U.S. General Services Administration

# GO.gov® All Agency Meeting

October 28, 2026



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# Housekeeping



This meeting is being recorded.



Slides and other resources will be posted on Connect.gov



Q&A:

- You can submit questions via the Q&A feature at any time.
- We'll pause for brief Q&A breaks throughout.
- Questions will focus on the topic(s) just presented.
- If we don't get to your question during the meeting, it will be addressed in follow-up afterwards

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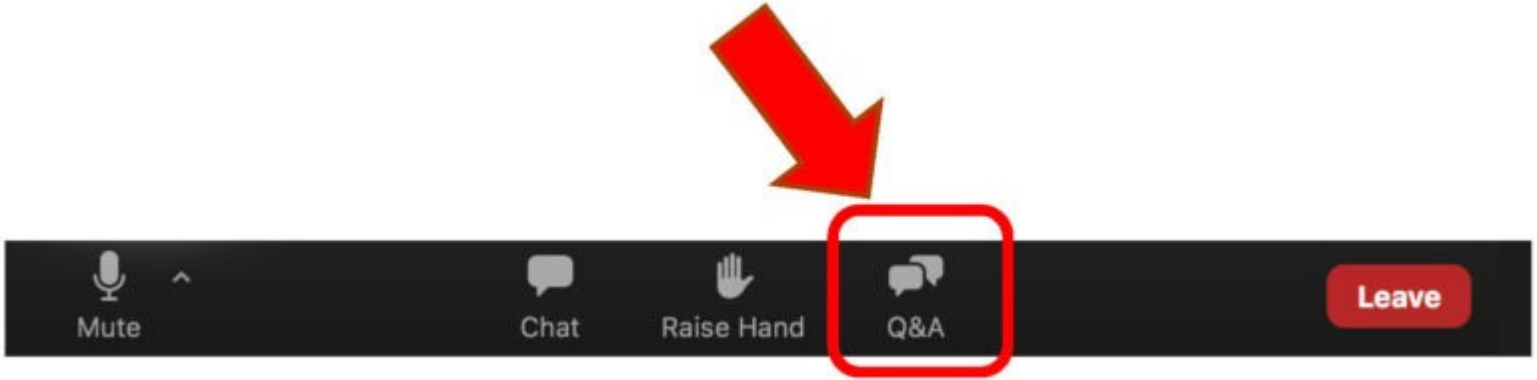


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# Q&A Function

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# AGENDA

| | |
|---|---|
| **Welcome** | Liz Barnaby |
| **Customer Engagement** | Stephanie Bingham |
| | |
| **Enhanced Travel Experience** | Alice Whalen |
| **Enhanced Admin Capabilities** | Raymond Zhang |
| **Training Updates** | Brian McAuliffe |
| **Operations and Maintenance / Hypercare Updates** | Jamie McCauley |
| **Go-Live Prep & Resources** | Robert Wuhrman |
| **Governance** | Liz Barnaby, Joanna Sibley |
| **Usability Testing** | Emitt Cummings |
| **Testing** | Vicky Niblett |
| **Travel Management Company** | Kathy Voss |
| **Security** | Jacob Parcell, Kelsey Mortenson |
| **Agency Spotlight** | U.S. Dept of Health and Human Services |
| **New Resources** | Liz Barnaby |
| **Next Steps & Closing Remarks** | Liz Barnaby |



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# Customer Engagement

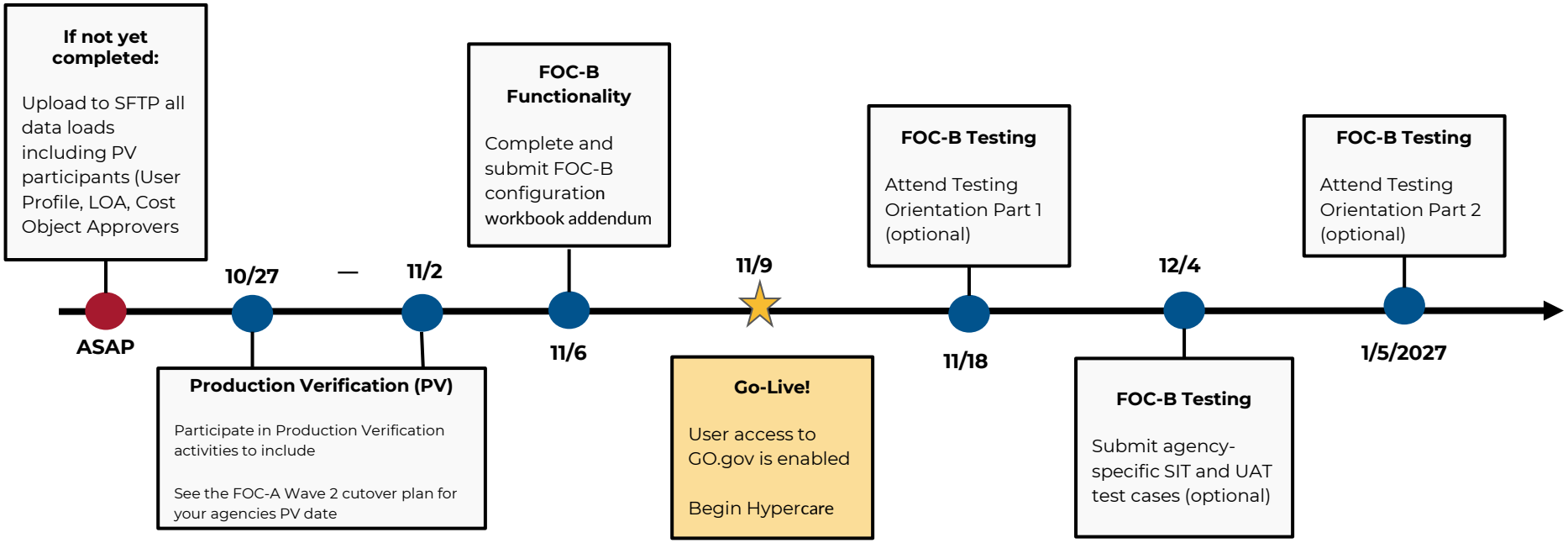
Stephanie Bingham



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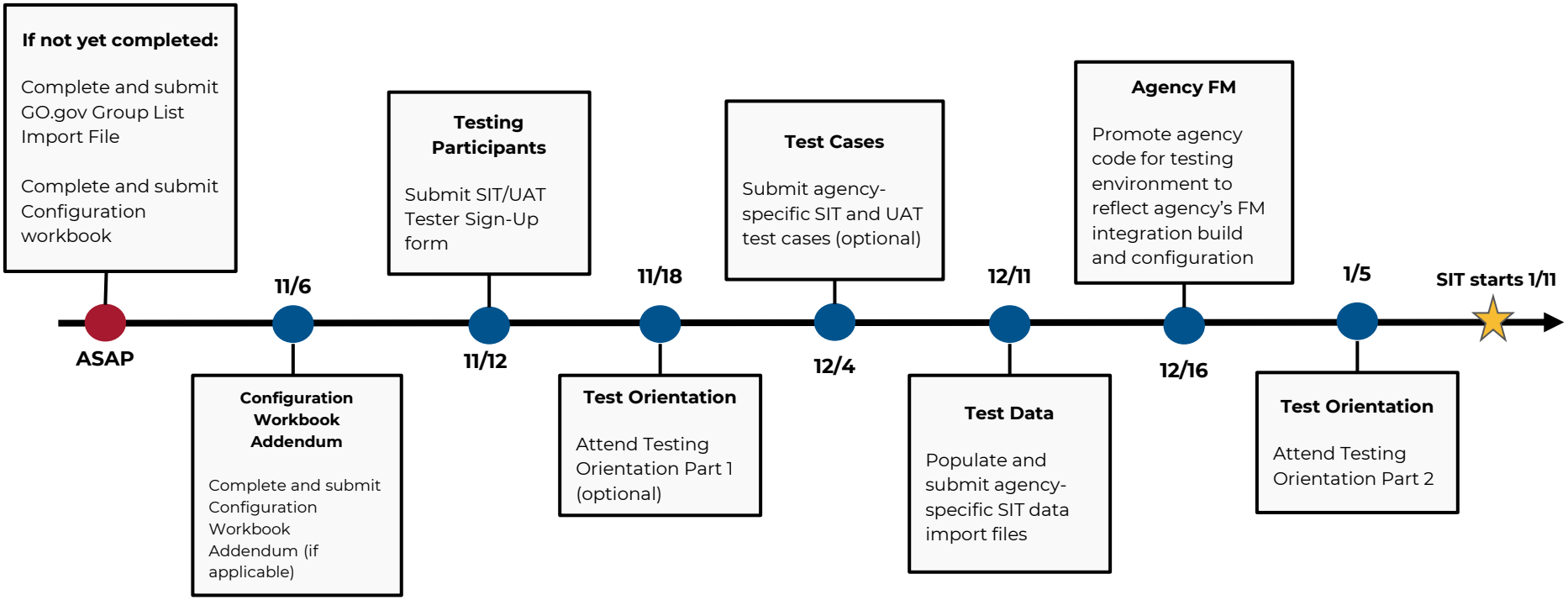
# FOC-A Wave 2: What to Expect Next






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# FOC-B: What to Expect Next






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# Solution Management & Support Network

**Overview:** This government-only meeting is an opportunity for agencies post-go live to learn the latest on GO.gov and the Travel Shared Service.

GO.gov is **built to evolve**. Continuous improvement cycles ensure the platform stays current with changing technology, regulations, and mission needs.

**Monthly meetings**

**4th Thursday**

**10:00 am ET**

**Next meeting 12/10 (TBD)**

## What to Expect

### 1. Continued Customer Relationships

CEM/CXM support will continue to work with your agency.

### 2. Ongoing Governance

Participate in ongoing governance activities to ensure consistency and compliance.

### 3. User Community & Best Practices

Exchange best practices, share success stories, and inform future program improvements.

### 4. Performance & Metrics

Review reports and metrics to monitor performance and identify improvement areas.

### 5. Updates & Training

Access feature updates, enhancements, and additional training opportunities.

# Enhanced Travel Experience

Alice Whalen



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# Enhanced Travel Experience Coming in 2027

## New Travel Booking Experience

Updates to GO.gov **travel booking** tool will bring a more modern look and feel

**Note:** No changes to GO.gov travel requests and expense reporting in the desktop platform

## Implementation Timeline

**JANUARY - FEBRUARY 2027**
Test during FOC-B System Integration Testing (SIT) and User Acceptance Testing (UAT)

**FEBRUARY - MARCH 2027**
Training materials updated for agencies

**MARCH 2027**
Live in Production

## Key Benefits

### Better Content & Visuals

More detailed content and improved images help users book the best option easily

### Streamlined Booking

Optimized booking process saves time for Travelers and Administrators

### More Mobile Capabilities

Improved mobile app upgrades the user experience – including a more complete request module

### Enhanced Security and Compliance

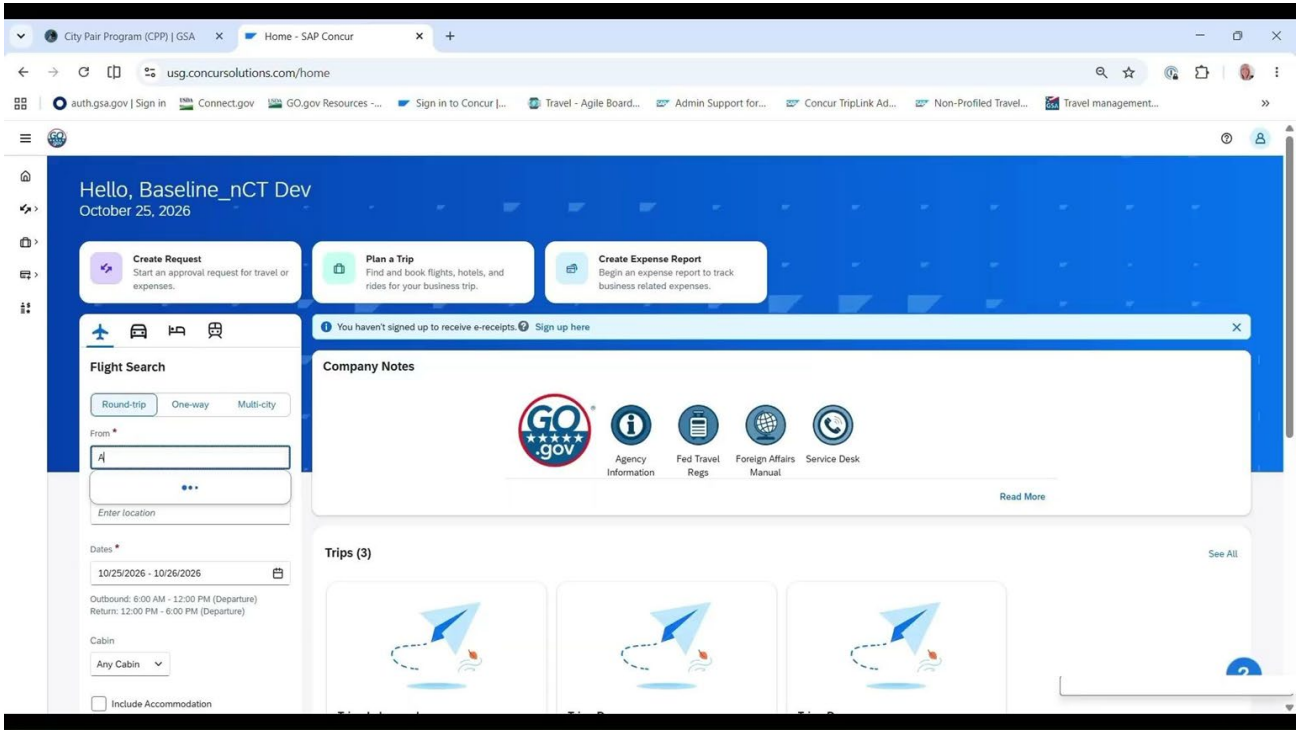
Strengthens GO.gov's security posture with updated FedRAMP controls and improved identity management



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# Enhanced Travel Experience Demonstration




Available on the Videos / Demos page on Connect.gov.



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# Enhanced Admin Capabilities

Ray Zhang



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# Enhanced User Administration Overview

## A simpler, consistent way to manage agency travel administration in GO.gov

The planned user workspace will bring routine administrative tasks into one guided experience for authorized agency users

### For Agency Traveler Administrators



- Maintain users, roles, approvers, and delegates
- Manage individual and bulk LOA changes
- Check travel card status and review transaction requests

### For Travelers



- Request an approver change
- Flag unused card transactions for agency review
- Receive confirmation of request outcomes

**Agency permissions and approvals remain central. Sensitive card numbers stay protected.**



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# User Experience Improvements

## Examples of how the planned solution addresses agency pain points

| | Agency Pain Point | Example in GO.gov |
|---|---|---|
| **User Administration** | Updating Approvers requires manual navigation across multiple applications | Find a Traveler, search for an eligible agency Approver, and submit the change through a guided user interface<br>**Fewer routine tickets and less system switching** |
| **Lines of Accounting** | Activating/deactivating LOAs and making year-end changes involves repetitive manual work | Retrieve an existing LOA and correct the needed segment, or submit a spreadsheet for bulk changes<br>**Less re-entry for individual and bulk LOA changes** |
| **Travel Card Administration** | Administrators need a more simplified way to verify card status and identify imported expenses needing attention | Check whether a traveler has a card on file and request a list of expired or expiring cards<br>**Earlier follow up to help prevent travel disruptions** |



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# Incorporating Your Feedback

## Agency UI/UX workshops informed the proposed user experience improvements

| What Agencies Told Us | What to Anticipate in Enhanced User Administration |
|---|---|
|  Finding and verifying users takes too many steps | ➔ Enter search criteria to retrieve matching agency users and improved profile maintenance |
|  Adding delegates requires a separate ticket or template | ➔ Add delegates through an intuitive administration interface, avoiding separate requests and manual coordination |
|  Bulk changes are hard to validate and correct | ➔ Results by row, clear errors, and a more efficient way to correct and resubmit failures |
|  LOA changes require repetitive work | ➔ Retrieve existing LOAs and change the necessary segment, including bulk maintenance |



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# Delivery Timeline and Agency Involvement

**Agency feedback shaped initial designs. Delivery planning is underway.**

## SEP–OCT 2026

### Design and Planning

- Agency workshops
- Prototype refinement
- Initial delivery priorities

## OCT–DEC 2026

### Design and Build

- Iterative development
- Design reviews
- Feedback

## JAN–MAR 2027

### Testing and Readiness

- Usability & User Acceptance Testing
- Training and support preparation

## By MAR 29, 2027

### Planned Deployment

- Target availability for authorized users
- Operational support to follow

**Anticipated agency involvement: Test real agency scenarios and participate in training**



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# Training Updates

Brian McAuliffe



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# GO.gov Live Training Sessions

- **All Agencies:** New and updated micro videos, user guides, quick reference guides, and training materials are available on Connect.gov
- **Reminder to IOC and FOC-A Agencies:** Update learning materials on internal websites

## Train-the-Trainer Courses

We offer techniques, practical tools, and content to help you deliver your agency's GO.gov Traveler & Approver training courses.

### Train-the-Trainer: Traveler / Arranger Course

Learn how Travelers use GO.gov to manage their profiles, assign delegates, book travel submit travel requests, and creating expense reports for reimbursement



### Train-the-Trainer: Approver Course

Learn how Approvers use GO.gov to review and approve travel requests and expense reports, assign delegates, and manage travel documents throughout the approval process

## Instructor-Led Training Courses

We offer interactive, live sessions led by subject matter experts to help specialized users navigate their GO.gov roles.



### Instructor-Led Training: Reporting Official Course

Demonstrates how Reporting Officials use GO.gov Reporting through Cornerstone to access reports, analyze travel data, and create custom reporting solutions



### Instructor-Led Training: Administrator Course

Demonstrates how Administrators use GO.gov to support travelers, manage travel documents, review expense reports, run queries, and add user profiles and lines of accounting (LOAs)

View recordings of the most recent trainings on the Training Materials page on Connect.gov.

# Coming Soon: GO.gov E-Learning!

| | |
|---|---|
| **What is it?** | **A collection of 3 interactive virtual learning courses to teach you how to navigate GO.gov and its features through video demos, examples, knowledge checks, and explanations** |
| **When and where can I access it?** | **By end of 2026 through your agency's Learning Management System** |
| **Who is it for?** | **Travelers, Travel Arrangers, Approvers, Administrators, and Reporting Staff in all agencies. Choose the course best suited to your position.** |



**GO.gov for Travelers / Travel Arrangers**

Learn how to create a travel request, report expenses, and edit or cancel a trip

Duration ≈ 4 hours



**GO.gov for Approvers**

Learn how to approve a travel request, review expense reports, and assign delegates

Duration ≈ 1 hour



**GO.gov for Administrators and Reporting**

Learn how to create GO.gov reporting through Cornerstone and to manage user profiles

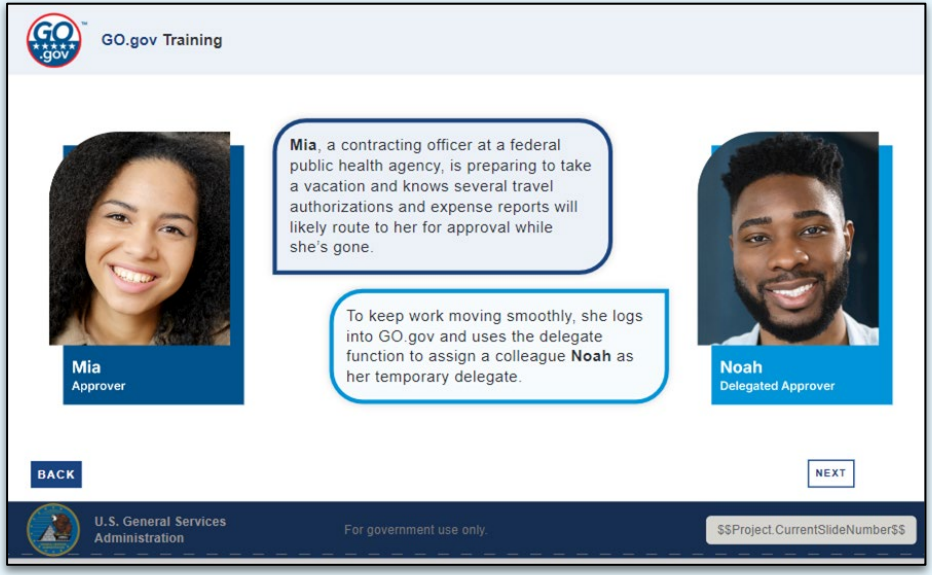
Duration ≈ 2 hours

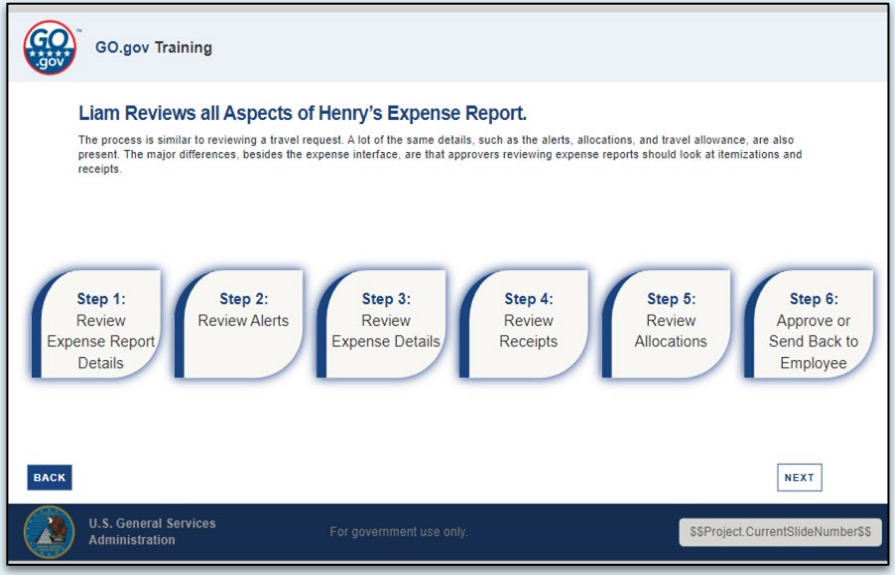


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# Sneak Peek at E-Learning Courses

**E-Learning courses include detailed video demonstrations, interactive components, and knowledge checks.** Below are two illustrative screenshots from the GO.gov for Travelers / Travel Arrangers Course.






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# Operations and Maintenance / Hypercare Updates

Jamie McCauley



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# FOC-A Wave 1 Hypercare Summary

Daily hypercare group and 1:1 agency calls were held for the first 60 days after go-live for FOC-A Wave 1 agencies



## GO.gov

- Over 50,000 logins to the GO.gov platform
- 3,455 Travel Requests Approved
- 2,516 Trips Booked
- 2,538 Expense Reports Paid



## Service Desk

- 2,091 Tickets opened
- 2,056 Tickets resolved
- 1,859 Phone calls received
- Average call hold time: 26.5 seconds

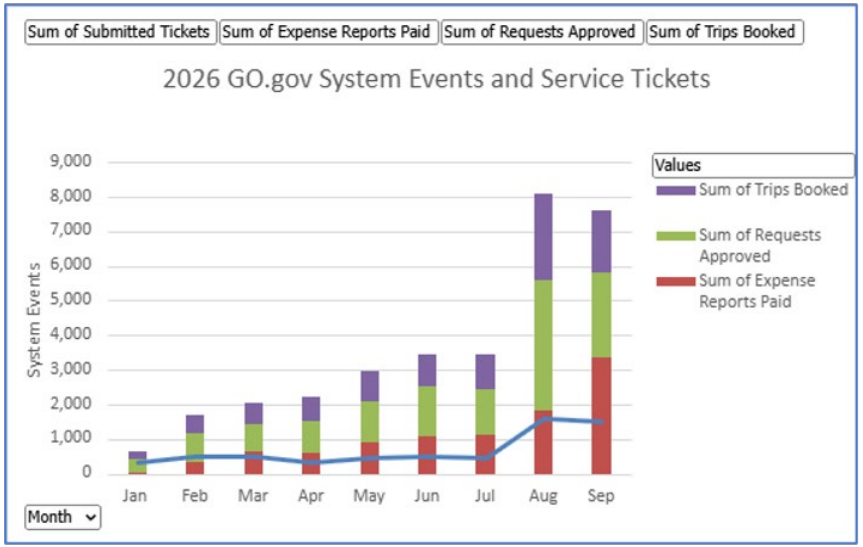
Note: Metrics are for FOC-A Wave 1 users only. Data ranges from Aug 3 (go-live) – Oct 1

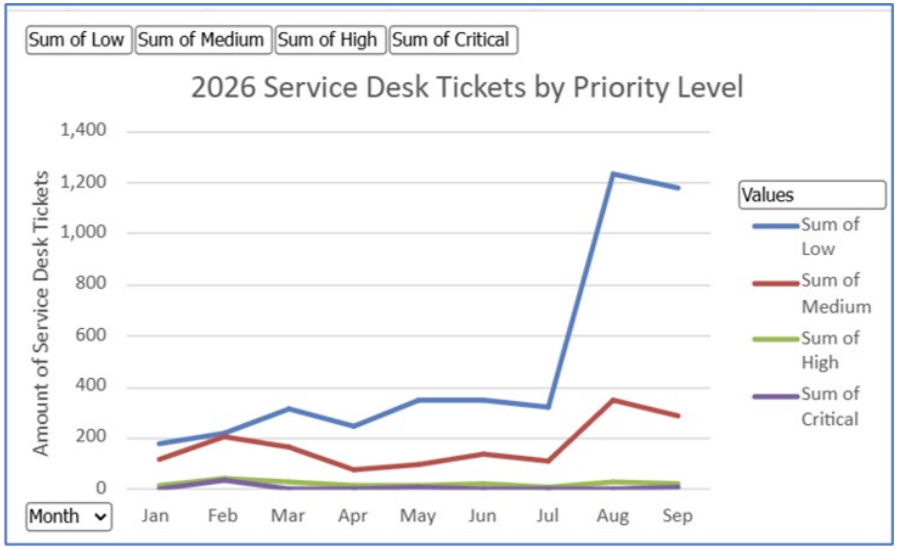


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# Operations and Maintenance Update




*January 2026 was a partial month. Agencies joined the system on 1/20/26.



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# Go-Live Prep & Resources

Robert Wuhrman



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# End-User Action Roadmap: Ready, Set, Go-Live

**FOC-A WAVE 2 AGENCIES:** Continue conducting end-user readiness roadmap activities shared with you in early October and engaging your CEM/CXM.
**FOC-B AGENCIES:** Begin planning roadmap activities to support future transition readiness.

## 1. Validate Change Impacts

Identify and validate configuration impacts on end users.

Supporting Resources:

- ETS2 Comparison Crosswalk
- Agency Gap Analysis Tool
- T&E Business Standards

**Tip**: Discuss questions in 1-on-1s with CEM/CXM

## 2. Launch Comms

Conduct outreach and prepare intranet & email updates.

Supporting Resource:

- End-User Communications Workbook

**Tip**: Leverage content in the phase-and wave-specific workbooks to build your agency GO.gov intranet and end-user communications

## 3. Prepare Training & Support

Prepare materials and clarify support channels.

Supporting Resources:

- GO.gov training approach (slides 78-81)
- GO.gov training materials (customize based on roles with agency-specific policies)
- QRGs, micro-videos & Service Desk resources

**Tip**: Coordinate cutover and go-live support with TMC and agency support leads

## 4. Use Governance Paths

Route inquiries to appropriate agency contacts.

- **Training:** CEM/CXM
- **Configuration:** CEM/CXM
- **Service Changes:** CEM/CXM

info **Note:** Consider using your agency's project plan to confirm owners, progress, and completion dates for these activities and bring unresolved readiness issues to your next CEM/CXM discussion.



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# GO.gov Feature Release & Resources

Features **coming to GO.gov on November 9, 2026**: Conference travel, local authorization, multi-trip voucher, and more.

**Use the resources below to prepare your agency end users.**

## Feature Fact Sheets

Key documentation on the Connect.gov Fact Sheet page:

- **FOC-A Wave 2 Features Overview**: Key enhancements and benefits.
- **Features Roadmap**: Deployment schedule across previous and future release waves.

## Quick Reference and User Guides

Step-by-step instructions for end users navigating GO.gov:

- Available on the **Downloadable Training Materials page** on Connect.gov.

## Shareable Resources

Content for agency intranets and end-user communications:

- Micro videos on **Training Materials page**.

**Tip**: Use phase and wave specific **End-User Communications Workbook** on the **Guides page** to adapt your communications on sharing GO.gov resources.

**Post Deployment Support:** Users can access the GO.gov self-service portal for support and knowledge base articles. Questions? Contact your Customer Engagement Manager (CEM) or email gogov@gsa.gov.

# Governance

Liz Barnaby



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# Governance By the Numbers

Active and Closed/Archived lists of change requests are on the Governance page of Connect.gov.

As of 10/26/2026

### Opened To-Date

**136**

### Active / In Review

**70**

*Includes 13 action memos in Paused status

### Closed To-Date

**66**

(Retracted, Referred to Service Desk, Denied, Delivered, Scheduled)

### Alternative Resolution

**31**

(Retracted by submitter Additional training/ supplemental OCM materials, Denied, Capability already exists, Referred, Unneeded)

### Scheduled / Pending

**20**

(In development or scheduled for delivery)

### Delivered

**15**

(Deployed into GO.gov)



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# Executive Advisory Committee Update

**Date:** September 22, 2026

## EAC Members:

**Jeff Bobich**
**DHS** Member

**Mark Dellinger**
**State** Member

**Adrian Quesda**
**VA** Member

**Erick Salamanca**
**RRB** Member

**Carolyn Meza**
STOC Co-chair

**Lauren Concklin**
EAC Chair

## Outcomes:

- $2,500 Conditional Routing Threshold: Consensus reached on raising short-term baseline threshold to $5,000 for FOC-B Wave 1 to eliminate low-value approval friction while evaluating long-term agency flexibility.
- Extended TDY / ETDY Routing: Consensus reached to realign to a government-wide standard using Foreign Affairs Manual (FAM) standard configuration for automated per diem reductions (FAA exception retained).
- One-Page Printable Summary: Review of condensed Request & Expense Report printable view for executive review and FOIA/oversight inquiries.

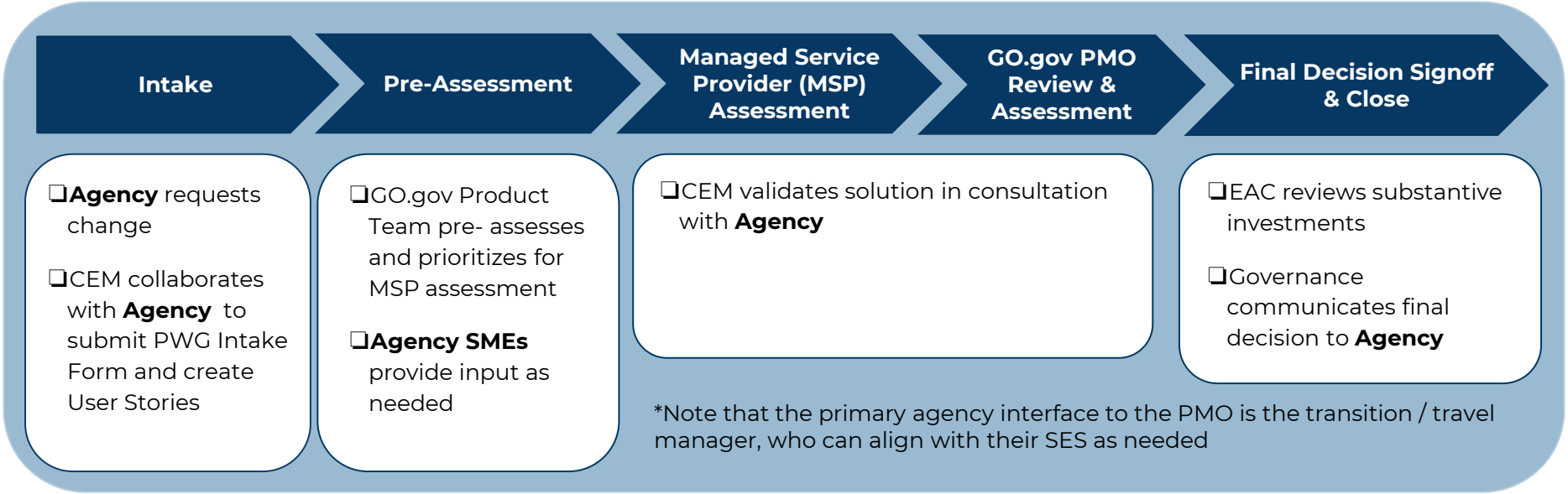


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# Governance Continuous Improvement Process

As a shared service, GO.gov uses the governance process to assess and prioritize requests based on alignment with shared service principles, government-wide benefit, and impact to agencies.




Processing time varies:

- Shortest: Minor change (1 agency, low LOE)
- Longest: Complex change (1+ agencies, higher Level of effort (LOE), complex configuration or enhancement)

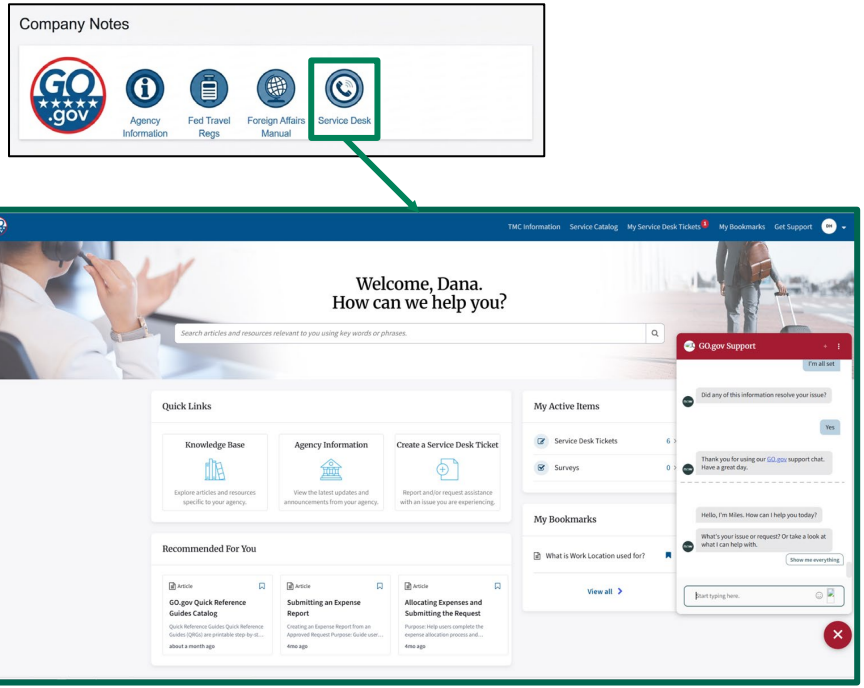


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# GO.gov Self-Service Portal & Knowledge Base

The GO.gov knowledge base provides a repository of articles and information that helps resolve issues quickly without needing to open a ticket.




**Who uses the knowledge base?**

All GO.gov users, Service Desk personnel, and Miles the chatbot.

**What does the knowledge base contain?**

Content includes "how-to" guides, videos, articles, and training materials.

**How do users utilize the knowledge base?**

Search and browse content, provide feedback, and save favorites.

**Where is agency-specific information?**

The agency-level knowledge base contains your agency's policies, procedures, and FAQs.

**How can I recommend new knowledge based articles for my agency?**

Agency trainers and superusers can recommend new articles by submitting a draft via the dedicated SmartSheets intake form or by opening a Service Desk ticket.



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# Usability Testing

Emitt Cummings



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# Cycle 6 Personas



### *Traveler (WalkMe)*

Leveraging WalkMe, the Traveler can book trip reservations, create, edit, and submit travel requests to conduct mission-essential government business away from a permanent duty station. Upon return, Travelers can leverage WalkMe to create and submit expense reports for reimbursement.

*System Tested: SAP Concur & WalkMe*



### *Travel Arranger*

The Travel Arranger acts as a delegate to book trip reservations. This user can create, modify, and submit travel requests, as well as create expense reports on behalf of another user, including invitational Travelers.

*System Tested: SAP Concur*



### *Proxy Administrator*

The Proxy Administrator leverages the Proxy permission to review, edit, and submit travel requests and expense reports on behalf of another user, including invitational travel. This user cannot book travel on behalf of another user.

*System Tested: SAP Concur*

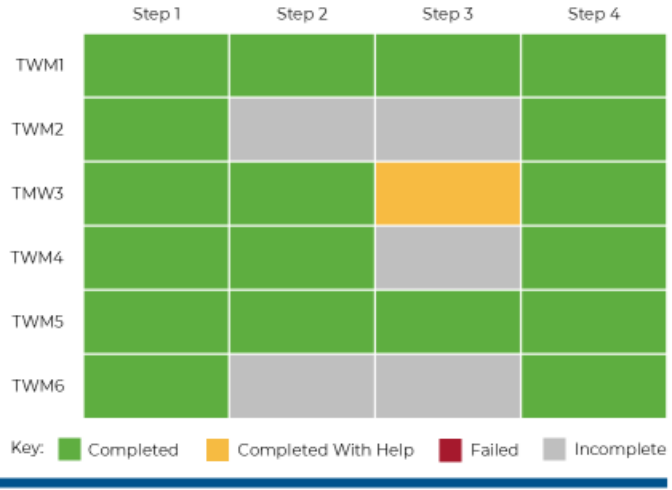
# Traveler (WalkMe)

*System Tested: SAP Concur & WalkMe*



**Test Scenario**: *Travelers were tasked with utilizing WalkMe to book travel and submit a request.*

**Testing Outcome Summary**: Travelers had a difficult time keeping WalkMe engaged continuously throughout the test. Once a user closes a WalkMe balloon, they cannot reenter the walkthrough. Due to this limitation, several users unknowingly closed out of WalkMe at various points in the workflow. In the graph below, steps with users who encountered a premature exit (either intentionally or accidently) were marked as 'incomplete'.




**Traveler (WalkMe) Statistics**:

**Users Interviewed**: 6 (TWM1-6 on chart)

**Agencies Represented**:
DOI, EPA, DOS, DHS (USSS), LOC, IAF

**Independent Pass Rate***: 75%

**Independent Pass Rate is defined as a step a user successfully completed independently, without the help of a facilitator*

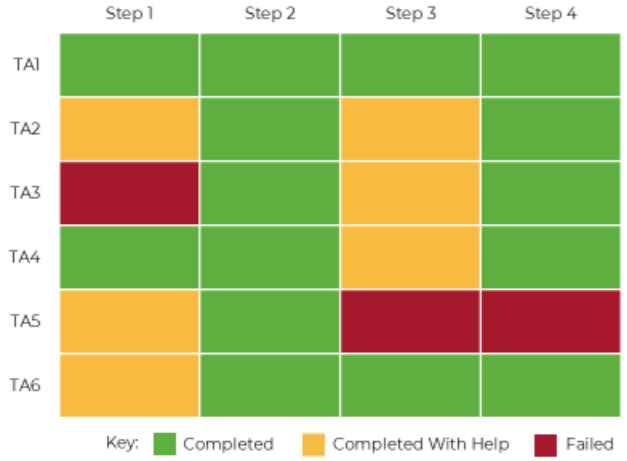
# Travel Arranger

*System Tested: SAP Concur*



**Test Scenario**: *Travel Arrangers were tasked with switching their view to act as a delegate to book travel and create a travel request on behalf of another user.*

**Testing Outcome Summary**: Travel Arrangers struggled to locate the delegate functionality. However, after indirect prompts from the facilitator, most users were able to locate the delegate functionality. Several Travel Arrangers struggled with allocation of expenses on the request, requiring facilitator assistance to locate the functionality.




**Travel Arranger Statistics**:

**Users Interviewed**: 6 (TA1-6 on chart)

**Agencies Represented**:
PBGC, HUD, EXIM, NGA, DHS (FEMA), NIST

**Independent Pass Rate***: 62.5%

**Independent Pass Rate is defined as a step a user successfully completed independently, without the help of a facilitator*

# Proxy Administrator (1/2)

*System Tested: SAP Concur*



**Test Scenario**: *Proxy Administrators were tasked with switching their view to act as a proxy for another user. In this role, they created and submitted a local request in addition to reviewing and adding expenses to the user's expense report.*

**Testing Outcome Summary**: Proxy Administrators did excellent with a 96% pass rate! Only one tester required the help of a facilitator to locate the allocation functionality. This same user needed indirect prompting to locate the associated request on an expense report.

# Proxy Administrator (2/2)

*System Tested: SAP Concur*



**Proxy Administrator Statistics**:

**Users Interviewed**: 5 (P1-5 on chart)

**Agencies Represented**: FERC, NCUA, USDA, FBI, DHS (USSS)

**Independent Pass Rate***: 96.36%




**Independent Pass Rate is defined as a step a user successfully completed independently, without the help of a facilitator*

# Usability Testing Highlights

*I find the walkthroughs so helpful in going through the process more smoothly! Feels like I'm not going through the process alone.*

***- Traveler (WalkMe)***

*I like it more than the system we have now. It's more modern and feels more intuitive than our current system.*

***- Travel Arranger***

*Can I just say...this [mileage calculator] is bomb! And it's [automatically] pulling that amount in! That's so nice.*

***- Proxy Administrator***

# Usability Testing Lowlights

*Yes, [the WalkMe balloons] were helpful, once I realized [what it was]. I wish they were a bit bigger.*

*I had trouble seeing it.*

***- Traveler (WalkMe)***

*[The delegate switch] is pretty hidden.*

***- Travel Arranger***

*It would be so great if we could click [the 'View' button in the error message] and it took us to the right place.*

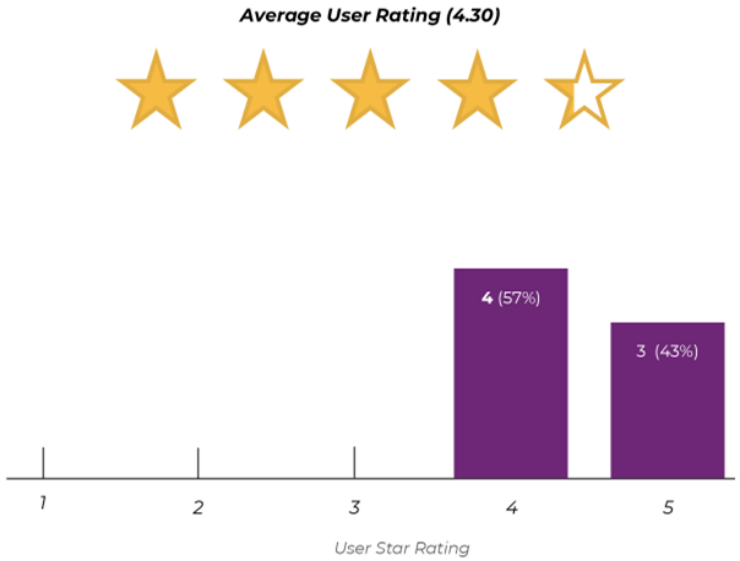
***- Proxy Administrator***

# User Feedback & Sign-up

The CX team sent a user feedback survey to usability testing participants after the conclusion of their test session. In this survey, we asked users to **rate their experience in the GO.gov platform** out of five stars.

We received a **41% participation rate**, with testers reporting an average rating of **4.3 out of 5 stars**.

*"Great team! Fun learning experience. Thank you."*




## Sign up to be a Usability Tester

Usability testing is **optional**, and is separate from UAT testing. Participants are randomly selected from the sign up list.

# GO.gov Accessibility

GO.gov follows the VA protocol for 508 testing which includes:

- Using JAWS for a screen reader.
- Testing color contrast ratios, using Colour Contrast Analyser - Vispero.
- Testing all the elements on the page using ANDI (Accessible Name & Description Inspector) for accessibility.

GO.gov tracks 508 compliance deficiencies through tickets to ensure resolution through final confirmation in production. If a user finds a deficiency, they can submit a help desk ticket, so the correct team can review and resolve.



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# Testing

Vicky Niblett



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# Testing Lessons Learned and Updates

## FOC-A WAVE 2 UAT LESSONS LEARNED

### Test case Specification

Specify applicable test cases when full test cases do not apply to agency configuration settings.

### Pre-training guide

Provide basic training materials to Agencies prior to testing events

### Configuration/Code Freeze

Configuration freeze with gated exceptions for only necessary changes

## FOC-B TESTING UPDATES FOR SIT AND UAT

### Test Orientations

Orientation part 1: Live 90 minute session

Orientation Part 2: Live and On-demand videos 12/7

### Key Template training

We are planning to provide early training on how to populate four key templates.

### SIT Preparation Support

SIT preparation support will be provided in documentation and meeting formats

### Open Sessions

Live Sessions: One hour sessions for all agencies

Pre-Call Q&A: Agencies submit questions via SmartSheet

### Communication

Notify agencies in advance of changes

### Environments

Align and stabilize with clearer change control.

### Agency Prep

More realistic prep time and earlier instructions.



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# FOC-B: SIT and UAT Events

| SIT/UAT Preparation Activities | Dates | Involved Teams |
|---|---|---|
| Line of Accounting (LOA) / Cost Object Approver (COA) / User Profile (UP) Import File Templates - Sample Import File Template Walkthroughs | November 16 - 20, 2026 | Agency teams with GO.gov team support (Data, Security, Integration and Test Team) |
| LOA / COA / UP Workbook Q&A & Advanced Role Assignment (ARA) Deep Dive | November 30, 2026 - December 4, 2026 | |
| ATO, Jira / GO.gov Access & ARA Set Up Validation | December 14 - 18, 2026 | |
| Final Checks ahead of SIT | January 4 - 8, 2027 | |
| **SIT & UAT Event Schedule** | **Dates** | **Involved Teams** |
| **Testing Orientation: Part 1**<br>Live, 90-minute session | November 18, 2026 | Mandatory: GO.gov team, FOC-A W2, and FOC-B TMs and Leads. Optional: IOC, FOC-A W1 |
| **Testing Orientation: Part 2**<br>Live, 90-minute session or on-demand video series | December 7, 2026 (on-demand)<br>January 5, 2027 (live session) | Mandatory: GO.gov team, FOC-A W2, FOC-B TMs and Leads. Optional: IOC, FOC-A W1 |
| **SIT Test** - test execution and defect resolution | January 11, 2027 - February 8, 2027 | Mandatory: GO.gov team, FOC- B TMs. Optional: IOC, FOC-A W1 & W2 |
| **UAT Test** - end-to-end testing and validation | February 9, 2027 - March 1, 2027 | Mandatory: GO.gov team, FOC-B TMs. Optional: IOC, FOC-A W1 & W2 |



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# Travel Management Company (TMC)

Kathy Voss - TMC Requirements Lead
tmcstrategy@gsa.gov



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# TMC Solicitation Overview

**Contract Types**

### Multiple Award Blanket Purchase Agreement (BPA)

TMC Acquisitions Groups 1, 2 - Includes DHS

### Firm Fixed Price (FFP) Task Order (TO)

DOS, Treasury Clientele, & Miscellaneous awards

**Period of Performance:**

One-year base period plus four one-year option periods, for a total of five years.



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# TMC BPA & Call Orders - Groups 1 & 2 - AK, HI, & U.S. Territories

### Group 1 (<10,000 air transactions)

Focuses on standard services, including ticketing/fulfillment and CBA reconciliation.

**Awarded to 2 TMCs: CI Travel & Duluth Travel**

### Group 2 (>10,000 air transactions)

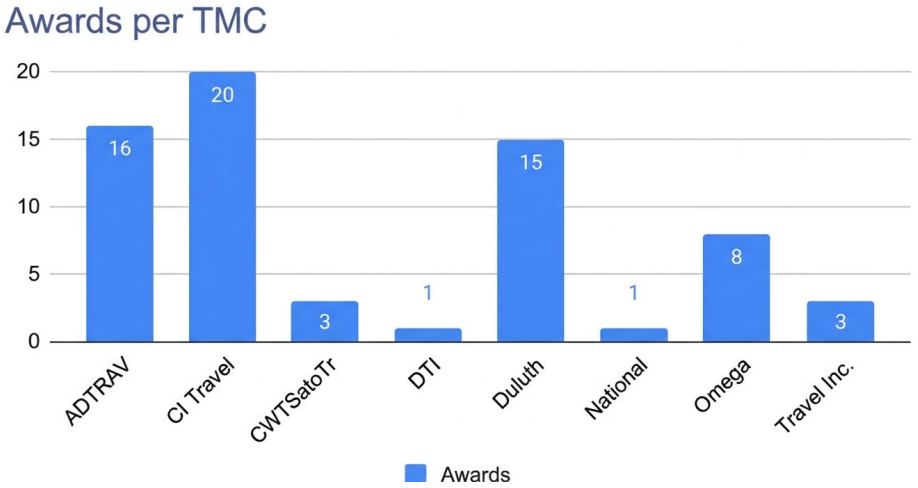
Addresses complex travel service and unique technical requirements.

**Awarded to 4 TMCs: ADTRAV, CWTSatoTravel, Omega World Travel, Travel Inc.**

### Regional Support

Upcoming / In-Progress regional support for Alaska, Hawaii, and the U.S. Territories.

**Target: End of November (11/20)**






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# Contract Administration: Roles and Responsibilities

Clearly defined roles ensure effective contract administration and performance monitoring.
Defined authority and key contacts for contract administration

## Contracting Officer (CO)

### GSA

The Contracting Officer (CO) holds exclusive authority to enter into, administer, modify, or terminate government contracts and financial commitments. Other government representatives cannot alter contract terms and conditions, but are responsible for administering and reporting Call Order compliance.

## Contracting Officer's Rep (COR)

### Per Call Order

### Group 1 - GSA

### Group 2 - Agency

The CO designates the COR to handle technical, operational, and administrative monitoring, ensuring work complies with task order terms without making contractual commitments or approving modifications.

## Agency Project Manager (PM)

### Agency Lead

The Agency Project Manager oversees day-to-day operations with the TMC and represents the agency with GSA and contractors, but lacks authority to modify the contract.

**No other office or individual has authority to act in any manner on behalf of the U.S. Government on the performance of this contract.**



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# GO.gov Implementation Roles & Responsibilities

## TMC Responsibilities

- Designate weekly **meeting representative** (GO.gov and component meetings)
- Manage **TMC Stakeholder Engagement Plan** (GO.gov and components)
- Meet and maintain **cybersecurity** requirements
- Establish support and issue resolution protocols

## Agency Responsibilities

- Attend weekly **TMC integration meetings** (monthly post-go-live)
- Manage the **TMC Stakeholder Engagement Plan** with GO.gov and TMC.
  - Define business processes (e.g., Reasonable Accommodations approval)
- Address questions and concerns promptly
- Manage implementation tasks and adhere to the schedule.
- **Accept the GSA Cybersecurity MFR** for production data loading.

## GO.gov Responsibilities

- Attend weekly **GO.gov** meetings during integration (monthly post-go-live)
- Manage the **TMC Stakeholder Engagement Plan** with TMC and components
- Maintain **travel configuration workbooks**
- Address questions and concerns promptly
- Manage implementation tasks and adhere to the schedule



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# Quality Assurance Surveillance Plan

## 1. Overview & Purpose

**QASP sets the procedures and guidelines to monitor Contractor performance under this contract.**

Describes the systematic methods used to monitor performance.

Identifies the required documentation and resources to be employed.

Evaluates whether the contractor is meeting standards in MAS SOW 561510.

The **QASP template** is on Connect.gov

## 2. Performance Framework

**Performance-Based Framework focuses on measurable outputs rather than processes.**

PWS defines *what* is required — not how work is performed.

QASP measures outcomes to enable data-driven decisions.

Focus is on whether outcomes are achieved — and to what extent.

## 3. Roles & Responsibilities

**Contractor**

- Accountable for quality of all work employed
- Uses internal QC program to measure performance
- Provides performance reports per the SLAs

**GSA or Agency COR & Agency PM**

- Review performance reports
- Address issues and concerns with contractor

# Contractor Performance Assessment

## Ongoing Communication

Two-way communication between government (Component PM/COR) and Contractor.

**Includes:**

- Written & oral communications
- Scheduled & ad hoc meetings
- Performance reports

## Issue Management

A proactive approach ensures that issues are quickly identified, addressed, and actively managed to minimize contract risks.

## Formal Evaluation

Contractor performance is formally assessed annually through the government-wide **Contractor Performance Assessment Reporting System (CPARS)**.



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# MAS SOW Refresh 33: October 2

## Overview & Purpose

Updates to the Travel Agent Services, 561510, Statement of Work to include Department of War (DoW) services. Additional updates made for clarification of requirements

- Updates to the TMC Price Proposal Template to enable use by DoW.
- Clarification of CLIN 317 Lodging Negotiation - Management Fee Pricing Unit

## Key Updates

Section 6 - Pricing Schedule - Added 6.3 for Transactional Data Reporting (TDR)

Section 7 - Deliverables - Align SLA metrics and business reviews to account management delivery schedule

Section 8 - Definitions - Added terms for DoW services

Section 10 - General Requirements - Added 10.18 for VIP services and 10.24.7 to clarify minimum business reviews required of contractor

## Key Updates continued

Section 14 - Service Level Agreements - Added section 14.4 **VIP SLAs** and added clarity to the customer satisfaction ratings to be used with GSA delivered survey.

Section 18 - DoW - New section to cover background information on DoW and required services.

Section 22 - Lodging Requirements - Correct grammatical errors

Section 26 - Explanatory Codes - Updates codes to align with GO.gov and added codes C6 and C7 to support USHMM

Section 28 Standard Services to be priced - Added table for DoW

# Security

Jacob Parcell/Kelsey Mortenson



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# Key Security Dates

| Deliverable | FOC-B Wave 1 | FOC-B Wave 2 | FOC-B Wave 3 |
|---|---|---|---|
| CRM ATO/ATU | 1/28/2027 | 2/25/2027 | 3/25/2027 |
| Draft IEA/ISA | 12/15/2026 | 1/28/2027 | 2/25/2027 |
| IEA/ISA | 1/28/2027 | 2/25/2027 | 3/25/2027 |
| TMC Authorization | 2/19/2027 | 2/19/2027 | 2/19/2027 |
| Production Connectivity Form | 1/27/2027 | 1/27/2027 | 1/27/2027 |
| Production IdP Onboarding Survey | 1/27/2027 | 2/18/2027 | 3/18/2027 |

**These are absolute deadlines**

We encourage you to work through your required security documentation as early as possible. Completing this documentation early will also allow your agency to focus on other upcoming transition activities and deliverables.

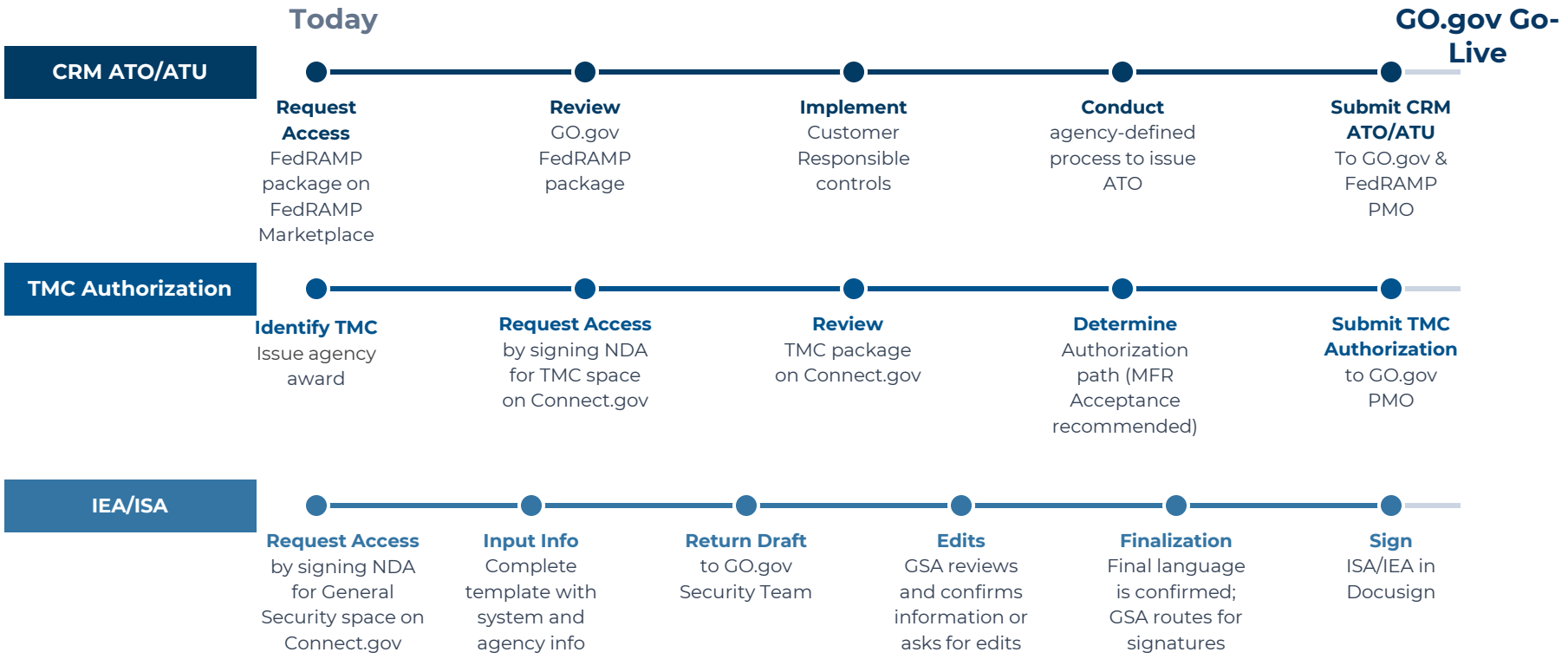


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# Authorization Steps

*** Note: Begin this work immediately**
You can and should begin this work immediately. We encourage you to provide your documentation to the GO.gov team as soon as possible. Deadlines are listed on the prior slide.






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# TMC MFR Status

**Approved MFRs:** Available on Connect.gov

- ADTRAV
- CI Travel
- Duluth Travel
- Travel Incorporated

**MFRs in Progress**

- CWTSatoTravel
- Omega World Travel
- National Travel
- El Sol

**Each TMC has two Connect.gov (NDA) Sections**

**1) Cyber Security Packages**

- MFR Certificate
- System Security and Privacy Plan
- Plan of Action and Milestones
- Accreditation Boundary Diagram

**2) Continuous Monitoring**

- Quarterly Continuous Monitoring Deliverables



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# GO.gov FedRAMP Package




**Moderate Impact**

**Rev 5 Baseline**

**Package ID**: FR2607452240

**Authorization Date**: May 2026

- Documentation available for customer access on FedRAMP Connect.gov
- Ongoing continuous monitoring available monthly
- Customer agencies able to leverage full FedRAMP package for agency CRM authorizations



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# IEA / ISA Requirements and Submission Process

**What's Required:** Required for GO.gov system-to-system connections between the customer agency and GSA. Production data cannot be loaded without an active IEA/ISA. An ISA is required only for agencies using a VPN tunnel. Those agencies needing VPN tunnels have already been identified.

## 1. Complete the IEA Template

- **Access template:** On the IEA page of Connect.gov.
- **Complete agency and system info:** Complete all sections shown in blue.
- Use the **track changes** feature to expedite review.
- **System Details:** Provide Financial Management system details.
  - If you have multiple FM systems, include the system info for each one.
  - **Non-FM connections:** Use SFTP server info if you are not connecting an FM system to GO.gov.

## 2. Submit for GSA Review

- **Email draft:** Send completed draft to gogov.security@gsa.gov*
- **GSA Action:** GSA will review your draft IEA and either request corrections/clarifications or route for official signature in Docusign.

**Important: Do not sign the IEA until instructed. GSA must finalize the language before we can begin routing for signatures.**

*Follow agency policy for emailing CUI, if applicable.



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# Agency Spotlight: HHS

Cynthia Slinkosky and Melissa Stecklow



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# Preparing a Complex Department for GO.gov

## HHS's Enterprise Readiness Approach

Presented by

**Cynthia Slinkosky**
Acting Chief Security Officer
Security, Emergency Management, and Compliance (SEMC)

**Melissa Stecklow**
Travel Operations Manager
HHS Program Support Center

Planning Ahead • Coordinating Across Systems • Maintaining Transparency

# The HHS Challenge

## Coordinating Readiness Across a Complex Department

**178,000**
active traveler profiles

**13,000+**
existing ConcurGov organizational groups

**3**
financial-management environments

## Organizational Considerations

- Multiple Operating Divisions (OpDivs) and Staff Divisions (StaffDivs)
- Different operating models and traveler-support structures
- Department-wide requirements with distinct operational needs

# Early Engagement and Communication

## Building Readiness Through Consistent Engagement

| Engagement Activity | Cadence |
| --- | --- |
| **GO.gov Transition Stakeholder Meetings** | Monthly |
| **Train-the-Trainer Sessions** | Monthly, transitioning to biweekly |
| **Change Champion Meetings** | Monthly |
| **GO.gov Newsletter** | Monthly |

### Supporting Stakeholder Preparation

- Sandbox demonstrations and practical guidance
- Centralized GO.gov Transition Site
- Shared FAQ resources
- Training and clarification opportunities throughout implementation

# Financial-System and Business Coordination

## Identifying Dependencies Early

**PSC coordinated with financial-system partners and GSA to address:**



**Interfaces**

Data exchanges and system integration requirements



**Traveler Profiles**

Organizational placement and related dependencies



**Accounting**

Financial-processing requirements



**Reporting**

Department-wide and operational reporting needs



**Configuration**

Decisions affecting travel and financial processes



**Key Practice:** Include financial-system and business partners while configuration requirements are being developed.

# Centralized Support and Transparency

## One Coordinated Process for GO.gov Questions

1



**Submit**

Dedicated form for stakeholder questions and comments

2



**Review**

PSC coordinates responses and identifies items requiring clarification

3



**Escalate**

Questions requiring GSA guidance are elevated

4



**Document and Share**

Track question status and publish questions and answers

### Maintaining Transparency



Shared FAQ site accessible across the Department



Documented responses and outstanding issues



Visibility into questions escalated to GSA



Consistent information for OpDivs and StaffDivs

# Leveraging AI to Accelerate Configuration Planning

## AI-Assisted Planning with Human Oversight

1. Analyzed existing organizational and active traveler-profile data
2. Developed prepopulated Logical Level 3 grouping proposals
3. Provided workbooks and training to OpDivs and StaffDivs
4. Established interim review and final written certification deadlines
5. Used AI to generate group lists from certified selections
6. PSC independently reviewed and verified AI-generated outputs

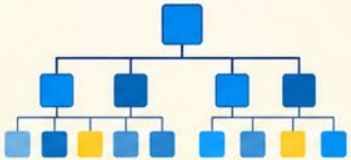
**Key Principle:** AI accelerated preparation and data processing; OpDivs, StaffDivs, and PSC retained decision-making, verification, and accountability.

# From Organizational Complexity to Certified Configuration

**13,000+**
Existing ConcurGov Organizational Groups



**128**
GO.gov Level 3 Groups



## Examples of Certified Configuration Decisions

| Operating Division | Final Level 3 Groups |
|---|---|
| CDC | 1 |
| FDA | 1 |
| ASPR | 1 |

AI-Assisted Proposals → OpDiv/StaffDiv Validation → Written Certification → PSC Verification → GSA Group Import

**Additional Benefit:** Validated organizational mappings support subsequent traveler-profile load preparation.

# Lessons Other Agencies Can Reuse

## Practical Takeaways from HHS's Readiness Approach

### Engage Early
Begin communication and training before all system details are finalized.

### Coordinate Dependencies
Involve financial-system and business partners early.

### Use Existing Data
Provide meaningful starting points rather than blank templates.

### Provide Structure
Use consistent tools, deadlines, support channels, and certification requirements.

### Balance Responsibilities
Establish enterprise standards while preserving OpDiv and StaffDiv decisions.

### Leverage AI Strategically
Accelerate preparation while maintaining human review and verification.

**Questions?** [Submit Form]

# New Resources

Liz Barnaby



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# Additional Connect.gov Resources to Review

- Downloadable Training Materials for for Trainers, Transition Managers, and Change Champions (updated)
- Estimated Miscellaneous Trip Expenses Demo
- Agency Configuration Workbook Guide
- Slide deck: GO.gov Agency Administration for User Profile Updates
- Demo - Updating User Profile Fields
- Demo - Employee/Login ID Change
- GO.gov Login Guide



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# Next Steps and Closing Remarks

Liz Barnaby



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# Mark Your Calendars

| Event and Audience | Date |
|---|---|
| FOC-A Wave 2 O&M Testing Orientation<br>**FOC-A Wave 2 TMs and Test Leads** | **November 4** |
| GO.gov FOC-B Security Office Hours: ATOs/ATUs<br>**FOC-B Agencies** | **November 18** |
| FOC-B Testing Orientation Part 1<br>**FOC-B Agencies** | **November 18** |
| FOC-B Testing Orientation Part 2<br>**FOC-B Agencies** | **December 5** |
| Solution Management and Support Meeting<br>**IOC, FOC-A Waves 1&2 Agencies** | **December 10** |
| January 2027 All Agency<br>**All Agency** | **January 27** |
| GO.gov IBC Customer Office Hours<br>**All Agencies** | **Thursdays**<br>**2:00 - 3:00 pm ET** |



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