Bureau of the Fiscal Service

# FMCF 101 Training for Vendors

Financial Management Quality Service Management Office (FM QSMO)

**As of: November 2026**

# Disclaimer

The purpose of this training is for the U.S. Department of the Treasury's Financial Management Quality Management Service Office (FM QSMO) to provide a general overview of the FM Marketplace Financial Management Capability Framework (FMCF). The training is not intended to supersede or conflict with the FMCF materials published on the FM QSMO website. The training material may be updated periodically to provide additional clarity or information.

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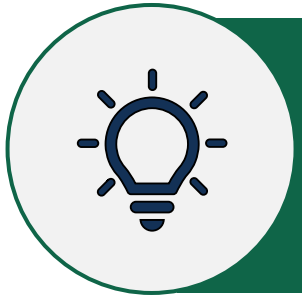
05 Additional Considerations and Key Takeaways

# Learning Objectives

By the end of this training, Vendors will have the information needed to:



Locate, define and restate the purpose of each FMCF artifact. *(Learning Objective 1: FMCF Purpose and Definitions)*



Design FM Solutions/Services that conform to the FMCF. *(Learning Objective 2: Design Solutions)*

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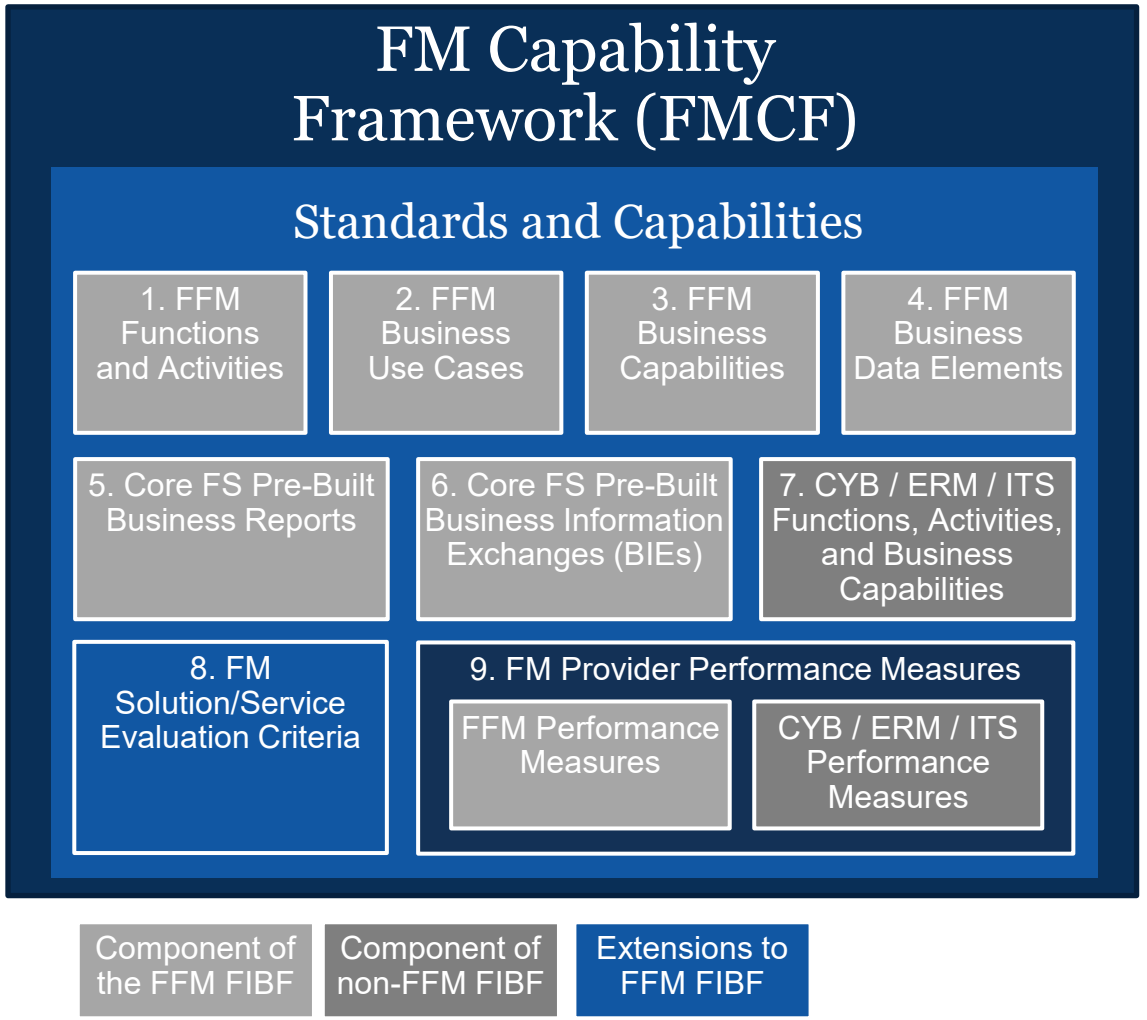
# FMCF Background

# Purpose

Learning Objective 1: FMCF Purpose and Definitions

The Financial Management Capability Framework (FMCF) is the set of standards and capabilities that define baseline needs for services and solutions in the FM Marketplace, including requirements for cloud-based core financial systems (Core FS).

- The FMCF consists of nine (9) sections or components, depicted in the visual to the right.
- The FMCF artifacts can be found on the FM QSMO - FMCF Webpage.
- The FMCF is used as a basis for evaluating and ensuring that Marketplace solutions and services meet baseline needs.
- Only a subset of FMCF artifacts may apply to a service or solution, depending on the type of vendor offering being delivered.



# Core FS Baseline Solution

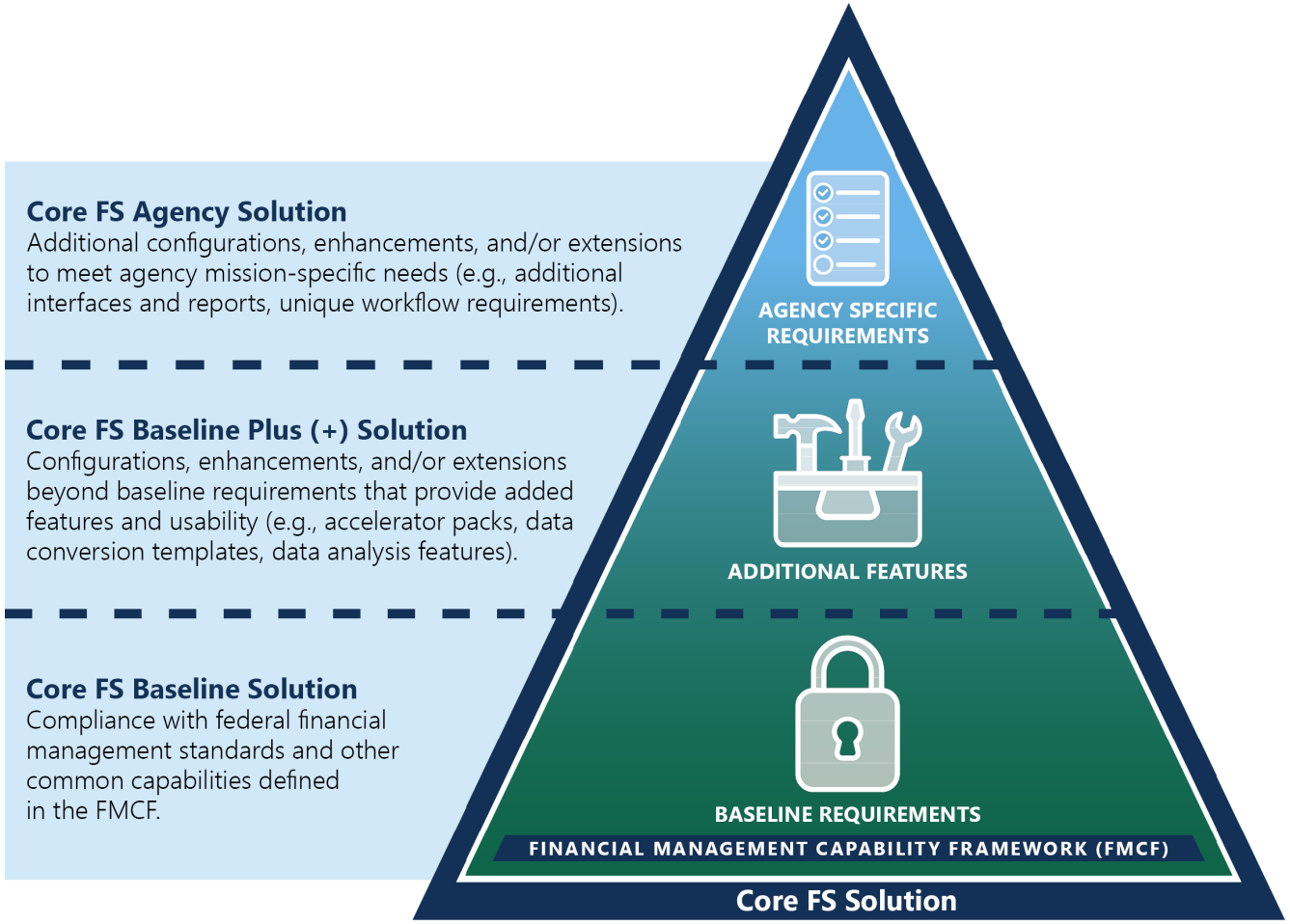
Agencies select and implement FM QSMO approved Core FS solutions from the FM Marketplace. The Core FS Baseline Solution embeds federal standards and common capabilities, while additional configurations, enhancements, and extensions can support usability and specific requirements.

## How are configuration needs determined?

Agencies can assess current capabilities of Core FS solutions, agency-specific requirements, and anticipated needs. Additional configurations, enhancements, and/or extensions may be identified as needed to define the Core FS Agency Solution, with proposed requirements reviewed by the FM QSMO to ensure alignment with the FMCF. Core FS providers, which may be system integrators/partners, can determine specific combinations of software configuration, enhancements, and/or extensions required to meet the defined needs

## How are Core FS Solutions implemented?

Agencies have discretion in both approach and model when obtaining and implementing Core FS Solutions from the Marketplace. For example, agencies could buy a baseline solution only and separately obtain implementation/integration support.

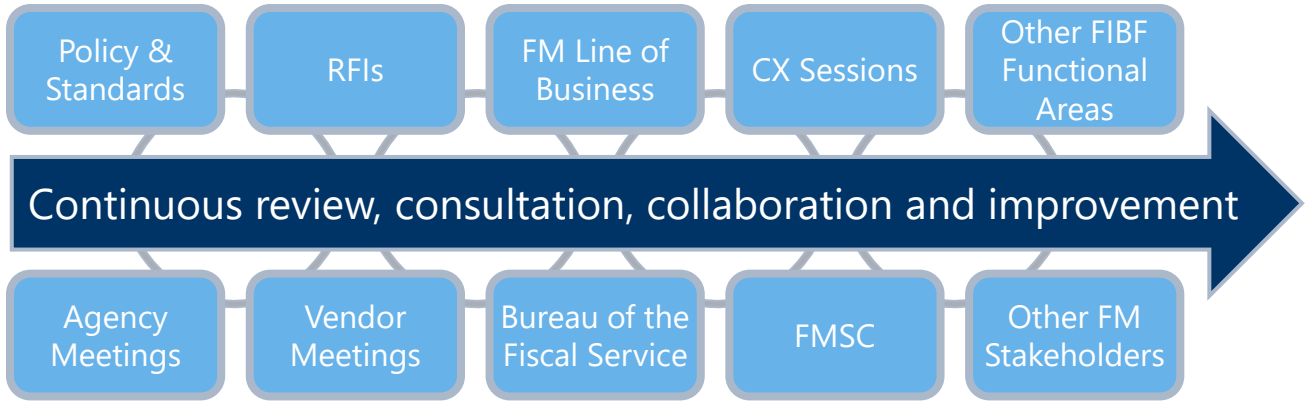



*Key Takeaway: Core FS = Baseline Solution (configuration to meet FMCF) + Additional Agency Configurations*

# Evolution of FM Standards in the Federal Government

The FM QSMO developed the FMCF by utilizing policy and standards as a foundation and then engaging with numerous stakeholders to understand their needs, requirements, capabilities, and pain points.

- The Federal government established mission-support functional service areas to enable service customers (e.g., program offices) to deliver on their mission and accomplish End-to-End Business Processes.
- The Federal Integrated Business Framework (FIBF) strived to create a set of common Business Standards across each Service Area where agencies would coordinate and document common business needs based on authoritative policy across agencies, focusing on outcomes, capabilities, and data.
- The Financial Management Line of Business (FMLoB) Managing Partner oversaw the development of the FIBF standards and continue to manage their maintenance, collaborating with agencies from across the federal government.
- When the FM QSMO was established in 2019, the FM QSMO expanded upon the FFM FIBF standards to define the baseline requirements for services and solutions in the FM Marketplace. The result was the FMCF.





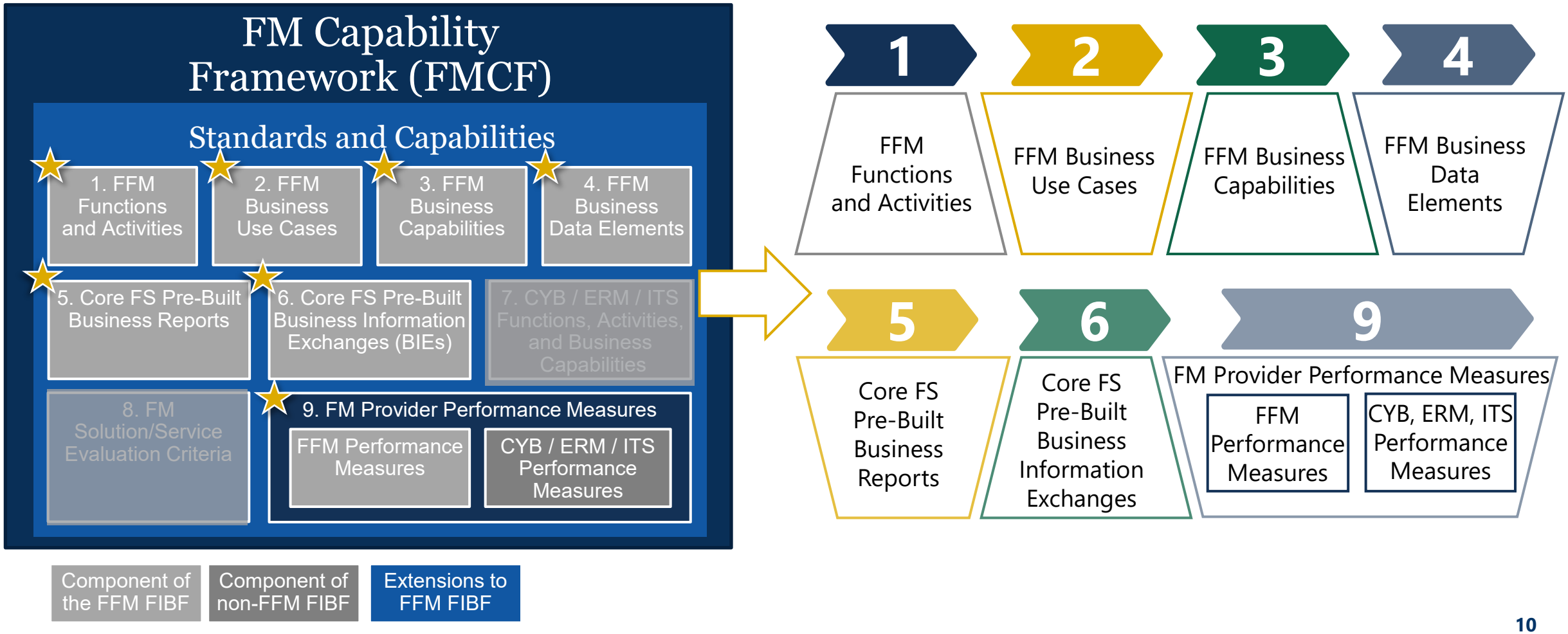



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# Components of FFM Federal Integrated Business Framework (FIBF)

# Federal Financial Management Federal Integrated Business Framework

The Federal Financial Management (FFM) Federal Integrated Business Framework (FIBF) artifacts are the foundation of the FMCF.



# FFM Functions and Activities

Learning Objective 1: FMCF Purpose and Definitions

1



## What are the FFM Functions & Activities?

- The FFM Functions & Activities list defines the FFM functions and activities that an agency performs to support its mission.
  - **Functions**: Breakdown of financial management processes into functional areas and categories
  - **Activities**: Within a function, detailed processes that provide identifiable outputs/outcomes to customers.



## How should I use the FFM Functions & Activities?

- FM Marketplace vendors offering Core FS solutions must address all FFM Functions and Activities.
- FM Marketplace vendors offering solutions/services outside of the Core FS subgroup may address some FFM Functions and Activities.

# FFM Functions and Activities Example

1

Displayed below is a list of the FFM Functions, followed by an example activity.

| Function ID | Function Name |
|---|---|
| FFM.010 | Budget Execution |
| FFM.020 | Financial Asset Information Management |
| FFM.030 | Payable Management |
| FFM.040 | Revenue Management |
| FFM.050 | [Retired] |
| FFM.060 | Receivable and Collection Management |
| FFM.070 | Delinquent Debt Management |
| FFM.080 | Cost Management |
| FFM.090 | General Ledger Management |
| FFM.100 | Financial Reconciliation |
| FFM.110 | Financial / Performance Reporting |

Full description of the activity along with its applicability

Legislation, regulations, OMB memoranda, Executive Orders, and Government policies/guidance containing specific requirements

| Function ID | Function Name | Activity ID | Activity Name | Activity Definition | Authoritative and Other References |
|---|---|---|---|---|---|
| FFM.090 | General Ledger Management | FFM.090.030 | Accrual and Liability/Asset Processing | Record, adjust, and liquidate budgetary and financial (proprietary) accruals, Record allowance for uncollectible amounts; Record actual and estimated liabilities; Includes, but is not limited to intragovernmental liabilities, accrued employees' wages and entitlement benefits, and other liabilities | •(49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;<br>•(72) Statement of Federal Financial Accounting Standards (SFFAS) 1: Accounting for Selected Assets and Liabilities;<br>•(73) Statement of Federal Financial Accounting Standards (SFFAS) 10: Accounting for Internal Use Software<br>… |

# FFM Business Use Cases

Learning Objective 1: FMCF Purpose and Definitions

2



## What are the FFM Business Use Cases?

- The FFM Business Use Cases are a set of agency "stories" that document the key activities, inputs, outputs, and other lines of business intersections to describe how the Federal government operates. They are organized into eleven end-to-end business processes that have a federal financial management impact.
- Each use case explains how federal agencies are to carry out a specific financial management process, starting with a user's goal and goes through the steps to take until the goal is fulfilled.
- In a business use case, you can expect to see interactions and events between FFM and other service areas as well as business information expected to be received, processed, and/or provided.
- Use Cases are agnostic as to whether the events in the business use case are automated, semi-automated, or manually accomplished.



## How should I use the FFM Business Cases?

- Core FS Vendors will use the FFM Business Use Cases to demonstrate the capabilities of their solution offering.
- Vendors may use the FFM Business Use Cases when evaluating the impact of sequential steps, or events, needed to perform a process between multiple Service Areas.
- Vendors may also use the FFM Business Use Cases when evaluating impacts to federal financial management business processes due to changes in legislation, regulation, guidance, and procedures.

# FFM Business Use Case Example

2

The tables and call out boxes below describe each part of the FFM Business Use Cases.

End-to-End Business Processes

Typical processing that occurs within a specific business process

Flow of events, of both FFM and other Service Areas, as well as Inputs and Outputs

| FFM Business Use Case Library |
|---|
| 010 Budget Formulation-to-Execution |
| 020 Acquire-to-Dispose |
| 030 Request-to-Procure |
| 040 Procure-to-Pay |
| 050 Bill-to-Collect |
| 060 Record-to-Report |
| 070 Agree-to-Reimburse |
| 080 Apply-to-Perform |
| 090 Hire-to-Retire |
| 100 Book-to-Reimburse |
| 110 Apply-to-Repay |
| 120 Apply-to-Receive Benefits |

| End-to-End Business Process | Business Use Case | Associated Business Scenario |
|---|---|---|
| **060 Record-to-Report**<br><br>Functional Areas:<br><br>Financial Mgmt (FFM) | 060.FFM.L1.01<br><br>Period End Adjustments and Reporting | • Audit Adjustments<br>• Allowance for Uncollectable Amounts<br>• Agency General Ledger Analysis<br>• Reconciliation with Treasury<br>• Budget Execution Reporting to OMB<br>• Financial Reporting to Treasury |
| | 060.FFM.L2.01<br><br>Consolidated Financial Statements | • Liabilities Not Covered by Budgetary Resources<br>• Liabilities Arising from Non-Routine Events<br>• Actuarial Liabilities<br>• Intra-departmental Activity Eliminations<br>• Consolidated Financial Statements |

060.FFM.L2.01 Consolidated Financial Statements

**Typical Flow of Events**

| | FFM Event | Non-FFM Event | Input(s) | Output(s) / Outcome(s) |
|---|---|---|---|---|
| 1 | | Determine program total liabilities not covered by budgetary resources and text for the financial statement footnotes<br>(Program Mission Activity) | • GL account balances<br>• Program information | • Total liabilities not covered by budgetary resources information<br>• Text for financial statement footnotes |
| 2 | a. Receive total liabilities not covered by budgetary resources information<br>(FFM.090.030 Accrual and Liability/Asset Processing)<br>b. Prepare manual journal voucher<br>(FFM.090.020 General Ledger Posting) | | • Total liabilities not covered by budgetary resources information | • Manual journal voucher with appropriate liability adjustment GL entries |

# Tie it Together: FFM Functions and Activities and FFM Business Use Cases

1 2

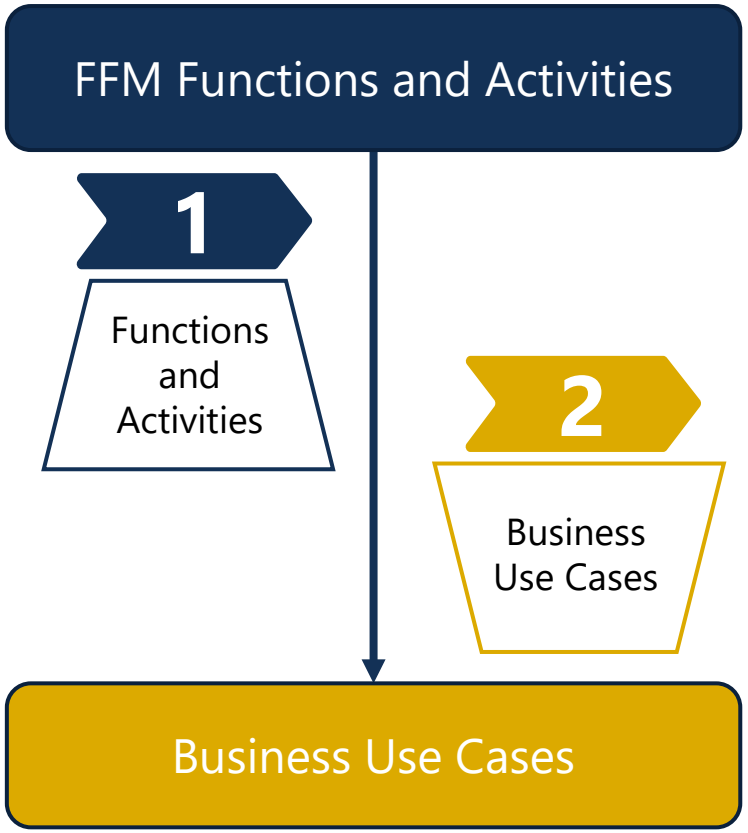
The FFM Business Use Cases are executed through Service Activities, described in the FFM Functions & Activities artifact.

| Function ID | Activity ID | Activity Name | Activity Definition | Authoritative and Other References |
|---|---|---|---|---|
| FFM.090 | FFM.090.030 | Accrual and Liability/Asset Processing | Record, adjust, and liquidate budgetary and financial (proprietary) accruals, Record allowance for uncollectible amounts; Record actual and estimated liabilities; Includes, but is not limited to intragovernmental liabilities, accrued employees' wages and entitlement benefits, and other liabilities | •(49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;<br>•(72) Statement of Federal Financial Accounting Standards (SFFAS) 1: Accounting for Selected Assets and Liabilities;<br>•(73) Statement of Federal Financial Accounting Standards (SFFAS) 10: Accounting for Internal Use Software<br>… |

060.FFM.L2.01 Consolidated Financial Statements

**Typical Flow of Events**

| | FFM Event | Non-FFM Event | Input(s) | Output(s) / Outcome(s) |
|---|---|---|---|---|
| 1 | | Determine program total liabilities not covered by budgetary resources and text for the financial statement footnotes<br>(Program Mission Activity) | • GL account balances<br>• Program information | • Total liabilities not covered by budgetary resources information<br>• Text for financial statement footnotes |
| 2 | a. Receive total liabilities not covered by budgetary resources information<br>(FFM.090.030 Accrual and Liability/Asset Processing)<br>b. Prepare manual journal voucher<br>(FFM.090.020 General Ledger Posting) | | • Total liabilities not covered by budgetary resources information | • Manual journal voucher with appropriate liability adjustment GL entries |



# FFM Business Capabilities

Learning Objective 1: FMCF Purpose and Definitions

3

## What are the FFM Business Capabilities?

- The FFM Business Capabilities describe outcome-based business needs mapped to Federal government authoritative references, forms, and data standards.
- References in the FFM Business Capabilities to an "agency" or "federal agency" should be interpreted as applicable to other types of federal government organizations as well (i.e., applicable to any type of "federal entity")
- For CFO Act agencies, these requirements determine compliance with the Federal Financial Management Improvement Act of 1996 (FFMIA).
- The FFM Business Capabilities are categorized by Input (I) to capture information, Process (P) to perform the action, or Output (O) to provide information, and when used together, they support the execution of a business process.

## How should I use the FFM Business Capabilities?

- System providers must ensure that their financial management system offering capabilities, based on the combined ability of the service/technology and agency manual processes, fully meet the requirements.

# FFM Business Capabilities Example

3

The table and corresponding numbered listing describe each part of the FFM Business Capabilities.

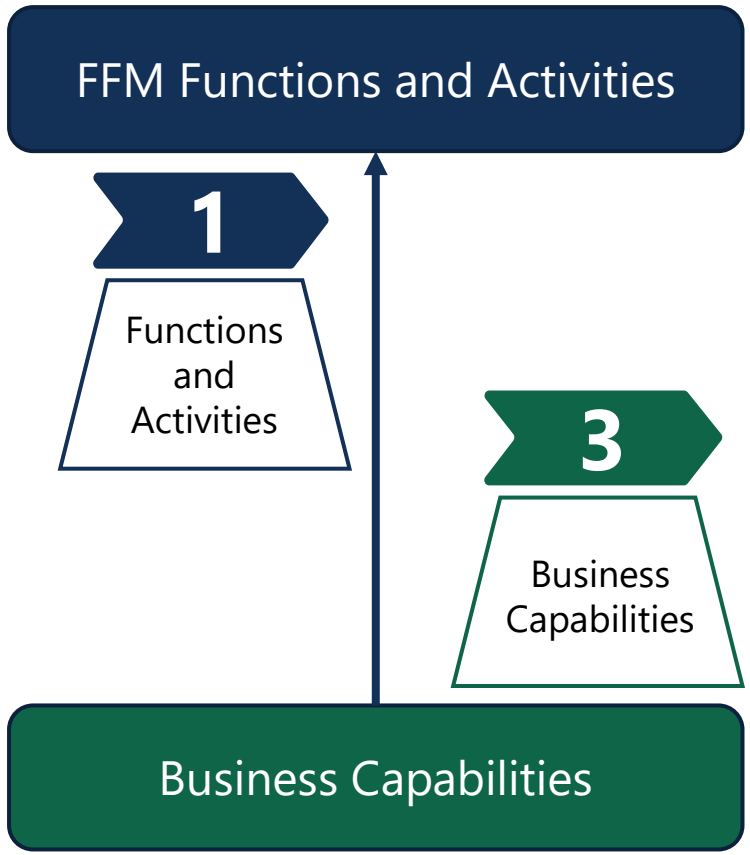
1. Identifies and names an activity that groups requirements
2. Classify the requirements as a federal government unique I-Input, P-Process, or O-Output
3. Contain the requirement statement
4. Provides the current federal regulatory authoritative sources that contain additional clarification of business processes and data specifications

| Function ID and Name | Activity ID and Name | Capability ID | I-Input P-Process O-Output | Business Capability Statement | Authoritative Reference |
|---|---|---|---|---|---|
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.011 | P | Determine adjustments to budgetary and financial (proprietary) accruals consistent with the FASAB Handbook and OMB Circular A-11. | (49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;(100) SFFAS 7: Accounting for Revenue and Other Financing Sources and Concepts for Reconciling Budgetary and Financial Accounting;<br>(82) SFFAS 27: Identifying and Reporting Earmarked Funds;<br>... |
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.021 | I | Capture federal government liability type (for example, covered/not covered by budgetary resources, governmental, and Intragovernmental), category (for example, accounts payable, and interest payable and other current liabilities), and subcategory (for example, accrued employees' wages and entitlement benefits) consistent with the FASAB Handbook. | (72) SFFAS 1: Accounting for Selected Assets and Liabilities;<br>(74) SFFAS 12: Recognition of Contingent Liabilities Arising from Litigation: An Amendment of SFFAS 5, Accounting for Liabilities of the Federal Government;<br>... |
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.022 | P | Establish and maintain liability information consistent with the FASAB Handbook. | (72) SFFAS 1: Accounting for Selected Assets and Liabilities;<br>(74) SFFAS 12: Recognition of Contingent Liabilities Arising from Litigation: An Amendment of SFFAS 5, Accounting for Liabilities of the Federal Government;<br>... |

# Tie it Together: FFM Functions and Activities and FFM Business Capabilities

1 3

The FFM Business Capabilities provide the authoritative reference for each FFM Function and Activity. They describe the common, baseline business processes and information flows needed to execute a Service Activity.




| Function ID | Activity ID | Activity Name | Activity Definition | Authoritative and Other References |
|---|---|---|---|---|
| FFM.090 | FFM.090.030 | Accrual and Liability/Asset Processing | Record, adjust, and liquidate budgetary and financial (proprietary) accruals, Record allowance for uncollectible amounts; Record actual and estimated liabilities; Includes, but is not limited to intragovernmental liabilities, accrued employees' wages and entitlement benefits, and other liabilities | •(49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;<br>•(72) Statement of Federal Financial Accounting Standards (SFFAS) 1: Accounting for Selected Assets and Liabilities;<br>•(73) Statement of Federal Financial Accounting Standards (SFFAS) 10: Accounting for Internal Use Software<br>… |

| Function ID | Activity ID and Name | Capability ID | I-Input P-Process O-Output | Business Capability Statement | Authoritative Reference |
|---|---|---|---|---|---|
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.023 | O | Provide liability data required to post GL transactions consistent with USSGL attributes (covered/not covered, federal/non-federal), transaction codes, transaction categories (for example, disbursements and payables), and transaction subcategories (for example, payables/accrued liabilities) as defined in the TFM. | (113) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section III: Account Transactions;<br>(114) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section IV: USSGL Account Attributes |

# FFM Business Data Elements

Learning Objective 1: FMCF Purpose and Definitions

4

## What are the FFM Business Data Elements?

- The *FFM Business Data Elements* artifact identifies the minimum set of business data elements required to support the inputs and outputs identified in the business use cases, capabilities, business information exchanges and business reports.
- The FFM Business Data Elements enable agencies and providers to have a definitive list of data elements to execute federal financial management processes.
- The FFM Business Data Elements were derived using the Government-wide Spending Data Model (formerly known as the DATA Act Information Model Schema) and other authoritative sources.
- The FM QSMO also designated a subset of FFM Business Data Elements as "Core FS Pre-Loaded Master Reference Data", which indicate the subset of data elements that require pre-loaded domain values in the Core FS Baseline Solution.

## How should I use the FFM Business Data Elements?

- Core FS Providers are expected to capture/provide the information noted in the FFM Business Data Elements list, and pre-load the domain values from the Core FS Pre-Loaded Master Reference Data list, within their core financial management solution.
- Core FS Providers may augment this list with additional data elements specific to their solution.

# FFM Business Data Elements Example

4

The table and corresponding numbered listing describe each part of the FFM Business Data Elements.

1. Functional Area establishing and using the data element and standard
2. Unique label
3. Business definition
4. Service Activities supported
5. Business Capabilities dependent on the element
6. Policies that provide a source need
7. Name of logically related business data elements
8. Name(s) of the BIE with other Functional Areas or systems that use the Business Data Element
9. Formatting Requirements
10. Indicates whether pre-loading the master reference data identified or referenced in the Domain Values column is required

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|
| **Functional Area** | **Functional Area Steward** | **Data Element Label** | **Definition** | **Activity Reference** | **Business Capability Reference** | **Authoritative and Other Reference(s)** | **Data Group Name** | **Business Information Exchange (BIE)** | **Element Format** | **Core FS Pre-Loaded Master Reference Data** |
| FFM | FFM | TransactionIdentificationDate | The effective date of the financial transaction (e.g. deposit date of a payment, effective date of an adjustment). | …<br>FFM.090.030 Accrual and Liability/Asset Processing;<br>FFM.100.010 Reconciliation of General Ledger and Subledgers;<br>FFM.100.020 Reconciliation of Intragovernmental Activity;<br>FFM.100.030 Reconciliation with Treasury Balance | | (178) OMB Circular A-123, Management's Responsibility for Enterprise Risk Management and Internal Control, Appendix D, Management of Financial Management Systems – Risk and Compliance | FFM Transaction Information | ACQ-FFM BIE;<br>GRM-FFM BIE;<br>RPM-FFM BIE;<br>TRT-FFM BIE | YYYYMMDD | |

# Tie it Together: FFM Functions & Activities, Business Capabilities, and Business Data Elements

1 3 4

The FFM Business Data Elements are the data fields needed to support the FFM Business Capabilities and FFM Functions & Activities that are then executed through the FFM Business Use Cases.

## *FFM Functions & Activities*

| Function ID | Activity ID | Activity Name | Activity Definition | Authoritative and Other References |
|---|---|---|---|---|
| FFM.090 | FFM.090.030 | Accrual and Liability/Asset Processing | Record, adjust, and liquidate budgetary and financial (proprietary) accruals, Record allowance for uncollectible amounts; Record actual and estimated liabilities; Includes, but is not limited to intragovernmental liabilities, accrued employees' wages and entitlement benefits, and other liabilities | •(49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;<br>•(72) Statement of Federal Financial Accounting Standards (SFFAS) 1: Accounting for Selected Assets and Liabilities;<br>•(73) Statement of Federal Financial Accounting Standards (SFFAS) 10: Accounting for Internal Use Software<br>… |

## *FFM Business Capabilities*

| Function ID | Activity ID and Name | Capability ID | I-Input P-Process O-Output | Business Capability Statement | Authoritative Reference |
|---|---|---|---|---|---|
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.023 | O | Provide liability data required to post GL transactions consistent with USSGL attributes (covered/not covered, federal/non-federal), transaction codes, transaction categories (for example, disbursements and payables), and transaction subcategories (for example, payables/accrued liabilities) as defined in the TFM. | (113) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section III: Account Transactions;<br>(114) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section IV: USSGL Account Attributes |

## *FFM Business Data Elements*

| Functional Area | Functional Area Steward | Data Element Label | Definition | Activity Reference | Authoritative and Other Reference(s) |
|---|---|---|---|---|---|
| FFM | FFM | TransactionIdentificationDate | The effective date of the financial transaction (e.g. deposit date of a payment, effective date of an adjustment). | …<br>FFM.090.030 Accrual and Liability/Asset Processing;<br>FFM.100.010 Reconciliation of General Ledger and Subledgers;<br>FFM.100.020 Reconciliation of Intragovernmental Activity;<br>FFM.100.030 Reconciliation with Treasury Balance | (178) OMB Circular A-123, Management's Responsibility for Enterprise Risk Management and Internal Control, Appendix D, Management of Financial Management Systems – Risk and Compliance |

# Tie it Together: FFM FIBF Artifacts #1 – 4

1

| Function ID | Activity ID | Activity Name | Activity Definition | Authoritative and Other References |
|---|---|---|---|---|
| FFM.090 | FFM.090.030 | Accrual and Liability/Asset Processing | Record, adjust, and liquidate budgetary and financial (proprietary) accruals, Record allowance for uncollectible amounts; Record actual and estimated liabilities; Includes, but is not limited to intragovernmental liabilities, accrued employees' wages and entitlement benefits, and other liabilities | •(49) OMB Circular A-11, Preparation, Submission and Execution of the Budget, Part 4, Instructions on Budget Execution;<br>•(72) Statement of Federal Financial Accounting Standards (SFFAS) 1: Accounting for Selected Assets and Liabilities;<br>•(73) Statement of Federal Financial Accounting Standards (SFFAS) 10: Accounting for Internal Use Software<br>… |

2

060.FFM.L2.01 Consolidated Financial Statements

**Typical Flow of Events**

| | FFM Event | Non-FFM Event | Input(s) | Output(s) / Outcome(s) |
|---|---|---|---|---|
| 2 | Receive total liabilities not covered by budgetary resources information (FFM.090.030 Accrual and Liability/Asset Processing) | | • Total liabilities not covered by budgetary resources information | • Manual journal voucher with appropriate liability adjustment GL entries |

3

| Function ID | Activity ID and Name | Capability ID | I-Input P-Process O-Output | Business Capability Statement | Authoritative Reference |
|---|---|---|---|---|---|
| FFM.090 General Ledger Management | FFM.090.030 Accrual and Liability/Asset Processing | FFM.090.030.023 | O | Provide liability data required to post GL transactions consistent with USSGL attributes (covered/not covered, federal/non-federal), transaction codes, transaction categories (for example, disbursements and payables), and transaction subcategories (for example, payables/accrued liabilities) as defined in the TFM. | (113) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section III: Account Transactions;<br>(114) TFM Volume I, Supplement, United States Standard General Ledger (USSGL), Section IV: USSGL Account Attributes |

4

| Functional Area | Functional Area Steward | Data Element Label | Definition | Activity Reference | Authoritative and Other Reference(s) |
|---|---|---|---|---|---|
| FFM | FFM | Transactionl dentification Date | The effective date of the financial transaction (e.g. deposit date of a payment, effective date of an adjustment). | …<br>**FFM.090.030 Accrual and Liability/Asset Processing;**<br>FFM.100.010 Reconciliation of General Ledger and Subledgers;<br>FFM.100.020 Reconciliation of Intragovernmental Activity;<br>FFM.100.030 Reconciliation with Treasury Balance | (178) OMB Circular A-123, Management's Responsibility for Enterprise Risk Management and Internal Control, Appendix D, Management of Financial Management Systems – Risk and Compliance |

The FFM FIBF Standards establish the first step towards government-wide agreement on outcomes, data, and cross-functional end-to-end processes that will drive economies of scale and leverage the government's buying power.



Knowledge Check

Which FMCF artifact provides compliance with FFMIA?

*The FFM Business Capabilities*

# Core FS Pre-Built Business Reports





## What are the Core FS Pre-Built Business Reports?

- The Core FS Pre-Built Business Reports support FFM Functions and Activities and the FFM Business Use Cases. These reports are expected to be included in all Core FS solution offerings.
- The Core FS Pre-Built Business Reports represent the **minimum information** the Government expects to be provided by a core financial management solution in a form users can print or share. **Vendors are free to provide acceptable format or technology as long as the required data elements are included.**
    - Note: Specifications for information to be transferred to another system/solution are provided in the Pre-Built FFM Business Information Exchanges (BIEs).
- The Core FS Pre-Built Business Reports are intended to provide information for a collection of financial transactions/documents based on commonly used data selection parameters.
- The Core FS Baseline Solution should also provide the capability for user-defined reports where the user can select FFM Business Data Elements and specify the presentation format and any calculated report data elements.



## How should I use the Core FS Pre-Built Business Reports?

- Core FS providers are expected to have these reports pre-built and in their Core FS solution offering. These reports support FFM Functions and Activities and FFM Business Use Cases.
- Core FS Baseline Solution providers may determine the optimal source of information and presentation style for each Core FS Pre-Built Business Report as long as all the specified report parameters and report data elements are incorporated into the report design.
- Core FS Baseline Solution providers may determine the optimal approach for this "drill down" capability into supporting transaction/document detail information, as long as all the specified report data elements are provided.

# Core FS Pre-Built Business Reports Specification Example

5

The table and corresponding numbered listing describe each part of the Core FS Pre-Built Business Reports specifications.

1. Report Name
2. Description of the report
3. The list of required and optional data selection parameters available to achieve the needed report content
4. The name of the data element on the report
5. A description of the intended content of the report data element
6. The label of one or more FFM Business Data Elements when the source for the Report Data Element content is within the FFM Functional Area
7. The identifier of another FIBF Functional Area
8. An indicator of "X" when the content of a Report Data Element is calculated from other Report Data Elements

| Status of Funding 1 | | | | | |
|---|---|---|---|---|---|
| REPORT DESCRIPTION 2 | Provides the amounts of budget authority, commitments, unpaid obligations, prepaid obligations, and expenditures as of the end of the specified accounting period for the specified accounting classification(s) (e.g., Agency, TAS, Organization, Program). | | | | |
| REPORT DATA SELECTION PARAMETERS 3 | * Accounting Period<br>* Agency Identifier<br>* Treasury Account Symbol **OR** Agency Fund Code (Optional)<br>* Budget Fiscal Year (Optional)<br>* Organization Code (Optional)<br>* Program Code (Optional)<br>* Program Activity Code (Optional)<br>* Project Identifier (Optional)<br>* Object Class (Optional) | | | | |
| Report Item 4 | Report Data Element Label | Report Data Element Description 5 | FFM Business Data Element Label 6 | Other Functional Area Data Element 7 | Calculated 8 |
| 1 | Accounting Period | The fiscal period reported on financial reports. Accounting period includes a four digit fiscal year and two digit fiscal month. In addition to the standard fiscal months of 1-12, the two digit fiscal month may include months 13-15 which represent adjustment periods. | AccountingPeriod | | |
| 2 | Agency Identifier | The agency code identifying the department or agency/bureau that is responsible for the account. | AgencyIdentifier | | |
| 3 | Treasury Account Symbol | The identification code assigned by Treasury, in collaboration with OMB and the owner agency, to an individual appropriation, receipt, or other fund account. | TreasuryAccountSymbol | | |
| 4 | Agency Fund Code | The shorthand code for a fund designated by the agency, entered on transactions, and used to derive the account identification code required for reporting externally to Treasury (the TAS) and OMB (the budget account) and USSGL account attributes. It can be used for segregating funds that have multiple apportionment categories, or that have both discretionary and mandatory authority. | AgencyFundCode | | |

# Core FS Pre-Built Business Information Exchanges (BIEs)

Learning Objective 1: FMCF Purpose and Definitions

6



## What are the Core FS Pre-Built Business Information Exchanges?

- Core FS solutions need to exchange data with other systems. Business rules provide the common exchanges of business information between two Functional Areas or between a Functional Area and a Centralized Service/Solution.
- The Core FS Pre-Built BIEs are specifications that depict the data and transactional relationships and requirements for a given business system that exchanges data with the Core FS.
- Each BIE describes the following for exchanges of data between the non-Core FS business system and the Core FS:
  - Applicable BIE transaction types, e.g., Entity-Payee/Payer Maintenance and Order-Obligation.
  - Data Elements that are mandatory, conditionally required, or optional, using FIBF-based Data Element Labels where a FIBF standard exists.
  - Related BIE logic, i.e., business rules.
- The *Core FS Pre-Built BIE* artifact incorporates or refers to the existing interface, integration, or data exchange specifications already in use. FM QSMO works in conjunction with Treasury Centralized Services and Functional Areas to maintain the BIE list.
- The Core FS Pre-Built BIE specifications are cross-walked to underlying system documentation, and providers may use them to design the Core FS Baseline offering's integrations, interfaces, or Web-service oriented architecture that enables the exchange of data.

# Core FS Pre-Built Business Information Exchanges (BIEs)



## How should I use the Core FS Pre-Built BIEs?

- Core FS Providers must include the Core FS Pre-Built BIEs into the Core FS Baseline Solution using data element labels and definitions consistent with FFM Business Data Elements.
- Core FS Providers may include Business Data Elements from other Functional Areas when the information is critical for transactional processing (e.g., calculation of interest due or optimal payment date).
- Core FS Baseline Solution providers are expected to include in their offering Business Information Exchange capabilities with each of these other Functional Areas: acquisition (ACQ), grants (GRM), human capital management (HCM) payroll, and travel and transportation (TRT) expense management.
- If a provider offering is a cross-Functional Area integrated solution (e.g., ERP solution), the provider is expected to ensure all the specified FFM Transaction data elements can be exchanged with the core financial management component of the integrated solution.
- The FFM BIE List describes the full list of assumptions and validation steps of referenced data.

# Core FS Pre-Built Business Information Exchanges Example

6

The table and corresponding numbered listing describe each part of the Core FS Pre-Built BIEs.

1. Label of the FFM Data Element
2. Definition of the FFM Data Element
3. Specified data groups that a data element belongs to
4. Established set of valid values
5. FFM Data Element is always required, optional, or required under only specific business conditions
6. List of the FFM Transaction Types for which the FFM Data Element is applicable

| 1 | 2 | 3 | 4 | 5 | 6 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | BIE: Applicable FFM Transaction Types | | | | | | |
| FIBF FFM: Data Element Label | FIBF FFM: Data Element Definition | FIBF FFM: Data Group Name | FIBF FFM: Domain Values | BIE: Required/ Optional/ Conditional | Entity-Payee/Payer Maintenance | Requisition-Commitment | Order-Obligation | Receipt and Acceptance-Accrual | Invoice-Payable | Billing Invoice-Receivable | Public Receipt-Collection | Journal Voucher |
| FinancialTransactionTypeCode | A code that identifies the type of transaction generated by a source system and processed by a financial management system. | FFM Transaction Information | Entity-Payee/Payer Maintenance; Requisition-Commitment; Order-Obligation; Receipt and Acceptance-Accrual; Invoice-Payable; Billing Invoice-Receivable; Public Receipt-Collection; Journal Voucher-Asset; Journal Voucher-Other; Journal Voucher-Payroll | Required | X | X | X | X | X | X | X | X |

# Tie it Together: FFM Business Data Elements, Core FS Pre-Built Business Reports, and Core FS Pre-Built BIEs

4 5 6

The FFM Business Data Elements provide the data fields needed to develop the FFM Core FS Pre-Built Business Reports and FFM Core FS Pre-Built Business Information Exchanges.

***Core FS Pre-Built BIE***

| FIBF FFM: Data Element Label | FIBF FFM: Data Element Definition | FIBF FFM: Data Group Name | FIBF FFM: Domain Values | BIE: Applicable FFM Transaction Type(s) | BIE: Required/ Optional/ Conditional |
|---|---|---|---|---|---|
| AgencyIdentifier | The Treasury Account Symbol (TAS) component that identifies the department, agency or establishment of the U.S. Government that is responsible for the TAS. Agency Identifier is also used apart from the TAS to identify a major department or independent agency of the Federal government. | FFM Transaction Information; FFM Transaction Line Information; FFM Transaction Line of Accounting (LOA) Information; Account Classification Structure (ACS) Information; Treasury Account Symbol (TAS) Information; Program Activity Group Information; Reimbursable Organization Information | Use Treasury Bureau of Fiscal Service Shared Accounting Module (SAM) Service: Treasury Account Symbol (TAS-BETC) https://www.fiscal.treasury.gov/sam/ | Requisition-Commitment; Order-Obligation; Receipt and Acceptance-Accrual; Invoice-Payable; Billing Invoice-Receivable; Public Receipt-Collection; Journal Voucher | Conditional: Required when AgencyFundCode is not provided |

***Core FS Pre-Built Business Reports***

**Status of Funding**

| REPORT DATA SELECTION PARAMETERS | • Accounting Period<br>• Agency Identifier<br>• Treasury Account Symbol **OR** Agency Fund Code (Optional)<br>… |
|---|---|

| Report Item | Report Data Element Label | Report Data Element Description | FFM Business Data Element Label |
|---|---|---|---|
| 1 | Accounting Period | The fiscal period reported on financial reports. Accounting period includes a four digit fiscal year and two digit fiscal month. In addition to the standard fiscal months of 1-12, the two digit fiscal month may include months 13-15 which represent adjustment periods. | AccountingPeriod |
| 2 | Agency Identifier | The agency code identifying the department or agency/bureau that is responsible for the account. | AgencyIdentifier |
| 3 | Treasury Account Symbol | The identification code assigned by Treasury, in collaboration with OMB and the owner agency, to an individual appropriation, receipt, or other fund account. | TreasuryAccountSymbol |

| Data Element Label | Definition | Activity Reference | Business Information Exchange (BIE) | Core FS Pre-Loaded Master Reference Data |
|---|---|---|---|---|
| AgencyIdentifier | The Treasury Account Symbol (TAS) component that identifies the department, agency or establishment of the U.S. Government that is responsible for the TAS. Agency Identifier is also used apart from the TAS to identify a major department or independent agency of the Federal government. | FFM.010.010 Budget Setup and Maintenance;<br>FFM.010.030 Budgetary Reporting;<br>FFM.030.010 Payee Setup and Maintenance;<br>… | ACQ-FFM BIE;<br>CARS TASBETC-FFM BIE;<br>CIR-FFM BIE;<br>… | AgencyIdentifier |

***FFM Business Data Elements***

Knowledge Check

Which FMCF artifact provides the data fields needed to develop the FFM Core FS Pre-Built Business Reports and FFM Core FS Pre-Built Business Information Exchanges?

*The FFM Business Data Elements*

# FM Provider Performance Measures

Learning Objective 1: FMCF Purpose and Definitions

9

## What are the FM Provider Performance Measures?

- The FM Provider Performance Measures define how the government measures successful delivery of outcomes based on timeliness, efficiency, and accuracy targets for FFM outcomes and successful delivery of CYB, ERM, and ITS activities that support FFM activities. The FM Provider Performance Measures establish measure targets, reporting frequencies, and measurement methods/sources/formulas applicable to all Federal agency implementations.

## How should I use the FM Provider Performance Measures?

- The FM QSMO will monitor **four** provider performance measures for Marketplace solutions and services: Agency Customer Satisfaction with Provider Technical (Quality of Product or Service); Agency Customer Satisfaction with Provider Management (Business Relations); Agency Customer Satisfaction with Provider Cost (Control); and Agency Customer Satisfaction with Provider Schedule (Timeliness). The FM QSMO will collect these results from CPARS.gov.
- All other Performance Measures are optional for use by customer agencies:
  - Agencies may select Performance Measures from the standard portfolio of FM Performance Measures, as well as agency-specific required Performance Measures. These may be part of the agency's acquisition requirements.
  - Agencies and vendors may develop Customer Service Agreements that specify the agency's required performance level targets, measures, and reporting.

# FM Provider Performance Measures Example

9

The table and corresponding numbered listing describe each part of the FM Provider Performance Measures.

1. Functions and Activities reference as defined in the FIBF
2. Unique ID, name, and description for the measure
3. Performance measure threshold or goal
4. Measure Category describes monitoring / reporting of the measure
5. Identifies Activity / Performance Measure
6. Identifies what aspect of performance is measured: Availability, Compliance, Efficiency, Quality, Reliability, Security, Timeliness, Usability, Utilization, or Volume
7. Organization performing the activity that produces the performance measure result
8. Organization accountable for monitoring and analyzing performance measurement results and managing service delivery issues
9. Time period for assessing and reporting the performance measurement result
10. Level(s) of detail for reporting the performance measurement result
11. Calculation used to determine the performance measurement result

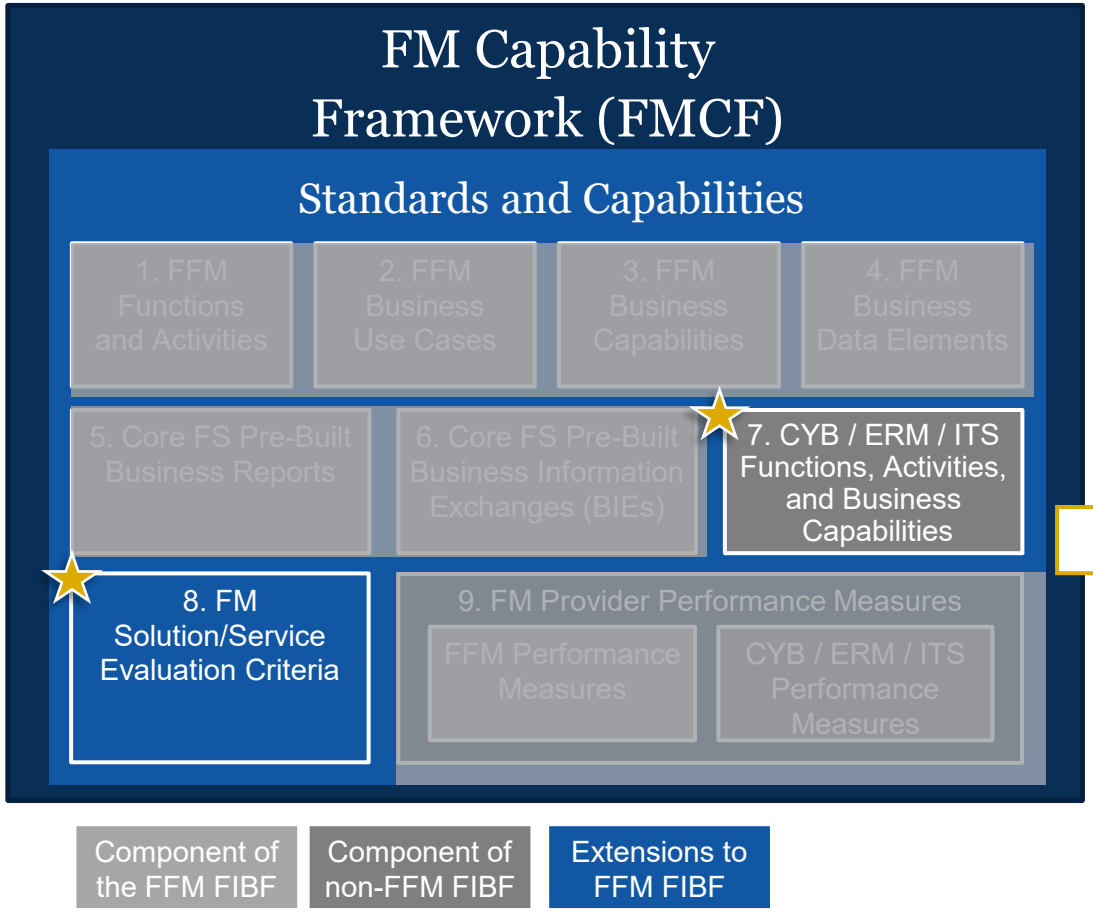
| 1 | | 2 | | | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Function** | **Activity** | **Performance Measure ID** | **Performance Measure Name** | **Performance Measure Description** | **Performance Measure Target** | **Performance Measure Category** | **Performance Level Type** | **Performance Measure Type** | **Performing Organization** | **Accountable Organization** | **Performance Measurement Frequency** | **Performance Measurement Reporting Level** | **Performance Measurement Formula** |
| FFM.000 All Functions | FFM.000.000 All Activities | FFM.000.000.0032 | Solution/service Performance Issue Resolution Timeliness | Percentage (%) of solution/service performance issues resolved by due date | TBD by Agency Customer | Operations Monitoring | Performance Level | Timeliness | Provider | Service Management Office | Monthly | Marketplace; Provider; Agency Customer | Count of solution/service performance issues resolved by due date divided by Total count of solution/service performance issues resolved |

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# Additions to the FFM FIBF

# Adding on to the FFM FIBF Standards

The FM QSMO added requirements from the Cyber (CYB), Electronic Records Management (ERM), and IT FIBF standards, and created the FM Solution/Service Evaluation Criteria as an extension to the FFM FIBF standards. The combination of the FFM FIBF standards, non-FFM FIBF standards, and the extensions to the FFM FIBF resulted in the FMCF.






# CYB, ERM, ITS Functions, Activities, and Business Capabilities

Learning Objective 1: FMCF Purpose and Definitions

7



## What are the CYB, ERM, ITS Functions, Activities, and Business Capabilities?

- The CYB, ERM, and ITS artifacts establish expectations for FM solutions and services in the Marketplace.
- These include the functions, activities, and capabilities from federal cybersecurity, ITS, and ERM which must be incorporated into FM solutions and services.



## How should I use the CYB, ERM, ITS Functions, Activities, and Business Capabilities?

- Core FS Providers must ensure that their technology offerings adhere to the IT capabilities described in the CYB, ERM, ITS Functions, Activities, and Business Capabilities artifacts.
- The CYB, ERM, ITS Functions, Activities, and Business Capabilities are listed on ussm.gov.

# FM Solution/Service Evaluation Criteria

Learning Objective 1: FMCF Purpose and Definitions

8

## What are the FM Solution/Service Evaluation Criteria?

- The FM Solution/Service Evaluation Criteria are used by the FM QSMO when evaluating potential offerings for the FM Marketplace and during Federal Agency Acquisition. This includes business, technology design, and technology operation criteria for evaluating FM solutions/services and programmatic, economic, and organizational criteria for evaluating the providers of FM solutions/services. The purpose of each evaluation criteria is as follows:
  - **Business** – evaluates the ability to achieve FM business outputs and outcomes using the FM solution/service; also evaluates conformance with FMCF business standards and requirements and usability of an FM solution.
  - **Technology Design** – evaluates the FM solution/service technical architecture and design for servicing customers; also evaluates conformance with FMCF technical requirements and capabilities.
  - **Technology Operation** – evaluate the FM solutions/service's ability to respond to user demand and changes needed in the FM solution/service; also evaluates conformance with FMCF operational requirements and capabilities
  - **Programmatic** – evaluates a provider's strategy and management of FM solution/service offerings and delivery.
  - **Organizational** – evaluates a provider's organizational ability to deliver quality FM solutions/services and ensure customer satisfaction.

## How should I use the FM  Solution/Service Evaluation Criteria?

- FM Marketplace offerors will be required to demonstrate evidence of their ability to determine if each criteria constraint has been met, based on the evaluation criteria, indicators, and specifications/standard references provided.

# FM Solution/Service Evaluation Criteria Example

8

The table and corresponding numbered listing describe each part of the FM Solution/Service Evaluation Criteria.

1. A factor used to determine whether an FM solution/service or provider sufficiently meets the Government's needs and constraints
2. The name of a group of evaluation indicators
3. An observable indication of whether an FM solution/service or provider meets the Government's needs and constraints
4. The level and time at which the criteria and indicator should be evaluated
5. Name or title of the documentation that provides more detailed information on the Government's needs or constraints
6. Contains a description of the type of evidence that would enable the Government to determine if its needs or constraints have been met for FM solutions/services and providers with offerings under any of the FM Marketplace Categories

| 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|
| **Evaluation Criteria** | **Indicator Category** | **Indicator** | **Evaluation Level(s) / Timeframe(s)** | **Specification(s) / Reference(s)** | **All FM Marketplace Categories (when offering incudes technology)** |
| TD2: Resiliency - Extent to which the solution/service prevents, mitigates, and recovers from failures. | TD2.A: Monitoring and Preventing Failures | TD2.A1: The solution/service is monitored including impacts to business operations and implements strategies to avoid common failures. | QSMO - Marketplace Entry;<br>QSMO - Periodic Review;<br>Customer - Order | ITS Business Capabilities:<br>ITS.340.030.011;<br>ITS.340.030.021;<br>ITS.340.030.041;<br>ITS.340.040.021 | Documentation of solution/service monitoring capabilities and how they ensure verification of performance against reliability measures. |

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# FM Solution/Service Definition Template

# FM Solution/Service Definition Template

Learning Objective 2: Design Solutions

## What is the FM Solution/Service Definition Template?

- The FM Solution/Service Definition Template is used to document provider offerings in the Marketplace, using the FIBF FFM Functions and Activities and Federal Service Delivery Layers and Resources.
- The FM Solution/Service Definition Template helps to define a Vendor's "Service Package". Service Packages are the specific combination of Service Delivery Layers/Types (Asset View) and FIBF FM Functions and Activities (Business View) that make up each service/solution in the Marketplace.
- Service Packages define what a service/solution does and how it is delivered.
- Service Packages reflect the reality that agencies may have different needs and vendors may have different approaches to addressing those needs.
- The FM QSMO will use the FM Solution/Service Definition Template to determine the subset of the FM Solution/Service Evaluation Criteria and FM Provider Service Measures that apply to a specific FM solution/service.

## How should I use the FM Solution/Service Definition Template?

- Vendors will complete the FM Solution/Service Definition Template for each of their offerings as part of the submission package to the FM QSMO SIN (SIN 518210FM).

# FM Solution/Service Definition Template Example

The table and call out boxes below describe each part of the FM Solution/Service Definition Template.

| | |
|---|---|
| Provides the name of the provider of the FM solution/service | **Provider Name:** ABC Company |
| Identifies the FM Marketplace Category applicable to the provider's FM solution/service: Core FS, Additional FM Solutions, FM Technology Operations Support Services, FM Solution/Service Adoption and Transition Services" | **FM Marketplace Category:** Core FS |
| Provides the name of the FM solution/service offering. The term "package" is used because a single provider may offer multiple variations of their FM solution/service offering (e.g., Core FS using commercial IaaS subservices and Core FS using classified government cloud IaaS subservices) | **FM Solution/Service Package Name:** Core FS Software-as-a-Service (SaaS) |
| Short description of the FM solution/service offering, including the general scope and the intended use by the Service Customer | **FM Solution/Service Package Short Description:** ABC Core FS SaaS provides capabilities that enable customers to perform all FIBF FFM Functions, is fully compliant with Core FS Baseline Solution standards, and provides a full set of technical and operational support services, including Tier 1 service desk support. |

# FM Solution/Service Definition Template Example – Business View

The Business View, or service user view, uses the FIBF FM Functions and Activities to show customers the scope of FM activities covered by each package. The following example represents a Business Intelligence Platform-as-a-Service (PaaS) offering. Label descriptions are on the next slide.

1

2

3

| FM Solution/Service - Business View | | |
|---|---|---|
| **FFM Function: Activity** | **Indicator** | **Additional Explanation** |
| Budget Execution: Budget Setup and Maintenance | N/A | |
| Budget Execution: Fund Allocation and Control | N/A | |
| Budget Execution: Budgetary Reporting | INCL | Budgetary analytics templates based on FFM Standard Data Elements are included |
| Financial Asset Information Management: Financial Asset Information Reporting | EXCL/O | Financial asset analytics templates based on FFM Standard Data Elements can be developed for an additional cost |
| Payable Management: Payment Reporting | INCL | Payment and improper payment analytics templates based on FFM Standard Data Elements are included |
| Revenue Management: Revenue Processing | N/A | |
| Revenue Management: Revenue Reporting | EXCL/O | Revenue analytics templates based on FFM Standard Data Elements can be developed for an additional cost |
| Receivable and Collection Management: Public Receivable and Collection Reporting | INCL | Public receivable and collection analytics templates based on FFM Standard Data Elements are included |
| Delinquent Debt Management: Delinquent Debt Reporting | INCL | Delinquent debt analytics templates based on FFM Standard Data Elements are included |
| Cost Management: Cost Management Setup and Maintenance | N/A | |
| Cost Management: Cost Accumulation and Allocation | N/A | |
| Cost Management: Cost Reporting | EXCL/O | Cost analytics templates based on FFM Standard Data Elements can be developed for an additional cost |
| Financial / Performance Reporting: Treasury Reporting | N/A | |
| Financial / Performance Reporting: Financial Statement Preparation | N/A | See Financial Performance and Operational Reporting |
| Financial / Performance Reporting: Financial Performance and Operational Reporting | EXCL/O | Financial performance and operations analytics templates based on FFM Standard Data Elements can be developed for an additional cost |
| Financial / Performance Reporting: Internal Control/Compliance Reviews | EXCL/O | Audit analytics templates based on FFM Standard Data Elements can be developed for an additional cost |

# FM Solution/Service Definition Template Example – Business View (cont.)

1. **FFM Function and Activity:** For each FFM Function/Activity listed, the associated Indicator identifies whether the component is included in (enabled or performed) or excluded from the FM solution/service package. This is referred to as the "Business View" of the FM solution/service package being offered.

2. **Indicator**: N/A = None of the components are applicable to delivering the service or using the solution.
   INCL = All applicable components are included in delivering the service or using the solution
   EXCL/R* = Components are not included in solution/service offering, but are required when delivering the service or using the solution
   EXCL/O* = Components are not included in solution/service offering, but can be optional when delivering the service or using the solution
   PRTL/NA* = Some components are not included in solution/service offering because they are not applicable when delivering the service or using the solution
   PRTL/R* = Some components are not included in solution/service offering, but are required when delivering the service or using the solution
   PRTL/O* = Some components are not included in solution/service offering, but can be optional when delivering the service or using the solution
   * = Explanation required e.g., the specific components or resources excluded and/or to be provided by Service Customer (e.g., GFE)

3. **Additional Explanation**: This field provides a further explanation of what is included or excluded in an FM solution/service package and expectations of assets to be provided by Service Customers.

# FM Solution/Service Definition Template Example – Asset View

The Asset View, or service buyer view, defines what is included in each service package based on the service delivery asset framework. The following example represents a Core FS SaaS solution. Label descriptions are on the next slide.

2

**FM Solution/Service - Asset View**

| Service Delivery Resource: | Technology | | | | | | | | Workforce | | Advisory | | 4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Cost Pool: / Service Delivery Layer and Tower: / Sub-Tower | Facilities | Telecom-Network | | Hardware | Software | Internal Services | Outside Services | Other | Internal Labor | External Labor | Internal Labor | External Labor | Additional Explanation |
| **SL3: Software Management** | | | | | | | | | | | | | |
| Platform: Middleware | N/A | N/A | N/A | N/A | N/A | INCL | N/A | N/A | N/A | N/A | INCL | N/A | Outside (sub) services include xxxxxx PaaS provided by Xxxx Company. |
| Application: Application Development | N/A | N/A | N/A | EXCL/O | N/A | INCL | N/A | INCL | INCL | N/A | N/A | N/A | Outside (sub) services include xxxxxx PaaS and labor provided by Xxxx Company; Agency-specific extensions/enhancements can be provided for an additional cost. |
| Application: Application Support | N/A | N/A | N/A | N/A | N/A | INCL | N/A | PRTL/O | PRTL/O | N/A | N/A | N/A | Outside (sub) services include xxxxxx PaaS and labor provided by Xxxx Company; Includes providing Tier 2 service desk support for Core FS Baseline Solution; Service desk support for agency-specific extensions/enhancements can be provided for an additional cost. |
| End User: End User Software | N/A | N/A | N/A | PRTL/R | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Provided for Service Provider staff only; Service Customer provides end user software and configuration required for their staff to access Core FS SaaS (e.g., browser, security application). |
| **SL5: Business Application Support** | | | | | | | | | | | | | |
| Application: Application Operations | N/A | N/A | N/A | N/A | N/A | INCL | N/A | PRTL/O | PRTL/O | N/A | N/A | N/A | Outside (sub) services include xxxxxx PaaS and labor provided by Xxxx Company; Outside (sub) services include e-learning PaaS; Includes providing Core FS Baseline Solution operations support and user training; Operations support and training for agency-specific extensions/enhancements can be provided for an additional cost. |

1

3

# FM Solution/Service Definition Template Example – Asset View (cont.)

1. **Service Delivery Layer and Tower and Sub Tower:** For each Sub Tower within a Tower within a Service Delivery Layer, the associated Indicator identifies whether the component is included in or excluded from the FM solution/service package. This is referred to as the "Asset View" of the FM solution/service package being offered. Note that indication of inclusion/exclusion does not imply the requirement to report costs at this level of detail.

2. **Service Delivery Resource and Cost Pool:** For each Cost Pool within a Service Delivery Resource category, the associated Indicator identifies whether the component is included in or excluded from the FM solution/service package. This is also part of the "Asset View" of the FM solution/service package being offered. Note that "external labor" and "outside service" refer to sub-contractors or sub-services the Service Provider manages and integrates into the FM solution/service offering or to which the Service Provider needs access. Note that indication of inclusion/exclusion does not imply the requirement to report costs at this level of detail.

3. **Indicator:** N/A = None of the components are applicable to delivering the service or using the solution.
   INCL = All applicable components are included in delivering the service or using the solution
   EXCL/R* = Components are not included in solution/service offering, but are required when delivering the service or using the solution
   EXCL/O* = Components are not included in solution/service offering, but can be optional when delivering the service or using the solution
   PRTL/NA* = Some components are not included in solution/service offering because they are not applicable when delivering the service or using the solution
   PRTL/R* = Some components are not included in solution/service offering, but are required when delivering the service or using the solution
   PRTL/O* = Some components are not included in solution/service offering, but can be optional when delivering the service or using the solution
   * = Explanation required e.g., the specific components or resources excluded and/or to be provided by Service Customer (e.g., GFE)

4. **Additional Explanation**: This field provides a further explanation of what is included or excluded in an FM solution/service package and expectations of assets to be provided by Service Customers.

# FM Solution/Service Definition Template Example – Service Provider and Service Customer Key Responsibilities

These fields provide a list of key responsibilities of the Service Provider delivering and the Service Customer using the FM solution/ package, organized by Information Technology Infrastructure Library (ITIL) Practice.

- The intent of this section is to highlight responsibilities that are crucial to the effective use of and/or customer satisfaction with the FM solution/service.
- Enter the Service Provider and Service Customer key responsibilities for the identifiers listed. Use "N/A" when key responsibilities are not defined for the Service Provider or Service Customer within an ITIL Practice.
- Add responsibilities where there are more than one set of Service Provider/Service Customer key responsibilities for an ITIL Practice.
- If there are Service Customer key responsibilities defined for an ITIL Practice, then Service Provider key responsibilities must also be defined to clarify the distinction between Service Customer and Service Provider responsibilities.

| FM Solution/Service - Service Provider and Service Customer Key Responsibilities | | |
|---|---|---|
| **ITIL Practice Area and Practice** | **Service Provider (SP) Key Responsibilities** | **Service Customer (SC) Key Responsibilities** |
| **General Management (GM)** | | |
| Architecture Management (AM) | N/A | N/A |
| Continual Improvement (CI) | GM-CI.SP.01 Execute and maintain a continuous service improvement process to identify opportunities for improvement and to measure the impact of improvement efforts. | GM-CI.SC.01 Review and provide feedback on Service Provider continuous service improvement activities. |
| Information Security Management (IS) | GM-IS.SP.01 Appoint information systems security officers (ISSO). | GM-IS.SC.01 Appoint Information Security SME, Access Control Officers and Data Officers or individuals accountable for these responsibilities. |
| Knowledge Management (KM) | N/A | N/A |
| Measurement and Reporting (MR) | GM-MR.SP.01 Collect and monitor the FM Provider Performance Measures applicable to the FM solution/service. | GM-MR.SC.01 Monitor the FM Provider Performance Measures applicable to the FM solution/service where the Performing Organization is designated as "Service Customer". |
| | GM-MR.SP.02 Periodically report and review with the Service Customer the FM Provider Performance Measures applicable to the FM solution/service and designated as "Customer Facing" or "Oversight Reporting". | GM-MR.SC.02 Periodically review with the Service Provider the FM Provider Performance Measures applicable to the FM solution/service and designated as "Customer Facing" or "Oversight Reporting". |
| Organizational Change Management (OC) | N/A | N/A |
| Portfolio Management (PT) | N/A | N/A |
| Project Management (PM) | N/A | N/A |
| Relationship Management (RL) | GM-RL.SP.01 Notify the Service Customer of any changes to the points of contact within one government workday. | GM-RL.SC.01 Notify the Service Provider of any changes to the points of contact within one government workday. |

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# Additional Considerations and Key Takeaways

# Additional Considerations

Learning Objective 2: Design Solutions

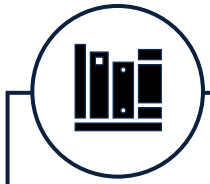


Core FS Baseline Solution providers are expected to maintain a version of the Core FS Pre-Built Business Reports as specified in this document. Core FS Solution Providers may add additional fields, but the fields listed in this document are the minimum required for acceptance.



As updates are made to the FMCF (e.g., new specifications for Core FS Pre-Built Business Reports), Core FS providers are expected to **incorporate the new specifications** into their Core FS Baseline Solution.

**The FM QSMO will continue to collaborate with agencies and industry partners on changes to the FMCF.**



Relevant FM QSMO resources:

- **Guide to the FM Marketplace:** This document explains the scope of the Marketplace and how the FMCF will be used. Includes a glossary of terms referenced in this training.
- **FM Solution/Service Definition Template:** This template is used to document provider offerings in the Marketplace, using the FIBF FFM Functions and Activities and Federal Service Delivery Layers and Resources. These are used when evaluating FM solutions/service offerings and to populate the FM Marketplace Catalog.

# Key Takeaways

1. The FMCF is the set of standards and capabilities that define baseline needs for services and solutions in the FM Marketplace, including cloud-based core financial systems (Core FS). More information can be found on the Financial Management Capability Framework website. *(Learning Objective 1: FMCF Purpose)*

2. Vendors and offerings are required to adhere to the FMCF. *(Learning Objective 2: Design Solutions)*

# Thank You



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