Background:
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 agency financial management needs.
- Working to standardize and streamline common requirements to give agencies the flexibility to innovate in unique mission-oriented business needs.
- Being a valued partner in helping agencies by:
  - Working to standardize and streamline common requirements to give agencies the flexibility to innovate in unique mission-oriented business needs.
  - Being a valued partner in helping agencies by:
    - Understanding the end-to-end process.
    - Discovering when to reach out for support from the FM QSMO.
    - Supporting from the FM QSMO.
    - Business needs.

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

This Map Shows:
How an agency customer can engage with the FM QSMO to assess their needs and walk through a process.

How Your Agency Can Get Started with the FM QSMO
An Overview of the FM QSMO
How Your Agency Can Get Started with the FM QSMO
FMCF 101 Training
FM QSMO Marketplace Readiness Assessment
Agency Acquisition Guide

FM QSMO Best Practices & Lessons Learned

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

The FM QSMO is designed to:

- Create a marketplace of solutions and services to help agency financial management needs.
- Work to standardize and streamline common requirements to give agencies the flexibility to innovate in unique mission-oriented business needs.
- Be a valued partner in helping agencies by:
  - Understanding the end-to-end process.
  - Discovering when to reach out for support from the FM QSMO.
  - Supporting from the FM QSMO.
  - Business needs.

I need the FM QSMO to help me define my agency-specific requirements.
I need to collaborate with agencies, providers, and the FM QSMO to help allocate the pressure of implementation and testing. I need to work with other teams that meet them, for federal requirements, while I define my agency-specific requirements.

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