

Exhibit 300: Capital Asset Plan and Business Case Summary
Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

- 1. Date of Submission: 4/10/2009
- 2. Agency: Department of State
- 3. Bureau: Rm/Dcfo/Gfms Global Financial Management System
- 4. Name of this Capital Asset: Exhibit 300 - Travel Manager Program
- 5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) 014-00-01-01-01-1228-00
- 6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.) Mixed Life Cycle

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The joint DoS/USAID IT strategic plan vision statement is succinct, " Empowering diplomacy and development with information and tools available anytime, anywhere". This requires a world-class travel support infrastructure, especially for international travel. This investment involves migrating to a GSA-approved e-Gov Travel provider and maintaining/operating the current travel system during the transition in order to fully align this mission critical support function with the PMA.

INVESTMENT BENEFITS

In addition to the government-wide share-in cost savings and other gains noted in GSA's business case, this investment will yield two major improvements:

- The productivity gains/reduced transaction fees derived from using an Online Booking Tool. This, coupled with lower travel agent fees, will likely lead to improved morale and projected airline booking fee savings of approximately \$500K during the FY07-10 transition and about \$900K/year thereafter.
- Worldwide paperless processing including automated electronic routing and approvals, which should yield better controls/accountability and an expected financial benefit of almost \$.75M/year.

DoS will also achieve an estimated \$12M in H/W, S/W, and vendor labor cost reductions between FY06 through FY09 and will continue to accrue following the migration. These and other benefits are discussed further in Section II.A.

STATUS

In addition to continuing to successfully maintain the legacy Travel Manager system during the transition, the Department is now processing 29% of its overseas voucher volume through e2 Solutions and has migrated 20 bureaus. In Q3 2008, GSA asked the Department to craft a rollout schedule that focused on increasing voucher transaction volume instead of posts converted. The WBS in this document reflects this approach.

The FY10 resources being requested will be used to:

- Manage the investment following the MSP methodology
- Continue migrating low bandwidth and low volume posts
- Provide steady state maintenance support and begin decommissioning Travel Manager Version 8
- Twice a year, implementing changes resulting from new CWGT software releases
- Provide ongoing support to global eTravel operations
- Begin the process of developing functionality that is critical to Departmental operations. This includes a real-time interface between JFMS and e2 Solutions and a comprehensive Permanent Change of Duty Station (PCS) capability

- 9. Did the Agency's Executive/Investment Committee approve this request? Yes
 - a. If "yes," what was the date of this approval? 7/14/2008
- 10. Did the Project Manager review this Exhibit? Yes
- 12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? No

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- a. Will this investment include electronic assets (including computers)? Yes
- b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only) No
1. If "yes," is an ESPC or UESC being used to help fund this investment?
2. If "yes," will this investment meet sustainable design principles?
3. If "yes," is it designed to be 30% more energy efficient than relevant code?
13. Does this investment directly support one of the PMA initiatives? Yes
- If "yes," check all that apply: Expanded E-Government
- a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?) Through this investment, the Department is migrating to e2 Solutions, an approved e-Gov Travel shared service provider.
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) No
- a. If "yes," does this investment address a weakness found during a PART review? No
- b. If "yes," what is the name of the PARTed program?
- c. If "yes," what rating did the PART receive?
15. Is this investment for information technology? Yes
- If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.
- For information technology investments only:
16. What is the level of the IT Project? (per CIO Council PM Guidance) Level 2
17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) (1) Project manager has been validated as qualified for this investment
18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23) Yes
19. Is this a financial management system? Yes
- a. If "yes," does this investment address a FFMIA compliance area? Yes
1. If "yes," which compliance area: Promotes integration of financial management systems (including timely and accurate recording of financial data) and adherence to federal accounting standards through the use of a GSA/OMB approved e-Gov Travel system.
2. If "no," what does it address?
- b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52
Travel Manager (TM+) and e-2 Solutions, which is available through GSA's Master Service Agreement with CWGT.
21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? N/A
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Access	% of travel reservations worldwide booked via self-service on-line tool	0%	4%	As of 08/31/05, 0%. Unable to accomplish due to funding cutback and vendor software recall.
2005	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Travel	% of TDY travel vouchers processed via fully automated, end-to-end travel service system (Travel Manager or eTS)	35%	43%	As of 08/31/05, 35%. Unable to accomplish due to funding cutback and vendor software recall.
2005	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Productivity	Reduce % of staff time needed to process travel activity by using the automated travel management system	100% of one person's staff time	Reduce by 25%	As of 08/31/05, 100% of one person's time. Unable to accomplish due to funding cutback and vendor software recall.
2005	Strengthening Consular and Management Capabilities	Technology	Information and Data	Data Reliability and Quality	# of quality reports available to management on travel costs and related information	3	4	As of 08/31/05, 4
2006	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Access	% of travel reservations worldwide booked via self-service on-line tool	0%	2% (by year-end)	As of 09/30/06, 13%.
2006	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Travel	% of TDY travel vouchers processed via fully automated, end-to-end travel service system (Travel Manager or eTS)	35%	36%	As of 09/30/06, 38%.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Productivity	Time required to generate automated reimbursements to overseas employees supported by E-2 solutions.	6 days	5 days (on average).	As of 09/30/06, 5 days (on average)
2006	Strengthening Consular and Management Capabilities	Technology	Information and Data	Data Reliability and Quality	# of quality reports available to management on travel costs and related information	3	6	As of 09/30/06, 6
2007	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Access	% of travel reservations worldwide booked via self-service on-line tool	0%	5% (by year end)	As of 09/30/07, 21%

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2007	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Travel	% of TDY travel vouchers processed via fully automated, end-to-end travel service system (Travel Manager or eTS)	35%	38% (by year end)	As of 09/30/07, 42%
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Productivity	Time required to generate automated reimbursements to overseas employees supported by E-2 solutions.	6 days	4.5 days (on average).	As of 09/30/07, 4.5 days.
2007	Strengthening Consular and Management Capabilities	Technology	Information and Data	Data Reliability and Quality	# of quality reports available to management on travel costs and related information	3	7	As of 09/30/07, 30
2008	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Access	% of travel reservations worldwide booked via self-service on-line tool	0%	10%	As of 09/30/08, 29%
2008	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Travel	% of TDY travel vouchers processed via fully automated, end-to-end travel service system (Travel Manager or eTS)	35%	40% (by year end)	As of 09/30/08, 42%
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Productivity	Time required to generate automated reimbursements to overseas employees supported by E-2 solutions.	6 days	4 days (on average).	As of 09/30/08, 3.5 days following approval
2008	Strengthening Consular and Management Capabilities	Technology	Information and Data	Data Reliability and Quality	# of quality reports available to management on travel costs and related information	3	8	As of 09/30/08, 30
2009	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Access	% of travel reservations worldwide booked via self-service on-line tool	0%	15%	
2009	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Travel	% of TDY travel vouchers processed via fully automated, end-to-end travel service system (Travel Manager or eTS)	35%	42% (by year end)	
2009	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Productivity	Time required to generate automated reimbursements to overseas employees supported by E-2 solutions.	6 days	3.5 days (on average)	
2009	Strengthening Consular and Management Capabilities	Technology	Information and Data	Data Reliability and Quality	# of quality reports available to management on travel costs and related information	3	10	

Section E: Security and Privacy (IT Capital Assets only)

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
Travel Manager	No	No	This system does not collect information from the public.	Yes	http://www.state.gov/documents/organization/102773.pdf
<p>Details for Text Options: Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted. Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN. Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.</p>					

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes
 - a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? Yes
 - a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. Travel Manager Program
 - b. If "no," please explain why?

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Instrumentation and Testing	Support the validation of application or system capabilities and requirements	Back Office Services	Development and Integration	Instrumentation and Testing			No Reuse	
Software Development	Support the creation of both graphical and process application or system software	Back Office Services	Development and Integration	Software Development			No Reuse	
Activity-Based Management	Support a defined, specific set of finance-related tasks for a given objective	Back Office Services	Financial Management	Activity-Based Management	Activity-Based Management	023-10-01-14-01-0220-24	External	
Expense Management	Support the management and reimbursement of costs paid by employees or an organization	Back Office Services	Financial Management	Expense Management	Expense Management	023-10-01-14-01-0220-24	External	
Travel Management	Support the transit and mobility of an organization's employees for	Back Office Services	Human Resources	Travel Management	Travel Management	023-10-01-14-01-0220-24	External	

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	business purposes							
Configuration Management	Control the hardware and software environments, as well as documents of an organization	Business Management Services	Management of Processes	Configuration Management			Internal	
Program / Project Management	Manage and control a particular effort of an organization	Business Management Services	Management of Processes	Program / Project Management			No Reuse	
Assistance Request	Support the solicitation of support from a customer	Customer Services	Customer Initiated Assistance	Assistance Request	Assistance Request	023-10-01-14-01-0220-24	External	

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table:				
To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Travel Management	Service Access and Delivery	Access Channels	Web Browser	
Expense Management	Service Access and Delivery	Access Channels	Web Browser	
Assistance Request	Service Access and Delivery	Access Channels	Web Browser	
Activity-Based Management	Service Access and Delivery	Access Channels	Web Browser	
Software Development	Service Interface and Integration	Integration	Enterprise Application Integration	
Instrumentation and Testing	Service Interface and Integration	Integration	Enterprise Application Integration	
Program / Project Management	Service Interface and Integration	Integration	Enterprise Application Integration	
Configuration Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)? Yes

Exhibit 300: Part II: Planning, Acquisition and Performance Information

Section B: Risk Management (All Capital Assets)

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

- | | |
|---|-----------|
| 1. Does the investment have a Risk Management Plan? | Yes |
| a. If "yes," what is the date of the plan? | 8/22/2008 |
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | No |