

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

Background:

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 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.

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/fmqsmo

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

STAGES

Phases of the FM QSMO Customer Journey

GOALS

Overall purpose of the stage, customers will accomplish this before moving to next stage

STEPS

Steps taken by the customer throughout the journey of acquiring an FM solution or service

TOUCH POINTS

Meetings and information sharing between the FM QSMO and customers

Touch points between customers and the FM QSMO may range in support level from highly supportive to light touch interactions

SUPPORTING TOOLS

Guidance developed by the FM QSMO to assist customers

CUSTOMER INSIGHTS

Input and feedback from FM QSMO customers

