# National Science Foundation (NSF) Modernization of Proposal Preparation and Account Management

September 7, 2017

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#### **Agenda**

- Proposal Submission Modernization
  - Introduction
  - Demonstration
- Account Management Modernization
  - Overview
  - Walkthrough
- Upcoming Activities



## Proposal Submission Modernization (PSM)

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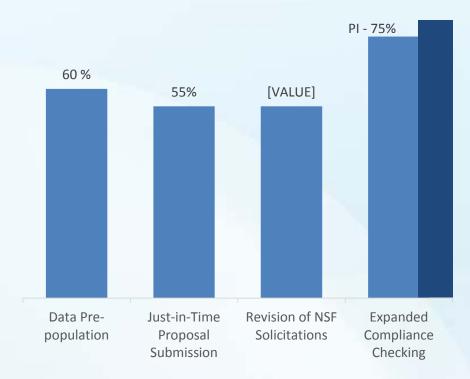
#### **PSM Survey Summary Findings**

#### The problem statement

# 40% PI [VALUE] SPO - 10% Ease of Use Webpage Layout Administrative not Intuitive Burden

#### Suggestions for potential solutions

SPO-80%





#### **PSM Vision**

- Modernize the applications supporting the merit review process and the user experience via the development of a new application
- Reduce the administrative burden to the research community and NSF staff associated with preparation, submission, and management of proposals
- Increase efficiencies in proposal preparation, submission, and management
- Improve data quality
- Capture proposal content in a way that supports data analysis



#### **PSM Agile Concept Development**

- PSM is following an agile process to develop, review, and refine wireframes (webpage mockups) that leverages knowledge of the existing pain points
- External users are engaged throughout the process to ensure the overall approach, workflows, and wireframes are consistent with user needs
- Development of features and enhancements will be deployed incrementally (future pilot activity)

#### Identify Pain Points and Draft Improvements

 Leverage Help Desk data, 2015 PSM survey, etc. to identify improvement opportunities and create initial concepts

#### Review Concepts with NSF Staff Working Group

- Review initial concepts and discuss at working group sessions
- · Refine as needed

#### Review Wireframes with External Users

- Present and test wireframes with external users to validate and refine
- Usability sessions, FDP, ERA Forum, etc.

#### Internal Validation and Execution

- Brief working group, elevate/resolve issues, and begin development
- Deliver enhancements incrementally



#### Demonstration

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#### Modernization of Account Management

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#### **Background and Challenges**

- Throughout their careers, research community participants have interacted with NSF's external grant systems (i.e., FastLane and Research.gov) on a broad range of activities (e.g., PI/co-PI, Reviewer, GRFP user). This required separate user logins.
- NSF is modernizing the account management of its external grant systems to streamline the user experience for maintaining accounts and centralizing access as well as to reduce administrative burden.

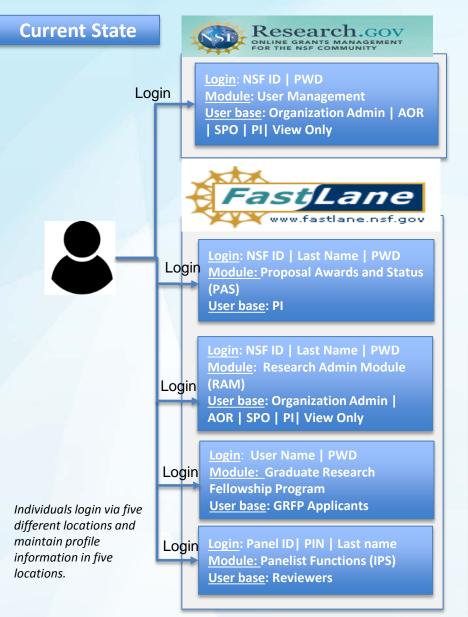
#### NSF is focusing on improving:

- Login: consolidate to one login
- Account: enforce policy that each individual user of NSF systems should only have one NSF ID account
- **Self Registration**: remove burden from organization's Administrator
- Role Request: automate requests to organization Administrators for user role approvals
- **Profile Management**: provide one unique profile maintained by the user



#### **Current and Target State**

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#### Target State



<b>NEW Account Management Functionality</b>	
Profile Information	Roles & Role Information
Name	Organization Admin   AOR
Email	SPO   View Only
Phone Number	PI   Unaffiliated
Address	ACM\$
	GRFP Coordinating Official   Financial Official
	<b>GRFP Applicants</b>
	Reviewers
	NSF Staff (IPAs)

Individuals login once and maintain profile and role information in one location.



#### **NEW Account Management Overview**

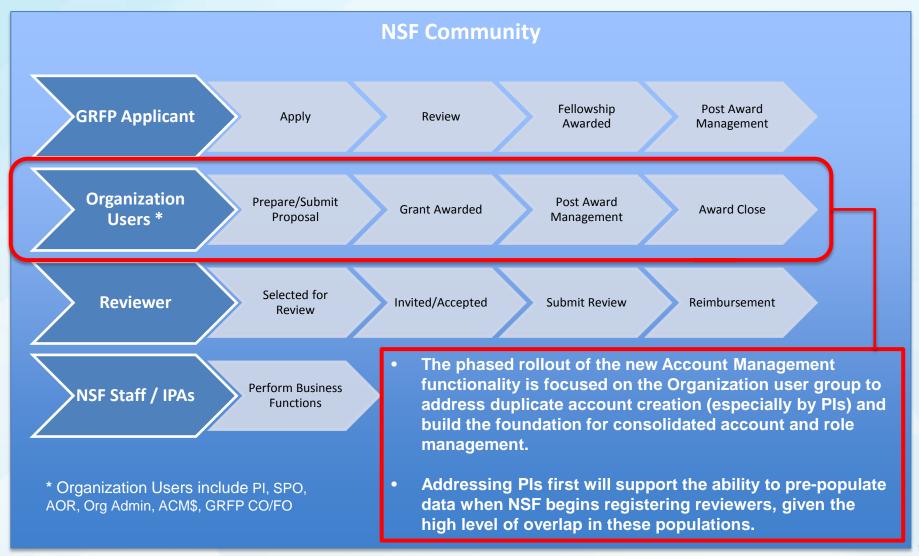
The new Account Management functionality will establish a centralized and streamlined account registration process for the external research community, providing each user with a single profile and a unique identifier (NSF ID) to be used across all NSF systems.

#### The new functionality is being developed to:

- ✓ Allow individuals to create and self-manage accounts, including personal and role information
- ✓ Provide a central location to request roles to access NSF systems
- ✓ Provide organization Administrators the ability to manage roles for their organizations through a dashboard with functions to approve, disapprove, assign, and remove roles
- ✓ Provide existing users a one-time operation to confirm information in order to migrate existing account information to the new functionality
- ✓ Replace the existing FastLane and Research.gov account management functions and expand these capabilities to new user groups such as GRFP applicants, reviewers, and NSF staff (e.g., IPAs)
- ✓ Enable NSF to efficiently carry out internal audit compliance and conflict of interest management.



#### **Account Management User Groups**





#### Retirement of Account Management Functionality

Retirement of Existing Account Management Functionality	New Account Management Functionality in Research.gov
Research.gov: User Management Module	Organization Administrators will have the capability to assign, remove, approve, and disapprove roles.  Individuals will have the capability to request roles and edit their information.
<u>Research.gov:</u> Activation Module  (subset of the functionality will be retired)	The new Account Management functionality will have built-in logic to enforce one account per individual. Linking of NSF accounts will not be permitted.
<u>FastLane:</u> New Organization and FastLane Contact Registration   Postdoctoral Fellowship Registration   Research Administration (User Account Tab)	Individuals will have the capability to self-register, self-request roles, and register a new organization.
<u>FastLane:</u> Under Account Management, User profile View/Add/Update/Delete	Individuals will have the capability to view and update their account information.



#### **Upcoming Activities**

- ERA Forum Webinar September 19, 2017, 1:00 pm EDT
  - Visit <a href="https://www.nsf.gov/bfa/dias/policy/era\_forum.jsp">https://www.nsf.gov/bfa/dias/policy/era\_forum.jsp</a> for details
- Usability Testing Mid-September 2017
- Initial Launch Winter/Spring 2018



#### Walkthrough

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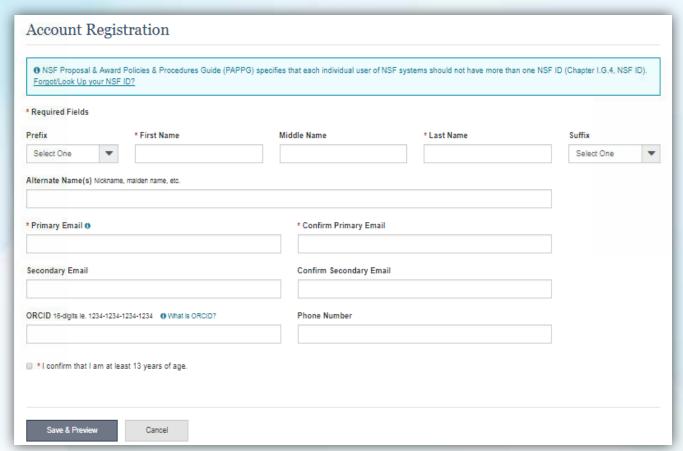
### New Account Management Functionality Preview

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#### **Account Registration**

#### **NOTIONAL**



#### **New Account Management Functionality**

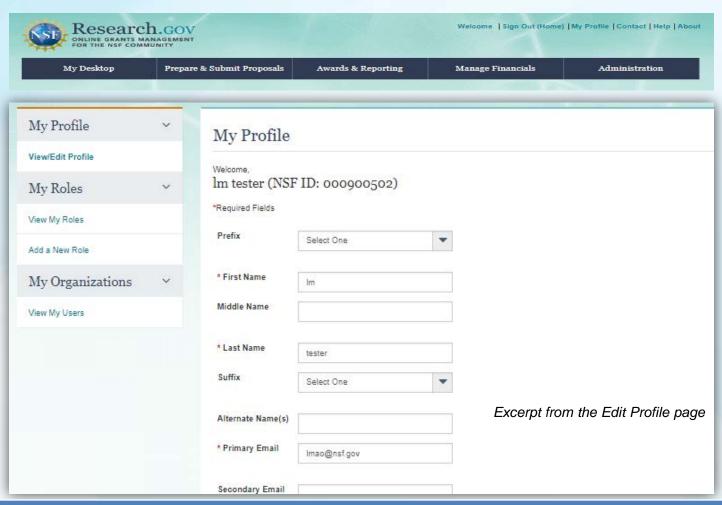
**New users** will have the ability to register for an account and receive an NSF ID and password. Additional logic to verify email addresses has been put in place to ensure an individual maintains one account.

**Existing users** will <u>not</u> go through the account registration process. After the new functionality is launched, existing users will be migrated to the system when they log into Research.gov.



#### **View/Edit Profile**

#### **NOTIONAL**



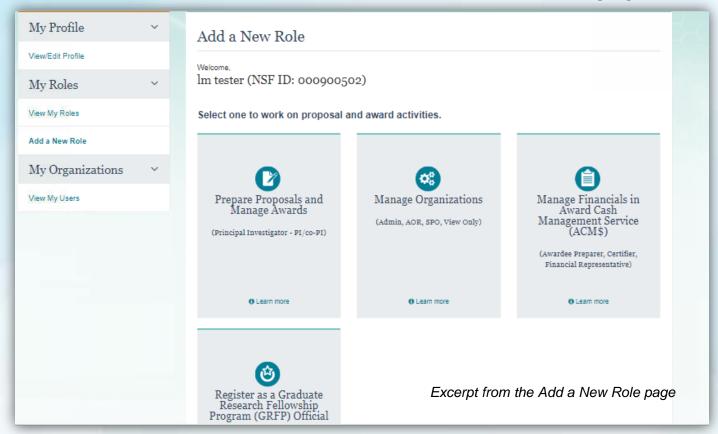
#### **New Account Management Functionality**

Individuals will have the ability to view and edit their profile information from the "My Profile" link and also initiate the change password process.



#### Add a New Role

#### **NOTIONAL**



#### **New Account Management Functionality**

Individuals will have the ability to request roles such as PI, organization Administrator, AOR, SPO, View Only, ACM\$, and GRFP through the "Add a New Role" page. Role requests will require an approval from an organization Administrator.



#### **Role Request Wizard (sample)**

#### **NOTIONAL**

My Desktop	Prepare & Submit Proposals	Awards & Reporting	Manage Financials	Administration
Look Up Organiza	ation			
1. Look Up Organization	2. Add Information	3. Choose Role(s)	4. Review	5. Confirmation
* Required fields  * Enter DUNS number • What is	a DUNS number? • How can I find my DUN	S number?		
1			Look Up	Clear
			[	Previous Next

#### **New Account Management Functionality**

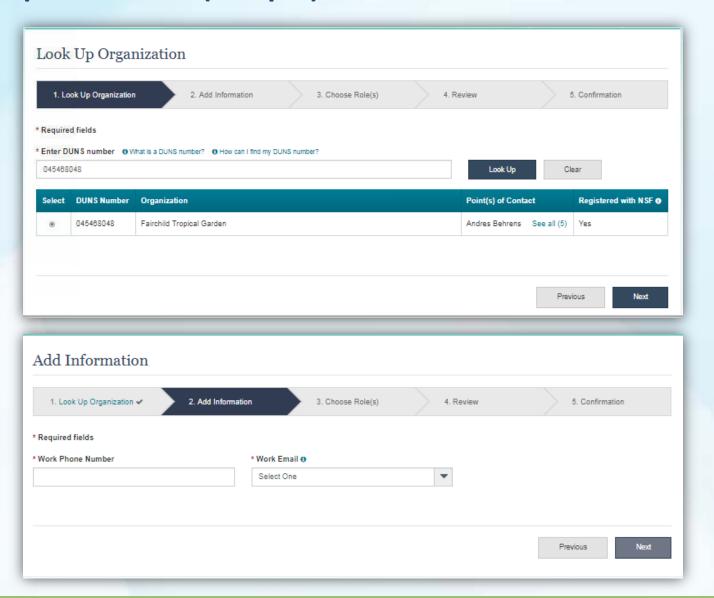
After choosing the type of role to request, all role requests will follow the same steps, as indicated below:

- 1) Look Up Organization Enter the organization's DUNS number registered in SAM
- **2)** Add Information Add work phone and work email (Note: If a PI role or new organization is selected, additional information is required)
- 3) Choose Role(s) Select the role(s) from a list of available roles
- 4) Review Review the role request information
- **5) Confirmation** Confirm the role request. The organization Administrator will then receive an email notification.



#### **Role Request Wizard (sample)**

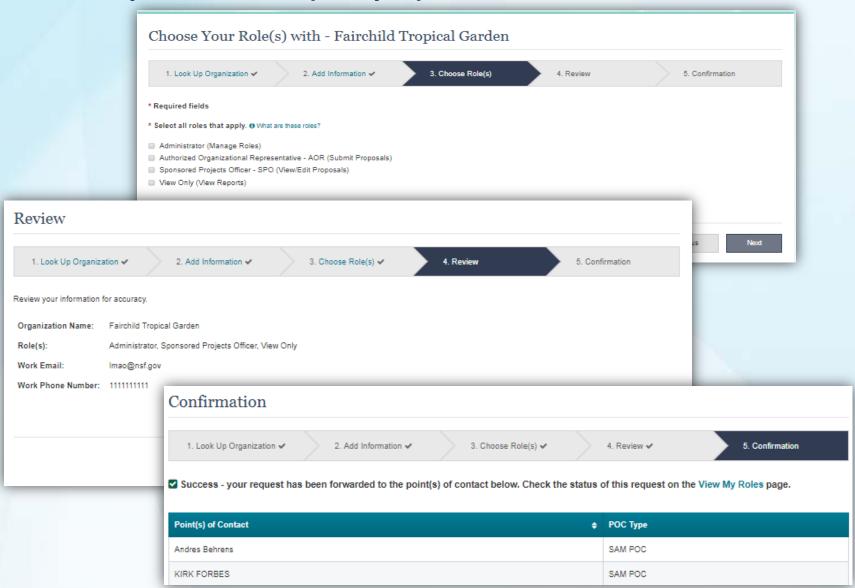
#### **NOTIONAL**





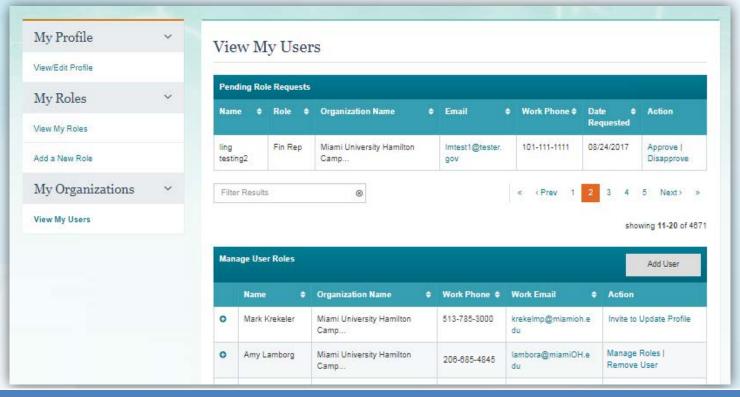
#### **Role Request Wizard (sample)**

#### **NOTIONAL**



#### **Administrator's Dashboard**

#### **NOTIONAL**



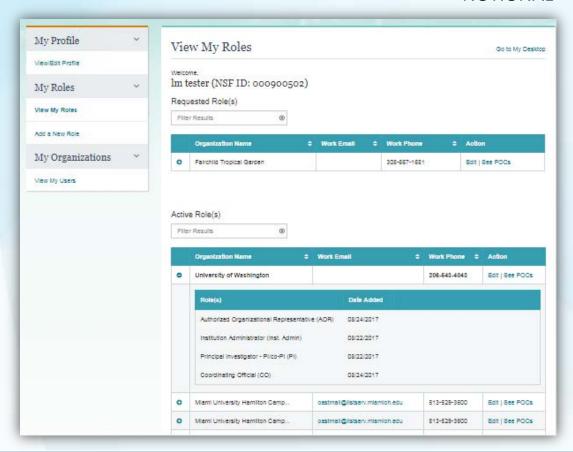
#### **New Account Management Functionality**

The organization Administrator will have access to the following functionality in the "View My Users" dashboard:

- Approve / Disapprove Role Request
- Add a User
- Manage Roles
- Remove User
- Invite to Update Profile (This option is only needed for users that have not been migrated to the new system)

#### **User's Dashboard**

#### **NOTIONAL**



#### **New Account Management Functionality**

Individuals will have access to the following functionality in the "View My Roles" dashboard:

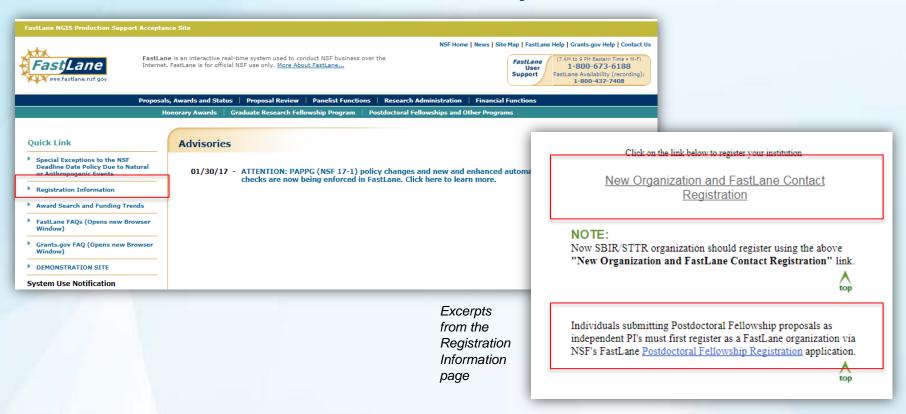
- View Pending Role Requests
- View Approved Role Requests
- Edit Role Information



#### FastLane and Research.gov Retirement of Functionality

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Retirement of Functionality in FastLane	New Account Management Functionality in Research.gov
Individuals will not have the ability to register new organizations or register as an independent PI via FastLane. Individuals will still have the ability to update existing organization information in FastLane.	Individuals will have the ability to register a new organization and administrator using the "Manage Organizations" role request option. The organization must have a valid DUNS number.

#### **Retirement of FastLane Functionality**



FastLane Contact Registration Request			
(*)Represent Required Fields What?	(*)Represent Required Fields What?		
FastLane Contact Registration Form			
Organization Name: Organization Id:	Hopkins County School District 6250035550		
*FastLane Contact's First Name:	Middle Initial:		
*Last Name:			
*E-mail Address:			
*Telephone Number:	(10 digits, no hyphens, no country code)		
Fax Number:	(10 digits, no hyphens, no country code)		
*Password: (Combination of digits and letters)	(8-20 characters, See Password Requirements)		
PI (Principal Investigator) Registration Form Why?			
Please check this box and provide the following additional information if you want to become a PI.			
Suffix:	(Jr., Sr., III)		
Street Address:	(Line 1)		
Street Address:	(Line 2)		
City/Code:			
State:	▼ (Foreign address, Skip it)		
Zip Code:	(9 digits, no hyphens) (Foreign address, Skip it)		

Excerpt from the FastLane Contact Registration

# Individuals will not have the ability to register as a FastLane contact for an existing organization via FastLane. Individuals will have the ability to request new roles for an organization: PI, organization Administrator, AOR, SPO, View Only, ACM\$, and GRFP. When a new organization is created, the first organization Administrator will be auto-approved with a notification to the SAM Points of Contact. Individuals will also be able to register as independent PIs.





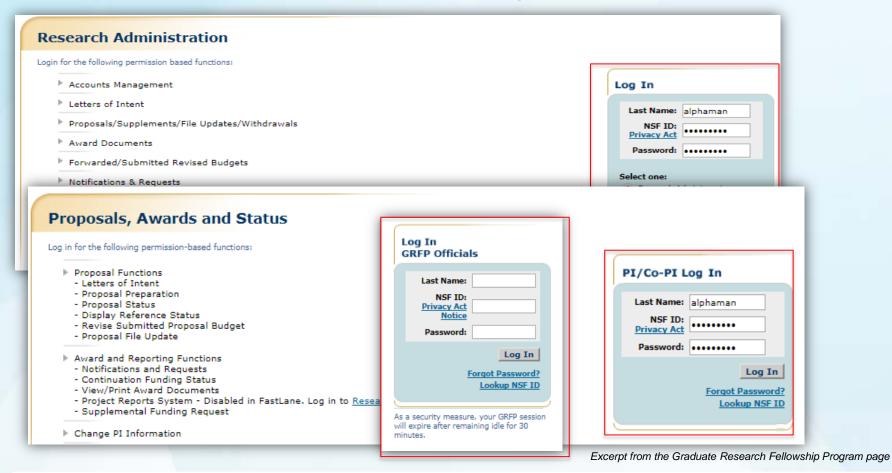
Retirement of Functionality in FastLane	New Account Management Functionality in Research.gov
The approval system for New Organization Registration will be retired.	The DUNS number of the organization requesting registration will be used to look up the SAM Points of Contact (POCs). These POCs will receive an email notifying them that their organization has been registered with NSF. Additional approval will not be required.





Retirement of Functionality in FastLane	New Account Management Functionality in Research.gov
Users will not have the ability to register as a individual via FastLane.	Users will be able to register as an individual by using the "Prepare Proposals and Manage Awards" role request option.





#### **Retirement of Functionality in FastLane**

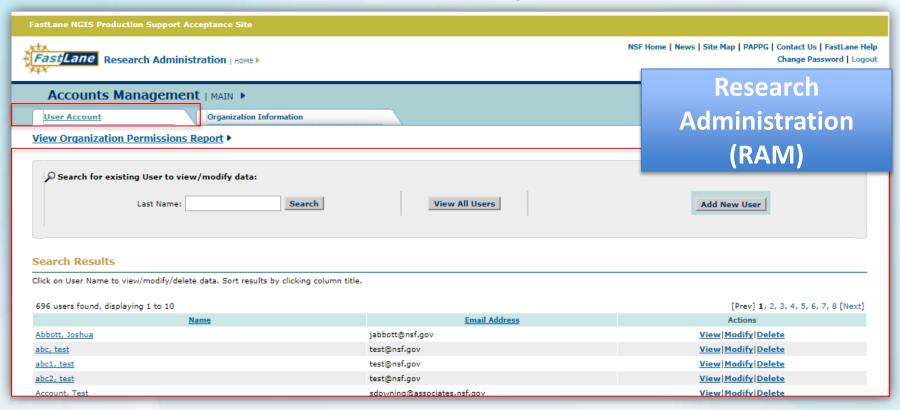
Individuals accessing the Research Administration Module (RAM) and Proposals, Awards, and Status (PAS) Module, as well as Graduate Research Fellowship Program (GRFP) Officials will now have a consolidated login through Research.gov.

New Account Management Functionality in Research gov



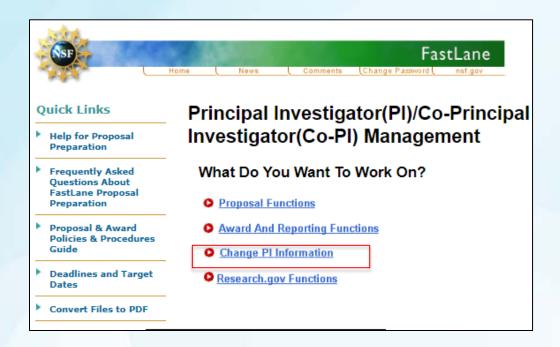
#### **Retirement of FastLane Functionality**

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Retirement of Functionality in FastLane	New Account Management Functionality in Research.gov
The User Account tab will be retired and administrators will no longer use it to view, modify, or delete a user's role information or to add a new user.	Organization Administrators will have a dashboard to manage users in their organization(s) and the ability to Assign Roles, Remove Roles for users, and Add New Users. They will also have the ability to approve or disapprove role requests from users.





Proposals, Awards and Status (PAS)

Module

#### **New Account Management Functionality**

The new account management functionality will support the ability to edit PI (and other roles) information. Demographics will remain accessible via the FastLane PAS Module.



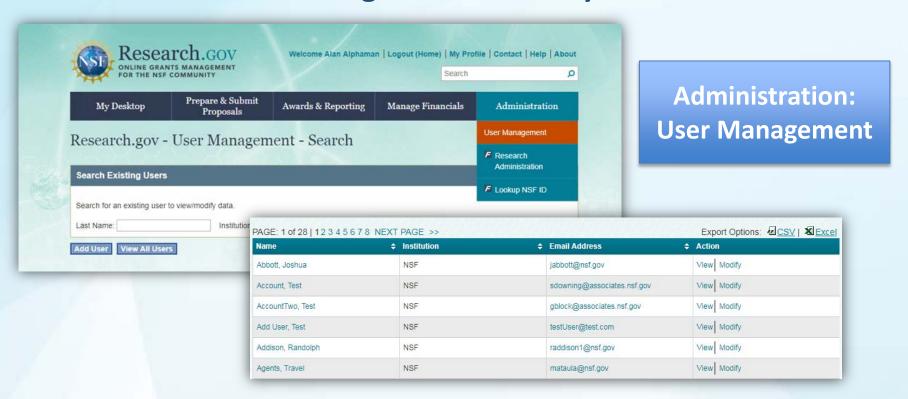
Edit Principal Investigator's (PI) Information		
Why this information is being requested		
Warning!		
<ul> <li>Do not change to another person's name.</li> <li>Do not repeat Organization or Department in the "Street" and "Additional" address fields.</li> <li>Updating PI Information will only update the most current institution data.</li> </ul>		
First Name: Alan Middle Initial: Last Name: Alphaman		
Organization: National Science Foundation Institution Identification Number: 4102852000		
Change Institution		
Department: Information Systems		
Street: 2415 Eisenhower Avenue		
Additional: DIS ESB		
City: Alexandria State: (Virginia ▼ )(Foreign address, Skip it)		
Zip: 22314 Foreign address, Skip it)		
Country: United States ▼		
Phone: Fax Number: 7032929999		
Degree Year: 2005 Degree Type: MCE - Master of Civil Engineering ▼		
E-Mail Addr: gblocks@nsf.gov		
ORCID Identifier:		
ORCID ID is optional. However, if you choose to enter it, please enter a valid 16 digit ORCID ID number.		

Excerpt from the Edit PI Information Page

Retirement of Functionality in FastLane	New Account Management Functionality in Research.gov
Individuals will not have the ability to edit all PI information in Fastlane; only demographics will be editable in Fastlane.	Individuals will have the ability to edit both account and role information using the "My Profile" and "My Roles" menu options.



#### **Retirement of Research.gov Functionality**



#### Retirement of Functionality in Research.gov New Account Management Functionality in Research.gov

The Administrator will no longer access "User Management" to view or modify a user's role information or add a user.

Organization Administrators will have a dashboard to manage users in their organization(s) and the ability to Assign Roles, Remove Roles for users, and Add New Users. They will also have the ability to approve or disapprove role requests from users.



#### **Retirement of Research.gov Functionality**



**Edit My Activations** 

Retirement of Functionality in Research.gov	New Account Management Functionality in Research.gov
Individuals will no longer link NSF accounts to one another.	The new Account Management functionality will maintain one account per individual, per the policy outlined in the Proposal & Award Policies & Procedures Guide (PAPPG)



#### THANK YOU!

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