

DEFENSE TRAVEL MANAGEMENT OFFICE

OVERVIEW

The Defense Travel Management Office (DTMO), the Department of Defense's single focal point for commercial travel, provides central oversight for commercial travel management, travel policy and implementation, Government Travel Charge Card program management, customer support and training, functional oversight of the Defense Travel System (DTS), and station and housing allowances program management.

DTMO is focused on transforming the multi-billion dollar Defense Travel Enterprise by implementing better solutions and providing the best value for the travel community

STRATEGIC GOALS

- Improve Delivery of Travel Services
- Increase Cost Effectiveness Across the Defense Travel Enterprise
- Achieve Operational Excellence
- Improve Organizational Readiness

TRAVEL REFORM

To support our strategic goals, DTMO is exploring and implementing travel and allowance reform opportunities to streamline processes, simplify rules, leverage current technologies, and reduce the overall cost of travel without impairing DoD's mission.

DTMO is effectively reforming travel and allowances through its unique integrated management model that combines operations, policy, governance, programs and systems in order to reduce the cost of travel. Initiatives include, but are not limited to:

- Improve Technology Solutions
- Enable a Positive Customer Experience
- Leverage Use of Strategic Sourcing Best Practices to Expand Sourcing Opportunities
- Maximize Visibility into Travel Spend and Improve Program Management
- Reduce the Administrative and Transactional Costs of Travel
- Simplify Policy and Maximize Compliance
- Reengineer Defense Travel Processes
- Align Resources with Strategy

Mission

Serve as the single focal point for commercial travel within the Department of Defense (DoD). Establish strategic direction, set policy, and centrally manage commercial travel programs and station/housing allowances.

Vision

A transformed Defense Travel Enterprise that incorporates government and industry best practices to meet the needs and exceed the expectations of our customers.



*Information current as of 3/2016



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The DoD Center for Travel Excellence

www.defensetravel.dod.mil