### 2022 Customer Experience Action Plan

HISP Title Here

## Department Title Here (if applicable)

### HISP 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 is carried over with only minimal changes from our 2021 CX Action Plan for FY23  This action is adapted / edited from our 2021 CX Action Plan for FY23  This action is directly related to our designated service:  [Insert name of designated service]  This action is related to improving our CX capacity in one of the CX Capacity Assessment  [Insert name of capacity area (Measurement, Governance and Strategy, Culture and Organization, Customer Understanding, Service Design & Improvement)  This action supports the agency’s work in accordance with the 21st Century IDEAct  This action supports an Agency Priority Goal  This action supports the Agency Equity Action Plan |

#### Briefly summarize what you will do:

#### Why is this a priority?

How have, or how will you, understand the customer journey and if this action meets the needs of your customers? How will you test the action with the actual customers to ensure it will provide the expected benefit?

#### 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?

#### How does this action work toward improving equity outcomes such as reducing administrative burdens or improving accessibility for underserved populations?

#### How are you leveraging digital products or self-service tools?

#### 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, Data Scientist, CX Strategist, or other specialized talent  Process changes  Rule or Regulatory changes  Statutory changes  Interagency collaboration  Something else:  [Please describe] |
| Anything else you want to share regarding risks or needs or 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?

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

###### 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 outyear work  This action is directly related to our designated service:  [Insert name of designated service]  This action is related to improving our CX capacity in one of the CX Capacity Assessment  [Insert name of capacity area (Measurement, Governance and Strategy, Culture and Organization, Customer Understanding, Service Design & Improvement)  This action supports the agency’s work in accordance with the 21st Century IDEAct  This action supports an Agency Priority Goal  This action supports the Agency Equity Action Plan |

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#### Why is this a priority?

How have, or how will you, understand the customer journey and if this action meets the needs of your customers? How will you test the action with the actual customers to ensure it will provide the expected benefit?

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

|  |  |  |
| --- | --- | --- |
| **Date** | **Milestone** | **Brief Notes** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

#### 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?

#### How does this action work toward improving equity outcomes such as reducing administrative burdens or improving accessibility for underserved populations?

#### How are you leveraging technology and digital improvements?

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

|  |  |
| --- | --- |
|  | Dedicated funding  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 needs or 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.