

From: **DOI Announcement** <doi_announcement@ios.doi.gov>

Date: Wed, Apr 9, 2014 at 1:05 PM

Subject: Update Regarding New Travel System

To:

TO: All Department of the Interior Employees

FROM: Pam Haze, Deputy Assistant Secretary – Budget, Finance, Performance and Acquisition

RE: Update Regarding New Travel System

On March 21 I sent you a note asking for your patience as we resolve challenges with the new travel system CGE. This is an update and report on the actions we've taken.

First, we are working closely with the General Services Administration (GSA) and the company Concur to focus their efforts on stabilizing the system. This means that they are introducing only the most urgent system changes that will fix problems you are experiencing and hold off on other changes until they have a better process in place to ensure that changes they introduce do not cause additional problems.

Second, GSA and our Interior Business Center are helping to pursue contractual remedies in order to make sure that the company delivers on their commitments. A Notice of Concern has been issued by GSA. This is a formal contracting action to seek immediate action to address the issues we raised. We have prepared a Cure Notice that is undergoing Solicitor review. This is a formal, contractual, step towards addressing DOI specific issues and securing compensation for the costs we have incurred as a result of problems with the system.

We've met with the President and Vice President of Concur, hosted a meeting that brought Concur and senior bureau representatives together, and we met with senior GSA officials. These meetings all produced significant commitments for help and improvement. We continue to meet weekly with Concur representatives to pursue DOI needs and priorities. A Travel Special Interest Group has been formed that represents the needs of the users and advises Concur about user experience and identifies needed fixes. We have two very good travel experts on the Group that are advising GSA and Concur. We added four additional staff to the helpdesk to reduce wait times and increase responsiveness.

We are using information we gathered from users to inform the priority for necessary improvements. We compiled a consolidated list of system issues and prioritized it based on input from the bureaus and shared it with Concur. We also shared information on help desk ticket counts by issue. This will help Concur to focus on the issues raised by users.

Concur has committed additional resources to address our concerns. They shifted 17 experts from commercial operations to work on Federal operations, they will assign Quality Assurance staff to work in our environment and pre-test system releases, and they will provide additional support for the helpdesk to assist DOI travelers and hear, first hand, the issues you are experiencing.

I am hopeful that the actions we are taking will lead to tangible improvements that you will be able to see soon. Please feel free to email me back with input. Thank you.

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