



2019 BREAKFAST SEMINAR SERIES

# OMB's Strategy for Centralized Mission Support: Impacts of the QSMO Model

Wednesday, July 17 | Washington, DC



# OMB's Strategy for Centralized Mission Support: Impacts of the QSMO Model

Time	Topic	Presenter
10:00 - 10:05 a.m.	<b>Welcoming Remarks &amp; Introductions</b>	John Marshall, SSLC Joe Mitchell, NAPA Bill Valdez, SEA Tina Sung, Partnership
10:05 - 10:10 a.m.	<b>OMB's Blueprint for the Future of Shared Services</b>	Teia Clarke, Deloitte Consulting, LLP
10:10 - 10:40 a.m.	<b>Opening Remarks: The Path Forward</b> Insights into impacts of OMB Memorandum M-19-16	Emily Murphy, Administrator of GSA Suzette Kent, Federal Chief Information Officer at OMB
10:40 - 10:50 a.m.	<b>The Evolving Shared Services Ecosystem</b>	Dave Mader, Deloitte Consulting, LLP
10:50 - 11:25 a.m.	<b>Moderated Panel:</b> Standing up and scaling QSMOs and their impact on modernization in the short and long-term	Matt Miller, Asst. Commissioner for Fiscal Accounting, Treasury Sheila Conley, Dep. Asst. Secretary and Dep. CFO, HHS Mary Davie, Dep. Commissioner, Federal Acquisition Service, GSA Mike Duffy, Dep. Director, Federal Network Resilience Division, DHS Moderator: Beth Angerman, Dep. Associate Administrator, Office of Government-wide Policy, GSA
11:25 - 11:35 a.m.	<b>Audience Q&amp;A</b>	Panel Participants
11:35 - 11:40 a.m.	<b>Closing Remarks</b>	John Marshall, SSLC Teia Clarke, Deloitte Consulting, LLP
11:40 - 12:00 p.m.	<b>Networking</b>	N/A

# QSMOs can drive a broader vision of service delivery that enables better decisions and best-in-class services

QSMOs flexibility to define modernization and set criteria for implementation enable them to **define modernization in a broader way**

Service Delivery Transformation is a more comprehensive perspective that considers **all available sourcing options** to find the best for each service

Agencies can consider an **expanded set of options** and services beyond technology (process and people)

Agencies should work with QSMOs to **tailor delivery models and select options to meet to their mission, maturity, and desired end state**

A **change in mindset and innovative acquisition strategies** are needed to incentivize private sector investment and drive new approaches/options



# The Path Forward

Emily Murphy, Administrator of GSA

Suzette Kent, Federal Chief Information Officer at OMB

# The Evolution of Shared Services in Government

Dave Mader, Deloitte Consulting LLP

# Evolution of Shared Services in Government

1990-1999

## 1990s – Foundational

- **1994** - Government Management Reform Act (GMRA)
- **1996** - Clinger-Cohen Act
- **1996** - Federal Financial Management Improvement Act (FFMIA)

2000-2009

## 2000s - Initialization

- **2002** - E-Government (E-Gov) Act
- **2004** - E-Gov expanded to include "Lines of Business" (LoBs)
- **2005** - GSA creates FSIO
- **2006** - LoBs expanded (Geo, BFE, ITI, ISS)
- **2008** - E-Gov Initiatives expanded (DAIP, ITDS, IAE-Loans/ Grants)

2010-2019

## 2010s – Refinement

- **2010** - Financial Innovation and Transformation (OFIT) replaces FSIO
- **2010** - FASAB Established
- **2011** - Cloud-First
- **2012** - Shared First strategy
- **2013** - Uncle Sam's List
- **2013** - Shared Services Implementation Guide & Catalog
- **2014** - OFIT establishes FAME
- **2015** - OMB Memo M-16-11 establishes USSM and SSGB
- **2016** - M3 published
- **2017** - Modernizing Government Technology Act establishes Technology Modernization Fund (TMF)
- **2018** - 2018 PMA and CAP Goals
- **2018** - GSA awards NewPay BPA
- **2019** - Federal Cloud Computing Strategy – Cloud Smart
- **2019** - OMB Memo M-19-16 released with QSMOs pre-designations



# **Myth-busting Shared Services** **(What the New Memo Means and Doesn't Mean)**

Shared Services Breakfast Seminar Series  
July 17, 2019





## QSMO Goals

### 1. Standardize mission support processes and data

- Reduce the number of system software instances, duplicative feeder systems (e.g., property, fixed assets), and interfaces to the system;
- Leverage and integrate existing enterprise risk management efforts, including strategic planning and internal control processes;

### 2. Reduce mission support operation and maintenance costs

- Consolidate the number of data centers hosting system software;
- Consolidate business functions (e.g., payments, collections) within and across agencies;

### 3. Modernize and automate mission support processes

- Move agencies off of outdated and unsupported software;
- Adopt new technologies and centralized solutions; and

### 4. Improve customer satisfaction

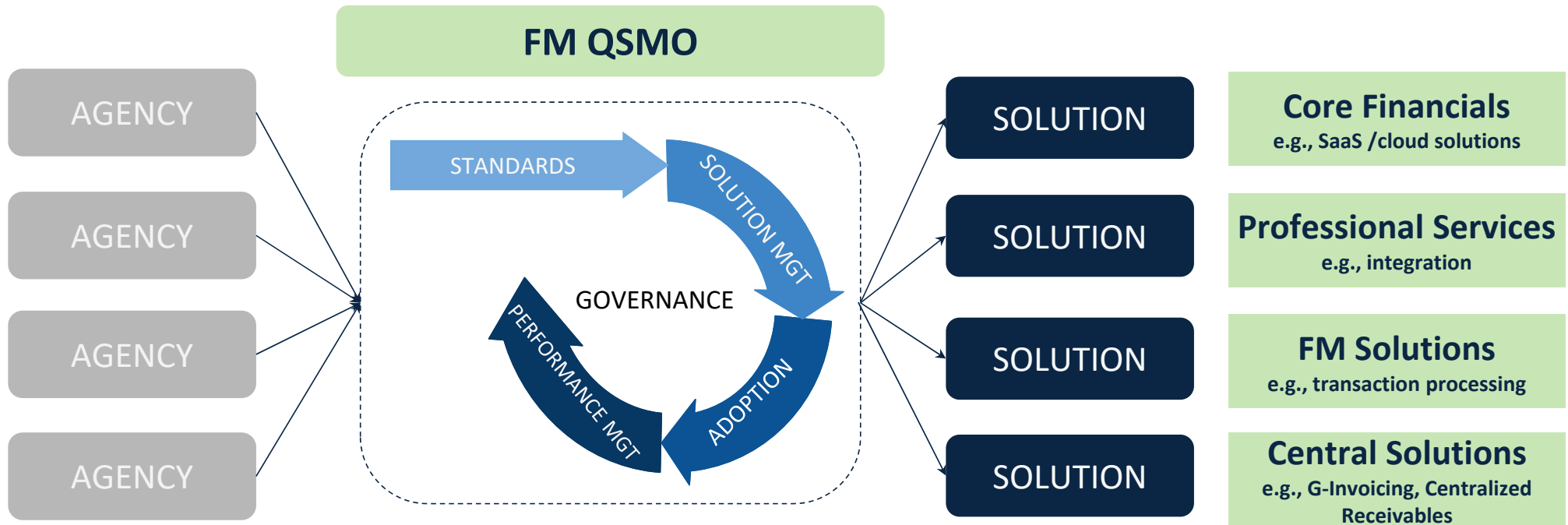
- Connect agencies with competitively priced, responsive, and customer-focused solutions.







# A New Approach to Core Financial Management

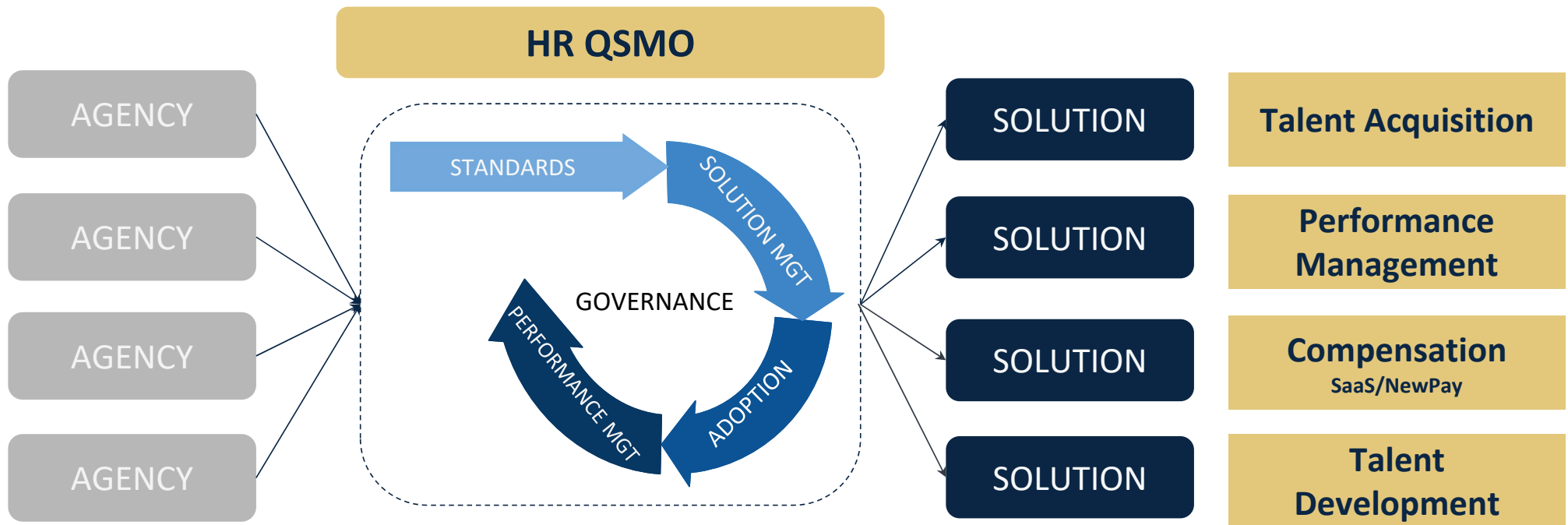


*In the future state, the QSMO acts as the broker between agencies and commercial and federal solutions. Solutions are centrally administered, standards are embedded in solutions, and there is a unified effort to achieve goals.*





## A New Approach to HR Transactional Services



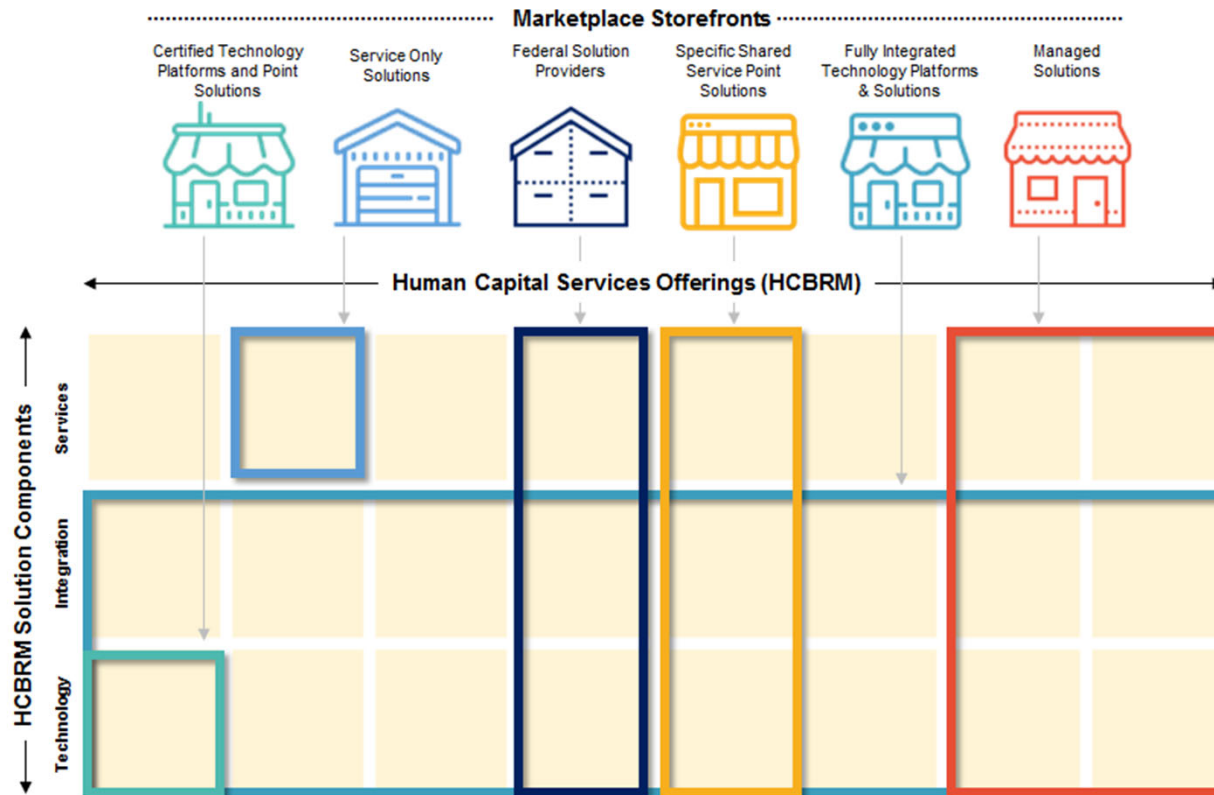
*In the future state, the HR QSMO will provide services and technology supporting the entire talent management lifecycle. Solutions are centrally administered, standards are embedded in solutions, and there is a unified effort to achieve goals.*





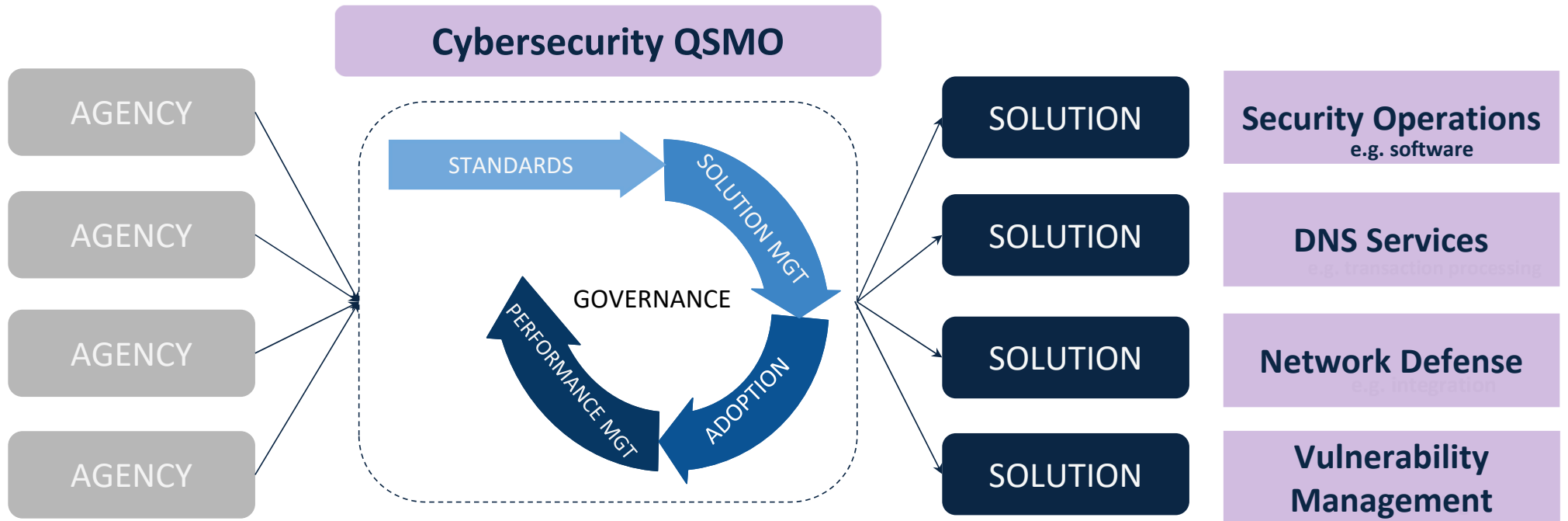
# HR Marketplace Storefront Concept Overview

Storefronts are differentiated by the level of technology and service integration, as well as how much of the Human Capital Business Reference Model (HCBRM) architecture they integrate horizontally





# A New Approach to Cybersecurity Services

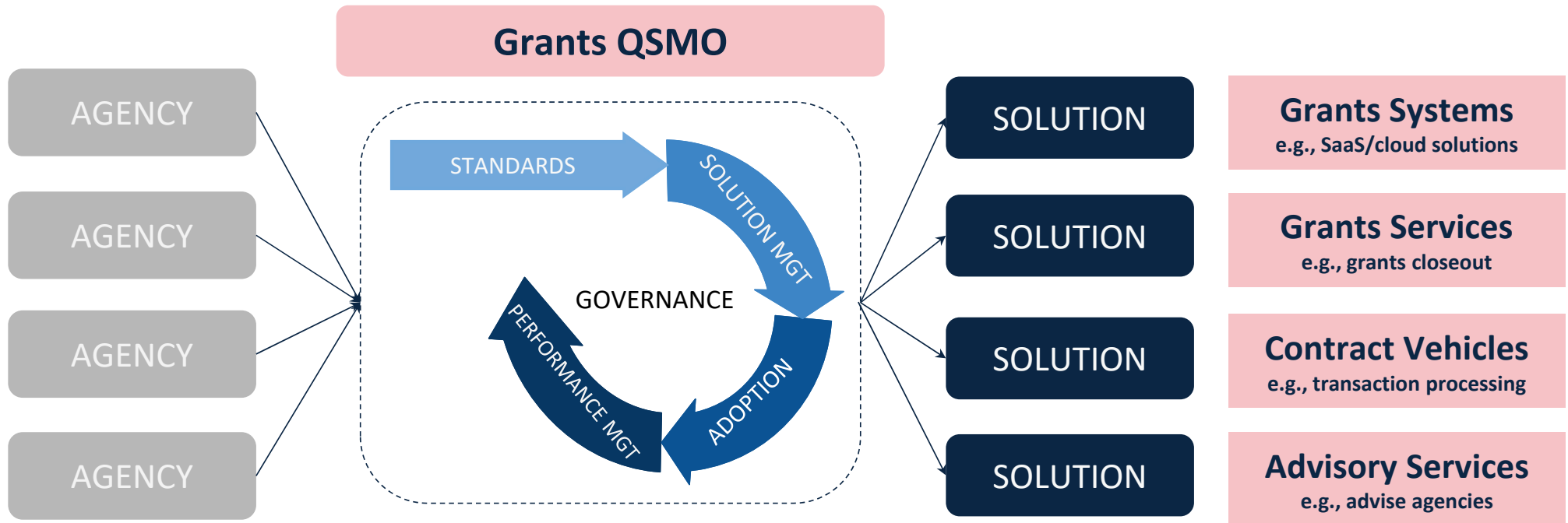


*In the future state, the QSMO will provide services and technology supporting the entire federal cybersecurity management lifecycle. Solutions are centrally administered, standards are embedded in solutions, and there is a unified effort to achieve goals.*





## A New Approach to Grants



*In the future state, the QSMO acts as the broker between agencies and commercial and federal solutions. Solutions are centrally administered, standards are embedded in solutions, and there is a unified effort to achieve goals.*





# Myth-busters!



# Closing Remarks

John Marshall, SSLC

Teia Clarke, Deloitte Consulting LLP



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