



GO.gov Customer Briefing

IBC & GSA | FOC-B Wave 2

Customer Readiness, Transition Execution, and Near-Term Deliverables



July 29, 2026



Today's Briefing

A customer-centered structure focused on what changed, what is due, and what agencies must do next.

01 Transition status and changes since June

02 FOC-B Wave 2 timeline

03 August agency deliverables and support hours

04 Security, IdP, connectivity, and testing readiness

05 Configuration, reporting, and organization design

06 FM integration, training, and next actions



What Has Changed Since the June Customer Briefing

The program has moved from pre-kickoff planning into controlled transition execution.

KICKOFF COMPLETE

July 14–15 established the working model for project plans, security, IdP, TMC, configuration, testing, training, cutover, and governance.

EXECUTION ACTIVE

Configuration and integration activities are underway; agencies now have dated submissions and consultation support.

READINESS EVIDENCE

Agency work must produce traceable surveys, configuration decisions, reports, security agreements, staffing, and TMC actions.

IBC COORDINATION PROTOCOL

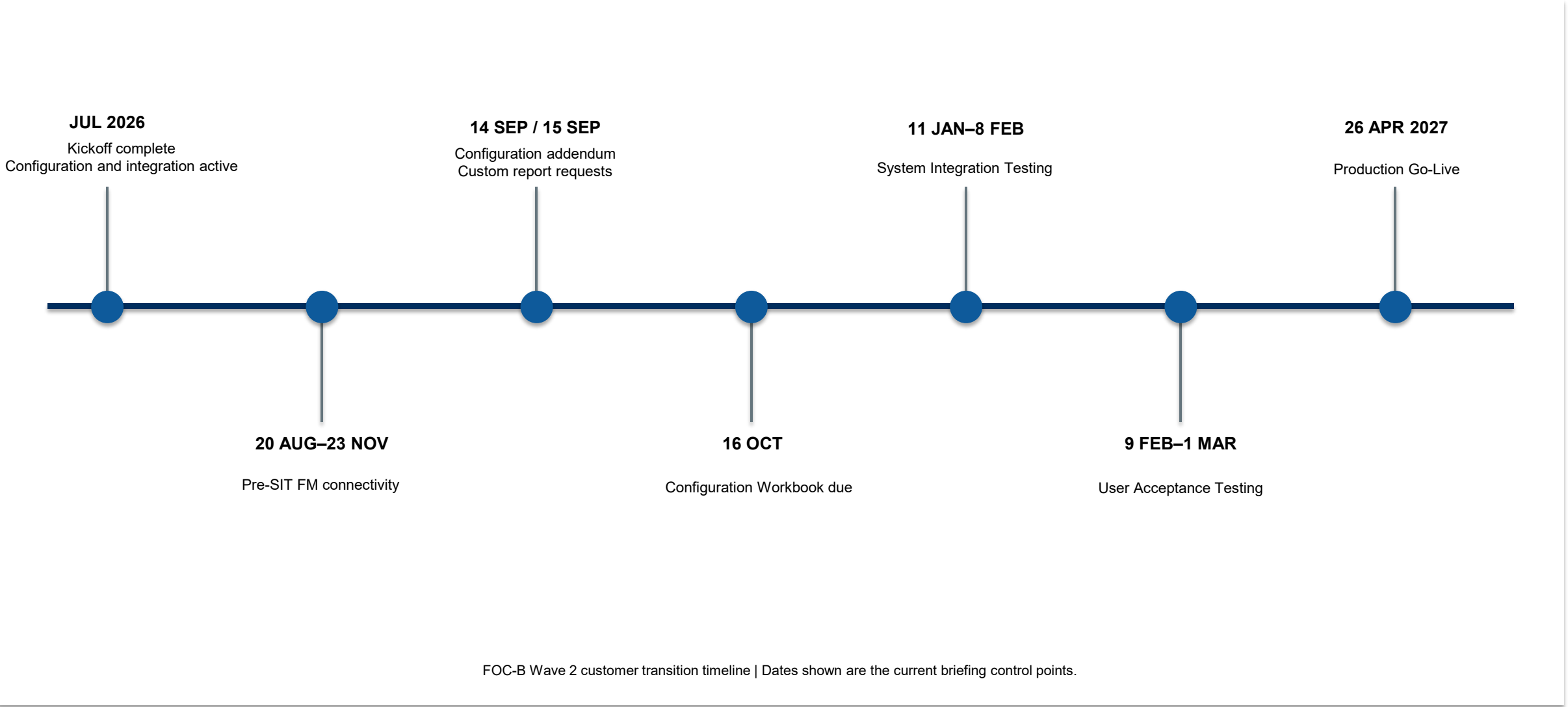
If an agency receives a GO.gov data call or request directly from GSA, do not act until IBC provides direction. IBC will evaluate shared-service requirements and communicate any customer action, input, or due date.

Questions should be directed to the assigned IBC Transition Managers.



FOC-B Wave 2 — Integrated Customer Timeline

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



Near-Term Agency Deliverables — August 2026

Immediate customer actions and support windows.

22 JUL–20 AUG

IdP survey consultation hours available

Wednesdays, 11:00 a.m.–12:00 p.m. ET; select Thursdays, 12:00–1:00 p.m. ET

AUG

Configuration working-session preparation -- IBC will prepopulate the workbook from existing ETS2/Concur configurations; agency reviews begin in future working sessions.

07 AUG

AGENCY ACTION — Submit the FOC-B TNQ. Transition Manager and/or ACM completion is encouraged. Select “Send me a copy of my responses” and provide the response copy to IBC.

20 AUG

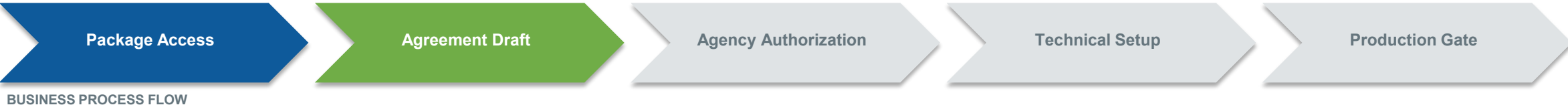
AGENCY ACTION — Submit the SIT IdP Onboarding Survey. Select “Send me a copy of my responses” and provide the response copy to IBC.

IBC ACTION — SIT connectivity; no agency action required.



Security Authorization and Identity Provider Readiness

Security documentation is a production-data gate.



Authorization Path

- 1 Review GO.gov FedRAMP package and CRM responsibilities
- 2 Draft the IEA or ISA consistent with the connection approach
- 3 Plan and issue the agency ATO or ATU
- 4 Complete IdP, SFTP, certificate, and network controls

CUSTOMER CONTROL POINT

CUSTOMER ACTION — Provide the agency security implementation timeline to IBC by July 29, 2026. A basic timeline identifying major milestones is sufficient.

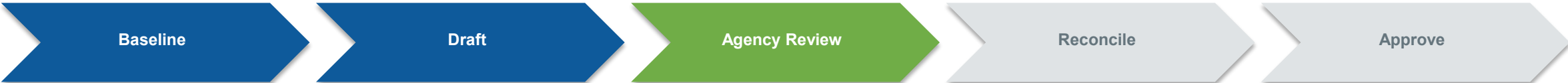
Production data cannot be loaded until required agency authorization, and connection agreements are complete.

Testing uses non-production identity services and synthetic data. Prepare source IPs, SSH keys, and federally trusted MTLS certificates where applicable.



Configuration, Reporting, and Organization Design

Use the assigned IBC Transition Manager to convert requirements into documented configuration decisions.



BUSINESS PROCESS FLOW

Current Position

IBC is preparing and aligning agency configuration inputs for structured review with each customer.

What Customers Should Prepare

- Group hierarchy and delegation impacts
- “Home Organization” reporting needs
- Agency-specific configuration exceptions
- Questions/feedback on IBC’s gap analysis (will be provided COB 7/29)
- Begin internal discussions on how to mitigate the gaps

Upcoming Controls

- | | |
|-----------------------|--|
| 14 SEP | Configuration Workbook Addendum expected |
| 15 SEP | Custom Agency Report Requests due |
| Aug 28 / Sep 4 | Completed Configuration Workbook due |

ACTION	Configuration Workbook and Custom Agency Report Requests: do not act on GSA requests currently. IBC is reviewing and will provide agency-specific direction during future working sessions.
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GO.gov Agency Engagement and Configuration Timeline

Two-hour agency working sessions feed a controlled workbook review and configuration-resolution sequence.



CONTROL POINTS	9/11		MID-SEPT.		9/11-10/15		9/11-10/15	
	IBC Review of Configuration Workbook		GSA Configuration Addendum		IBC Ad Hoc Configuration Discussions		IBC-GSA Ad Hoc Configuration Discussions	



Fourteen Two-Hour Agency Sessions Across Two Weeks

Friday-constrained agencies are flagged to support scheduling and facilitator planning.

WEEK OF AUGUST 10		10–14 AUG 2026
CIGIE	Council of the Inspectors General on Integrity and Efficiency	FRIDAY
CSOSA	Court Services and Offender Supervision Agency for the District of Columbia	
GPO	Government Publishing Office	FRIDAY
NLRB	National Labor Relations Board	
NTSB	National Transportation Safety Board	
PSA	Pretrial Services Agency for the District of Columbia	
SSS	Selective Service System	FRIDAY

WEEK OF AUGUST 17		17–21 AUG 2026
ABMC	American Battle Monuments Commission	
DNFSB	Defense Nuclear Facilities Safety Board	FRIDAY
FRTIB	Federal Retirement Thrift Investment Board	
MCC	Millennium Challenge Corporation	
OSC	Office of Special Counsel	FRIDAY
PDS	Public Defender Service for the District of Columbia	FRIDAY
USTDA	U.S. Trade and Development Agency	

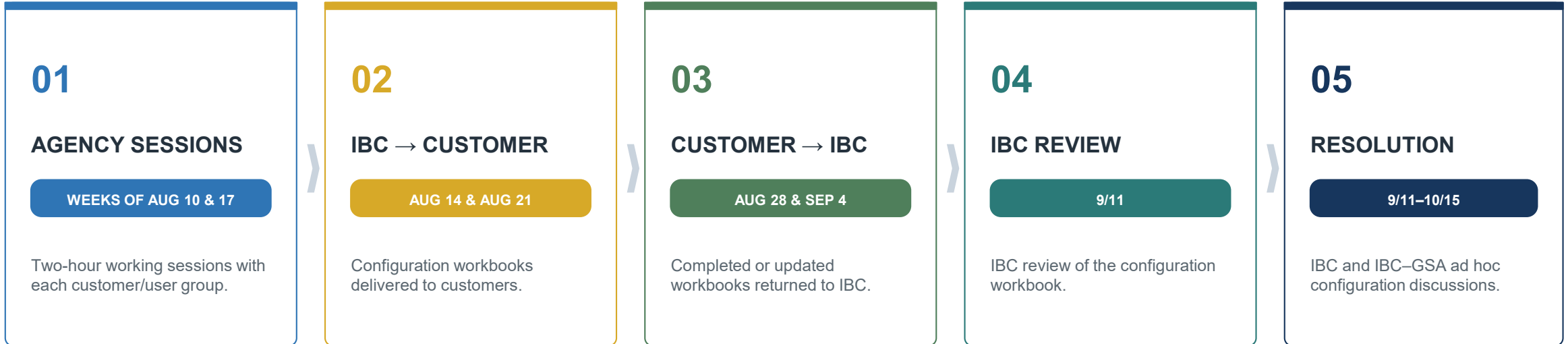
SESSION
STANDARD

2 hours per agency • 14 total agency sessions • Friday scheduling requirement for 6 agencies



Customer-to-IBC Handoff and Resolution Sequence

A gated flow clarifies ownership transitions, due dates, and the period for issue resolution.



PARALLEL CONTROL

GSA Configuration Addendum

MID-SEPT.

The addendum enters during the review/resolution window and may inform subsequent configuration discussions.



Financial Management Integration — Current Control Focus

IBC’s real-time OIC interface remains under active development and validation.



Current Control Focus

- Travel Authorizations and Vouchers
- Funds Check and Acknowledgments
- Review of agency feedback on Functional Scenarios

Questions Under Resolution

- Dual-currency payload and exchange-rate treatment
- Routing, audit, and output requirements
- Funds Check segments
- Reference Data questions
- De-obligation scenarios

Next Gate

Pre-SIT FM connectivity
20 AUG–23 NOV 2026



Testing Readiness — What Agencies Must Prepare

SIT validates the integrated technical ecosystem; UAT validates agency operations.



Readiness Workstreams

PEOPLE	Testing lead: Oct 19–Mar 1 Four primary testers FM integration lead: Aug 20–Mar 1
ACCESS & DATA	JIRA, Confluence, environment access, profiles, LOAs, and synthetic test data
TECHNICAL	IBC completes the SIT connectivity task; no agency action is required for that form. Agencies remain responsible for IdP coordination, testing staff, access readiness, test data, and agency-specific scenarios.
EXIT EVIDENCE	Every planned test documented Critical/high defects resolved Sign-off retained

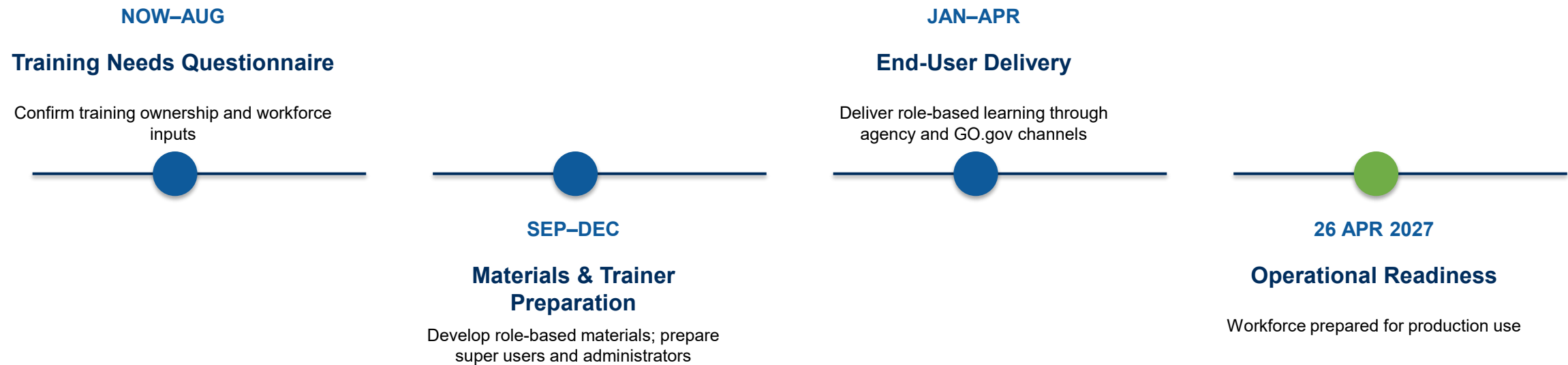


Training and Organizational Change Readiness

Role-based delivery expands as configuration and testing mature.



Training Readiness Journey



Delivery model: role-based self-paced materials, micro videos, recorded sessions, train-the-trainer support, agency LMS, and Connect.gov resources.



Customer Action Register

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

NOW

Do not act on direct GSA data calls until IBC issues direction. Route questions to the assigned IBC Transition Manager.

07 AUG

Submit the FOC-B TNQ; retain and share a copy of responses with IBC.

20 AUG

Submit the SIT IdP Onboarding Survey; retain and share a copy with IBC. IBC completes SIT connectivity.

IBC-LED WORK

IBC-led: configuration workbook, standard-report gap review, custom-report direction, and SIT connectivity. Agency action only when IBC assigns it.



Items Requiring Customer Confirmation or Discussion

Identify agency conditions requiring resolution before the next milestone.

LEADS

Has the agency provided its security implementation timeline and organizational-structure questions to IBC for July 29 disposition?

DELIVERABLES

Are the August 7 TNQ and August 20 IdP survey assigned, and will response copies be provided to IBC?

READINESS

Does the agency understand that IBC—not the agency—will initially populate the configuration workbook, review reporting gaps, and complete SIT connectivity?

ESCALATION

What blockers require IBC Transition Manager, IBC, GSA, or IBM action?



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](#)

IBC TRANSITION MANAGERS

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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 agency-specific constraints.

What must be resolved now to protect the next GO.gov readiness milestone?

RAISE

Agency-specific constraints, policy conflicts, resource gaps, or schedule concerns.

ASSIGN

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

CLOSE

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

Thank you



Connect.gov for GO.gov Information

Customer reference: the central resource for current GO.gov transition information and controlled materials.

ACCESS

Establish a MAX.gov account. Use approved multifactor authentication. Bookmark the GO.gov page. Contact Connect.gov Support for account assistance.

GO.GOV RESOURCES

Project plans and schedules; meeting links, recordings, presentations, and Q&A; transition toolkit; training and change-management resources; security guidance.

CUSTOMER PRACTICE

Monitor Connect.gov and email. Use the posted project plan as a working reference. Coordinate questions through the assigned IBC Transition Manager. Preserve transition records.

CURRENT AVAILABILITY

FOC-B kickoff slide decks are posted on Connect.gov. Recordings and the completed Q&A will be posted in the same GO.gov Meetings location.

