



Defense Travel Management Office

FY16 Strategic Plan Update

Strategic Goal 1 - Improve Delivery of Travel Services	
Improve Technology Solutions	<ul style="list-style-type: none"> • Conduct a DoD Travel System Pilot (Lead: TAD)
Enable a Positive Customer Experience	<ul style="list-style-type: none"> • Develop and deploy travel program area surveys to establish a customer satisfaction index (Lead: SPP)
Strategic Goal 2 - Increase Cost Effectiveness Across the Defense Travel Enterprise	
Leverage Use of Strategic Sourcing Best Practices to Expand Sourcing Opportunities	<ul style="list-style-type: none"> • Expand the Integrated Lodging Program Pilot (Lead: Transformation) • Determine the feasibility of establishing a Dining Program (Lead: Transformation)
Maximize Visibility into Travel Spend and Improve Program Management	<ul style="list-style-type: none"> • Implement a Performance Management System to measure and enhance the efficiency and effectiveness of the Defense Travel Enterprise (Lead: SPP) • Examine and identify the requirements to further invest in data science (Lead: SPP, TAD) • Develop Requirements for SmartPay® 3 (Lead: TAD)
Reduce the Administrative and Transactional Costs of Travel	<ul style="list-style-type: none"> • Expand the number of tax exempted States and reclaim taxes from States that recognize exemption (Tax E/Tax R) (Lead: Transformation)
Strategic Goal 3 - Achieve Operational Excellence	
Simplify Policy and Maximize Compliance	<ul style="list-style-type: none"> • Implement surge resources and fast-track policy simplification to rewrite the Joint Travel Regulations (JTR) (Lead: SPP) • Expand the Travel Policy Compliance Program (Lead: SPP)
Reengineer Defense Travel Processes	<ul style="list-style-type: none"> • Implement a Travel Certificate Program (Lead: CTD)
Strategic Goal 4 - Improve Organizational Readiness	
Align Resources with Strategy	<ul style="list-style-type: none"> • Develop and implement a Human Capital Strategy (Lead: MSD) • Develop an IT Strategy (Lead: TAD)