U.S. General Services Administration

Travel Services Working Group

07/08/2026

AGENDA

Welcome	
Travel Services Updates	*Rebecca Bond*
SSP Alignment Update	*Rebecca Bond*
What to Expect Next & Action Items	*Rebecca Bond*
NDA Process	*Shayla Vinston*
Security	*Kelsey Mortenson*
TCSC Updates	*Kelly Snider*
CFM	*Bayley Towner*
Questions, Next Steps & Meeting Close	*Rebecca Bond*

Travel Services Workshop Recap & Updates

- Congratulations in selecting your SSP!
- IAA Process Overview

The deadline to confirm your Shared Service Provider has passed.
Outstanding agencies have been contacted directly.

Email GOgov@gsa.gov immediately if your agency is still outstanding or if you need any support.

SSP Alignment Update

ESC Agencies

- AmeriCorps
- African Development Foundation
- Consumer Product Safety Commission
- Chemical Safety Board
- Department of Homeland Security - OIG
- Federal Housing Finance Agency
- Federal Housing Finance Agency OIG
- Federal Trade Commission
- Merit Systems Protection Board
- National Mediation Board
- U.S. Election Assistance Commission
- US International Trade Commission

IBC Agencies

- Armed Forces Retirement Home
- Consumer Finance Protection Bureau
- Denali Commission
- Farm Credit Administration
- Farm Credit Insurance Corporation
- Federal Labor Relations Agency
- Federal Maritime Commission
- Gulf Coast Ecosystem Restoration Council
- Inter-American Foundation
- National Endowment for the Humanities
- National Archives and Records Administration
- Office of Government Ethics
- Occupational Safety & Health Review Committee
- Privacy and Civil Liberties Oversight Board

What to Expect Next?

SSP Decision by June 3oth	Go-live with Treas-TCSC on August 3rd	ATO expiration on September 30th	Transition to SSP and confirmed ATO/ATU

June	July	Aug	Sep	Oct

June	July / Aug	Aug / Sep	Oct
Due June 30 ✓ **Provide Shared Service Provider** ✓ **Provide CISO/Security POC information to GOgovSecurity@gsa.gov**	**Due July 17** ❑ **Complete IAA Survey** **Due Aug 3** ❑ **Sign NDA** ❑ **Provide POCs for Exec. Sponsor** ❑ **Review IAA** ❑ **Review Security Documents** ❑ **Connect with your SSP**	**Due Sep 15** ❑ **Sign IAA** ❑ **Sign ATO/ATU** ❑ **Align on next steps with your SSP**	**Transition Activities to be discussed in future meetings**

Action Items

Go-Live Preparation Activities	Supporting POC	Dates
☑ **Sign NDA**	TCSC	July- Aug 2
☑ **Provide POCs for Executive Sponsor**	TCSC	
☑ **Review CRM ATO/ATU**	GO.gov Security Team	
☑ **Review IAA / Complete IAA survey**	GO.gov TWG Team with SSP	
☑ **Connect with your SSP**	ESC/IBC	

ATO/ATU Expiration Activities	Supporting POC	Dates
☑ **Sign IAA**	GO.gov TWG Team with SSP	Aug 3- Sept 15
☑ **Send signed ATO/ATU**	GO.gov Security Team	
☑ **Align on next steps with your SSP**	ESC/IBC	

Route Your Question to the Appropriate POC

Question	POC	Contact
• What are my actions ahead of 10/1 service expiration?	TCSC	• **Grant.Brown@treasury.gov** • **kelly.snider@treasury.gov**
• Where can I get information about the Financial Management Process?	CFM	• **CFM.Communications@fiscal.treasury.gov**
• I've confirmed my new SSP, what are my next steps?	SSP	• **ESC:** Jeff.Karth@faa.gov • **IBC**: Meredith_day@ibc.doi.gov Giselle_sachse@ibc.doi.gov
• Will we need to issue new cards? • Are there unique configuration or logistics requirements?	SmartPay	• **aopcsupport@gsa.gov** • **Pamela.Morgan@gsa.gov**
• ATU/ATO Process • What is the Security POC's Role? • What is the FedRamp Process?	Security	• **GOgovSecurity@gsa.gov**
• What is the IAA Process? • How can I access connect.gov?	GOgov TWG	• **GOgov@gsa.gov**

NDA Process

What is an NDA?

- **Non-Disclosure Agreements (NDAs)** are required for agency personnel to gain access to the Security portion of the Connect.gov platform.
- It allows government employees from multiple agencies and government contractors to have access to the same materials. It provides a secure location, as access can be restricted down to the individual page level. If a person does not have access to a page, then they cannot access any of the content that is associated with the page.

Overview

The **GO.gov Security** page provides access for **agency Transition Managers, CISO, ISSO, ISSMs and others with a need to know**, in order for an agency to issue an Authority to Operate (ATO) or Authority to Use (ATU) for **GO.gov**.

Access to the GO.gov CUI Security General Information page is restricted.

What is the NDA Process?

1. **Initiate Process**

   NDAs should be requested by one of your TCSC Transition Managers (Kelly Snider, Grant Brown, or Susan Crouser)

   - If the request comes from anyone other than the TM, the GSA PMO (gogov@gsa.gov) would need a written confirmation from the Transition Manager.

1. **Provide Information**
   - Provide the NDA requester's Full Name and email address
   - Specify the type of access needed (TMC, FedRamp, Connect.gov, etc.)
   - Validate Travel Management Company (TMC) before submitting your NDA to avoid having to re-initiate a new NDA.

1. **Await Access**
   - Upon receiving the fully executed NDA, the Connect.gov Access Manager will add the NDA requester to the designated authorized group and will be able to access the restricted Security pages on Connect.gov.
   - The NDA requester receives an automated email from Connect.gov confirming their access. Please reach out to GOgov@gsa.gov if you have not received an email within 3 business days.

Security Updates

Security Documents

Non-Treasury Customers are required to provide their **CRM ATO/ATU (Customer Responsibility Matrix Authority to Operate/Authority to Use) by September 15, 2026**:

CRM ATO/ATU

- GSA's Chief Information Security Officer (CISO) determined that all non-Treasury customers will be able to go-live on August 3rd leveraging Treasury's currently existing CRM ATO
- **All** non-Treasury customers (even those transferring to other SSP's (Shared Service Providers) should complete their own CRM ATO by September 15.
- Required by the Federal Information Security Modernization Act (FISMA)
- FedRAMP ATO Letter Template (provided by FedRAMP)
    - Link: https://www.fedramp.gov/resources/templates/FedRAMP-ATO-Letter-Template.docx

Other security documentation **NOT required** of TCSC non-treasury customers:

- IEA (Information Exchange Agreement)*
- TMC (Travel Management Company) Authorization*

**Should you anticipate transitioning from Treasury's FM system in the near future, please inform us promptly.*

CRM ATO/ATU Authorization Steps

Today

Request Access to GO.gov FedRAMP package

Review GO.gov FedRAMP package

Implement GO.gov Customer-Responsible Controls

Conduct agency-defined process to issue an ATO/ATU

Submit a copy of your signed ATO/ATU to GO.gov PMO and FedRAMP PMO

September 15, 2026

You can and should begin this work immediately. Please ensure your CISO is working on the documentation to provide to the GO.gov team as soon as possible

How To Access the GO.gov FedRAMP Package

Verify on the FedRAMP Marketplace

Confirm "FedRAMP Certified" status and Package ID FR2607452240 at fedramp.gov/marketplace.

Complete the FedRAMP Package Access Request

Complete the FedRAMP Package Access Request Form + NDA. Coordinate with your CISO, AO, or authorized delegate for signature.

Submit to the FedRAMP PMO

Email package-access@fedramp.gov and wait for the FedRAMP PMO to validate and grant access.

Receive and Review

Download the full authorization package from the FedRAMP secure repository and begin your review.

GO.gov CRM ATO/ATU Submission

1. **Complete Authorization Memo to authorize use of the GO.gov platform**

    Authorizing Officials are able to use FedRAMP's standard ATO letter template if needed.

1. **Email the signed ATO to the GO.gov Program Office Security Team***

    Send to gogov.security@gsa.gov

1. **Send the signed ATO to FedRAMP PMO via the FedRAMP Forms page**

    Form type: "[For Agencies] Agency ATO Submission (Pilot Live)"

    Provider-FedRAMP ID: FR2607452240

1. **Receive permanent package access**

    Your agency is recorded as a customer and gains ongoing access for continuous monitoring.

**Follow agency policy for emailing CUI (if applicable)*

GO.gov NDAs

GO.gov PMO		FedRAMP PMO
GO.gov General Security CUI NDA	**TMC NDA**	**FedRAMP Package NDA**
Purpose: General security information, IEA template, CRM ATO/ATU process details **Process**: Send an email to gogov@gsa.gov, we will confirm with TCSC the person(s) has a need to know and will initiate the NDA for signatures via Docusign	**Purpose**: Specific to your awarded TMC (CI Travel). Allows access to TMC MFR and cybersecurity documentation **Process**: Send an email to gogov@gsa.gov, we will confirm with TCSC the person(s) has a need to know and will initiate the NDA for signatures via Docusign	**Purpose:** Needed in order to access the FedRAMP Package and complete the CRM ATO/ATU. **Process**: Will be sent to you from the FedRAMP PMO after you complete and return the package access request form.

TCSC Updates

TCSC Informational Sessions

Next session: Tuesday, July 14 at 1:00 PM ET

- Weekly informational sessions will continue through August
- We cover GO.gov topics including demonstrations, functionality overviews, and comparisons with ConcurGov to help agencies understand key differences and prepare for cutover
- We will also be available to answer questions during each session

GO.gov Authority to Use (ATU)

- Agencies will continue to operate under TCSC's GO.gov Authority to Use (ATU) until September 30.

- Prior to this date, all non-Treasury customers need to collaborate with their new SSP or GSA to address security requirements to ensure that you have an ATU ready in advance of October 1.

- Please proceed with the NDA process as previously noted and **provide your security documents to the GSA Security team by September 15.**

- GSA maintains the master contract with IBM and is accountable for most security controls. However, there exists a subset of controls for which the agency holds responsibility.

- TCSC has inherited GSA's responsible controls and evaluated the agency's responsible controls to finalize our ATU.

GO.gov ATU POC's

To view TCSC's ATU, please send an email to the following:

- Facilitation@fiscal.treasury.gov
- Bailey.Palmer@fiscal.treasury.gov
    - Cc Susan.Crouser@treasury.gov

In your email, specify the documentation you wish to review and include the names of the individuals from your agency who will participate in the meeting.

➢ *Please note that the facilitation team must confirm that all participants in the virtual meeting have a valid background investigation on file before any information can be shared.*

Center for Financial Management (CFM): TDY Workflow Overview

Where We Are

- On June 17th, draft TDY workflows were sent to stakeholders (agencies, SSPs, and GSA) from CFMCommunications@fiscal.treasury.gov.

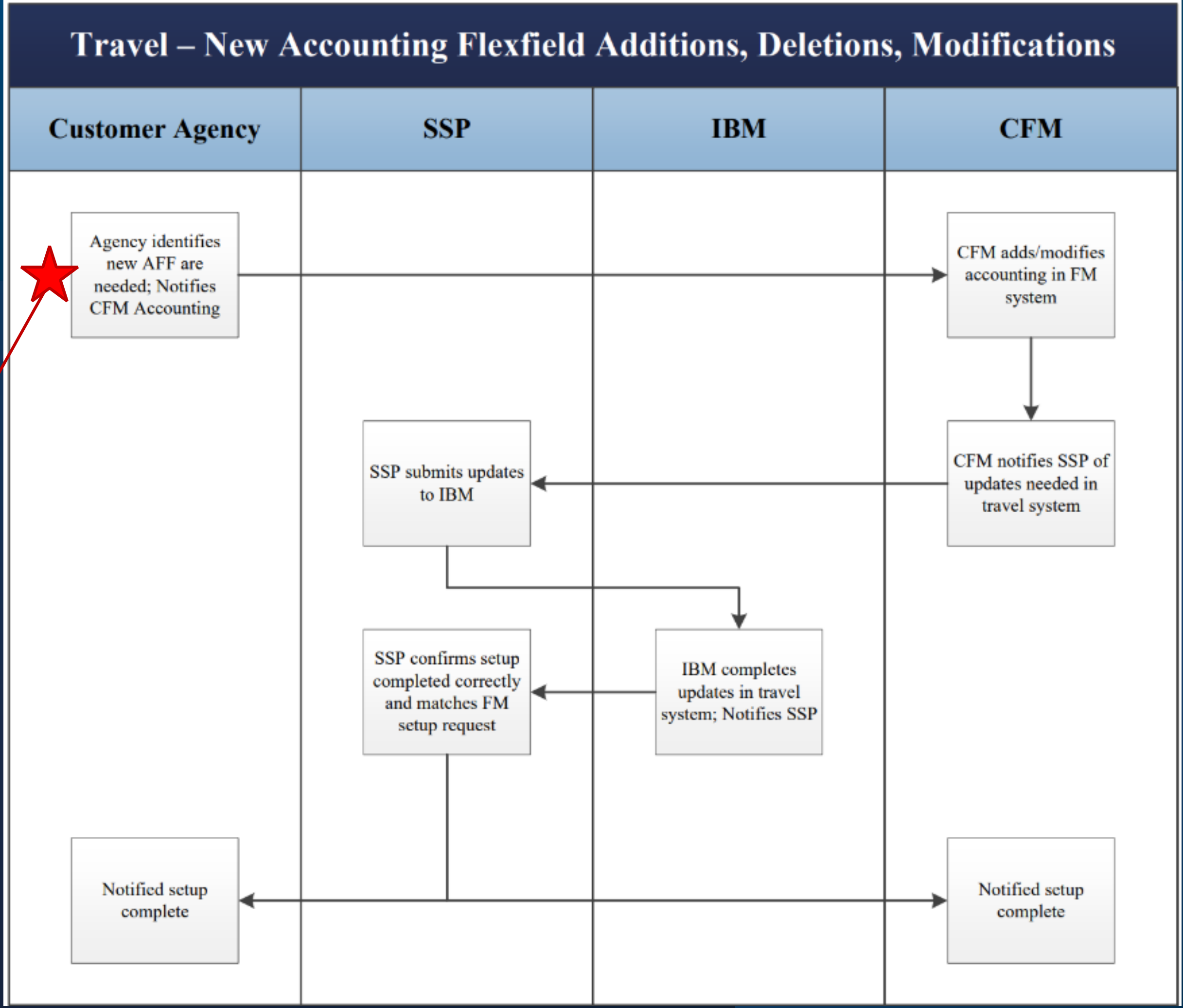
- The email contained draft TDY workflows for agencies using an SSP (ESC, IBC) as well as for those planning to manage travel services internally.

- These tentative workflows provide a high-level overview, highlighting key responsibilities for each stakeholder, including procedures for error handling.

- More detailed workflows will be shared soon after finalizing all communication channels and processes.

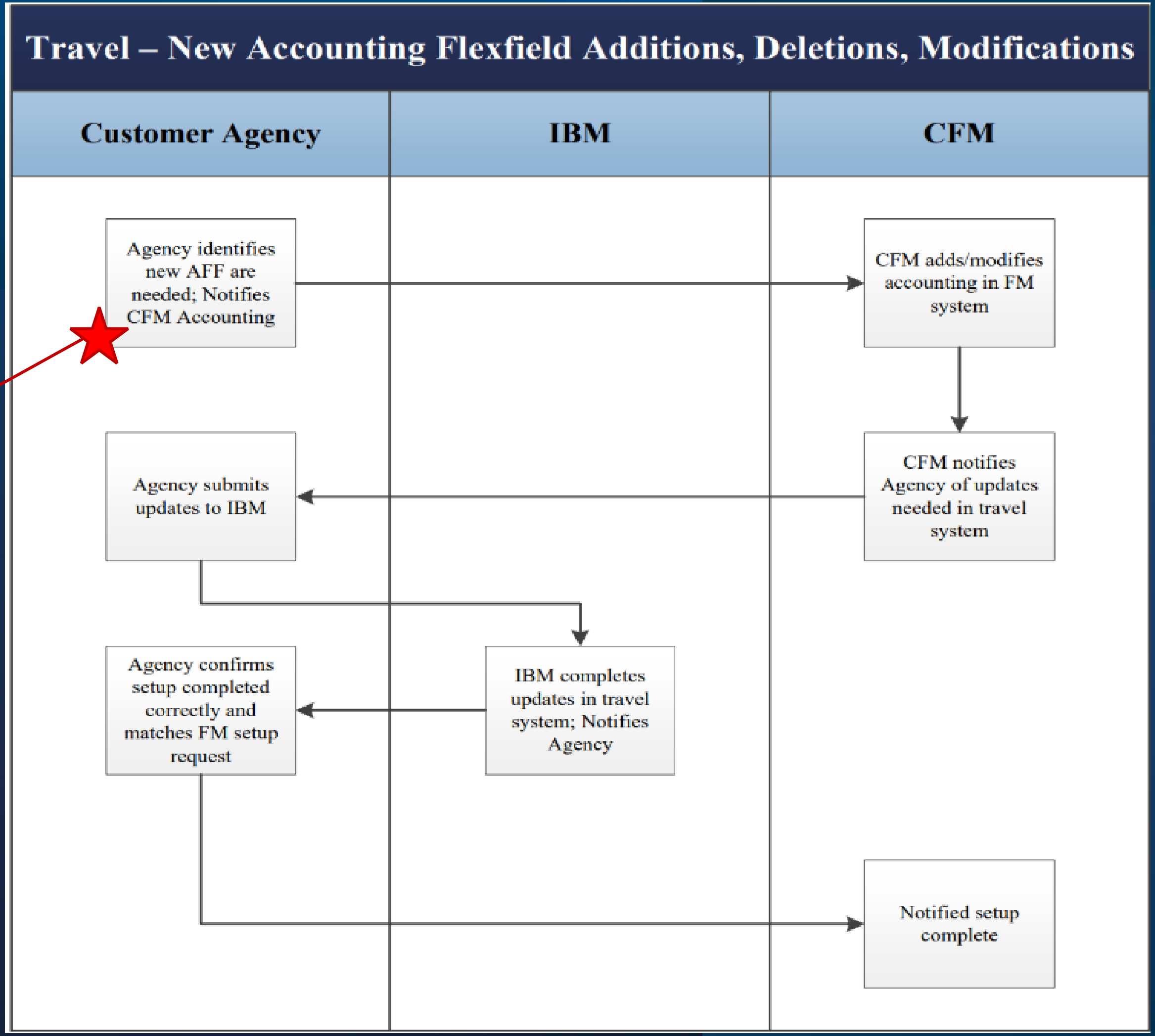
Submitting New Accounting or Updates **with** a Shared Service Provider (SSP)

It is crucial that agencies send CFM request forms prior to processing. This will ensure the systems are better aligned.



Submitting New Accounting or Updates **without** a Shared Service Provider (SSP)

It is crucial that agencies send CFM request forms prior to processing. This will ensure the systems are better aligned.



Stakeholder Responsibilities With SSP

Traveler	Agency	Shared Service Provider (SSP)	Center for Financial Management (CFM)	IBM
Submits travel request, expense reports, and supplemental documents	Validates traveler submissions, works with SSP and CFM to resolve accounting errors, and supports correction of rejected documents	Coordinates with IBM and CFM to update traveler profiles, accounting values, and system setups	Resolves FM-side errors through reflow, manual posting, or accounting corrections (with SSP and Agency)	Executes system updates in the travel system (profile changes, accounting corrections) upon SSP submission
Responds to CGE error notifications and resubmits corrected documents	Submits AR Invoice requests, AP templates, and documentation for accounting updates or overpayments	Troubleshoots CGE rejections and supports documentation clean-up in conjunction with CFM and Agency	Maintains FM accounting values, traveler vendor/banking data, and releases CR Holds	
Provides Supplier Entry Forms for profile, banking, or IBA updates			Performs debt collection, AR creation, and supports audits	

Stakeholder Responsibilities Without SSP

Traveler	Agency	Center for Financial Management (CFM)	IBM
Submits travel request, expense reports, and supplemental documents	Validates traveler submissions, works with SSP to resolve accounting errors, and supports correction of rejected documents	Resolves FM-side errors through reflow, manual posting, or accounting corrections (with Agency)	Executes system updates in the travel system (profile changes, accounting corrections) upon Agency submission
Responds to CGE error notifications and resubmits corrected documents	Submits AR Invoice requests, AP templates, and documentation for accounting updates or overpayments	Maintains FM accounting values, traveler vendor/banking data, and releases CR Holds	
Provides Supplier Entry Forms for profile, banking, or IBA updates	Coordinates with IBM to update traveler profiles, accounting values, and system setups	Performs debt collection, AR creation, and supports audits	
	Troubleshoots CGE rejections and supports documentation clean-up in conjunction with CFM		

Key Takeaways

- While process flows are still being finalized, we will provide as much detailed information as possible during this period.
- Responsibilities are divided between the agency, CFM, and the SSP (if applicable), making effective coordination crucial.
- Service Level Agreement (SLA) timelines are yet to be finalized, but agencies should anticipate longer response times for requests.
- All requests must be submitted to CFM first to ensure accurate recording of information in the financial system and reduce error handling which can add time to the total process.

Next Steps

Next Steps & Questions

- Next TCSC Travel Working group meeting- August 12, 2026
- CFM will be coordinating with SSPs and Agencies to go over in-depth process flows to ensure understanding amongst stakeholders. If you have any questions or wish to begin coordinating immediately, please reach out to CFM.Communications@fiscal.treasury.gov
- Be on the lookout for and complete the IAA survey no later than July 17th

THANK YOU for your continued partnership and support!

Route Your Question to the Appropriate POC

Question	POC	Contact
• What are my actions ahead of 10/1 service expiration?	TCSC	• **Grant.Brown@treasury.gov** • **kelly.snider@treasury.gov**
• Where can I get information about the Financial Management Process?	CFM	• **CFM.Communications@ fiscal.treasury.gov**
• I've confirmed my new SSP, what are my next steps?	SSP	• **ESC:** Jeff.Karth@faa.gov • **IBC**: Meredith_day@ibc.doi.gov Giselle_sachse@ibc.doi.gov
• Will we need to issue new cards? • Are there unique configuration or logistics requirements?	SmartPay	• **aopcsupport@gsa.gov** • **Pamela.Morgan@gsa.gov**
• ATU/ATO Process • What is the Security POC's Role? • What is the FedRamp Process?	Security	• **GOgovSecurity@gsa.gov**
• What is the IAA Process? • How can I access connect.gov?	GOgov TWG	• **GOgov@gsa.gov**

Q&A

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