

CX CAP Goal Supporting Materials: HISP CX Action Plan Template

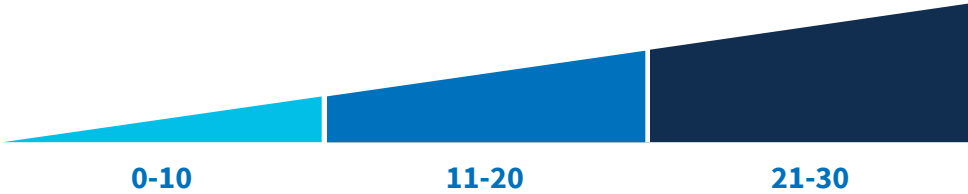
This Action Plan template is meant to provide a guide of what to include—you may find it helpful to create a separate document.

Maturity Score

Tabulate your score on the previous self-assessment. Award your agency 1 point for every “yes” response.

Measurement	<div></div> / 6
Governance	<div></div> / 6
Organization & Culture	<div></div> / 6
Customer Research	<div></div> / 6
Service Design	<div></div> / 6

We scored / 30.



Areas of Focus

In the next fiscal year, we are working to build our capacity and activities in _____ and _____ .
(Select at least two of the five categories above.)

<div>Area:</div> <div>Goal by end of FY19:</div> <div>Actions to be taken in FY19:</div> <div>Milestones:</div> <div>Person Responsible + Contact:</div> <div>Other Notes:</div>	<div>Area:</div> <div>Goal by end of FY19:</div> <div>Actions to be taken in FY19:</div> <div>Milestones:</div> <div>Person Responsible + Contact:</div> <div>Other Notes:</div>	<div>Area:</div> <div>Goal by end of FY19:</div> <div>Actions to be taken in FY19:</div> <div>Milestones:</div> <div>Person Responsible + Contact:</div> <div>Other Notes:</div>
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