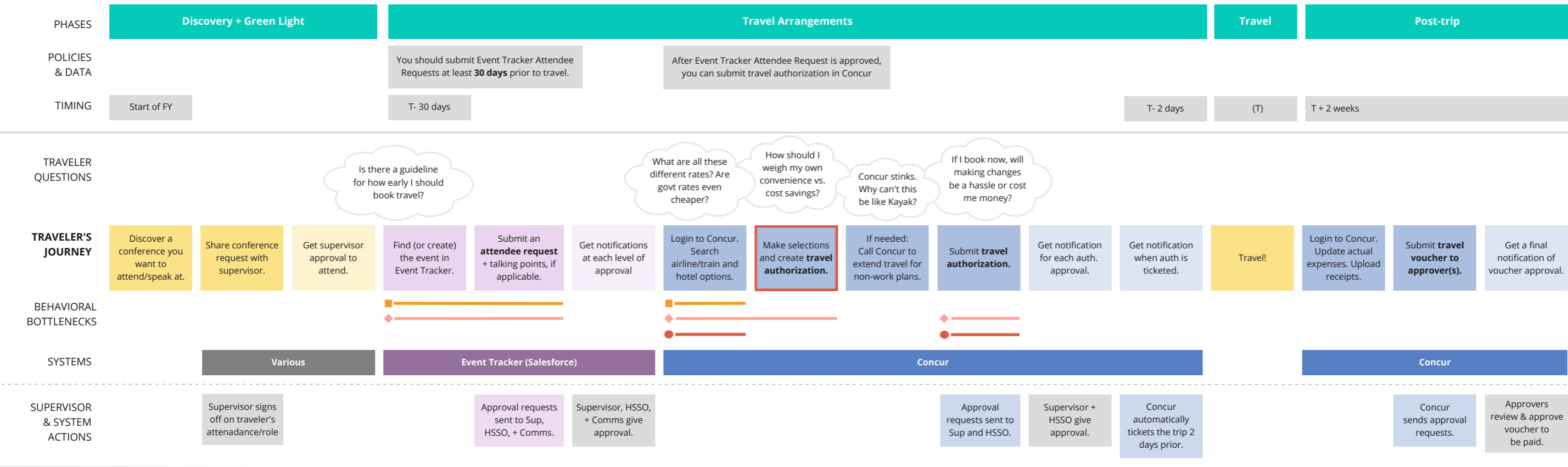


GSA Travel Timing Behavioral Map

CURRENT STATE



target for behavioral change

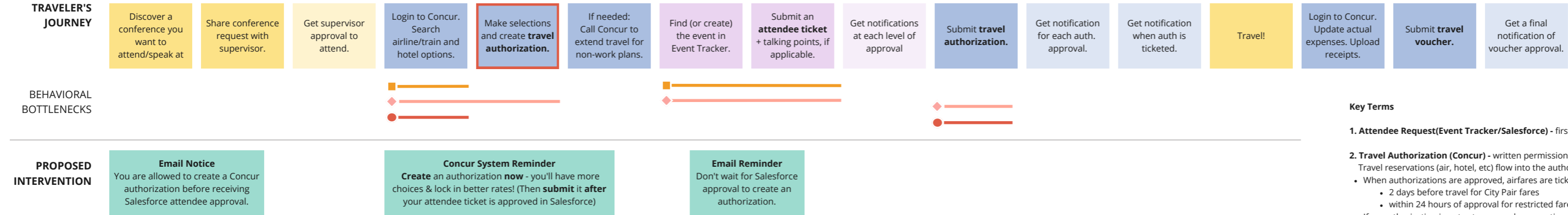
BEHAVIORAL BOTTLENECKS

Planning Fallacy

Hassle Factor

Lack of Incentive

IDEAL (w/ proposed intervention)



Key Terms

- Attendee Request (Event Tracker/Salesforce)** - first formal request to attend or speak at an event
- Travel Authorization (Concur)** - written permission required to incur specific travel expenses. Travel reservations (air, hotel, etc) flow into the authorization.
 - When authorizations are approved, airfares are ticketed:
 - 2 days before travel for City Pair fares
 - within 24 hours of approval for restricted fares
 - If an authorization is not yet approved, reservations are self-cancelled:
 - 3 days before travel for City Pair airfares
 - 24 hours after making the reservation for non-City Pair fares (aka restricted airfares)
- Travel Voucher (Concur)** - the traveler's post-trip request for reimbursement of travel expenses