

Customer Journey Map

Engaging with the Financial Management Quality Service Management Office

BACKGROUND

Definition of this map and how to use it

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

TOUCHPOINTS

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



What is a Journey Map?

A journey map helps to visually tell the story of the customer experience while walking through a process.



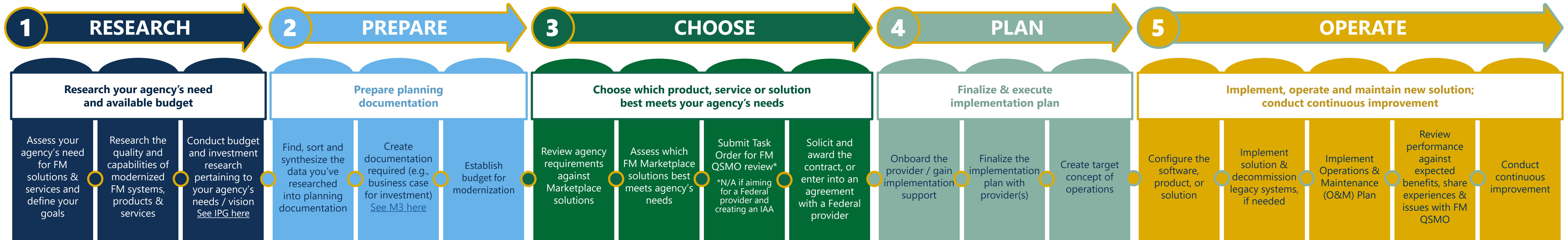
This Map Shows:

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



HIGHLY SUPPORTIVE

Anticipated Level of FM QSMO Collaboration

LIGHT TOUCH

Schedule initial meeting with the FM QSMO to discuss agency's needs

Attend discovery & planning discussions with FM QSMO (share documentation)

Collaborate with FM QSMO 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

Update the FM QSMO on progress, successes, and challenges (Lessons Learned / Best Practices)

Share Performance Measures with the FM QSMO

Attend regular progress check-ins with the FM QSMO