



## Quality Service Management Office (QSMO) Frequently Asked Questions (FAQs)

### 1. What is the Cyber and Infrastructure Security Agency's (CISA) role as the Cyber QSMO?

CISA's role is to safeguard and secure federal information systems and support agency risk management programs as the designated QSMO for cybersecurity services. CISA will standardize and make available best-in-class cybersecurity service offerings and capabilities to agencies.

### 2. What is the Cyber QSMO's role within the Federal Government?

As per the QSMO model as defined in [OMB Memorandum 19-16](#), the Cyber QSMO's role within the Federal Government is to standardize cybersecurity shared service capabilities and management functions across all agencies. Our goals are cost avoidance and capability standardization enabling agencies to focus on operations, improving defenses, and facilitating better information sharing.

### 3. What differentiates Cyber QSMO from past government-wide shared services initiatives?

As the nation's risk lead for securing federal civilian enterprise information systems and networks, CISA works with each federal civilian department and agency to promote the adoption of risk-informed common policies and leading practices that keep pace with ever-changing threats. The Cyber QSMO will leverage these years of experience and move away from the "one size fits all" approach to enable long-term options for agencies based on their risk, maturity, and readiness. CISA management of the cybersecurity shared services marketplace provides a more comprehensive approach that meets multi-faceted stakeholder needs with a focus on performance and customer experience.

### 4. What does the Cyber QSMO initially look like and what does it have planned for the next two years?

Initially, the first planned Cyber QSMO marketplace offering will be 'security operations' services. This service area aligns with OMB's Risk Determination Report finding that most agencies lack adequate visibility into their networks and need to significantly enhance their security operations management process to include their Security Operations Center (SOC). Concurrently, QSMO is establishing a program management office and will define a CISA services strategy, develop and launch the QSMO marketplace, and offer additional cybersecurity services in prioritized capability areas.



**5. How is the Cyber QSMO part of CISA's larger effort to improve the cybersecurity posture for the federal enterprise?**

The Cyber QSMO will collaborate across CISA to deliver cybersecurity services and solutions to improve the cybersecurity posture of the federal enterprise. The Cyber QSMO will work with the CISA Standards Area Lead (Standards) and the Operational Cybersecurity Priorities Team to identify services for consideration within the Cyber QSMO portfolio.

The Operational Cybersecurity Priorities Team indicates and prioritizes the gaps that Standards uses to define solution spaces. Collectively, these initiatives allow CISA to use a customer-focused approach to identify priorities, assess gaps in agency cybersecurity postures, determine minimum requirements and standards, and develop solutions to address their cybersecurity needs.

**6. How will CISA transition legacy providers to be part of QSMO?**

Former ISSLoB Shared Service Centers (SSC) are actively collaborating with the Cyber QSMO to transition prioritized services to the planned Cyber QSMO Marketplace.

**7. How will the Cyber QSMO ensure quality service delivery to agency customers?**

CISA will monitor federal and commercial service provider quality through several mechanisms, including formal Quality Assurance Surveillance Plans (QASP). The QASP will be included within the Memorandums of Understanding (MOUs) and Service-Level Agreements (SLAs) with the federal providers and within the contract requirements for commercial providers. CISA will manage provider performance assessment using QASP by validating that the provider's quality control efforts are timely, effective, and are delivering results.

**8. What is the Cyber QSMO's initial service offering?**

CISA has prioritized SOC services as its first shared service to be made available in FY21.

**9. How can federal agencies and stakeholders engage with the Cyber QSMO?**

The Cyber QSMO wants to hear from its stakeholders (service providers, customers, and other stakeholders) to capture feedback critical to success. Please reach us at [QSMO@hq.dhs.gov](mailto:QSMO@hq.dhs.gov) with any questions, comments or concerns about how to become a service provider or customer.