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FEBRUARY 2, 2011.

## MANAGING PARTNER



*Fulfilling the President's  
Management Agenda*

## HIGHLIGHTS FROM FISCAL YEAR 2010

Fiscal Year (FY) 2010 was a record-breaking year for Grants.gov. Applicant submissions surpassed the one million mark before the close of the first quarter. Throughout the remainder of the FY, monthly submissions continued to rise, reaching more than 250,000 in September 2010. The rate of closings increased as well, reaching 5,361 as compared to 3,946 in FY 2009. Authorized Organization Representatives (AORs) also rose by nearly 40,000. All of these successes were achieved within an FY 2010 budget that was reduced by more than \$6,000,000 from the previous year.

As you may have noticed, customer contact reached new highs in FY 2010. Nearly 150,000 calls and 69,481 emails were received and processed, and the iPortal self-help system was launched. These benchmarks were met hand-in-hand with remarkably high ratings from the ultimate judges of our performance: you, the system users. Overall, customer satisfaction was at 96 percent – including ratings for courtesy (97%), knowledge (95%) and response time (96%).

The year was focused on reviewing system technology and processes to enhance performance and reduce costs – from customer service needs to meeting future demands with system enhancements. Our expert staff implemented system builds to increase performance and capacity, and enhancements were designed and incorporated to cope with increased Web traffic and rising application submissions. The first and second quarters saw hardware and software enhancements that increased capacity to support high application volume, larger numbers of concurrent user sessions and faster application processing.

The Security Build, deployed on October 11, 2010, advanced compliance with current security regulations – introducing strengthened password requirements, 90-day password expiration and other enhanced security standards. The focus on improvement continued to carry through to our goals for FY 2011 which you can read more about in this newsletter.

## SECURITY BUILD: PASSWORD REMINDERS

Remember, password expiration requirements went into effect on Friday, January 7, 2011, the 90th day after the 2010 Security Build was implemented in October. All old passwords expired at 11:59 p.m. EST on January 7, 2011. Old passwords were no longer valid on January 8, 2011. If you have not logged in recently, you may need to reset your password.

Your user password will expire every 90 days. Consider the day you change your password as day one (1). That password will be valid for 90 calendar days, and will not be valid on the 91st day onward.

## UPDATE: E-BIZ PASSWORD & LOGIN RESET

If you are an existing E-Biz POC, meaning you have logged in to Grants.gov using your E-Biz POC login account before the October 11, 2010 Security Build, you must enter:

- Your DUNS in the DUNS field
- Your MPIN in the Password field

Once verified, you will be prompted by the system to change your password. For more information, visit <http://www.grants.gov/securitycommebiz>.

If you are a new E-Biz POC, meaning you have never logged in to Grants.gov using your E-Biz POC login account prior to October 2010 (Security Build):

- After your organization’s Authorized Organization Representative (AOR) registers in Grants.gov you will receive a system-generated email that includes a temporary password and link to Grants.gov
- Log in to Grants.gov via the link in this email
- Enter your DUNS in the DUNS field and your temporary password in the Password field
- Enter your MPIN

### GRANTS.GOV WEBSITE REDESIGN

Grants.gov is in the process of a redesigning the website with a host of improvements to better meet your needs and a design that is intuitive and easy to use. Grants.gov conducted a study on the site’s usability and has identified key areas of confusion and difficulty on the current site. The new design answers those usability issues – from clarity by audience (making content for applicants and agencies obvious and distinct) to step-by-step instructions for new users, to tracking application status and more – in a clear new layout that also answers your most pressing system issues. Here is a sneak preview of the new home page:



Some of the new features you asked for include:

- Quick and easy login located in a universal header that appears on every page throughout the site
- An easy way to search for opportunities
- A feature module for Find, Apply, Register and Track
- Multiple ways to navigate the site

### BEHIND THE SCENES AT GRANTS.GOV

We are always working to improve Grants.gov to best meet our user’s needs. Some of the highlights out of our recent User Group Meeting might help clarify some of the ways in which we are working towards improvements here at the Grants.gov PMO. Our focus is to deliver a stable system and provide the basic services that agencies need, and input from agencies continues to be key in this process and is highly encouraged. We are very aware of user frustrations with respect to recent system issues. With all that in mind, our top priorities moving forward are:

1. Software Stability
2. Reduction of Long-term O&M Cost
3. Disaster Recovery Relief
4. System Enhancements

In the meantime, several improvements are either already available or are underway that not be obvious to users at first glance. Here are some areas we are already making progress:

- Fast Recovery Capability is moving forward
- Stakeholder communications have been improved
- The January 3rd system maintenance was a huge success. System maintenance was performed while maintaining system availability for all users, both grantors and applicants.
- Performance monitoring has been improved
- A Content Management System was installed to allow for easier website updates in the future
- Research is underway to improve search functionality