Grants.gov Quarterly Stakeholder Webcast

February 2, 2011

support@grants.gov

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Agenda

➤ Introduction – Webcast Participants

➤ Grants.gov Status Update/Priorities

➤ Grants.gov/GrantSolutions Partnership

➤ Grantsolutions Overview & Services

➤ Grants.gov/CoE Discussion

➤ Grants.gov Support

➤ Audience Questions

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Presenters

- Mr. Philip Clark, Grants.gov Program Manager
  - Introductions and Moderator
- Boris DeSouza, Grants.gov Deputy PM
  - Grants.gov Priorities and Moderator
- Mr. Ed Calimag, Grants.gov Program Advisor
  - Grants.gov Status Update
- Mr. Michael E. Curtis, GrantSolutions, ACF/HHS
  - GrantSolutions Overview and Service Offerings

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Grants.gov Status Update

➢ December 11 – 12, 2010: Oracle Database version 11g upgrade

➢ January 3 – 4, 2011: System maintenance to correct False VIRUSDETECT and Error 500 Messages without system down time

➢ January 16 – 17, 2011: System maintenance to install Security Patches

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Grants.gov Contact Center

➢ Grants.gov Contact Center received a 400% increase over forecasted daily volume (2,450 calls vs. 500 calls) on December 29, 2010

➢ Issue: E-BIZ POC password reset and notification

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Grants.gov Contact Center

- ➤ Key actions:
  - ▪ Outbound messages to IVR and internal CSR training update
  - ▪ Grants.gov Homepage E-BIZ POC Alert regarding with link to the E-BIZ Security page for more details
  - ▪ Two new FAQs and user instructions with links to CCR website and E-BIZ User Guide
  - ▪ Postings to **Grants.gov Blog**, **S2S Listserv**, and **Email to User Group** (Agencies)

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Grants.gov Priorities

- Grants.gov Enhancement Priorities
  - Improved software reliability and performance
  - Implement effective disaster recovery capability
  - Improve operational efficiency and reduce O&M costs
  - Implement functional system enhancements
- Planning Process
  - Revitalize Configuration Control Board
  - Communicate Annual Enhancement Work Plan with all stakeholders

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Grants.gov Disaster Recovery

➤ Grants.gov PMO is currently evaluating Disaster Recovery solution to ensure availability and reliability of the production system

➤ Presented approach to the Grants Executive Board

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Grants.gov Disaster Recovery

➢ Research option of utilizing the Training Environment as a back-up for Production at an alternate location

➢ Next Steps

- Identify and evaluate risks

- Estimate cost and schedule

- Develop 5-year plan to achieve optimal system availability

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Grants.gov Performance Monitoring

➢ Grants.gov is in the process of implementing advanced Performance Monitoring to proactively manage system performance and display real time information.
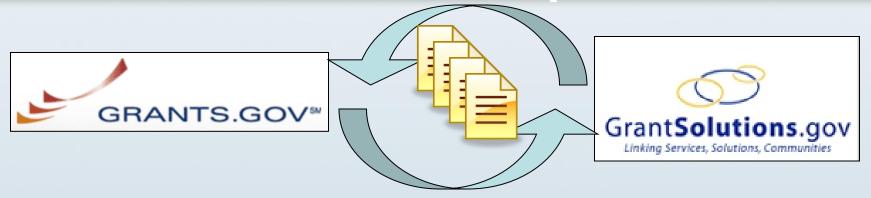
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Grants.gov Performance Monitoring

➢ Benefits:

- Proactively identify and resolve system issues and improve overall user experience

- Proactively manage and ensure availability of mission critical functions.

- Accurate real-time measure of end user experience

- Automated notifications if performance drops below predetermined thresholds
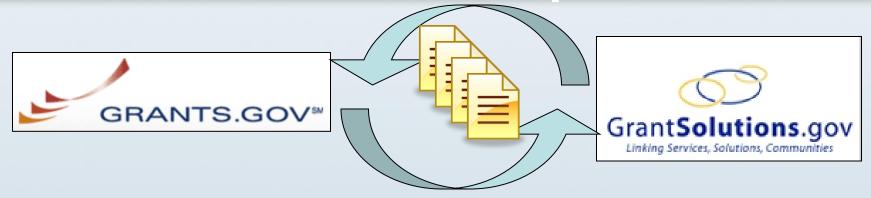
- Real time, customized management dashboards

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Grant.gov/GrantSolutions Partnership

➢Grantor Agency creates funding opportunity in GrantSolutions and submits the data to Grants.gov
➢**Applicant submits electronic grant application to Grants.gov**
➢GrantSolutions retrieves applications from Grants.gov

Grant.gov/GrantSolutions Partnership

➢ Grantor Agency manages grant applications for review, award determination, and notification to the applicant in GrantSolutions

➢ Grantees perform post-award reporting online in GrantSolutions

GrantSolutions Overview

➢ **GMLoB Vision**

Provide a government-wide solution to support end-to-end grants management activities that promote citizen access, customer service and agency financial and technical stewardship.

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GrantSolutions Overview

➢ Approved Senate bill 111-s303 reauthorizing P.L. 106-107 and HR 5775 contain language directing an integrated grants process

- Find and apply
- Managing and tracking
- Financial and Performance reporting

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GrantSolutions Overview

➢ This requires fully automated integration with Grants.gov including automated application posting, pre-populating application forms, advanced edit checks and accepting complex applications.

GrantSolutions

➢ GMLoB Goals

- Improve customer access and efficiency of submission process

- Improve decision making

- Integrate with Financial Management processes

- Improve efficiency of reporting procedures in order to increase usable information content

- Optimize post-award and closeout actions

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GrantSolutions Benefits

➢ Transparency Single-face to public

➢ Cost to public substantially reduced

➢ Fast response to Administration policy changes

➢ Partnership – shared technology evolution ideas and cost

➢ Flexible technology supporting agency uniqueness

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GrantSolutions Benefits

➢ Predictable capped costs

➢ Appropriate financial stewardship & results assessment

➢ Consolidated accurate data reporting to public

➢ Lessened burden *(Security Plan, COOP & disaster recovery, system & financial audits, Exhibit 300's, and compliance with E-gov goals)*

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GrantSolutions Services Offerings

- ➢ **Services for the 14 grant processes**
- ➢ **Integrated funds control**
  - ▪ Optional commitment accounting; Obligation within available funds;
- ➢ **Flexibility in designs & templates:**
  - ▪ Number generator
  - ▪ Review criteria & checklists
  - ▪ Award notices, budget line items, terms & conditions

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GrantSolutions Services Offerings

➢ **Extranet "On-Line Data Collection"**

- Supports standard forms as well as agency-specific forms and edits
- Submission of grantee reports saves partners thousands of hours

➢ **Shared Oracle schema**

- Modular connection and open architecture

➢ **Enterprise-wide data reporting**

- Quick turn around & ability to export information

➢ **Clean Audits**

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GrantSolutions Partnership

- ➢ Culture of partnership
- ➢ Proven experience supporting agencies with a full range of grant processes
- ➢ Partner with most Agencies with thousands of internal users & external clients
- ➢ Partners may elect to be managing partners with direct daily influence on all change management and business services.
- ➢ Enhancements - Continuous process improvement and Partner specific requests

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GrantSolutions CoE Partners

- **PHASE 1**
- **Administration for Native Americans**

- **Admin. for Children Youth & Families**

- **Admin. for Developmental Disabilities**

- **Office of Child Support Enforcement**

- **PHASE 2**

- **Indian Health Service**

- **Administration on Aging**

- **Denali Commission**

- **Office of Head Start**

- **Office of Community Services**

- **Office of Refugee Resettlement**

- **Office of Family Assistance**

- **Centers for Medicare & Medicaid Services**

- **Health Resources & Services Admin.**

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US Government Partners

PHASE 3

➢ **Department of State**

➢ **Department of the Treasury (IRS)**

➢ **Social Security Administration**

➢ **Department of Transportation**

➢ **Office or the National Coordinator**

➢ **Office of Consumer Information and Insurance Oversight**

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Grant.gov/GrantSolutions Opportunity

- ➢ The Partnership provides public good government
  - ▪ Faster implementation of Administration policies and Congressional laws
  - ▪ Provide consistent quality e-government services to the public
  - ▪ Reduce Government wide grant system costs
  - ▪ Provide accurate transparent information to the public

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Grants.gov Resources/Support

- ➤ Online Support (Applicant Resources page)
  - ▪ (*http://grants.gov/applicants/app_help_reso.jsp*)
  - ▪ Animated Tutorials
  - ▪ Brochures (Overview/Registration)
  - ▪ FAQs
  - ▪ User Guides
  - ▪ Troubleshooting

- ➤ Personalized Support (Contact Center)
  - ▪ Email: support@grants.gov
  - ▪ Toll-Free Phone Number: 1-800-518-4726
  - ▪ iPortal – online help

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Next Stakeholder Webcast
April 20, 2011

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