



Customer Service Notification

Enterprise E-government Travel System

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

DATE: Friday, July 24, 2020

NOTICE #: ETS SMN 2020-1

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

This notice is to advise you that tonight, Friday, July 24, 2020, the NIH Web Services production servers will be patched with the latest Linux and Windows OS updates.

Therefore, all Operating Divisions should be aware that due to this update, CTIP services will be unavailable beginning tonight, July 24, 2020 at 10:00 PM ET and will conclude on Saturday, July 25, 2020 at 10:30 AM ET.

During this time, ConcurGov will be accessible but CTIP services will not be available. This means that there may be a lag in document processing as processing in CTIP will suspend for the duration of the maintenance and will resume once the update is complete.

If you have any questions, please contact PSC through the Customer Support Queue at PSCAccountMgmtSupport@psc.hhs.gov.