GMN
Grants Managers Network

Strategies and Deal Breakers for Choosing an Integrated Grants Management System

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Topics We'll Cover

- Different kinds of systems being offered today and what's coming in the foreseeable future
- Key lessons learned by other grantmakers
- How to develop a realistic and practical prioritized list of *your* next generation system requirements
- Key questions you'll *need to ask* and get fully answered to make well informed decisions
- How you can script system demos and create rating worksheets to facilitate good comparisons

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Technology Trends Impacting Foundation Information Systems in 2015

- Web based portals with easier, differentiated, and *personalized* user interfaces (UI)
- Expanded use of online applications and online grantee reporting
- Migration to *hosted commercial* cloud based systems
- Quickly growing use of portable web-connected devices

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Technology Trends Impacting Foundation Information Systems

- More, faster and better broadband Internet access worldwide
- Increased telecommuting by senior management and program staff
- Quickly expanding hosted multi-tenant cloud computing
- Multiple browser and application software types and versions makes system development, integration and support more difficult

Different Types of Foundation Services

1. All Microsoft Windows

2. All Microsoft Windows and accessible from inside a browser using remote access programs *(e.g. Windows Terminal Server, Citrix GoToMyPC or XenApp, or Windows Remote Desktop Connection)*

3. Hybrid Windows and Web browser

4. Fully Web browser

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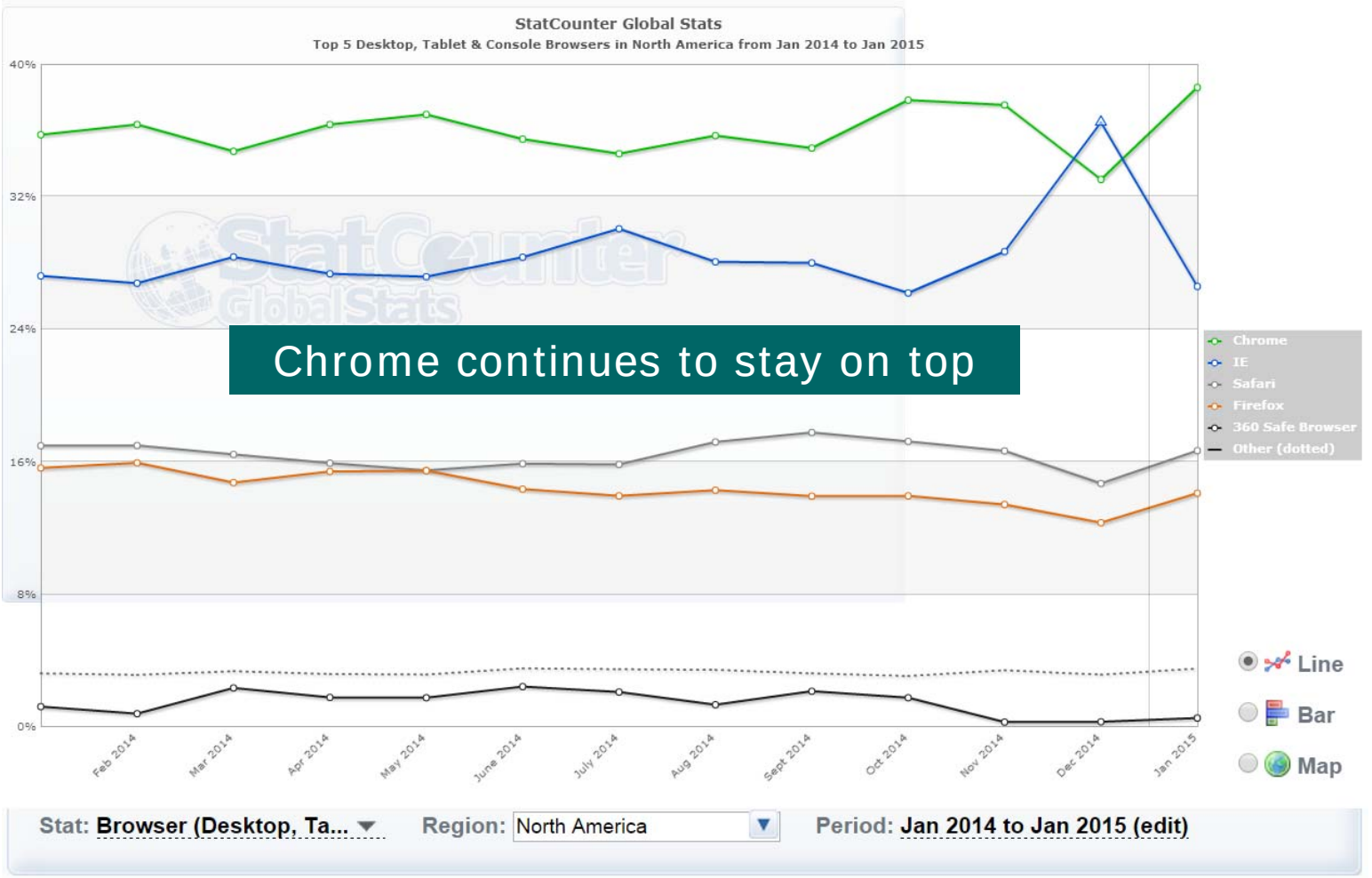
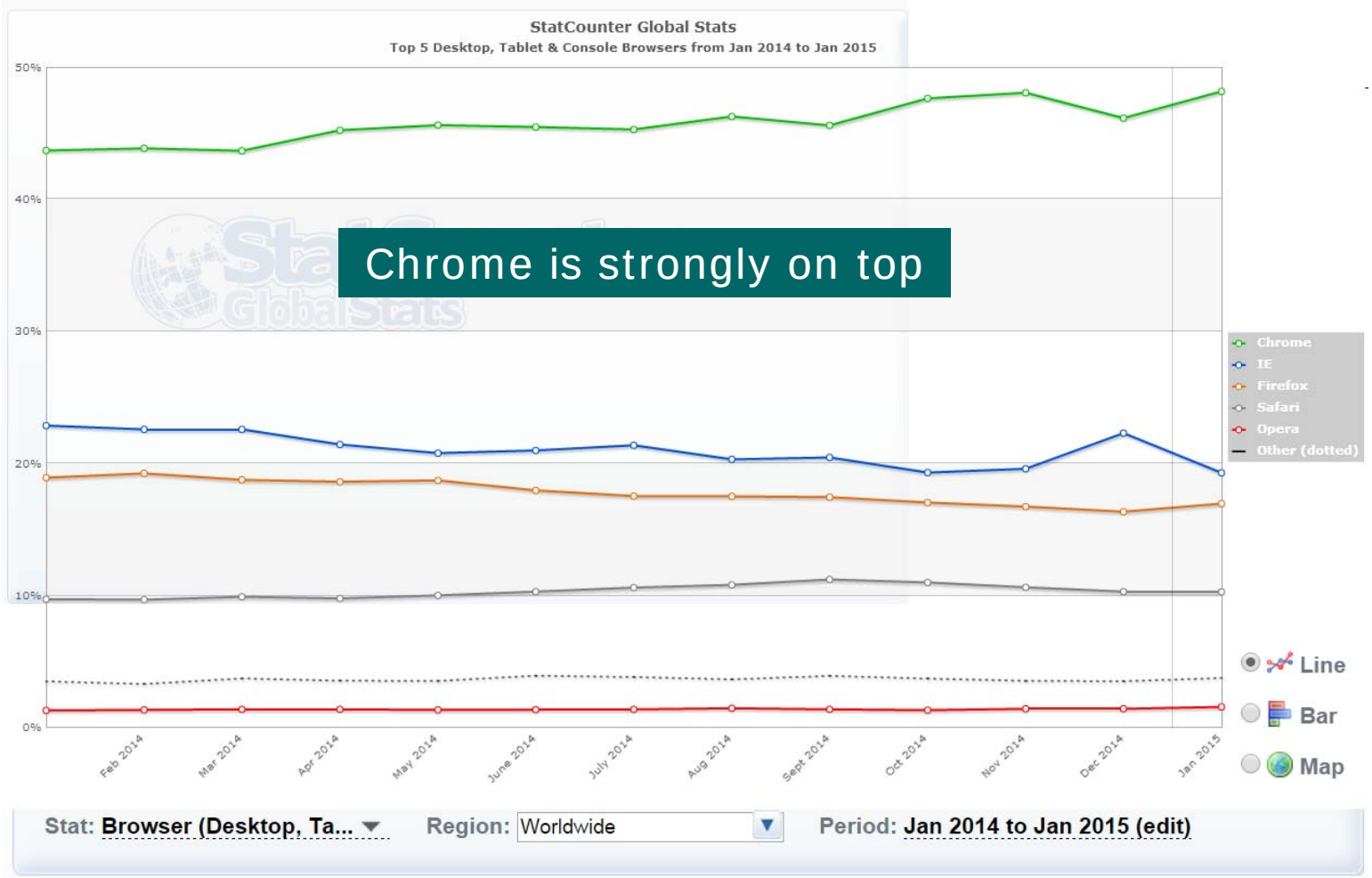
Browser Use in **North America**



Source: http://gs.statcounter.com/

Browser Use **Worldwide**



Chrome is strongly on top

Source: http://gs.statcounter.com/

Lasting Companies Know How to Re-invent Themselves

"Lasting companies know how to re-invent themselves.

You've got to reinvent the company to do some other thing, like consumer products or devices.

You've got to be like a butterfly and have a metamorphosis."

Mike Markkula, right, Apple's first investor and father figure to Jobs.

Fired by Jobs in 1997 his parting advice called for re-invention.

Source: Mike Markkula – Apple's first investor

Source: Excerpt from Walter Isaacson's Steve Jobs, page 320

27 North American Integrated Foundation Information System Software and Service Providers

Altum philanTECH

Bromelkamp Company foundation technology

ChesterCAP LLC
Seamless Solutions in Philanthropy

closerware

DONATION XCHANGE

COMMON GRANT APPLICATION
Simplifying the Art & Science of Giving®

CYBERGRANTS

Dulles Technology PARTNERS

FLUXX

FOUNDANT technologies

Foundation Source

FluidReview™

FUSION LABS

GivingData
A DATA PLATFORM FOR PHILANTHROPY
GIFTS enhancement

{g} GOOD DONE GREAT

Grantium inc
A Division of CSDC Systems Inc.

GrantStream®
Helping Companies Help Communities™

JK GROUP INC.

MICRO EDGE MicroEdge® blackbaud®

mosaic™
social innovation through technology, evaluation and research

roundCorner
Formerly nPower

smartsimple

Stellar Technology Solutions, LLC.

Versaic
We Manage Good

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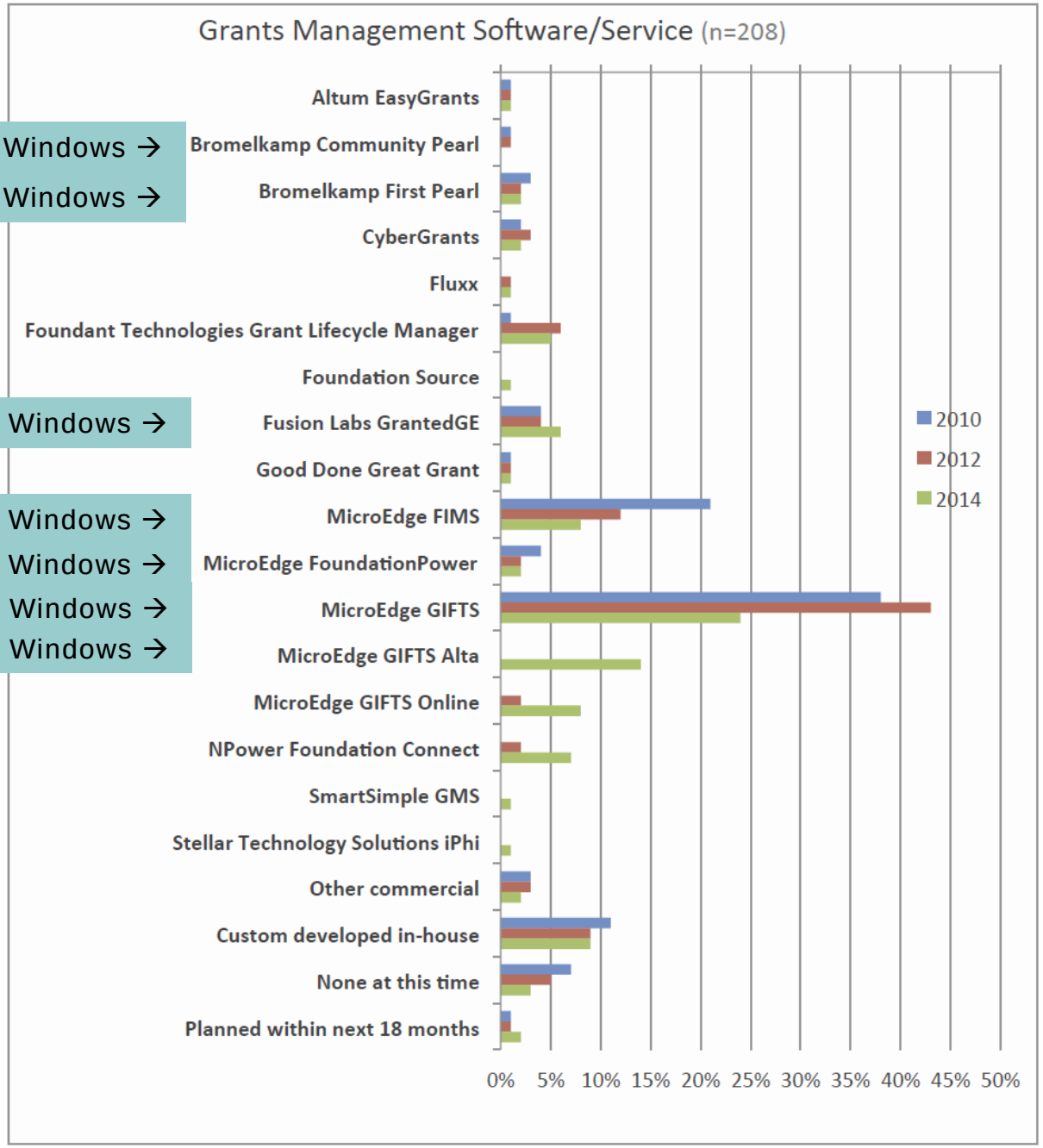
WESTAF

wizehive

ZOOMGRANTS



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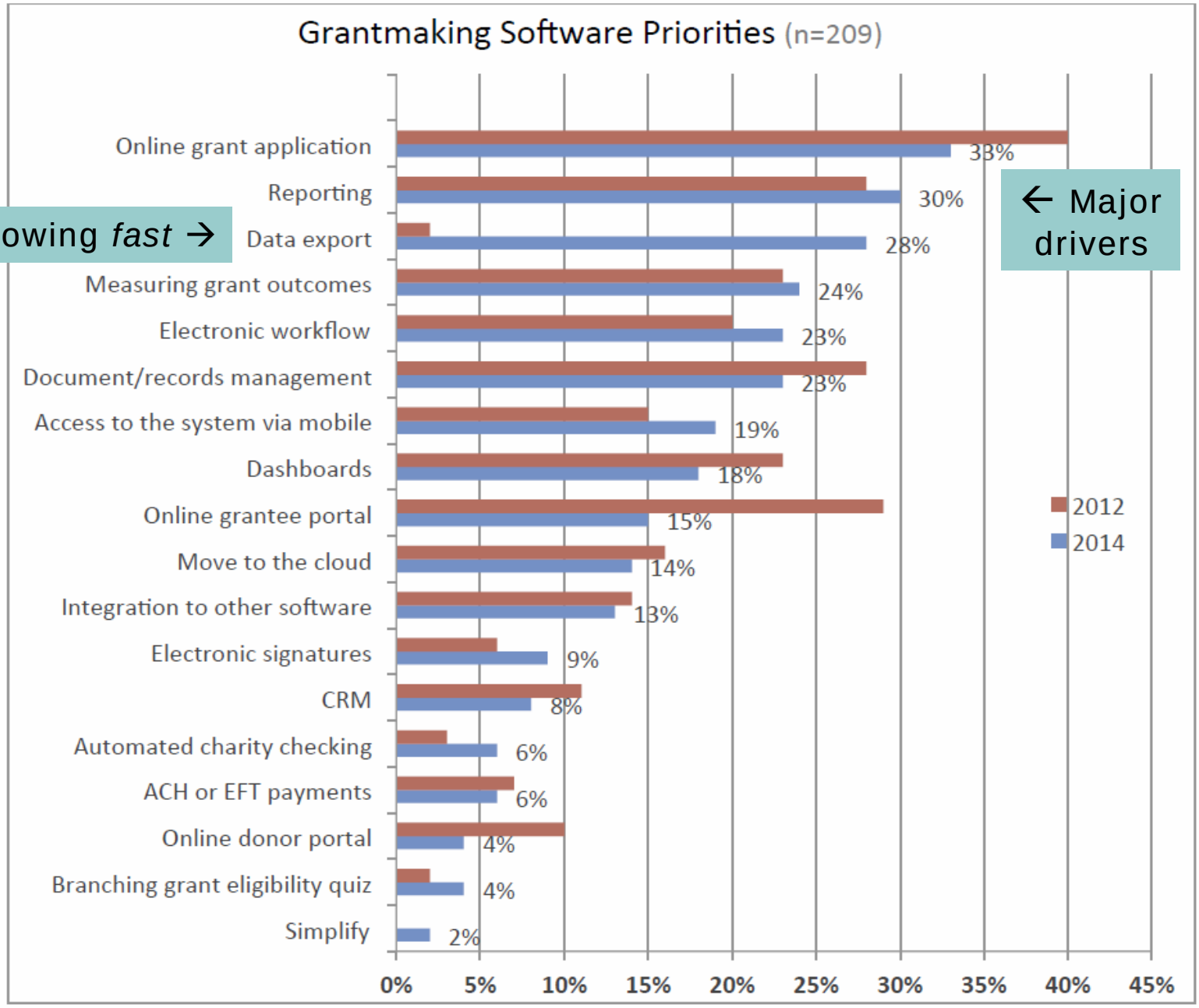
Source: GMN-TAG 2014 Grantmakers Information Technology Survey Report



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Source: GMN-TAG 2014 Grantmakers Information Technology Survey Report

The Hosted System Options

Today's systems	Basic system with limited flexibility	Highly customized one-of-a-kind system
Some of today's systems and tomorrow's opportunity	More flexible *personalized (not customized)* fully Web-based systems that can be enhanced and linked to other applications and data	

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Location and Platform Differences

Location

- In-house on your server(s)
- On remotely hosted servers

Platform

- Practically all of the system provided by ONE vendor
- The core platform provided by one vendor plus the grants management system and utilities each provided by DIFFERENT vendors

Is it all **ours** or is it **shared**?

All ours

1. On a hosted server that is used ONLY by your organization
2. Your data always stored in YOUR OWN DATABASE

Shared

1. On a hosted server that is SHARED by many organizations
2. Your data stored in a SHARED DATABASE (just as the bank does)

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Remote System Security

- **H**ypertext **T**ransfer **P**rotocol **S**ecure (**HTTPS**) is a widely used and a **MUST HAVE** communications protocol for secure communication over a computer network such as the Internet.

  HTTP =

  HTTPS =

- Authenticated Single Sign On (**SSO**) restricts remote system access to computers from a specified location. It's used mostly by corporate grantmakers.

Advantages of Moving Online to a Fully Hosted Web-based System

1. Overall system benefit and value to improve and streamline operations.
2. You only need a Web browser and Microsoft Office + Outlook installed locally.

After research, thoughtful decision-making, and good leadership.

3. The grants management service provider:
   - Maintains all of the server system hardware
   - Minor and major software fixes and upgrades
   - Ensures new and continuing links to local applications and online services
   - Backs up all of your grant data

More **Advantages** of Moving Online to a Fully Hosted Web-based System

4. Service provider keeps enhancing the system based on the prioritized needs of their many clients.

5. Better integration with external systems and services.

6. Very easy remote access from anywhere.

7. *Somewhat* reduced need for in-house IT support.

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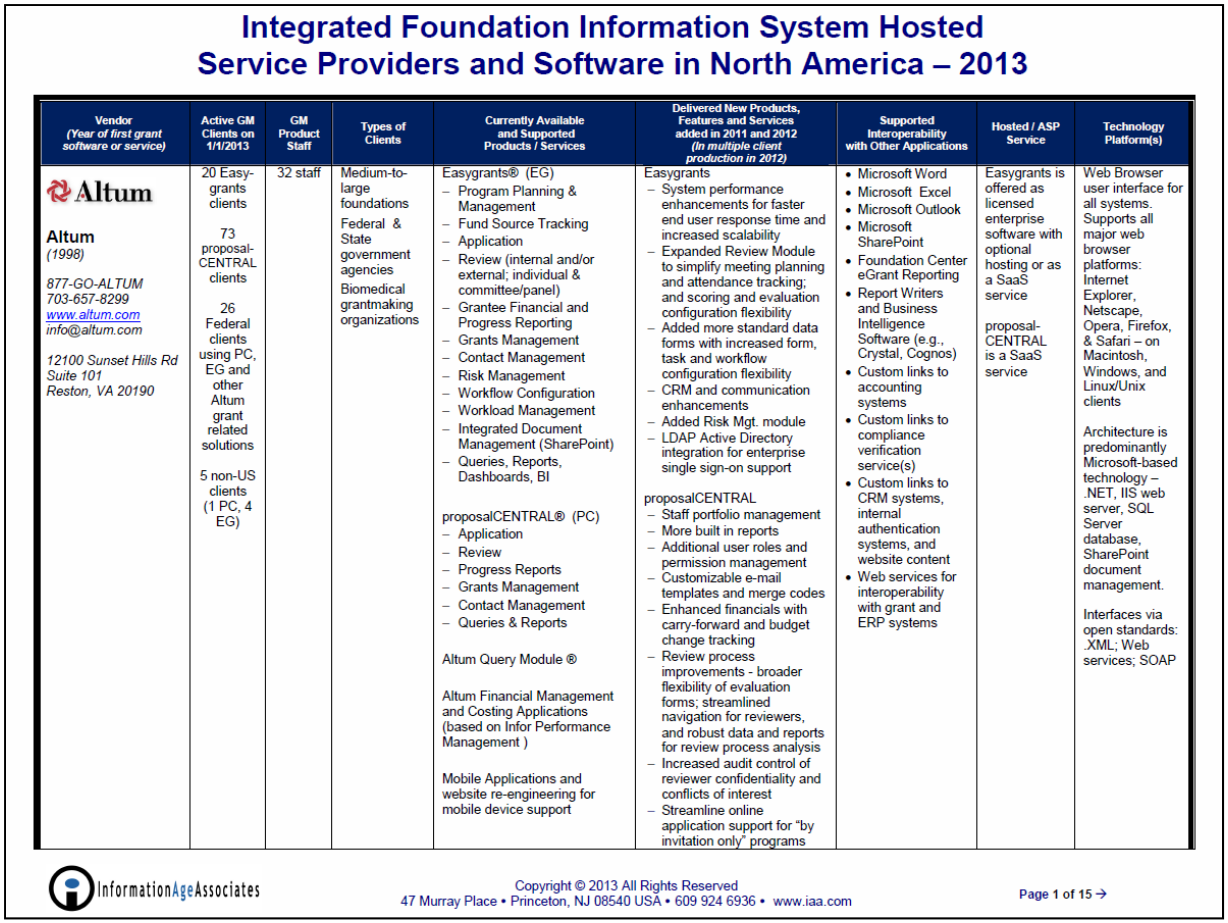
Review the "Hosted Service" and "Technology Platform(s)"



Integrated Foundation Information System Hosted Service Providers and Software in North America – 2013

Vendor (Year of first grant software or service)	Active GM Clients on 1/1/2013	GM Product Staff	Types of Clients	Currently Available and Supported Products / Services	Delivered New Products, Features and Services added in 2011 and 2012 (In multiple client production in 2012)	Supported Interoperability with Other Applications	Hosted / ASP Service	Technology Platform(s)
Altum **Altum** *(1998)* *877-GO-ALTUM* *703-657-8299* *www.altum.com* *info@altum.com* *12100 Sunset Hills Rd* *Suite 101* *Reston, VA 20190*	20 Easy-grants clients 73 proposal-CENTRAL clients 26 Federal clients using PC, EG and other Altum grant related solutions 5 non-US clients (1 PC, 4 EG)	32 staff	Medium-to-large foundations Federal & State government agencies Biomedical grantmaking organizations	Easygrants® (EG) – Program Planning & Management – Fund Source Tracking – Application – Review (internal and/or external; individual & committee/panel) – Grantee Financial and Progress Reporting – Grants Management – Contact Management – Risk Management – Workflow Configuration – Workload Management – Integrated Document Management (SharePoint) – Queries, Reports, Dashboards, BI proposalCENTRAL® (PC) – Application – Review – Progress Reports – Grants Management – Contact Management – Queries & Reports Altum Query Module ® Altum Financial Management and Costing Applications (based on Infor Performance Management) Mobile Applications and website re-engineering for mobile device support	Easygrants – System performance enhancements for faster end user response time and increased scalability – Expanded Review Module to simplify meeting planning and attendance tracking; and scoring and evaluation configuration flexibility – Added more standard data forms with increased form, task and workflow configuration flexibility – CRM and communication enhancements – Added Risk Mgt. module – LDAP Active Directory integration for enterprise single sign-on support proposalCENTRAL – Staff portfolio management – More built in reports – Additional user roles and permission management – Customizable e-mail templates and merge codes – Enhanced financials with carry-forward and budget change tracking – Review process improvements - broader flexibility of evaluation forms; streamlined navigation for reviewers, and robust data and reports for review process analysis – Increased audit control of reviewer confidentiality and conflicts of interest – Streamline online application support for "by invitation only" programs	• Microsoft Word • Microsoft Excel • Microsoft Outlook • Microsoft SharePoint • Foundation Center eGrant Reporting • Report Writers and Business Intelligence Software (e.g., Crystal, Cognos) • Custom links to accounting systems • Custom links to compliance verification service(s) • Custom links to CRM systems, internal authentication systems, and website content • Web services for interoperability with grant and ERP systems	Easygrants is offered as licensed enterprise software with optional hosting or as a SaaS service proposal-CENTRAL is a SaaS service	Web Browser user interface for all systems. Supports all major web browser platforms: Internet Explorer, Netscape, Opera, Firefox, & Safari – on Macintosh, Windows, and Linux/Unix clients Architecture is predominantly Microsoft-based technology – .NET, IIS web server, SQL Server database, SharePoint document management. Interfaces via open standards: .XML; Web services; SOAP

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5,057 U.S. grantmakers reported

332 non-U.S. grantmakers Reported

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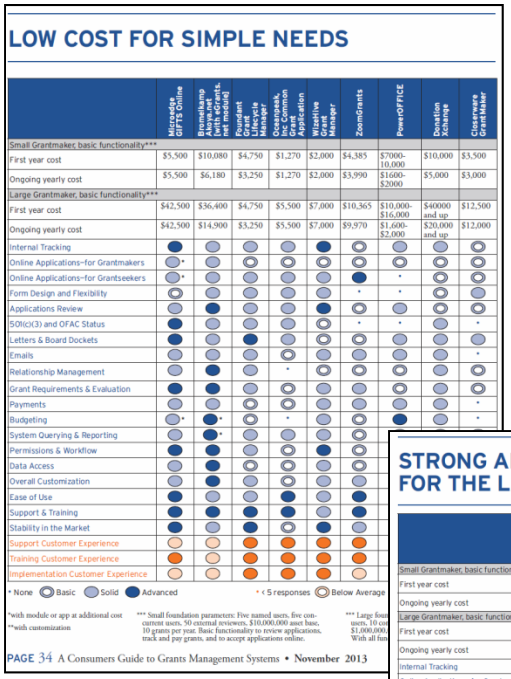
SOURCE: http://www.iaa.com/resources.html

The Latest 2013 Consumer's Guide



LOW COST FOR SIMPLE NEEDS

	Mirrorsoft GIFTS Online	Blumshamp (Aims and Foundant) (with eGrants, not module)	Foundant Grant Lifecycle Manager	Ocanopeak, Inc. Common Grant Application	Wiseitive Grant Manager	ZoomGrants	PowerOFFICE	Donation Software	Clearview GrantMaker
Small Grantmaker, basic functionality***									
First year cost	$5,500	$10,080	$4,750	$1,270	$2,000	$4,385	$7000-10,000	$10,000	$3,500
Ongoing yearly cost	$5,500	$6,180	$3,250	$1,270	$2,000	$3,990	$1600-$2000	$5,000	$3,000
Large Grantmaker, basic functionality***									
First year cost	$42,500	$36,400	$4,750	$5,500	$7,000	$10,365	$10,000-$16,000	$40000 and up	$12,500
Ongoing yearly cost	$42,500	$14,900	$3,250	$5,500	$7,000	$9,970	$1,600-$2,000	$20,000 and up	$12,000
Internal Tracking	●	○	○	○	●	○	○	○	○
Online Applications–for Grantmakers	○*	○	◎	◎	◎	◎	◎	◎	◎
Online Applications–for Grantseekers	○*	○	○	○	○	●	*	◎	◎
Form Design and Flexibility	◎	○	○	○	○	*	*	◎	○
Applications Review	○	●	○	○	●	◎	○	◎	◎
501(c)(3) and OFAC Status	●	○	○	○	◎	*	*	○	*
Letters & Board Dockets	●	○	●	○	◎	◎	○	○	○
Emails	○	○	○	◎	○	○	○	○	*
Relationship Management	○	●	○	*	◎	◎	◎	○	◎
Grant Requirements & Evaluation	●	●	○	◎	○	○	◎	○	◎
Payments	○	○	◎	◎	○	○	○	○	*
Budgeting	○*	●*	◎	*	○	○	●	○	*
System Querying & Reporting	○	●*	○	○	○	◎	○	○	◎
Permissions & Workflow	●	●	○	◎	○	●	○	○	◎
Data Access	○	●	◎	◎	○	◎	○	○	◎
Overall Customization	○	●	○	◎	○	○	○	○	○
Ease of Use	●	○	○	●	○	●	○	○	●
Support & Training	●	●	●	●	○	●	○	○	●
Stability in the Market	●	○	●	◎	●	○	○	○	○
Support Customer Experience	◎	◎	●	●	●	●	○	○	○
Training Customer Experience	●	◎	●	●	●	●	○	○	○
Implementation Customer Experience	◎	◎	●	●	●	○	○	○	○

* None ◎ Basic ○ Solid ● Advanced * < 5 responses ◎ Below Average

*with module or app at additional cost
**with customization
*** Small foundation parameters: Five named users, five concurrent users, 50 external reviewers, $10,000,000 asset base, 10 grants per year. Basic functionality to review applications, track and pay grants, and to accept applications online.
*** Large foundation parameters: Twenty named users, 10 concurrent users, 50 external reviewers, $1,000,000,000 asset base, 100 grants per year. With all functionality covered in this report.

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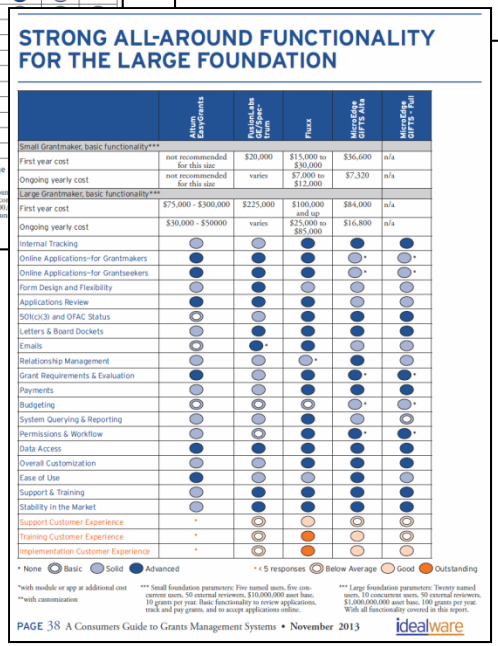

STRONG ALL-AROUND FUNCTIONALITY FOR THE LARGE FOUNDATION

	Altum EasyGrants	Project Job GE/Spectrum	Fluxx	MicroEdge GIFTS Alta	MicroEdge GIFTS - Full
Small Grantmaker, basic functionality***					
First year cost	not recommended for this size	$20,000	$15,000 to $30,000	$36,600	n/a
Ongoing yearly cost	not recommended for this size	varies	$7,000 to $12,000	$7,320	n/a
Large Grantmaker, basic functionality***					
First year cost	$75,000 - $300,000	$225,000	$100,000 and up	$84,000	n/a
Ongoing yearly cost	$30,000 - $50000	varies	$25,000 to $85,000	$16,800	n/a
Internal Tracking	○	○	●	●	●
Online Applications–for Grantmakers	●	●	●	○*	○*
Online Applications–for Grantseekers	●	●	●	○*	○*
Form Design and Flexibility	○	●	○	○	○
Applications Review	●	●	●	○	○
501(c)(3) and OFAC Status	◎	○	●	●	●
Letters & Board Dockets	○	●	●	●	●
Emails	◎	●*	●	○	○
Relationship Management	○	○	○*	●	○
Grant Requirements & Evaluation	●	○	●	●*	●*
Payments	○	○	●	●	●
Budgeting	◎	◎	◎	○*	○*
System Querying & Reporting	○	○	●	○	◎
Permissions & Workflow	○	◎	●	●*	●*
Data Access	●	●	●	●	●
Overall Customization	○	○	●	●	●
Ease of Use	●	○	○	●	○
Support & Training	○	●	●	●	●
Stability in the Market	○	●	●	●	●
Support Customer Experience	*	◎	○	◎	◎
Training Customer Experience	*	◎	●	○	◎
Implementation Customer Experience	*	◎	●	○	○

* None ◎ Basic ○ Solid ● Advanced * < 5 responses ◎ Below Average ○ Good ● Outstanding

*with module or app at additional cost
**with customization
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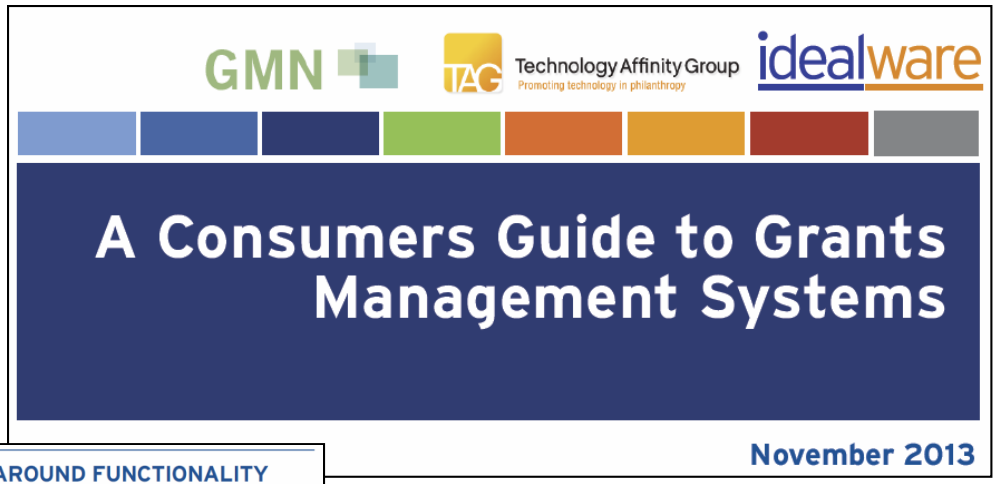

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Some **Key Things to Consider** When Moving Fully Online from Another System

1. No one-of-a-kind customizations, rather *personalized enhancements* to a core system for all of your foundation clients.
2. Inevitable differences (+&-) in functionality.
3. Data migration . . . many things may not carry over because of your variable codes, terminology, and data fields over time.
4. Requires sufficient staff and time for planning and comprehensive system testing.

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Some **Key Things to Consider** When Moving Fully Online from Another System

5. Your not recognizing the need to change operations to use the new system well.
6. Problems resulting from internal and external staff turnover during migration, training and ongoing support.
7. Vendor's choice of solid future technologies and partners.

8. Good management and a successful business model that *can and will evolve.*

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NEVER
ASSUME
ANYTHING

Questions about Moving Online to a Fully Hosted Web-based System

1. Greater dependency on Internet access and the service provider(s) than ever before.
2. How many different service providers and products will you require to make and keep the whole system working?
3. Do they have a successful business model?
4. Does their staff really understand grantmaking operations, regulations and their system?

Questions about Moving Online to a Fully Hosted Web-based System

5. Who tests ALL of the products to ensure that they all keep working after upgrades?

6. Data conversion FROM your current systems and also TO a FUTURE SUCCESSOR system.

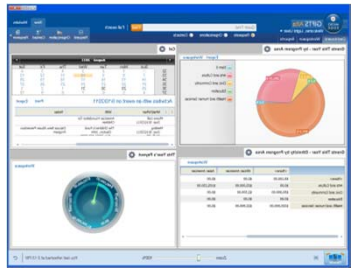
7. Make sure your demo is of the standard system – not a costly customized version.

8. What functionality do you currently have that WON'T be in the hosted system? OK?

Questions about Moving Online to a Fully Hosted Web-based System

9. Personalized Web portals for each user type with graphics and interactive dashboards?

10. Their ongoing major investment in R&D with regular releases?



11. Is the user interface the same across all key systems?

12. What links does it currently have to internal and external services?
(e.g. GuideStar Charity Check, OFAC, accounting, EFT/ACH, NGOsource, social networking)

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Questions about Moving Online to a Fully Hosted Web-based System

13. Easy personalization?
    (NOT costly customizations)

14. Saving and naming favorite searches, views plus many standard reports?

15. Globalized multi-lingual *(e.g. Nicolás, René)* and multi-currency products?

16. Are the vendors using industry standard supported software and databases?

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Questions about Moving Online to a Fully Hosted Web-based System

17. Systems hosted in secure reliable enterprise class datacenter?

18. Is it designed and tested to handle a high volume and shared load of online applications and users?

19. How good is their communications and project management?

20. What is their track record of providing quality support services?

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Plan for and include in **SOW** and **legal contracts**

- Services to migrate to Web portals for *applications, reviews, and reports*
- Services to migrate all *personalized:*
  - E-mail + printed correspondence and write-up templates
  - Graphical user interfaces with drill down capabilities
  - Saved searches
  - Saved views
  - Default screen views per use
- Final payments conditional upon successful testing of data conversions, system configurations, portals and new workflows

Deal breakers

1. Your lack of prioritized system requirements and not choosing based on *needs*.
2. It *isn't* really a *good fit* for you.
3. Lack of good integration with iPads and other mobile devices.
4. *Provider's* poor planning and growth management.
5. *Your* poor planning and management of system and operational change.

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More Deal breakers

6. Cannot export all selected data to Excel.

7. Staff and consultants with no or very limited experience with foundations.
8. A poor track record of implementation assistance and ongoing support.

9. Annual support fees that can escalate very quickly and are not tied to any national standard.

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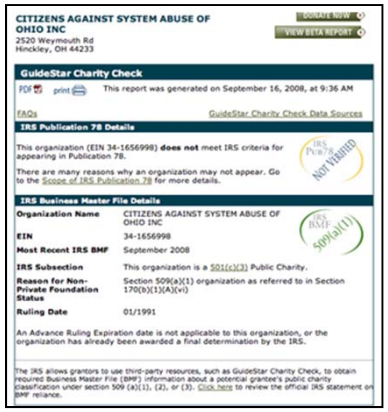
Integration with External Systems and Services

- Browsers and Microsoft Office *(32 and 64-bit versions)*
- Windows 7 and 8 *(32 and 64-bit versions)*
- GuideStar for Charity Check, Alert Service, and Simplify
- OFAC list checking services
- Contact relationship management (CRM)
- Accounting systems *(type and version of each)*
- File and document management
- Electronic board and committee books
- iPads and other Android tablets
- Foundation Center eGrant and hGrant Reporting + free mapping service
- Electronic Fund Transfer (EFT & ACH)
- Social networking services



simplify
Less process. More purpose.

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What to **See, Track and Rate** in Vendor Demos

1. Prioritized features that you NEED and are MOST important to YOU
2. Count the number of steps to do routine operations (e.g. download online applications with attachments)
3. Creating and using saved searches, views and reports
4. How integration with 3rd party services REALLY works
5. Permit vendor's to demo their wonderful distinguishing features

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Ask the Service Provider to Use a **Clear Rating Scale**

Integrated Grants Management System Requirements	
IMPORTANT INSTRUCTIONS: Please describe your ability to meet each of our specified system requirements. Please do this by completing the Vendor Response column of this document. When doing this, please be very specific and describe your system's features and capabilities. Enter the number (1,2,3,4) associated with the bolded text in each box followed by additional explanatory information. Please also shade the Vendor Response box with the same color as shown below. See the SAMPLE ENTRY for an example.	
1	**Currently available and is fully functional exactly as described** in the latest production version of your product and/or service.
2	**Similar but with some limitations** compared with what is described. Then clearly describe all limitations.
3	**Not currently available** and, if shown as "Required" what you propose with a guaranteed delivery date and cost (if applicable) from the date of contract signing. Please clearly specify if your approach will be a customization, the integration of a 3rd party product, or other.
4	**Targeted for future integration into the core system** exactly as we've described for all clients vs. being specific to us. Please specify the guaranteed delivery date.

Compare Vendor ***Described*** **System Capabilities** Side-by Side

Integrated Grants Management System Requirements

IMPORTANT INSTRUCTIONS: Please describe your ability to meet each of our specified system requirements. Please do this by completing the Vendor Response column of this

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3. **Not currently available** and, if shown as "Required" what you propose with a guaranteed delivery date and cost (if applicable) from the date of contract signing. Please clearly
4. **Targeted for future integration into the core system** exactly as we've described for all clients vs. being specific to us. Please specify the guaranteed delivery date.

Function	Description	Required or Desired	Vendor A	Vendor B
User Interface				
Windows XP /Vista 7 workstation	Fully compliant with Microsoft's Windows XP workstation and Windows Vista Common User Access (CUA) interface standard.	Required	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Cross browser and platform support	Full support of Internet Explorer v7.x and later, Firefox 2.x and later, and Safari 3.x and later. Accessible from all Windows and Macintosh PCs.	Required	2 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,	2 - Restricted to Web based components of the suite
Ease-of-use	Graphic user interface that has uncluttered screens, facilitates navigation, and functions consistently with other supported Web and	Required	3 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Searchable online help	Online help that describes the capabilities of the system. Includes a searchable index.	Required	4 - On-line help is not currently available but is planned for future release	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Windows interface	The application is fully accessible and functional via a Microsoft Windows interface.	Required	1 - Fully Windows compatible	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Web interface	The application is Web enabled and is fully accessible and functional via a supported Web browser.	Required	2 - Lorem ipsum dolor sit amet, consectetur adipiscing elit.	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Full screen display	All screen displays (except pop-up windows) will display full screen regardless of the monitor size and display resolution. Text elements will be designed to fill the screen to make optimal use of	Required	1 - All key screens are full screen display	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Supervisor view	Ability for a supervisor to see the status of all proposal and grants assigned to selected staff.	Required	1 - Records can be associated with staff, but not limited to just those staff, Supervisors can see which staff are	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Web parts design	Ability to add, delete, move Web parts if these exist. This can either be done and locked by the system administrator for groups of users, or with	Required	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,	2 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Saving personal favorites	Saves personal settings of favorite queries, reports.	5	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at	3 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at
Custom help screens	Capability for the system administrator to easily create user customized on-screen help to improve the accuracy of data entry.	5	4 - On-line help is not currently available but is planned for future release	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Collapsible code table listing	Code tables can be easily expanded and collapsed *(This is especially helpful for complex multi-level code tables)*	5	1 - All code tables are multi-level and configurable.	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Last used queries	Saves drop down list of last used queries for quick access.	4	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Personalized view by individual	Enables individual users to choose their own default startup view that specifies what data is presented and how it is sorted. The presentation of data can be filtered to display only those tasks that are the responsibility of the user. The user can	4	2 - Lorem ipsum dolor sit amet, consectetur adipiscing elit.	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at vestibulum volutpat,
Tree view	Display of contact relationships in a hierarchical tree view.	4	1 - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, risus at	3 - Needs to develop in 2012

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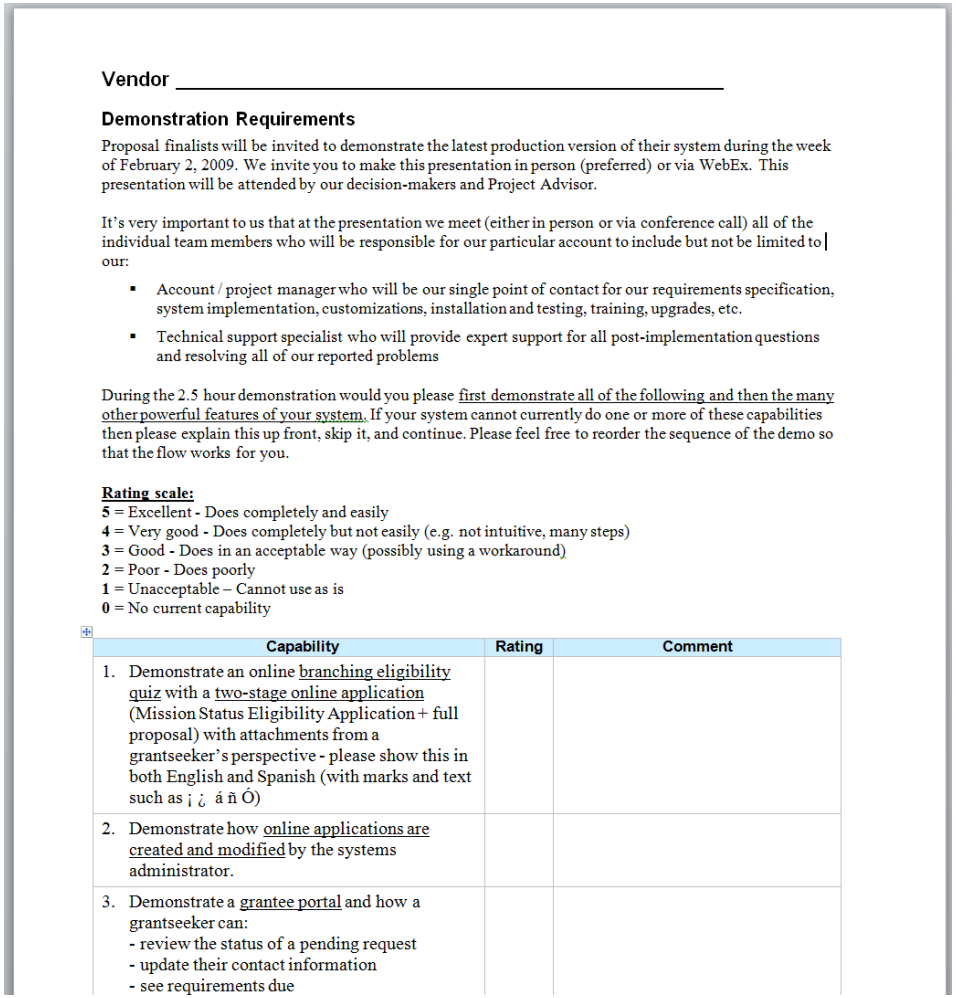
Create and Use a System
Demo Rating Worksheet



Vendor _____

Demonstration Requirements

Proposal finalists will be invited to demonstrate the latest production version of their system during the week of February 2, 2009. We invite you to make this presentation in person (preferred) or via WebEx. This presentation will be attended by our decision-makers and Project Advisor.

It's very important to us that at the presentation we meet (either in person or via conference call) all of the individual team members who will be responsible for our particular account to include but not be limited to our:

- Account / project manager who will be our single point of contact for our requirements specification, system implementation, customizations, installation and testing, training, upgrades, etc.
- Technical support specialist who will provide expert support for all post-implementation questions and resolving all of our reported problems

During the 2.5 hour demonstration would you please first demonstrate all of the following and then the many other powerful features of your system. If your system cannot currently do one or more of these capabilities then please explain this up front, skip it, and continue. Please feel free to reorder the sequence of the demo so that the flow works for you.

Rating scale:
5 = Excellent - Does completely and easily
4 = Very good - Does completely but not easily (e.g. not intuitive, many steps)
3 = Good - Does in an acceptable way (possibly using a workaround)
2 = Poor - Does poorly
1 = Unacceptable – Cannot use as is
0 = No current capability

Capability	Rating	Comment
1. Demonstrate an online branching eligibility quiz with a two-stage online application (Mission Status Eligibility Application + full proposal) with attachments from a grantseeker's perspective - please show this in both English and Spanish (with marks and text such as ¡ ¿ á ñ Ó)		
2. Demonstrate how online applications are created and modified by the systems administrator.		
3. Demonstrate a grantee portal and how a grantseeker can: - review the status of a pending request - update their contact information - see requirements due		

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Tuesday, March 17th
9:00-9:45 am *and* 10:00-10:45 am
Roundtables

Choosing and Implementing an Integrated Grants Management System

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Time for more spirited questions!

See the
Information Age Associates
Web site for more
up to date information

http://www.iaa.com