

# CYBER QUALITY SERVICE MANAGEMENT OFFICE (QSMO)

## SHARED SERVICES FORUM UPDATE

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MARCH 12, 2020



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# Cyber QSMO Overview

## Purpose Statement

CISA's Cyber QSMO serves as the single shared service office for cybersecurity solutions to address cybersecurity vulnerabilities within federal networks

## Scope Statement

The Cyber QSMO will be a government marketplace of high-quality cybersecurity services that align with federal requirements in a cost-effective manner

## Vision

Modernize the federal government's cybersecurity capabilities and advance mission support functions across all agencies

## Key Objectives

- Reduce cyber vulnerabilities across the federal enterprise
- Standardize and automate mission support processes and data
- Reduce mission support operations and maintenance costs
- Improve customer satisfaction across service recipients



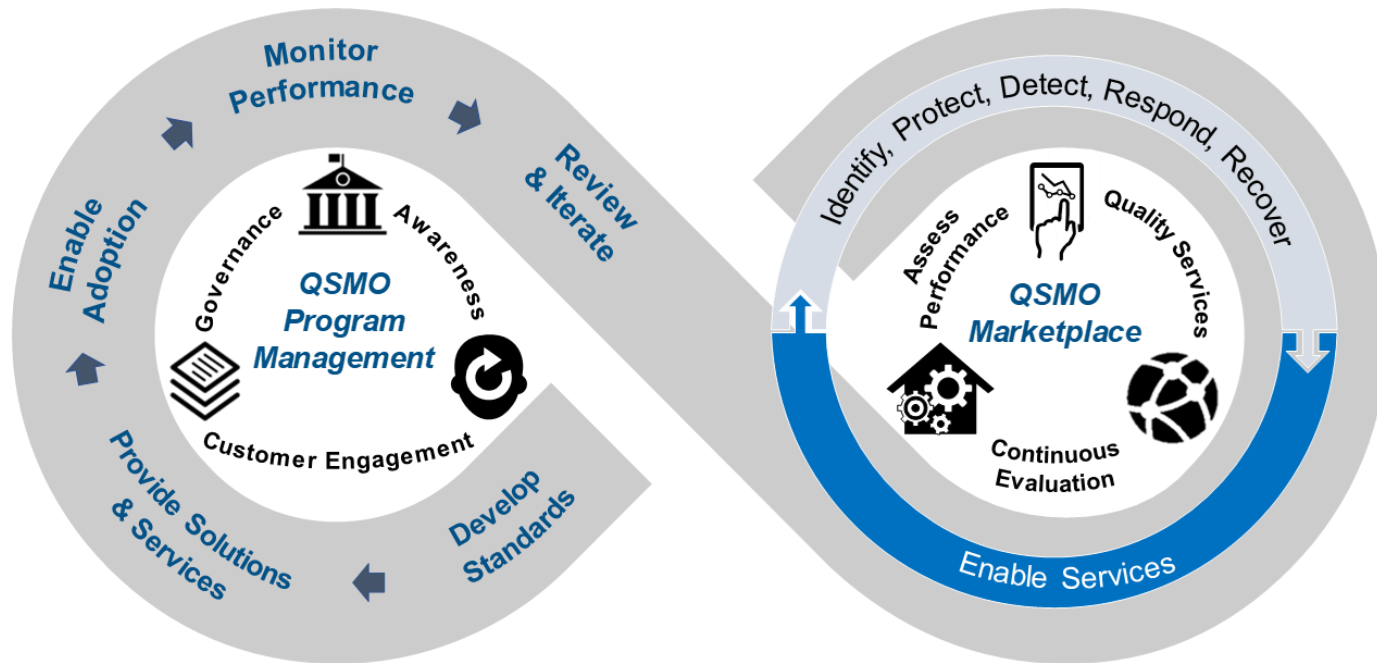
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# CISA Cyber QSMO



*CISA's Cyber QSMO will offer a marketplace of high quality, cost-effective cybersecurity solutions that align with the NIST Framework and Federal requirements, with customer engagement at the forefront.*



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# CISA Standards Area Lead

- Identify and compile security operations standards for marketplace offerings.
- Identify security operations capability gaps for architecture and marketplace offerings,
- Participate in shared services Task Order reviews and represents the cybersecurity functional area on the Business Standards Council (BSC).
- Develop and maintain standards change management process.
- Lead cross-functional, inter-agency working groups.



# Standards Development

- Analysis that identifies gaps between objectives and existing capabilities and associated activities.
- Align capabilities with the Federal Integrated Business Framework (FIBF) to cover all business processes with security operations.
- Defines measurements of effectiveness (MOE), translating MOEs into measurements of performance (MOP).
- Facilitates inter-agency working groups for consensus and adoption.



# Delivering Quality Shared Services

- **Vulnerability Disclosure Platform**

- Platform acts as single points of entry for reporter to submit detective vulnerability
- Platform provides noise filtering triage and insight

- **Security Operations Services**

- Partnership with DoJ as Federal Service Provider
- Planned Acquisition Vehicle

- **CISA Threat Information Services**



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## Upcoming Federal Engagement Meetings:

Cyber QSMO Customer Advisory Forum  
**April 21, 2020**

### More information:

CISA Website

<https://www.cisa.gov/>

Cyber QSMO Website

<https://www.cisa.gov/cyber-qsmo>

### Contact us:

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