The Department of the Treasury was designated by the Office of Management and Budget as the Quality Service Management Office (QSMO) for core financial management. The FM QSMO is helping agencies by:

• Creating a marketplace of solutions and services to help meet agency financial management needs.
• Working to standardize and streamline common requirements to give agencies the flexibility to invest in unique mission-oriented business needs.
• Being a valued partner in planning and supporting financial system modernization journeys.

What is a Journey Map?
A journey map helps to visually tell the story of the customer experience while walking through a process.

How an agency customer can engage with the Financial Management Quality Service Management Office (FM QSMO) to assess their needs and help agencies by:

• Describe the FM QSMO process to your agency’s FM, Procurement, and CIO teams.
• Understand the end-to-end process of how your agency can acquire an FM Service or Solution.
• Being a valued partner in planning and supporting financial system modernization journeys.

An Overview of the FM QSMO
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Use This Map To:
Acquire an FM Service or Solution.

Research your agency’s need and available budget.

Choose which product, service or solution best meets your agency’s needs.

Finalize & execute implementation plan.

Implement, operate and maintain new solution; conduct continuous improvement.

An Overview of the FM QSMO
Visit our website at www.fiscal.treasury.gov/FMQSMO
If you have feedback about this, share it with us at FMQSMO@fiscal.treasury.gov

Before you start:
Access to the FM QSMO website.

STAGES
The FM QSMO process supported three stages:

RESEARCH
PREPARE
CHOOSE
PLAN
OPERATE

An Overview of the FM QSMO
How Your Agency Can Get Started with the FM QSMO
Financial Management Capability Framework (FMCF) Resources
FM QSMO Marketplace Readiness Assessment
Buying / Ordering Guide

As a customer agency, I need the FM QSMO to provide structure and support. I want to retain responsibility and ownership of the modernization process.

I need a user-centric and manageable catalog of services and solutions to help my agency evaluate FM QSMO offerings and services.

I need the FM QSMO to be my valued partner and guide me to the marketplace services and solutions that meet my agency’s needs.

I need a set of guidance and guardrails, like processes, templates, and examples to help me navigate obtaining marketplace services and solutions.

I look to the FM QSMO to provide marketplace solutions and services that meet baseline federal requirements, while I define my agency-specific requirements.

I want to collaborate with agencies, providers and the FM QSMO to ensure fairness in the marketplace, offering, ensuring standards, agency needs and best practices are considered.