Shared Services Roundtable

Working with the Human Resource Transaction Services Quality Service Management Office (HR-QSMO)
What is a QSMO?

Defined in Office of Management (OMB) Memo 19-16, QSMOs offer solutions that, over time, will standardize processes, reduce the technology footprint, and reduce Government-wide operating costs. OMB has pre-designated a lead agency as the QSMO to take responsibility for establishing and/or managing such capabilities.

Memo 19-16 outlines the following responsibilities for the QSMOs:

- **Build a marketplace**
  Offer and manage a marketplace of solutions for common services, technology, integration services – including managed services – to respond to agency needs

- **Provide sustainable services**
  Guide and govern the long-term sustainability of services and solutions in the marketplace

- **Collaborate with agencies on solutions**
  Work with agencies on alternative strategies to help them build a business case if a marketplace for a particular solution is not yet available

- **Adaptable feedback loop**
  Institute a customer engagement and feedback model that allows for continuous improvement and performance management of solutions

- **Produce efficient and effective solutions**
  Drive the implementation of standards that produce efficiencies in process and scale and that are established through the collaborative governance process
On April 26th, 2019, OMB pre-designated GSA as the HR-QSMO. GSA is working to develop a marketplace of Human Capital Solutions while ensuring quality and alignment with the SQS cross-government strategy requirements.

### HR-QSMO Designated Services from the OPM

**Human Capital Business Reference Model (HCBRM)**

<table>
<thead>
<tr>
<th>Talent Acquisition</th>
<th>Talent Development</th>
<th>Employee Performance Management</th>
<th>Compensation and Benefits Management</th>
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<tbody>
<tr>
<td>● Talent Acquisition Management</td>
<td>● Talent Development Planning</td>
<td>● Employee Performance Management</td>
<td>● Compensation Management</td>
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<tr>
<td>● Candidate Sourcing and Recruitment</td>
<td>● Talent Development and Training</td>
<td>● Recognition Management</td>
<td>● Work Schedule and Leave Management</td>
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<tr>
<td>● Candidate Assessment and Selection</td>
<td>● Learning Administration</td>
<td>● Performance Appraisal System Certification for SES and SL/ST</td>
<td>● Benefits Management</td>
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<tr>
<td>● Applicant Screening, Reciprocity, Investigation Request</td>
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<td>● Work-Life Wellness/ Employees Assistance Programming</td>
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<td>● Vetting Adjudication</td>
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<td>● New Hire In-Processing and Onboarding</td>
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Pre Decisional Deliberative - For Discussion Purposes Only
Role of the HR-QSMO

The HR-QSMO’s primary responsibility is to offer a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs and that drive the implementation of standards while improving agencies’ ability to focus on mission.

GSA’s approach focuses on:

- **Customer-Centric Service:** Remain an honest broker for the customer, finding the right solution to meet agency needs by applying a consultative approach to solve each agency’s business problems.

- **Market-Driven Strategy:** Collaborate continuously with agency customers and industry partners to evolve the federal HR marketplace.

- **Leveraged Infrastructure Model:** Leverage existing GSA support services to increase the speed to market and resource efficiency of new solutions

**Why GSA?**

- Leader in providing government-wide mission support services and resources to federal agencies.
- Proven ability to deliver government-wide solutions and shared services in diverse mission support areas including acquisition, travel, fleet management, and IT.
- Developed a close relationship with the Office of Personnel Management (OPM), a similar “central management agency”
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.

![HR-QSMO Marketplace Storefront Concept](image)

**HR-QSMO Marketplace Storefront Concept**

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.
Where we are today and where we are going

To get from today to the future, we are...

- Engaging customer agencies to understand needs and investment plans
- Analyzing HR data trends and innovation by engaging with vendors
- Standing up the HR-QSMO organization at GSA to manage HR-QSMO processes and solutions
- Building the Marketplace with solutions aligned to customer needs through your input

We are in start-up mode for the first “Best of Breed Technology Solution” offering (NewPay)

We will have a robust marketplace that offers multiple solutions
## Stakeholder Engagement Approach

<table>
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<tr>
<th>Stakeholder Groups</th>
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<tbody>
<tr>
<td><strong>Agencies</strong></td>
<td><strong>Industry</strong></td>
<td><strong>Legacy Providers</strong></td>
</tr>
<tr>
<td><strong>What the Memo Says</strong></td>
<td>M-19-16 requires agencies to develop a business case, subject to consultation and approval by the QSMO and OMB, for separate procurements related to services offered in the marketplace</td>
<td>M-19-16 directs the QSMO to offer and manage a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs</td>
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<td><strong>Objectives</strong></td>
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<tr>
<td>● Understand agencies’ current state, needs, and planned investments</td>
<td>● Understand what solutions and services exist in the commercial market today, as well as how these are being purchased and consumed in both commercial and public sector market spaces</td>
<td>● Understand what solutions and services are being provided by legacy providers today</td>
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<tr>
<td>● Help agencies identify or anticipate marketplace solutions that meet their needs</td>
<td>● Where marketplace solutions do not exist, help agencies plot out investment strategies that converge with govt-wide strategy over time</td>
<td>● Understand existing providers’ future plans and roadmaps</td>
</tr>
<tr>
<td>● Where marketplace solutions do not exist, help agencies plot out investment strategies that converge with govt-wide strategy over time</td>
<td>● Identify key requirements and considerations as we work towards refining and operationalizing a marketplace visions</td>
<td>● Confirm whether legacy providers have sufficient support from their respective parent organizations to sustain future plans and roadmaps</td>
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<tr>
<td><strong>Planned Next Steps</strong></td>
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<tr>
<td>● Asking to start dialog with agencies concerning investments over $1M or any investments in new systems</td>
<td>● Informal meetings being held with industry partners now</td>
<td>● Beginning engagement process with each legacy provider</td>
</tr>
<tr>
<td>● Asking to start dialog with agencies concerning investments over $1M or any investments in new systems</td>
<td>● Stay tuned for a more formal engagement process to be announced soon</td>
<td>● Establishing semi-formal but regular check-in process to ensure situational awareness on both sides</td>
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<td>● Determining best way to guide customer agencies to existing providers as appropriate to obtain services</td>
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Why work with the HR-QSMO Marketplace?

Customer Agency View

There are several benefits to working with the HR-QSMO in the short and long term to implement HR technology and service solutions. Those benefits are:

- **Speed to Execution**
  HR Marketplace solutions are ‘federalized’ and can be implemented and/or upgraded more quickly and easily.

- **Value**
  HR Marketplace solutions can be purchased at the best possible cost, leveraging the purchasing power of the U.S. Government.

- **Standards Compliance**
  HR-QSMO works closely with OPM to design a marketplace of solutions that are in compliance with OPM standards.

- **Integrated HR Solutions**
  HR-QSMO provides standardized suites of HR solutions that can be integrated over time to provide end-to-end solutions.

- **Shift to Higher-Value Work**
  The HR marketplace is designed to enable agencies to offload lower-value work, allowing Federal staff to focus on higher-value HR planning and execution.

- **Best-In-Breed HR Solutions**
  The HR marketplace provides vetted, best-in-breed HR solutions to minimize the risk of acquiring HR solutions that do not meet expectations.
Why work with the HR-QSMO Marketplace?
Industry Partner View

There are several benefits to working with the HR-QSMO in the short and long term to implement HR technology and service solutions. Those benefits are:

- **Approval as a Pre-Vetted Partner**
  Presence in the HR Marketplace will signal to agencies that a partner’s solutions have been pre-qualified as meeting FIBF standards

- **Lower Cost of Sales**
  Driving standards adoption improves economies of scale, reduces costs associated with customization, and increases profitability

- **A Voice in the Conversation**
  HR-QSMO will facilitate a dialog in which industry partners have an opportunity to help shape the marketplace

- **Increased Sales Volumes**
  The push to channel agency purchases through the HR Marketplace means the marketplace will be the place to be

- **Speed to Execution**
  The HR Marketplace will be designed to enable agencies to purchase and implement solutions quickly and easily.

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What’s next?

1. Email us at QSMO_Info@gsa.gov to initiate a dialogue

2. The HR-QSMO Team will work with you to schedule an introductory meeting and discuss a path forward