FEDRAMP AGENCY LIAISON PROGRAM

A WELCOME GUIDE FOR FY22

TABLE OF CONTENTS

INTRODUCTION: WELCOME TO FEDRAMP

Welcome to the FedRAMP Agency Liaison Program!

The purpose of this Program is to establish a connection between the Federal Risk and Authorization Management Program (FedRAMP) Program Management Office (PMO) and cloud security authorization personnel within each federal agency. The person or team that serves as their agency's FedRAMP Liaison(s) should be able to communicate about and articulate their agency's internal authorization process and should be involved in their agency's FedRAMP Authorization efforts. The aim in creating these connections is to create a governmentwide community that maintains a consistent understanding of FedRAMP's processes and requirements.

This document will serve as an introductory guide as you enter your role as an Agency Liaison. Within this welcome package, you will find an overview of the Agency Liaison Program, the FedRAMP PMO's expectations for those serving in the Liaison role, and helpful resources to guide you and your agency as you adopt and implement secure cloud service offerings.

We look forward to working with you and supporting your agency as it engages with FedRAMP. You will find an [introduction to our team](#) below. Should you have questions at any point, please don't hesitate to reach out.

Sincerely,

The FedRAMP Program Management Office (PMO)

Program Background Information

The FedRAMP Agency Liaison Program started in May of 2020. The concept came from the [FedRAMP Ideation Challenge](#). After receiving feedback from stakeholders over the course of several months, the FedRAMP PMO noticed a recurring theme: agencies needed more support to understand and implement FedRAMP's policies, procedures, and processes. In 2020, the FedRAMP PMO's focus for the Liaison program was identifying and enrolling Liaisons from the 24 CFO Act agencies. By the end of FY21, the program had enrolled all 24 CFO Act agencies, as well as 36 additional agencies and bureaus.

To date, the FedRAMP PMO has provided specialized training sessions designed to help Liaisons and other key security personnel better understand key elements of the FedRAMP Authorization process. Collaboration through the Agency Liaison program has helped kickstart several Continuous Monitoring Collaboration Groups for cloud service offerings that are widely used by many agencies across the federal government. These groups have helped distribute the burden of Continuous Monitoring and have improved

agencies' visibility into the security posture of cloud systems. The FedRAMP PMO has also leveraged the group to connect agency business units requesting to use new cloud technology to cloud security teams within agencies, which has helped expedite the authorization of cloud service offerings.

The PMO continues to reach out to agencies where there is no representation in the program. Our goal is to have at least one representative from each federal agency that is tied to the security authorization process who can communicate to key stakeholders about their own internal processes, as well as FedRAMP's processes and requirements. Through FY22, the PMO's focus will remain on increasing enrollment in the program, providing opportunities for learning and engagement, and actively engaging Agency Liaisons in the authorization process.

MEET THE TEAM

Our team is dedicated to your agency's successful adoption of secure cloud technology. The FedRAMP PMO's Agency Liaison team will be your primary FedRAMP points of contact. If you have questions about FedRAMP or anything related to cloud security, you can contact us, as well as the broader Liaison community, via: FEDRAMP-LIAISONS@listserv.gsa.gov.

What Our Team Can Do For You

- Address questions about the FedRAMP Agency and JAB Authorization processes
- Provide clarity on the process for reusing FedRAMP Authorized cloud products
- Address technical questions about a cloud offering's security package
- Facilitate conversations between Cloud Service Providers (CSP) and agencies about partnership for initial FedRAMP Authorization
- Connect you to any additional resources you might need as an Agency Liaison

FedRAMP PMO Points of Contact

Ryan Hoesing | **FedRAMP Program Manager for Customer Success**

Ryan leads the team that helps manage engagement between agencies and Cloud Service Providers (CSPs). Ryan helps ensure that agency and CSP authorization timelines are met and that the information published on the FedRAMP Marketplace is up-to-date and accurate. In doing so, Ryan guides FedRAMP's Customer Success team in pushing the adoption of secure cloud technologies across the Federal Government.

Zach Baldwin | Program Manager for Strategy, Innovation, and Technology

Zach currently supports several FedRAMP initiatives including promoting authorization reuse, leveraging automation to streamline the authorization process, and exploring the development of a modular, agile approach to authorizations.

Melissa Avalos | FedRAMP Agency Liaison Program Support

Melissa supports a number of strategic initiatives across the FedRAMP PMO. She can be relied on for guidance regarding the Agency Liaison Program and can field any questions pertaining to upcoming initiatives and Liaison responsibilities.

Dylan Sundy | FedRAMP Customer Success Team Support

Dylan supports the Customer Success Team with Ryan Hoesing and works with CSPs and agencies throughout the FedRAMP Authorization process. He can help address questions about the Authorization process.

Janelle Thalls | FedRAMP Training and Communications Support

Janelle supports FedRAMP's training and communications initiatives. She can help address any questions related to training resources.

FEDRAMP AGENCY LIAISON PROGRAM

Overview & Scope

The FedRAMP PMO develops and presents specialized training material to the Agency Liaison cohort. The Liaison cohort is limited to the CIO-designated Liaisons, their deputies, and any additional POCs that will serve as Liaison support. That being said, the intent of the program is to spread knowledge about the FedRAMP process to the relevant members of each federal agency. Liaisons are encouraged to invite ISSOs and relevant security personnel to training or feedback sessions as they see fit. Agency Liaisons will attend training sessions and receive the materials and skills necessary to teach others within their agency about the FedRAMP authorization process. Liaisons will also participate in forums developed to solicit feedback about the FedRAMP PMO and the services they offer. This feedback channel will enable agencies to shape the support the FedRAMP PMO provides to its agency stakeholders.

The FedRAMP Agency Liaison Program establishes a voluntary community of trained individuals that will serve as a unified voice across federal agencies as they teach and facilitate FedRAMP processes and procedures.

Goals of the Program

The focus of the FedRAMP Agency Liaison Program is to enable faster, more efficient authorizations and enable Agency Liaisons to train others within their agencies about the FedRAMP process.

The goals for the FedRAMP Agency Liaison Program are as follows:

1. **Connect Agencies to the FedRAMP PMO:** Establish a connection between the FedRAMP PMO and the teams that focus on cloud security at each federal agency.

2. **Spread Knowledge of the FedRAMP Authorization Process:** Ensure all federal agencies understand the FedRAMP authorization process and security requirements cloud service offerings must meet for use across the federal government.

3. **Help Agencies Centralize Internal Processes:** Designate a "go-to" for each agency that any business unit or system owner can reach out to with questions about their agency's cloud authorization process.

4. **Provide Guidance and Support:** Help agencies conduct smoother, faster security authorizations that result in cleaner security packages submitted to the FedRAMP PMO.

Benefits of the Program

Program Benefits Include:

1. **Centralized Communication** - establishing direct lines of communication between agencies, bureaus, and the FedRAMP PMO; This creates a way for agencies to communicate with the FedRAMP PMO and each other about all things FedRAMP.
2. **Increased Collaboration** - enabling the sharing of best practices among agencies by aggregating cloud security expertise from across the federal government;
3. **Specialized Training** - expanding understanding of the FedRAMP Authorization process by inviting Liaisons to participate in special training opportunities;
4. **Greater Efficiency** - designating a single point of expertise that can lead to faster authorizations, with the use of less resources over time;
5. **Improved Visibility** - increasing transparency into FedRAMP updates and strategic initiatives, as well as visibility into your own agency's cloud landscape

Commitment to Our Stakeholders

FedRAMP is adopting a community-focused approach to developing the Liaison Program. Our team commits to providing Liaisons with the resources to be successful in training those within their agency. To continuously improve our program, FedRAMP is committed to soliciting and applying Liaison feedback into FedRAMP processes and procedures.

Benefits to...

Liaisons	Agencies
• Empowers those serving in the role to drive efficiency around authorizations at their agency	• Streamlines deployment of resources by creating a single leverageable point of expertise
• Opens channels to specialized trainings and resources	• Facilitates a direct line of communication to the FedRAMP PMO
• Provides opportunities for leadership and development	• Enables coordination among sub-agencies or Bureaus
• Provides special training about the FedRAMP Authorization process and Cloud Security Requirements to key personnel	• Improves visibility into an agency's cloud landscape and can help identify shadow-IT

Opportunities Available to Liaisons

Driving Communications: Liaisons will be the FedRAMP PMO's point of contact for all FedRAMP Authorization efforts at their agency. The FedRAMP PMO will also connect business units to Liaisons to discuss their agency's cloud authorization processes.

Engaging with Other Agencies: The Liaison program is designed to create a community of support. Liaisons have the opportunity to engage directly with each other to share insights and broaden their own understanding of process and security best practices.

Attending and Hosting Trainings: Liaisons will be equipped to train others within their agency regarding the FedRAMP processes and procedures

Opportunities for Engagement

1. **Liaison-Specific Training** - Attend FedRAMP hosted training for Agency Liaisons and relevant agency security team personnel (Quarterly).

2. **Bi-weekly Office Hours** - Meet with a member of the FedRAMP PMO, along with other Liaisons, to discuss topics of interest and ask questions about issues your teams are facing.

3. **Collaborative Sessions** - Engage in quarterly open forums planned and facilitated by FedRAMP Agency Liaisons.

4. **Brown Bag Lunches and Guest Speakers** - Sign up to hear about best practices from agencies and other key stakeholders from across the federal government (OMB, NIST, CISA, etc.).

5. **Conduct Training Within Your Agency** - Utilize training materials developed by FedRAMP to train others at your agency about the FedRAMP authorization process and FedRAMP requirements.

Roles and Responsibilities

Agency Liaison

FedRAMP Agency Liaisons will serve as the connection between a federal agency and the FedRAMP PMO. The regular job responsibilities of the person designated to serve as an Agency Liaison should naturally overlap with the PMO's expectations for the Agency Liaison role. Agencies may enroll a primary Liaison and a secondary Liaison. The primary Liaison should be a government employee within the A&A office of their agency, subagency, or bureau. Secondary Liaisons and Liaison support may be federal employees or contractors of the federal government.

Liaisons should be able to:

- Understand and communicate their agency's internal authorization processes to others within their agency

- Understand and communicate about the FedRAMP Authorization process to others within their agency

- Manage or have insight into the day-to-day activities related to FedRAMP at their Agency

- Ensure overall progression of authorization packages at their Agency

- Contribute to forums and other cross Agency collaboration opportunities in service of standardization, best practices, and lessons learned

Agency Liaison Profile

Agency Name
Jane Doe
Title, CISO Org.
Term: 2022 - 2023
Deputy: John Doe

- Knowledge of FedRAMP and own agency's authorization process

- Policy expertise, with limited technical acumen needed

- Awareness and understanding of the FedRAMP marketplace

- Role resides close to or in the office of the CISO or the bureau that approves cloud usage at an agency or organization

Secondary Agency Liaison

FedRAMP Agency Liaisons can designate a secondary Agency Liaison to support activities and ensure continuity of the Agency Liaison role. Secondary Agency Liaisons will:

- Have adequate knowledge of the Liaison role, as well as FedRAMP processes and requirements such that they can make informed decisions.
- Actively participate in working sessions and provide input, as needed.

Liaison Support

Agencies are not limited to designating just a primary and secondary Agency Liaison. FedRAMP Agency Liaisons may indicate that there are additional staff in their office they would like to include in Liaison meetings and communications. These people should work closely in the A&A process within their agency and may be federal contractors with a government email address.

FedRAMP PMO Support

- Define training topics and provide opportunities for engagement based on feedback from the Liaison group
- Organize and conduct Liaison trainings and collaborative sessions
- Provide support to Liaisons if they would like to conduct their own training on FedRAMP-related topics within their agency

FEDRAMP TRAINING AND THE PATH AHEAD

A major goal of the Agency Liaison Program is to give Liaisons the ability to train others within their agencies about the FedRAMP process. Our team has developed a training curriculum to prepare Liaisons for this role, as well as links to some of our helpful online training resources. All Agency Liaison training materials and resources will be posted to the [Training Page on MAX.gov](). These trainings will be designed as virtual courses.

FY22 Training Schedule

Training	Tentative Date
FY22 Kick Off / CSP and Agency Partner Establishment	December 16, 2021
TBD	March 2021
TBD	June 2021
TBD	September 2021

Collaboration Opportunities & Ad-Hoc Meetings

Throughout FY22, the FedRAMP PMO may call ad-hoc meetings to discuss current events or communicate updates that pertain to federal agencies. In FY21, several ad hoc meetings were called to help agencies work with their CSPs when responding to one of DHS's Emergency Directives or Binding Operational Directives.

Additionally, the FedRAMP PMO also encourages Liaisons to use the [FedRAMP Listserv](#) to coordinate meetings amongst each other to discuss any topics of interest.

What We Covered in FY20 & FY21

Below, you will find an overview of the training sessions and meetings that the FedRAMP PMO held in FY20 and FY21. Resources provided before or during these training sessions can be found in the FedRAMP Liaison [Training Page on MAX.gov](#).

Training courses we've provided so far…

Topic	Description	Resources
FY20 Program Kick Off	Agency Liaisons gained an understanding of the program and collaborated to develop a program charter. Liaisons heard from an agency with an existing role similar to a Liaison. Afterwards, the group received an outlook of the program's training schedule for FY20.	● Kick-Off Packet
[FedRAMP 101 & Training at Your Agency](#)	The PMO gave an overview of FedRAMP and the value it provides to CSPs, Agencies, and the overall security of federal data. Training covered: ● Legal Policy and Framework ● Key Entities of FedRAMP ● Paths to Authorization: JAB vs. Agency ● Phases of the Process ● FedRAMP Marketplace and designations The PMO also provided guidance and resources that will enable Liaisons to facilitate FedRAMP training within their agencies. The session included: ● Design and Facilitation of Trainings (including virtual tips / tricks) ● Communicating with Groups ● Customer Service Skills	● FedRAMP 101 Overview ● General FAQs ● Acquisition FAQs ● Packaged slides and talking points Liaisons that can customize ● Draft meeting design document ● Draft communications introducing the training sessions

Agency Audience: Anyone who wants to use a cloud product. Liaisons who will be facilitating FedRAMP-oriented training sessions.

Implementing FedRAMP	The PMO provided Agency stakeholders with step-by-step guidance, best practices, and tips to successfully implement the FedRAMP authorization process. Training covered the three phases of the Agency Authorization Process: Pre-Authorization, during Authorization, and post-Authorization/Continuous Monitoring. **Agency Audience:** Information System Security Officer (ISSO), Anyone involved in the authorization process *Recording available via MAX.gov; ISSO live trainings are made available throughout the year*	• ISSO on-demand training • ISSO in-person training • Agency Authorization Playbook
Understanding Reuse & Implementing ConMon	The PMO provided an overview of how agencies can leverage authorized FedRAMP products at their agency. The PMO reviewed the steps included in the reuse process, and provided guidance to help agencies quickly and efficiently reuse authorized cloud products listed on the FedRAMP Marketplace. The PMO also provided an overview of agency responsibilities for the continuous monitoring of FedRAMP Authorized products, in addition to discussing collaborative ConMon. This training provides an understanding of how to read and review monthly CSP ConMon deliverables. **Agency Audience:** ISSOs, Procurement & Acquisitions personnel, personnel responsible for Continuous Monitoring **Note:** Dependent on completion of Implementing FedRAMP course	• Reuse Quick Guide • Marketplace Overview Guide
Collaborative ConMon	The PMO provided an overview of how agencies can collaborate to review the ConMon deliverables of CSPs that are widely reused across government. This approach reduces the burden of monthly ConMon for CSPs and agencies alike.	• Collaborative Continuous Monitoring Guide • ConMon 101 breakout session (ISSO training)

	Agency Audience: ISSOs, personnel responsible for Continuous Monitoring **Note:** It is helpful to have completed the Understanding Reuse & Implementing ConMon FedRAMP course before viewing this training	
FedRAMP Connect	This session covers the FedRAMP connect process for CSPs that will pursue a JAB Authorization. The intent of this session is to educate Liaisons about the ins and outs of the JAB Authorization process. **Agency Audience:** Liaisons, Procurement & Acquisitions personnel	
Tips for Ensuring a Smooth FedRAMP Authorization	The PMO provided tips and guidance for agency package reviewers as they review the deliverables a CSP provides throughout an initial FedRAMP Authorization effort. **Agency Audience:** ISSOs responsible for reviewing security packages for cloud service offerings	• Job Aid - color coded agency review report template
OSCAL and Automation	An overview of FedRAMP's efforts associated with OSCAL and security package automation. **Agency Audience:** Liaisons, ISSOs responsible for reviewing security packages for cloud service offerings, anyone interested in automation of tasks associated with security package reviews	• Links to FedRAMP's automation resources

ADDITIONAL FEDRAMP RESOURCES

Some key guidance documents for agencies are listed below. These can be shared with others at your Agency that are curious about the FedRAMP Authorization process and/or leveraging FedRAMP Authorized cloud products. These guidance documents, along with a number of other helpful templates, can be found on the FedRAMP website under the "resources" tab.

Online Training Resources

FedRAMP has virtual training courses geared towards educating agencies on exactly what they need to know about FedRAMP Authorization. On our [FedRAMP Learning](#) page, you'll find our ISSO On Demand training modules under Path 4. You can provide these to ISSOs within your Agency to familiarize them with their role and responsibilities pertaining to the FedRAMP process. Reach out to info@FedRAMP.gov, and our team can send you these online modules.

Additionally, the FedRAMP PMO facilitates in person training for Agency ISSOs. The FedRAMP PMO provides hands-on training opportunities with in-depth focus on specific topics for all audiences. These customized training events are intended to meet your Agency's real-time needs. Follow [this link](#) to learn more about requesting an in-person Agency training, and to learn more about our ISSO training courses.

FedRAMP's Agency Authorization Web Page

The FedRAMP [Agency Authorization Web Page](#) provides a high-level look into how an agency would approach the FedRAMP Authorization process, breaking down the process into three simple phases: preparation, authorization, and continuous monitoring. All three phases are equally important to spend time reviewing to develop a knowledge base that allows agency personnel to work through an authorization in an effective and efficient manner.

FedRAMP's Agency Authorization Playbook

The FedRAMP [Agency Authorization Playbook](#) combines best practices and tips with step-by-step guidance for agencies to follow as they work with CSPs to grant an Agency Authority to Operate (ATO). The Playbook provides information about how agencies can work with the FedRAMP PMO and CSPs through the initial FedRAMP authorization process, and identifies the roles, responsibilities of all parties, as well as defines FedRAMP resources, and templates involved at the various stages of the process.

The FedRAMP Marketplace

The [FedRAMP Marketplace](#) is the authoritative source for FedRAMP Authorized cloud services. The Marketplace is a searchable database of all cloud services with a FedRAMP designation. It enables agencies to research authorized cloud services and Third Party Assessment Organizations (3PAOs), and provides contact information and service descriptions for each cloud service.

Package Access Request Form

When an Agency would like to leverage a FedRAMP Authorized service offering, a Package Access Request Form must be submitted to the FedRAMP PMO via info@FedRAMP.gov. This is the document that must be completed to gain access to a FedRAMP Authorized Cloud Service Provider's security assessment package.

FedRAMP's Guide to Reuse

FedRAMP's Quick Guide to Reusing Authorizations for Cloud Products outlines steps and guidance to help agencies quickly and efficiently reuse authorized cloud products within the FedRAMP Marketplace.

Agency Liaison Program MAX Repository

The Agency Liaison Program MAX repository contains helpful guidance and all Agency Liaison Program-related documents and information. This will be a secure repository Liaisons can use to share and host any other helpful resources.