

Government-Wide Shared Services Strategy (OSSPI)

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QSMO Business
ArchitectureGovernment-wide
Strategy & Performance
GuidanceQSMO / Customer
Agency Strategy &
Performance Guidance**Cybersecurity
QSMO**QSMO Strategy &
Performance
Management**Financial
Management QSMO**QSMO Strategy &
Performance
Management**Grants Management
QSMO**QSMO Strategy &
Performance
Management**Human Resources
QSMO**QSMO Strategy &
Performance
Management**Shared Service Solution & Service Delivery**Customer Agency Mission
Support StrategyFederal Shared Service
Provider StrategyIndustry Shared Service
Provider Service Level
Agreements (SLAs)**Customer Agency
Performance**

The QSMO Performance Management Framework is designed to demonstrate the positive impact and improved performance that customer agencies across government receive through adoption of a QSMO solution.

These benefits include but are not limited to:

- Improved Service Delivery and Performance
- Increased Customer Satisfaction
- Ability to Focus on High Value Work
- Reduced Administrative Burden
- Alignment to Administration Priorities