



Customer Service Notification

Enterprise E-government Travel System

Date: Thursday, August 27, 2020

Subject: Regularly Scheduled Maintenance Notice - Enterprise E-government Travel System ("ConcurGov") and Common Transportation Integration Platform (CTIP)

Notice: ETS SMN 2020-4

Audience: Operating Division Lead Federal Agency Travel Administrators and local ETS System Administrators

This notice is to advise you that CTIP Web Services production servers will be patched with the latest Linux and Windows OS updates on Friday, 28th August 2020. This schedule is driven by NIH-CIT's Hosting and Storage Services (HSS).

The servers will be automatically rebooted by Hosting and Storage Services beginning on Friday, August 28, 2020 at 10 PM ET and is expected to be complete by Saturday, August 29, 2020 at 10:30am ET.

Therefore, all Operating Divisions should be aware that due to this update, CTIP services will be unavailable during the maintenance including the Profile Admin Tool (PAT). This upgrade and migration should not have any effect on existing travel documents in the CTIP Processing queue.

Access to ConcurGov will not be affected - therefore users will see no interruption of travel services.

Verification will be performed by NIH Web Services (SOA) team and PSC Transportation Systems team after the maintenance is complete.

If you have any questions, please contact PSCAccountMgmtSupport@psc.hhs.gov.

Thank you,

Program Support Center

