GO.gov SSP Customer Briefing

IBC | FOC-B Wave 2

Customer Readiness, Transition Execution, and Near-Term Deliverables

August 26, 2026

Today's Briefing

Customer-centered review of schedule position, current controls, and required next actions.

01	**Current transition position and changes since July**
02	**FOC-B Wave 2 integrated customer timeline**
03	**Configuration, reporting, and organization design**
04	**Security, IdP, connectivity, and testing readiness**
05	**FM integration, training, and TMC readiness**
06	**Customer actions, decisions, and escalation**

What Has Changed Since the July Customer Briefing

The schedule has moved from initial execution into customer configuration, pre-testing readiness, and parallel integration work.

CONFIGURATION IN EXECUTION

- The controlled configuration window is active through October 16
- Customer selections, hierarchy, reporting, workflow, and exception decisions now require documented disposition

AUGUST CHECKPOINTS PASSED

- The August 7 training survey and August 20 connectivity, whitelisting, certificate, and IdP schedule checkpoints have passed
- Completion evidence and unresolved exceptions require confirmation

PARALLEL BUILD ACTIVE

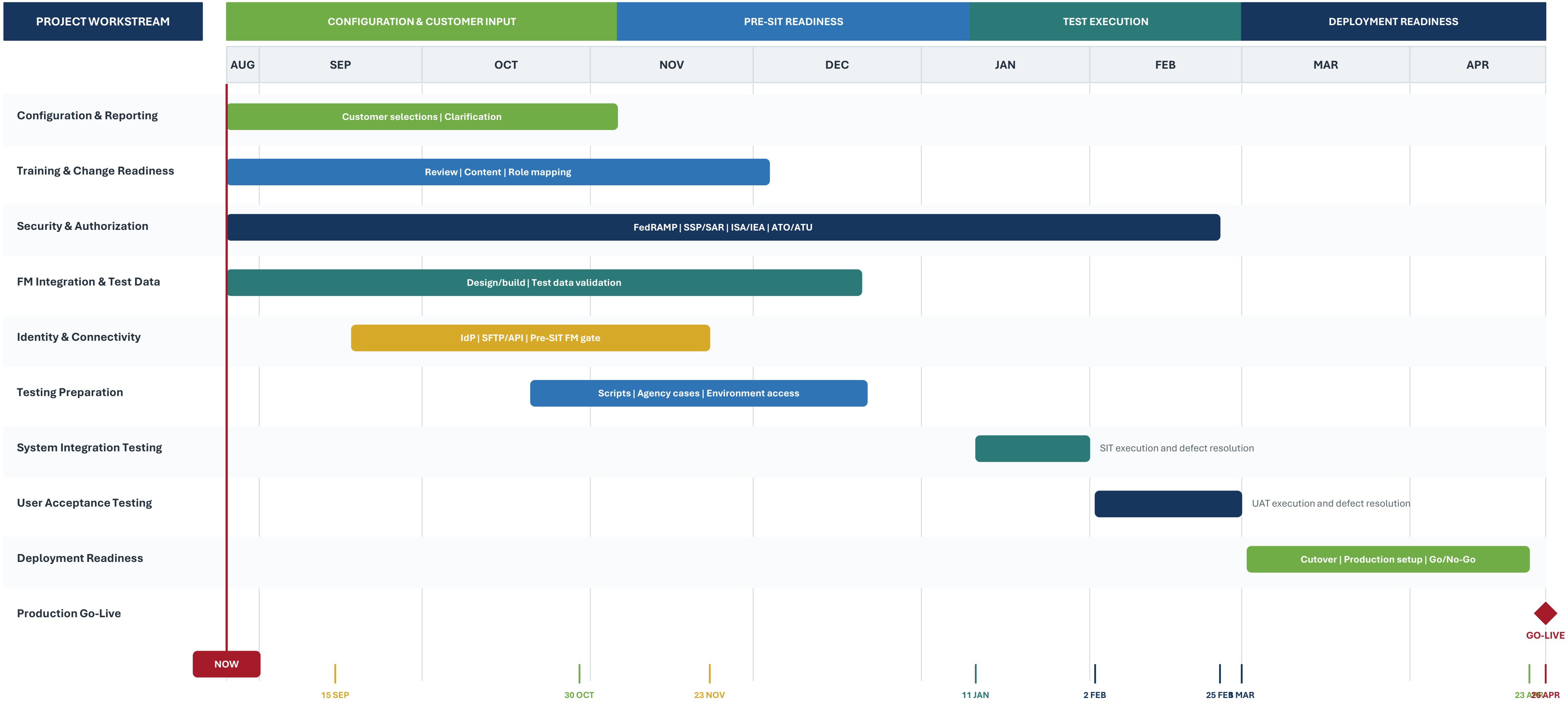
- FM design, development, sample-payload testing, test-data preparation, security authorization, and training planning continue on overlapping schedule paths.

CUSTOMER COMMUNICATION CONTROL

IBC remains the coordination point for customer assignments. Customer actions should be tied to the authoritative project-plan task, owner, due date, evidence location, and disposition status.

Integrated Customer Timeline

Current customer-facing sequence anchored to April 26, 2027 production go-live.



CONTROL POINTS 15 SEP Tester roster | 16 OCT Configuration selections | 23 NOV Pre-SIT FM gate | 11 JAN SIT begins | 2 FEB UAT begins | 1 MAR UAT complete

Near-Term Customer Deliverables - August and September 2026

Immediate customer controls are based on the authoritative schedule, not prior briefing placeholders.

BY 28 AUG

Identify agency-specific review processes for training content, including Section 508 requirements, and communicate the approach to the GO.gov PMO.

31 AUG-4 SEP

Review available training and identify additional agency-specific needs; inventory reusable T&E workflow training content.

BY 15 SEP

Identify SIT and UAT testers and provide the controlled roster to GO.gov.

ONGOING THROUGH 16 OCT

Complete customer configuration selections and document hierarchy, workflow, profile, reporting, and exception decisions in the configuration workbook.

EVIDENCE CONFIRMATION

Confirm closure or exception status for the August 20 connectivity survey, IP whitelisting, URL whitelisting, certificate exchange, and IdP survey checkpoints.

Security Authorization and Identity Provider Readiness

Security authorization, connection agreements, and technical controls remain parallel prerequisites for production readiness.

Package Review → CRM / SSP / SAR → Draft ISA / IEA → ATO / ATU → Technical Validation → Production Gate

BUSINESS PROCESS FLOW | CURRENT: AUTHORIZATION EXECUTION

CURRENT SCHEDULE POSITION

- FedRAMP package, CRM control assessment, authorization package, and signed ATO/ATU activities remain scheduled through February 25, 2027
- Draft IEA review continues through February 10, with signature by February 25

The August 20 IdP and connectivity checkpoints have passed; completion evidence or exception status should now be confirmed.

NEXT CONTROL POINTS

- IdP setup testing: September 18-October 16
- Testing-data SFTP/API connectivity: October 13-November 2
- Signed ISA/IEA and ATO/ATU: February 25, 2027

Production data remains gated by approved authorization and connection controls.

Authorization Path

Review GO.gov FedRAMP package and CRM responsibilities

Draft the IEA or ISA consistent with the connection approach

Plan and issue the agency ATO or ATU

Complete IdP, SFTP, certificate, and network controls

Security Authorization and Identity Provider Readiness

Security authorization, connection agreements, and technical controls remain parallel prerequisites for production readiness.

01 DATA EXCHANGE

IBC RESPONSIBILITY

REQUIRED ACTIONS

1. **IBC LEADS**
   Coordinate the IEA/ISA package and GSA review.
2. **CUSTOMER SUPPORTS**
   Provide system/SFTP details, review edits, and supply authorized signers.
3. **DO NOT SIGN EARLY**
   GSA finalizes language and routes the agreement through DocuSign.

DRAFT IEA/ISA — ABSOLUTE DEADLINES

FOC-B W2 28 JAN 2027

FINAL IEA/ISA: 25 FEB

CONTEXT IEA is required for system-to-system exchange. ISA applies where a VPN tunnel is required.

02 GO.GOV ACCESS

SSP CUSTOMER RESPONSIBILITY

REQUIRED ACTIONS

1. **REQUEST**
   Obtain the GO.gov FedRAMP package through the FedRAMP access process.
2. **REVIEW + IMPLEMENT**
   Review SSP/CRM and implement all customer-responsible controls.
3. **AUTHORIZE + SUBMIT**
   Issue signed ATO/ATU; send it to GO.gov Security and the FedRAMP PMO.

CRM ATO/ATU — ABSOLUTE DEADLINES

FOC-B W2 25 FEB 2027

PROD CONNECTIVITY + IdP: 26 APR

CONTEXT GO.gov access uses agency IdP connections. Username/password login is not supported.

03 TMC

SSP CUSTOMER RESPONSIBILITY

REQUIRED ACTIONS

1. **ACCESS**
   Complete the NDA and review the awarded TMC cybersecurity package.
2. **DECIDE**
   Select authorization path; notify GO.gov Security if not accepting the GSA MFR.
3. **SUBMIT**
   Send the signed TMC authorization to the GO.gov Security PMO.

TMC AUTHORIZATION — ABSOLUTE DEADLINES

FOC-B W2 19 FEB 2027

RECOMMENDED PATH: Accept GSA MFR | OPTIONAL: Agency ATU

CONTEXT The TMC decision is separate from the GO.gov CRM ATO/ATU and must be completed independently.

GO-LIVE GATE: Production data cannot be loaded until the IEA/ISA and TMC Authorization are complete; GO.gov use also requires the agency CRM ATO/ATU.

Configuration, Reporting, and Organization Design

Customer configuration is in the scheduled selection and documentation window.

Baseline Inputs → Customer Review → Selections Documented → Clarify Questions → Baseline Approved

BUSINESS PROCESS FLOW | CURRENT: CUSTOMER REVIEW

CURRENT POSITION

- Configuration guide review and customer selections are active from July 17 through October 16
- The workstream is not yet at reconciliation or approval

CUSTOMER CONFIGURATION SCOPE

- Group hierarchy and delegation
- Travel, request, expense, and approval workflows
- Travel Allowances configuration update: Long Term Travel Reduction Rates.

Upcoming Controls

16 Oct
Configuration selections complete

October 16-November 6
GO.gov clarification window

Continues through December
Configuration-dependent FM validation

Customer-to-IBC Configuration Control Sequence

A gated flow clarifies ownership, decision evidence, and the path to an approved configuration baseline.

01

INPUT BASELINE

WEEKS OF 10 & 17 AUG

Two-hour agency working sessions establish the starting configuration baseline using existing ETS2 / Concur data and GO.gov guidance.

02

CUSTOMER REVIEW

14 AUG / 21 AUG

IBC delivers the first and second groups of prepopulated configuration workbooks for customer review.

03

SELECTION RECORD

28 AUG / 4 SEP

Customers return completed or updated workbooks to IBC with configuration selections, exceptions, and supporting rationale.

04

CLARIFICATION

11 SEP - 15 OCT

IBC reviews workbook inputs and conducts ad hoc IBC-customer and IBC-GSA configuration-resolution discussions.

05

BASELINE CONTROL

16 OCT

Communicated configuration workbook due date. Controlled decisions support FM integration, test data, and downstream readiness.

COMMUNICATED CONTROL POINTS 14 AUG and 21 AUG deliveries | 28 AUG and 4 SEP returns | 11 SEP review start | Mid-September addendum | 15 OCT resolution end | 16 OCT workbook due

CONTROL PRINCIPLE No configuration item is complete until the decision, owner, rationale, dependency, approval status, and evidence location are recorded.

Financial Management Integration - Current Control Focus

FM interface design and development remain active, with pre-SIT connectivity as the next major schedule gate.

Design → Build → Sample Testing → Agency Config Validation → Pre-SIT Connectivity → SIT → UAT

BUSINESS PROCESS FLOW | CURRENT: BUILD

CURRENT SCHEDULE POSITION

- Functional and technical design continues through November 23
- FM development and minimal configuration alignment continue through December 11
- FM build completion is scheduled for December 16
- Travel Authorizations and Vouchers
- Funds Check and Acknowledgments
- Review of agency feedback on Functional Scenarios

PARALLEL VALIDATION

- Generic and agency-specific sample outputs
- LOA and workflow decisions
- Funds validation
- Test-data preparation remain active
- Dual-currency payload and exchange-rate treatment
- Funds Check segments
- Reference Data questions
- De-obligation scenarios

NEXT GATES

- Agency configuration validation begins September 15
- Pre-SIT FM connectivity: November 23
- SIT: January 11-February 1
- UAT: February 2-March 1

Testing Readiness - What Agencies Must Prepare

The program is in pre-testing readiness, with tester, access, data, connectivity, and script preparation underway.

Plan | Roster / Access | Data Preparation | Connectivity | SIT | UAT | Exit

BUSINESS PROCESS FLOW | CURRENT: DATA PREPARATION

PEOPLE

- Provide SIT/UAT tester roster by September 15
- Confirm testing leads, Jira access, and accountable defect-resolution roles before kickoff

ACCESS, DATA, AND SCRIPTS

- Prepare employee, LOA, organization, and approver test data through December 14
- Review test scripts October 21-December 4 and develop agency-specific cases through December 22

TECHNICAL AND EXIT

- Confirm outcome of August 20 controls
- Execute IdP testing September 18-October 16 and SFTP/API testing October 13-November 2
- Retain test results, defect disposition, and sign-off

PEOPLE TIMELINE

26 AUG | 15 SEP | 16 NOV | 29 JAN
29 JAN

Tester roster due | **Testing orientation** | UAT kickoff

ACCESS, DATA, AND SCRIPTS TIMELINE

Test data prepar | Agency cases

26 AUG | 4 DEC | 14 DEC | 22 DEC
22 DEC

Test data due | Scripts reviewed | Cases complete

TECHNICAL AND EXIT TIMELINE

SFTP/API | UAT

20 AUG
20 AUG | 2 NOV | 23 NOV | 1 FEB | 1 MAR
1 MAR

TESTING CONTROL GATES

15 SEP Tester roster | 16 NOV Orientation | 23 NOV Pre-SIT FM connectivity | 11 JAN-1 FEB SIT | 2 FEB-1 MAR UAT

Training and Organizational Change Readiness

Training has moved from needs collection into agency review-process definition and content planning.

Needs Survey → Review Process → Content Review → Trainer / Role Mapping → Delivery → Operational Readiness

BUSINESS PROCESS FLOW | CURRENT: REVIEW PROCESS

CURRENT

- Training needs survey closed August 7
- Agency-specific review processes, including Section 508 requirements, are due August 28

NEXT

- Review available training and identify agency-specific needs August 31-September 4
- Inventory reusable T&E workflow content during the same period

LATER GATES

- Map role-based training to individuals November 16-December 4
- Training delivery and readiness evidence must support April 26, 2027 operational use

CURRENT TIMELINE

Needs survey | Review process

20 JUL | 7 AUG | 28 AUG | 28 AUG

Survey closed | Review process due

NEXT TIMELINE

Content review and reusable-content inventory

31 AUG | 4 SEP | 4 SEP

Identify agency-specific needs | Inventory complete

LATER-GATES TIMELINE

Training preparation and delivery

16 NOV | 4 DEC | 26 APR | 26 APR

Role mapping complete | Operational readiness

TRAINING CONTROL GATES 7 AUG Needs survey closed | 28 AUG Review process due | 31 AUG-4 SEP Content review | 16 NOV-4 DEC Role mapping | 26 APR Operational readiness

Customer Action Register

Assign, date, and retain each action as transition evidence.

IMMEDIATE

Confirm evidence or exception status for August 20 connectivity, whitelisting, certificate, and IdP checkpoints.

BY 28 AUG

Document agency-specific training-content review and Section 508 approach.

BY 4 SEP

Identify additional training needs and inventory reusable training content.

BY 15 SEP

Provide SIT/UAT tester roster to GO.gov.

THROUGH 20 OCT

Complete customer configuration review and controlled selections.

16 OCT- 20 OCT

Resolve GO.gov configuration questions and clarifications.

Items Requiring Customer Confirmation or Discussion

Identify conditions requiring disposition before the next schedule-controlled milestone.

CONFIGURATION

Are all hierarchy, delegation, home-organization, workflow, profile, LOA, reporting, and exception decisions assigned and being captured in the workbook?

AUGUST 20 EVIDENCE

Are the connectivity survey, IP and URL whitelisting, certificate exchange, and IdP survey complete, or is an exception and recovery date recorded?

TRAINING AND TESTING

Is the training review process documented by August 28, and are tester identification and September 15 roster submission on track?

ESCALATION

What policy, acquisition, security, technical, data, or resource constraint threatens the October 30 configuration gate or November 23 connectivity gate?

Support, Communications, and Escalation

Use established channels before issues become schedule or readiness failures.

Customer Support Channels

CONNECT.GOV

Monitor project plans, milestone changes, recordings, Q&A, security materials, and training content.

Connect.gov sign-in

Connect.gov Support

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COMMUNICATION CONTROL

Monitor email for data calls and deadlines. Preserve questions, decisions, owners, dates, and evidence locations.

Include the IBC GO.gov Customer Success Team on transition communications requiring cross-functional coordination.

Primary customer coordination for schedule, readiness, configuration, technical integration, communications, and escalation.

Open Floor and Closeout

Questions, risks, dependencies, and customer-specific constraints.

What must be resolved now to protect the October 30 configuration gate and November 23 connectivity gate?

RAISE

Customer-specific constraints, policy conflicts, resource gaps, overdue evidence, or schedule concerns.

ASSIGN

A responsible lead, target date, dependency, support channel, and evidence location.

CLOSE

A confirmed decision, escalation path, approved exception, or documented follow-up commitment.

Thank you

Connect.gov for GO.gov Information

Customer reference for current GO.gov transition information and controlled materials.

ACCESS

Maintain approved access and monitor the GO.gov workspace for current schedule, meeting, and workstream materials.

GO.GOV RESOURCES

- Project plans and schedules
- Configuration guidance
- Meeting recordings and Q&A
- Testing and security resources
- Training and change-management materials
- Transition and closeout toolkits

CUSTOMER PRACTICE

Use the posted project plan as the schedule reference, coordinate assignments through IBC, and retain decisions and evidence in the controlled repository.