

## Enterprise Services

### Defense Travel System Help Desk

Customer: Defense Logistics Agency (DLA) | Period: 2/1/2005 – 9/30/2006



## Why Triple-i?

Qualified civilian and defense industry experience with enterprise services and help desk facilitation

Secret and top secret security clearance

Customer-focused, value driven management approach

A Service-Disabled Veteran-Owned Small Business

### Customer Profile

The Defense Logistics Agency (DLA) is a U.S. Department of Defense (DoD) agency that provides wide-ranging logistical support for peacetime and wartime operations, as well as emergency preparedness and humanitarian missions. The agency currently employs over 28,000 civilian and military employees working in 50 states and 28 foreign countries.

### Business Challenge

In 2000, DoD launched its Temporary Duty (TDY) Travel Reengineering Initiative to establish common policies, procedures, and supporting systems associated with travel for DoD employees. This initiative was designed to reengineer multiple agency-based travel management systems into a single seamless, paperless, and automated system that meets the needs of individual travelers, force commanders, and process owners (such as finance and accounting services). The result of this initiative was the implementation of a DoD-wide Defense Travel System (DTS) which supports defense mission requirements, provides superior customer service to the traveler and to the command, and reduces administrative costs to the government. DTS conforms to the Joint Federal Travel Regulations (JFTR) as well as the Joint Travel Regulations (JTR).

DTS uses Local Area Networks (LANs) and Wide Area Networks (WANs) to enable a paperless and fully automated travel reservation, authorization, and voucher processing system. The system allows travelers to request commercial transportation, lodging, and rental car arrangements and prepares authorizations and vouchers—all from a desktop computer. Each part of the travel process, including travel document creation, transfer, approval, computation, accounting, disbursement, and archiving is accomplished electronically.

The agencies reporting within DoD began to implement DTS in December 2003 through a series of phased implementations. While DoD defined the policies, procedures, and system capabilities for DTS, the operational support of DTS was delegated to each using agency. For DLA, the active administrative support of DTS began in late 2004. DLA implemented a Help Desk function to provide support to its 19,000 worldwide employees and contractors.

### Our Solution

The Triple-i Help Desk Analysts provided Tier 2 Help Desk support by providing the following support to DLA travelers and travel administrators:

- **Provide Traveler Assistance:** Triple-i assisted the Document Preparer with as-needed assistance. The Document Preparer could be the individual traveler or someone within DLA designated to prepare travel authorizations for individuals within their organization. Assistance also included answering questions about information contained in the Traveler Information Table, travel authorizations, making travel and hotel arrangements, and preparing vouchers. The Help Desk Analyst also assisted with questions related to DLA Travel policies in the JFTR. In addition, the Help Desk Analyst assisted in granting user permission levels and access. This function required proper documentation to safeguard confidential information and ensure the proper use of the system.

- **Assist DLA Authorizing Officials:** Triple-i assisted Authorizing Officials with their duties in DTS. Authorizing Officials are responsible for reviewing the requirement for travel, for examining the propriety of expenses claimed, and for certifying that sufficient funds are available to pay for expenses claimed.
- **Assist Certifying Officials:** Triple-i assisted Certifying Officials with their duties in DTS. Certifying Officials review and certify the travel voucher to ensure travel actually occurred and expenses claimed are authorized and reasonable.
- **Provide As-needed Training:** Triple-i provided training on DTS to new employees to include Traveler and Authorizing Official Training as requested by the Lead DTA.
- **Assist Accounting:** Triple-i assisted the Finance DTAs input lines of accounting and load budgets for all organizations.
- **Assist Lead DTA with Basic Technical Support:** Triple-i assisted the Lead DTA to provide customer support regarding system operation and procedures, to set permission levels for travel technicians and Organizational DTAs (ODTAs), and to coordinate any system issues, including upgrades and system discrepancy reports.
- **Collect Call Information:** Triple-i uses Help Desk Magic to collect all information associated with calls to the Help Desk and aids in the resolution of the calls.
- **Maintain Database of Calls:** Triple-i maintained an electronic database in MS Support Magic Software for all Help Desk Tickets issued to customers needing assistance. The database was updated at least twice a day, based on call volume. The database is used to track the number and type of calls the DTS Help Desk receives and the time it takes to resolve the issue.
- **Prepare Weekly Reports:** Triple-i generated and produced weekly reports on Help Desk Tickets using the electronic database and submitted them to the COR and Lead DTA.

The major performance measurement used by the Help Desk is the rate of First Call Resolution. In 2005, Triple-i Help Desk support fielded over 3,500 calls with a 98.4% First Call Resolution rate.

### **Other Customers**

In addition to providing Enterprise Services to DLA, Triple-i has also provided services such as testing, systems administration, SAN architecture, portal and oracle development, interface development, and help desk support. Triple-i has also provided Web design and development, software development and independent verification and validation (IV&V) for the Defense Contract Management Agency (DCMA).

**To find out more about these and other contract services, visit our website at [www.iiinfo.com](http://www.iiinfo.com) or contact [sales@iiinfo.com](mailto:sales@iiinfo.com).**