



FEDERAL DEMONSTRATION PARTNERSHIP

Redefining the Government & University Research Partnership

Grants Quality Service Management Organization (QSMO) Working to Improve the Receipt Experience with Federal Grants Systems

Speakers:

Chad Clifford, Grants QSMO Executive Director

Andrea Sampanis, Grants QSMO Solutions and Services Lead

Mary Beth Foley, Grants QSMO Customer Engagement Lead

Moderators:

Lynette Arias, Univ of Washington / FDP Res Admin Comm co-chair

Lori Schultz, Univ of Arizona / eRA Comm co-chair

FDP Meeting – Sept 2021

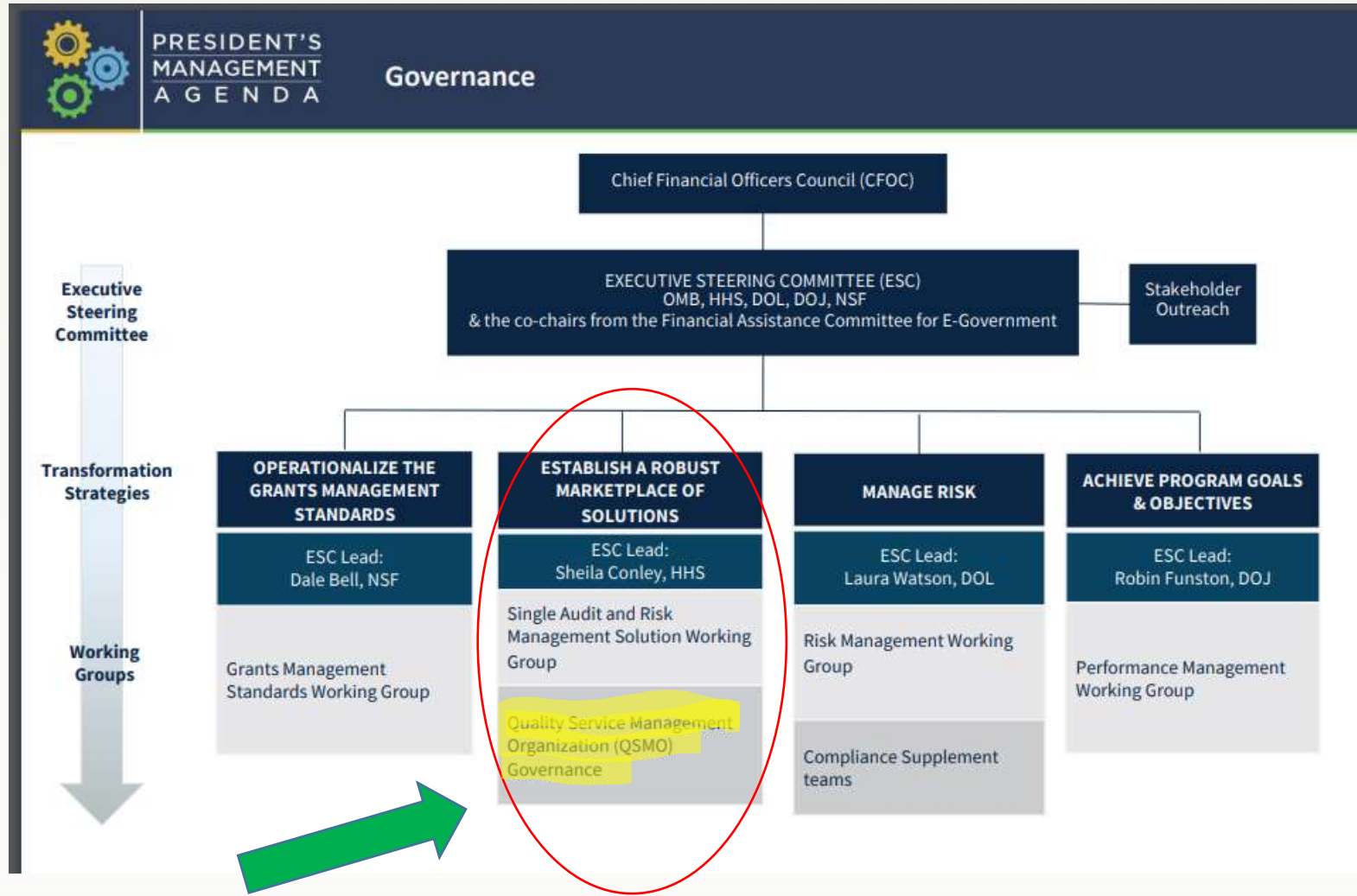


Intro & Brief background/context

- Research Admin & eRA Committee's co-hosting
- Origin of FDP and QSMO
 - Based on ongoing conversation with the OMB Grants Team
 - And their stakeholder engagement leads
 - Brette Fishman and Chad Clifford
 - Open Government: Res Admin Data Subcommittee
 - Closely followed the grants related areas of the previous Presidents Management Agenda (PMA)
 - PMA included Cross Agency Priority (CAP) Goals
 - CAP Goal #8 – Results Oriented Accountability for Grants
 - 4 Key Strategic Goals



PMA – CAP Goal #8: Results Oriented Accountability for Grants





Intro & Brief background/context

- Initial conversations via the Res Admin Committee & Open Government: Res Admin Data Subcommittee
- Informal presentations and dialogue with:
 - Research Administration Committee
 - Open Government: Res Admin Data Subcommittee
 - eRA Committee
 - Executive Committee
 - And now, with full membership!
- Hoping for a fruitful ongoing dialogue!
- Keep this in mind as you learn more about QSMO today

Grants QSMO

Grants Quality Service Management Office (Grants QSMO):

Working to Improve the Recipient Experience with Federal Grants Management Systems

Federal Demonstration Partnership (FDP) – September 23, 2021

- 1 Overview of the Grants Quality Service Management Office
- 2 Recipient Seamless User Experience (RUX)
- 3 Feedback from FDP Members

Overview of the Grants Quality Service Management Office (Grants QSMO)

Four Areas Identified for Centralized Mission Support

As demonstrated by OMB Memos and recently published Circular A-11 Part 6, the QSMO concept is good government and **supported across Presidential Administrations:**

- *“Provide a new, enhanced strategic blueprint for sharing quality services within the Federal enterprise.” - M-19-16, April 26, 2019*
- *“Agencies are required to consult with the relevant QSMO, prior to developing new or modernized technology, or considering an existing provider, to support execution of ARP” - M-21-20, March 24, 2021*



Grants Management

- HHS designated as the Grants QSMO January 2021
- Designated for entire grants management lifecycle, including agencies & external applicant/recipients



Financial Management

- Treasury designated as FM QSMO June 2020
- Initial focus on core financial management systems (SaaS and Cloud), professional services (e.g., Integration), and Treasury Centralized Services (e.g., E-Invoicing)



Cyber Security

- DHS CISA designated as Cyber QSMO April 2020
- Initial offerings include a Vulnerability Disclosure Platform and Protective Domain Name System (DNS) Resolver



Civilian HR

- GSA designated as Civilian HR QSMO June 2020
- Initial offering is NewPay shared service offering for payroll

Source: <https://ussm.gsa.gov/qsmo>, agency websites



Grants QSMO works across the grants ecosystem to **empower and enable applicants, recipients, and federal awarding agencies to efficiently and effectively deliver on the grants mission.**



**EASE BURDEN AND
DRIVE EFFICIENCIES**



**RESPOND TO
CUSTOMER NEEDS**



**LEVERAGE DATA AS
A STRATEGIC ASSET**

WE ARE NOT

- x A policy-making office
- x The Standards Setting Agency for Grants Management

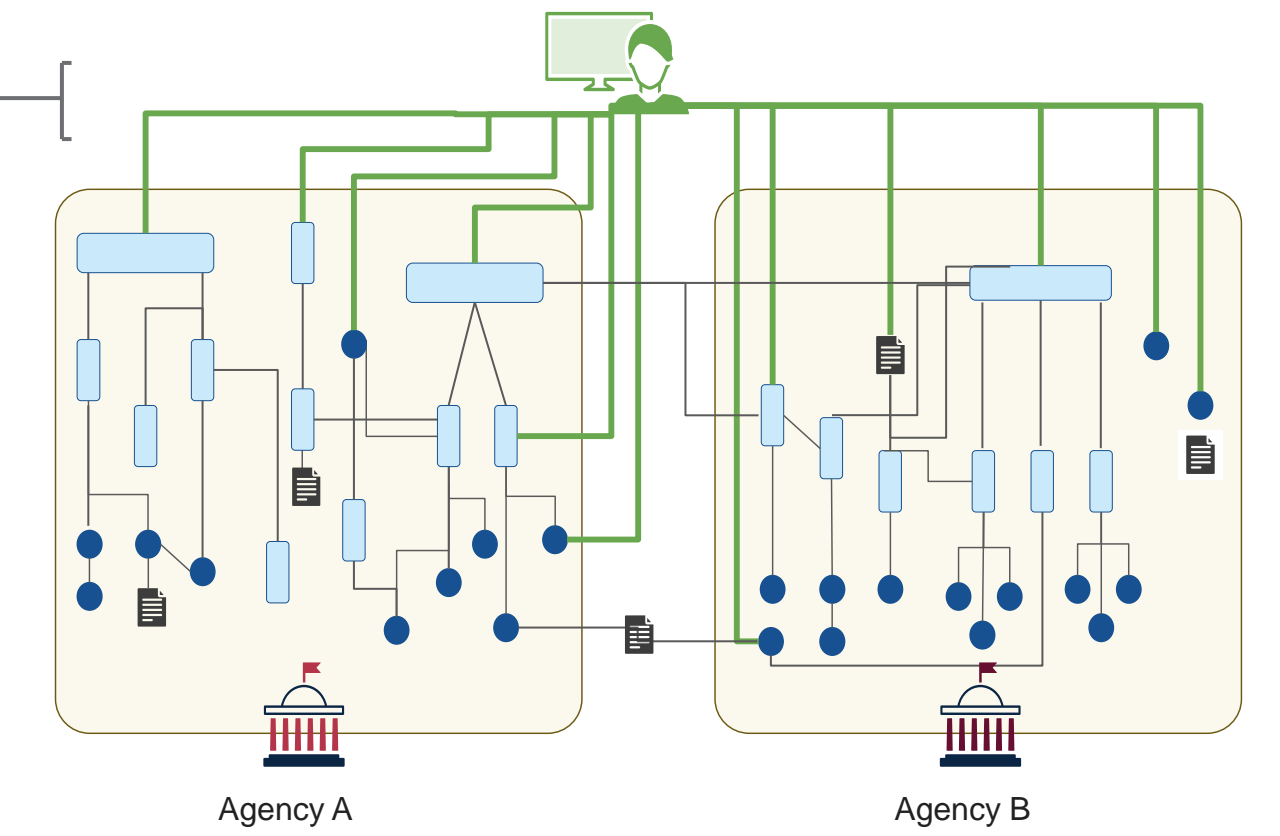
Current Grants Systems Landscape: Fragmented, Customized, Aging Technology

Fragmented recipient experience

Expansive footprint with 300+ systems and some adoption of shared services

Many manual and time-consuming processes

Highly customized systems with limited interoperability



“ ...not user friendly and not easy to navigate²

“ ...requirements are duplicative, unnecessarily burdensome, and conflicting³

“ ...We have to take that same information and re-enter it...into any one of the other dozen or so systems⁴

“ ...critical information in 3 or 4 different places makes it very cumbersome²

1. 2019 NGMA, GWU, REI Annual Grants Management Survey Results and Analysis 2. Department of Education, Fiscal Year 2019 Grantee Satisfaction Survey 3. GAO Key Issues, "Federal Grants to State and Local Governments" 4. Jessica Hoban, Office of the Chief Information Officer of the State of Nevada, NGMA/REI/GW Grants Breakfast Forum (5/30/19)

Long-Term Technology Target State to Achieve Grants QSMO Vision



Seamless user experience for applicants / recipients

Enable a seamless user experience



Modular design by FIBF service activities

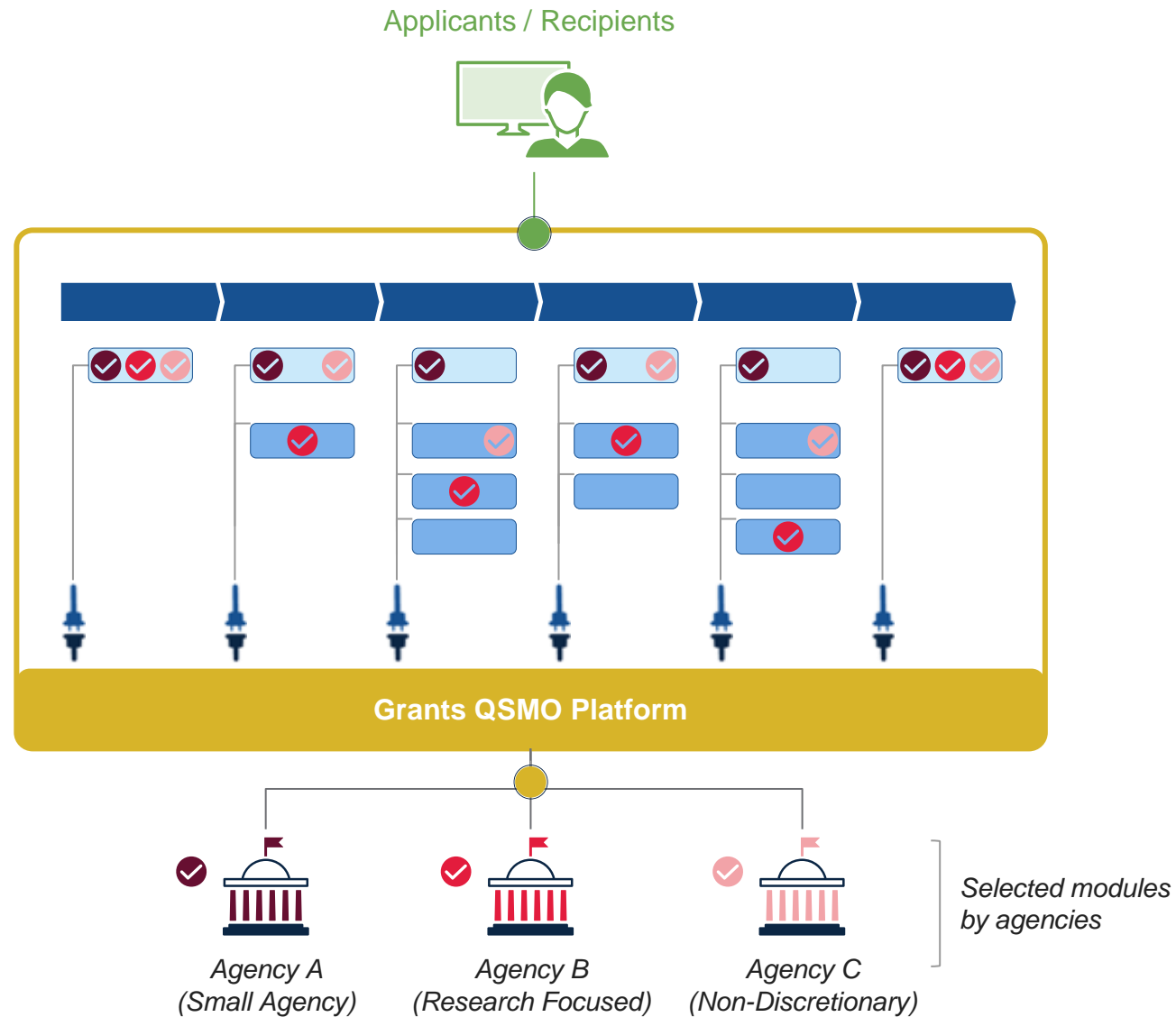
Mix of mandated, centralized, and standardized systems available across grants management lifecycle

For select functions, alternative systems available with differentiated capabilities to enable competition in the marketplace



Interoperability

Technology and data connectivity through a common platform, e.g., technical design standards, API management, data infrastructure



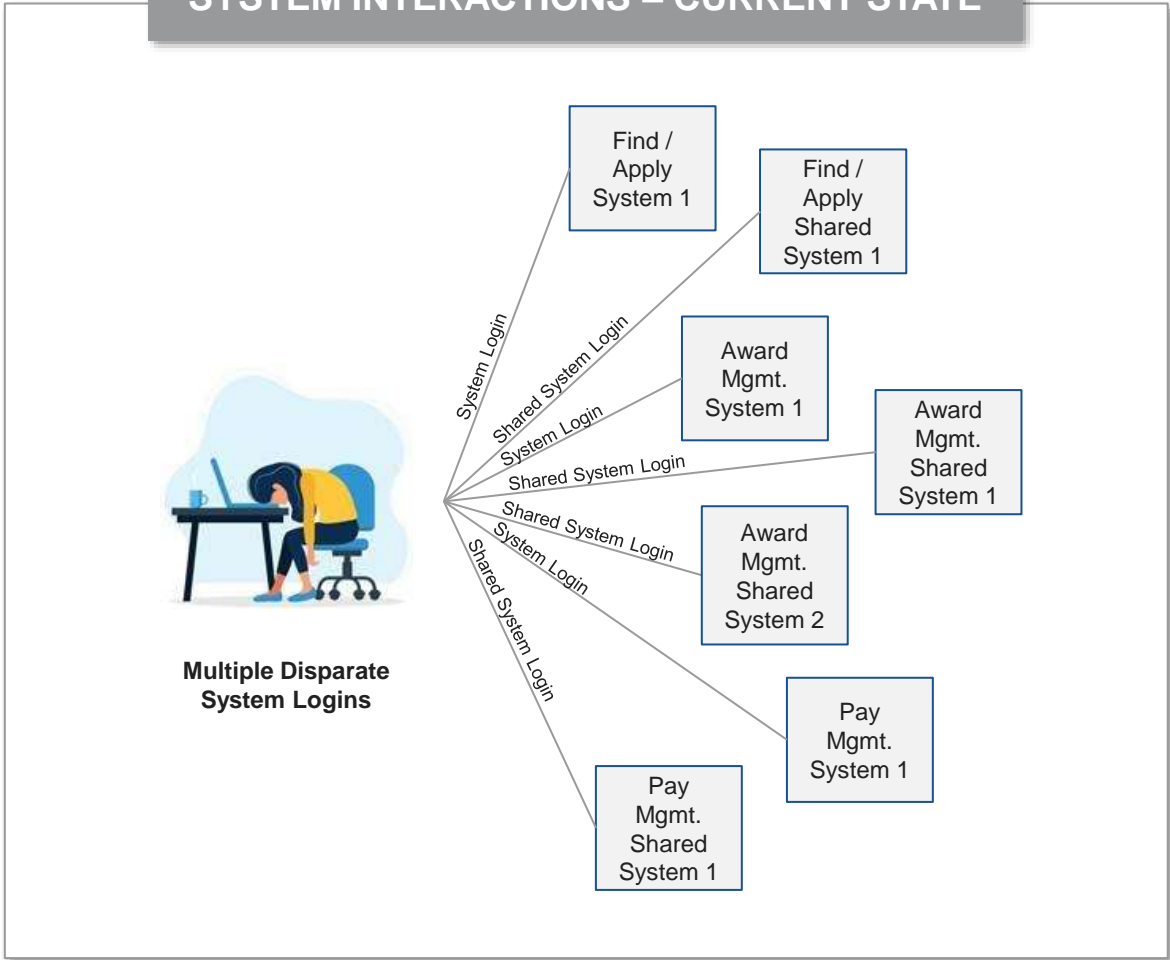
7 Guiding Principles For Grants Technology Modernization



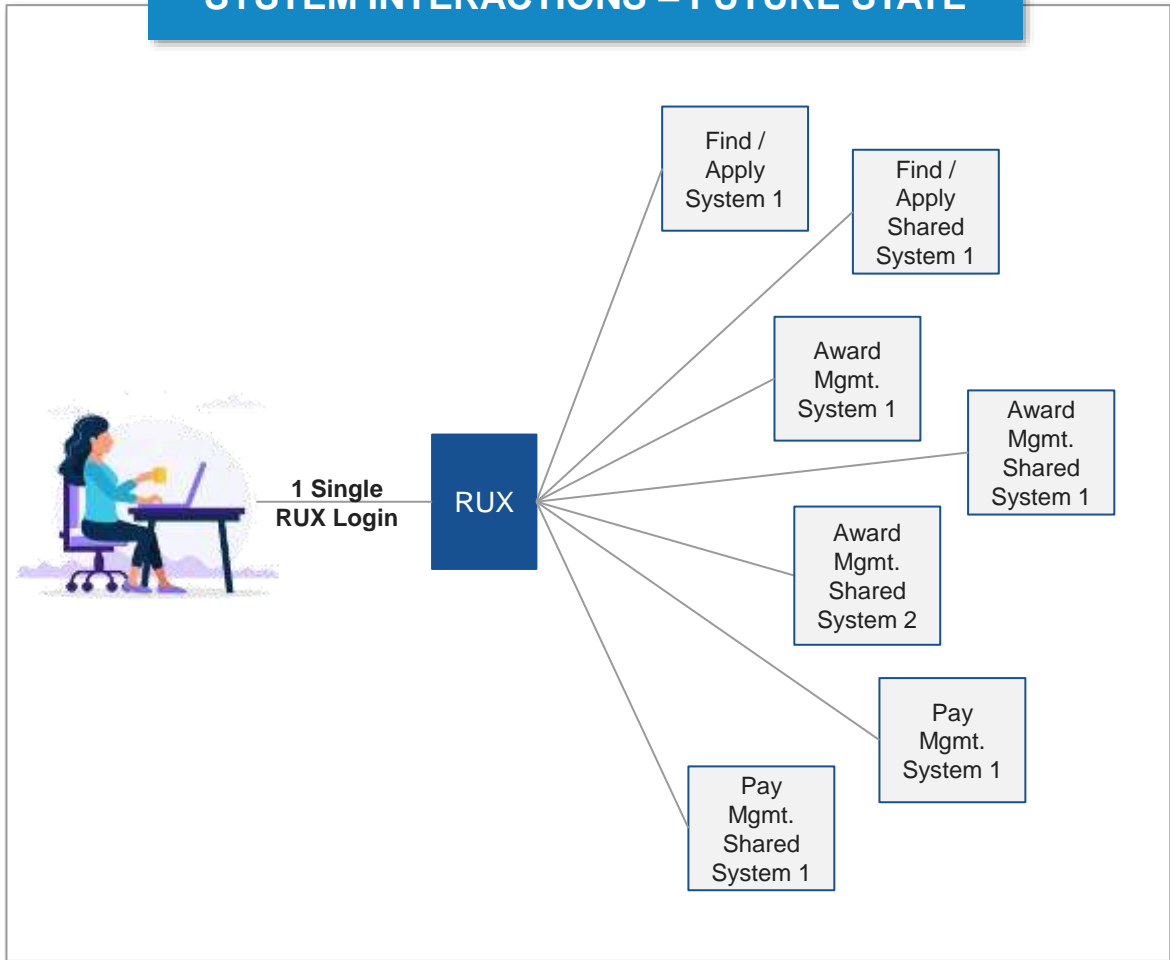
Recipient Seamless User Experience (RUX)

Today: ~100 Recipient-Facing Grants Systems Used Across the Grants Lifecycle

SYSTEM INTERACTIONS – CURRENT STATE



SYSTEM INTERACTIONS – FUTURE STATE



Case Study: State of Nevada interacts with at least 25 systems across the grants management lifecycle (in addition to program oversight systems)

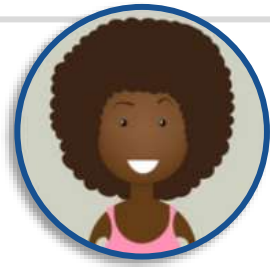
Recipient Feedback on Recipient Portal with Single Sign-On

The Grants Community Agrees....

70%

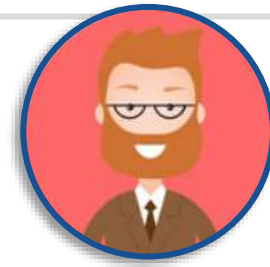
Surveyed Grants Management Professionals agree that a **unified portal holds the most promise for dramatic improvement** to grants management in the next five to ten years⁵

*"A portal like this would **save me so much time**. If my bosses knew **how much they're paying me to simply log in to sites**, they would be shocked."*



Director of Grants and Contracts at State Children's Aid Program

*"Having a **one-stop-shop** saves us issues with losing logins and **finding our way around federal systems**."*



Professor of Mechanical Engineering at Carnegie Mellon University

*"Since federal agencies began implementing systems for research administration more than 20 years ago, **research universities have been waiting for something like this!**"*



Assistant Vice Provost for Research at the University of Washington

⁵Source: [Annual Grants Management Survey: Results and Analysis](#) (REI Systems, National Grants Management Association (NGMA), and the George Washington University (GWU))

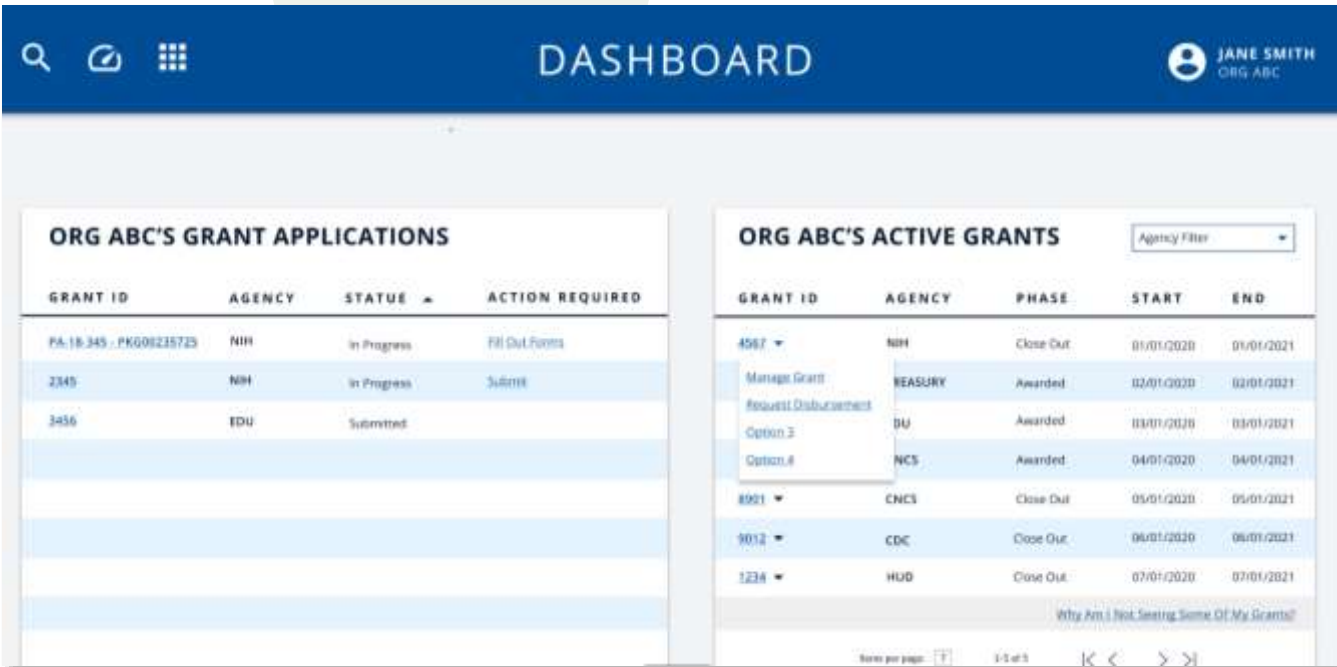
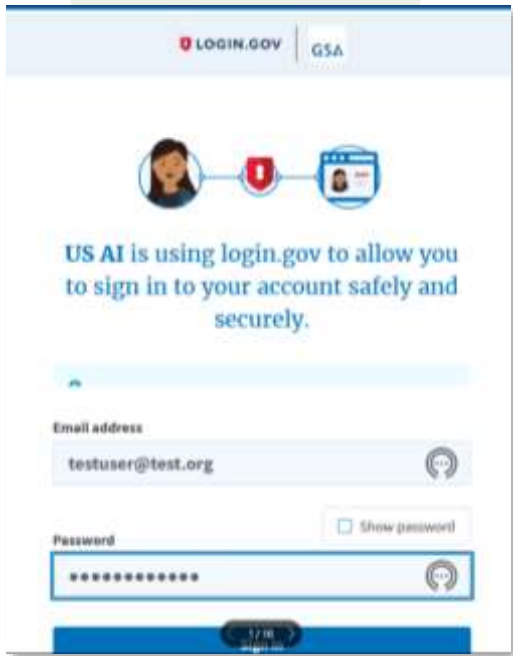
Improve Applicant/Recipient Experience and Reduce Burden

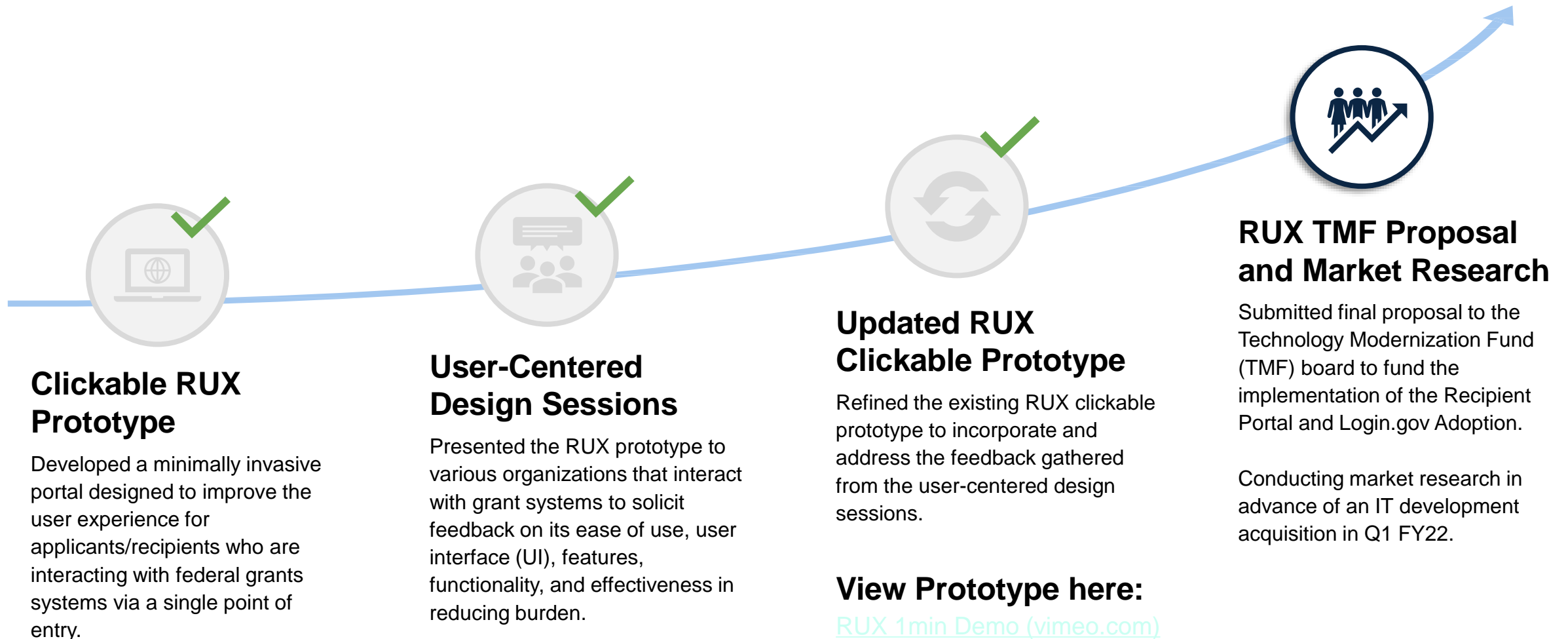
Iterative approach to improve Recipient Seamless User Experience (RUX)

Single Sign-On (SSO)
Authentication via a single ID/password

Minimally Invasive Portal
User testing a portal prototype

Seamless User Experience
Single point of entry to platform of interoperable solutions





Rate your perceived usefulness of the RUX portal

(1 - not useful, 5 – extremely useful)

What do you like about the prototype?
What is missing?

Feedback from FDP

What is the biggest frustration with federal grants IT systems?

What are the best examples of IT solutions in grants management (both within and outside federal)?

What would your ideal solutions be for federal grants management?

- **Recipients and Applicants:**

We are always interested in understanding how to best engage with the community and obtaining feedback on the current grant management landscape, your frustrations with the processes and systems, and/or any ideas you have for improving federal grants management. If you have insight or suggestions, please reach out to us at GrantsQSMO@hhs.gov.