# FY16 Strategic Plan Update

## Strategic Goal 1 - Improve Delivery of Travel Services

| Improve Technology Solutions | • Conduct a DoD Travel System Pilot (Lead: TAD) |
| Enable a Positive Customer Experience | • 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 | • 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 | • 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 | • 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 | • 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 | • Implement a Travel Certificate Program (Lead: CTD) |

## Strategic Goal 4 - Improve Organizational Readiness

| Align Resources with Strategy | • Develop and implement a Human Capital Strategy (Lead: MSD)  
• Develop an IT Strategy (Lead: TAD) |