### 2022 Customer Experience Action Plan

Department Name Here

## HISP 1 Name Here

## HISP 2 Name Here

## HISP 3 Name Here

## HISP 4 Name Here

## HISP 5 Name Here

### Department Actions for FY 2023 (October 1, 2022 – Sept 30, 2023)

###### Action #1

## Title of the Action Here (should start with a verb)

#### Please select any of these that apply to the action you are taking:

|  |  |
| --- | --- |
|  | This action is related to a CX EO commitment  This action solves a “people” challenge  This action solves a “process” challenge  This action solves a “technology” challenge |

#### Briefly summarize what you will do:

#### Why is this a priority?

Who is the customer (internal or external or both) that will benefit from this action, and what pain point is it addressing for them? How does this action enable your High Impact Service Providers? How does this action enable other program offices at your agency?

#### What sub-action(s), deliverables, milestones do you seek to accomplish by the end of the FY23?

|  |  |  |
| --- | --- | --- |
| **Date** | **Milestone** | **Brief Notes** |
|  |  |  |
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#### What measure will change as a result of this action? How will you measure whether this action had its intended effect?

#### Who is responsible for this action happening? How are they being held accountable? Who else needs to be involved (e.g. CIO, Deputy Secretaries’ Office, CFO)? Are they already scrubbed in?

#### What do you need for this action to be successful?

|  |  |
| --- | --- |
|  | Dedicated funding that is already allocated to stay allocated  Dedicated funding that is not already allocated  Someone to lead this project day-to-day or other staffing support  Digital or Technical talent  Process changes  Rule or Regulatory changes  Statutory changes  Interagency collaboration  Something else:  [Please describe] |
| Anything else you want to share regarding risks or asks for help from OMB? | |

#### (If applicable) What is the expected cost / amount you need to execute? Is there an existing funding source or account this falls under?

### Department Actions for FY 2024 (October 1, 2023 – Sept 30, 2024)

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#### What measure will change as a result of this action? How will you measure whether this action had its intended effect?

#### Who is responsible for this action happening? How are they being held accountable? Who else needs to be involved (e.g. CIO, Deputy Secretary’s Office, CFO)? Are they already scrubbed in?

#### What do you need for this action to be successful?

|  |  |
| --- | --- |
|  | Dedicated funding in FY24  Someone to lead this project day-to-day or other staffing support  Digital or Technical talent  Process changes  Rule or Regulatory changes  Statutory changes  Interagency collaboration  Something else:  [Please describe] |
| Anything else you want to share regarding risks or asks for help from OMB? | |

#### (If applicable) What is the expected cost / amount you need to execute? Is there an existing funding source or account this falls under? Please link to a page in your FY24 budget submission.