



## what's inside

This newsletter will serve as an update on all related NSF business between biannual B&O Advisory meetings.

For more information about these articles, or should you have any questions, please contact:

Michael Sieverts (BFA) at 703.292.7754

Jeff Rich (OIRM) at 703.292.4227

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## NSF FY 2007 Budget Request

### Summary

Total Request: \$6.02 Billion (7.9% increase)

Points of Interest:

- Budget is an element of the President's American Competitiveness Initiative
- 10-year doubling of budget
- Emphasis on Innovation and Competitiveness

### NSF Priorities

- Advancing the Frontier
- Broadening Participation in Science and Engineering Enterprise
- Providing World-Class Facilities and Infrastructure
- Bolstering K-12 Education

### Key Budget Hearings to Date:

February 15: House Committee on Science

March 2: House Appropriations Committee, Subcommittee on Science, State, Justice, Commerce and Related Agencies

## Major Investments

New	Continuing
Sensors for the Detection of Explosives (\$20m)	National Nanotechnology Initiative (\$373m)
International Polar Year (\$62m)	Networking and Information Technology Research Development (\$904m)
Cyberinfrastructure-High Performance Computing Infrastructure (\$50m)	Plant Genome (\$101m)
Discovery Research-K12 (\$104m)	
Elementary Particle Physics (\$15m)	
Science Metrics (\$6.8m)	

## NSF IT Security Efforts

NSF gets an "A"

The House Government Reform Committee is expected to award the federal government an overall grade of D-plus for computer security in 2005, a score that remains virtually unchanged from 2004. While many agencies posted poor scores, NSF's score rose from a C-plus to an A. The Foundation will play an important role in the President's American Competitiveness Initiative, and is under greater pressure and scrutiny to be effective stewards of tax dollars.

Our improvements in computer security will bolster NSF's reputation and help demonstrate to the Administration, Congress, the research and education community, and the public that NSF is worthy of their trust, and capable of leading the country forward into an innovative new future. Read the entire Washington Post article here: <http://www.washingtonpost.com/wp-dyn/content/article/2006/03/15/AR2006031501589.html>

## Strategic Plan Update

NSF develops a new strategic plan, in consultation with OMB and Congress, every three years as required by the Government Performance and Results Act (GPRA).

GPRA mandates Federal agencies to account for program results through the integration of strategic planning, budgeting, and performance measurement. The strategic plan includes a mission statement, strategic goals, objectives, means and strategies, external factors that can affect achievement of goals, and the relationship of this entire framework to annual performance goals in the NSF budget. The goals, strategies and assessments are focused at the NSF-wide level. The plan also describes the roles of merit review, COVs and Advisory Committees in the overall assessment process.

Status of Strategic Planning:

- Public Comments on current (FY03-08) Plan: January 2006
- Staff Comments on draft of updated (FY06-11) Plan: March 2006
- National Science Board review: scheduled for May 2006

## 2005 OIRM Customer Satisfaction Survey Results

OIRM conducted the second annual Foundation-wide Customer Satisfaction Survey in December, 2005, seeking out feedback and comments regarding OIRM major services and applications. With the inaugural survey results serving as a baseline, the goal of the 2005 survey was to measure OIRM's progress in customer satisfaction. As it was in the previous year, the survey was completely confidential and only high-level, aggregated results were analyzed. OIRM has reviewed and analyzed the data and has provided a comprehensive overview of findings on Inside NSF. What follows is a snapshot of the 2005 results.

### At a glance

344 Responses (24% of the Foundation)  
 178 Respondents (52%) provided comments  
 Overall Average Rating: 3.70, 1% higher than the 2004 Average Rating

### Services with the Largest Percentage of Positive Change in Ratings

Help Desk (Responsiveness): from 3.69 to 4.05 (+9.8%)  
 Help Desk (Quality): from 3.67 to 3.96 (+7.9%)  
 Remote Access: from 3.64 to 3.92 (+7.6%)  
 PDA's: from 3.58 to 3.84 (+7.2%)  
 Panel Support: from 3.61 to 3.85 (+6.7%)

### Most Widely Used Services

Building Facilities  
 Workplace Safety  
 Internal Website  
 E-Mail  
 IT Security  
 Phones/Voice Mail  
 IT Communications  
 Help Desk: Quality & Responsiveness  
 Learning: Quality and Quantity  
 OIRM: Communications  
 OIRM: Services

### Individual Service Ratings

For 25 of the 28 (89%) questions asked in both 2004 and 2005, individual service ratings increased.

Each Service was Rated from 1 to 5

- 1 - Very Dissatisfied
- 2 - Dissatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very Satisfied

### Services with a Rating of 4 or Higher

The average rating was **3.70**, overall. These services achieved ratings ranging from 4.03 to 4.34.

Health Unit: 4.34  
 Library: 4.33  
 E-Mail (Services): 4.23  
 Help Desk (Responsiveness): 4.05\*  
 Workplace Safety: 4.03\*  
 IT Security: 4.03\*

\*First time these services were rated at 4.00 or higher.

2005 OIRM Customer Satisfaction Survey Results, Continued

Targeted Areas for Improvement

OIRM still in the nascent stages of reviewing and analyzing the survey results and will ultimately develop action plans for improving OIRM services. At this point, OIRM has placed particular emphasis on improving two service areas customers rated below 3.00: Permanent Staffing and Classification and Travel.

Permanent Staffing and Recruitment (2.68)

OIRM's Division of Human Resource Management (HRM) is collaborating with Directorates and Offices on the development of staffing plans that identify organizations' hiring needs for the remainder of FY06 and into FY07.

HRM and Math and Physical Sciences (MPS) are completing a six-month pilot that tested an HR service team concept. Under this concept, each NSF Directorate and Office would work with a service team from HRM, responsible for workforce planning and all staffing and recruiting (i.e., executive, rotator, and permanent) for each organization.

OIRM also recently met with NSF senior management to discuss workforce planning and staffing and recruiting issues. As a result of this discussion, HRM plans to develop service-level agreements with customer organizations that will establish agreed-upon time frames for recruiting and staffing actions and provide enhanced guidance to customers.

Travel (2.55)

eTravel is one of the President's Management Agenda (PMA) 24 original initiatives. The project is designed to provide an end-to-end travel management system for all federal agencies. In partnership with GSA and FedTraveler, OIRM implemented the current travel system. Along with a number of federal agencies, NSF experienced inefficiencies with the system, and in September 2005, GSA developed a corrective action plan to address the agencies' collective issues.

OIRM has already taken steps internally to improve customer satisfaction with FedTraveler by implementing an online and print newsletter, a web presence, a Requirements Review Board (composed of representatives from each directorate), planning a FedTraveler "local experts" group of throughout NSF, and offering open exchange sessions to seek out customer feedback.

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**Facilities Subcommittee Meeting**

**Date:** Monday, May 1 and Tuesday, May 2, 2006  
**Time:** Starting at 1pm on May 1  
**Location:** NSF Room 470

**Focus:** NSF policies and procedures, as described in NSF's "Facilities Management and Oversight Guide" and "Guidelines for Planning and Managing the MREFC Account," for conducting oversight of the business aspects of operational large facilities.

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**NSF FY 2005 Performance Highlights Annual Report**

NSF's Annual Report is now available! This document shares our primary programmatic and management achievements of the past year. The report is a high level, broad look at issues across the Foundation, including NSF annual GPRA and PART performance results as well as the government-wide President's Management Agenda (PMA) initiatives.

For more detailed information about NSF's annual performance goals and results, annual financial audit, and other topics, you may also access this information online at [http://www.nsf.gov/publications/pub\\_summ.jsp?ods\\_key=nsf0601](http://www.nsf.gov/publications/pub_summ.jsp?ods_key=nsf0601).

If you would like a copy of the report, contact Michael Sieverts ([msieverts@nsf.gov](mailto:msieverts@nsf.gov)) or Jeff Rich ([jrich@nsf.gov](mailto:jrich@nsf.gov)).

## Grants Management Update

NSF is a key stakeholder in two government-wide grants management initiatives: the Grants Management Line of Business (GMLoB) and Grants.gov. The GMLoB is a government-wide solution to support end-to-end grants management activities that promote citizen access, customer service, and agency financial and technical stewardship. Implementing the GMLoB solution requires agencies to be aligned in work teams, or consortia, around shared business interests.

### Grants Management Line of Business Update

In December 2005, the Office of Management and Budget selected NSF along with the Department of Education and Health and Human Services' Administration for Children and Families to be GMLoB Consortium Leads. The NSF approach for servicing other grants making agencies is distinguished by evolving NSF IT services to support the grants management business needs of other research agencies.

The next steps for NSF are to develop a business case for serving as a Consortium Lead and to pilot a grants management service offering for another research agency. The business case will outline why NSF is adopting the GMLoB as a strategic organization objective, describe an operating vision, and define critical success factors.

The planned pilot is an enhancement to the FastLane Proposal Status Service to enable USDA/Cooperative State Research, Education, and Extension Service (CSREES) Principal Investigators to check on the status of their proposals. Both the business case and the pilot are scheduled to be completed in summer 2006.

Based on the results of these initiatives, NSF will identify other similar FastLane and eJacket service offerings that may be of interest to other research agencies in the future.

### Grants.gov Initiative Update

NSF is also a key stakeholder in the Grants.gov initiative, one of the 24 eGovernment initiatives developed under the President's Management Agenda to improve access to services via the Internet. Grants.gov allows organizations to electronically find and apply for competitive grant opportunities from all Federal grant-making agencies.

During the first quarter of FY 2006, about 10,200 grant applications (proposals) were submitted using Grants.gov, of which 21 were submitted to NSF. In June 2005 we implemented enhancements to FastLane to enable direct interface with Grants.gov. As a result, proposals submitted via Grants.gov will appear exactly as proposals submitted via FastLane.

Our recent accomplishments include posting all NSF funding opportunities on the "Find" capability of Grants.gov and posting 25% of FY 05 programs on the "Apply" capability of Grants.gov, so the research community may submit to those specific programs via Grants.gov.

We are continuing to work with our internal partners in BFA and external partners in the research community to improve the integration of FastLane with Grants.gov and meet NSF's goal of posting 98 programs to the Apply capability of Grants.gov by the end of FY 06.

For a complete listing of NSF Programs that will either authorize or require use of Grants.gov to prepare and submit proposals in FY 2006, please visit <http://nsf.gov/bfa/dias/policy/docs/grantsgovlisting206.pdf>.

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## We welcome your feedback!

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Michael Sieverts (BFA) at 703.292.7754 or [msieverts@nsf.gov](mailto:msieverts@nsf.gov)  
Jeff Rich (OIRM) at 703.292.4227 or [jrich@nsf.gov](mailto:jrich@nsf.gov)