

## Quality Service Management Office Long-Term Designation Criteria

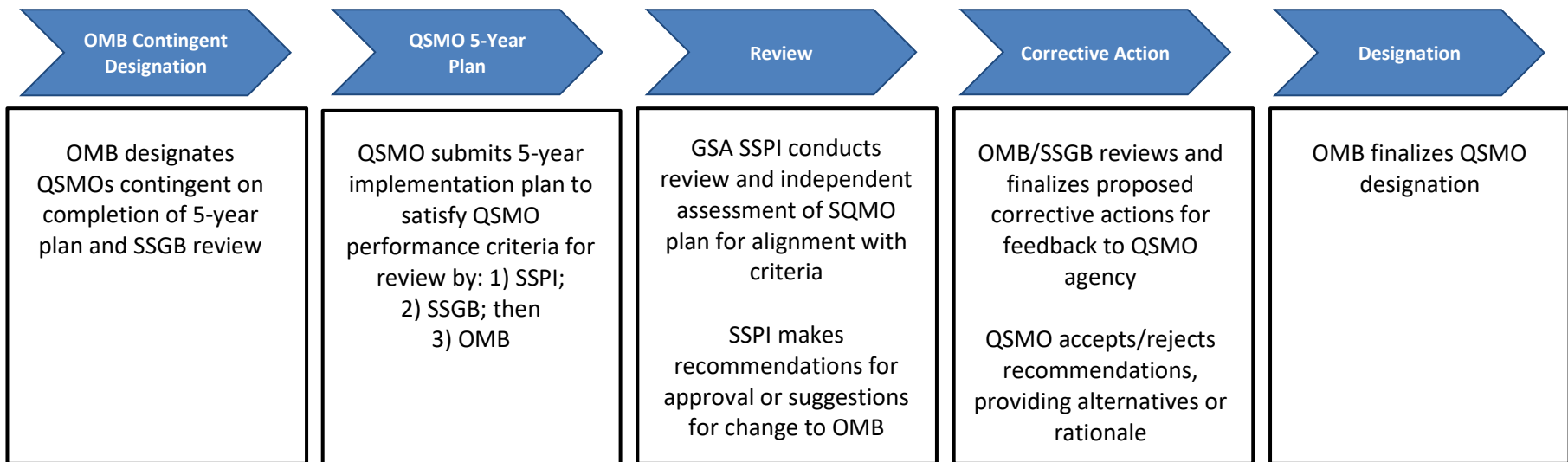
As of Spring 2019

### Introduction

As the Federal government begins implementing the new marketplace for shared capabilities, it must designate lead agencies to stand-up and lead Quality Service Management Offices (QSMOs). QSMOs will be best-in-class service organizations that employ best practices from both the public and private sectors to offer competitive solutions that drive standardization, integrate solutions, and respond to agency business needs. QSMOs will develop domain products and services to improve the efficiency and effectiveness of their respective domains while providing them as needed to internal (*i.e.* parent Department) and/or external (to its Department) customers.

These designation criteria apply to QSMOs **only**; Standards Setting Leads shall follow the Federal Integrated Business Framework (FIBF) and work with the Business Standards Council for standards setting. QSMOs will receive a contingent designation for a specific functional area from the Office of Management and Budget (OMB). Within three months of receiving the contingent designation, QSMOs will submit a 5-year plan demonstrating how they will meet the QSMO criteria laid out in this document. QSMO's 5-year plans will be evaluated against the criteria and, as needed, corrective actions/improvements will be proposed by the Shared Solutions Governance Board (SSGB). Once the 5-year plan is finalized, OMB will make the formal QSMO designation.

### QSMO Designation Process



#### Throughout the above process, QSMO agencies will:

Participate in the Service Management Office meetings with other QSMOs

Agree to meet QSMO performance criteria

Fully engage in all planning activities necessary to standing up new services and run/operate in target state

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The QSMO 5-year plans will be evaluated against criteria that were developed by the GSA Office of Shared Solutions and Performance Improvement office (OSSPI) and informed by:

- Shared Services governance groups (initial criteria was developed with input from them in 2016);
- The President's Management Council and OMB;
- Best practice research, industry feedback, and recommendations from the Partnership for Public Service Shared Services Roundtable.

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Element	Assessment Criteria	Evidence
<b>Funding Mechanisms</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Has a Revolving Fund that allows for the collection of an operating reserve without fiscal year limitations</li> <li><input type="checkbox"/> Has a transparent fee-for-service model to support operations, upcoming strategic plan initiatives, future investments, security, and business risk</li> <li><input type="checkbox"/> All services (i.e. facilities, utilities, and technology infrastructure) provided to the QSMO by the home agency are funded/documented by IAA</li> <li><input type="checkbox"/> Transparent pricing methodology for customers (Annual Operating Plans, customer invoices, customer satisfaction surveys) with plans to accommodate Technology Business Model in all contracts and IAAs</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO Funding Strategy Document (<i>template to be developed</i>)</li> <li><input type="checkbox"/> QSMO Operating Plan (including IAA between QSMO and home agency, timeline and communications strategy)</li> <li><input type="checkbox"/> Last two years of IAA with home agency (if applicable)</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Accountability for the performance of the QSMO is at the highest levels of the Department</li> <li><input type="checkbox"/> Objectives and goals of the QSMO align with the strategic priorities of the Department and the President's Management Agenda - 10 year Strategic Plan for Mission Support Services</li> <li><input type="checkbox"/> Commitment to support the QSMO's short and long term capital investments through use of revolving fund authorities and other Department resources</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Department's Strategic Plan</li> <li><input type="checkbox"/> Department's Agency Priority Goals</li> <li><input type="checkbox"/> Department's Agency Reform Plan</li> <li><input type="checkbox"/> Organizational Structure of the QSMO and the Department</li> <li><input type="checkbox"/> Performance Plan of the Head of the QSMO and her/his boss</li> <li><input type="checkbox"/> Criteria/Decision Making Structure of the Revolving Fund</li> </ul>
<b>Strategic Thinking</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO has a strategic plan which includes performance metrics and targets and measures its progress towards achieving the goals in its strategic plan</li> <li><input type="checkbox"/> Strategic plan articulates a vision for measuring and continuously improving QSMO operations</li> <li><input type="checkbox"/> Strategic plan includes a diverse and ad hoc service offering of technology, services, or an integrated managed service and pricing demonstrates the variation in level of effort</li> <li><input type="checkbox"/> Strategic plan includes an ongoing acquisition strategy to offer commercial</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO Three Year Strategic Plan</li> <li><input type="checkbox"/> Capacity Planning Model</li> <li><input type="checkbox"/> Enterprise Architecture Plans</li> <li><input type="checkbox"/> Plan for establishment or use of best in class contracts</li> </ul>

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	<p>offerings, Federal microservices, and other services that bring competition and innovation to customers</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Strategic plan includes allocation of funding and resources to conduct proof of concepts, pilots, and migrations to new technologies</li><li><input type="checkbox"/> QSMO articulates a “partnership” strategy for workforce and assets in 2-3-5 year increments as a part of its Strategic Plan, taking into consideration legacy providers and contractors/assets</li><li><input type="checkbox"/> QSMO has a capacity model in place that allows it to scale up or down based on demand</li><li><input type="checkbox"/> QSMO measures its own progress towards achieving goals in its strategic plan</li><li><input type="checkbox"/> Customers have a voice in the strategic plan process before it is finalized</li><li><input type="checkbox"/> Strategic plan aligns with PMA, Cross-Agency Priority Goals, and overall Federal strategic direction for sharing quality services in the QSMO area</li></ul>	
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### Key Dimension #1: Financial - *Funding sources and service costing/pricing methodologies*

Element	Assessment Criteria	Evidence
<b>Capital Investment Plan</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Capital investment plan exists and clearly maps to strategic plan. Capital needs are documented in Major IT Business Case or Agency IT Portfolio Summary documentation along with appropriate sources of funds</li> <li><input type="checkbox"/> If IT assets are necessary for services delivered, investments include plans to buy commercial technology as Software as a Service, as determined by market research</li> <li><input type="checkbox"/> If IT assets need to be built or maintained by government (microservices), investment plans include funding to do so that minimizes spikes in customer fees</li> <li><input type="checkbox"/> Documentation/process exists to show that investments have been used as planned and how the Task Order Review Board is being used to maintain alignment where applicable</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO 5-year investment plan and related CPIC reporting documentation</li> </ul>
<b>Accounting, Auditing and Financial Reporting of the QSMO</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Controls exist for Anti-Deficiency Act violations, funds independent auditing plan</li> <li><input type="checkbox"/> Demonstrates effective management and timely closure of corrective actions arising from QSMO audit findings and recommendation</li> <li><input type="checkbox"/> Maintains no material weaknesses in their internal controls or system configurations that contribute to customer audit deficiencies</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> SSAE-18</li> <li><input type="checkbox"/> Budget Execution/Funds Control Policy</li> <li><input type="checkbox"/> Cost Model</li> <li><input type="checkbox"/> Allocation Model</li> <li><input type="checkbox"/> Current Plan of Action and Milestones Listing (POA&amp;M)</li> <li><input type="checkbox"/> List of material weaknesses (if applicable) and latest audit or GAO report, including customer findings directly related to the QSMO</li> </ul>

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### Key Dimension #2: Organization - Governance, stakeholder engagement, organizational capacity, strategy, and personnel skill sets/experience

Element	Assessment Criteria	Evidence
<b>Staffing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Staffing and contract support strategies are aligned with current/future needs of QSMO, support flexibility to meet future demands, and allow for seamless transition of new options selected by agencies</li> <li><input type="checkbox"/> Ensures needed skill sets are readily available to meet current and anticipated/expected customer load</li> <li><input type="checkbox"/> Distinct integration/implementation teams exist if solutions offered necessitate IT</li> <li><input type="checkbox"/> Customer relationship management strategy allowing for QSMO to interact with customers either face-to-face or virtually on a recurring basis</li> <li><input type="checkbox"/> Has established a dedicated Project Management Office (PMO)</li> <li><input type="checkbox"/> Project leadership team with appropriate areas of expertise and relevant experience is identified and in place</li> <li><input type="checkbox"/> Formal project teams with subject matter skills are aligned to transitioning business functions (sending and receiving)</li> <li><input type="checkbox"/> Staff and/or contract support, with appropriate certifications (e.g., PMP) commensurate with current and anticipated needs Performance metrics for staff and contractors are linked to strategic goals of the QSMO</li> <li><input type="checkbox"/> Post-transition commitments/support for dedicated team members next role</li> <li><input type="checkbox"/> Retention incentives or transition metrics achievement incentives</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Documented HR strategy to maximize the value of a blended workforce (incl. use of contractors, FTE, temporary hires, etc.)</li> <li><input type="checkbox"/> Support Team Organizational Models charts and geographic distribution of staff</li> <li><input type="checkbox"/> List of workforce certifications</li> <li><input type="checkbox"/> Sample Performance Plans</li> <li><input type="checkbox"/> Transition Team Retention Plan</li> </ul>
<b>Customer Engagement</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Customer engagement and implementation processes use the M3 Playbook</li> <li><input type="checkbox"/> Customer Service Operations clearly documented and staff trained</li> <li><input type="checkbox"/> Defined incident notification and escalation protocols process exists which includes target response times for resolution as well as assigned executive level customer relationship managers for major customers</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review escalation processes</li> <li><input type="checkbox"/> Customer Services Ramp/Capacity Model</li> <li><input type="checkbox"/> Customer On-Boarding Model</li> <li><input type="checkbox"/> On-Boarding Capacity estimation model</li> </ul>

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<p><b>Governance &amp; Change Management</b> (e.g., adding/losing customers, changing service offerings, upgrading technology)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Customers are provided the opportunity to formally review and provide input on strategic decisions and decisions that impact daily operations</li> <li><input type="checkbox"/> Release management process that deliberately engages customer in release preparedness and communications</li> <li><input type="checkbox"/> Process exists to assess the impact of adding new customers and impacts are communicated to governance board, parent agency and existing customers</li> <li><input type="checkbox"/> QSMO adheres to the Federal Integrated Business Framework (FIBF) and an orderly and disciplined approach to managing, controlling, and documenting proposed or actual system and/or operational changes to the FIBF exists in accordance with the roles, responsibilities and processes of the Task Order Review Board</li> <li><input type="checkbox"/> Change control board includes customer representatives</li> <li><input type="checkbox"/> Inclusion of Cyber Security considerations in the change control process</li> <li><input type="checkbox"/> Communication of service changes (and impact on pricing) is forward looking and intentional</li> <li><input type="checkbox"/> Ongoing coordination with other QSMOs and policy organizations to ensure continued alignment and interoperability with standards <i>etc.</i></li> <li><input type="checkbox"/> Where Standards Leads and QSMOs are housed in the same agency (e.g. Treasury), clear demarcations should exist that enforce separation but encourage alignment and interoperability (see previous bullet).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Customer Satisfaction Survey Results</li> <li><input type="checkbox"/> Governance and Change Control Management Documentation</li> <li><input type="checkbox"/> One year of meeting minutes from Customer Advisory Boards</li> <li><input type="checkbox"/> Customer communications and messages</li> <li><input type="checkbox"/> FIBF Adoption Plan</li> <li><input type="checkbox"/> TORB Plan and future Charter/SOP</li> </ul>
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### Key Dimension #3: Operations - *Transition, operations, support services, maintenance and recovery*

Element	Assessment Criteria	Evidence
<b>SLA Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Service Level Agreement (SLA) metrics are developed and reviewed annually and adjusted in concert with SLA changes and pricing</li> <li><input type="checkbox"/> SLA metric results are tracked at an individual customer basis and are available and shared with customers at least monthly</li> <li><input type="checkbox"/> Alignment with QSMO standard KPIs</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review SLAs and pricing in either existing IAAs or proposed drafts</li> <li><input type="checkbox"/> Individual SLA reporting on a monthly basis</li> <li><input type="checkbox"/> Delivery of KPI results</li> </ul>
<b>Service Desk Support</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO uses a per incident, transactional surveying mechanism to allow for anonymous scoring by users of service desk resolutions</li> <li><input type="checkbox"/> Service desk resolutions are meaningful and useful to users</li> <li><input type="checkbox"/> QSMO has implemented service desk system enabling customers to transparently assess current state of requests, comportment to relevant SLA, escalation/contact information, and periodic reporting</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Service desk support documentation that demonstrates incident based surveying, customer satisfaction, and transparency of end user into service request status</li> </ul>
<b>COOP/Business Continuity Plan</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continuity of Operations (COOP) systems failover capabilities include ability to meet Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) based on documented customer agreements and at least annual testing of failover to alternative solutions</li> <li><input type="checkbox"/> Annual COOP testing that includes coordination with customers</li> <li><input type="checkbox"/> <i>* A COOP score as determined through Continuity Evaluation Tool by the FEMA National Continuity Program (NCP). It is recognized that the QSMO's COOP score may be rolled up into the Parent Agency's score at this time due to current policy. As applicable, QSMO should indicate if it has another way of documenting its COOP activities</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Documentation of COOP activities (or a COOP score* by FEMA) that addresses 13 elements</li> </ul>
<b>Quality/Process Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO holds an industry accepted certification in quality or process management (examples include ISO 9001/Baldrige or CMMI)</li> <li><input type="checkbox"/> Transactions are audited for quality on a regular basis by an independent</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Documentation of active certification</li> </ul>



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	entity (performance quality assessment model)	
<b>Records Management/Discovery</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Has a records management strategy and implemented solution that comports to records schedule of customers</li> <li><input type="checkbox"/> Compliant with records management laws and regulations, clear road map, tracking, and execution for compliance of permanent agency records by 2019 in accordance with M-12-18</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Documentation, including procedures, for records management capability</li> </ul>
<b>Data Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compliance with OMB requirements such as M-13-3 and A-130 on appropriate data management throughout the information life cycle and management of information as an asset</li> <li><input type="checkbox"/> Compliance with relevant statutory and policy requirements</li> <li><input type="checkbox"/> Enables customer data to be segmented appropriately for the purposes of auditing, discovery, and litigation activity</li> <li><input type="checkbox"/> Data is used as an asset within the QSMO and similarly available to customers in a manner that increases mission return on investment by becoming more efficient with data management and analysis</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Policy, Guidelines, Templates for Data Quality, Data Strategy, and Platform solutions that aid in establishing data management maturity</li> <li><input type="checkbox"/> Strategy that establishes a vision for the strategic use of data including use of data and information as an asset in driving decision making</li> </ul>

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**Key Dimension #4: Program Management** - *Compliance with government laws/regulations/policies/guidance and effective program/project management when undertaking improvement projects, major upgrades and/or new customer implementations*

Element	Assessment Criteria	Evidence
<b>Mature Project Management Processes (for migrations and modernizations)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follows a generally recognized project management approach (e.g. PMBOK, ITIL)</li> <li><input type="checkbox"/> QSMO risk management processes consistent with best practices<sup>1</sup></li> <li><input type="checkbox"/> QSMO cost management practices consistent with best practices</li> <li><input type="checkbox"/> QSMO schedule management practices consistent with best practices for M3 for integration (documenting results of control gates)</li> <li><input type="checkbox"/> Compliance with SLAs for operational performance</li> <li><input type="checkbox"/> Variances to Cost, Schedule, and Performance kept within acceptable tolerances as defined in the Program Management Plan</li> <li><input type="checkbox"/> Full life-cycle inclusion of cybersecurity requirements in program management processes</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Program Management Plan, including alignment to M3 (includes NIST Risk Management Framework 800-37)</li> <li><input type="checkbox"/> Risk Management Plan</li> <li><input type="checkbox"/> Schedule Management Plan</li> <li><input type="checkbox"/> Communication Management Plan</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Designated responsible and accountable individual(s) are identified for performance accountability</li> <li><input type="checkbox"/> Performance metrics shows consistent improvement or continuous high level of performance in QSMO Performance Assessment results</li> <li><input type="checkbox"/> Inspection/oversight processes defined</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strategic Plan performance goals and results</li> <li><input type="checkbox"/> Performance quality assessment model and impact approach</li> </ul>
<b>Implementation Guidance</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Has documented customer engagement process that follows M3</li> <li><input type="checkbox"/> Works with customer to integrate project management processes</li> <li><input type="checkbox"/> Engages with a working group/stakeholder committee (role/responsibilities, membership, governance)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Customer engagement strategy</li> </ul>
<b>Program Management (all)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assesses readiness of Business Unit/Area/Team to transition to new systems</li> <li><input type="checkbox"/> Implement cross-discipline decision and issue management forum</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Readiness Assessment results</li> <li><input type="checkbox"/> Project Reporting Processes (dashboards,</li> </ul>

<sup>1</sup> As identified in the "Project Management Body of Knowledge" (PMBOK) guide.

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<b>phases of M3)</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Consistently Documents Risks, Action Items, Issues and Decisions</li><li><input type="checkbox"/> Consistently follows the Risk Management Plan</li><li><input type="checkbox"/> Monitors the program costs and allocations</li><li><input type="checkbox"/> Consistently manages the Integrated Master Schedule (IMS) and analyzes impact to downstream activities</li><li><input type="checkbox"/> Test Results documented against requirements and validated for accuracy and completeness</li></ul>	<p>etc)</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Risks, Actions, Issues, Decisions Log</li></ul>
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### Key Dimension #5: Technology - *System tools and processes, facilities and security*

Element	Assessment Criteria	Evidence
<b>Full Life Cycle Technology Management &amp; Modernization</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO has strategy to offer cloud-based technical solution alternatives and has an agile and expedient method for driving competition at the task order level</li> <li><input type="checkbox"/> QSMO has a strategy for migrating current customers to the cloud-based technical solutions.</li> <li><input type="checkbox"/> QSMO strategy incorporates a plan for data migration and integration that leverages innovative and modern exchange technologies.</li> <li><input type="checkbox"/> QSMO leverages approaches such as System/Software Development Lifecycle (SDLC) and Agile with appropriate feedback loops for self-assessment and continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Technology and services catalog</li> <li><input type="checkbox"/> Technology platform feature/function roadmap</li> <li><input type="checkbox"/> QSMO Modernization strategy and/or plan</li> </ul>
<b>Software/System Alignment to Requirements</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO solutions/systems adhere to FIBF requirements and outcomes established by applicable line of business</li> <li><input type="checkbox"/> QSMO has an orderly and disciplined approach to managing, controlling, and documenting proposed or actual system and/or operational changes. This process includes follow up with customers on how decisions are made and priorities identified.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> System/Solution requirement documentation establishes traceability to FIBF</li> </ul>
<b>Privacy Policy, Procedures</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Established Privacy Management program, customer level protection of data through mechanisms such as logical/physical data segmentation and/or appropriate security controls and auditing</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Documentation demonstrates Privacy Mission Statement, Privacy framework, periodic review, Privacy metrics, compliance with relevant NIST Guidance and Privacy awareness training</li> </ul>
<b>Authority to Operate</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> QSMO has Authority to Operate that comprehensively includes Security Plan, Security Assessment Report, and Plan of Action and Milestones</li> <li><input type="checkbox"/> QSMO ATO should include the following [FedRAMP and NIST] documentation: <a href="https://www.fedramp.gov/files/2016/08/Agency-ATO-">https://www.fedramp.gov/files/2016/08/Agency-ATO-</a></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> ATO documentation completed by an independent 3<sup>rd</sup> party within the last 3 years or upon major changes to QSMO Computing environment</li> </ul>

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	<a href="#">Report-Template-version-2.3-website.pdf</a>	
<b>Data Center and/or Cloud Operations</b>	<input type="checkbox"/> QSMO has established data center operations plan and road map that includes consideration of goals outlined in M-16-19, as well as scalability through virtualization/cloud, energy efficiency, climate control, physical and logical security, and redundant power management such that overall availability of data center services to customers performed at 99.9% in its most recent year	<input type="checkbox"/> Documentation of annual performance metrics and data center operations in accordance with M-16-19
<b>Enterprise Architecture</b>	<input type="checkbox"/> QSMO executes deliberate approach to management of their Enterprise Architecture Model in a manner that comports to Federal enterprise architecture guidelines to include consideration for each of Performance Reference Model (PRM), Business Reference Model (BRM), Data Reference Model (DRM), Application Reference Model (ARM), Infrastructure Reference Model (IRM), and Security Reference Model (SRM)	<input type="checkbox"/> Review documentation of QSMO approach to Enterprise Architecture management
<b>Environmental Segmentation</b>	<input type="checkbox"/> Where applicable, a production environment logically and physically separate from development, test, and/or pre-production environments such that changes, updates, and other modifications will not compromise the integrity of production operations	<input type="checkbox"/> Documentation of production environment validating logical and physical separation from other test and development environments
<b>Interoperability</b>	<input type="checkbox"/> QSMO has established interoperability between solutions and systems within own environment and has mechanisms for the secure electronic exchange of data with customers, across functional areas and other stakeholders <input type="checkbox"/> System interconnection agreements and controls actively managed and coordinated with customers and compliant with 800-47 <input type="checkbox"/> QSMO has the capacity (staff and/or contracts) to support the development of federal-specific extensions and micro-services for approved customer	<input type="checkbox"/> Inter-agency data sharing agreement <input type="checkbox"/> Interconnection agreements

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	specific requirements	
<b>Security</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> NIST Risk Management Framework (800-37) implemented to promote a comprehensive, organization-wide view of risk considerate of strategic objectives, priorities and stakeholder interests</li> <li><input type="checkbox"/> System categorization based on data and systems sensitivity</li> <li><input type="checkbox"/> Security Controls appropriately available and actively managed commensurate to data sensitivity</li> <li><input type="checkbox"/> Continuous monitoring program inclusive of 6 monitoring phases - Define, Establish, Implement, Analyze/Report, Respond, and Review/Update</li> <li><input type="checkbox"/> Integrated Security considerations into SDLC and other Project Management Methodologies (<i>Review of documentation and evidence related to NIST 800-63 with respect to Security integration into 6 phases of SDLC - Initiation, Development/Acquisition, Implementation/Assessment, Operations and Maintenance, Disposal</i>)</li> <li><input type="checkbox"/> Assessment planning and processes include implementation and blending of examine, interview, and test methodologies outlined in NIST guidance</li> <li><input type="checkbox"/> Plan of Action and Milestones (POA&amp;M) process inclusive of customer in awareness and review</li> <li><input type="checkbox"/> Security Training – QSMO staff and contractors appropriately trained on Annual Cybersecurity Awareness training and Role-Based Training</li> <li><input type="checkbox"/> System decommissioning /disposal meets requirements commensurate to data sensitivity</li> <li><input type="checkbox"/> A holistic exfiltration and data loss prevention capability</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Risk Management Plan demonstrates alignment of RMF planning to relevant legislation, directives and policy</li> <li><input type="checkbox"/> Information system categorization that comports to standards set forth in FIPS-199 and FIPS-200</li> <li><input type="checkbox"/> Appropriate controls, processes, responsibilities, and reporting identified in System Security Plan NIST SP 800-18</li> <li><input type="checkbox"/> Documentation indicating participation in a continuous monitoring program that identifies security metrics, risk tolerance thresholds, is holistically inclusive of IT assets, tracks threats/vulnerabilities and is integrated into change control</li> <li><input type="checkbox"/> Documentation that reflects test and assessment processes comport to NIST 800-53A and 800-115</li> <li><input type="checkbox"/> Documentation of system decommissioning/disposal procedures</li> <li><input type="checkbox"/> Evidence of reporting, procurements, and procedures specifically aimed at employing the prevention, detection, and reporting of data loss and exfiltration</li> </ul>