

ConcurGov TAVS Administration Blackout Period – Frequently Asked Questions

What is the Instance Consolidation Project?

We are consolidating the SAP ConcurGov system into three instances (“rule classes”) that are aligned to the HHS core financial system (HIGLAS, NBS and UFMS) and adopting a common configuration for all three.

What is happening?

- *The Common Configuration has been provided to ConcurGov and the consolidated instances are being prepared.*
- *Changes will establish a common configuration for the Department that will serve as the gold standard to be maintained.*
- *Changes will consolidate the multiple UFMS instances into a single rule class.*
- *HIGLAS and NBS instances are not impacted by this effort.*
- *The TAVS Admin Blackout period has been discussed in the TGC and TLC meetings, and has been coordinated with the OpDivs/StaffDivs.*
- *The scheduled completion date is June 1st, 2019.*
- *The TAVS Admin tool will be unavailable in the Production environment during the Blackout period of May 17th through June 1st.*

What is the TAVS Administration (TAVS Admin) Blackout period?

For a short period of time, the TAVS Admin tool in the ConcurGov Production environment will be unavailable to FATAs.

When is the TAVS Admin Blackout period?

The project begins on May 17th, 2019 and the completion date is June 1st, 2019

Who is affected by the Blackout period?

FATAs: *The TAVS Admin tool will be unavailable to FATAs during the Blackout period.*

Travelers and ConcurGov users: *Access to customer profiles, booking reservations, creating authorizations and vouchers, and reporting will be unaffected although users during this period might experience slower response times.*

How can FATAs prepare for the Blackout period?

It is highly recommended that FATAs complete changes to groups and routing lists prior to May 16th.

What if FATAs need to perform TAVS Administration tasks, like making changes to a Routing List during the Blackout period?

Your travel Account Manager will be available for emergency requests during the Blackout period.

Will the entire “administration” tools be shut down (including “Company Admin” and “TAVS Admin”)? Will we still be able to move travelers internally within our OpDivs/StaffDivs during the Blackout period?

*Only the TAVS Admin tool will be affected by the Blackout period.
You will still be able to use Company Admin to move travelers internally within your OpDiv/StaffDiv.*

How long does it take for ConcurGov to unlock an edit-locked document? If a document does not unlock within that time or we need to unlock the document immediately, what should we do?

*The ConcurGov system should automatically unlock documents after 30 minutes.
If that does not happen for a particular document, please reach out to your Travel Account Manager for assistance.*

What will be different after the Blackout period concludes?

The system will be optimized with greater efficiencies and the TAVS Admin functionality will be restored.

How can I learn more about the Instance Consolidation Project?

Watch for announcements for new training (Arranger, FATA, and Supervisor Virtual Instructor Led (VILT) classes, and Training-in-a-Minute presentations) as well as new Job Aids and FAQs.