SUBJECT: Implementation of the Online Resource Reservation Software

1. **Purpose.** This directive provides direction and guidance on agency-wide implementation of the standard GSA-wide online workspace, conference room, and shared resource reservation software.

2. **Cancellation.** GSA Instructional Letter CIO IL-11-02 is cancelled.

3. **Background.** AgilQuest OnBoard® ([Bookit.gsa.gov](http://Bookit.gsa.gov)) is an online, self-service tool that allows users to view and reserve shared room and workspace resources (e.g., conference rooms, shared offices, workstations, collaboration rooms, etc.). The AgilQuest OnBoard® product was selected through a competitive procurement process and is an enterprise-wide product.

4. **Objectives.** As GSA continues to implement a more mobile workforce, workers will use more shared desks, offices, conference rooms and other facilities and services needed to accomplish GSA’s mission. The “BookIT” website provides a critical tool for groups implementing mobile work solutions and offers great advantages to users. It permits the sharing of limited resources among a large number of users by allowing access to resource availability at the click of a mouse and provides a centralized database of available resources in a facility and agency-wide. Utilizing this tool increases administrative efficiency across GSA by eliminating individual reservation systems, excessive phone calling, and other disparate means of finding and reserving workspaces and conference rooms. This tool also helps meet the President’s goal of reducing the Federal Government’s energy footprint and helps GSA maximize the return on its real estate investment.

5. **Applicability.** This order applies to all GSA service, staff office, and regional employees.

6. **Policy.**

   a. Employees, contractors, and procurement personnel are not to acquire or develop any new online workspace, conference room, or shared resource reservation systems. They are required to use the agency-wide AgilQuest OnBoard® ([Bookit.gsa.gov](http://Bookit.gsa.gov)) system.

   b. The focus of this policy is that there will be no procurements for new online workspace, conference room, or shared resource reservation systems or development on existing systems other than the AgilQuest system. Systems in place as of August 22, 2011 may continue to be used and only restored if they become inoperable.
7. Implementation.
   a. Please contact Mark Kaprow at (202) 501-2886 or mark.kaprow@gsa.gov to obtain
detailed instructions for implementing or transitioning to the GSA standard AgilQuest OnBoard®
(Bookkit.gsa.gov).
   b. For guidance on using the system, see the BookIT link on the IT Insider webpage and the
links on the BookIT homepage.

8. Responsibilities.
   a. Employees and contractors shall only utilize the BookIT system for booking conference
rooms, reserving workstations or shared offices, and any other reservable resources/services.
   b. Employees and contractors must not procure, develop, or create any other systems for
the use of reserving resources.
   c. Authorized users must use GSA IT resources in an ethical and lawful manner and comply
with the IT General Rules of Behavior, GSA Order CIO 2104.1A and other applicable federal
and GSA policies.
   d. Authorized users must review and adhere to the requirements for each local resource.
   e. BookIT allows resources to be designated as requiring manual approval at the discretion
of the resource owner. If the resource owner specifies manual approval for a resource then
they must also designate at least a primary and backup approver for those resources and those
approvers must use the BookIT system in a timely fashion to approve or deny requests for those
resources.
   f. Each region shall designate a local point of contact (POC) to work with the National
BookIT Implementation Team. The local POC shall provide the National BookIT Implementation
Team with requested data sets such as workspaces and conference rooms, any special room
attributes and any special needs.
   g. Overall guidance and procedures for the operation of the BookIT system shall be
developed by Office of the Chief Information Officer (OCIO) in consultation with the Office of
Administrative Services (OAS), and posted to IT Insider, InSite, or other suitable locations.

CASEY COLEMAN
Chief Information Officer
Office of the Chief Information Officer