

Background:

STAGES

GOALS

STEPS

TOUCH

POINTS

Meetings and

and customers

Touch points between

customers and the

FM QSMO may range

in support level from

light touch interaction

highly supportive to

SUPPORTING

Guidance developed b the FM QSMO to assist

TOOLS

Steps taken by the

an FM solution or

Customer Journey

The Department of the Treasury is the Office of Management and Budget (OMB) designated Quality Service Management Office (QSMO) for core financial management.

The FM QSMO is helping agencies by:

- Managing 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 missionoriented 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.

This Map Shows:

How an agency customer can engage with the FM QSMO to assess their needs and acquire an FM solution or service.

Use This Map To:

- Understand the end-to-end process for acquiring a solution or service from the FM Marketplace
- Discover when to reach out for support from the FM QSMO
- Describe the FM QSMO process to your agency's FM, Procurement, and CIO teams

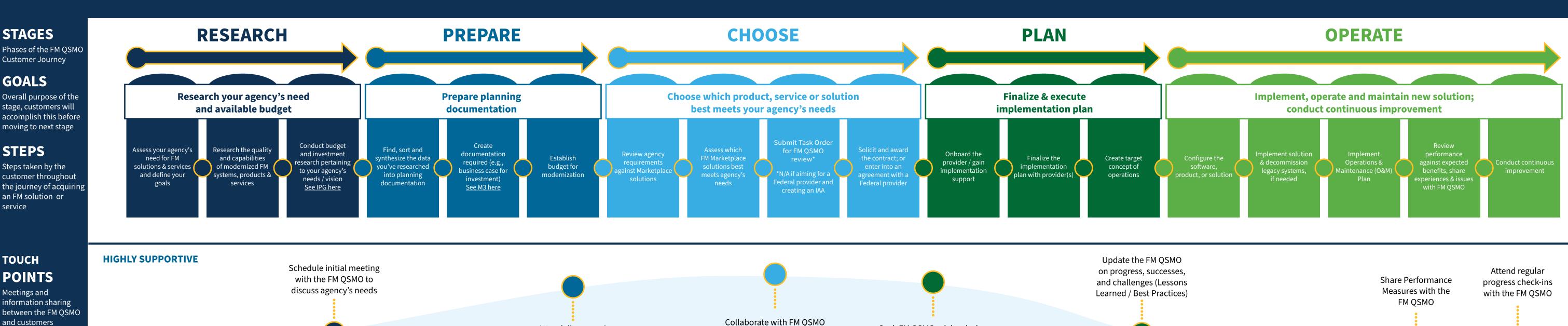
Contact Us:

Visit our website at www.tfx.treasury.gov/ <u>fmqsmo</u>

Request a consultation at www.tfx.treasury. gov/fmqsmo/contact

If you have feedback about this, share it with us at: fmqsmo@fiscal.treasury.gov

Customer Journey Map | Engaging with the Financial Management Quality Service Management Office



to draft Task Order; engage

Task Order Review Board

Seek FM QSMO advice during

evaluation and selection of

provider; agency awards contract

or enters into agreement with a

Federal Provider

■ Watch an Overview of the FM QSMO Read How Your Agency Can Get Started ■ Watch FMCF 101 Introductory Video **B** View FMCF 101 Training Take the FM QSMO Marketplace Readiness Assessment Learn How to Obtain Offerings from the Marketplace Visit Marketplace Acquisition Hub

Attend discovery &

planning discussions

with FM QSMO (share

documentation)

CUSTOMER INSIGHTS

As a customer agency, I need the FM QSMO to provide structure Input and feedback from FM QSMO and support, but I want to retain customers responsibility and ownership of

the modernization process.

Anticipated Level of FM QSMO Collaboration

🗟 See Marketplace Offerings at a Glance

View FM QSMO Best Practices & Lessons Learned

LIGHT TOUCH

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

Visit the FM Marketplace Catalog

I need the FM QSMO to be my valued partner and guide me to the marketplace solutions and services that meet my agency's I need a set of guidance and guardrails, like processes, templates, and examples to help me navigate obtaining marketplace solutions and services.

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 need the FM QSMO to help alleviate the pressure of implementation and testing by providing time-saving and quality processes.

I want to collaborate with agencies, providers and the FM QSMO to mature marketplace offerings, ensuring standards, agency needs and best practices are considered.