Grants.gov Quarterly Stakeholder Webcast

January 21, 2009

support@grants.gov

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Agenda

- Quarterly Update

- Current System Issues

- Real Simple Syndication (RSS Feed)

- Adobe Transition

- Build 2008 – 03

- Request for Proposal "Cloud Computing"

Presenters

Mr. Michael Pellegrino, Grants.gov

- Quarterly Update

- Current System Issues

- Real Simple Syndication (RSS Feed)

Mr. Vincent Sprouls, Grants.gov

- Adobe Transition

Mr. Dima Smirnoff, Grants.gov

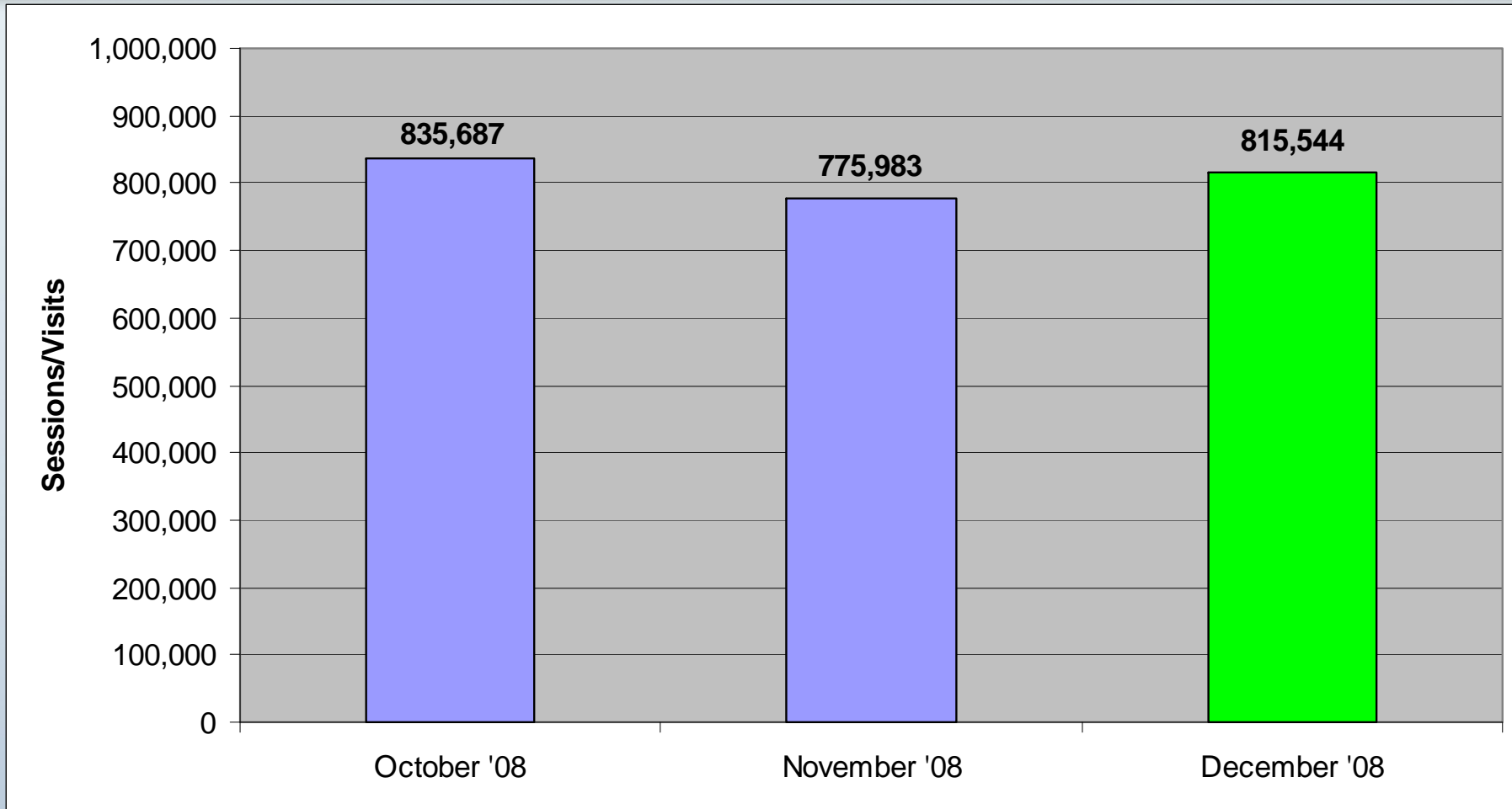- Build 2008 – 03

Michael Pellegrino

- Request for Proposal "Cloud Computing"

Participation Update

	FY 08	FY 09	% Diff
Submissions	49,605	53,262	7%
AORs	100,448	135,765	35%
Contact Center	43,897	41,935	(4.5%)

Statistics thru December

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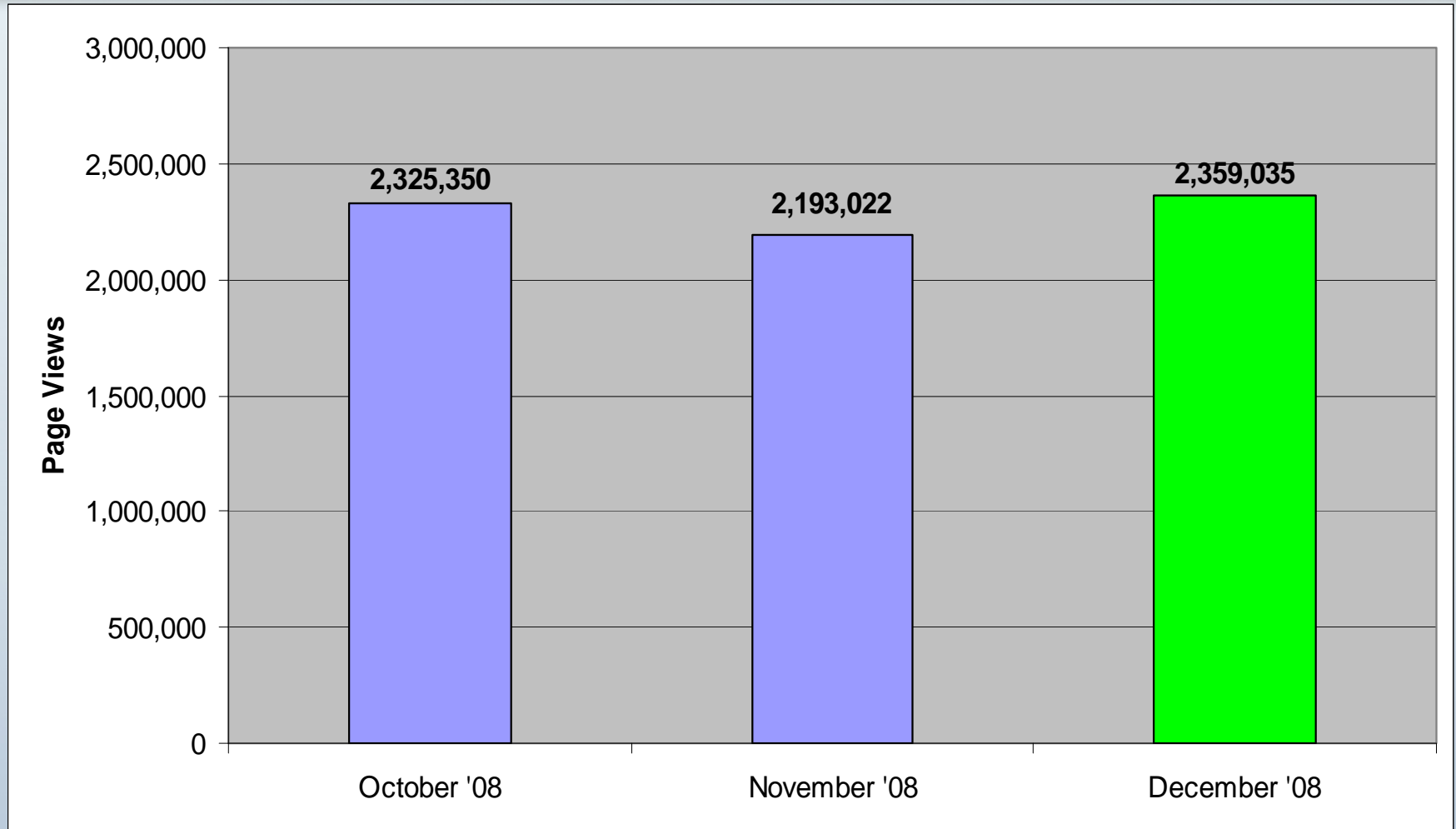
Total Sessions FY2009

Website Session -A series of clicks on your site by an individual visitor during a specific period of time. A Session is initiated when the visitor arrives at your site, and it ends when the browser is closed or there is a period of inactivity.

Total Page Views FY2009

Page View - A request from a visitor's browser for a displayable web page, generally an HTML file. Images and other embedded content, such as style sheets and javascript, are not considered to be Pageviews.

Visit Summary

November Visitor Summary	
Total Sessions	775,983
Unique Visitors	542,781
Returning Visitors	233,202
Average Time on Site	00:03:13
International Visits	3.7%
Visits from the United States	96.3%

December Visitor Summary	
Total Sessions	815,544
Unique Visitors	566,676
Returning Visitors	248,868
Average Time on Site	00:03:17
International Visits	3.9%
Visits from the United States	96.1%

Nov. Page View Summary	
Total Page Views	2,193,022
Average Pages per Visit	2.83
Average Time on 1 Page	00:01:46

December Page View Summary	
Total Page Views	2,359,035
Average Pages per Visit	2.89
Average Time on 1 Page	00:01:48

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Current System Issues

- Intermittent Erroneous e-mails sent to applicants after submission
  - Applicant receives e-mail stating there are errors in their package
  - Applicant then receives a validation e-mail
- Testing Environment (AT07) unstable
- Speed and Reliability initiative not complete
- Build 2008 – 03 delayed
  - Originally scheduled for deployment January 10, 2009
- Broken Pipe – Adobe Reader 8.1.3 version that will successfully submit without receiving broken pipe

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Adobe Reader Versions

Adobe Reader Version	Compatible	Broken Pipe Resolved	Vista Compatible	Mac Compatible
8.1.1	Yes	No	Yes	Yes
8.1.2	Yes	No	Yes	Yes
8.1.3	Yes	Yes	Yes	Yes
9.0	Yes	No	Yes	Yes

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RSS Feed

- RSS feed in place today: http://www.grants.gov/help/rss.jsp
- Build 2008 – 03 adds additional RSS parameters
    - Separate new from modified opportunities
- Daily e-mail notifications of new grant opportunities will remain

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Vince Sprouls
Adobe Transition

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Adobe Transition

- NIH has migrated

- Agencies to be migrated
  - NSF, USDA, Dept of Energy

- Build 2008 – 03 terminates Agency ability to create PureEdge opportunities

Dima Smirnoff
Build 2008 - 03

Build 2008 – 03
Main Enhancements

- Place Grants.gov tracking number at the beginning of subject line on all e-mail notifications

- Terminate Agency ability to create PureEdge opportunities

- Modify RSS feed to differentiate between new and modified opportunities

- Lightweight Directory Access Protocol (LDAP) reconfiguration

- Registration Step 3 process change
  - Grants.gov will now maintain

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Build 2008 – 03
Step 3 Registration Change

- E-authentication office is sun-setting
  - Grants.gov must change
  - Grants.gov will now issue usernames and passwords
- Existing Authorized Organization Representatives (AORs) will be migrated
  - First time access after migration AOR will be prompted to verify profile and create secret question and password
    - Only if accessing through Grants.gov user interface (UI)
- New registrants will be prompted to establish profile, create username, password and establish secret question and answer

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SITE MAP

This section of the site is designed to provide Federal grant applicants with the ability to log on to Grants.gov to determine if they have registered successfully with Grants.gov, to check the status of their grant application submissions and to manage their applicant profiles.

In the future, this section of the site will also allow a user from an organization to verify if they have been granted Authorized Organization Representative (AOR) status which is a person authorized to submit applications through Grants.gov on behalf of their organization.

To gain access to your applicant profile, enter the username and password that you obtained when completing the Get Registered step for Registering with the Credential Provider and then click on the "Login" button.

Note: In order to login, you also need to complete the Get Registered step for Registering with Grants.gov. If you do not have a username and password, please refer to Get Registered for information on how to register with the Credential Provider to obtain a username and password.

Please enter your Username and Password to login to the Grants.gov system.

Username

Password

Login

Forgot My Username

Forgot My Password

Link to Forgot my online ID page

Link to Reset my password page

Warning Notice!

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SITE MAP

Notes only: This is the data entry page for Data entered

Field	Entry
First Name:	First Name 35 Charchters A/N
MI	MI 1 charchters A
Last Name:	Last Name 60 Charchters A/N
DOB:	DOB MM/DD/YYYY
Job Title:	Job Title: 45 characters A/N
DUNS:	DUNS Read Only
Address 1:	Address 1: 50 Characters A/N
Address 2:	Address 2: 50 Characters A/N
City:	City: 50 Characters A/N
Tel:	Tel: 15 Characters N
State:	State: 50 Characters A/N
Zip Code:	Zip: 9 Charchters A/N
Country:	Country: 50 Characters A/N
Email:	Email1: 60 Characters A/N
Secret Question:	Secret Question: 100 Characters A/N
Secret Answer:	Secret Answer: 100 Characters A/N

Secret answer is not case sensitive

[Submit]

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If you have forgotten your username, you may use this function have your login credentials emailed to you.

Send me my Username

⊙ For an organization AOR
⊙ For an individual

Email: [60 Characters A/N]

DUNS Number: [9 or 13 digits]   [Submit]

Only visible if AOR radio button is selected

(1 red 14 font) An email was sent to   **On Submit message (1) appears:**

Back to login

Link to login page Forgot My Password

Link to Reset my password page

Warning Notice!

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All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

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If you have forgotten your password, you may use th...

On Submit secret question appears

Reset My Password

☑ 1ˢᵗ this username

Enter your username: [25 Characters A/N]   [Get Secret Question]

☑ Then Secret Question   Secret Question: [Readonly]

Secret Answer: [ ]   [Submit Answer]

☑ Then reset Password   Enter new Password: [ ]

Confirm new Password: [ ]   [Reset My Password]

Possible errors (1 red 14 font) Username does not exist (or) Secret answer failed (or) password reset correctly
For Legacy users On get secret question it email the password(1 red 14 font) Your password was email to: email address

for users with NO secret question the password will be emailed:

Back to login

Forgot My Username

Only visible on respond to Command buttons With errors or confirmation messages

Link to login page

Link to forgot my username page

...comp...   ...siness by authorized personnel.
...e of t...   ...action.

All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

Michael Pellegrino
Cloud Computing

"Cloud Computing" Defined

- Although there are several definitions, basically consists of a combination of several technologies:
  - Utility computing
  - Grid Computing
  - Server virtualization
- "Cloud Computing" connotes "as a Service" delivery to the customer – an indication of the customer requested service

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"Cloud Computing" Defined

- "as a Service" types
  - [Everything as a service](#) (EaaS or XaaS)
  - [Communication as a service](#) (CaaS)
  - [Infrastructure as a service](#) (IaaS)
  - [Monitoring as a service](#) (MaaS)
  - [Software as a service](#) (SaaS – includes Application Service Provider (ASP) services)
  - [Platform as a service](#) (PaaS)

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"Cloud Computing" Defined

- **Utility computing:**
  - A service provider makes computing resources and infrastructure management available to the customer
    - As needed
    - Charges for specific usage rather than a flat rate
  - Maximize the efficient use of resources and/or minimize associated costs
    - Seeks to meet fluctuating customer needs, and charge for the resources based on usage rather than on a flat-rate basis
    - "Pay-per-use" or metered services

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"Cloud Computing" Defined

- **Grid Computing:**
  - Applying resources of many computers in a network to a single problem at the same time
    - Working a business problem that requires a great number of computer processing cycles or access to large amounts of data
    - Requires the use of software that can divide and farm out pieces of its application program to many computers within the service provider's domain
    - Distributed and large-scale cluster computing
      - Several physical computers working as a single highly available system
      - A form of network-distributed parallel processing

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"Cloud Computing" Defined

- **Server virtualization:**
  - Masking server resources (individual physical servers, processors, and operating systems) from server users
    - A software application is used to divide one physical server into multiple isolated virtual environments
      - Each virtual environment "acts" as a singular physical machine (computer/server)
    - Virtual environments are sometimes called virtual private servers

Grants.gov in the "Cloud"

- Grants.gov seeks to obtain the following "Cloud Computing" benefits:
  - Effectively handle periods of very high grant application volume and overall increased workload in a cost-effective manner
  - Better support the transfer of application data and attachments from applicant organizations through the Grants.gov system to the intended federal agency
  - More effective customer support and system services to an ever increasing diversified user population
  - A more cost-effective approach in achieving Grants.gov core business, leading to a positive return on investment (ROI) by eliminating the IT maintenance overhead while increasing productivity

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Approach

- Issuance of a Request for Information (RFI) - done
  - Learned more on the "pervasiveness" of Cloud Computing Technology across the industry
- Issuance of a Request for Proposal (RFP)

"RFP Purpose"

- Solicit a Contractor who will review Grants.gov's business model, select the proper "Cloud Computing" technology and migrate Grants.gov core business to "Cloud Computing"
  - Post migration; Contractor will leverage current and cutting-edge Web Technology to enhance the customer's productivity
- This will allow Grants.gov to:
  - Focus only on core business (forms build, development, distribution and maintenance)
  - Eliminate current information technology system and infrastructure ownership/cost
  - Increase scalability (on-demand), increase productivity and reduce system error rate

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RFP

- Issuance of a Request for Proposal (RFP) – in progress
  - Internal Review
  - Pre-award Bidders' "Discovery"
    - Thorough review of Grants.gov's business model and current architecture
    - Bidders to recommend the appropriate Cloud Technology as part of their RFP response
  - RFP Bidder's proposal selection
    - Select the "Best Value to the Government"
    - Brief the GEB on the merits of the selection

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Migration to the "Cloud" Phase I

- Phase I of the effort – pending
  - Complete the migration to the Cloud Computing Technology
    - Verify stability before commencing day-to-day Grants.gov operations within the Cloud Computing Technology
  - Contractor to "port" (copy and modify, as required) Grants.gov "As Is" into the Cloud Computing Environment
    - Current Grants.gov's day-to-day operations continue
      - Scalability "on-demand" in place
      - Increased system availability & reliability

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Migration to the "Cloud"
Phase II

- Focus on addressing past and present "lessons learned" to include customer requested productivity enhancements
  - Will leverage cutting edge Web Technology
    - Increased system efficiency as well as user productivity
    - Reduced cost
      - Current IT infrastructure retired
  - Initiate transaction tracking and system usage by the user
    - Applicant & Agency
    - Better budget projection for Agencies & Grants.gov

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Migration to the "Cloud" Phase II

- Invoke industry standards and practices to improve Grants.gov service and support delivery to its customers
  - Increasing productivity – continual improvements
  - Decrease systems errors
  - Improved customer relationship
    - Expedite problem resolution
  - Customer's experience "drives" system performance response
    - Service Quality Indicators (SQI) – tactical quality control
    - Key Performance Indicators (KPI) – strategic quality control

- Service Level Agreements (SLA) tightly controls overall product (forms), service and support performance expectations

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Migration to the "Cloud" Phase III

- Verify stability of Phase II transition
- Address any remaining issues
- Complete remaining documentation

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Grants.gov PMO Support

- Grants.gov Updates
  - http://www.grants.gov/applicants/email_subscription_signup.jsp
- Grants.gov E-newsletter
  - http://www.grants.gov/help/subscribe.jsp
- Grants.gov Blog
  - http://grants-gov.blogspot.com/
- Outreach Request
  - http://www.grants.gov/section910/OutreachRequestForm.doc

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Grants.gov PMO Support

- Contact Center M - F 7:00 a.m – 9:00 p.m. EST
  - 1-800-518-4726
  - E-mail: support@grants.gov

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April 15, 2009