

# Grants.gov Quarterly Stakeholder Webcast

October 21, 2009  
support@grants.gov



# Agenda

- Introduction
- FY 09 Year in Review
- Technical Augmentation Design (Boost)
- Security Assessment
- Applicant Tips
- Applicant Perspective

# Presenters

## **Mr. Michael Pellegrino, Grants.gov Outreach Dir.**

- Activity Update
- FY 09 Year in Review
- Technical Augmentation Design (Boost)
- Security Assessment

## **Mr. Keenon James, Grants.gov**

- Applicant Tips

## **Mr. Bob Beattie, University of Michigan**

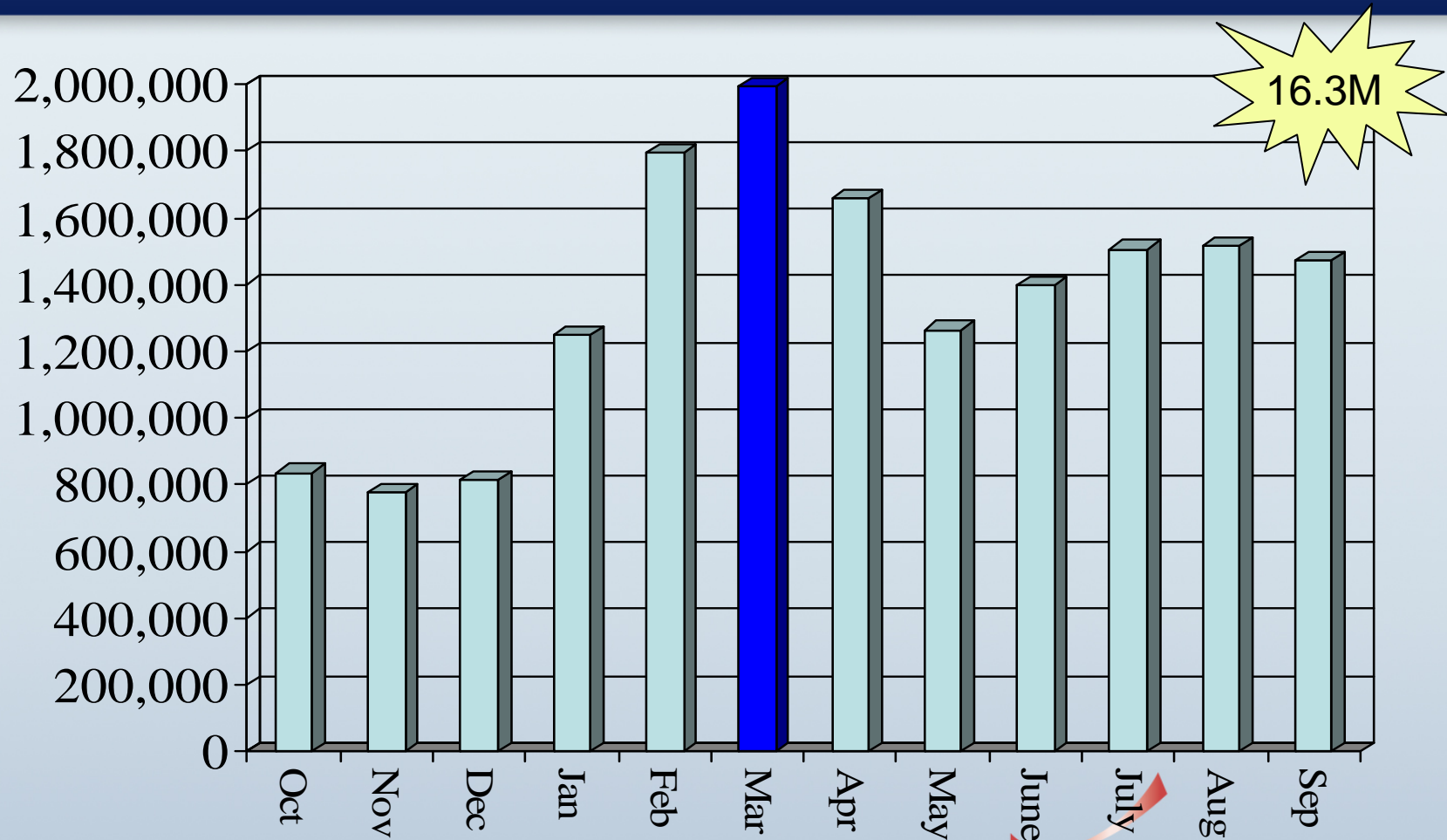
- Applicant Perspective

# Activity Update

	<b>FY 08</b>	<b>FY 09</b>	<b>% Diff</b>
Applications Received	202,133	309,771	54%
AORs	130,027	201,040	55%
Contact Center	213,350	280,028	31%

FY 09 – 64,409 ARRA Applications – 21% of Total

# 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.

# Activity Update

- Contact Center 24/7 as of October 19
- Adobe Reader versions released
  - Version 8.1.7 and 9.2
  - Grants.gov compatible versions
    - 8.1.1 – 8.1.7
    - 9.0 – 9.2

# FY 09 Year in Review

- March 3, 2009 completed transition to Adobe
- April 27 highest applications received: 8,392
- Accomplished 6 system builds
  - Implemented 67 system enhancements
  - Incorporated the registration process into Grants.gov
- System validating applications in less than three minutes
  - Service Level is 48 hours



# FY 09 Year in Review

- Conducted 72 interactive sessions reaching 6,930 community stakeholders
- Began Technical Augmentation Design (Boost)
- Conducted self assessment for security



# Technical Augmentation Design

## “Boost”

- Increase network performance
- Increase system capacity to handle larger number of applications
- Additional & upgraded hardware
- Increased system monitoring

# Technical Augmentation Design “Boost”

## **Benefits**

- Additional hardware and software enhancements
  - Further stabilize and increase reliability at higher volume levels
- Ensures capacity to handle growth

## **Schedule**

- Award of contract modification September 3, 2009
  - Completion of Phases 1 – 4: 2<sup>nd</sup> Quarter FY2010
  - Completion of Phase 5 (last phase): Early 3<sup>rd</sup> Quarter FY 2010

# Security Assessment

- Certification & Assessment (C&A) on HHS systems mandatory to obtain Authority To Operate (ATO)
  - Grants.gov self assessment complete
  - Ten areas need to be addressed
  - System build needed to implement required security updates
  - Formal C&A to be done during the Boost after the build
  - Targeting 2nd quarter FY 10

# Applicant Tips

- Common rejection errors
  - Incorrect DUNS# on SF424
  - AOR not authorized
  - Attachment Names with spaces or special characters
  - Special Characters in forms
- Ensure registration process is complete

# Applicant Tips

- Accidentally submit multiple applications for the same opportunity
  - Call the Agency PoC listed on the opportunity
- Check Application Criteria
  - Cannot submit unsolicited proposals
- Submit early enough to make corrections if needed

# Applicant Tips: Forms

- Identify your nine digit ZIP code
- Collect all information for project/  
performance site locations

# Applicant Tips: System-to-System (S2S)

- Certificate installation requests
  - Submit using the Certificate Request Form on the web site
- Existing certificate nearing expiration
  - Submit your renewal request at least 2 weeks prior to the expiration date

# Applicant Perspective: Forms

- Option to view/print the entire application
- Understandable error messages
- Ability to see all errors in an application with "check package for errors"
- Auto-fill succeeding budget periods with data from previous years
- Functionality to work on any budget year or key person at any time



# Applicant Perspective: Forms

- Allow double-clicking to open forms
- Application-related identification information in the 2nd to 4th system-generated messages
- Allow users to enter standard institutional data from a master profile or reuse old applications
- Allow simultaneous multiple users

# Applicant Perspective: Forms

- Allow for the addition of any number of budget periods, sub-awards, and key persons in forms
- Create work-around for (or fix) the bug to allow removal of single key person
- Require all agencies to use forms and fields in the same way

# Applicant Perspective: S2S

- Provide style sheets for the Adobe forms
- Provide a stable and robust test environment that is available 24 hours a day
- Mirror all active opportunity packages in the testing environment for improved testing
- 90-day lead-time for new/modified forms

# Applicant Perspective: S2S

- Error messages must clearly communicate the issue
- Status of current development and infrastructure work made public
- System performance metrics made available real time

# Grants.gov PMO Support

- **Grants.gov Updates**
  - [http://www.grants.gov/applicants/email\\_subscription\\_signup.jsp](http://www.grants.gov/applicants/email_subscription_signup.jsp)
- **Grants.gov E-newsletter**
  - <http://www.grants.gov/help/subscribe.jsp>
- **Outreach Request**
  - <http://www.grants.gov/section910/OutreachRequestForm.doc>

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# Next Stakeholder Webcast

## January 20, 2010

