Government of Canada   Gouvernement du Canada

SHARED TRAVEL SERVICES INTIATIVE

DEPARTMENTAL PREPAREDNESS GUIDE

December 2003

Departmental Preparedness Guide

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Introduction

This document has been prepared to assist all government departments and agencies involved in the implementation of the Shared Travel Services Initiative (STSI).

With this new travel service, employees will be provided with an automated and integrated travel experience – from start to finish. With an on-line self-service booking tool, a convenient government travel credit card, responsive 24/7 traveller support, and automated authorization and expense claims processes, employees will be able to travel simply and efficiently. In addition, this service will give the government, as well as departments and agencies, access to business intelligence on when, how and why travel takes place. This will help management make travel-related decisions based on facts. This is an exciting, new travel initiative that will help to propel the Government of Canada into the 21st century.

We would like to thank you for your collaboration to date in preparing for implementation. Now that the STSI contractor has been announced, discussions with departments and agencies can commence, with a focus on the details of readiness and implementation.

Implementation Activities

Phase 1 Year 1	**Transition Stage** All Departments and Agencies (90 days from the contract coming into full force and effect – approximately January 1, 2004)	• New travel card to all existing card holders • Transition to new travel agency (except DND) • On-line self-service booking tool available to all (except DND)
	Lite Stage Vanguard Departments (Up to 12 months)	• 10 departments will pilot the eTravel Services including the integrated expense claims management system and electronic authorizations • 4 of these will pilot the financial data feed to departmental financial systems
Phase 2 Years 2 & 3	**Robust Stage** All Departments and Agencies (Priority to top travel spenders)	eTravel Services Implementation • Integrated expense claims management system • Electronic authorizations • Financial data feed All services to DND

Recommended Departmental Preliminary Preparedness Activities

Organizational Profile	• Provide GTMO a list of Departmental Contacts as specified in Appendix A. • Provide GTMO with a list of Power Users/ Trainers. See Appendix B. • Verify and update list of Travel Arrangers. Appendix C – to be distributed electronically following the meeting. • Verify and update the Frequent Traveller list. Appendix D – to be distributed electronically following the meeting. • Review role of SFTO in implementation of STSI. See Appendix E. • Consider how your department's travel is currently managed. Is it managed corporately or on a de-centralized basis? Will your department continue to operate in the same manner with the new solution? • Does your department have any internal business procedures or guidelines that are specific to your department? i.e. Does your department have special signing authority for international travel? • Determine if your department will require its own governance structure regarding decision-making during the STSI implementation or uptake.

Travel Cards	• Identify Departmental Travel Card Implementation contact as specified in Appendix A.
	• Review and understand new card features and requirements (to be distributed by the Travel Card Implementation Manager at the travel card implementation meeting).
	    o Departmental Travel Card (DTC) and Departmental Responsibility Centre Travel Card (DRCTC)
	    o Insurance benefits
	    o Loyalty programs
	    o Liability of the new card
	    o Collection of delinquent accounts
	    o Other benefits and processes surrounding the card use
	• Review current departmental hierarchy (i.e. central management of card program versus decentralization to regional offices, etc.)
	• Review current list of cardholders and current limits to ensure problems are flagged before the replacement of the travel cards takes place.
	• Customize (where necessary) and disseminate communication materials. These materials will inform departmental employees of new card program and what they can expect from the transition to the new travel cards. Communication materials will be provided to the Departmental Travel Card Implementation contact throughout the course of implementation.

Travel Agency	• Departments who currently have an on-site travel agency service will be required to incur the cost of this service if they decide to continue with this option. A costing analysis of current infrastructure costs, such as real estate, telephones, furniture, hours of operation etc. will need to be prepared.
	  NOTE: GTMO will assist the departments with a full financial analysis for the various servicing options:
	    1. Keep on-site agency
	    2. Remove on-site agency - use a travel counsellor and SSBT
	    3. Dedicated Service Configuration – dedicated individual(s) at call centre designated to that department

Recommended Departmental Preliminary Preparedness Activities Continued

On-Line Self Service Booking Tool (SSBT)	• Departments to examine, consult and determine the extent of targets for e-tickets and on-line self-service booking tool usage. This exercise is necessary since the usage of the SSBT will have a direct financial impact.
IT / IM	• Who is your department's primary IT contact? See Appendix A. • What is your department's primary mail protocol (X400, SMTP)? • What is your department's networking system (GENet, Browser)? Do all users have browser and Internet access? • What official tools are standard within your department (Word, Excel, Lotus Notes, Word Pro, WordPerfect, Quatro Pro, Other)?

Vanguards Departments

Business Intelligence	• Who should have access to corporate travel reporting tools and data? • What type of travel data analysis is currently performed in your department? What type of travel reporting data analysis will your department require? i.e. What type of reports are you producing now versus what you will be requiring from the new solution.

Financial	• Who is your department's financial system contact? See Appendix A.
	• Confirm financial system in use (SAP, Oracle, GMX)?
	• What financial mechanisms does your department use most often to reimburse employees for travel?
	    o Petty cash
	    o DBA's
	    o PWGSC cheque
	    o Direct Deposit
	• The DFMS contact from the four departments participating in the piloting of the financial data feed to departmental financial systems (ACOA, NEB, INAC, Health Canada) will work with their respective financial cluster group and the GTMO to draft a Project Charter to outline how the pilot will be managed.

Next Steps

1. SFTO's to identify departmental contacts.
2. Account managers to introduce themselves to departments.
3. Implementation and Account Managers to hold departmental workshops to discuss next steps in implementation of the new Travel Card, the Travel Agency and the Online Self-Service Booking Tool.

Departmental Account Management Assignment

An Account Manager has been assigned to each department / agency for the implementation period of the STSI. Your Account Manager will be calling your department to introduce themselves and to walk you through the next steps.