



# Customer Service Notification

## Enterprise E-government Travel System

Date: Wednesday, August 26, 2020

Subject: ACTION REMINDER - PLEASE READ: Non-Standard Trip Purpose Identifiers

Good Afternoon,

This notice is to advise you that the Program Support Center (PSC) team has started examining the non-standard Travel Purpose Identifiers (TPIs) to prepare a comprehensive analysis of the topic and to determine if there is a need to address the TPIs further.

Toward this, PSC requested in the July Lead FATA meeting (please see attached slide for your review) that Operating Divisions provide business cases, system designed documents, mappings, and any other technical information that might be useful toward this effort. The intent of this is to ensure that all factors are properly considered.

### Non-compliant TPIs

- PSC is examining the four non-compliant Travel Purpose Identifiers that display on the enterprise E-government Travel System user interface. This examination will be comprehensive; from the surface layer to the financial systems.
- Operating Divisions that have mapped non-standard TPIs to a financial system activity or have emplaced custom functionality must provide the Program Support Center with a business case concerning the mapping or custom functionality by Friday, Aug. 28, 2020. The information provided by the Operating Division will be included in the professional paper PSC will produce.
- Operating Divisions **should** consider providing:
  - A description and diagram of each mapping or functionality, including any rollups to the six FTR-established TPIs;
  - The test scenarios and scripts applied to the mapping or functionality, and the results of tests performed since SU 170;
  - The business case for the mapping that articulates the business need the mapping or customization was intended to resolve, all alternatives considered and the reasons they were not applied;
  - A chronology or history of how the mapping or custom functionality came to be;
  - How the business need was met without the mapping or custom functionality;
  - Any preferred or acceptable technical alternatives recommended;
  - The associated technical documentation of the end-to-end mapping, including financial system requirements and any approved E-government Travel System Configuration Design Document;
  - Sample copies of reports that rely on the non-standard TPIs and the mapping or functionality.

Please accept this reminder to provide the requested information by Friday, Aug. 28, 2020. As PSC committed during the July Travel Leadership Coalition and during the Lead FATA meeting, PSC will use this information for the analysis and it will support the decision making.

PSC will also issue a poll to the Travel Leadership Coalition participants on this topic so that the greatest opportunity for participation and consideration is extended.

The PSC team will also continue to issue this reminder through the various forums such as Customer Concerns meetings until Friday, Aug. 28, 2020.

Thank you,

Melissa Stecklow, Travel Operations Manager  
Starry Associates, Inc.

On assignment with:  
Real Estate, Logistics, and Operations  
Program Support Center  
U.S. Department of Health and Human Services  
7700 Wisconsin Ave. | Mail Stop 7210A | Cubicle 7210A  
Bethesda, MD 20857

P: 301-492-4005

M: 202-823-1434