



## Defense Travel Management Office

### FY20 Business Operations Plan Update

Strategic Goal 1 - Maximize Travel Policy Understanding	
Strategic Objectives	Current Strategic Initiatives
Simplify travel policy through simple, clear, and concise policies	<ul style="list-style-type: none"> <li>Review and implement simplified policy changes for Temporary Duty Travel to support Defense Travel Modernization</li> </ul>
Improve DoD travel processes to reduce confusion for travelers and travel administrators	<ul style="list-style-type: none"> <li>Expand and improve the Travel Policy Compliance Program</li> </ul>
Strategic Goal 2 - Improve the Delivery of Travel Services	
Strategic Objectives	Strategic Initiatives
Understand and respond to customer needs	<ul style="list-style-type: none"> <li>Complete enterprise-wide collection and analysis of travel program customer satisfaction surveys</li> <li>Develop a stakeholder engagement strategy supported by a comprehensive communications plan that outlines key business processes for engaging and communicating with stakeholders. This will include a focused branding strategy for travel programs and travel modernization efforts</li> </ul>
Leverage industry leading technology solutions	<ul style="list-style-type: none"> <li>Provide functional and implementation support for Defense Travel Modernization</li> <li>Redesign the DTMO website using US Web Design Standards to enhance mobile access and enable an effective social media strategy</li> <li>Plan and conduct a SmartPay 3 pilot using Virtual Card Accounts for travel</li> <li>Identify commercial technology to understand and enhance the customer experience for the traveler</li> <li>Develop requirements to establish an interoperability platform that enhances communication and streamlines processes with industry partners and other key stakeholders</li> </ul>
Improve travel programs and program management	<ul style="list-style-type: none"> <li>Expand and improve the Military Bus Program</li> <li>Establish an Innovation Lab to explore/test new ideas in a practical, actionable way as a means to creatively solve problems</li> <li>Establish a Train-the-Trainer Program in support of Defense Travel Modernization</li> </ul>

<b>Strategic Goal 3 – Optimize Cost Effective Travel</b>	
<b>Strategic Objectives</b>	<b>Strategic Initiatives</b>
<i>Maximize visibility into DoD travel spend to better understand supplier and traveler behavior</i>	<ul style="list-style-type: none"> <li>• Institute a quarterly Defense Travel Enterprise Performance review</li> <li>• Conduct market research and analysis to create the data strategy and design the infrastructure to support a modernized travel enterprise</li> </ul>
Adopt industry best practices to leverage strategic sourcing opportunities	<ul style="list-style-type: none"> <li>• Expand and formally institutionalize the DoD Integrated Lodging Program</li> <li>• Conduct a Dining Program Pilot</li> <li>• Develop an acquisition and implementation strategy for TMC services</li> <li>• Expand and manage the use of restricted air fares</li> </ul>