

FloridaPALM

Planning, Accounting, and Ledger Management



ADVISORY COUNCIL MEETING

MARCH 25, 2026



UPDATE AND NEXT STEPS ON UAT QA ACTIVITIES

CANOPY ONE TEAM





UAT Support Engagement

(Florida DFS / Florida PALM Program)

Advisory Council Meeting

March 25th, 2026 10.00 AM EST

Agenda

- **Welcome & Purpose**
- **Team Canopy One FL-PALM Dashboard**
- **Standardized UAT & Automation Testing Plan**
- **Building a Scalable UAT Framework with Full Traceability**
- **Regulatory Compliance – Progress, Challenges & Key Outputs**
- **PALM Validator – End-to-End Workflow**
- **Canopy One – FLPALM Deliverables Status Dashboard**
- **Current Challenges**
- **Discussion & Next Steps**



Team Canopy One FL-PALM Dashboard

This overview reflects the scale of the UAT effort, spanning **35 agencies**, over **11,000 user stories**, **6,200+ test cases**, and **2,400+ business processes**, along with **368 interfaces** and **5,800+ reports**. This volume indicates a highly complex, interdependent testing landscape.

From a risk perspective, Key risks include cross-agency coordination, end-to-end traceability, and integration validation. Our approach focuses on prioritizing critical workflows, standardizing execution, and leveraging automation to reduce risk and improve readiness visibility.---

Enterprise UAT Footprint & Coverage Summary

	Agencies	User Stories	Test Cases	Business Process	Interfaces	Reports	Resources
	35	11192	6267*	2444	368	5810	22 resources ~ 4 key personal



Standardized UAT & Automation Testing Plan

In D2, we focused on standardizing UAT practices—defining the testing framework, reporting structure, priority workflows, and incorporating agency feedback. This ensures consistency while accommodating agency-specific needs.

Purpose

Establish Consistent Statewide Approach

Key Components

UAT Reporting Templates & Metrics

Priority Workflow Matrix (UAT QA-D3)

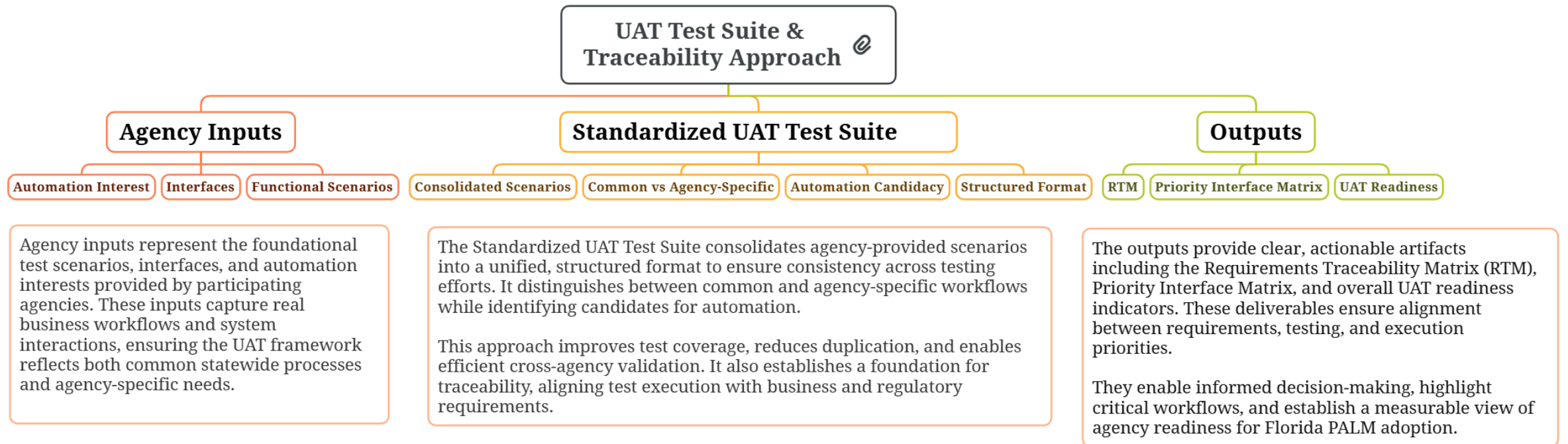
Agency Feedback Report (Testing Plan)

Project Status

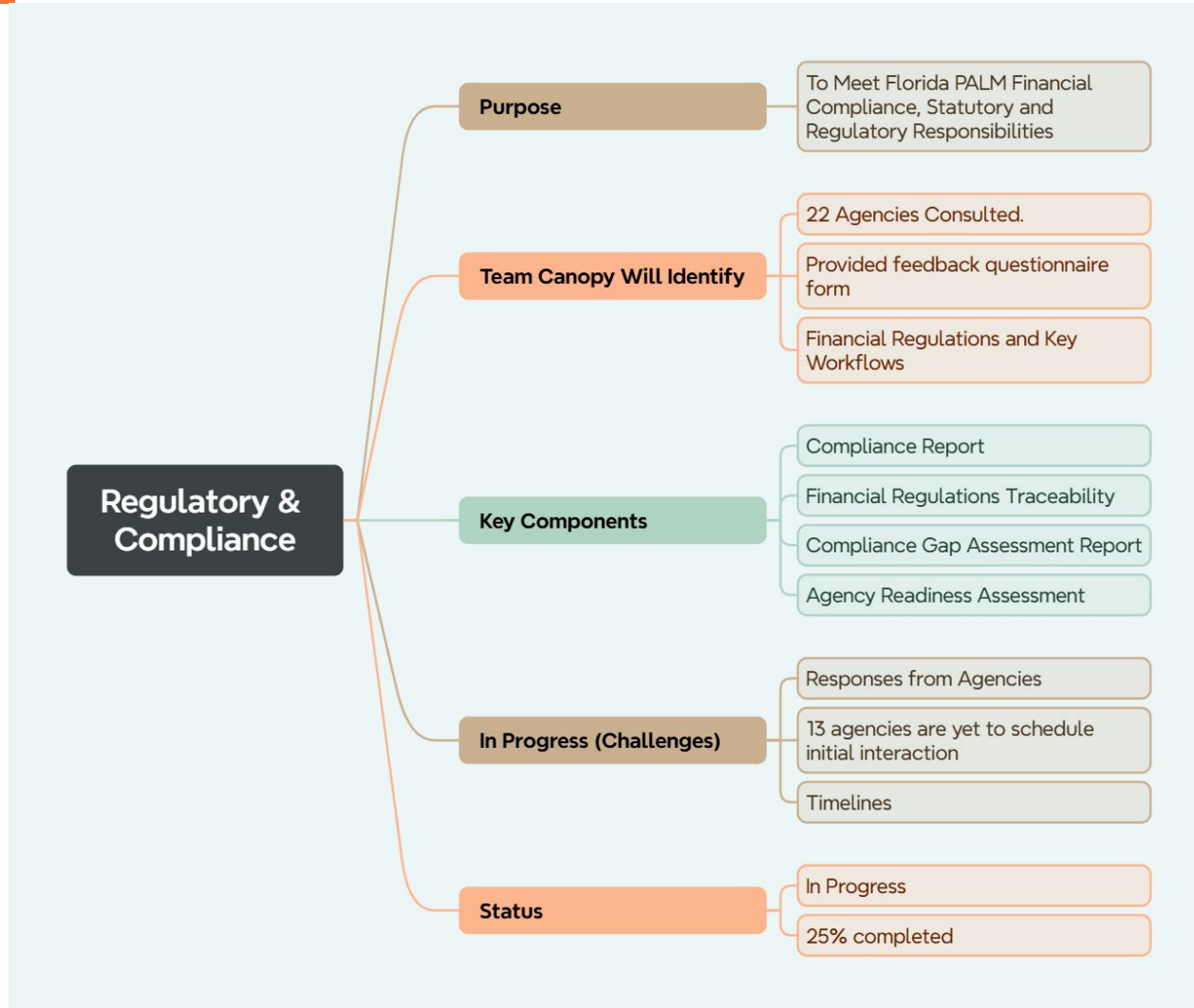
90% complete



Building a Scalable UAT Framework with Full Traceability



Regulatory Compliance – Progress, Challenges & Key Outputs



The **primary purpose** of this effort is to ensure that Florida PALM meets all applicable **federal statutory and regulatory requirements**, while enabling agencies to effectively align their financial operations within the new system.

The effort is supported by four core components:

A **Compliance Report** validating adherence to requirements

A **Financial Regulations Traceability** framework linking regulations to system workflows

A **Compliance Gap Assessment Report** identifying areas of non-compliance

An **Agency Readiness Assessment** evaluating each agency's preparedness

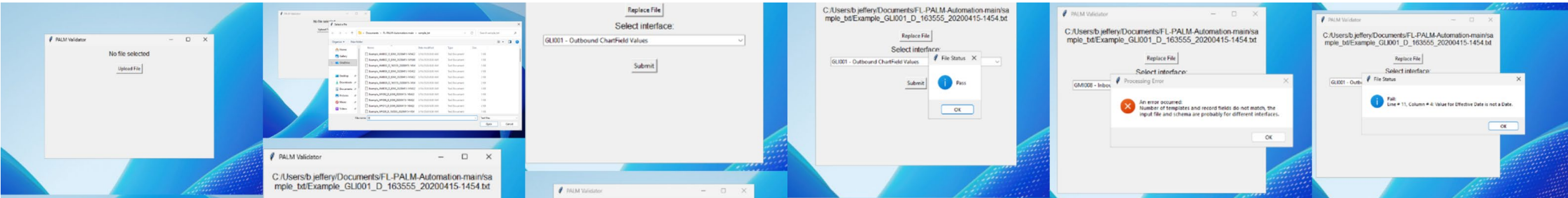
Current challenges include **pending agency responses, scheduling delays with 13 agencies**, and timeline constraints impacting engagement progress.



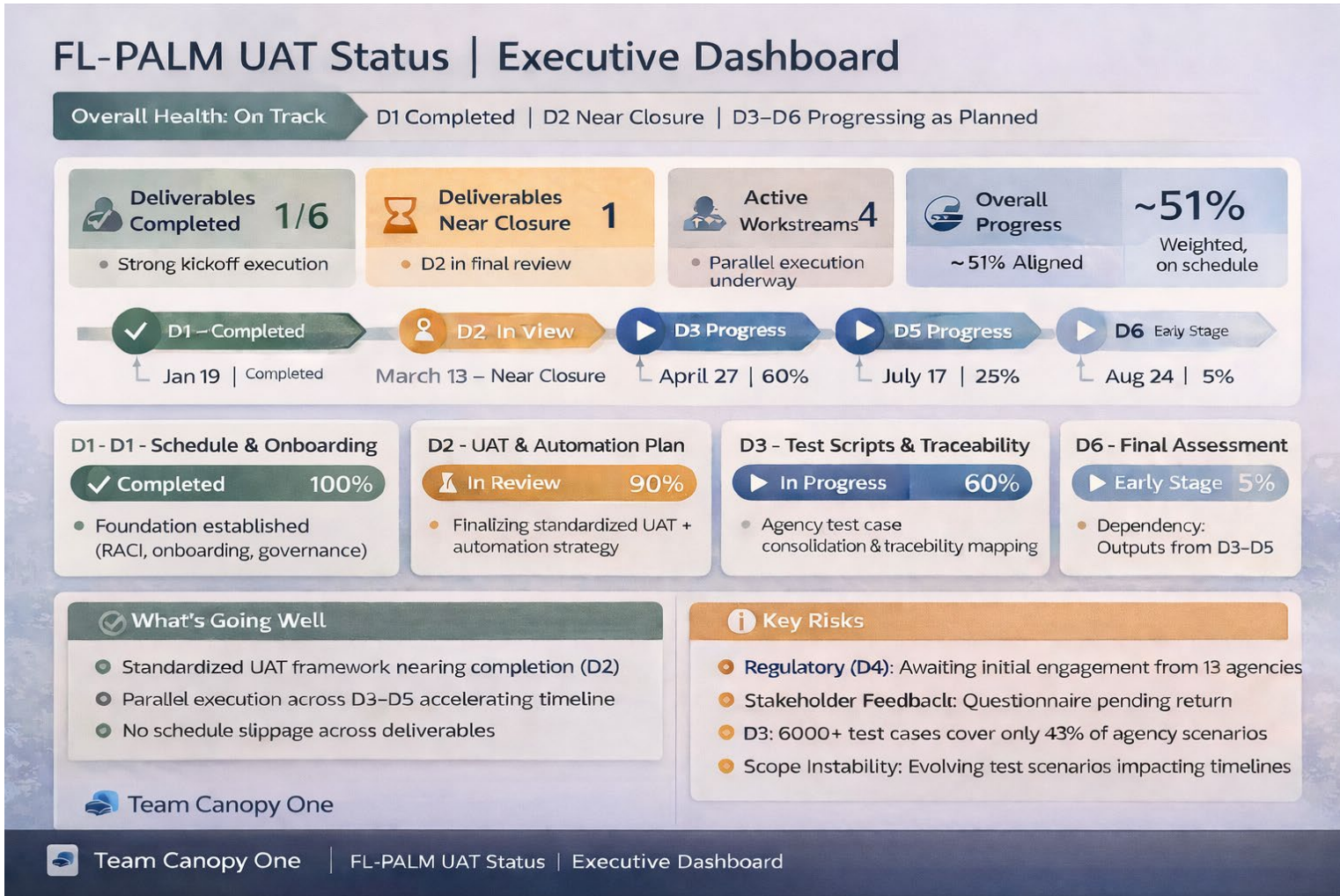
PALM Validator – End-to-End Workflow

The test automation harness developed by Team Canopy is planned to:

- Include data schemas based on the acceptable formats for the interfaces as defined in the Florida PALM knowledge center.
- Have the ability to validate user provided files against a selected interface data schema.
- Provide reports showing which tests were executed and the results for each test, highlighting the discrepancies between the user provided file and the approved data schemas.
- Provide both a user interface mode, and a command line mode that can be utilized programmatically.



Canopy One – FLPALM Deliverables Status Dashboard



Team Canopy One continues to deliver the **Florida PALM UAT** program on track, with foundational deliverables completed and standardization nearing closure.

Parallel execution across testing, traceability, and compliance workstreams is accelerating statewide readiness.

While agency engagement and evolving test scenarios present manageable risks, mitigation actions are actively underway.



Closing & Q/A

Thank you for attending the Florida PALM Advisory Council Meeting .

We look forward to partnering with the State of Florida to deliver a standardized, automated, compliant, and agency-ready UAT program.

Questions & Discussion





CANOPYONE

Thank You.

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TESTING ACTIVITIES

JIMMY COX, NIKKI KLEIN,
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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



User Acceptance Testing

- ▶ 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

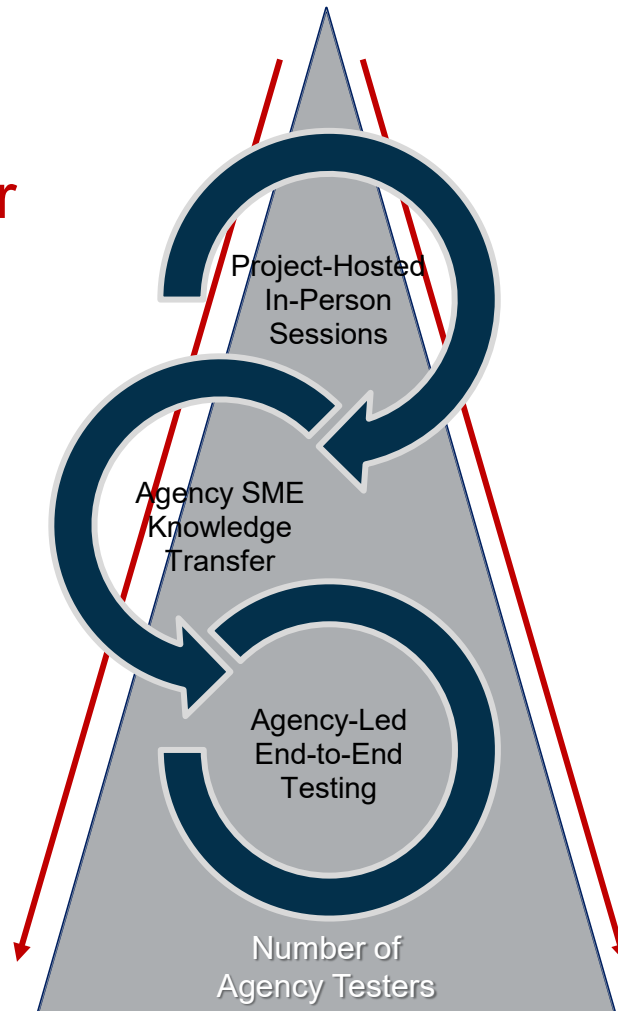
To ensure a successful UAT experience, prepare yourself by completing these steps first.

- 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.



User Acceptance Testing

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

User Acceptance Testing

Observations

- ▶ Agencies are adding users
- ▶ Logins are continuing to climb
- ▶ Average session time length is growing
- ▶ Some testers are logging in on the weekends, but largest volume is on in-person session dates
- ▶ Testing volume is following the in-person session topics (GL and Budget journals growth lowest)

What's new?

- ▶ Known Issues and Enhancements Lists (KIEL) is real time
- ▶ Mid-Point Check In Survey – Closed 3/24
- ▶ New Queries shared with SAMs, including one for log-in activity by user and date – Can see duration of the session
- ▶ Hosting two more Working in Projects sessions (3/26 & 3/27)

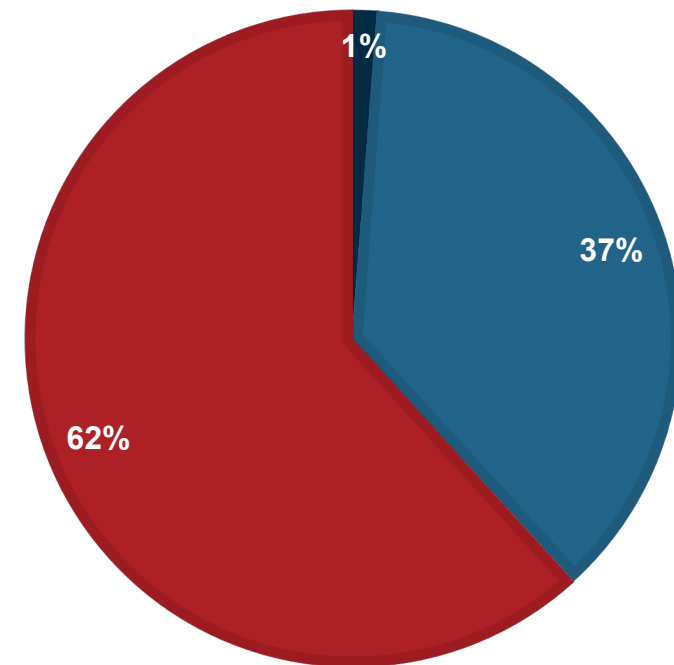


Progress Reporting

- ▶ 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

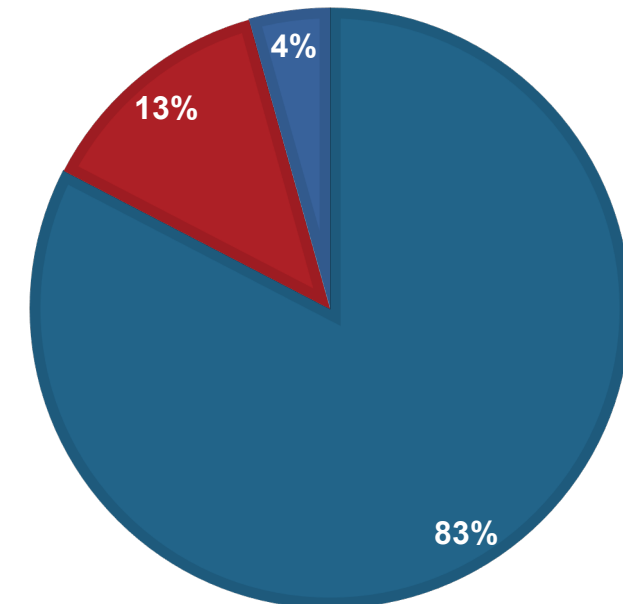


Progress Reporting

- ▶ 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



TRAINING

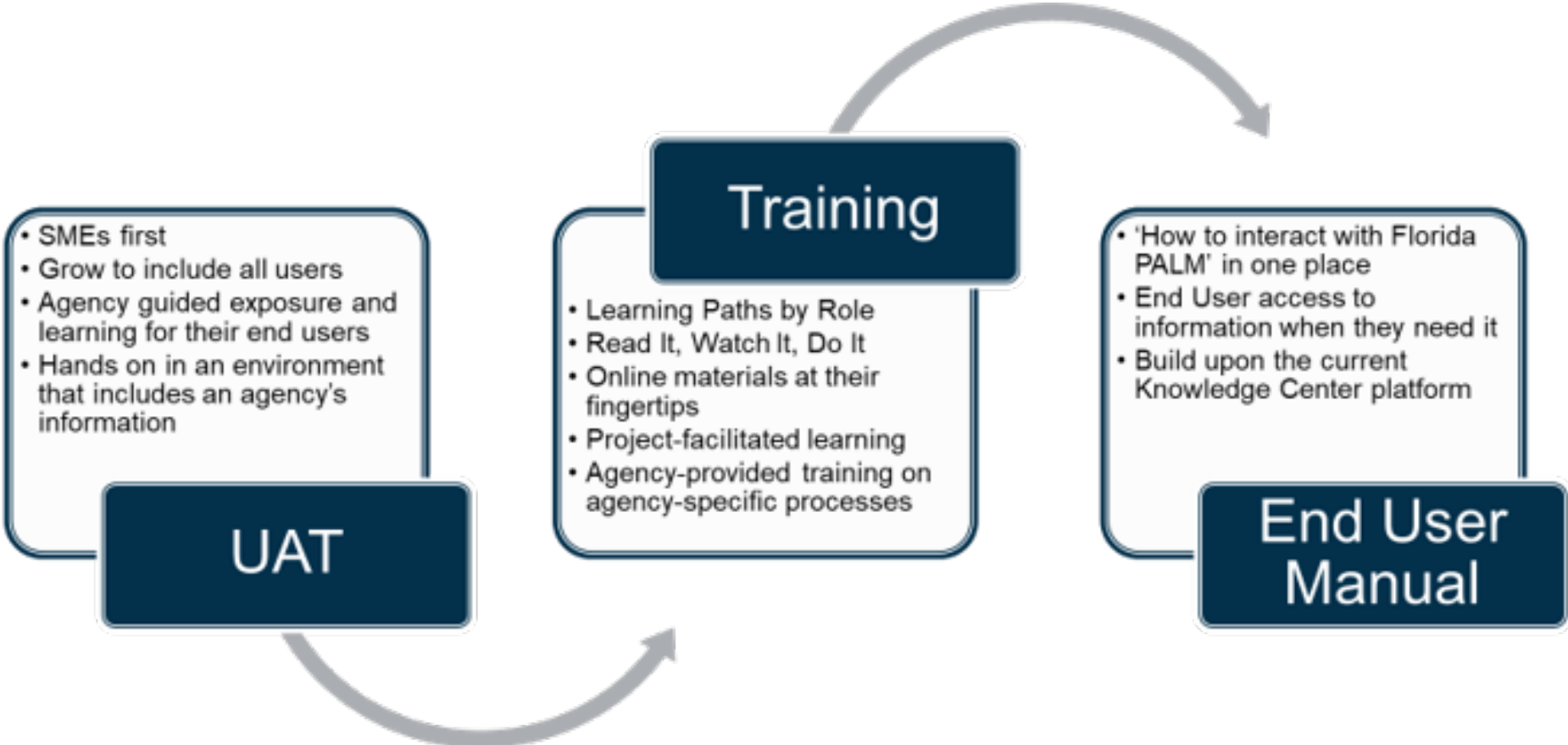
KIMBERLY KEMP, ANGIE ROBERTSON



Training Activities

Project Provided Resources

- ▶ Information builds upon itself
- ▶ Information gathered in UAT is helping to inform training



Training Activities

Types of Training Delivery

What do you feel will be the Project-led in-person training needs for your agency?

Web Based Training (WBT)

- Self-paced online training
- Housed on People First LMS
- Subject Area focus on completing transactions
- Will be by one or more Topic

In-Person Training (ILT/IFT)

- Classroom or Virtual
- Targeted subject area focused on complex activities crossing business process modules and or Topics

Support Sessions

- In-person or virtual help sessions
- Topic-specific based on end users' need (one or more agencies)



Training Activities

Training Delivery – Idea for Discussion

- ▶ Create cross module agency support team within each agency that include SMEs / functional members that can provide support internally at go live
- ▶ Create and deliver in-person training focused on “pulling it all together”
- ▶ Example training topics may include:
 - *Module Interactions* – When does a transaction / process cross modules? What are the impacts in the various modules?
 - *Monitoring Processes* – Are there transactions that are hung up / not progressing?
 - *Understanding Ledger Impacts* – What will you see in the ledger when?
 - *Triaging Errors* – What are common issues that can hang up a process and how do you handle?
- ▶ Would not include all functions / processes, just core, operational topics



AC MEMBER-REQUESTED TOPICS



UAT Coordination with other Agencies



Department of Financial Services

CHANGE CHAMPION NETWORK

Journey to Success with Florida PALM

Sister Agency UAT Testing: IU Sending & IU Receiving

Initial Observations:

- IU receiving agencies may be receiving transactions without supporting documentation, a valid UAT Invoice Number, or sufficient comments. This limits the ability to properly simulate the business process for review and application of payments to the correct COA.
- There is no advance notification when an IU is sent, which can delay execution of the sending-side script. For example, DFS is sending various types of transfers (TTD, Property Insurance, Boilers) that agencies may not be prepared to receive.

Question / Recommendation:

Who should these communications be directed to ensure timely coordination and awareness? Should notifications be sent to UAT Coordinators, Business Liaisons, or both?

Sister Agency UAT Testing:

Initial Observations:

- **IU Configuration Constraints (A&A Reevaluation)**

Some script executions may need to be paused or mitigated due to A&A reevaluating IU configuration for eligible COA values (specifically “Account”). Updates are not expected until the next refresh period.

While testing should continue, any blockers must be reported as soon as possible to allow A&A sufficient time to assess and respond. As a result, full execution of certain IU scenarios may not be achievable until configuration updates are completed.

Guidance Requested:

What direction would A&A like to provide regarding agency collaboration for IU testing under these constraints?

Should agencies proceed with testing and report blockers for evaluation?

Or should certain scenarios be held until configuration updates are complete?

Sister Agency UAT Testing:

Initial Observations:

- **Agency Coordination & Monthly Reporting**

Receiving agencies may not have planned to execute IU scripts within the current reporting month, creating potential misalignment between sending and receiving activities.

Questions / Guidance Requested:

How can agencies stay aligned in reporting, support one another, and still receive appropriate credit in monthly reporting?

How would PALM like agencies to reflect collaborative IU testing efforts within monthly reports?

Possible Consideration:

- ▶ Create a User Story for tracking purposes, categorized as *agency-defined*, with the following approach:
 - **Planned:** 0
 - **Actual:** Reflect the number of IU scripts executed
 - **Status:** Mark based on execution outcome
- ▶ This approach would allow agencies to capture and report collaborative or unplanned IU testing activity without impacting planned metrics, while still receiving credit for work performed.

NEXT MEETING

NO APRIL MEETING

MAY 13, 2026

FIRST DISTRICT COURT OF APPEAL



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