CYBER QUALITY SERVICE MANAGEMENT OFFICE (QSMO) OVERVIEW SHARED SERVICES LEADERSHIP COUNCIL MEETING

June 11, 2020

CISA & QSMO Background

As the nation's risk advisor, **DHS' Cybersecurity & Infrastructure Agency (CISA) is responsible for protecting the Nation's critical infrastructure from physical and cyber threats.**

Challenge: Cybersecurity maturity and resiliency varies widely across the civilian government agency enterprise. As a result, the Federal Government faces common, significant challenges in securing information technology, mitigating cybersecurity risks, and managing cybersecurity mission support functions efficiently and in a cost-effective matter.

Solution: Provisioning critical, enterprise-wide cybersecurity services and programs is a critical component of CISA's mission to ensure the security of federal networks and networks.

Here's where the QSMO comes in.

Government spending on cybersecurity is projected at $7.8 billion in FY20, with over 2 million users on 6,500+ IT systems.

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Cyber QSMO's Mission & Objectives

APRIL 2020: CISA Cyber Quality Shared Services Offices (QSMO) is Officially Designated

The Office of Management and Budget (OMB) formally designated CISA as the Cybersecurity QSMO as the shared services provider of cybersecurity services to all federal civilian departments and agencies.

CISO QSMO Marketplace

Vision: CISA's Cyber QSMO will serve as an online **government marketplace** for high-quality, cost-effective cybersecurity services, helping to better secure federal networks and information.

Mission

Our mission is to centralize, standardize, market, and offer high-quality cybersecurity service offerings and capabilities to our customers, and provide integration and adoption support through a unified shared services platform.

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

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CISA Cyber QSMO's Value to Agencies

The Cyber QSMO aims to provide a marketplace with cost-effective shared services that meet our customers needs by providing:

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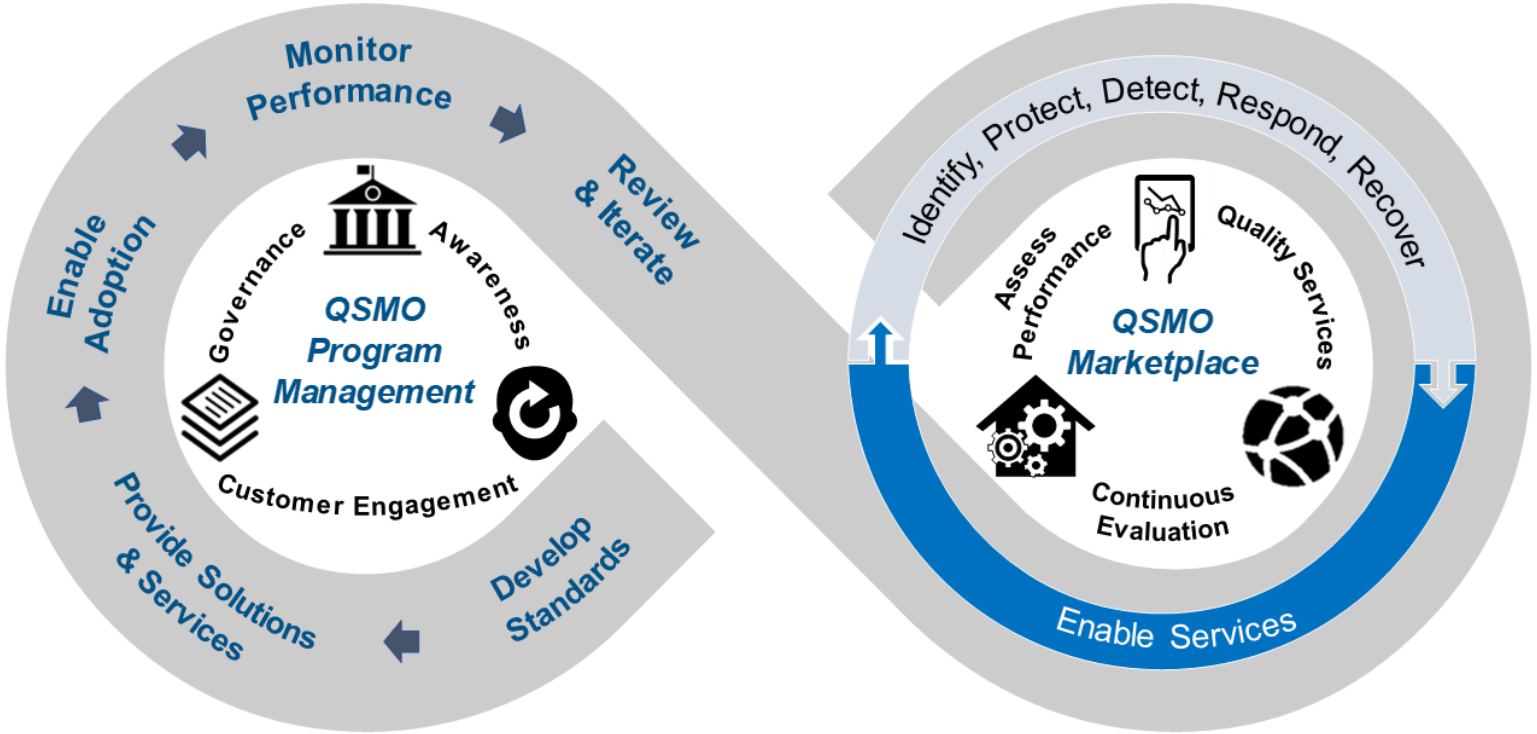
CISA Cyber QSMO: Commercial Providers Partnerships

From developing the standards to validate cybersecurity services provided by CISA, federal - and eventually – commercial providers, to ensuring successful adoption and evaluation of services, CISA's Cyber QSMO provides end-to-end service management and support for our customers.



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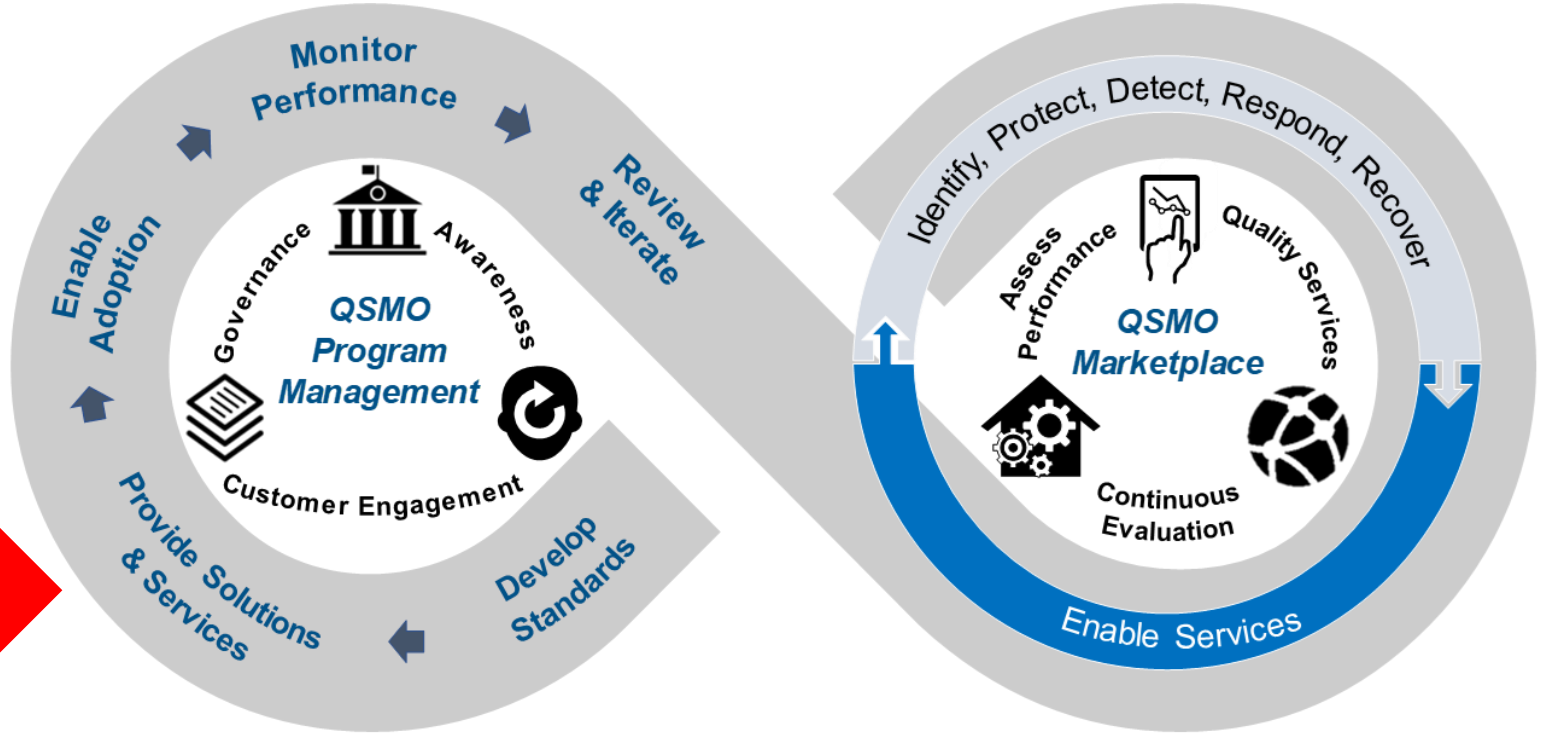
CISA Cyber QSMO: Commercial Providers Partnerships

As the QSMO evolves and matures, CISA will collaborate with commercial partners to solicit and provide high-quality cybersecurity services to federal civilian departments and agencies.

Each commercial provider will undergo a thorough, yet streamlined validation process to ensure best-in-class products and services.



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Delivering Quality Shared Services: Initial Launch

The Cyber QSMO is preparing to launch an initial version of the marketplace this summer with a select number of service offerings. These CISA-validated services and provider partnerships will evolve and expand as the QSMO matures. CISA will offer the following services:

1. Security Operations Services (SOC)
    - Partners with DoJ as a Federal Service Provider to provide agencies flexible cybersecurity services covering the full lifecycle of agency needs
    - Planned Acquisition Vehicle
2. Vulnerability Disclosure Platform (anticipated launch, Fall 2020)
    - Allows agencies to receive actionable vulnerability information and collaborate with the public to improve the security of their internet-accessible systems
    - Provides noise filtering triage and insight
3. Protective Doman Name System (DNS) Resolver
    - Blocks access to malicious infrastructure by overriding public DNS records that have been identified as harmful by a combination of public, commercial, and CISA-managed threat feeds
    - Planned Acquisition Vehicle

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More information:

CISA Website
https://www.cisa.gov/

Cyber QSMO Website
https://www.cisa.gov/cyber-qsmo

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