



## DEFENSE TRAVEL MANAGEMENT OFFICE

# Change Request Submission Process

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## I. Overview

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Changes to the Defense Travel System (DTS), travel policy or commercial travel programs (i.e., Government Travel Charge Card Program) are made using a standardized change request process. Requests are submitted to the Defense Travel Management Office (DTMO) by a member of the Defense Travel Improvement Board (DTIB) on a [Change Request \(CR\) form](#).

The DTIB is comprised of military and civilian Department of Defense (DoD) officials at the rank of O-6 or equivalent level, representing the following organizations:

- Defense Finance Accounting Service Representative
- Defense Information Systems Agency Representative
- Defense Logistics Agency Representative
- Office of the Under Secretary of Defense Acquisition, Technology and Logistics Representative
- U.S. Army USA Representative
- U.S. Air Force Representative
- U.S. Marine Corps Representative
- U.S. Navy Representative
- U.S. Transportation Command Representative

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## II. Change Request Process

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The CR process is managed by the Requirements and Initiates Branch. The process ensures sound management of DTMO's Change Management (CM) Program.

To ensure the CR process is fair and consistent, the following steps are outlined:

- Submit the completed CR form to your DTIB representative, who is responsible for validating the need of the CR prior to submission to DTMO
- DTMO provides a confirmation of receipt, and adds the request to the CM automated tool for processing
- DTMO assigns the CR to a Requirements Analyst for internal processing and follows it through to DTIB approval, at which point DTMO transfers the CR to the Program Management Office- Defense Travel System.