

FIT Agency Liaison Responsibilities

Objective: Support customer agency migrations to federal shared service providers government-wide to ensure a consistent and effective approach to the adoption of shared services.

Duties:

1. Incorporate lessons learned and best practices into the FAME Quick Guides on an ongoing basis to enhance the migration process of customer agencies to FSSPs.
2. Provide recommendations to OMB, in alignment with M-13-08, consistent with the FAME process guidance.
3. Serve as a point of escalation for dispute mediation between the customer agency and FSSP.
4. Advise on shared risks and issues between the customer agency and FSSP influencing the success of the migration.
5. Identify and elevate risks to the Executive Oversight Committee that emerge consistently in various migrations to FSSPs that can be addressed at the government-wide level.
6. Prepare customer agency case studies on the migration to shared services to share lessons learned.
7. Coordinate the customer agency migration timetable to inform the FSSPs on upcoming demand and to help customer agencies plan accordingly.
8. Collaborate with other parts of FIT and OMB on potential new common and/or innovative services that would benefit customer agencies migration to FSSPs.