

❖ **Speed & Reliability Upgrade:** August 15, 2008, Grants.gov began the speed and reliability system upgrade to improve stability, virtualization support, integration, and online forms capabilities to enhance the user experience. The upgrade entails adding the latest software and hardware in a phased approach. During the upgrade two new T-1000 servers were added to the production system. Once the upgrade is complete the entire system will run faster and work more efficiently.

July 2008 ❖ **Contact Center Integrated Voice Response (IVR) Script Updated:** To assist customers in a more efficient manner, the main IVR script used for the Contact Center was changed July 28, 2008. The change was made in response to call volume to improve the caller's experience. Three options are now available, including first time caller information, for such as those people looking for financial assistance, NIH specific inquiries, and other questions including registration and submission. This script separates general informational calls from the operational calls. <http://www07.grants.gov/assets/Call-InOptions.pdf>

❖ **Adobe Reader 9.0 Released and Tested Compatible for Use with Grants.gov** Grants.gov established that Adobe Reader version 9.0 is compatible for use with Grants.gov application forms. The compatible versions of Adobe Reader are available to download for free on the Grants.gov website on the [Download Software page](#)

June 2008 ❖ **Highest Contact Center Call Volume Reached:** The Contact Center experienced a consistent increase in call volume between April (16,060), May (17,241) and June (20,921) of this Fiscal Year 2008. In June 2008 alone we received 20,921 calls. This is a 16.7% increase over the 17,922 calls received in June 2007.

❖ **New Applicant Resource Website Section Added:** June 10, 2008, an "All About Grants" section was added to the website. The "All About Grants" section features content and information from all 26 federal grant-making agencies, affiliated grant associations and the applicant community. This section of the website is focused on keeping the applicant up to date with grant information relevant to the applicant's needs, by providing a "tip of the month," webinars, events, tips and resources from Grantors, articles and resources, and a listing of affiliated grant associations and organizations. http://grants.gov/applicants/all_about_grants.jsp

May 2008 ❖ **Form-In-Form (FiF) Adobe Version Error Prevention:** May 16, 2008, Grants.gov implemented error prevention protection for the use of incompatible versions of Adobe Reader software for application packages containing forms within form attachments.

April 2008 ❖ **System Build 2008-01 Deployed:** April 12, 2008, which improved form functionality, submission notification and application package tracking.

❖ **Application Enhancements:** <http://www.grants.gov/assets/SystemEnhancements08-01-A.pdf>

March 2008 ❖ **Revised Transition Timeline Developed:** A revised schedule for the transition to Adobe Reader forms was developed to better assist Grantor Agencies in providing the best possible service to the public. The new schedule allows for improved coordination between agencies and the Grants.gov Program Management Office (PMO) to update informational materials and further inform the applicant community of any impact the transition may have on application processes and procedures.

February 2008 ❖ **Adobe Reader 8.1.2 - Software Released and Approved:** February 8, 2008, Grants.gov tested and approved the use of Adobe Reader version 8.1.2. Adobe Reader 8.1.2 remains a compatible software version for use with Grants.gov. Compatible Versions of Adobe Reader: http://grants.gov/help/download_software.jsp#adobe811

January 2008 ❖ **Grants.gov Applicant Updates Listserv Established:** January 4, 2008, the Grants.gov update service was created to provide members of the grant community updates via email about critical issues, new tips for users and other time sensitive updates as information is available. http://www.grants.gov/applicants/email_subscription_signup.jsp

December 2007 ❖ **Fix Build Deployed to Production:** December 15, 2007, the "Fix Build" was completed to repair form functionality issues and improve search capabilities for grant opportunities. This build corrected a few issues with the submission process. <http://www.grants.gov/assets/ReleaseNotes121207.pdf>

November 2007 ❖ **Navigation Improved:** The left navigation bar on the homepage of Grants.gov was enhanced to increase ease of finding content and navigating the website. The navigation update was suggested during end-user usability testing. Many respondents found that the navigation colors did not properly differentiate between upper and lower level content tiers. http://www.grants.gov/assets/Website_Updates.pdf

October 2007 ❖ **Adobe Reader 8.1.1 Released:** October 22, 2007, Grants.gov welcomed the new Adobe Reader software which was compatible with Microsoft Vista and MAC operating systems. http://grants.gov/help/download_software.jsp#adobe811