

GSA



ETSNext State of the Initiative

Shared Services Forum

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GSA *Agenda*

- ETSNext Executive Summary
- End-to-End Travel & Expense Journey
- Support for Enterprise-wide Solutions
- The GSA ETSNext Promise
- End User Focus
 - Customer Engagement
 - Industry Engagement
- Acquisition Strategy
- Roadmap



ETSNext Executive Summary



EXECUTIVE SUMMARY

- ❖ E-Gov Travel is a mandatory solution directed under the Federal Travel Regulation. High utilization through multiple generation of contracts
- ❖ ETS2 was implemented with customized, complex, and unique agency-specific requirements that deviated from Travel & Expense (T&E) commercial offerings - **49 integrations and 59 task orders**
- ❖ As a result, user design suffered and the vendors were unwilling or unmotivated to remain innovative and agile to keep pace with market changes
- ❖ With the preparation for ETSNext, customers have emphasized a needed improvement in human-centered design (UX/CX) and apprehension about the solution's ability to meet governmentwide and agency-specific security requirements
- ❖ Despite advances with government T&E standards, the government requirements have not fundamentally changed. Limited vendors with capabilities to meet govt requirements has only been exacerbated by the pandemic and industry consolidations.



- ❖ **GSA believes the next generation of ETS, ETSNext, should be a centralized service delivered on an adaptable, single enterprise platform** to address the needs of customer and vendor stakeholders. This solution will:
 - Implement the governmentwide T&E business standards to minimize customizations, variations, and costs
 - Simplify the user experience using human-centered design to improve UX and modernized mobile offerings
 - Ensures better cybersecurity management, minimizes data silos, and keeps pace with market innovation
 - Reduce service duplication and costs across the government's travel space

End-to-End Travel and Expense Journey



Gather ETS2 Agency Feedback and Lessons Learned

Interviews and usability assessments; Business Case Study & Validation, Developed UX Prototype

2015-2016

2017-2020

Government-wide Standards and Assess Commercial T&E Capabilities

T&E Business Standards (FIBF) working group; Agency Reform Assessment

In-Depth Market Research with Potential Offerors/ Agency Transition Planning

Market Research/RFI to Industry (Dec 2021); Workshops with Industry; Workshops with Agency Customers (2021-2022); Industry Open House (2022)

2021-2022

2022

Shared Service Provider Assessment/ FM Strategy

Workshops with the FM QSMO;; Met with agencies to review FM standards; Prepared SSP self-assessment

Support for Enterprise-wide Solution: Shared Services, T&E Business Standards, and the Federal Integrated Business Framework (FIBF)



- ❖ The T&E business standards were approved (2020) and updated (2022) through the FIBF process and in partnership with
 - OMB
 - OGP Office of Travel, Relocation, Transportation & Mail Policies, the T&E Standards Lead
 - OGP Office of Shared Services & Performance Improvement (OSSPI), the governance community
- ❖ The first set of business standards as part of a shared service affecting all federal civilian employees
 - Standardized capabilities and common business processes with an “80/20” rule
- ❖ ETS was designated an existing Shared Service at OSSPI’s Senior Accountable Point of Contact (SAPOC) meeting in September 2022

USSM/OSSPI Scorecard:



The Business Standards Progress Dashboard shows the current state of agency agreement on government-wide Mission Support Business Standards. Click on the functional area or checkmarks to navigate directly to the latest baseline functions / activities, capabilities, use cases, standard data elements, and Service Measures.

Functional Area	Designated Standards Lead	FIBF Component				
		Federal Business Lifecycle	Business Capabilities	Business Use Cases	Standard Data Elements	Service Measures
Core Financial Management	Treasury	✓	✓	✓	✓	1
Grants Management	HHS	✓	✓	✓	✓	1
Travel	GSA	✓	✓	✓	✓	3
Electronic Records Management	NARA	✓	✓	✓	✓	4
Contract Writing	DHS	✓	✓	✓	1	1
Real Property Management	GSA	✓	✓	✓	2	1
Cybersecurity Services +						
Human Resources +						
Regulation Management	GSA	4	4	4	4	1



Standards Lead



Cross-Agency Working Group



Business Standards Council (BSC) / Public Review



Review Feedback



OMB



= Baseline

Standards Complete

The GSA ETSNext Promise:



- ❖ “Do No Harm”: Civilian federal employees will be able to travel in support of their agency’s mission
- ❖ A predictable seamless transition for agencies
- ❖ Simplified user experience with mobile offering
- ❖ Reduced service duplication and costs
- ❖ A service model of continuous improvement

End User Focus: Customer Engagement: *What We Heard*



Customer Stakeholders have indicated that they want a T&E service that is equal to or better than today, but it is critical not to break what we already have.



Planning

Customers want as much notice as possible as to what to budget for transition

“Poll Question: What are your biggest concerns?”

“A: The transition costs and the timing”

Dept of Education



Unique Needs

Customers want to know their unique requirements will be accounted for in a centralized model

“Very interested in services being unique. We have a lot of unique needs at our agency.”

Dept of Interior



Better UX and CX

Customers are looking for reduced processing time, better data reporting and improved usability

“Incorporate commercial booking tool technology to auto-build trip itineraries and budgets with limited inputs.”

Nat’l Science Foundation



Security

Customers want assurance that all components of ETSNext that are within the govt-wide accreditation boundary as well as additional departmental requirements

“We have grave concerns about agreeing to any certification by anyone on our behalf without complete details in advance of our review and the proper Departmental clearance.”

Dept of Justice



Account Management

Customers want improved and consistent account management so that resources can be redirected to focus on mission delivery

“...takes weeks..months to adapt to a new account manager. ...bringing that person up to speed with configurations, JIRA’s, issues with the system, etc. ...management then comes in and transitions us to another account manager”

Small Business Admin

Customers are enthused at concept of improved capabilities, but still in a “show me” or “prove it” posture

End User Focus: Industry Engagement



- ❖ Most recently completed an Industry Open House with 4 keynote presentations from interested vendors (including the 2 incumbents) to provide a single centralized platform of services
 - 150 unique federal attendees representing 43 different agencies including 25 Senior Travel Officials or designees out of 42 (60%) in attendance
 - Survey results found:
 - Positive feedback from both industry and agency attendees regarding opportunity to directly interact with one another
 - Helpful feedback submitted regarding desirable ETSNext features that fulfill agency needs

Anticipated Acquisition Strategy

We have a multi-step acquisition strategy to replace ETS2

1. Acquire ETSNext Travel and Expense Technology Managed Services

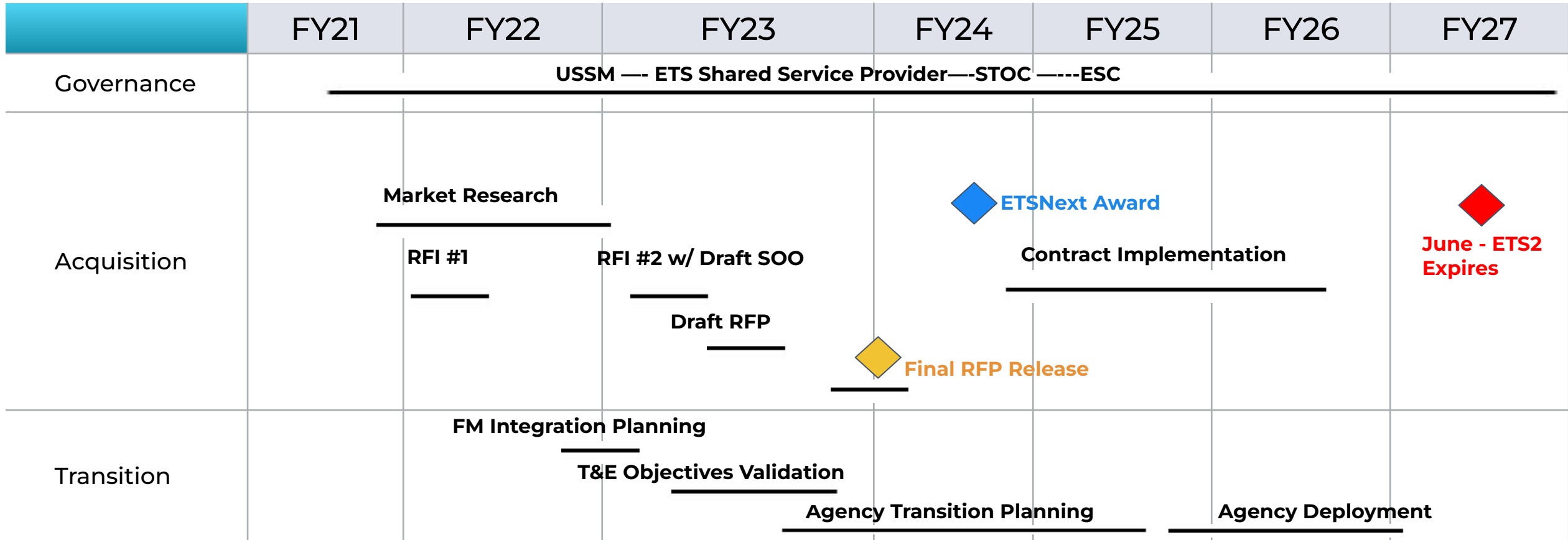
- Capabilities will include:
 - Travel and Expense Functions,
 - Reservations, Authorizations, and Vouchers,
 - Cloud & integration infrastructure,
 - Implementation services,
 - Customer support services,
- Single Award,
- 15-year IT services contract,
- Solicitation early FY24,
- Award NLT Q4 FY24,

2. Update the MAS Travel Category for TMC services

- Agency Procurement Options:
 - Use the Multiple Award Schedule
- or**
- Use GSA Assisted Acquisition Services.
- TMC services will not exceed 5-years to remain compliant with the Service Contract Act

ETSNext Current Roadmap

ETSNext will have a **predictable and well planned transition**, that will be equal to, or greater than, the services provided today under ETS2



Thank You

Tim Burke

Executive Director

**GSA Office of Travel, Employee
Relocation, and Transportation
and Governmentwide Category
Executive for Travel**