

Department of the Interior Federal Agency Travel Administrators Standard Operations Checklist

Background

All Department of the Interior (DOI) Federal Agency Travel Administrators (FATA's) are required to perform standard duties as travel system administrators. The scope and definition of the duties depends on the level of administrative access that is granted to the FATA. This document is designed to iterate the minimum DOI requirements that FATA's must perform.

Each Bureau Lead FATA, in coordination with their internal control team and administrative management, may further define other FATA responsibilities needed to address unique requirements in order to implement Bureau risk mitigation plans.

DOI Field Level FATA – Level 6

The following are the minimum standard responsibilities that must be performed by Administrative Level 6 DOI FATAs:

- Enter and modify user profiles – as needed.
- Create and maintain Bureau routing lists – as needed.
- Validate on an annual basis that all Bureau routing lists are correctly assigned and still valid for use.
- Delete document attachments prior to document approval – as needed.
- Unlock documents that are in process – as needed.
- Reset passwords when needed.
- Analyze and reconcile open document reports monthly ensuring that documents older than 30 days have been reviewed and proper determination of course of action has been made.

DOI Bureau Lead FATA – Level 7

In addition to the tasks listed under FATA – Level 6, the Bureau Lead FATA – Level 7 will also perform the following:

- Review all DOI Performance Metric Reports and ensure that they are properly distributed, analyzed and reconciled. This will be done on a quarterly basis.
- Coordinate implementation and maintenance of Bureau Organization tables in the Concur Government Expense (CGE) travel management system with the DOI Tier 3 support.
- Implement and maintain Bureau Group tables in CGE.
- Edit and maintain Bureau Accounting tables in accordance with Bureau policy and configuration.
- Implement and maintain Bureau specific custom per diem tables.
- Attend all scheduled DOI CGE user group calls to provide Bureau feedback and receive guidance on CGE function issues and release schedules.
- Attend all scheduled DOI Travel Special Interest Group (SIG) Open Forum meetings to discuss CGE functions and possible enhancements.

- Work with Bureau Travel Policy Lead to ensure that configuration of CGE is in compliance with Bureau travel policy when system changes are made.
- Review DOI Action Item log for updates on outstanding system issues – done prior to DOI CGE User Group Meetings.
- Coordinate Bureau testing of upcoming CGE releases with the Business Integration Office (BIO).
- Disseminate system information to Bureau users and lower level FATAs when it becomes available.
- Create, monitor, and reconcile specific reports that achieve Bureau management goals.
 - Specifically monitor the Bureau System Roles Report monthly, ensuring only trained and documented FATA's have been assigned the role.
- Provide Tier 2 Bureau Remedy support following standard BIO Incident Management procedures for issues/tickets.
 - Review and attempt to resolve assigned Remedy tickets before routing to DOI Tier 3 support.
- While following BIO training structure and materials, create a specific training plan which delivers training to Bureau users.
- Administer Bureau level training in accordance with Bureau and Department Training Plans.

DOI Department Lead FATA – Level 8

In addition to the tasks listed under FATA – Level 6 and FATA – Level 7, the Department Lead FATA – Level 8 will also perform the following:

- Discuss problems and issues found in CGE with the Concur account manager and ensure that they are tracked and properly resolved, as needed.
- Monitor CGE releases and obtain feedback from the Tier 1 and Tier 2 help desks on release issues.
- Serve as liaison with the General Services Administration (GSA) Center for Travel Management on CGE issues and resolution.
- Attend all GSA Agency User Group meetings as the DOI Representative.
- Serve as the Contracting Officer Representative (COR) for the Department task order with Concur on CGE.
- Run on a quarterly basis the DOI Travel Metric report, and provide the report to the Bureau Finance Officers for resolution.
- Work with Bureau Lead FATA's to determine efficiencies in operation of CGE.
- Work with the Interior Business Center Lead FATA to determine configuration and best practices for the Departmental Offices.
- Monitor and maintain FATA access levels ensuring that internal control best practices are used in determining the appropriate functionality for each FATA administration level.
- Monitor and maintain all contracting actions done at the GSA master contract level and the Department task order level.
- Work with Department Travel Policy Lead to ensure that the adoption of existing or new CGE functionality is in compliance with DOI travel policy and Office of Inspector General recommendations.

- Provide oversight of Travel SIG
 - Review prioritization of enhancements for CGE and Financial and Business Management System (where interfaces are impacted).