

FAST fax

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GSA, FTS, Transactional System (ITSS) Experiencing Processing Delays

The Kansas City FAST and European Client Support Center (IT Solutions) Program migrated to an upgraded version of the ITSS System on June 10, 2003. As many of you know, GSA is now experiencing significant system operating problems, as the use of the upgraded system has caused processing delays for most customers and industry partners. The operating system problems are causing measurable delays in processing customer acquisition requirements, and are affecting all eleven GSA Regional Offices.

We are addressing the difficulties of this transition through several means. First, many of our Kansas City and European-based GSA associates are working extended hours, both early morning and late evening, (e.g. as early as 6 A.M. and on weekends) to process your requirements. Secondly, on July 3, GSA installed hardware upgrades and implemented software changes to improve the upgraded ITSS system.

We'll continue to keep you updated on the system performance of ITSS. Please contact your GSA representative with any questions, and for assistance with your requirements. Thank you for your continued support of the Kansas City FAST and the European Client Support Center program. Your patience is appreciated.

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