Florida PALM

Planning, Accounting, and Ledger Management

BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

Executive Steering Committee

Department of Financial Services

September 23, 2026

BLAISE INGOGLIA
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

Florida PALM
Planning, Accounting, and Ledger Management

Administrative

Julian Gotreaux

Administrative
Budget

FY 2026-2027 Spend Plan Summary as of September 18, 2026

Category	Projected FYTD	Incurred FYTD	Released FYTD	Release Remaining
FLAIR System Replacement	**$11,545,016**	**$10,829,697**	**$11,611,760**	**$782,063**
SSI Implementation Services	$4,957,400	$4,846,333		
Facilities and Maintenance	$103,923	$103,923		
Production Support	$2,787,819	$2,787,819		
Additional Facilities	$61,081	$40,721		
Production Support Administration	$9,693	$9,075		
Oracle Software and Maintenance	$514,135	$486,861		
Project Administration	$149,463	$74,545		
Florida PALM-UAT	$1,210,832	$1,210,832		
ERP Support Services	$1,331,542	$947,740		
QA Support Services	$419,128	$321,848		
Data Processing Services	$0	$0	$0	$0
Contingency	$0	$0	$0	$0
Salaries & Benefits	$3,108,079	$1,802,200	$12,312,734	$10,510,534
HR Transfer and Risk Management Insurance	$22,598	$22,598	$43,305	$20,707
Total:	**$14,675,693**	**$12,654,495**	**$23,967,799**	**$11,313,304**

Administrative

Schedule

SG4 – Agency Readiness *Agency Readiness Certifications have been received*		November 18, 2026
Critical Path Item	Trend	Status (Due Date)
I-WP110 – Training Build	🔴	In Progress (10/01/2026)
UAT Complete	🟢	In Progress (11/06/2026)
Agency Readiness Certification 4	🟢	Future Task (11/06/2026)

Completed/Accepted On Schedule Behind Schedule Late

Status as of 09/18/2026

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)
D658 – Develop the Deployment and Contingency Plan	Completed/Accepted	Accepted
D662 – Completion of Mock Conversion IV	Completed/Accepted	Accepted
D664 – Development of Hypercare Support Plan	Completed/Accepted	Accepted
D665 – Updated Post Implementation Support Plan	Completed/Accepted	Accepted
D664 – Hypercare Support Plan – Review and Update	On Schedule	Future Task (09/28/2026)
D670 – Completion of Payroll Parallel Testing	On Schedule	In Progress (10/28/2026)
Full Batch Schedule Including Critical Jobs List	On Schedule	In Progress (11/10/2026)
WP416 – Completion of Regression Testing	On Schedule	In Progress (11/02/2026)

Critical Path Item	Trend	Status (Due Date)
D674 – Completion of Penetration Testing	On Schedule	In Progress (10/27/2026)
D676 – Completion of Disaster Recovery Testing	On Schedule	In Progress (10/09/2026)
D710 – Completion of Interface Testing Segment III	On Schedule	In Progress (10/16/2026)
D711 – Completion of Performance Testing Segment II	On Schedule	Future Task (10/27/2026)
D708 – Completion of Dry Run 4	On Schedule	Future Task (11/13/2026)
Final Cutover Checklist Approve	On Schedule	Future Task (12/01/2026)
Known Issues & Enhancements List Confirmed	On Schedule	Future Task (12/04/2026)

Completed/Accepted   On Schedule   Behind Schedule   Late

Status as of 09/18/2026

Administrative
Risks and Issues

- Three open Issues
  - Issue 39 – Performance Issues Related to Processing the FRS Retiree Payroll File
  - Issue 41 – Carry Forward Receipt Transaction-Process Functionality Gaps
  - Issue 42 – The Project will be Delayed in Completing all Training Materials By Milestone
- Five open risks with a score of 6 or greater
  - One with a score of 6
    - Risk 5 – Timing and efficiency of information sharing *– Increasing*
  - Four with a score of 9
    - Risk 1 – Insufficient staffing, delays in onboarding, or the loss of critical personnel *– Increasing*
    - Risk 2 – External stakeholders and agencies expectations *– Increasing*
    - Risk 4 – Agency engagement *– Increasing*
    - Risk 14 – UAT Exit Criteria for Florida PALM *– Increasing*

Open Issues Log
Open Risks Log

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 August: High
- Trends Florida PALM IV&V is monitoring in September:
  - Pace of remaining Agency testing.
  - End-user exposure to Florida PALM and Agency training progress.
  - Remaining Agency Interface testing for Cycles 2 and 3.
  - Performance and high-volume batch testing, the added Payroll Parallel cycle, and new system stability tickets (UAT defects rated Critical by business impact).
  - Timing of Conversion for Dry Run #3.

IV&V Update
Agency Readiness

- Agencies' End-User Exposure to Florida PALM:
  - 73% of end users had accessed the UAT environment as of 9/14; 785 users, including 139 SMEs, have not logged in.
  - Per current Project reporting, Prerequisite Training completion for all users is now expected in early October.
  - Late exposure and training leave limited time to build proficiency, validate processes, and fix late-stage issues before Go-Live.
- IV&V Recommendation: Set weekly login and training targets by Agency and continue to report progress to the ESC.

IV&V Update
Agency Testing

- Finding 35 – Limited Agency-reported execution of Test Cases for All Agency UAT:
  - 65% of planned Agency testing was complete as of 8/31, with 6 weeks left and 100% needed before UAT exit.
  - At the current pace, Agencies are behind what is needed, raising the risk of unresolved defects at Go-Live.
  - Execution improved in September, averaging 359 hours/day (up from 281 in August, 221 in July).
- IV&V Recommendation: Publish a weekly target completion percentage by Agency to measure pace, not just volume.

IV&V Update

Florida PALM Testing

- Performance Testing Segment II:
  - Peak-load testing for Employee Self Service reached 100% CPU utilization on the lower load balancer, slowing system performance.
  - Further tuning is needed before Go-Live.
- Finding 40 – Batch processing of high-volume files may not meet operational needs:
  - Test files are ready; high-volume batch testing is scheduled later in Segment II.
  - Readiness to process high-volume files in production is unconfirmed, pending batch testing.
  - A workaround runs long-running retiree payroll files over the weekend.
  - The permanent fix to the SSI Vendor software is planned after Go-Live.

IV&V Update

Florida PALM Testing

- Finding 41 – Critical and High-impact ticket trends do not yet show sustained system stability and may affect UAT exit readiness:
  - 19 High-impact tickets newly opened as of 9/16 (High-impact means a defect that blocks or disrupts a business process).
  - Backlog has improved, but 13 High-impact tickets have been open for over 30 days.
  - With new and aging tickets continuing, the Project needs time after UAT to stabilize before cutover.
- Finding 43 – Garnishments missed the accuracy threshold in the final bi-weekly Payroll Parallel cycle:
  - 89% reconciled within the $0.50 tolerance, below the 95% target.
  - An additional cycle is being run to validate corrective actions.

IV&V Update

Agency Data, Conversion, and Interfaces

- Finding 33 – Decline in execution of Agency Interface Tests for Interface Testing Cycle 2:
  - 3 Agency Interface connections remain in progress.
  - 22 new outbound connection requests received; these are standard data feeds using an existing file layout.
    - As setup-only work, no impact is expected to schedule or resources.
- Interface Testing Cycle 3:
  - 96% of connections tested, with 93% rated Satisfactory or Above Expectations.
  - 15 Agency tickets remain open; none Critical or High-impact.

IV&V Update

Florida PALM Data, Conversion, and Interfaces

- Finding 42 – Dry run Conversion activities have not yet completed all cutover tasks within the planned cutover window:
  - Dry Runs 1 and 2 exceeded the planned cutover window, with about 50% of Dry Run 2 Conversion tasks taking longer than expected.
  - Delays were driven by additional data processing, data inconsistencies, and re-running Conversion activities.
  - Dry Run 3 is in progress: as of 9/15, 34% of tasks exceeded planned durations and 14% finished ahead of schedule.
  - Timing trends have improved, with fewer tasks running longer than planned.
  - More precise tracking of the actual time to complete each cutover task is needed to confirm the time required for cutover at Go-Live.

Florida Digital Service Monthly Status Report

Warren Sponholtz

Overall August Monthly Assessment

- Florida PALM remains high risk, due to:
  - Increasing schedule pressure
  - System Investigation Requests (SIRs) and performance results
  - $2.38 million (17%) underspent for FY 2026-2027 (delayed deliverables)
  - Continued risks related to UAT, volume and batch testing, and quantifying implementation readiness

Key Risk Drivers and Impacts

- Schedule and execution
- System stability, performance and SIRs resolution
- Training and agency readiness
- UAT exit criteria and implementation readiness

Recommendations for Risk Mitigation

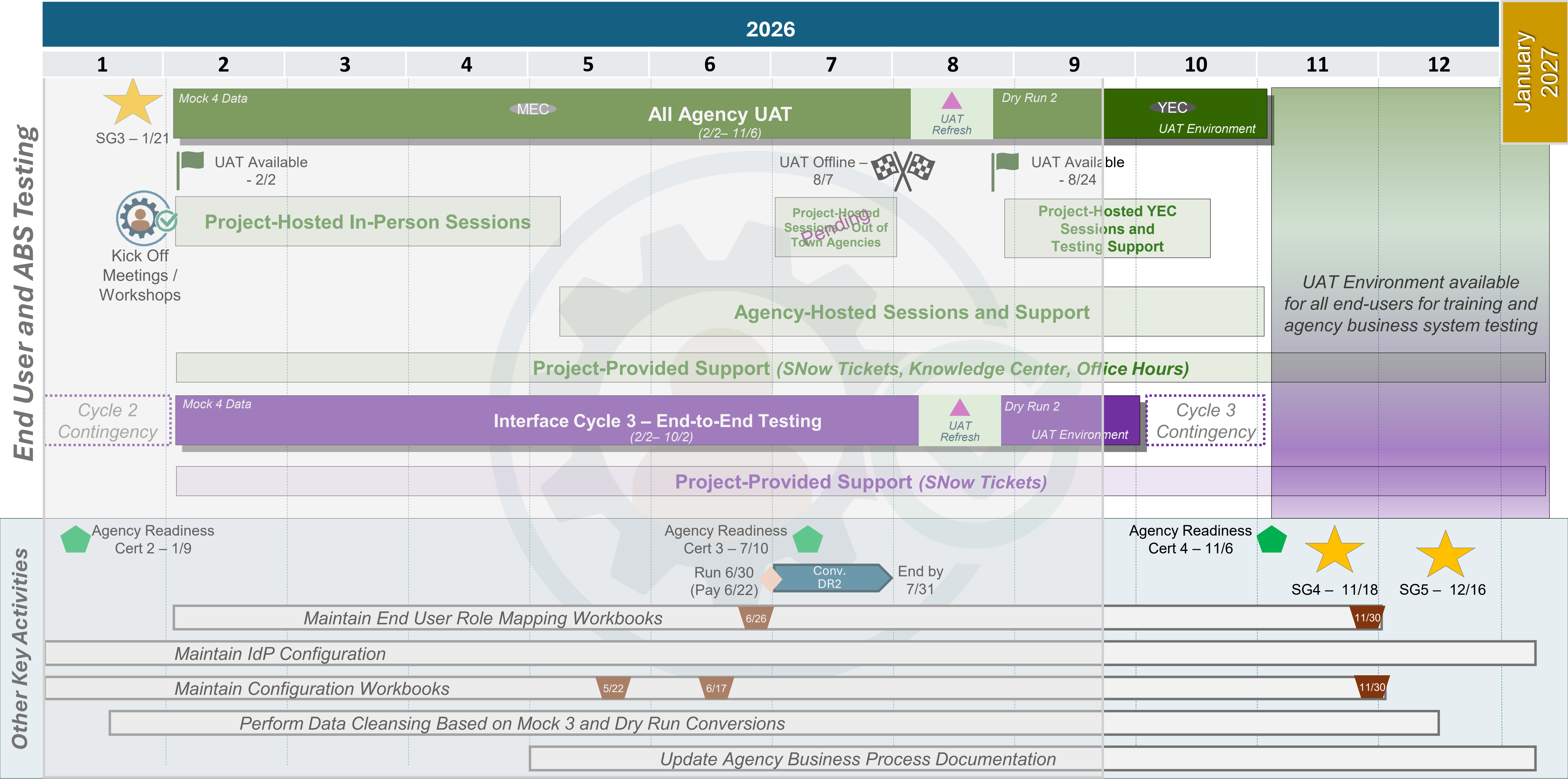
- SIRs reduction and system stability
- Validate critical production processes
- Accelerate training and agency readiness
- Demonstrate readiness using quantitative criteria

Testing Activities

Jimmy Cox, Stacey Morton,
Angie Robertson

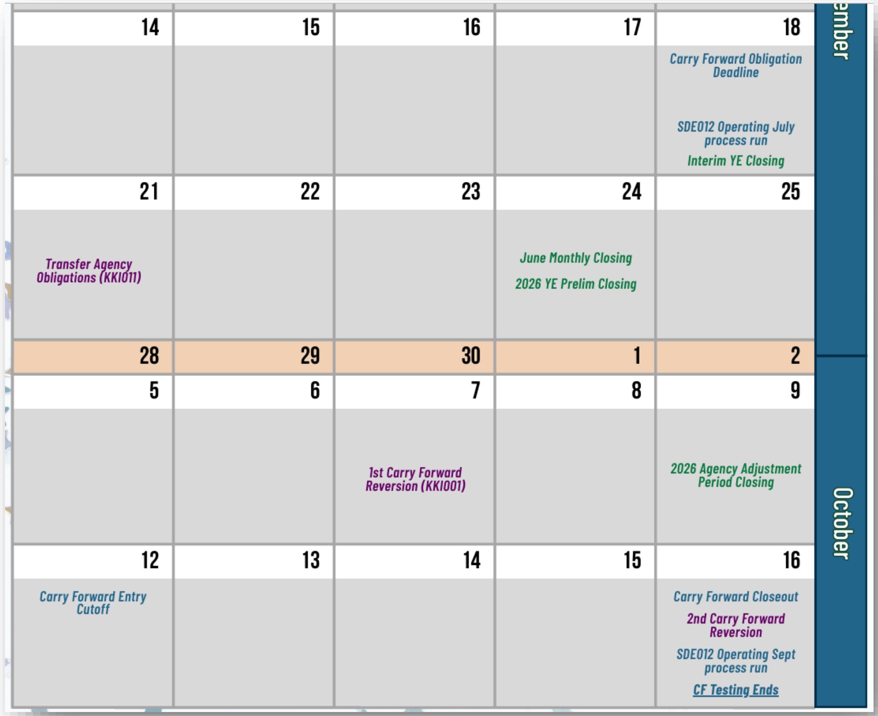
User Acceptance Testing (UAT) Timeline

July 20, 2026



Testing Activities
User Acceptance Testing

- Year End Testing *(Financial and Carry Foward Processes)*
  - Testing has been ongoing during September and is planned to wrap up on October 16
  - We have emulated the activities such as Interim YE close and the Carry Forward Obligation Deadline and transfer of the agency obligations to LAS/BPS
  - In the coming weeks we will emulate the preliminary YE close, 1st and 2nd reversions, the adjustment period close, and finally the completion / cutoff of CF processing
- Sponsor Summit – October 21
  - The event will be at the Tallahassee Automobile Museum, allowing up to 10 attendees per agency – Registration opened this week
  - Focus will be on the 18 Certification #4 readiness criteria, with agencies being encouraged to share their status, blockers, concerns, and critical pending items



Testing Activities
User Acceptance Testing

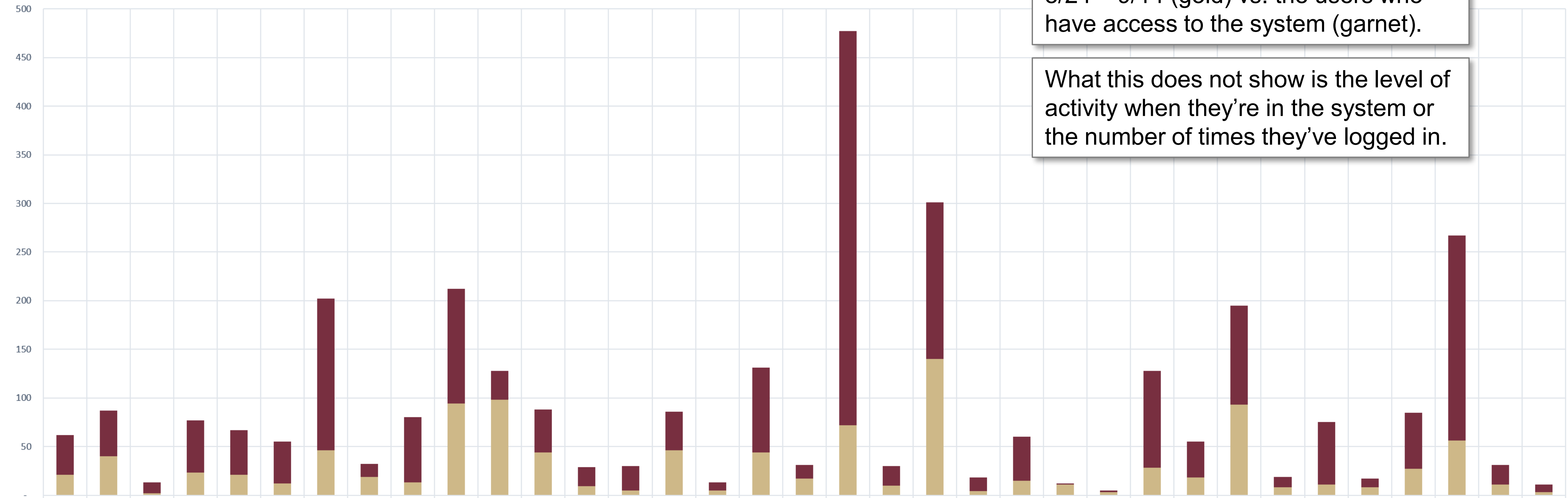
- We are 22 days into the second half of UAT and have 32 days remaining until Agency Readiness Certification #4 is due
- Since the refresh, agency testing activities are slow growing
  - Largest concentration is within the areas we have targeted testing (AR Deposits, Year End Processes, and Payroll)
  - Core processes, such as Vouchers and Encumbrances, have not been tested by all agencies since the refresh (26 of 35)
  - Assets, AR Items, Budget Journals, and Projects have very few numbers of agencies that have tested
- UAT activity stats will be published, by agency, at the end of September for the 8/24 – 9/30 period

Testing Activities

User Acceptance Testing

This chart shows the number of users who have logged into the system from 8/24 – 9/14 (gold) vs. the users who have access to the system (garnet).

What this does not show is the level of activity when they're in the system or the number of times they've logged in.



	AHCA	APD	CIT	COM	DACS	DBPR	DCF	DEM	DEP	DFS	DFS Ent	DJJ
Established Users	62	87	13	77	67	55	202	32	80	212	128	88
Active Users	21	40	2	23	21	12	46	19	13	94	98	44

	DLA	DMA	DMS	DOAH	DOE	DOEA	DOH	DOL	DOR	DOS	DVA	EOG
Established Users	29	30	86	13	131	31	477	30	301	18	60	12
Active Users	9	5	46	5	44	17	72	10	140	4	15	11

	FCOR	FDC	FDLE	FDOT	FGCC	FLHSMV	FSDB	FWC	JAC	LEG	PSC
Established Users	5	128	55	195	19	75	17	85	267	31	11
Active Users	3	28	18	93	8	11	8	27	56	11	3

Testing Activities
Tickets Overview

- Ticket Priority
  - Critical Priority – Generally means a system is completely down and not available for use, or at least not accessible. These are generally resolved very quickly (minutes to a couple of hours).
    - There are currently no critical priority tickets.
    - There have been 3 critical priority tickets during UAT, of which 2 should have been high-priority, not critical. The one that was a true critical-priority was for availability of the payroll system. A network change was made that impacted the unified navigation in UAT. The change was rolled back and issue resolved within an hour of the issue being identified. This ticket occurred and was fixed on April 15, 2026.

Testing Activities
Tickets Overview

- Ticket Priority
  - High Priority – these are tickets that must be resolved before cutover begins and generally have impact on business operations
  - As of 9 am on 9/20, there were 9 high-priority tickets not in a closed or resolved state. All 9 were opened by the Project, none by agencies. Examples of open high-priority tickets includes Warrant Printing format (2 tickets), unique constraint issue (2 tickets).
    - Of the remaining 9 high-priority tickets (another 12 that medium-priority, but high urgency). Of the 9 that are high-priority, 4 are in retest state, the other 5 are a work in progress
  - Why have there been more high-priority tickets recently?
    - The phase of the Project is a large driver and as we get closer to closing out both end-to-end interface testing and user-acceptance testing, impact and urgency are heightened.
      - For example, the year-end testing processes are extremely time bound (urgency) and must work correctly (impact). These processes caused several high-priority tickets as the processes are considered critical for the state and are time-bound.
      - Warrant Printing is a core process and must be ready at go-live. We also have to confirm with the banks the warrant formatting. These tickets were escalated to High as there are not complete yet but are very close.

Testing Activities
Tickets Overview

- Ticket Priority
  - Medium Priority – This is the largest category of tickets. Generally, these are considered more impactful than low-priority tickets but include some of the same types of issues. It’s the magnitude of the issue that results in it being a medium, instead of a low or high.
    - Includes true code issues, enhancements/design updates, Oracle bugs, batch issues, performance tickets, clarifications, configuration updates, etc. Basically, any ticket can end up with this rating depending on its nature.
    - Teams are continuing to work through these to resolve. Any remaining open items will require analysis to determine if the issue will be an accepted Known Issue at cutover, or if the item must be resolved before cutover begins.

Testing Activities

Tickets Overview

- Ticket Priority
  - Low Priority – These are tickets that we could go-live without resolving, without absorbing risks for process functionality.
    - Generally, are aesthetic, clarification, Oracle bug or error message/process monitor message related.
    - For the items that require a fix, they are being prioritized in, but these are prime candidates to be on the Known Issues List for cutover as they are not preventing any processes from being ran.
    - For clarifications, the team will continue to work with the requestor to clarify the processes.

Testing Activities
Tickets Overview

- Why do some tickets remain open longer than others?
  - Low-priority tickets are just that. As such, these are often put on the back burner, so the team focuses on tickets that have a business impact.
  - Changes that require code updates, go back through the full test and migration cycle: Code Update (development environment), testing (system testing environment), and regression testing (interface or Project Testing environment), prior to migrating the fixes to UAT, these cannot simply be updated directly in UAT
  - Enhancements and Design Changes naturally take longer to resolve as they have to go through the design, build, test phases, then release to UAT for agency retesting
  - Competing priorities (e.g., dry runs, payroll parallel testing, regression testing, agency support sessions, etc.) can also impact bandwidth of resources to resolve the issues

Testing Activities

Tickets Overview

- Why do some tickets remain open longer than others?
  - Any metrics on ticket duration without digging into the individual tickets is purely surface level reporting and lacks accuracy.
  - These are often referred to as the Project being slow in responding.
    - This is true for code related tickets, until the fix is turned over to the agency (i.e., period in the Projects control).
    - However, this is not true for the period where the ticket is pending retesting by the agency or where the ticket was opened, lacking sufficient details on the encountered issue. In those cases, the Project ask for clarification generally same day or next day, however, the response often takes days to weeks to obtain the clarification, leaving the ticket stuck (some never respond despite multiple follow-ups from the Project

Testing Activities
Tickets Overview

- Ticket Finalization – How do we get to the final list of Known Issues and Enhancements for cutover (SG5)?
  - **Key Inputs:**
    - Agency interface testing concludes on October 2nd
      - Contingency through October for ticket resolutions and retesting, but no new scenarios should be tested after October 2nd
    - Agency UAT ends on Nov. 6th
      - No contingency, Nov. 6th is truly the last day for agency testing, after this the environment is purely available for training, and no new testing related tickets should be created by agencies
    - Development Code Freeze for go-live
      - Date is still being discussed, but this is a key driver, and tickets will be prioritized against this date (i.e., which MUST be resolved before this date, and which can be accepted for cutover)
    - Final review of outstanding tickets

Testing Activities
Tickets Overview

- Ticket Finalization
  - Reviews:
    - Functional leads review tickets through out the day where time permits
    - Daily Ticket Triage includes tickets opened 2 days back (e.g., Friday's triage reviews Wednesday's tickets that are still outstanding) and 15-20 backlog tickets (older tickets)
    - The Project will be going through all outstanding tickets in October to take a first pass at which Tickets should be categorized as a Known Issue or an Enhancement for cutover, or should be closed as the change will not be pursued before or after cutover
    - A final pass will be taken at the end of agency UAT

Testing Activities

Performance Testing

- Performance Testing Segment II (August 19 – October 27):
  - Consists of 7 testing cycles to verify the designated transactions, reports and batch jobs perform at expected levels
  - Segment II completion remains on track for end of October with current delays

Segment II Performance Test Cycles
• Cycle 1 – Baseline Testing (Complete)
• Cycle 2 – Peak Load Testing (In Progress)
• Cycle 3 – Batch Testing (In Progress)
• Cycle 4 – Combined Online with Batch (Not Started; slightly behind schedule)
• Cycle 5 – Stress Testing (Not Started; slightly behind schedule)
• Cycle 6 – Endurance Testing (Not Started; per plan)
• Cycle 7 – High Availability Failover Testing (Not Started; per plan)

Testing Activities

Penetration Testing

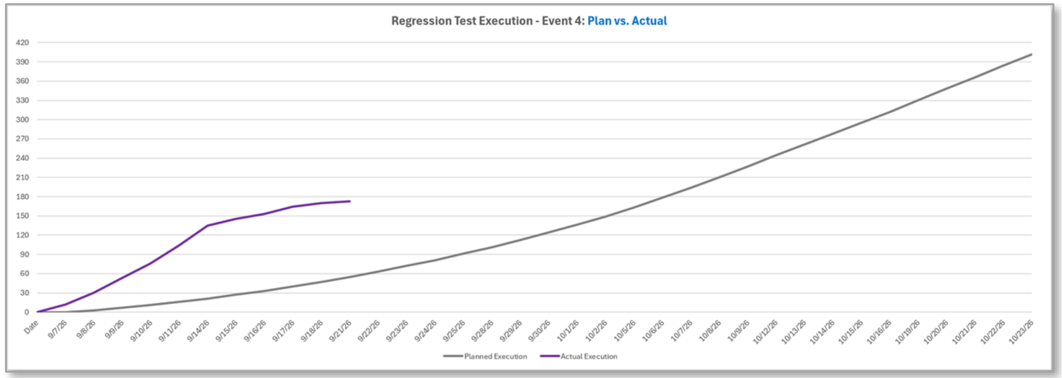
- Penetration (PEN) testing consists of two cycles of Web application and Infrastructure testing:
  - Cycle 1 – Completed on schedule September 21
    - Infrastructure and Web Application findings are being documented for review
  - Cycle 2 – Targeted to complete October 30 (Not Started, per plan)

Testing Activities

Regression Testing

- Regression Test Summary Status (as of September 20)
  - Regression Testing Event 4 began on schedule on September 8
  - Financials execution within the FINSIT2 environment (ahead of schedule); Payroll execution within the PAYUPG2 environment (on schedule)
  - 173 of 402 test scripts executed to date; 173 passed, 0 failed
- Test Metrics (Cumulative):

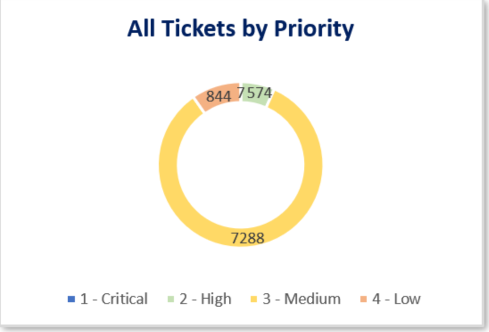
Regression Testing - Event 4	Count	% Against Total	% Against Executed to Date
Original Total Number of Scripts	402	-	-
New Total Number of Scripts	402	-	-
Planned to Date	55	14%	-
Executed to Date	173	43%	-
Pass Rate	173	43%	100%
Fail Rate	0	0%	0%

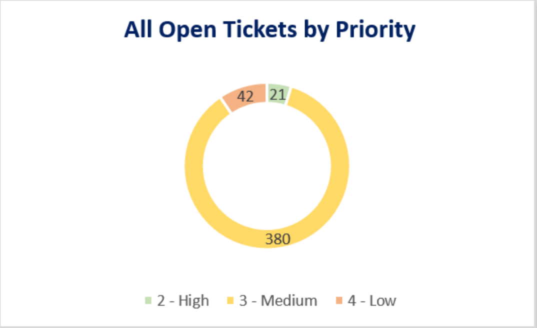


- *Number of test scripts may increase/decrease as a result of the on-going test preparation and review activities.*

Testing Activities

All Testing Services

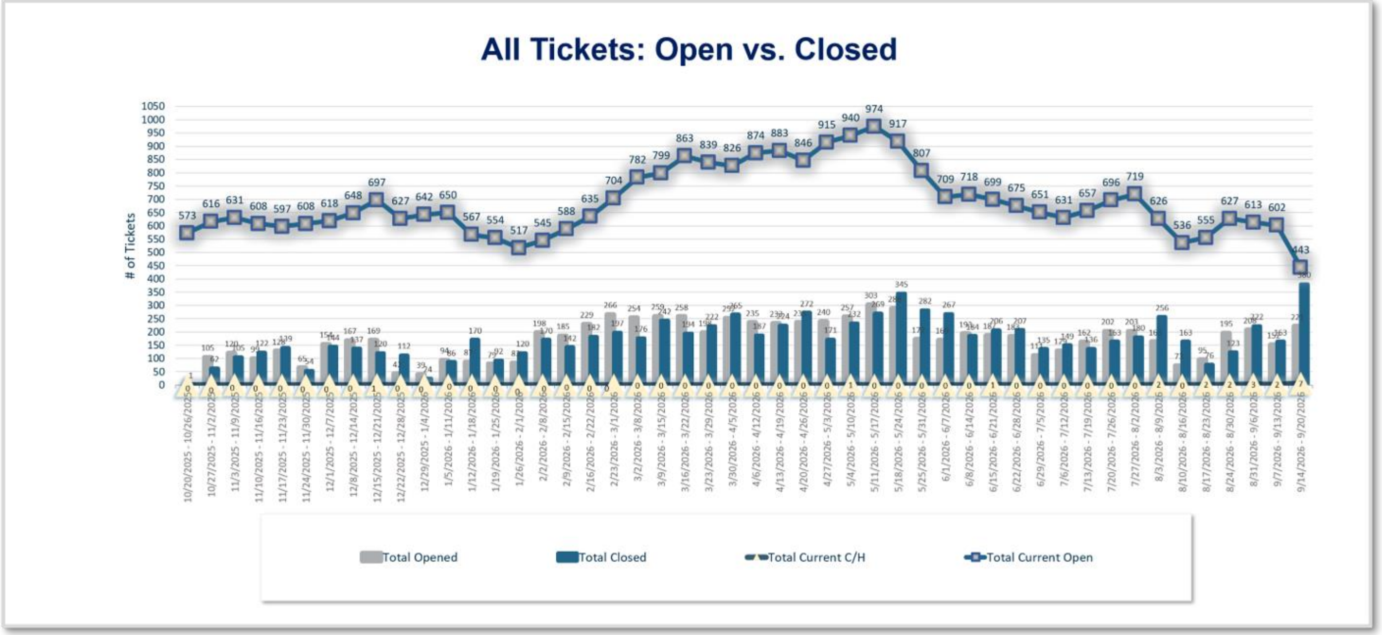


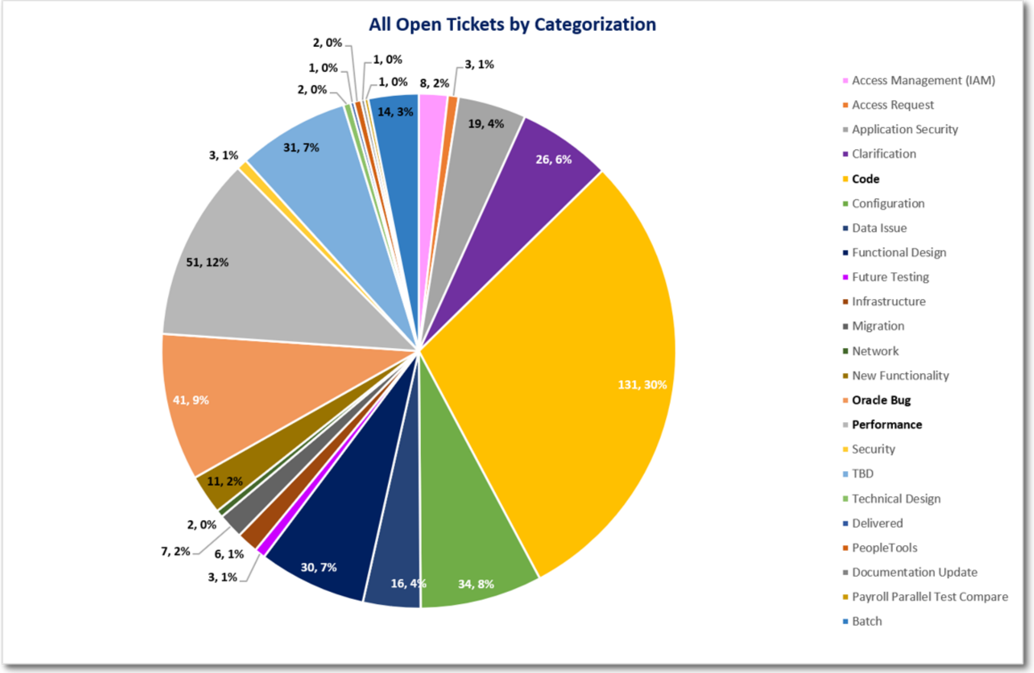


All Tickets Status

(as of 9/20/2026)

8,713	8,270	443
Total # of Logged Tickets	Total # of Closed Tickets	Total # of Open Tickets





Complete OnTrack At Risk Off Track: Escalation Required

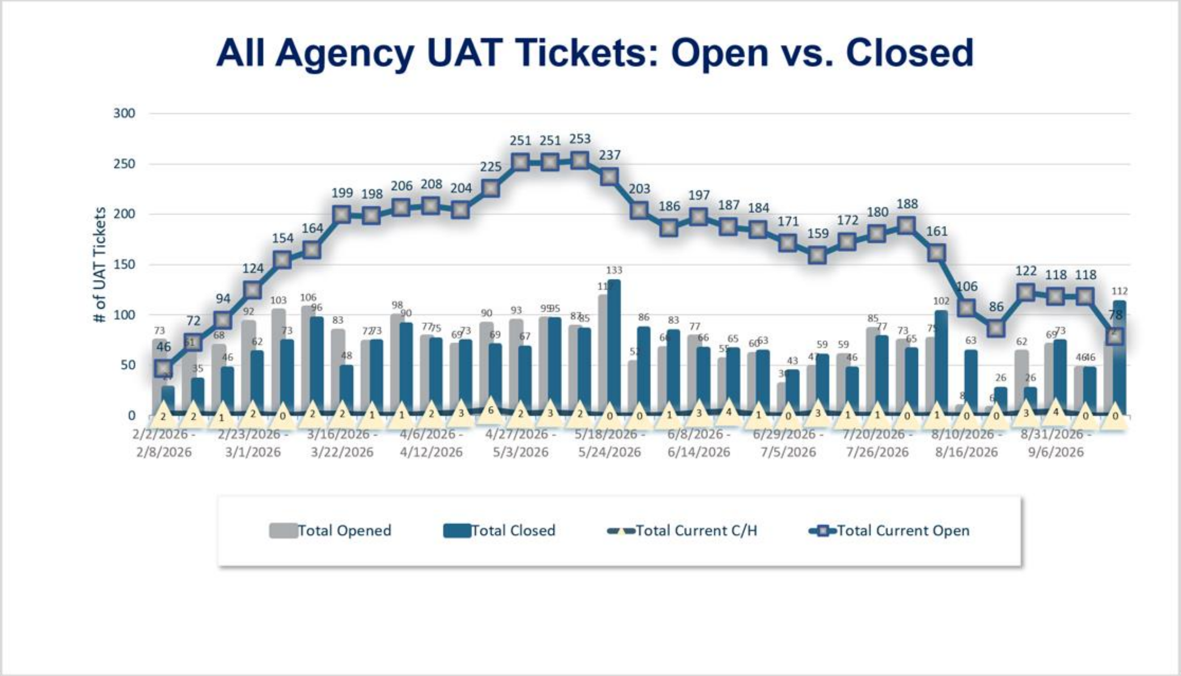
Testing Activities

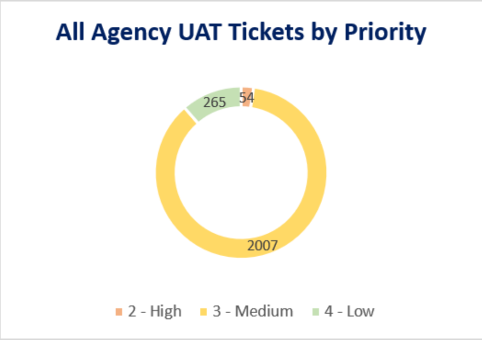
User Acceptance Testing

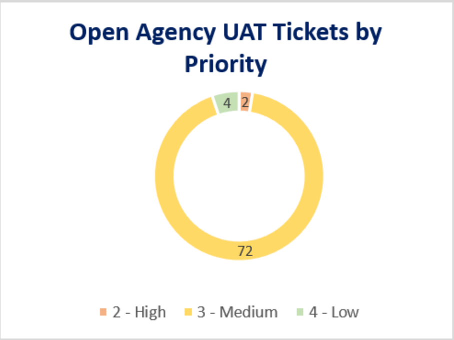
All Agency UAT Tickets Status

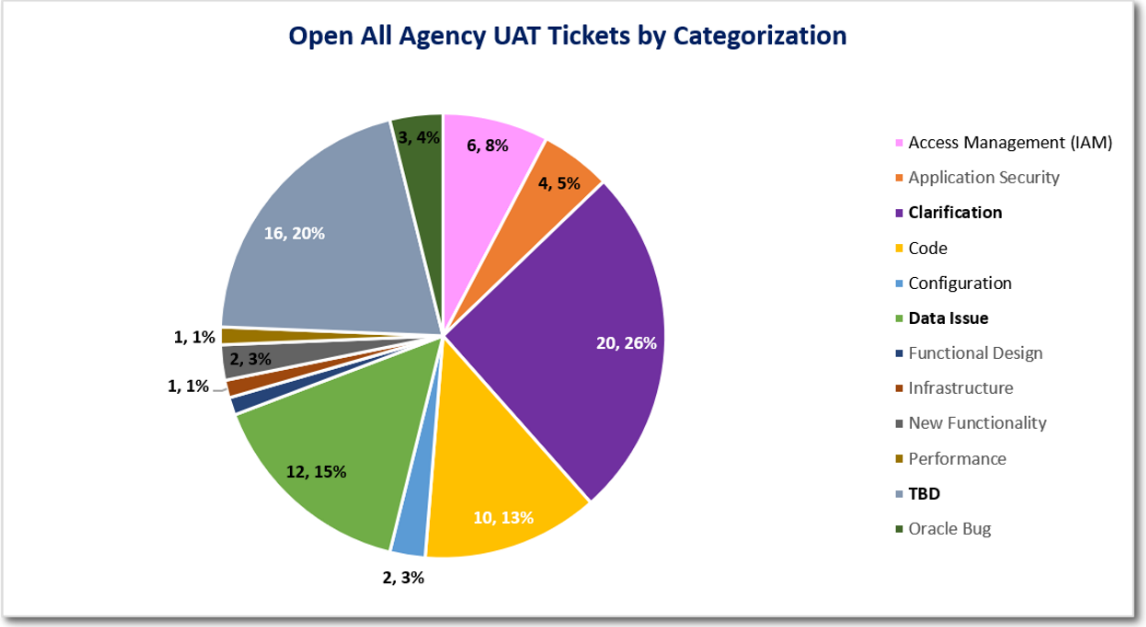
(as of 9/20/2026)

2,326	2,248	78
Total # of Logged Tickets	Total # of Closed Tickets	Total # of Open Tickets







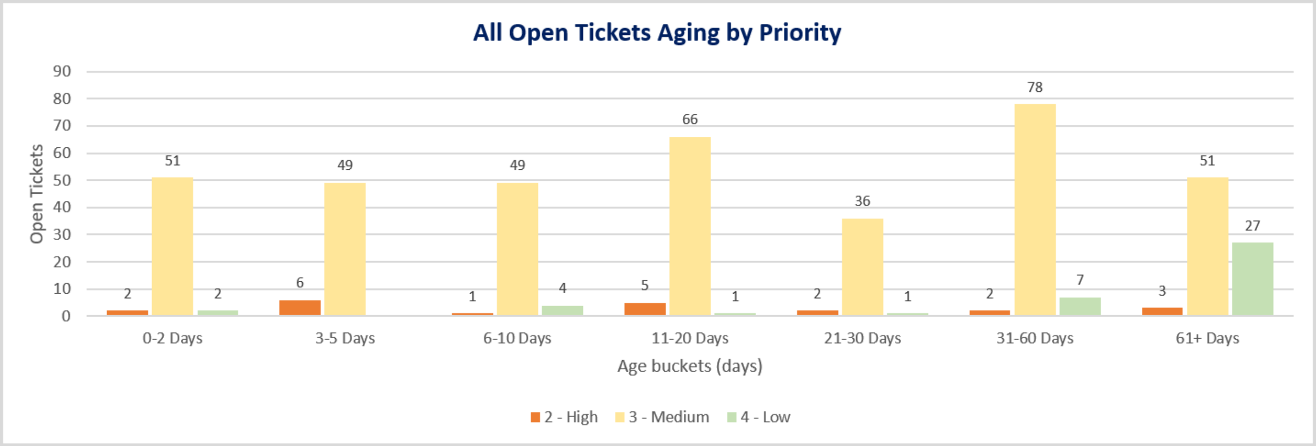


Testing Activities

All Testing Services and User Acceptance Testing

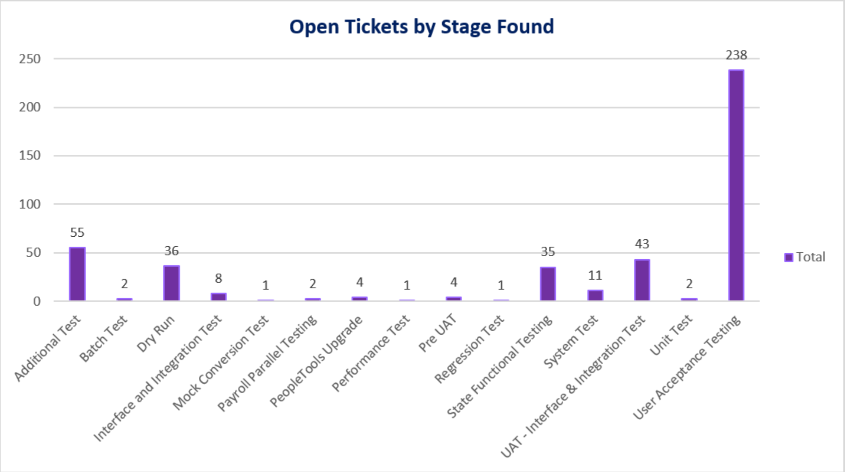
All Open Tickets Aging by Priority

(as of 9/20/2026)



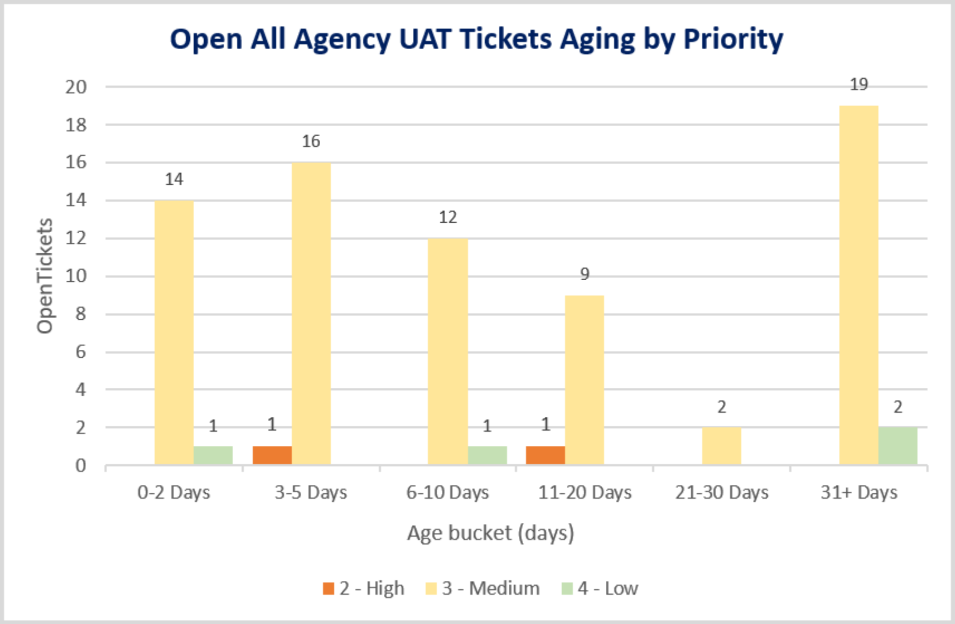
All Open Tickets by Stage Found

(as of 9/20/2026)



Agency UAT Tickets by Priority

(as of 9/20/2026)



UAT Ticket – High Priority Aging

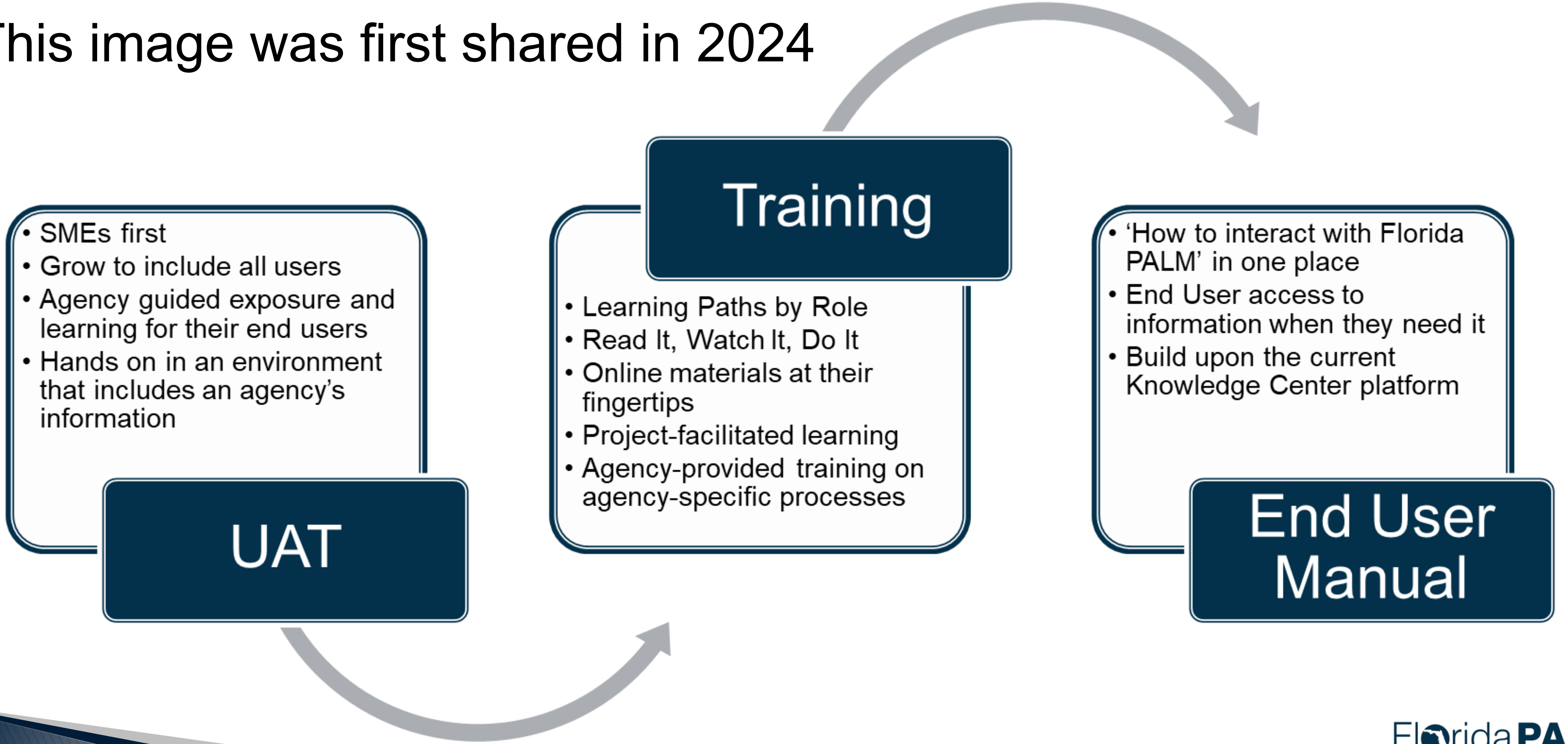
- **3 - 5 Days (1)**
  - UAT0017319 (PALM) – Ready for Retest
- **11 - 20 Days (1)**
  - UAT0016633 (DFS) – Work in Progress

Training Activities

Kimberly Kemp

Training Activities
End User Learning

- This image was first shared in 2024



Training Activities

End User Manual

- Content is being released as available
- Some content is new and others are from published KC materials
- New content is BPG and Topic articles, which lay on top of existing Process Steps and Complement Your Knowledge articles
- The role of the EUM is to provide an online, searchable, up-to-date resource or agency end users

Florida PALM End User Manual

- Welcome...
- Florida PALM Fundamentals
- Reporting Solution - Coming Soon
- Account Management and Financial Reporting Over...
- Asset Accounting and Management - Coming Soon
- Banking - Coming Soon
- Budget Management and Cash Control
- Contracts Management - Coming Soon
- Disbursements Management - Coming Soon
- Grants Management - Coming Soon
- Inter/IntraUnit Management
- Payroll Management - Coming Soon
- Projects Management - Coming Soon
- Revenue Accounting - Coming Soon
- System Access and Controls - Coming Soon
- Appendices

Training Activities
End User Manual

How many views have we had on the new EUM content?

End User Manual Analytics	Number of Views 09/04-18
Welcome	322
BM/CC Overview	**79**
BMCC Impacted Roles	22
Managing Agency Budget Allotments or Revenue Estimates	40
Managing the Override Request Form	19
Managing Budget, Cash, and Invested Balance Exceptions	17
Viewing Budget and Cash Reports Information	25
Inter/IntraUnit Management	**94**
IU Impacted Roles	25
Processing IU Transactions	51
Managing IU Transactions	32
IU Carry Forward Process	36

Training Activities
Web-Based Training

- Web-Based Trainings (WBT) will be an interactive, consumable version of the information available in the EUM
- WBTs are in development, with the first to release on October 2
- Readiness Criteria for 25% completion will be based on the released content through Payroll Management
  - DM, IU release on October 2
  - Payroll releases on October 16

WBT Delivery Timeline		
Planned Completion Date	Business Process Grouping	Approximate % of Total Users*
October 2	Disbursements Management Inter/IntraUnit Management	42%
October 16	Payroll Management	6%
October 30	Account Management and Financial Reporting Budget Management and Cash Control Accounts Receivable Revenue Accounting Contracts Management Grants Management Project Management	27%
November 6	Asset Accounting and Management Managing Month-End Closing	7%
November 30	Banking** Reporting in Florida PALM	11%

**Balance are DW/BI Authors*
***Functionality implemented in CMS Wave*

Training Activities

Web-Based Training

- What are Subject Areas?
  - Grouping of related Topics to support end user learning of how to function in Florida PALM
  - The Project has identified over 35 Subject Areas across the BPGs, not including those for DW/BI and SAC. DW/BI learning will be through the EUM content (e.g., process steps, demos, articles), and via in-person sessions for Authors. SAC materials learning will be through the EUM, as well.
- Assigned Subject Areas are shown in each Role Learning Path

Learning Path

This table shows the available learning materials for each of the Topics and Activities this End User Role will be assigned.

Learning Material Title	Learning Material
All Agency UAT Participant Prerequisites	Please refer to the Learning Paths section of the UAT Prerequisites article to identify the training required for end users assigned a role in this Business Process Grouping.
Subject Area: Entering and Processing Vouchers	***Future Web-Based Training (WBT) to be published***
Topic: Processing Vouchers	
Activity: Entering a Voucher Manually	Process Steps Demo: Creating a Regular Voucher
Activity: Modifying a Voucher	Process Steps
Activity: Resolving Voucher Errors	Process Steps
Topic: Prompt Payment Interest Vouchers	
Activity: Prompt Payment Interest Voucher Reporting	Process Steps
Subject Area: Managing AP/PO Transactions	***Future Web-Based Training (WBT) to be published***
Topic: Managing AP/PO Transactions	
Activity: Reviewing and Managing AP-PO Transaction Exceptions	Process Steps

A listing of all Subject Areas and their associated Topic(s), Activity(ies), and Role(s) can be found in the Training Resources section of the KC.

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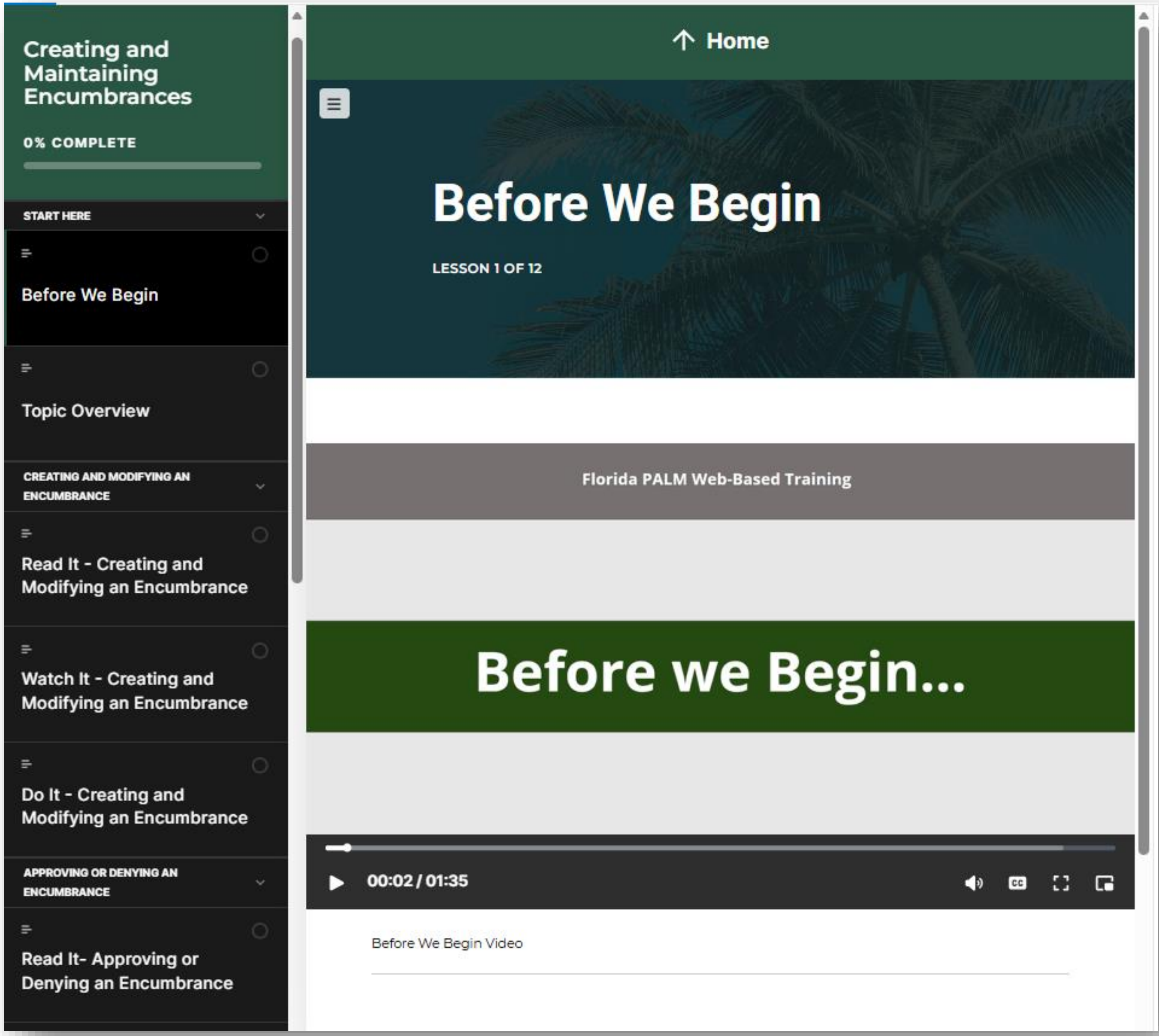
Training Activities
Web-Based Training

- Each Lesson, which aligns with a Topic, includes standard sections / content:
  - Before We Begin
  - Topic Overview
  - Read It!, Watch It!, and Do It! for each Activity
  - “Let’s See What You Remember” questions throughout
  - Demonstration videos
  - Printable versions of the WBT materials for later reference



Training Activities
Completion of Training

When will training be completed and measured?	October 2026 – January 2027
Who is expected to complete required Florida PALM training?	• All End Users with assigned roles • Does not include agency Security Access Managers (SAM) and DW/BI Authors and Consumers
What constitutes completion?	• Completion of all lessons within a Subject Area (i.e., WBT course) • Successful completion of the Knowledge Check (i.e., with passing score of 80%) • Completion of End of Course Survey • Does NOT include prerequisite training completion, as that has been an expectation for begging UAT.
What makes up a Subject Area's Program (WBT)?	• Each Subject Area is a Program in the People First LMS • The Subject Area course includes lessons for each Topic and within each Topic all associated Activities
How will completion be reported?	• LMS will track completion against users training history and Certificates of Completion will be issued • Agencies will report their End Users completion progress via a Training Tracker in Smartsheet for all assigned Subject Areas • Progress stats will be shared on an ongoing basis with the first being for Agency Readiness Certification #4

Training Activities

Completion of Training

How should agencies be preparing for the release of WBT?

- Using their Role Mapping worksheet, identify their users that have roles in each of the BPGs and communicate timing for release
- Determine their agency prerequisites and communicate those to their end users – Agency-specific processes and ChartFields are NOT included in the Project-provided WBTs, but are critical to the overall understanding of an end user
- Determine and communicate how end users should seek help if they do not understand content
- Review their Agency Training Plan and ensure components are mobilized / ready to be operationalized or update, as appropriate
- Determine their agency's approach for tracking training completion – Consider the following questions / answers:
  - Who is responsible for collecting and reporting progress?
  - What role will end user's Managers have in ensuring completion?
  - Do we want to "assign" training in LMS? - Agencies can "assign" the required training via LMS, which allows for better visibility by the end user and their manager with tracking completion
  - What additional "Try It!" requirements / expectations do should we have for our end users? Does it vary based on the user or the Subject Area?
  - Do we have completion targets (e.g., set a pace for completion)? Do we assign completion dates? – The only requirement, from a Project perspective, is the one associated with Cert #4; however, it would be an increased risk to the agency if its end users have not completed their required training before go live

Training Activities

In Person Training

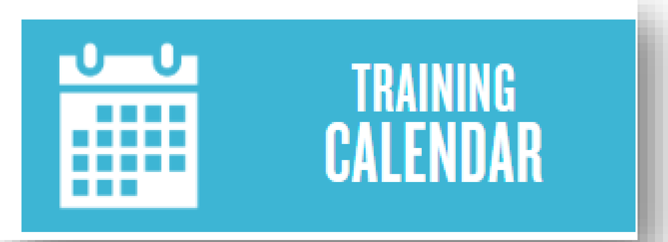
- Intended to supplement WBT, so participants will be required to complete all online WBT before attending
- Will have a cap per agency
- Will be recorded and made available for re-listening

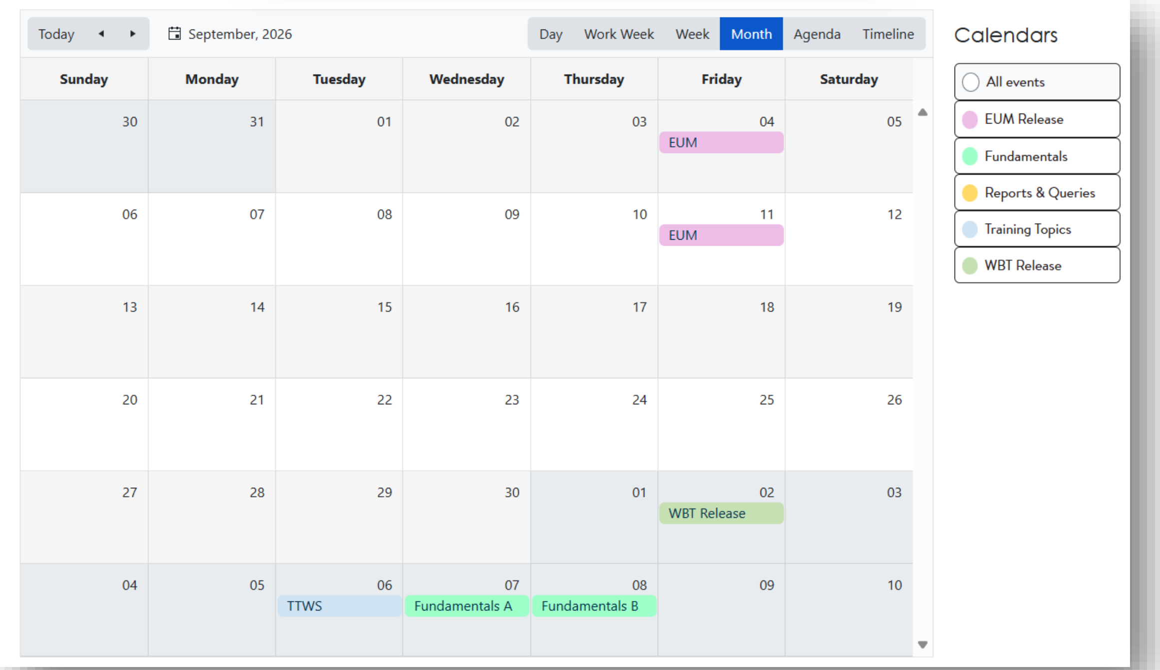
Session Topic	Dates
Florida PALM Fundamentals	10/7 & 10/8
Building Reports & Queries	Week of 10/19
Inter/IntraUnit	First three weeks of November
Voucher Lifecycle	
Deposit Processing	
Payroll	First week of December

Registration is now open!

Training Activities
Training Calendar

- Includes:
  - Calendar Items:
    - WBT planned roll out
    - Actual EUM release dates
  - Meetings:
    - In-person sessions
    - Weekly virtual sessions, including registrations to attend or prior session recordings





Cutover & Deployment Activities

Jimmy Cox

Cutover & Deployment Activities

Planning Resources

- Deployment Planning page within the KC
  - Key resource to understand the Projects deployment planning activities and the impacts to enterprise systems
  - Agencies should follow this page and follow the updates closely; we will continue to publish updates as new information is identified
- Cutover and Deployment Q&As
  - New page dedicated to providing helpful context and practical information for agencies as they plan for and execute cutover and deployment activities

Cutover & Deployment Activities

Planning Resources

- Key Recent Updates – Deployment Planning:
  - Vendor Communications
    - A&A FAQs for agencies and vendors are linked
    - Sample letter for agencies to use to notify vendors was added
  - Added a Personnel/HR Processes During Downtime accordion
    - Includes clarifications for HR professionals and agency leadership
    - Includes a draft email to HR professionals on cutover impacts
  - Added PCard Use During Downtime accordion
  - A&A Agency Addressed Memo No. 08 is linked on this page and provides agencies specifics for cutoffs in FLAIR; expands on the dates and activities that had previously been published

Cutover & Deployment Activities

Planning Considerations

- How should an agency approach preparing for payment processing during the cutover period?
  - If you have not already, priority 1 is to identify what Critical Payments are expected during the downtime and determine how those will be handled
  - Priority 2 is to identify how true emergencies will be handled (e.g., chiller goes out)
  - Communicate and engage your agency business operations team
    - Do you know who is on planned leave? Have you adjusted accordingly?
    - Does your payment processing team know the dates and impacts of missing them?
    - Do your contract managers know the dates and know what to tell their vendors?
    - Have you communicated outside of Tallahassee?
  - Communicate with your vendors and remove their excuses!
    - Set expectations and clearly communicate drop dead dates for submitting invoices.
    - Make it clear the ball is in their court and what the consequences are if they fail to adhere to your direction! Remember, they work for you, not the other way around.

Cutover & Deployment Activities

Planning Considerations

- What should impact agency hiring considerations during the cutover period?
  - While it's a best practice to not hire new employees during the downtime for transitioning to a new system, it is ***not*** a requirement. Specifically, agencies can continue normal hiring practices or choose to enforce an agency-specific hiring freeze. It's an agency decision, ***not*** a Project decision!
    - Key is understanding the impacts, when actions can be processed in the applicable system or record, and what it means for payment timing
  - Refer to the Deployment Planning Page, Personnel / HR Processes During Downtime accordion section for more details

Cutover & Deployment Activities
Planning Considerations

- How will an agency know they're adequately prepared for cutover and deployment?
  - What is your deployment approach, and have you fully aligned with your business team?
  - Have all cutover activities and planned dates been identified and aligned to published dates from the Project and A&A?
  - What is your plan for stopping processing for cutover? Have you aligned these to the dates for FLAIR processing concluding?
  - When will you lock users out of your system? Will they have read only access for a period, or will it be a total blackout? Have you communicated this?
  - When will you deploy the changes to your system?
  - Do you have a rollback plan? Can you rollback?
  - What questions do you need answered from the Project? Have you asked?

Readiness Activities

Nikki Klein

Readiness Activities

Current Activities

- Agencies have submitted initial Deployment and Cutover Checklists
  - Agencies should continue to update and refined as more information is shared
- Post-Implementation Support Plan – task released 9/14
  - Agencies should consider lessons learned from supporting UAT, as well as current internal FLAIR support to determine necessary support structure as Florida PALM becomes operational
- September Monthly Progress Report
  - UAT Proviso Requirements Status
  - Cutover Checklist items
- Configuration and Conversion workbooks to be submitted on 10/9 for Dry Run 4
  - Cutover - Final submission of workbooks, including Role Mapping is 11/30

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Readiness Update

Certification #4 – Biweekly Pulse Checks

- 2 of 5 Pulse Checks complete
  - Next pulse check due 9/28
- Dashboards are published after each submission
  - All agency responses
  - Summarized data for each agency and critical operational element
  - Comparison across the reporting periods
  - Readiness Criteria with reported concerns

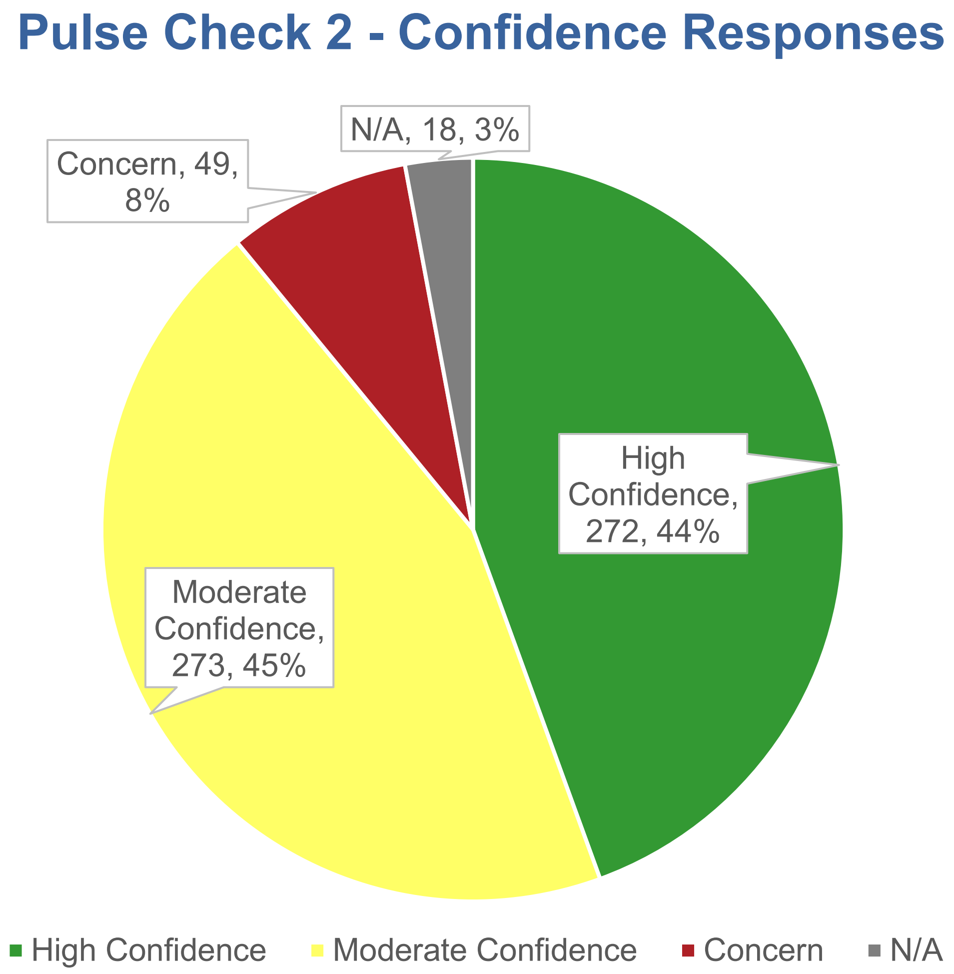
Pulse Check 1

Pulse Check 2

Readiness Update

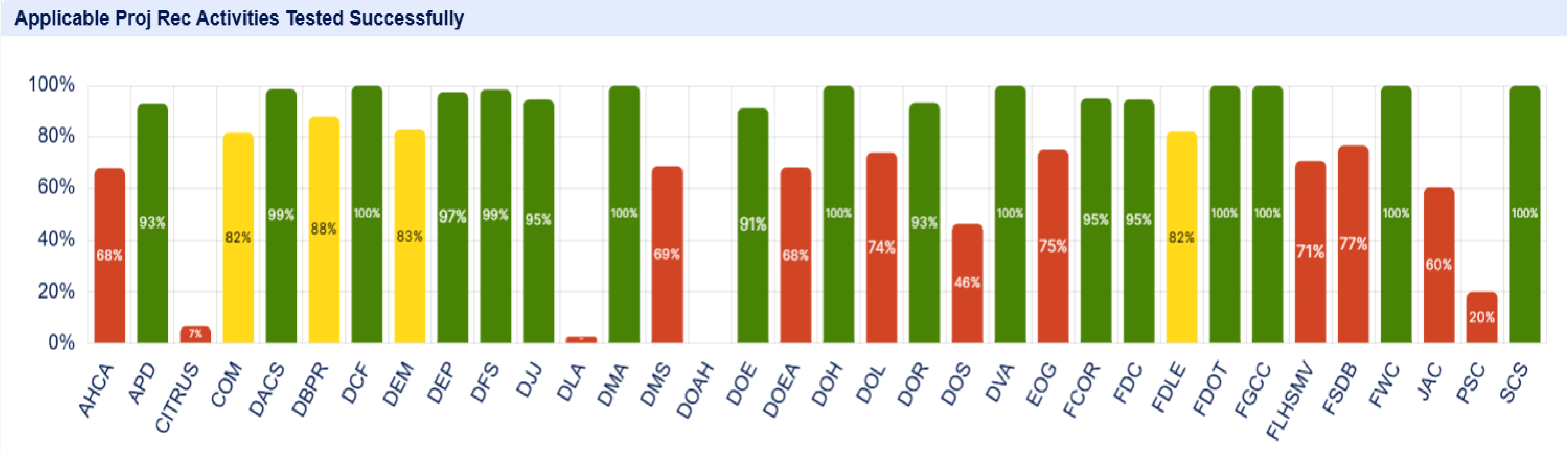
Certification #4 – Biweekly Pulse Checks

- Majority of responses show high or moderate confidence of meeting the readiness criteria by November 6
- 16 agencies reporting confidence or becoming confident in meeting all readiness criteria (no concerns)
- Of those reporting concerns
  - 6 agencies reporting 1 concern
  - 8 agencies reporting 2-4 concerns
  - 4 agencies reporting 5+ concerns
    - Citrus, DLA, DOH, FLHSMV



Readiness Update

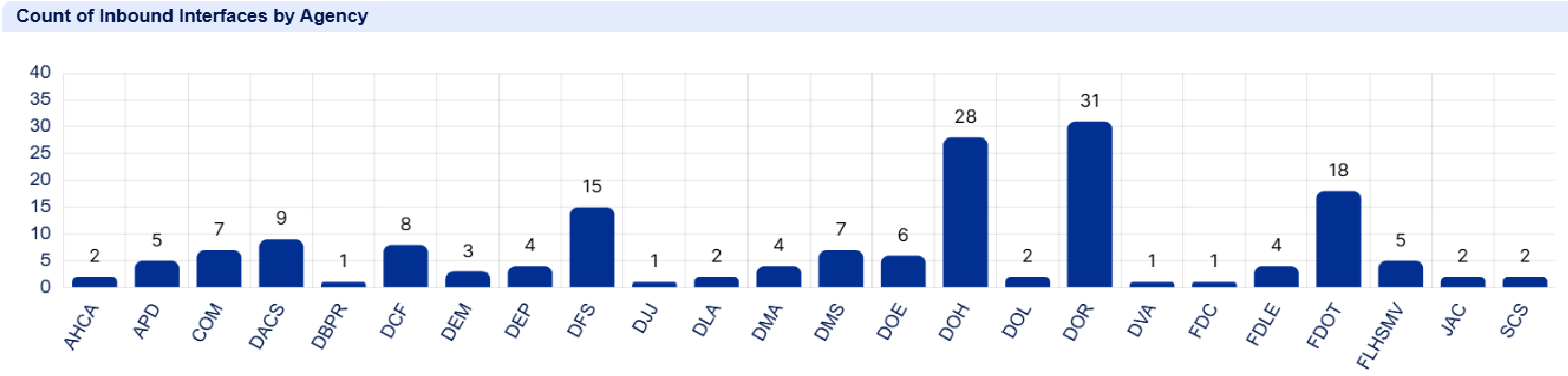
Cumulative User Story Testing Progress

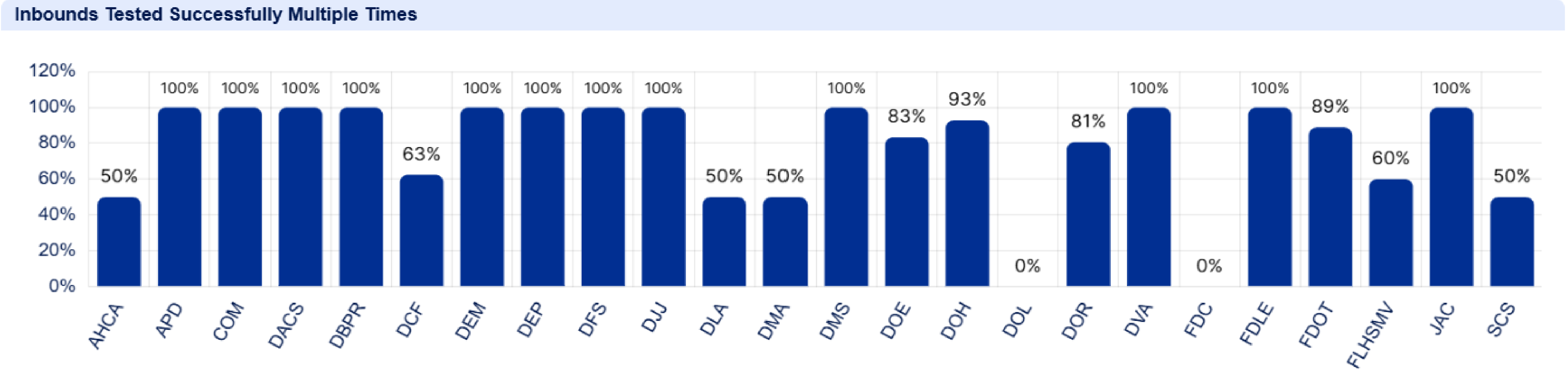


- Data reflects agency reported testing progress from February through Sept. 19
- Agencies should have been nearing 100% prior to UAT refresh

Readiness Update

Cumulative Inbound Cycle 3 Testing Progress

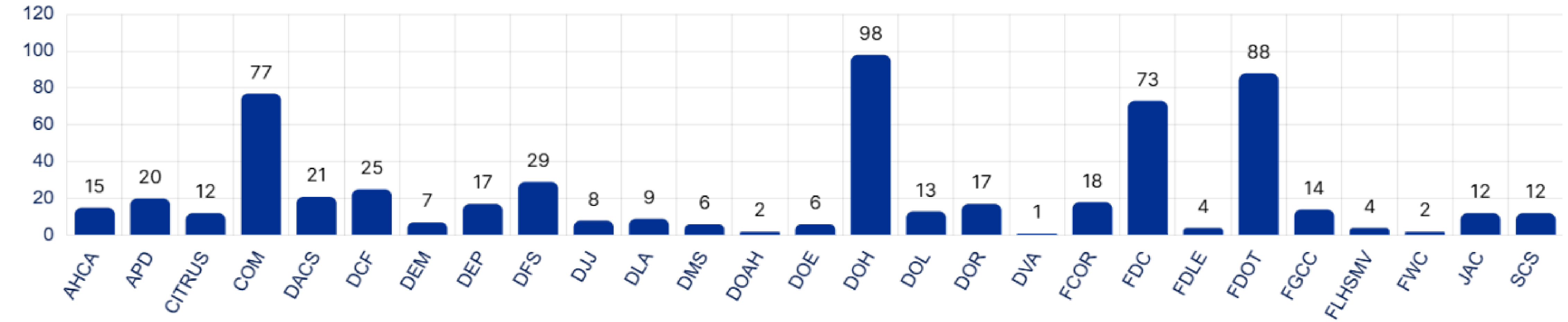




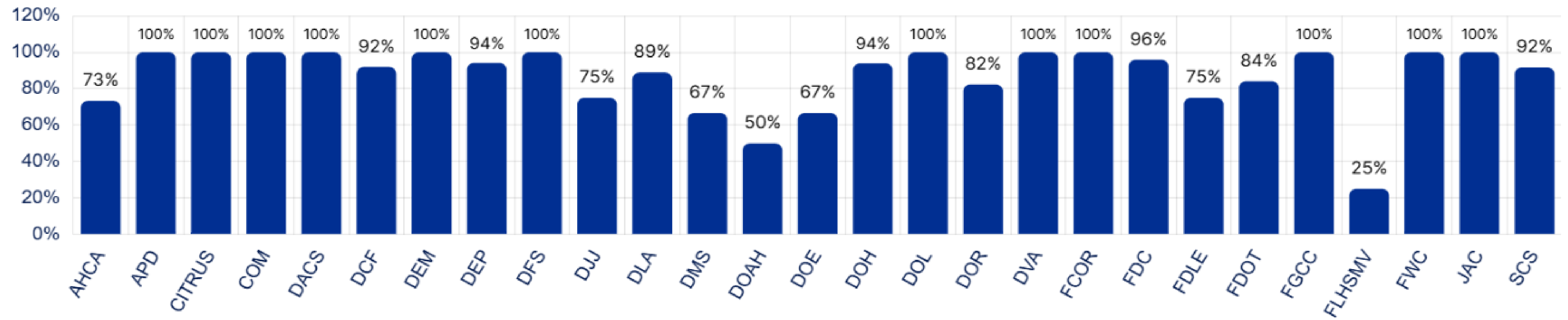
Readiness Update

Cumulative Outbound Cycle 3 Testing Progress

Count of Outbound Interfaces by Agency



Outbounds Tested Successfully Multiple Times



Contract Update

Steven Fielder

Next Meeting

October 28, 2026

Department of Revenue

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APPENDIX

Readiness Update

Certification #4 – Biweekly Pulse Checks

- 10 of 18 criteria had 2 or more agencies reporting concerns
- Areas of concern (2+ agencies) for Critical Operational Element - **People**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
At least 25% of end users have completed Project-provided training, and the agency has a documented plan to complete remaining training before the end of January 2027	APD Citrus DOEA FCOR FDC	Timing of release of Project-provided training and schedule of Project-hosted training to be released
All agency-led training sessions have been scheduled and sessions have begun	Citrus DOEA	Time constraints, Project-provided training details are unknown so agency unable to perform gap analysis to determine needs of agency-developed training
End users have practiced or will practice completing job functions in UAT before go-live	AHCA DOH SCS	Time constraints, large user base requiring training, competing priorities

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Processes**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
All critical business processes from end-to-end have been tested and validated.	Citrus DLA DOH FCOR FDC FLHSMV	Staff availability to complete testing, staff/SME attrition, recent publishing of the remaining Process Steps to the Knowledge Center and other Knowledge Center updates, recent start to end-to-end testing
All process changes have been identified and at least 50% of business process documentation has been updated and prepared for distribution, and agency has a fully documented plan to complete the updates and distribute prior to January 2027.	Citrus DFS DJJ DLA DMS DOH FLHSMV	Staff availability and attrition, lack of understanding of new processes or process changes, need to update agency documentation when related items in Knowledge Center are updated

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Technology**

Readiness Criteria	Concerned Agencies	Reported basis/reason for concern
All interfaces needed for go-live have been tested and validated.	DJJ DLA FCOR FDC FLHSMV	• DJJ – Connectivity issue with PeopleFirst (not Florida PALM) • DLA – Unsuccessful test of ARI007, pending end to end testing with API002 • FCOR/FDC – Testing of POI007 after UAT refresh and issue with AMI008 • FLHSMV – testing of AMI002 and AMI008
All agency business systems remediation, needed for go-live (e.g., Tier 1), have been tested and validated.	DLA FDOT FLHSMV	• DLA – ABS remediation underway • FDOT – Florida PALM interface changes, data inconsistencies, and fluctuating batch schedule • FLHSMV – ABS remediation underway, on track to complete by UAT end

Readiness Update

Certification #4 – Biweekly Pulse Checks

- Areas of concern (2+ agencies) for Critical Operational Element - **Data**

Readiness Criteria	Number of Agencies w/Concern	Reported basis/reason for concern
Agency data in FLAIR, FACTS and MFMP is cleansed based on Dry Run 3 and 4 conversion results.	DOH EOG FDOT	DOH – Concern with Master Balance and Trial Balance data EOG – No comments provided FDOT – Concern with Encumbrance and Grant conversion
Agency data is ready for final conversion and agency has a plan to maintain the data until cutover.	DOH FDOT	DOH – Concern with Master Balance and Trial Balance data FDOT – Concern with Project conversion accuracy
All reporting needs and solutions have been tested and validated.	Citrus DCF DJJ DLA DOE DOL EOG FLHSMV	Agency-developed reports are still being developed, Florida PALM data and reports are different, incomplete data mapping of FLAIR to Florida PALM, lack of testing/validation by agency

Contact us

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Project Website

www.myfloridacfo.com/floridapalm/

Knowledge Center

https//:myfloridacfofloridapalm.us.document360.io

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