



eTravel

"Simplifying End-to-End Travel for the Federal Employee"

Providing World-Class Travel Management
For the Federal Traveler

eTravel Workshop
National Travel Forum
June 2004

GSA

egov
My Government. My Terms.

We hope to answer the following questions...

- What's next for me & my agency?
- How does implementation of eTS affect the use of your Agency's current online booking engine?
- Tell us more about the collaboration between DTS and eTS?
- How will eTS ensure that the customer's needs are met?
- I use my travel agency today. How will I use it tomorrow after eTS?
- How many eTravel Service vendors and who are they?
- How will GSA help me and my agency through this transition? and...
- **Can we get out of here quick, so we can go have some fun?**

Welcome to the eTravel Workshop

Desired Outcomes

- Recap eTravel Program History
- Describe Business, Policy, and Market Drivers
- Promote Understanding of eTravel and its Value
- Explain what eTravel means to you

A Quick Look Back To NTF 2002

➤ QuickSilver Findings

- Federal travel operations largely **decentralized**
- Processes and **procedures vary widely** across agencies
- Multiple processes and duplicative reporting frustrate travelers and managers
- Redundant travel systems **waste precious resources**
- Limited ability to monitor and manage travel functions at the agency level

➤ Various COTS And GOTS Solutions Available

- COTS implementations **not achieving government-wide economies of scale**
- Many **expensive** in-house custom systems developed and maintained
- Numerous agencies still using **outdated, paper-intensive** travel processes

➤ Authorization, Reservation, And Voucher Systems Not Connected

- **Repetitive** entry of same data

➤ Heavy Burden On Traveler To Navigate **Cumbersome** Processes And **Patchwork** Of Stand-alone Systems

eTravel Timeline

- President's Management Agenda Summer 2001
- Quicksilver Task Force Sep 2001
- E-Gov Initiatives Approved Oct 2001
- Interagency Group Sets eTravel Vision & Goals Mar 2002
- eTravel PMO Established Apr 2002
- eTravel Project Charter Approved Jul 2002
- E-Government Act Signed Dec 2002
- eTS Solicitation Released Feb 2003
- eTS Contracts Awarded Nov 2003
- eTS Full Operational Capability May 2004
- First eTS Task Order Jun 2004

eTravel Drivers

- The President's Management Agenda
 - Internal efficiency and effectiveness
 - Electronic government
- Business Drivers
 - Enabling web technologies
 - Travel cost and value considerations
 - Business intelligence and performance measurement
- Policy Drivers
 - Workplace improvement
 - Reporting and accountability
 - Alignment with best commercial practices
- Market Drivers
 - Shift in commission-based models
 - Advancements in online travel services
 - Other travel industry realignments

eTravel Priorities

- Collaborative inter-agency approach
- Customer-centric focus
 - Put the traveler first and provide superior customer satisfaction
 - Provide the agency managers with effective tools for travel management
 - Actively support agency migration efforts with tools, lessons learned, etc.
- Adopt and adapt commercial best practices
- Improve travel management decisions and performance through business intelligence
- Establish and align policy to support effective travel management
- **Achieve “world-class” travel management**

Collaborative eTravel Approach

- Agency collaboration essential to deliver required capabilities
 - Differences in agency missions give rise to **different travel needs**
 - Vast array of **interfacing business systems** require comprehensive approach
 - Legitimate process variations require **business rule flexibility and configurability**

- Stakeholder collaboration essential to drive adoption
 - Agency Senior Executives – **buy-in** and sponsorship
 - Migration Managers – lead change management, **simplify** internal processes
 - Travelers – **acceptance** of online tools and personalized customer service
 - TMCs – apply **expertise** in online booking and complex travel
 - eTS Vendors – refresh and **optimize** service/technology
 - eTS performance, web-delivered services, usability
 - Profile Management and User Training
 - Support of government travel suppliers (TMCs, airlines, lodging, rental cars, etc.)

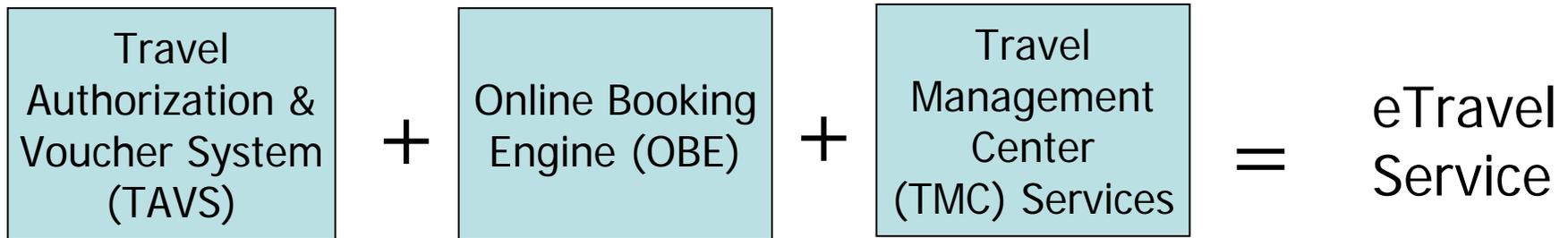
eTravel Service – Regulatory Changes

- FTR Guidance Published December 22, 2003
 - **Migration Plans** submitted by March 31, 2004
 - Agencies must **place task orders** eTravel by December 31, 2004
 - Agencies must have eTravel **fully deployed** by September 30, 2006
- FTR amendment provides leverage for agencies to consolidate
- Migration plans are the roadmap for implementation
 - 22 of 24 BRM Agencies submitted by the due date, March 31, 2004
 - **Migration Team** – Identify the key roles and resources for eTravel Migration
 - Migration Schedule with **key milestones**
 - Identify implementation cost estimates for budgeting purposes

eTravel Service – Acquisition Recap

- **November 10, 2003** - GSA Awarded eTravel Service contracts
 - CW Government Travel Inc. (CWGT) of San Antonio, TX
 - Electronic Data Systems Corp. (EDS) of Fairfax, VA
 - Northrop Grumman Mission Systems (NGMS) of Fairfax, VA
- **Procurement Process**
 - 22 Agencies contributed to solicitation's 'Statement of Objectives'
 - 18 Agencies on Source Selection Panels
 - Best value, Performance Based contract **drives performance up and costs down**
 - Vendors demonstrated their solutions in a live environment
- **eTS has proven to be the quality offering that was expected**
 - Confirmed through testing and live agency implementations

eTravel Service – Components



✓ eTravel Vendor TAVS solution

✓ FedTrip
✓ eTravel Vendor OBE

✓ Existing TMC(s)
✓ TSS Travel Agent
✓ eTravel Vendor TMC

- Standard, Validated Integration Capability
- Help Desk, Implementation, and Training Services
- Hosted Service Requires No Government Infrastructure Investment

eTravel Service – Ready to Deploy

- Acceptance Testing - **Complete, Vendors Fully Qualified**
 - ✓ Initial Operational Capability – Live use with over 250 trips completed in 105 days, 75% online
 - ✓ Independent Validation & Verification – Lab testing of 150 travel scenarios
 - ✓ Security Certification & Accreditation – Independent process with physical scans and site visits in accordance with OMB and NIST standards

- All vendors ready to **accept Task Orders and begin implementation**

- Monitored through Service Level Agreements that track overall performance and **customer satisfaction**

What TMC Choices Do You Have?

TSS Schedule TMC Services

Each Federal Agency is **free to choose** the Travel Management Center services that best meets their business needs and represents a best value to the Agency.

The eTS vendors are required to accommodate your Agency's TMC choice.

eTravel Vendor TMC Services

Each Federal Agency **may choose** to utilize the TMC Services provided by the eTS Vendor they chose for TAVS.

Migration Timeline

- ✓ Signed MOUs expressing **commitment** to the eTravel Program
- ✓ 22 of 24 Agencies completed Migration Plans by March 31, 2004
 - Phased Migrations with Early, Mid, and Late Adopters
- Agencies select a vendor and have a **signed vendor Task Order** by December 31, 2004
 - As of 6/19, 3 task orders awarded – Treasury, Health & Human Services, Transportation
- **Deployments** will be completed by September 30, 2006

Key Points for eTS Task Orders

- Departments/large agencies expected to award **one department-wide task order**
- Goal of a common, **simplified process** requires some business process re-engineering
- Migrating agencies to new simplified process requires **change management** and communication effort
- Full value of eTravel is only achieved through **integration** with agency business systems
- Source for TMC services
 - Consider current TMC contract expiration date
 - Give fair consideration to TSS/eTS reservation & fulfillment options
 - Strategy for ensuring uninterrupted TMC services
- eTS deployment strategy: Phased? Big Bang?

Migration Schedule

PHASE	FY 04		FY 05				FY 06				
	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	
EARLY ADOPTERS	DOT	_____									
	HUD	_____									
	NSF	_____									
	DHS	_____		_____							
	GSA	_____									
	Labor	_____									
	USAID	_____		_____							
	Treas	_____		_____							
	MISC	_____		_____							
	MID ADOPTERS	NARA	_____		_____						
HHS		_____		_____							
OPM		_____		_____							
DOJ		_____		_____							
EPA		_____		_____							
USDA		_____		_____							
VA		_____		_____							
SBA		_____		_____							
DOE		_____		_____							
DOC		_____		_____							
LATE ADOPTERS	DOI	_____		_____							
	NRC	_____		_____							
	DOS	_____		_____							
	SSA	_____		_____							
	NASA	_____		_____							
	DoEd	_____		_____							

Phased and Big Bang Roll-Outs

As of June 8 2004

How is GSA Supporting the Transition?

- eTravel Program Management Office (PMO)
 - **Customer Service Representative** for each agency – provide migration planning guidance, convey lessons learned, and coordinate Task Order assistance
 - Assist in evaluation of travel management **alternatives**
 - **Government-wide** configuration and customer needs management working with eTravel Management Agency Advisory Board
 - Marketing **campaign and collateral** targeted at end user adoption
 - **Testing**: IOC, IV&V, and Security Certification & Accreditation
- Federal Travel Regulation and Travel Service Solutions Collaboration
 - Aligning travel policy and solutions for **enhanced performance and improved value**

Additional eTravel Support

➤ eTravel and DoD-DTS Collaboration

- DTS **lessons learned and experience** have proved valuable throughout the entire eTravel solicitation process
- Travel transformation across Federal government will continue as both initiatives collaborate in the future on common:
 - Governance Structure
 - Business Intelligence
 - Performance Management
 - Requirements

eTravel Values: Lower Travel Costs

- Travel and related costs are rising at an accelerated pace
- eTS achieved lower travel management costs than the vast majority of agencies with **consolidation and choice**
- Cost to agencies should continue downward with eTS
 - Competitive pricing among vendors will drive cost down
 - Technology innovations over the next 10 years
 - Continued aggregation of the government's buying power
 - Consolidated business intelligence should achieve lower costs on related travel programs such as FPLP, City Pairs, SmartPay, Rental Car
- Compare transactional costs
 - Status quo averages \$52 for TAVS and reservations
 - eTS base period pricing results in \$30 - \$36 for TAVS and reservations
- Savings may be used to offset costs of enhancements **eliminating the need for capital investment**

eTravel Values: Best of Both Worlds

- Experienced travelers can save time and money using online booking engines (OBEs)
 - Routine travel arrangements can be reserved **conveniently** at any time without having to make time to call travel agent
 - Provides rapid, expanded visibility of **available travel options** (full spectrum of compliant flights, aircraft seating layouts, etc.)
- Expertise of TMCs readily accessible
 - For **complicated itineraries** and/or international travel
 - To assist inexperienced or infrequent travelers
 - When **web access is not available or practical**
 - For emergency travel arrangements or **en route itinerary changes**

What eTravel Means to You

➤ As A Traveler

- Single POC for **customer care**
- Convenient **24/7 access** and paperless processes
- **Integrated** end-to-end travel administration
- **Personalized** experience with increased visibility of options
- **Minimum re-entry** of data
- Full **travel agent support** when required
- Adapting to a **new web-delivered service** model

➤ As An Agency Executive or Travel Manager

- Improved cost controls, spend visibility, **accountability**
- **Common** travel practices and superior business intelligence
- Process re-engineering and **change** management responsibilities
- **Reduced travel process** and policy burdens

Supporting eTravel In Your Agency

➤ How can you help?

- **Understand** how eTravel benefits you, your agency, and your travel budget
- Be willing to **adapt** to the new web-delivered service model
- Take the time to take **training** for your agency's selected eTS solution
- Volunteer for your department or agency **Migration Team**
- Consider becoming a "**superuser**" to help facilitate adoption within your agency, particularly if you are a frequent traveler
- Participate in user preference and user satisfaction **surveys** when asked
- Hold the eTravel PMO and eTS vendor to high performance standards and forward **recommendations for improvement** through your agency POCs to the eTravel PMO

For more information on how the eTravel PMO can assist your agency, please visit **Booth 231** in the Exhibitor's Hall.

CW Government Travel – Booth 201

EDS – Booth 216

Northrop Grumman Mission Systems – Booth 225

Please go to GSA's E-Gov website at

<http://egov.gsa.gov>

and click on eTravel for a copy of this presentation and additional eTravel resources.