inadequate – 4 agencies
 - DJJ, JAC, FGCC, FSDB

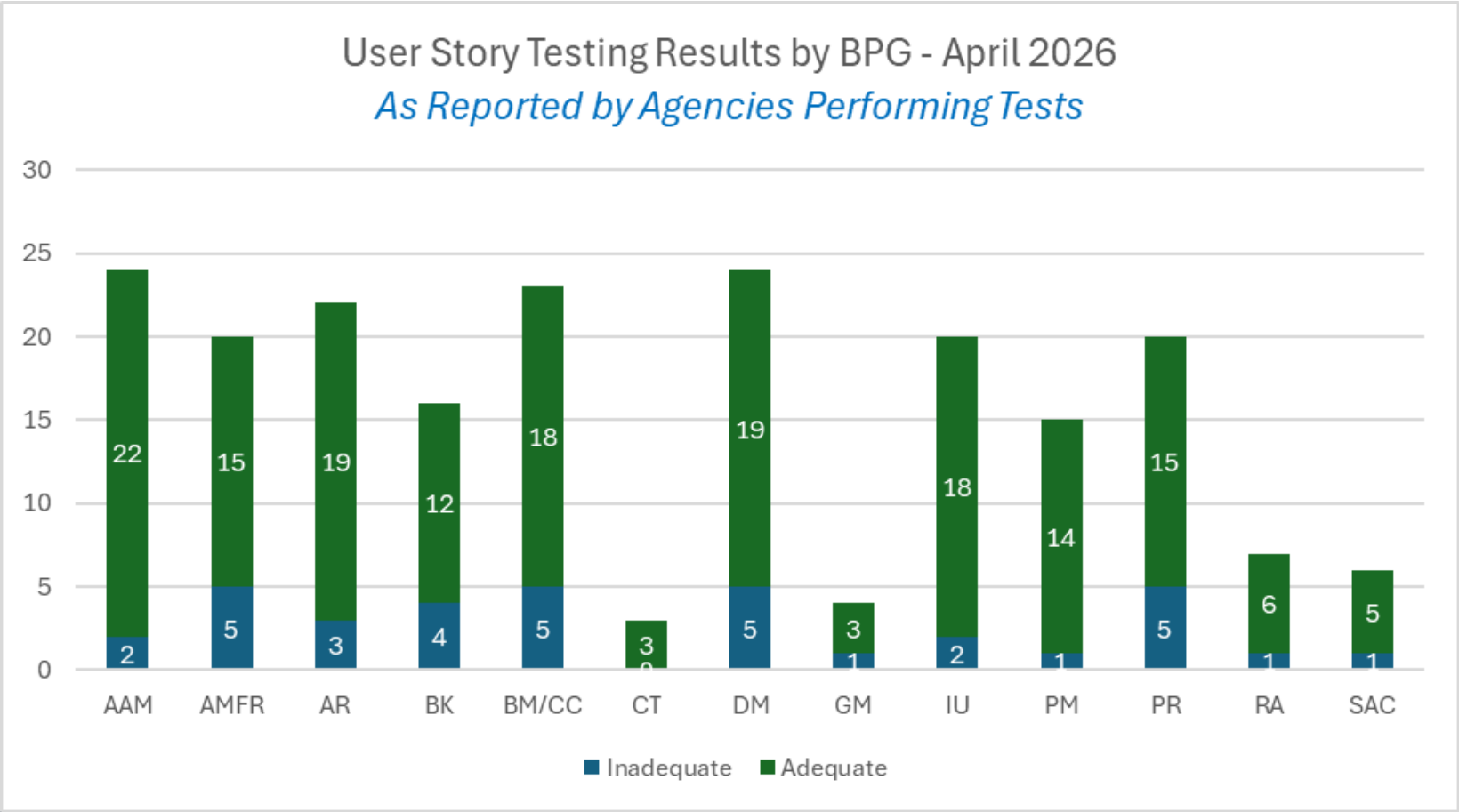
User Story – Overall Performance Outcome

■ Above Expectation ■ Satisfactory ■ Inadequate



Readiness Activities

April Progress Reports – User Story Testing



- ▶ This chart shows the agency-reported performance outcomes by BPG – inadequate or adequate
- ▶ DM and BM/CC had the greatest number of agencies reporting test results with 24 and 23, respectively
- ▶ CT had no “inadequate” results reported
- ▶ PM, AAM, and IU reported 90% or higher “adequate” results
- ▶ The lowest “adequate” outcomes reported were AMFR, BK, GM, and PR at 75%



Readiness Activities

Progress Reports – Changes for May

- ▶ More accurate error counts for Configuration and Conversion Workbooks
 - Error messaging in workbooks enhanced to identify incomplete/blank rows of data
- ▶ Applicable vs Non-applicable Activities
 - Update widget to identify number of activities an agency will not perform in Florida PALM (not-applicable) and how many of those are Project Recommended Standard Activities

User Stories / Project Defined Activities Summary

Combined Counts

- Non-Applicable Activities =
- Non-Applicable Project Recommended Activities =
- Applicable Activities with User Stories =
- Applicable Activities without User Stories =

Percent of Applicable Activities with User Stories = / = %

Readiness Activities

Progress Reports – Changes for May

- ▶ Added Training Section
- ▶ New Training Plan Update widget required to be completed

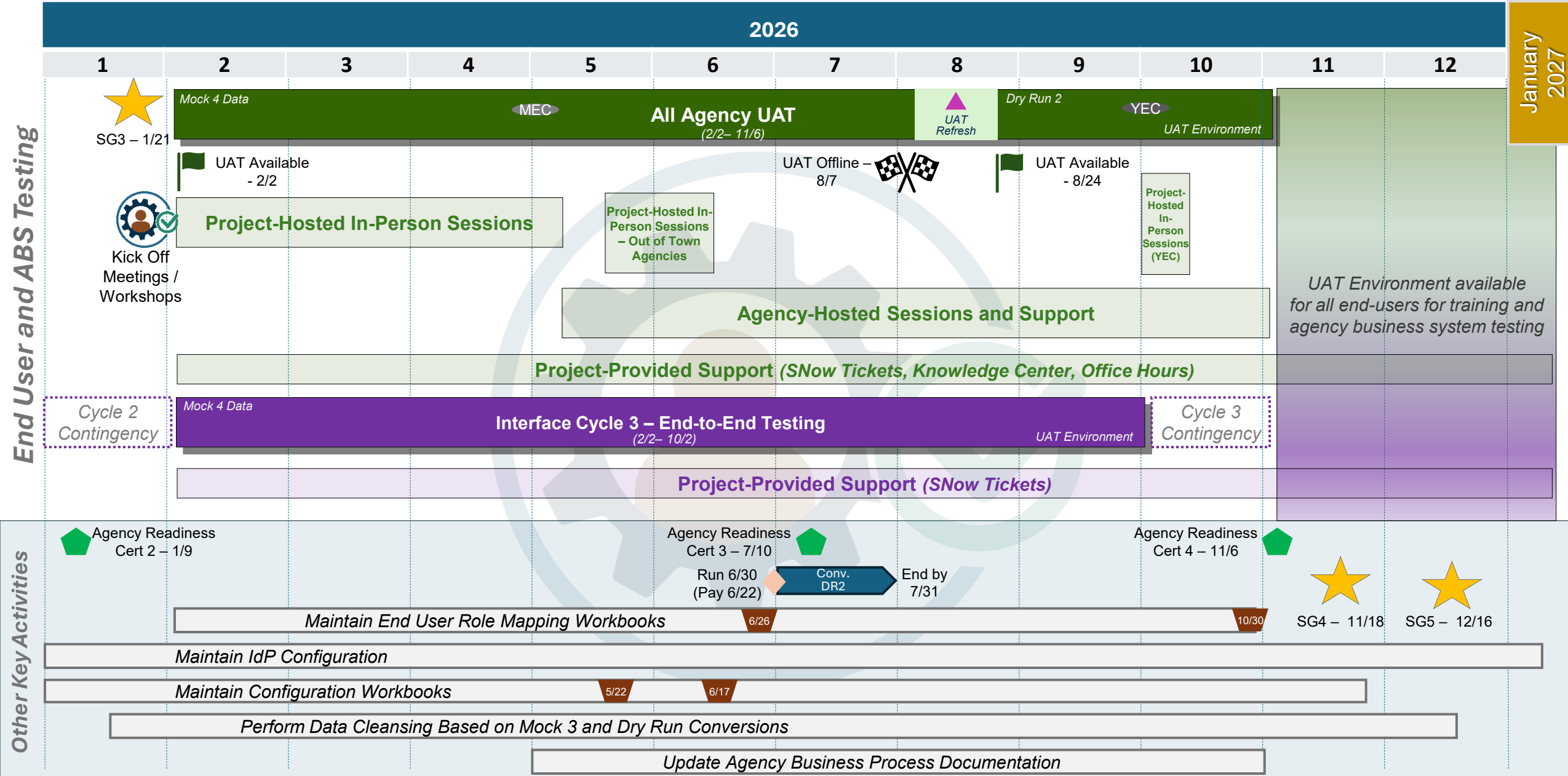
Training					
Training Plan Update					
Training Plan Update Progress	Estimated Training Population	How many users create/approve transactions?	How many users are reporting/inquiry only?	Do you plan to create agency-specific training?	Agency-specific Training Approach
Required Updates Have Been Identified	101-150			Yes	Demo



ROAD TO GO-LIVE



User Acceptance Testing (UAT) Timeline



Road to Go-Live

What's Up Next?

- ▶ 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
- ▶ Agency Readiness Certification #3 is Due July 10th
- ▶ Dry Run 2 Readiness
 - CMS and FLAIR snapshots will be taken on 7/1 after all 6/30 processing is complete
 - This will be the snapshot to *reconcile* back to FLAIR
 - Keys for agencies:
 - Resolve Dry Run 1 errors
 - Ensure all transactions are accurately posted in Departmental FLAIR and in balance
 - Update and resolve errors in agency configuration workbooks
- ▶ August 8 – 23:
 - UAT refresh using Dry Run 2 data applied
 - UAT environment not be available for testing while the UAT refresh occurs
 - PeopleTools Upgrade applied
 - All prior agency test transactions will be wiped
 - All Separation of Duties (SOD) conflicts must be resolved for user roles



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