



SAP Concur 

# FY20 HHS Annual Planning & Information Exchange

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July 25, 2019

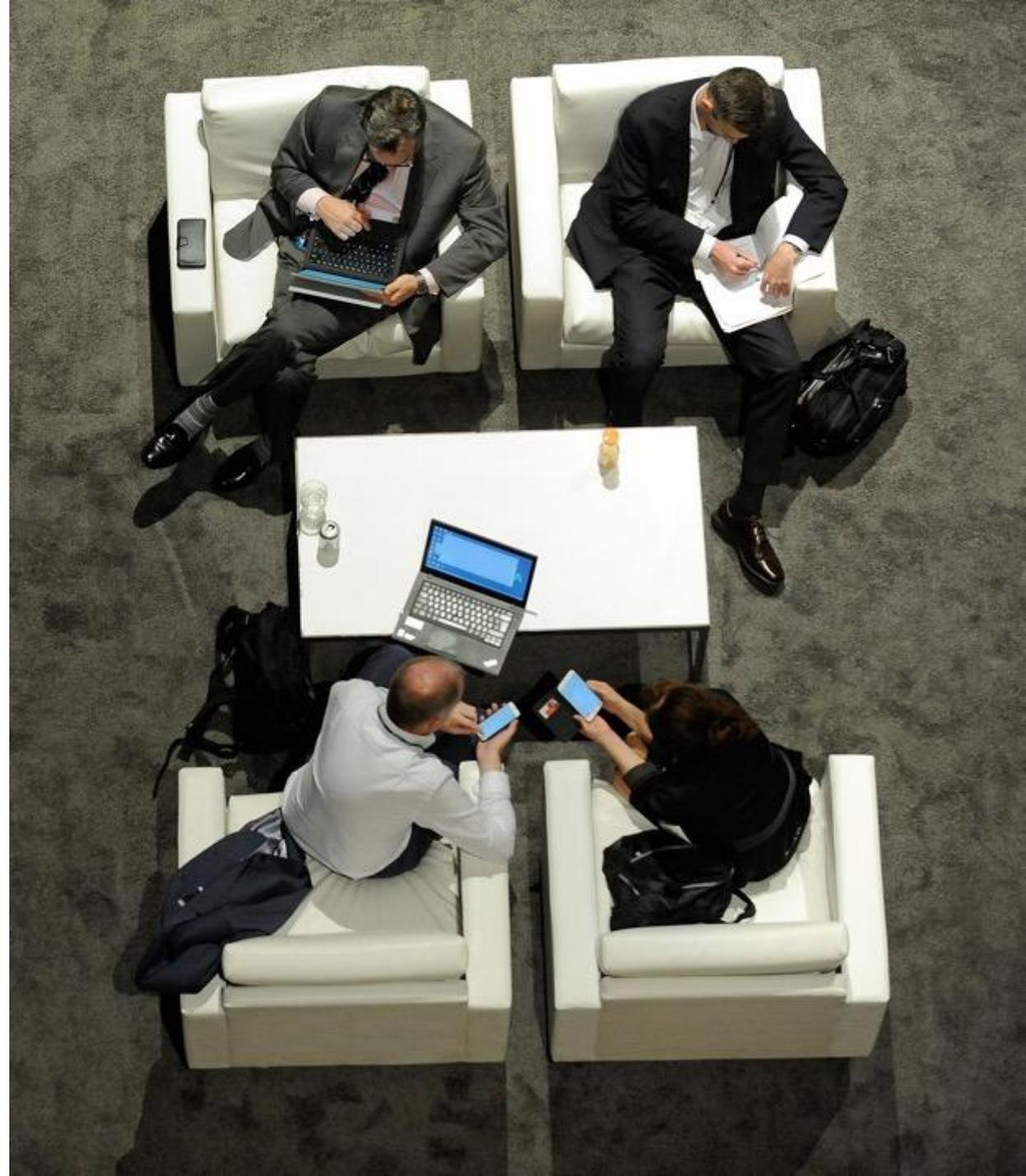
THE BEST RUN 

# Federal Government Travel

Mobile apps will be relied upon to provide end-to-end travel services, aggregating research and booking for airlines, airports, hotels, and ground transportation

Self-help check-in kiosks, e-passports and facial recognition for customs formalities and mobile-enabled e-boarding passes will become standard in airports

Shift toward a younger workforce who expect the user experience to mirror what they see in personal travel while maintaining an intuitive interface for all travelers



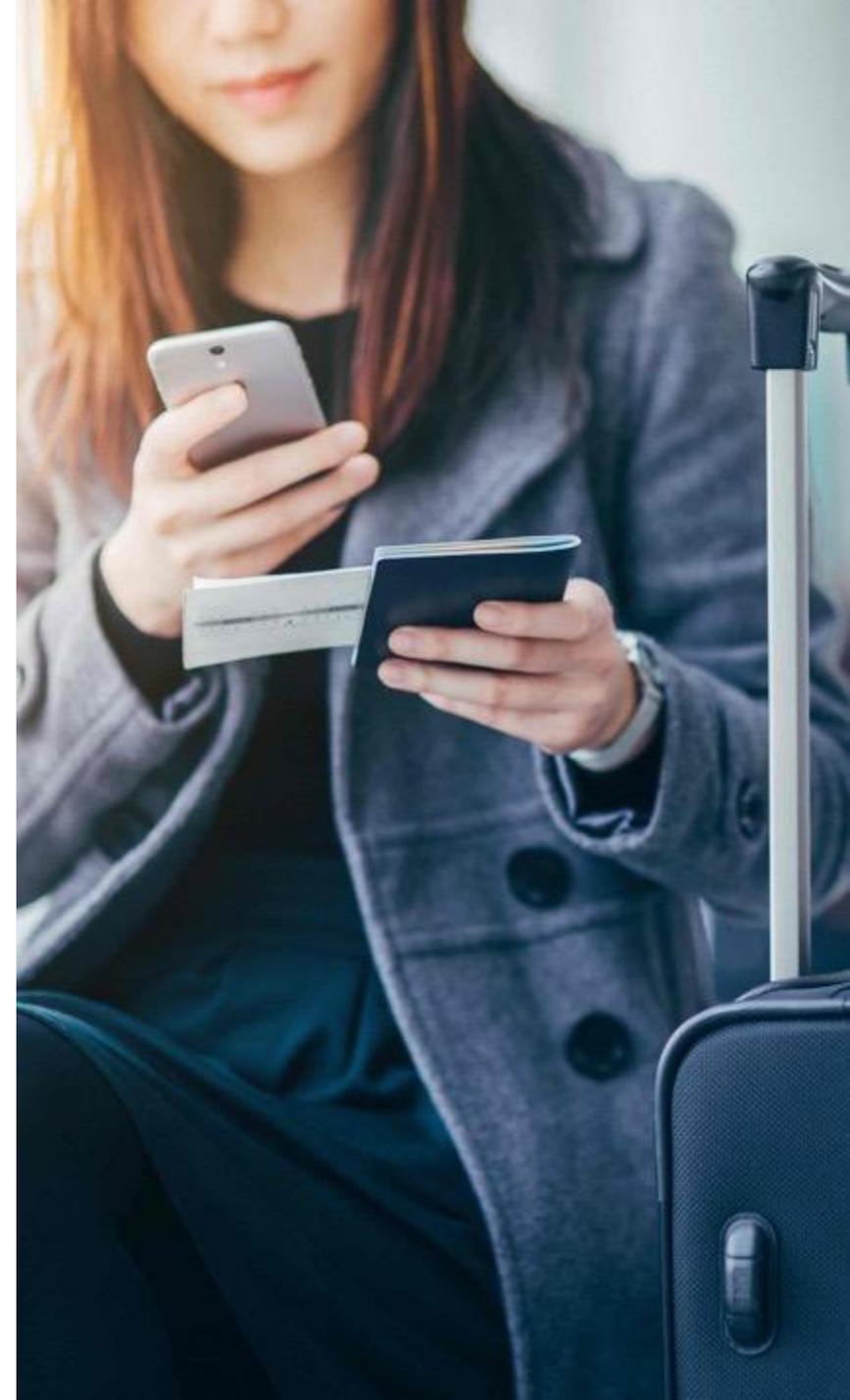
# Federal Government Travel

## Simplification/consolidation of travel regulations

- § Verification & approvals should focus on oversight of the travel program
- § Simplifying processes by obligating based on expense report rather than by pre-trip calculation
- § The DoD pilot is using a simplified rule set taken from the JTR to determine how it might refine the obligation process

## Smarter M&IE through the use of e-receipts

- § The use of digital e-receipts over paper receipts is becoming more common for reimbursing employees for actual per diem expenses. This isn't just a significant cost saver over fixed rates; it's also viable from a user efficiency standpoint



# The **challenges** travel managers face today

Compared to five years ago, travel managers now spend:

**66%**

more time on data analysis and reporting

**66%**

more time on evaluating or implementing new technology

**60%**

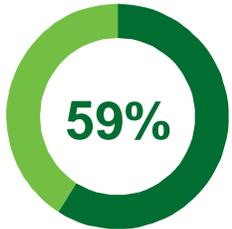
more time on duty of care and traveler safety

**34%**

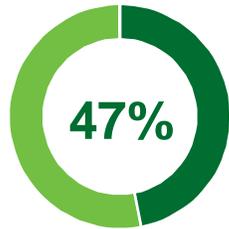
more time communicating with travelers or addressing their concerns

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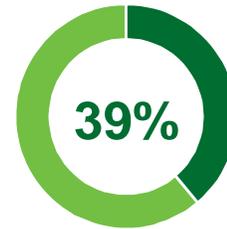
Top strategic priorities of travel managers



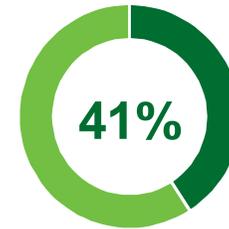
Want to increase cost savings



Would like to boost compliance



Seek to improve risk management and duty of care

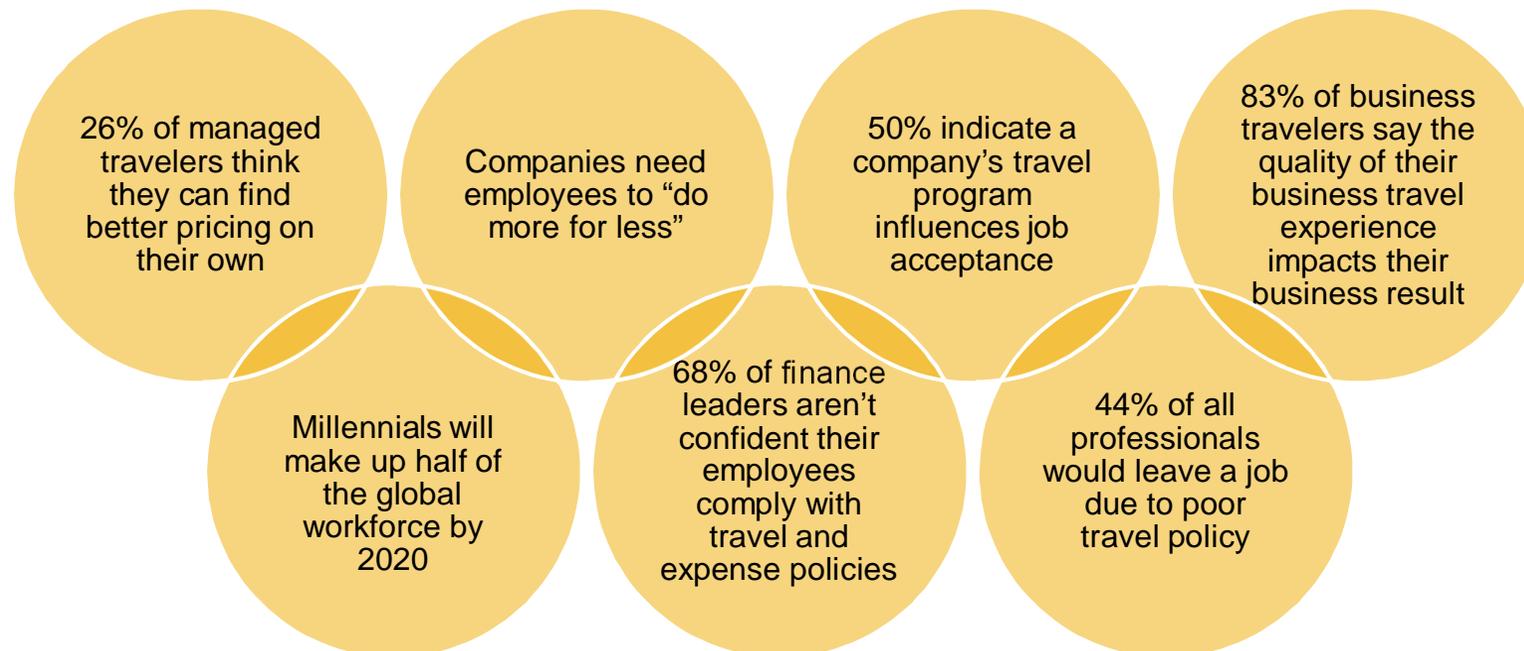


Hope to improve traveler satisfaction

# Changing business travel landscape

## Changing workforce

§ “Always on” – heavily dependent on technology and expecting information to be readily available, on multiple devices, anywhere, any time.



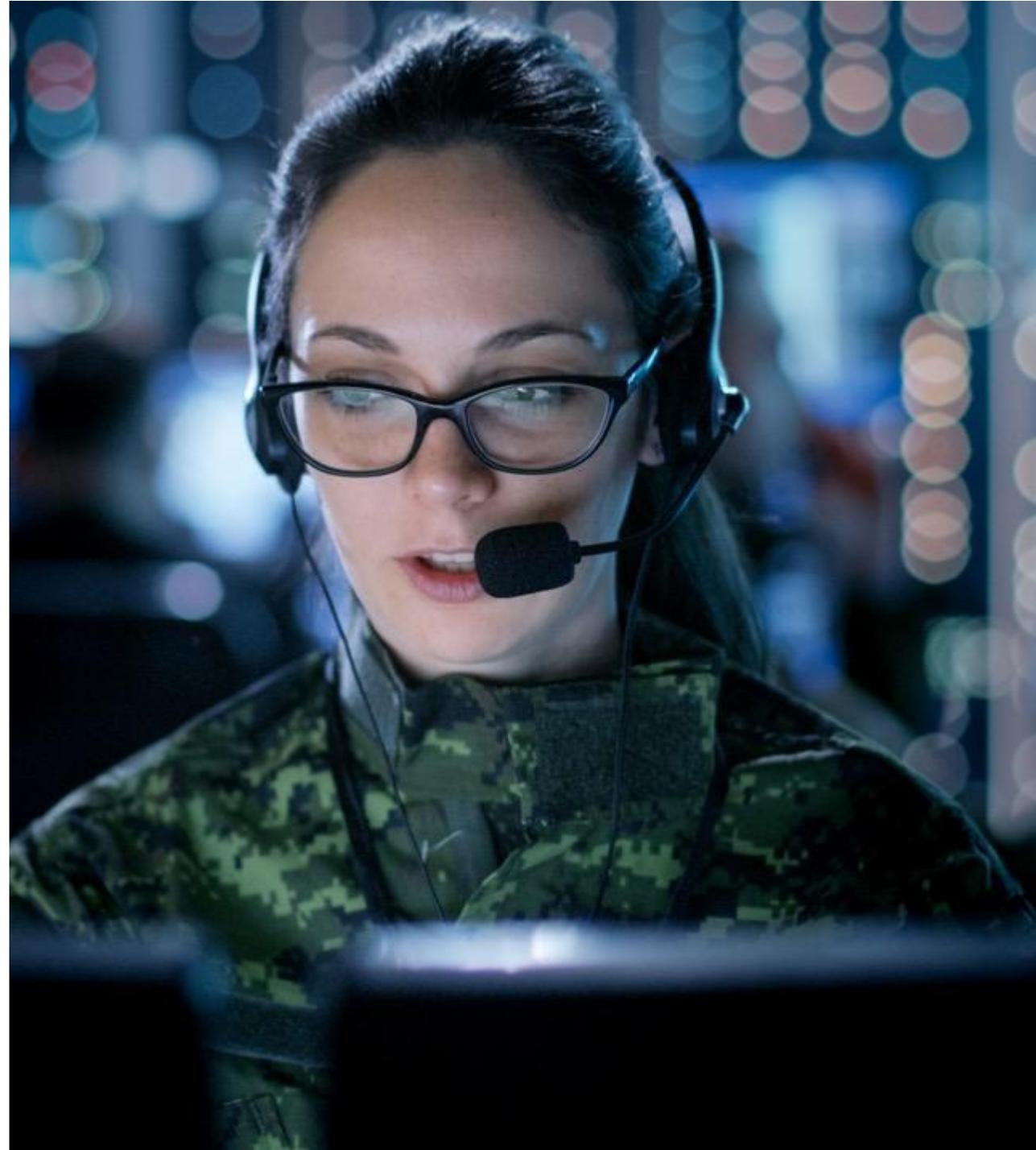
# Defense Travel Modernization (DTM)



# DTM - Objective

Transition to a secure, efficient, and effective **commercial Software-as-a-Service (SaaS)** travel solution

Eliminate customization through flexible configuration of systems, aligning travel policies with standard industry practice, but without negatively affecting usability, auditability, compliance, or security



# DTM - Key Initiatives and Major Deliverables

Two phase, 24 month Other Transaction Authority (OTA) “prototype” project with ability to proceed to production contract

§ **Phase 1A (6 months):** Minimum Viable Product (MVP) (i.e. Travel: Plan, Execute, Pay) for single DoD organization of ~1,000 travelers

§ **Phase 1B (18 months):** Continue configurations and expand to additional organizations and travelers (~60,000)

Implement using Agile methods

Comply initially with simplified 8-page policy guide for business travel

§ Site visits and conferences (40-50% of all civilian & military trips)

§ Does not apply to travel with reduced entitlements

Address other travel types and/or revise travel policies as appropriate

# DTM – Phase 1A Status

## Phase 1A completed successfully

- § MVP configuration deployed to Defense Human Resources Agency (DHRA) and Defense Digital Services (DDS) (~1,200 users), including:
  - End-to-end financial integration, including pre-trip obligations and Treasury-direct disbursements, with Defense Agency Initiative (DAI) financial system via DoD's Global Exchange (GEX) service
  - Multi-Factor Authentication (MFA) capability for both browser interface and Concur Mobile
  - Government Travel Charge Card data feed
  
- § Travel Fulfillment performed by CWT Sato teammate
  
- § Hosted at Lynwood datacenter IAW commercial security controls under DoD Acceptance of Risk (AOR)



# DTM - Phase 1B Status

## Phase 1B in progress

- § Deploy additional 4<sup>th</sup> Estate agencies following DAI's August software release
- § Leverage Army use of SAP ERP financial system (GFEBS) to accelerate DTM roll-out
- § Address additional travel scenarios beyond short-term business TDY
- § Relocate to SAP Concur's Public Sector Community Cloud environment (AWS GovCloud) to satisfy remaining security requirements



# Defense Travel Modernization (DTM) – Metrics

1217

users

496

trips (\$690K)  
booked

83%

On-line booking  
percentage

255

reports submitted  
for payment

230

confirmed paid



# Thank You

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