Grants.gov Quarterly Stakeholder Webcast

July 15, 2009

support@grants.gov

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Agenda

- Introduction

- Grants.gov Activity Update

- Grants.gov Recently Accomplished System Builds

- Grants.gov "Boost"

- Applicant System-to-System (S2S)

Presenters

Mr. Michael Pellegrino, Grants.gov Outreach Director

- Activity Update
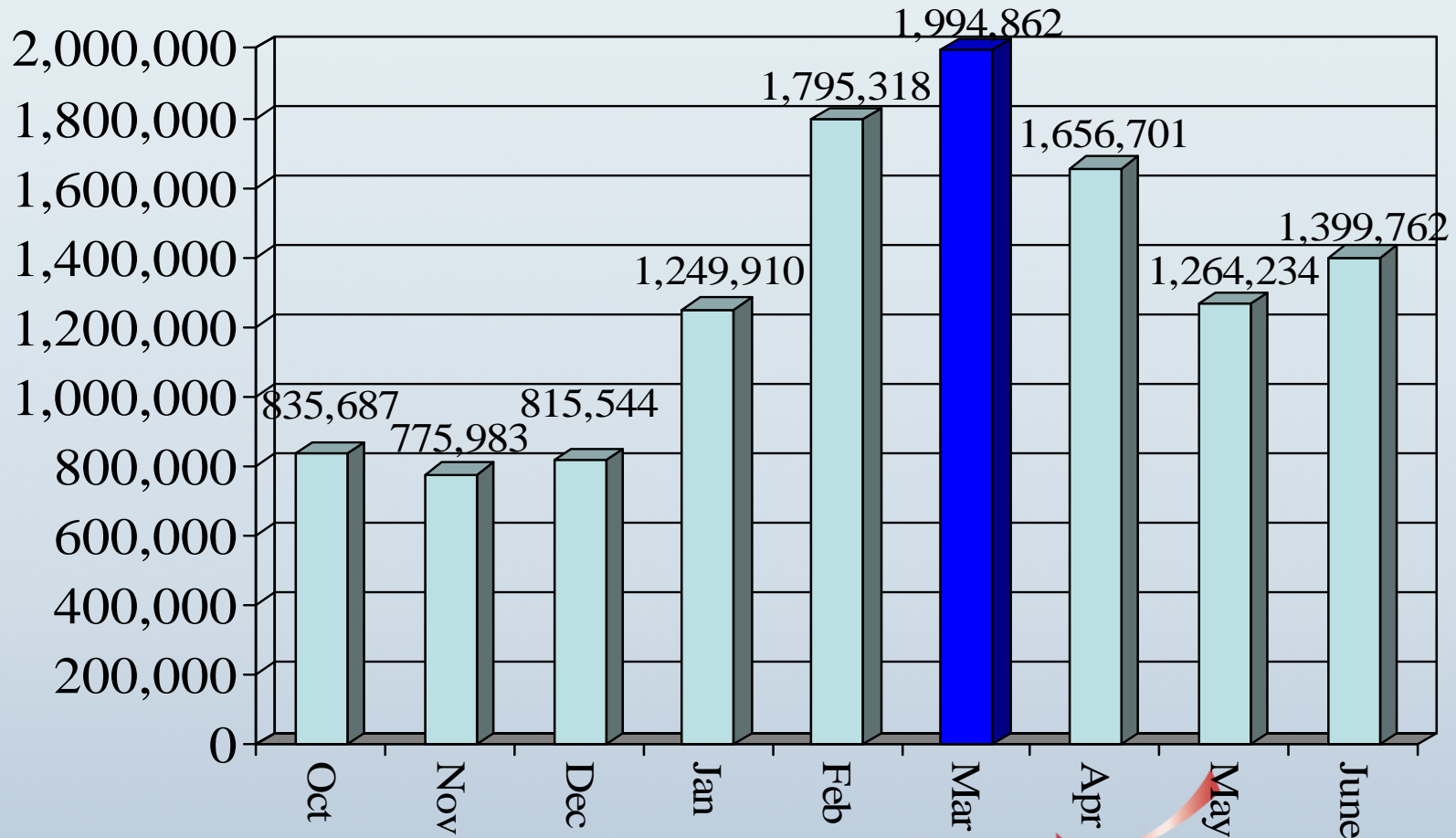
- Recently Accomplished System Builds

- Grants.gov "Boost"

Mr. Vince Sprouls, Grants.gov Program Advisor

- System-to-System (S2S)

Activity Update (Thru June)

	FY 08	FY 09	% Diff
Applications Received	159,410	249,175	56%
AORs	121,896	187,121	56%
Contact Center	159,385	216,672	36%

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Total Sessions FY 09

A "Website Session" begins when the visitor arrives at your site, and ends when the browser is closed or there is a period of inactivity.

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April 27 Closings (Record Activity)

- ## Over 30K submissions processed in 8 days
  - Created backlog for application validations during week of April 27
  - 48 hr Validation service level not met, except for System-to-System (S2S)

- ## System change implemented May 1 to speed validations
  - All backlogged applications validated May 2
  - 48 hr validation service level being met
  - Expect far better balance of receipt and validation during future peaks

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Adobe Reader Versions

- Adobe Reader 8.1.6 & 9.1.2 latest released versions

- Adobe Versions for use with Grants.gov:
  - http://www.grants.gov/help/ download_software.jsp#adobe811

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April 18 – 19 Build

- Improved communication of user profile changes throughout the system

- Increased speed of user log-in-authentications

- Implemented "Track my Application" new functionality

  – Applicants can enter up to 5 Grant Tracking #s without login to the system

  – Applicants must login to view all submitted applications

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May 30 – 31 Build

- Major increase in log-in authentication speed

- Cosmetic changes to Apply pages to enhance usability

- Error message update – Special characters used in filename attachments now will return specific error message

- Optimize Reports – Organization, Applicant, Submission and Audit

June 27 – 28 Build

- Streamlined applicant registration copy for Grants.gov username

- Improved e-mail notification
  - Electronic Business Point of Contact (E-Biz POC) e-mail

- Immediate status updates
  - Authorized Organization Representative (AOR) status

- Clearer messaging for "Track my Application"

- Direct access to applicant login
  - Applicant login now on left navigation bar

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Technical Augmentation Design
"Boost"

- Increase network performance

- Increase system capacity to handle larger number of applications

- Additional & upgraded hardware

- Increased system monitoring

- Funding for Independent Verification & Validation (IV&V)

- Funding for Contact Center

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Technical Augmentation Design

"Boost"

Objectives

- Increase processing capacity by 125% over FY 08 levels

- Fund the IV&V efforts required to ensure the software and hardware changes implemented are tested and validated

- Fund a doubling of contact center capacity to handle call volumes resulting from ARRA activity

Schedule

- Implementation of primary performance enhancements within 60 days of:
  - Full funding and award of contract modifications

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Technical Augmentation Design
"Boost"

<u>Why we need the "Boost"</u>

- Investment in additional hardware and related software enhancements will further stabilize and increase reliability of the system at higher volume levels

- Boost ensures Grants.gov can handle existing agency volume plus the anticipated activity from agencies that are now using alternate apply mechanisms once they return to Grants.gov

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What is System-to-System?

- Grants.gov applicant System-to-System provides applicants a web services interface for automated submission of completed grant applications and related services.

- The system allows applicants who submit grant applications frequently to save time and resources by eliminating the need to reenter repetitious data into multiple individual application forms. This streamlines the application submission process.

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What is System-to-System?

- The system is designed for secure e-business transaction processing and provides a platform independent messaging service that follows the Simple Object Access Protocol (SOAP) with attachments specification.

System-to-System (S2S)

- Eliminate the burden of redundant or disparate electronic and paper-based data

- Collection requirements by capturing grant applications in XML format

- Simplify and standardize data definitions and application forms via XML Schema

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System-to-System (S2S)
Benefits

- Standardize the collection of financial and progress report data in support of audit and performance measurement activities

- Improve direct feed into the back office system
  - Facilitates workflow

- Integration with Grants Management Systems
  - Eliminates human data entry errors
  - Provides ability to integrate with existing workflow processes
  - Provides better management and reporting capabilities

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S2S Submissions

FY 2006: 594

FY 2007: 7,750

FY 2008: 13,864

FY 2009: 24,294

FY 2009: 238 unique submitters

Per Agency

Agency	2009
DOC	41
DOD	1089
DOE	159
DOI	12
DOS	2
DOT	2
ED	55
EPA	16
HHS	22540

Agency	2009
NARA	3
NASA	3
NRC	11
NSF	126
SBA	1
SSA	3
USDA	219
USDOJ	12
Grand Total	**24294**

Applicant System-to-System (S2S)

- Dedicated section on the site: http://grants.gov/applicant_s2s/ applicant_system_to_system.jsp

- Development process
  - Steps involved in the development of (S2S) interfaces for applicant organizations

- Testing
  - Guidelines explaining the purpose of the Grants.gov Test Site (AT07)

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Applicant System-to-System (S2S)

- Support Process
  - Steps that S2S users should take when they encounter an issue

- Frequently Asked Questions

- Listserv
  - Vehicle for S2S users to share information

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. ET
  - 1-800-518-4726
  - E-mail: support@grants.gov

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Next Stakeholder Webcast
October 21, 2009