The Grants.gov Program Management Office partnered with Agencies and concentrated on system adoption, utilization, customer satisfaction and supported Agencies in achieving their FY 2007 Grants.gov application posting goals. In addition, Grants.gov met their FY 2007 milestones which supported the continued maturity and growth of the system.

During FY 2007 Grants.gov began the transition from PureEdge to Adobe Reader Forms. This transition took a great deal of effort between the Grants.gov Program Management Office and our third party service providers. FY 2007 grant submissions totaled 180,659 which was a 100% increase over FY 2006 submissions.

- Received record number of submissions on a single day (2,099)   12/1/06
- Contact Center record call volume (1,217)   6/8/07
- Began series of Usability Studies on the Grants.gov website to gather input from the grant community on Find and Apply   8/1/07
- Deployed the Grants.gov 2007 System featuring Adobe Reader forms   9/4/07
- Conduct Ongoing Systems Operations and Maintenance   Ongoing

## System Growth and Accomplishments

**September 2007** ····▷ **Utilization Goals Met:** The adoption and utilization of Grants.gov has grown tremendously during FY 2007. Over 91,000 Authorized Organization Representatives are currently registered with Grants.gov vs. less than 53,000 at the end of FY 2006. Grants.gov far exceeded the FY 2007 goal of receiving 130,000 submissions, hitting 180,681 on September 30, 2007.

····▷ **Agencies Succeed in Meeting 75% Goal:** Agencies continued to post 100% of their discretionary funding opportunities on Grants.gov. OMB set goals for Agencies in which they were to post an application package for at least 75% of the synopses posted in FY 2007.

····▷ **Contact Center Reaches 94% Customer Satisfaction:** To ensure world class customer service, the Contact Center began conducting a random sample survey of customers in April 2007. The Grants.gov Contact Center provided service to 216,664 customers in FY 2007. The Grants.gov Customer Care Operators are trained to address a broad spectrum of Grants.gov related questions.

····▷ **Adobe Reader Fill-able Form Deployment:** All 147 Adobe Reader fill-able forms were deployed. To view forms: https://apply07.grants.gov/apply/FormsMenu?source=agency.

····▷ **Successfully Completed Phases 1 and 2 of Usability Testing:** Phase 1 Usability testing identified 44 potential areas for improvement, primarily to streamline homepage content and make content applicant focused. Phase 2 usability testing focused on streamlining the Grants.gov registration process.

**August 2007** ····▷ **Grants.gov Registered Users Reached 100,000:** The number of organizations registered with Grants.gov reached 100,000 during the week ending August 3rd. During FY 2006, the number of people registered at the same time of year was 57,047, giving Grants.gov an increase of almost 75% in registrations.

····▷ **Commenced Collection of User Feedback:** On August 1, 2007 Grants.gov began series of Usability Studies to gather input from the grant community on website functionality. The major focus of the study beginning in August dealt with the Find and Apply site functions.

**July 2007** ····▷ **Congressional Workshop:** The HHS Office of Congressional Affairs arranged for Congressional Staff to receive briefing by the Grants.gov PMO on July 13, 2007.

····▷ **Grants.gov Surpasses FY 2007 Submissions Goal:** Grants.gov surpassed their FY 2007 goal of receiving 130,000 electronic grant submissions for the fiscal year by receiving over 150,000 submissions as of July 6, 2007. (In 2006 received 90,045).

**June 2007** ····▷ **American Council for Technology Intergovernmental Solutions Award Nominee:** The American Council for Technology (ACT) recognized Grants.gov as one of the 15 Federal and Department of Defense Finalists for the 2007 ACT Intergovernmental Solutions Awards.

**May 2007** ⋯▸ **Maintained and Enhanced Grants.gov Applicant Community Experience:** To enhance the overall user experience and accessibility to all grant seekers. Grants.gov provided a special edition Mac Viewer software for PPC and Intel processors. The Intel and PPC-based viewers were developed by IBM as a permanent solution to the Mac Security Upgrade and replaced the temporary fix that IBM had previously provided.

**April 2007** ⋯▸ **Re-addressed Accessibility for All Grants.gov Applicants:** Grants.gov showed commitment to providing support for all operating systems used by the Grants.gov applicant community. Grants.gov scheduled a transition from the PureEdge based system to the new Adobe Reader based system to accommodate grant application submissions from Windows (including Vista) and Non-Windows operating systems users, such as Macintosh and Linux.

**March 2007** ⋯▸ **Grants.gov Contact Center Achieved Zero Abandonment Rate:** The Grants.gov Contact Center had zero abandoned calls on March 16, 2007. The abandonment rate goal for Grants.gov is 5%. The abandonment rate is a Contact Center industry standard performance measure of the percentage of callers that hung up before receiving an answer from an agent.

**February 2007** ⋯▸ **Second Highest Submission Week:** During the week of Feburary 26, 2007 Grants.gov received a record number (7,783) of application submissions.

**January 2007** ⋯▸ **Grants.gov Removed from OMB Watch List:** HHS submitted 64 major investments to OMB in September in support of FY 2008 IT budget. The OMB FY 2008 Passback notes indicated that HHS had 30 major investments on the Watch List. With the assistance of Grants.gov, the OCIO provided additional information to OMB to support the removal of Grants.gov from the Watch List. Based on HHS' discussions with OMB, Grants.gov was one of 10 HHS initiatives removed from the OMB Management Watch List on January 3, 2007.

**December 2006** ⋯▸ **Increased Accessibility to Grants.gov Website:** Provided the special edition Mac Viewer for PPC. The viewer was posted to the Grants.gov site on December 21, 2006. The product was a general release product unavailable to the general public; however Grants.gov PMO, in cooperation with IBM, set up a Helpline to address user questions. The addition of the Mac Viewer software increased accessibility to Non-Windows users, who were previously unable to access the system.

**November 2006** ⋯▸ **System-to-System Production Achieved:** 31 System-to-System Federal Grant Making Agencies were put into production as well as 40 Applicant System-to-System organizations with another 40 Applicant System-to-System organizations in testing. The Applicant System-to-System organizations received approximately 1,000 applications by November 30, 2006.

**October 2006** ⋯▸ **2007 System Planning and Implementation:** The Grants.gov PMO implemented standard procedures and specific tasks to monitor the progress of the transition and deployment of the "2007 System".

⋯▸ **System Transition Complete:** The operation of the Grants.gov system has been fully transitioned to the new Systems Integrator contractor. The contractor successfully moved all servers to the new hosting facility, conducted power-off tests on the servers, demonstrated a code change and content update and performed a final code walk-through with Grants.gov Program Management Office (PMO)/IV&V and Anteon.