



GovRAMP

GovRAMP Progressing Snapshot Progressing Improvement Escalation Process

VERSION:

1

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1. DOCUMENT REVISION HISTORY

Date	Description	Version	Governance Body
7/18/2025	Policy Approved	1.0	GovRAMP Standards & Technical Committee
9/3/2025	Policy Adopted	1.0	GovRAMP Board of Directors
1/1/2026	Effective Date	1.0	EFFECTIVE DATE

This document will be reviewed at the discretion of the GovRAMP Board on an annual basis or as needed.



2. PURPOSE

This document provides guidance on the progressing improvement process in support of continued enrollment in the GovRAMP Progressing Snapshot Program. To maintain enrollment in the program, the Service Provider (SP) must follow all requirements as outlined in the GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide.

For more information about GovRAMP, visit the website at www.GovRAMP.org.

3. INTRODUCTION

This document explains the actions taken when an SP fails to follow all program requirements in the GovRAMP Progressing Snapshot Program.

When a provider enrolls in the GovRAMP Progressing Snapshot Program, they must adhere to the requirements outlined in the *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide*. Failure to adhere to the requirements outlined in the *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide* may result in escalating actions by GovRAMP outlined in subsequent sections of this document.

4. ESCALATION LEVELS AND PROCESS

As a condition to maintain enrollment in the GovRAMP Progressing Snapshot Program, the SP agrees to participate fully in the GovRAMP Progressing Snapshot program, including Progressing Improvements. If the SP fails to meet the requirements described in the *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide*, including failure to make timely payments or meet any of the other obligations agreed to in the Agreement executed by SP and GovRAMP and/or the GovRAMP PMO, GovRAMP can initiate an escalation process, which may result in one of the escalating levels outlined below.

- 1. Notification of Deficiency:** The GovRAMP PMO will schedule a call with the SP's security point of contact (POC) to discuss the SP's failure to maintain compliance with the *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide*. The PMO and SP shall work together to provide an opportunity for remediation.
- 2. Documented Notice of Deficiency:** The GovRAMP PMO will send the SP's security point of contact (POC) a documented notice of non-compliance with one or more of the requirements of the Progressing Snapshot Program, along with information regarding how the stated deficiencies can be remediated. The SP shall have one quarterly Snapshot cycle to remediate any deficiencies. If the deficiencies are not remediated within that cycle, the Progressing Product List shall be updated to reflect that the product is currently "Not Progressing". If the SP has provided access to any governments for reporting, the governments will be notified of the product's failure to progress. See Section 3.1 for more details.
- 3. Removal from Progressing Product List:** In certain situations, if deficiencies are not remediated within the quarterly Snapshot cycle, the product may be removed from the Progressing Product List completely. See section 3.1 for more details. In these



situations, if the SP has provided access to any governments for reporting, the governments will be notified of the product's removal.

4.1 THE ESCALATION PROCESS

1. **GovRAMP PMO identifies a deficiency** (refer to *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide for deficiencies*) **and will schedule time with the SP's security POC to discuss the deficiency and provide a collaborative environment to remediate the deficiency.**
 - a. If the SP remediates the deficiency, the process ends.
2. **If the SP does not remediate the deficiency following the initial informal opportunity to do so, the GovRAMP PMO shall prepare a formal notice of the product's deficiencies to the SP.**
 - a. The notice shall detail the deficiency, as well as the prior efforts to mitigate the deficiency.
 - b. The formal notice shall include the steps the SP can take to remedy any deficiencies.
 - c. The GovRAMP Progressing Product List (PPL) shall be updated to reflect that the product is currently "Not Progressing".
 - d. When the SP remediates the deficiency, the PPL shall be updated to reflect the product is once again "Progressing" and the process ends. This update shall only take place at the time of a quarterly Snapshot, unless the SP chooses to procure an out of cycle Snapshot.
3. **If the SP fails to remediate deficiency notice, and the deficiency is such that it warrants removal from the PPL (in accordance with the *GovRAMP Progressing Snapshot Program Requirements and Progressing Improvement Guide*), the product shall be removed from the PPL.**
 - a. If the SP wishes to re-enroll the product in the GovRAMP Progressing Snapshot Program after removal, all prior deficiencies must be remedied prior to re-enrollment.