Department of Financial Services
I35 - Issue Submission Form
Failure to Begin UAT as Defined
in the Project Schedule

Florida PALM
Planning, Accounting, and Ledger Management

Issue Submission Information *(Completed by the Requester)*	
Title *(The title should provide enough information to describe the issue but be concise)*	Failure to Begin UAT as Defined in the Project Schedule
Requester Name *(The name of the Florida PALM team member who is requesting creation of the issue)*	Julian Gotreaux
Owner *(The name of the Florida PALM team member who has been designated as the owner, if identified)*	Jimmy Cox, Steven Fielder
Due Date *(The target date for mitigating the potential issue)*	9/12/2025
Wave *(The Project wave that is impacted. Multiple waves may be selected)*	☒ Financial ☒ Payroll ☐ Expansion ☐ Production
Priority *(The issue's Priority level where Critical indicates an immediate work stoppage)*	☒ Critical ☐ High ☐ Low
Background *(Describe the contributing factors and events which lead to the identification of the issue)*	The Executive Steering Committee (ESC) vote for Stage Gate 3 - Ready to Begin UAT was scheduled to occur during the monthly ESC meeting on July 30, 2025. However, the vote was postponed, due to several factors, until a date to be determined. The delay in voting resulted in a delay in the start of UAT, which, per the Florida PALM Project Schedule, was scheduled to begin on August 11, 2025. The Project was behind in several areas resulting in a failure to meet the criteria listed in Table 3 in the Software and System Integrator (SSI) contract's Attachment 1 – Statement of Work. The following criteria should be met before the Project may be considered ready to begin UAT: • Design and build are complete • Contractor system test is at least 90% complete or as mutually agreed to • The UAT environment is ready for testing Subsequent to the July 30 ESC meeting, the Stage Gate 3 criteria have been completed or substantively completed for Financials and Payroll but remain incomplete for the Data Warehouse/Business Intelligence (DW/BI). Additionally, the Project was made aware that the version of PeopleTools the Project currently uses will expire 9-months after the planned go-live of July 2026. This does not provide sufficient time to complete the upgrade before going unsupported. Oracle, the

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	software provider, confirmed that any fixes/enhancements that are dependent on the newer PeopleTools version would not be provided for the older version. Going unsupported could open the system to security vulnerabilities. As a result, the Project is reviewing to determine the impacts to UAT on updating to the latest version of PeopleTools. In addition, most agencies reported they were somewhat ready for UAT, with only a few reporting they were ready for UAT. In their July Monthly Report, the Florida PALM IV&V Team "…observed that some Agencies may not be ready for UAT based on incomplete RW Tasks that are past due, reported staffing shortages, and insufficient UAT and Training plans."
Action Plan *(Describe the actions, dates, and Project resources needed mitigate and/or resolve the issue)*	There are three primary items that will drive the ability for the Project to determine and move towards the appropriate new start date for UAT. 1. Determine the approach for UAT for DW/BI – Due Date: 08/29 2. Confirm the impact of a PeopleTools Upgrade on UAT – Due Date: 09/12 3. Review Agency Readiness for UAT – Due Date: 09/12
Escalation Levels *(Select the level needed to mitigate and/or resolve the issue)*	☐ Issue Owner ☐ Department Architects ☒ Project Director ☒ Executive Project Sponsor ☐ CFO/ESC Chairman
Related Schedule Item	Ready to Begin UAT
Risk ID *(Enter the Risk ID of the Risk that led to the Issue if applicable)*	Risk 12 - The number of RICEFW items in System Test Segment III and their complexity combined with available resources may delay System Test Segment III completion and could impact the timing of the ESC's Stage Gate 3 – Ready to Begin UAT decision