

OIRM Talking Points for the B&O Advisory Committee Meeting (Fall 2014)

➤ **OIRM Updates**

Following are updates on interesting initiatives going on in the OIRM divisions.

➤ **Division of Information Services (DIS)**

○ **IT Governance**

- ✓ NSF implemented a more formal and disciplined IT investment review and decision-making process.
- ✓ NSF strengthened its process for approving centrally-funded IT investments by requiring advocates for new IT investments to complete a detailed proposed IT investment and business case documentation.
- ✓ This ensures that advocates for new IT investments have fully considered the business need, benefits, impacts, and strategic alignment of each potential investment.

○ **Proposal Management Efficiencies (PME)**

- ✓ Proposal Management Efficiencies is an umbrella initiative that covers all system modernization efforts that support the management of proposals, reviews, and reviewers.
- ✓ For FY 15, the PME projects are collected under two categories – Client Server Migration and Proposal Submission Modernization.
 - NSF currently has multiple, disparate systems that support the merit review process. Many of the systems are a decade, or more, old and are built on obsolete, unreliable technology that is inefficient to maintain and difficult to change or enhance.
 - Over the next several years, NSF is undertaking an initiative to modernize its legacy merit review systems using a continuous, incremental, and transparent approach that will deliver modern systems that are flexible, reliable, and secure.
- ✓ NSF is planning and preparing for the first phase of this initiative, which will migrate existing merit review systems built on aging, unsustainable client server technology to web-based technology and develop a web portal that will provide a single integrated point for staff to access NSF's merit review systems
- ✓ Proposal Submission Modernization (PSM) is the incremental enhancement of externally-facing NSF business functions. In FY15, NSF will begin to merge navigation of FastLane and Research.gov together. This will allow NSF to move the aging FastLane application to Research.gov with minimal impact on customers.
- ✓ NSF will also pilot two efforts to improve the identification of researchers in the scientific community. They are Science Experts Network Curriculum Vitae (SciENCv), which is a system that researchers can use to create and maintain biosketches that are submitted with grant applications and annual reports., and Open Researcher and Contributor ID (ORCID), which provides a unique identifier for scientific and research authors.
- ✓ In January of 2015, Grant Proposal Guide compliance checking will be enforced in FastLane. Solicitation-specific checks will be added incrementally.

- **iTRAK**
 - ✓ As Marty said, the implementation of iTRAK, NSF's new financial system replacing our legacy Financial Accounting System (FAS) went smoothly
 - ✓ iTRAK is our primary financial system and it functions to:
 - monitor, control, and execute the Foundation's management and financial accountability of approximately 20,000 active awards.
 - ✓ It was a heavy lift for OIRM to fully integrate iTRAK with NSF's Merit Review Systems and that effort was very successful.

- **NSF Relocation (you'll hear more about the overall project shortly)**
 - ✓ NSF is moving its headquarters in FY 2017.
 - ✓ To outfit the new headquarters to support the work of the Foundation, NSF must install new IT infrastructure and prepare the new building to support NSF's IT systems.
 - ✓ In FY 15, NSF is undertaking a variety of activities to position its IT infrastructure for the move. These activities include refreshing the core network, continuing consolidation efforts in the NSF data center, and moving to cloud based services. We have already eliminated or virtualized 300 + servers. We expect a 75% overall reduction of data center infrastructure by the end of FY2015.
 - ✓ Helping to position NSF for the relocation is that in the past year over 90% of the new computers that were bought by NSF are laptops with the Seamless Mobile Computing configuration. This configuration has greatly improving the customer experience when teleworking and means that there will be very few desktops for NSF to move to the new headquarters.
 - Simultaneously, DIS is committed to continue delivery of mission critical IT services and infrastructure to staff in the current Arlington headquarters building during the relocation.
 - While NSF is preparing the new building to support its IT needs, NSF must also continue to maintain the IT services and infrastructure in the Arlington building at current service levels.
 - Also, for a period of time during the building transition, NSF will have to run parallel IT services in both buildings at the same time.

- **Live Help**
 - ✓ NSF is offering a new way to get help with our systems. Since its introduction in May 2014, Live Help! has been utilized over 850 times by PIs in the research community with a very high first contact resolution of 92%.
 - ✓ In January, Live Help! functionality will be available from the main Research.gov site to assist customers with login questions.
 - ✓ We are anticipating that Live Help! will be available in FastLane beginning January 23, 2015.

➤ **Division of Human Resources Management (HRM)**

- **Federal Employee Viewpoint Survey (FEVS)**
 - ✓ We have been analyzing the FY14 FEVS results, and are pleased that NSF's ranking in the Partnership for Public Service's Best Places to Work rankings has improved from a ranking of 12 out of 23 mid-sized agencies last year to a ranking of 11 out of 25 this year.
 - ✓ Once again, NSF scored above the government-wide average in each of OPM's seven survey composites, as well as in the employee engagement index, global satisfaction index, new inclusion quotient (the new IQ), and Human Capital Assessment and Accountability Framework (HCAAF) performance, with modest improvements in scores over last year in all of those areas.

- ✓ Additionally, many of our directorates and offices improved their FEVS scores between 2013 and 2014.
- ✓ NSF had one of the highest response rates across the government (77%) and the highest of all large/independent agencies.
- ✓ We also are an active participant in the Administration's work on employee engagement.
- **SES Certification**
 - ✓ On July 22, OPM granted full certification for 24 months to NSF's SES performance appraisal system
 - ✓ Our April discussion with committee members about linking NSF agency goals, objectives and performance to individual executive performance plans provided very useful insights that contributed to our successful efforts to create a robust SES performance system.
 - ✓ Thank you for your thoughts and suggestions, and we look forward to additional discussions of this important topic.
- **Strategic Human Capital Dashboard**
 - ✓ In support of NSF's GPRA and HRStat goals to use evidence to drive decision-making, HRM is developing a strategic human capital dashboard and completed phase one in September.
 - ✓ The dashboard allows HRM to report progress toward human capital goals and monitor human capital metrics. It will help the Foundation track attainment of our strategic objective to "[b]uild an increasingly diverse, engaged, and high-performing workforce...."
 - ✓ The dashboard includes key data on four human capital management areas: monitor NSF retention, create viable career paths, enhance recruitment efforts, and level workload.
 - ✓ Additional metrics and functionality will be added during FY15.
- **Efforts to Revamp NSF's Awards and Recognition Process**
 - ✓ In FY14, HRM supported the O/D's initiative to reengineer the Foundation's awards and recognition process.
 - ✓ The working group for this initiative, called the "Incentive Awards Revitalization Team" or IART, solicited input from employees about the Director's Awards, which led to the establishment of several new awards this past year and a more transparent awards nomination process.
 - ✓ Further review of and revisions to the incentive awards program are planned for FY15.