



JUNE 2006 STAKEHOLDER MEETING MINUTES
June 28, 2006

Next Meeting

Date: Wednesday, August 30, 2006

Time: 1:30 p.m. to 3:30 p.m.

Place: HHS – Hubert H. Humphrey Building

All meeting materials and presentations are available at Grants.gov by visiting <http://www.grants.gov/Stakeholder>.

Opening Remarks and Presentation:

John Etcheverry, Grants.gov Deputy Program Manager, began the meeting at 1:30 p.m. with the following agenda:

- Grants.gov Update
- E-Auth Milestone Report
- Website Redesign Preview
- Grants Management Line of Business Update
- Questions & Answers

Grants.gov Update:

Hello and welcome to the meeting. I would like to begin with our program update. We are continuing to work with agencies to make their 75% goal and are making sure that none of this gets dropped. We have folks in our office who are going to take care of various responsibilities but particularly the forms issues. In fact, OMB is working with agency budget examiners to continue to streamline the data and also keep us in focus with the spirit. We have had budget cuts we had to endure. But from the beginning we said we are going to make this happen and I think we have.

We had a lot of people on our team step up and help us and I would like to recognize them now. First, on our HHS staff, Keenon James, Vincent Sproul, Laura Quirk, Katie Root, Glen Pommerening, folks that have really gone the extra mile. It's been more than just being the contact with the agencies. It's been picking up the phone, responding to things as they come up. There are a lot of new applicants that have not used Grants.gov before. I can't even begin to tell you the reporting and data calls that have come up in the last year. There are things behind the scenes that you just can't stop from coming in. Katie has been working with the call center and with our outreach contractors, giving guidance on the web redesign. I would like each of you to take the recognition from all of us for a job well done over the last six months. We also have a lot of folks on loan to us from NEH, Russ Wyland, in addition to some program advisory roles. Judy Regelman, we are going to lose her this week. We are going to miss her. In addition to doing a great

job with her agencies, she has created a detailed training book that, if I could have had it when I started I would have been a lot better off. Judy did a great job putting this together and we are going to use it next week when Ann [Judy's replacement] comes to work. All of you, thank you very much. I really appreciate the effort you have done and we look forward to continuing in the same direction.

Let's focus on the applicant and make Grants.gov work. First of all, we have broken all kinds of records in the last few weeks for the system and the help desk and it's been a pleasure. It took a lot of pressure off Terry and me. We have been dealing with issues and haven't been able to focus on the operational issues as we would like to.

Budget: we've had a \$450,000 budget reduction. In January we adjusted by reducing forms development. We also adjusted by delaying some other enhancement developments and we survived that. We also have four agencies with appropriations that are not yet resolved. OMB has been working with those agencies. They sent out a list of the contacts that they make regularly to resolve the issue. It's not just Grants.gov; it's all E-Gov initiatives that the money gets collected for. We are confident that the appropriations committee will put their stamp on it. We had a conference call with OMB on Monday and they were optimistic, and I would like to convey that to you as well. Regarding our 2008 budget, the Grants.gov Executive Board approved it overwhelmingly, so we are all set for the 2008 budget.

Good line-up today. Katie did a great job of soliciting input on our website. Users and user group feedback are what we used to redesign the website. Your thoughts, what's working, what's not working. Russ is going to talk about E-Auth, specifically on how it is going to deal with you as agency users.

As most of you know already, Becky Spitzgo has moved on. Her new title is the Director of Performance Review at HHS' Health Resources and Services Administration (HRSA). Before she left, she was honored with a Government IT Leadership Award.

We received over 10,000 applications just in the month of May and somewhere around 8,000 in the month of June. We had a record week in a 4-day week, which we were very pleased with. The system does work. We have received more applications than ever and have fewer issues. We are very pleased that the processes we have put in place are working.

Regarding forms, R&R version two has now been released.

TMP is going to talk about the website redesign.

There were 60,000 submissions for the fiscal year, which is much more than our 45,000 target. We want everyone at 75% by the end of the year. By October 1, 100%. Some of these numbers were over 50,000.

The user group meeting is going to be on the 11th in this building.

John then turned the meeting over to Russ Wyland.

E-Authentication Milestone Report:

Russ Wyland, Grants.gov Program Advisor

I am here to talk about E-Auth. Myisha Frazier-McElveen is joining me today. She is going to take us into the pre-discussion on E-Auth. Remember JoAnne gave us a high level a couple of meetings ago. This meeting is where we are going to provide more details about this upcoming transition. I am now going to turn this over to Myisha and she is going to talk to you about what E-Authentication is all about.

Myisha – Thank you, Russ. E-Authentication is creating an identity management creditation within the Federal Government. It means we want to try and find a way to make your identity online portable from one domain to another. At location A, I typed in my username so now at location B it should recognize me. There is a real world example; that is your driver's license. The DMV gave you a piece of paper to say who you are and it also lets everyone know that you are now licensed to operate a motor vehicle. A lot of places rely on that piece of paper to note that you are who you said you are. E-Auth is doing the same thing in the electronic world. The E-Auth Federation is working with agency applications to move to a common set of standards, policies and technology so that your online identity can be portable from one service to another. Credential service providers can be government or private, which will issue usernames, passwords, etc. The goal of E-Auth is to try and encourage the use of electronic government. Our goal was to try and create a way that people can access all of these applications while at the same time trying not to create a lot of user names and passwords. How often are you going to remember all of the usernames and passwords? This way it will be easier and you will want to protect your username and passwords.

Russ – If you are experiencing a little déjà vu, it's because Grants.gov and E-Authentication tried this last year, but it did not work out. We are now going at this in two phases. The first phase starts on August 30 and that's the day that the grantor users can log in using E-Auth. One year later it is going to be extended to applicant users.

I want to do two things here. The first one is to follow the screen shots to show you how you are logging in now just to refresh your memory. Then we are going to show you what it's going to look like with E-Authentication. I am then going to introduce you to our three Credential Service Providers or CSPs. They are the organizations that will give you your username and password and you will be able to choose one or all of them depending on where you work. So let's talk about the current auth path. You are going to our home page, clicking on grantors and then log in if you have an account. If you don't, you click Sign Up Here. Let's assume you already have an account and it will take you to enter your username and password. That was probably decided for you by your agency super-user. That is one of the suggestions for an enhancement that users want, control of username and password. E-auth will give you that. Once you have entered your information successfully you have entered our site.

The next section (since we are in the middle of a new site design) is going to look different. You are going to click on For Agencies and you will come to a place that you will click to take you to E-Auth. You will then leave the Grants.gov site and go to the E-Auth portal.

There are 3 CSPs. The first is Employee Express, second is ORC (which is what you are most familiar with) and the third is USDA. In order to use Employee Express as your CSP, your agency has to belong to Employee Express. If you already belong to one of these, you most likely already have an account. ORC is the one that provides credential service for our applicants now. The final option, USDA has 160,000 credentials and is already quite large. Like other CSPs, USDA asks basic information. USDA is open to anyone even if you aren't using their services.

Once you complete that, you come to the same landing page that you are used to, with the role on the left hand side. Once you log in at your CSP, they are going to give you a code that tells us a couple of things. When we sent you to the CSP we gave you a code telling them you came from Grants.gov. They then give you a code to come back to Grants.gov.

How do they link up with the database? We need to find a way to link your profile that already exists on our server with your CSP. The first time you log in you are going to need to link those two up. You need to tell Grants.gov what credentials you are using. You will enter your current Grants.gov username and password. That way we can link up these two pieces of information: your user profile and your CSP.

If you are a new user, the same thing will happen. When you get to Grants.gov, we will recognize the link and you will take the same path. We are automatically going to issue you an email so that you can, in the future, register with more CSPs. If you only want to register with one, that is fine, just delete the email. If you lose the email, you can request to have another email sent to you.

So, why use E-Auth? What can you do now to start preparing? You can make sure your managed agency users are up to date. That would be very helpful to us. We will make sure that in the middle of August you receive an email from us about CSPs with detailed instructions on how to register. We also ask that soon after August 30th, you associate your current Grants.gov profile with your credential. We tell our applicants, don't wait until the last minute and we should follow the same advice. E-Auth will only allow to set-up credentials onto our production server. We will continue with split personalities on AT and TRWeb. You will not be able to use your new credential username and password on our acceptance testing or training websites. The timeline is located within the slides and you can review that.

We have a very packed schedule. The help available is, as always; call the PMO or your program advisor.. We will give some basic training for our help desk but, again, grantors should be contacting the PMO directly with any issues they have. If you have any questions we can review after the meeting or you can call or email me.

Question from the audience – Are all CSPs using the same standards?

Yes, they are following the procedures and security standards within the set government polices.

Russ then turned the meeting over to Katie where she introduced Nicol Pomeroy from TMP to talk about the Grants.gov website redesign.

Website Redesign Preview:

Nicol Pomeroy, TMP Interactive Consultant

Basically we are going to look back to the February Stakeholder Meeting presentation where we looked at where we have been and where we are going. Looking at the ForeSee report as well as feedback from the user group meeting back in November, we used all of that information to develop the site. We are going to take a high level look at the website. We are concentrating on the front end of the website, separate from SI. We didn't touch the apply pages, forms or anything that belongs to SI. We were dealing with the front end of the site only.

Where have we been? We did have a successful Find and Apply merger and all of these things are still true. We will always continue to improve and add. What we suggested in February was to redesign the site maintaining a clean layout, user friendly, friendly government, streamline the content, clean out a lot of content, etc. There were pages that we were able to delete. We separated where the applicants go from where the agencies go. Hopefully that is clear now. We revised architecture; it's always changing and improving.

The ForeSee score is currently about 55%. We received high marks in load and not so good in ability to find and accomplish what you want. We want to concentrate on navigation. A good ForeSee score is in the high 70's, 80's a not so good score is 55. The score tends to drop a little bit when things change, as the user just figured out how to get to that page and then it changed.

What we used most of all on how we are going to approach the redesign were the suggestions from the user group in November. One change is the usage of grantor and grantee...we changed the name to applicant and agency.

The current version is on AT today to view, but just to give you an idea of the home page, we decided that the applicant wasn't sure where to go so we had their menu open right away. We were guiding them on the things that pertain to them. We still have Quick Links on the side to sign up for the newsletter, etc. We have three strips of five pictures each and this is representing all of the types of grants we offer. Everything is 508 compliant.

Here is where the problems are and here is how we dealt with them. The Technical Development Library is located in two places: under Resources and under For Agencies. We wanted it in two places because it covers both. We tried to put them into logical buckets. We added a Best Practices section. A lot of this fixed itself with the new navigation.

We took it out of the folder structure and used actual pages. We broke it down a little so when you click on Technical Development Library, you see two links: Applicant Information and Grantor Agency Information and each have its own dropdown to make it a little more user friendly. To make it clear between applicant and agency.

Everything that links to what we were calling an SI page still links to the exact same page. We made sure that everything got from the old site to the new site.

The next part is registration, which is now called Get Registered to make it clearer. You can see what we have done and how the left side navigation is more clear and instructional. We didn't add anything new or new functionality, we just improved the usability.

To review the timeline, it is now available on AT web. We consider this to always be a work in progress and the target launch is July 6th, next week. We encourage feedback and suggestions. We are hoping that the ForeSee score says a lot about the site, but more importantly your feedback and the applicant feedback.

Katie then introduced Charles Havekost who provided an update on the Grants Management Line of Business.

Grants Management Line of Business (GMLoB) Update:
Charles Havekost, HHS CIO

Great, thank you. I have some slides that I am going to talk about so I will go through them now. I am going to give you an update on where we are and where we are going to be. If you look at the first slide, a little background about the vision, objectives and operating model. The vision is a government-wide solution to support end-to-end grants management activities that promote citizen access, customer service, and agency financial and technical stewardship. The objectives are centered around customer access, better decision making, better financial systems and reporting, improving efficiency and optimizing post-award and closeout actions. These are our goals to think about, and where they line up with Grants.gov. The operating model has brought up a lot of discussions. The goal is to have common systems that share technical support. It's not about taking over the grants system. It's about having a common system that multiple agencies use.

Talking about the next slide...the way we are going after this is to have groups of agencies that will work together on this. We are looking for commonalities between agencies that can share systems as they build them. We have monthly meetings with the

Consortia leads to discuss how, what terminology should be used within what agencies. Currently the Consortia lead agencies are reaching out to the grant-making agencies to begin discussions around shared requirements and needs.

As for the grants community, a GMLoB survey was distributed to all grant-making agencies to understand agency specific grants management IT investment, and program and transaction information. Where are we at? We have gone through a selection process to make this initial selection. We are all wondering when there is going to be a timetable.

There has been good work by the Consortia leads to build prospects with other agencies. I believe that it is possible for an agency to use the grants system that is provided by another agency. Consortia lead agencies have identified and prioritized the following standardization and streamlining topics such as standard role definition and terminology. Definition/validation of core functions and sub-functions and financial management interfaces. A taxonomy workgroup approach has been drafted and a series of GMLoB/FMLoB meetings will be conducted to discuss GM/FM system interfaces and possible touch points.

The next steps for Grants Management Line of Business are to continue to work on priority areas of standardization and streamlining and reach out to grantee and grant-making communities. Also, the GMLoB will continue to support Consortia activities, service center implementation and agency migration. We need to provide governance support, planning for back-office processes and systems reengineering. Also, our plans will be to share learning across Consortia.

Closing Remarks:

Katie Root, Grants.gov Outreach Coordinator

That concludes the meeting, thank you all for coming. Please note that if you would like to see the website on AT you can visit <http://atweb.grants.gov>.