



Defense Travel Management Office



Travel Data Management

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Agenda

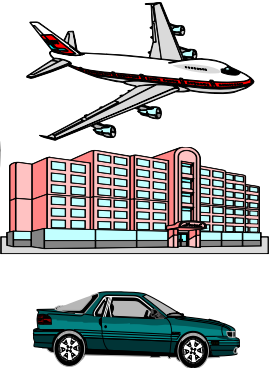
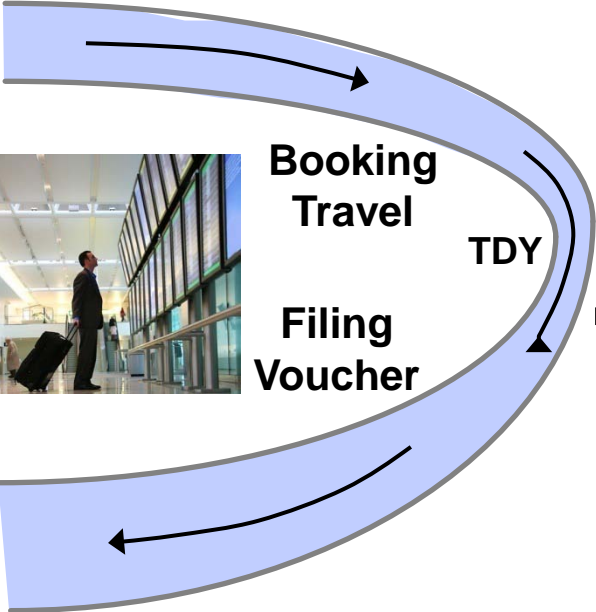
- Data Sources
- DoD Travel Quiz
- Collecting the Right Data
- Importance of Obtaining Good Data
- Improving Data Processes
- How You Can Help



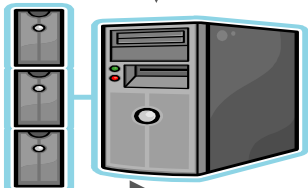
Data Sources



CTO provides reservation data



Citi provides travel card charges



DTS provides voucher data



Defense Travel System



Top 5 DoD TDY Destinations

1. Washington, DC
2. San Diego, CA
3. Hampton Roads, VA
4. San Antonio, TX
5. Fayetteville, NC





Why is this Important?

Knowing where our travelers are going is beneficial

- Identify where we need GSA City Pairs
- Negotiate better rates and benefits with vendors such as hotels and rental car companies





Collecting the Right Data

- Data is not always valuable; do not collect data for data's sake
- Understanding what questions need to be answered dictates what data should be collected
- How data will be used will determine:
 - Frequency
 - Source
 - Organization
 - Storage





Collecting the Right Data (Example)

- Knowing where our travelers are traveling *TO* isn't enough!
- Need additional data to be able to answer critical questions
 - Identify where we need GSA City Pairs
 - Where are travelers flying to/from?
 - Negotiate better rates and benefits with hotels
 - Where are travelers staying?
 - Negotiate better rates and benefits with rental car companies
 - How often are travelers renting cars? From whom?
- Travelers can help ensure we're collecting all of this data by using DTS and Commercial Travel Offices (CTO) for all reservations and travel cards for as many purchases as possible



Importance of Good Data

- Poor data quality can not only lead to not being able to answer the right question, but answering questions incorrectly
- Reviewing and validating data is essential to ensuring data is actually usable
 - Add data validations at data entry point or in data feed
 - Validate data from one source against another source





Importance of Good Data (Example)

- Several airlines recently instituted fees for checked baggage
- In DTS, travelers manually entered over 12,000 different classifications to account for baggage related expenses
- Impossible to analyze what travelers are paying for with these expenses without manual research
- Travelers using a consistent, clear entry for these expenses would allow us to understand how much DoD is spending on baggage fees





Improving Data Processes

- Using existing data sources to support a reporting requirement is only a first step
- Improving processes leads to improved data
- Review current data sources and identify new, potential data sources to determine if there are ways to improve how data is collected or the quality of that data
- Use technology and processes to:
 - Obtain data sooner
 - Validate data as it is collected





Improving Data Processes (Example)

- GSA requires Federal agencies to submit an annual report on use of premium class travel (PCT)
 - In the past, DTMO has assembled a report based on multiple data sources, identifying PCT primarily by the fare code(s) on tickets
- Currently over 34,000 fare codes being used by airlines alone
- Now collecting reservation data as it's being booked
 - Able to validate data with the CTO *AND* traveler before travel occurs
- Travelers need to ensure they are aware of PCT rules and approval process



How You Can Help

DoD travelers help us collect the best possible data

- Use CTO for all reservations
- Use Government Travel Charge Card whenever possible, for all purchases
- Complete DTS vouchers as clearly and accurately as possible (correct vendor names, clear expense names)
- Ensure appropriate levels of approval are obtained when using premium class travel

