



Office of Chief Information Officer (OCIO) Grants Online System.

Status as of March 10, 2011



Current Qtr Customer Business & Strategic Results

- OMB ID 14424 - % of customer complaints compared to total number of customers receiving services. Target <=5%. Target met
- OMB ID 14425 - Number of Customer Complaints. Target 90% of calls resolved within 4 hours. Target met
- OMB ID 14426 - Number of days to process financial assistance awards. Target <= 3 days. Target met
- OMB ID 14427 % of system availability during normal business hours. Target 99.5%. Target met



Next Qtr Customer Business & Strategic Results

- OMB ID 14424 - % of customer complaints compared to total number of customers receiving services. Target <=5%.
- OMB ID 14425 - Number of Customer Complaints. Target 90% of calls resolved within 4 hours.
- OMB ID 14426 - Number of days to process financial assistance awards. Target <= 3 days.
- OMB ID 14427 % of system availability during normal business hours. Target 99.5%.



Risks, Issues, and Innovations

- Issue – C&A related – Review and update Annual Security Control Assessment (ASCA) for NOAA1105 by March 11, 2011. Data for ASCA NOAA1105 is dependent on completion of NOAA1101ASCA .
- Risk – Oracle DB software is out of date. Current version is 9i. Moving to 11i in near future.
- Innovations:
 - Users are able to reset their own passwords by answering security questions – Feb FY11.
 - Grants Online E-Learning – starting Q1 FY12



Planned & Actual Expenditures as of Feb 28 (FY11)

	Planned Cost in 000s	Actual Cost in 000s	Variance %
Grants Online O&M			
Help Desk Support (FTE Tier 3)	208.35	208.35	0
Program Management	41.65	41.65	0
Contractor Support (Tier 1)	455	496	9%



Red = Management attention required



Yellow = Potential management action required



Green = Necessary and on-track