National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Process Work Instruction

NSPWI-2800-0179   Revision 2.0

Effective Date: August 6, 2021
Expiration Date: August 6, 2022

CONCUR GOVERNMENT EDITION (CGE) CENTER BUSINESS PROCESS LEAD (CBPL) PROCESS
- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Financial Management Services Division

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Approved by

ALISON BUTSCH
Digitally signed by ALISON BUTSCH
Date: 2021.08.02 09:12:46 -05'00'

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Alison Butsch
Chief, Financial Management Services Division (Acting)

_____

Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	05/01/2020	Basic Release
Revision	2.0	07/14/2021	Annual Review

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1.0　Purpose

To provide the tasks, roles, and responsibilities performed by the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) Center Concur Government Edition (CGE) Business Process Lead (CBPL). The CGE CBPL facilitates CGE information flow, and interfaces with key stakeholders to optimize CGE system use.

2.0　Authority

The CGE CBPL role is performed under the authority of the Chief, Financial Management Services Division.

3.0　Applicable Documents and References

NASA Policy Requirement (NPR) 2841.1, Identity, Credential, and Access Management

4.0　Process

The CGE CBPL serves as the NSSC Liaison to the Agency Application Office (AAO) for CGE role activities and must request the following Travel Roles via NASA Integrated Service Management (NISM) using the Service Request Console (SRC):

4.1　Civil Servant (CS) CGE Travel Authorization/Voucher Review and Approval Roles

The CGE CBPL serves as the NSSC CGE Point of Contact.　CS Travel Authorization and Voucher Approvers roles, as well as Conditional Approval Chain Maintenance requirements.

　　　A.　Required Concur Government Edition (CGE) Roles
　　　　　1.　All NASA CS require the Federal Traveler (FT) Role in CGE to be able to Travel for NASA, which is given when a NASA Access Management System (NAMS) request is requested and completed through NASA's Identity and Access Management (IdMAX) Module. Log into IdMAX. https://idmax.nasa.gov/
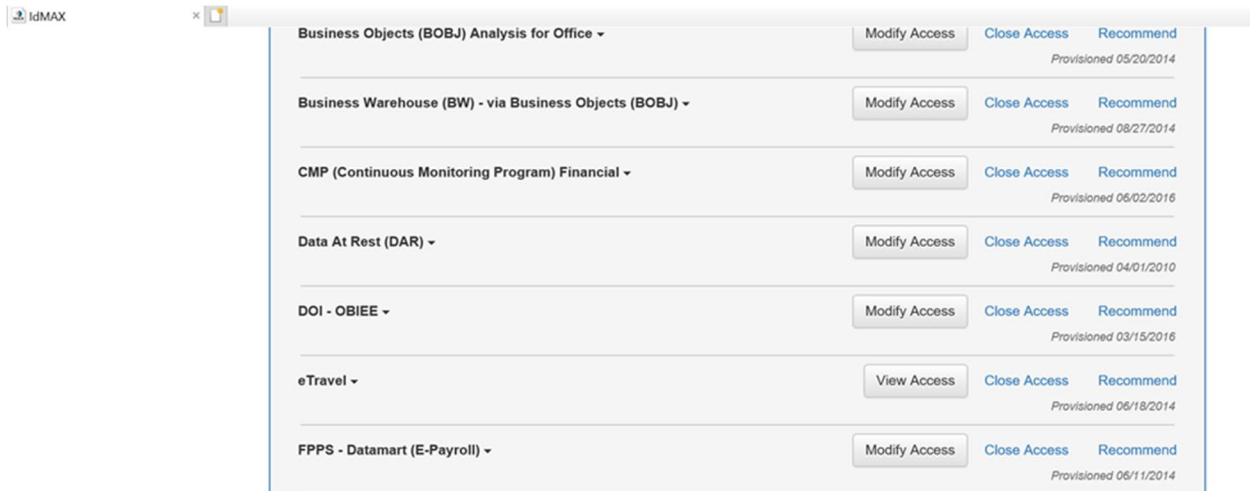
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Click the "Your NAMS Requests" link under the NAMS Heading as seen above.

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Above are examples of the "Your NAMS Request" page. You would need to see access to eTravel to ensure you have CGE access which should be the FT Role only for CS employees but could be other roles as requested for SP CGE users, such as Federal Auditor (FA) Role, Federal Travel Arranger, etc. For further guidance on requesting Access via NAMS please refer to the Center Business Process Lead (CBPL) Work Instructions, NSPWI-1200-0001, section 4.4.

2. The CGE CBPL should also complete a NISM request to the AAO to add the Federal Travel Office Approver (FTOA) role and the Report User Role, if necessary, for Travel Authorization and Voucher Approvers.

3. An additional NISM or included in one NISM to the AAO is required to add or delete CS as needed from the LTTDY Final - Approval Chain List and the Conditional - Approval Chain List for LTTDY only (which is the Approval for Actuals and Non-Contract flights) maintained by the AAO for CGE.

   a) If a CS is reassigned and no longer requires the Accesses in CGE described in 2 and 3 above, the CGE CBPL would submit another NISM requesting removal of the FTOA role and request the expiration of the employee from all the Approval Chain lists originally requested.

   Note: Per AAO, a current AAO CGE Administrator, the employee's names cannot be completely deleted from the CGE Approval Chain Lists. The AAO can only enter the request date to expire that employees' term on these lists.

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4.2 Service Provider (SP) Travel Arrangers Roles

A. Required CGE roles
1. The Service Provider will need to request eTravel access via a NAMS request. In the NAMS request they can designate that they would like the Federal Travel Arranger (FTA) role provisioned for the employee, if they will be arranging/preparing LTTDY Travel Authorizations and Vouchers.
2. The CGE CBPL will need to submit a NISM request for the new SP preparer/arranger to ensure they have the FTOA role for all NASA Centers, to have the ability to see employee profile information. As well as requesting to allow the FTA role for all NASA Centers.
a)   If a Service Provider is reassigned and no longer requires the Accesses in CGE described in 1 and 2 above, the SP Travel Supervisor can submit a NAMS request to close the CGE access. If the SP requires different roles, the CGE CBPL would submit NISM requesting removal of the FTA role and request any new roles as necessary if they will be staying in Travel.

Note: Arrangers should not be listed on any Approval Chain Lists. They should not have any ability to Approve Authorizations or Vouchers.

Note: The NSSC Travel Arranger only requires access to see NSSC employees unless she also prepares LTTDY Authorizations and Vouchers for other NASA Centers.

4.3 Service Provider (SP) Foreign/Extended TDY (ETDY) Voucher Reviewer/Approver Roles

A. Required CGE roles
1. The Service Provider will need to request eTravel access via a NAMS request. In the NAMS request the employee can designate that they would like the FTOA role provisioned for them.
2. CS CGE CBPL will submit a NISM request to AAO requesting the employee have access for all NASA Centers.
3. An additional NISM to AAO is required to add the employee for the "Foreign Travel Crd" - Approval Chain List (Foreign Reviewers) or

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for the "LTTDY Approval" Chain list (ETDY Reviewers). An NSSC Travel Approval Chain Maintenance Template Spreadsheet will need to be attached to this NISM requesting to update the Conditional Approver-NSSC Foreign or the Conditional Approver – NSSC ETDY to Add the NSSC employee requiring this signature role.

a)   If a Service Provider is reassigned and no longer requires the Accesses in CGE described in 1, 2 and 3 above, the CGE BPL would submit a NISM requesting removal of the FTOA role and request the expiration/deletion of the employee from the Cond Approver-NSSC Foreign Approval Chain list originally requested.

Note: If the SP employee's eTravel is closed via NAMS this will delete that employee from CGE and no NISM is required except to request the expiration/deletion of the employee from any Conditional Approver- Chain lists originally requested.

4.4   Service Provider (SP) Domestic Auditor Roles

A. Required CGE Roles
1. The Service Provider will need to request eTravel access via a NAMS request. In the NAMS request the employee can designate that they would like the FA role provisioned for them.
2. CGE CBPL will submit a NISM request to AAO requesting the employee be given an additional role of FTOA and have access for all NASA Centers for both roles. The additional role is to allow these Domestic Auditors to see the profile PII data they will require to complete their audits.
3. The Domestic Auditors should not require any Approval Chain roles unless they are also performing Foreign and/or ETDY voucher reviews.
    a) If a Service Provider is reassigned and no longer requires the Accesses in CGE described in 1, 2 and 3 above, the CGE CBPL would submit a NISM requesting removal of the FA and FTOA role and request the expiration/deletion of the employee from any Cond Approver- Chain lists originally requested.

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Note: If the SP employee's eTravel is closed via NAMS, this will delete that employee from CGE and no NISM is required except to request the expiration/deletion of the employee from any Cond Approver- Chain lists originally requested.

4.5 Service Provider (SP) Daily Travel Payment Proposal Reconciler Roles

A. Required CGE Roles
   1. The Service Provider must have eTravel access.
   2. CS CGE CBPL will submit a NISM request to AAO requesting the employee be given an additional role of Federal Supervisory Travel Approver (FSTA) and have access for all NASA Centers. This additional role is to allow these employees to approve vouchers reviewed and ready to pay on a payment proposal.
   3. An additional NISM to AAO is required to add the employee to the Conditional Approver – NSSC Final Approver Chain list. An NSSC Travel Approval Chain Maintenance Template Spreadsheet will need to be attached to this NISM requesting to update the Conditional Approver-NSSC Final to Add the NSSC employee requiring this signature role.
      a) If a Service Provider is reassigned and no longer requires the accesses in CGE described in 1, 2 and 3 above, the SP Travel Supervisor must submit a Work Management System (WMS) ticket to the CGE CBPL, who would then submit a NISM requesting removal of the all CGE roles and request the expiration/deletion of the employee from the "NSSC Final" Approval Chain list originally requested.

4.6 Service Provider (SP) Request to reactivate a CGE traveler profile for NSSC Voucher payment or Voucher audit

A. Receive email or WMS request to reactivate a CGE Profile.
   1. Submit a NISM Change request via NASA bReady (Example below):

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4.7   Service Provider (SP) Request to update CGE profile for NSSC Customer Contact Center (CCC) new employees

A. Receive email request from CCC to update a CGE Profile for a new CCC employee.

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1. Submit a NISM Change request via NASA bReady:

Note: the CCC will already have had to request CGE access via a NAMS request.

4.8 Service Provider (SP) Request when the CGE Completed Expense Reports contain no data

A. Receive email from SP that the CGE Completed Expense Reports contain no data.

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1. Submit a NISM request via bReady:

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4.9 Other NISM Request Examples

A. Request CS LTTDY Final and Conditional Approval for Non City Pair (NonCCP) and Actuals Approval Chain Maintenance Spreadsheet request

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B. Request to add FTOA role and Reporting Tab for New NSSC CS

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C. Request to clarify SP Reporting Tab access for all NASA Centers

Request Details

Details | Additional Details | Process View

Question Responses

Please select the Type of Request*:	Change Request
Do you work within the Agency Applications Office (AAO)?*:	No
Submitter Center*:	NSSC
Type of Change*:	Master Data
Narrow Application Name to display Enterprise, MSFC, or All Apps*:	Enterprise / Multi-Center
Line of Business*:	Financial
Application Name*:	eTravel/Concur (CGE)
Service Area*:	Profile Changes
Impact*:	3-Moderate/Limited
Urgency*:	3-Medium
Requested Due Date:	1/13/2020
Description of Request*:	Profile Updates for 2 NSSC employees
Additional Information:	Please allow access for both Wendy Cuevas and Samantha Kollath to run Intelligence Reports for all NASA Centers. They currently both should have access to the reporting tab and the Intelligence reports, but can only select the NSSC to run reports for.

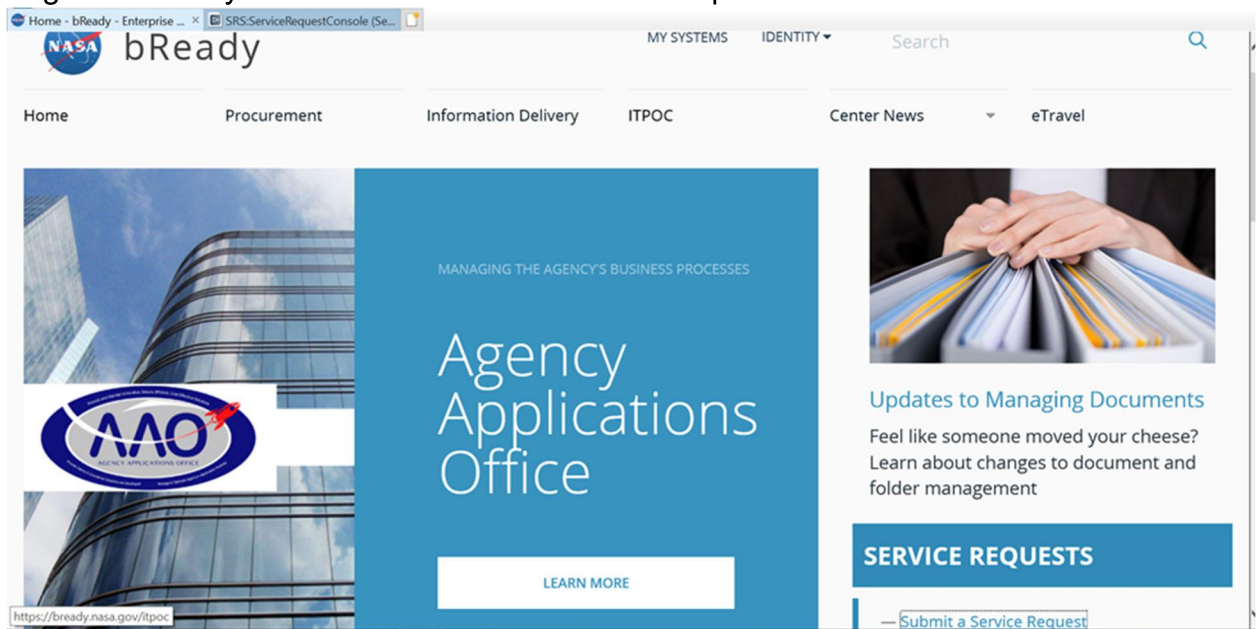| Concur Government Edition (CGE) Center Business Process Lead (CBPL) Process Work Instruction | NSPWI-2800-0179 Revision 2.0 |
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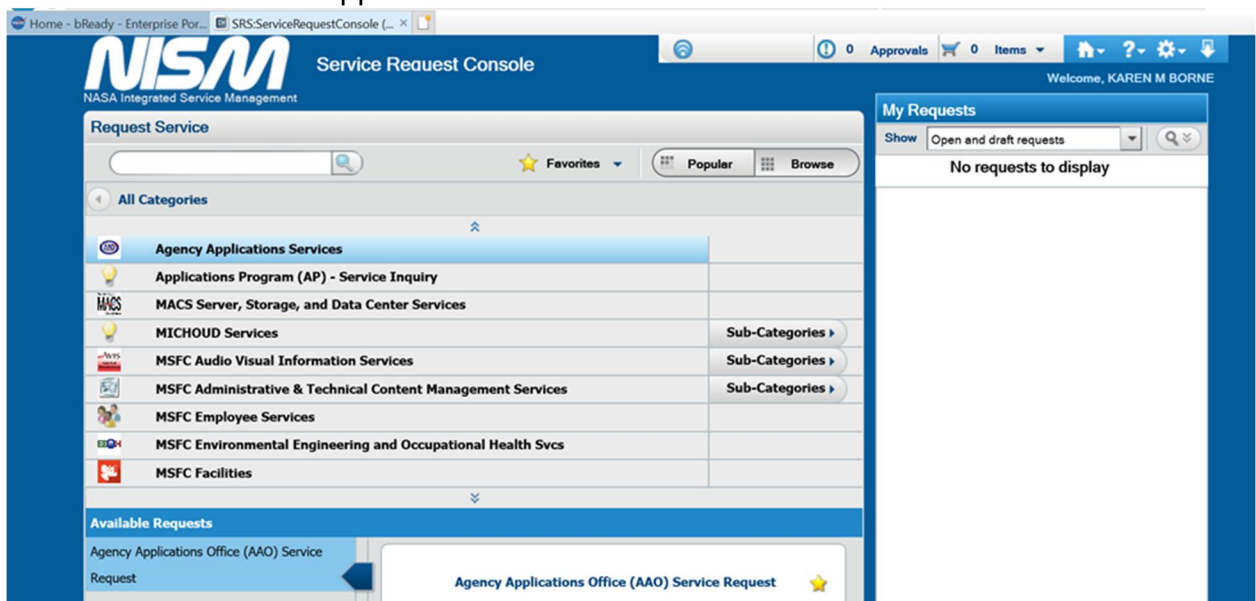D. Request update to existing NSSC SP employee roles and approval chains

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4.10   Process Steps to create a NISM

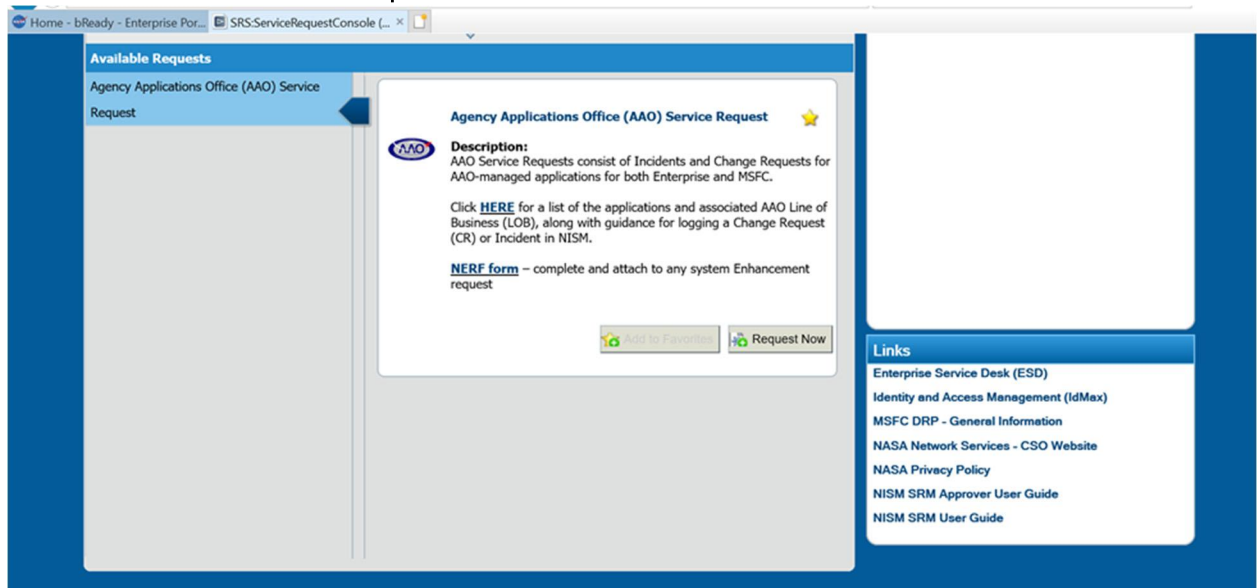A. Log into bReady and Select Submit a Service Request

B. The screen below will appear.

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C. Scroll down and select Request Now button.

D. Click the Request Now button seen in screen print above.
E. The below 2 Screen prints are an example of doing a profile update NISM request in the bReady portal.

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F. Click Submit once completed, this creates a Change Request (CRQ) number and shows in your My Requests area.

4.11 Quarterly Review of NSSC CGE Roles

A. Each quarter, request via NISM that, the "NSSC Employee Roles" report be run and emailed to CGE CBPL.
B. Request the NSSC Travel Service Provider Supervisor provide a chart showing the Travel tasks each Service Provider is performing in CGE.
C. Review the Travel Civil Servant and Service Provider roles in CGE are correct and appropriate for the tasks assigned to each person.
D. CGE CBPL will make any updates via NISM requests per this review.

5.0 Objective

The objective is to establish a step by step guide for the most common tasks of the CGE CBPL.

6.0 Roles and Responsibilities

The CGE CBPL serves as liaison between the AAO, and Functional Areas and performs the tasks identified in this document.

7.0 Records

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All applicable reports and records related to the CBPL function are saved on the shared

drive in the CGE CBPL folder and official records are uploaded to TechDoc to maintain a

permanent record.

8.0   Cancellation/Supersession of Previous Documents

This document supersedes NSPWI-2800-0179 Basic Version 1.0.

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APPENDIX A - ACRONYM LIST

AAO   Agency Applications Office

CBPL   Center Business Process Lead

CCC   NSSC Customer Contact Center

CGE   Concur Government Edition

CRQ   Change Request

CS   Civil Servant

ETDY   Extended TDY

FA   Federal Auditor

FSTA   Federal Supervisory Travel Approver

FT   Federal Traveler

FTOA   Federal Travel Office Approver

IdMAX   NASA's Identity and Access Management

NAMS   NASA Access Management System

NASA   National Aeronautics and Space Administration

NISM   NASA Integrated Services Management

NonCCP   Non-Contract City Pair

NPR   NASA Procedural Requirement

NSSC   NASA Shared Services Center

WMS   Work Management System

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APPENDIX B – CGE USER ROLE DESCRIPTIONS

	A	B	C	D	E	F	G	H	I
1	User Role Name	FA – Federal Auditor	FT – Federal Traveler	FTA – Federal Travel Arranger	FFTA – Federal Financial Travel Approver	FSTA – Federal Supervisory Travel Approver	FTOA - Federal Travel Office Approver (CTO/NSSC)	FATA – Federal Agency Travel Administrators	Report User TAVS Level 4
2	Permissions in Role	Profile User Self-assigning Assistant TAVS Level 0 TAVS Auditor TAVS Traveler TAVS User	TAVS Level 0 TAVS Level 1 TAVS Traveler Travel Wizard User	Self-assigning Assistant TAVS Level 0 TAVS Level 1 TAVS Arranger TAVS Traveler TAVS User Travel Wizard User	Profile User TAVS Level 0 TAVS Level 1 TAVS Level 2 TAVS Approver TAVS Traveler TAVS User TAVS Wizard User	Profile User TAVS Level 0 TAVS Level 1 TAVS Level 2 TAVS Approver TAVS Traveler TAVS User TAVS Wizard User	Self-assigning Assistant Profile User TAVS Level 0 TAVS Level 1 TAVS Level 2 TAVS Approver TAVS Traveler TAVS User TAVS Wizard User	Self-assigning Assistant Company Link Administrator Corporate Ghost Card Administrator TAVS Level 0 TAVS Level 1 TAVS Level 2 TAVS Level 3 TAVS Level 4 TAVS Level 5 TAVS Level 6 TAVS Level 7 TAVS Level 8 TAVS Admin TAVS Approver TAVS Arranger TAVS Traveler TAVS User Travel Wizard User User Administration	Report User TAVS Level 4 TAVS User Travel Wizard User
3									

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APPENDIX C – NSSC EMPLOYEE ROLES REPORT