



GO.gov SSP Customer Briefing

IBC | FOC-B Wave 2

Customer Readiness, Transition Execution, and Near-Term Deliverables



September 30, 2026



What Has Changed Since the August Customer Briefing

The program has moved into controlled configuration closeout, technical validation, and testing preparation.

CONFIGURATION CLOSEOUT ACTIVE

- Customer selections and unresolved hierarchy, access, LOA, reporting, workflow, and exception decisions are being consolidated for the October 30 control point.

SEPTEMBER CONTROL POINTS

- Tester-roster, reporting, configuration-addendum, IdP setup, and FM design activities have advanced; closure evidence and unresolved exceptions require confirmation.

PARALLEL BUILD AND TEST PREPARATION

- FM design/build, sample-payload validation, configuration resolution, sandbox familiarization, test-data preparation, security authorization, and training planning continue on overlapping 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.



Near-Term Customer Deliverables – September and October 2026

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

BY 2 OCT

Confirm LOA mapping logic and configuration-workbook ownership needed to protect FM design and build schedules.

13 OCT-2 NOV

Begin SFTP/API testing-data and FM-connectivity activities as agency environments become ready.

THROUGH 30 OCT

Complete controlled customer configuration selections and document hierarchy, workflow, profile, reporting, LOA, and exception decisions.

EVIDENCE AND EXCEPTION CONTROL

October GO.gov All Agency Meeting Event Title: GO.gov October All Agency Meeting | **Join Virtually:** [Zoom link](#) | **Date:** 10/28/2026 **Time:** 12:30 - 2:30 pm ET



Security Authorization and Identity Provider Readiness

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



BUSINESS PROCESS FLOW | CURRENT: AUTHORIZATION EXECUTION AND TECHNICAL VALIDATION

CURRENT SCHEDULE POSITION

- IdP integration is a prerequisite for SIT participation. Completion evidence, exception status, and recovery dates must be controlled before SIT entry.

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

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

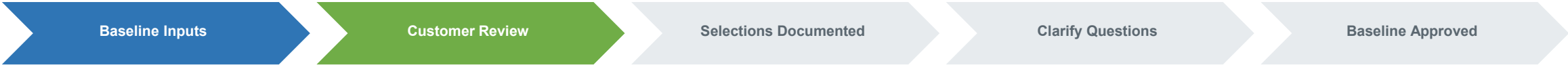
CONTEXT The TMC decision is separate from the GO.gov CRM ATO/ATU and must be completed independently.

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.



BUSINESS PROCESS FLOW | CURRENT: CUSTOMER REVIEW

CURRENT POSITION

- Agency selections are being consolidated for the October 30 workbook control point. IBM configuration cannot be finalized until hierarchy and access scenarios are dispositioned.

CUSTOMER CONFIGURATION SCOPE

- Configuration workbook addendum
- Updated configuration workbooks
- Expense Type mapping

Upcoming Controls

30 Oct

Agency configuration workbook selections due

30 October-6 November

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

CUSTOMER INPUTS

Customers complete and validate workbook selections, exceptions, assumptions, and rationale through the current review cycle.

04

CLARIFICATION

THROUGH 29 OCT

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

05

BASELINE CONTROL

30 OCT

Controlled customer configuration selections support FM integration, testing data, security, reporting, and downstream readiness.

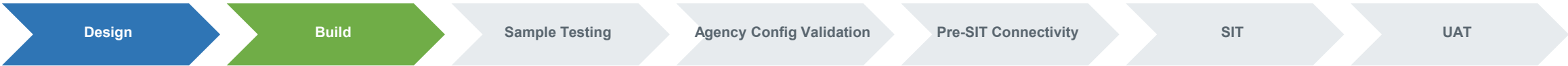
COMMUNICATED CONTROL POINTS

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



Financial Management Integration - Current Control Focus

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



BUSINESS PROCESS FLOW | CURRENT: BUILD AND TECHNICAL DISPOSITION

CURRENT SCHEDULE POSITION

- Functional and technical design remains schedule-driving through November 23; FM development continues through December 16.

PARALLEL VALIDATION

- GSA sample payloads and transaction examples
- LOA mapping and configuration ownership
- Funds-check specification and object-class treatment
- Foreign-currency functionality

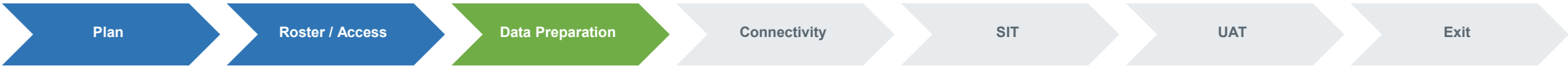
NEXT GATES

- Next gates:
 - IBC participate in LOA/hierarchy session: September 30
 - Mapping logic target: October 2
 - Pre-SIT FM connectivity: November 23
 - FM build complete: December 16



Testing Readiness - What Agencies Must Prepare

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



BUSINESS PROCESS FLOW | CURRENT: DATA, ACCESS, AND CONNECTIVITY PREPARATION

PEOPLE

- Confirm the senior SIT representative, agency lead tester, and broad UAT participation; retain roster and account-access evidence.

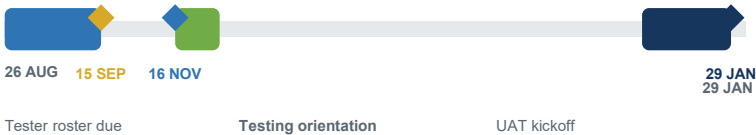
ACCESS, DATA, AND SCRIPTS

- 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**

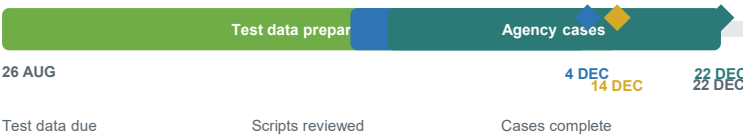
TECHNICAL AND EXIT

- Confirm IdP integration before SIT entry; complete SFTP/API connectivity and track sandbox/test-profile limitations as testing dependencies.

PEOPLE TIMELINE



ACCESS, DATA, AND SCRIPTS TIMELINE



TECHNICAL AND EXIT TIMELINE



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.



BUSINESS PROCESS FLOW | CURRENT: CONTENT GAP REVIEW AND ROLE PREPARATION

CURRENT

- Use available GO.gov materials now; compare them with current ETS2/Concur processes and identify agency-specific gaps.

NEXT

- Use system guidance and sandbox practice to build familiarity before formal role-based delivery.

LATER GATES

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

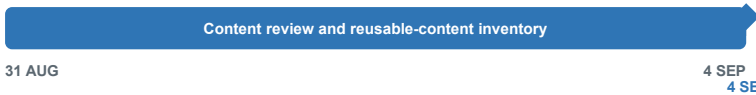
CURRENT TIMELINE



Survey closed

Review process due

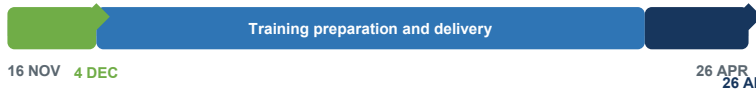
NEXT TIMELINE



Identify agency-specific needs

Inventory complete

LATER-GATES TIMELINE



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



GO.gov Sandbox Environment

Use the practice environment to build familiarity and practice preparing requests and expense reports.

PURPOSE

Practice navigation and end-to-end travel processes without treating sandbox behavior as final production configuration or formal SIT/UAT evidence.

WHAT TO USE IT FOR

- GO.gov platform familiarization
- Booking travel practice
- Travel request and approval-path practice
- Expense report and receipt practice
- Administrative tasks familiarization using Proxy permission

TIPS FOR EFFECTIVE PRACTICE

- Use GO.gov system guidance as the navigation baseline
- Back date trip dates when manually creating requests (not using the Online Booking Tool) to allow creation of expense report immediately after request is approved.
- Use the Processor tool available with the admin login to view others' documents and status of documents.
- Update profiles to add delegates to understand delegate and proxy functionality.

CONTROL BOUNDARIES

- Generic configurations, not agency specific configurations or workflows.
- Use synthetic or approved non-production data only
- Do not assume sandbox configuration equals the final agency baseline
- Do not use sandbox results as formal SIT/UAT sign-off
- Separate training questions from functionality questions.



Customer Action Register

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

IMMEDIATE

Confirm accountable owners, evidence, exceptions, and recovery dates for configuration, IdP, connectivity, testing, training, and FM dependencies.

30 SEP

IBC to participate in LOA and hierarchy resolution; document assumptions requiring GSA disposition.

BY 2 OCT

Confirm FM mapping logic, workbook ownership, and follow-up actions from the September 30 session.

13 OCT-2 NOV

Execute testing-data and FM SFTP/API connectivity activities when startup instructions are received.

THROUGH 30 OCT

Complete customer configuration review and controlled selections.

30 OCT-6 NOV

Resolve GO.gov configuration questions and clarifications; preserve decisions and evidence.



Items Requiring Customer Confirmation or Discussion

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

CONFIGURATION

Are hierarchy, delegation, access, LOA, workflow, profile, reporting, and exception decisions assigned and on track for the October 30 control point?

IDP AND CONNECTIVITY

Is IdP integration ready for SIT entry, and are SFTP/API connectivity, environment startup, certificates, and outstanding exceptions controlled?

TRAINING AND TESTING

Are testers using available materials and the Sandbox to build familiarity, document gaps, and prepare agency-specific cases?

ESCALATION

What policy, security, technical, data, profile, or resource constraint threatens the October 30 configuration gate, November 23 connectivity gate, or December 16 FM build?



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, November 23 connectivity gate, and December 16 FM build?



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.

