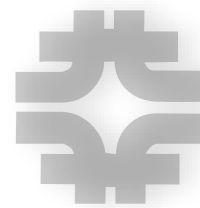




# The outside picture of Foreign Travel Administration at WH2W



- ◆ dominated by a long list of really nasty experiences for many of us
  - ◆ many bureaucratic hickups with a range of consequences, including cancellations
    - ◆ people waiting for travel approval even 1h before the limo goes...
    - ◆ cancel trips even to CERN because approval process was procrastinated...
  - ◆ Fermilab acquired reputation that we cannot reliably be counted on to be allowed or able to make it to meetings or conferences (several very visible cases)
  - ◆ travel planning dominated by “optimizing travel approval process”
    - ◆ people needing to go back to Chicago and off to next trip again the same day
    - ◆ pay double price of airfare instead of changing itinerary
    - ◆ spend additional weekend days because more “can’t change itinerary”
    - ◆ etc etc etc
- ◆ are goals and priorities correctly set for Fermilab travel admin?
  - ◆ Fermilab travel admin appear not to share or be informed about CD goals/mission
  - ◆ role for CD AA to “shield and protect” traveller from 2nd floor admin
- ◆ Picture emerges of an almost Orwellian bureaucracy
  - ◆ instead we would need AA to help improving the travel experience



- ◆ There is “conference travel”—the “Orbach rule” speaks for itself
- ◆ I talk about “programmatically travel” — it’s an imposition, not a “perk”
  - ◆ most travel is done to get work done, not to “get inspired” or to “show off”
  - ◆ traveller expects support by the administration, not to be punished
- ◆ Travel requires a lot of flexibility from the traveller
  - ◆ most of us have difficulty to accommodate travel with the family
  - ◆ we are traveling to meetings that usually are planned on very short notice
  - ◆ trans-atlantic and trans-time zone travel is drudging — need to accommodate
  - ◆ LHC/ILC related travel almost always costs weekend time
- ◆ Thus travel requires a very flexible administration
  - ◆ schedules and travel details are changing regularly - hotels, small changes in itin.
  - ◆ optimizations of costs and time regularly come up on last minute
- ◆ All this calls for a very different system from what we have now
  - ◆ flexibility for CD travelers go on costs of **pain** for the CD AA staff, shielding us
  - ◆ we know that this is not due to DOE regulations, but due to WH2W choices and interpretations and “business processes”, lack of organization



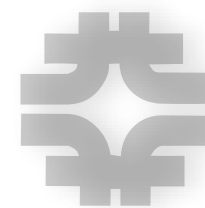
# The bureaucratic overhead is stifling



- ◆ In 2006 I spent 92 days on travel to CERN, and did 3 other international trips and some 10 domestic travels
  - ◆ the total admin overhead of my travel was almost 25% of an FTE
  - ◆ the difference in approach for international to domestic travel is outrageously disproportionate
  - ◆ I missed several important meetings because it appeared too hard to change the schedule
  - ◆ at one occasion I stood waiting at the airport about to board a plane with somebody at Fermilab hunting down COO to get clarification on travel approval
    - ◆ colleague who's flight was cancelled that day did that again the next day...
  - ◆ I often think about "will I get the approval process through in time" instead of "is this travel important for the lab mission"
  - ◆ my family is really upset about the 2nd floor...
- ◆ I know that many of my colleagues are stressed out over this
  - ◆ after having been pushed by their supervisors to work away from home, now the administration does as if they are asking for a favor



# Flexibility and Accountability for Programmatic Travel



- ★ If we accept that travel administration is about enabling and supporting instead of preventing travel, there are many ways how this could be achieved much better
  - ◆ the authorization process is heavy and time consuming
    - ◆ but it is just “nod off” and does not really add to accountability
    - ◆ the budget decisions are made anyway up in the signature chain!
  - ◆ propose to instead establish a “standard cost estimate” for the standard destinations (CERN) and **audit** if there are unexpected cost being claimed
- ◆ **Audit instead of authorization/rule enforcement**
  - ◆ this is done at other labs
  - ◆ e.g. air fare, hotel, car, even credit cards --
- ◆ **Provide Budget to travelers and groups**
  - ◆ establish concrete standard of what a trip to CERN entails
  - ◆ then work with “units of travel”, and track #s and cost variants
    - ◆ be explicit about cost variants: why hotel not hostel, why expensive flight, etc
  - ◆ to track budget would need up-to-date information