

# Integrated Award Environment

*Focus on the user experience, savings across Government,  
and responsible Federal award management*

The GSA logo consists of the letters 'GSA' in a bold, white, sans-serif font. The letter 'A' is stylized with a white five-pointed star inside its upper right portion. The logo is set against a dark blue rectangular background.

**Quarterly Newsletter**  
**Fall 2014**



## From the Acting Assistant Commissioner



Welcome to the first issue of the Integrated Award Environment's quarterly newsletter. This new effort is one of many ways we are working to keep you informed about IAE's efforts to improve the business of doing business with the federal government.

When I first was presented with the opportunity to lead the charge at IAE, I knew

many of the challenges that lay ahead. But I also knew there was an incredible chance to make a real difference in areas that affect almost every American in one way or another.

Two years into this journey, I am happy to report that while much work remains to be done, we are moving in the right direction. Change is happening.

And that change matters. The IAE systems that we manage affect the lives of tens of millions of people. No matter who you are or what you care about, IAE and our systems likely touch your life. If you are interested in the United States having the strongest military with the best equipment possible, IAE matters. Maybe you're interested in school children throughout the country having access to healthy breakfasts and lunches.

Maybe you care about groundbreaking scientific and medical work happening to combat chronic diseases such as cancer, lung, and heart disease – or to prevent and prepare for potential disease outbreaks. Or maybe you're passionate about our veterans having what they need when they return from duty. Regardless of which significant issue is important to you today, it's vital for us to build the best IAE we can so that critical work can continue in the most efficient manner possible.

My colleagues and I on the IAE team come to work every day knowing that while the United States Government is the biggest purchaser in the world, almost every purchase, every grant, and every bit of that commerce runs through our systems. We constantly are aware that the IAE systems are used by millions of people and enable billions of dollars worth of transactions each year.

We know it's important we get this work right.

As you'll read in this newsletter, we are working to create a better IAE with a multi-pronged approach.

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## From the Assistant Commissioner (cont'd)

While we already have fixed and improved much that needed fixing and improving (and continue to do so every day), we are in the process of implementing the vision laid out for us by the Award Committee for E-Government (ACE) for the future of the 10 IAE systems.

Not only have we laid out that future state, but we have started walking down the path toward that vision: the 10 IAE systems will be integrated as never before into one strong, streamlined environment.

We're using smart, agile development; we're embracing openness and transparency; and we're harnessing the best ideas and the best practices available to create an environment that is responsive, compliant, and meets the needs for anyone seeking to do business with the federal government.



We hope that you'll agree that our work matters and that you'll stay informed and involved about all that we're doing.

As always, please feel free to reach out directly to IAE with thoughts, suggestions, or questions at [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov).

Karen Kopf  
Assistant Commissioner (Acting)  
Integrated Award Environment

## Quarterly System Updates

### eSRS and FSRS Focus Groups

During the 4th Quarter of 2014, the Integrated Award Environment analyzed data from the eSRS and FSRS focus groups held during the 3rd quarter. The IAE team collected and categorized the "pain points" and big ideas" that will support the subaward system's enhancements.

Significant pain points were identified in the areas of visibility, subcontract reporting, and compliance reporting, among others. IAE will be working to develop prototypes of the enhancements and focus group attendees will be provided a chance to provide additional feedback. The finalized prototypes will be backlogged, prioritized and scheduled for future releases.

### IAE 4<sup>th</sup> Quarter Statistics

- SAM supports 600,000+ visits per month, due to system stability and enhancements
- Average registration completion time in SAM is less than three days in Q4, FY 2014
- At the Federal Service Desk (FSD), call volume remains at average of 100,000 calls in Q4, FY 2014
- FSD average speed to answer remains at 15 seconds in Q4 (compared to industry standard of 30 seconds)
- FSD average handle/talk time down to 12 minutes in Q4 (compared to 15 minutes in Q3)
- FSD first call resolution rate of more than 95.8 percent in Q4 (compared to industry standard of 80 percent)



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## Quarterly System Updates (continued)

### System for Award Management (SAM)

We had an active 4<sup>th</sup> Quarter with the System for Award Management as we were in the software development lifecycle to prepare for the Fiscal Year 2015 1<sup>st</sup> Quarter release (scheduled for November 2014). In this quarter, we prepared for and implemented the updated Small Business Administration small business size standards to account for inflation adjustments to the monetary-based size standards increasing the number of registrants who could be considered small in their primary industry classification.

In the quarter, we maintained an average of three days for an entity registration to become active – even during the highest volume period to-date in SAM's existence.

During this period, SAM returned search results to users in an average of less than two seconds, allowing contracting officers to quickly determine whether their potential contractors were eligible for award.

We met those search results while the System supported an average of more than 1.25 million searches a week enabling the end of year government business surge.

And in September, SAM supported a record high for new registration activations in a single month, with 10,142 registrations. That works out to be an average of 338 registration activations per day, which is more than a fifty percent increase over the yearly average of 224 per day.

Throughout the 4<sup>th</sup> Quarter of 2014, we can report that SAM was stable and that it supported end-of-year fiscal activity as appropriate.

### Transparency Initiative

In the last quarter of FY 2014, IAE launched the Transparency Initiative. The goal of the new Initiative is to improve the quality of IAE systems by actively engaging with non-government technical and business stakeholders.

IAE selected GitHub as a tool to support the Transparency Initiative. GitHub is a collaboration, code review, and code management tool for open source IT projects. We'll be formally introducing our GitHub work in early 1<sup>st</sup> Quarter 2015. In the 4<sup>th</sup> Quarter, we released Application Programming Interface (API) documentation and the IAE Architecture onto GitHub.

APIs allow software applications to talk to each other using the Internet. An API allows you to open up data and other digital resources to public developers and businesses. Among other things, APIs deliver functionality to websites. IAE is embracing APIs so that people can build their own value off of open government data and service, which increases the utility to the public of the information we are managing.

The API documentation is here: [http://gsa.github.io/sam\\_api/sam/](http://gsa.github.io/sam_api/sam/) and the IAE architecture posting is here: <https://github.com/GSA/IAE-Architecture>.

We're excited to report that this GitHub activity is only the beginning; the entire IAE code repository will be published onto GitHub during the development and implementation of the IAE future state.



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## Quarterly System Updates (continued)

### Two Awards: Common Services and Technical Governance

The Integrated Award Environment team is happy to announce that the 4<sup>th</sup> Quarter of FY 2014 saw the award of both the Common Services and Technical Governance contracts. Both were awarded toward the end of September.

The draft Common Services technical solution provided by the selected vendor was comprehensive and thorough and was a direct result of the outreach efforts in seeking vendor feedback over the summer. Feedback received from vendors allowed the IAE team to revise the work order and to give more detail on aspects of the conceptual architecture that were not clear in the draft work order.

Awarded to Booz Allen Hamilton through the Alliant Large Business vehicle at \$64.5 million for one base year and four options years, the Common Services solution will be the IAE's platform-as-a-service which will serve as the foundation for all future work in IAE. This provides a more secure environment, increased cost efficiency, and a modern cloud infrastructure.

The Technical Governance contract – awarded to Caelum Research Corporation through the Alliant Small Business vehicle at \$9 million for one base year and three option years – will provide comprehensive support with baselining and further iterating of the IAE architecture as new features come online. The work supported by the Technical Governance contract will be instrumental in forming the UX (user experience) of the IAE future state.

## IAE Team Spotlight: Meet Michael



Michael Stephenson works for the IAE Business Operations (BOPS) Team. Mike is a key member of the BOPS team supporting IAE's initiative to migrate the portfolio's current acquisition and grants systems into a single unified 3 Core/API future solution. His primary focus is on the support of the Common Services integration, a major component of the 3 Core/API architectural design. Before coming to IAE in 2013, Mike worked as an IT specialist for the federal government for 10 years. Prior to his public service, he served as an IT consultant in private industry for more than 15 years.

Mike first became aware of IAE, its mission, and the exciting opportunities and work the team was doing when he was brought in by the GSA CIO to temporarily support IAE from a technical perspective.

"Right away I sensed the positive energy and commitment from the IAE team members, which was, and still is, reflected by IAE leadership," says Stephenson. "When I learned of the opportunity to join the team on a permanent basis, I jumped at the chance as I knew it would be a natural fit for me."

Mike says that he remains excited by the challenge to migrate the current IAE systems into the future 3 Core/API solution. "For me personally, there is a lot of satisfaction in knowing that I'm contributing to something that will improve the user experience for many people. I'm also confident with the team we have in place, we'll be able to successfully meet our goals."



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## Upcoming Events

Join IAE for our upcoming  
Industry Day!

December 9, 2014  
1:30-2:30 pm (ET)



Pam Miller, Transparency Champion, will be sharing updates on the Transparency Initiative and introducing a working group to delve further into the topic.

Look for additional details on the IAE Interact site soon.

## Connect with IAE:

- Join our [Interact community](#)
- Email [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov)
- For information and assistance with the systems serviced by the Federal Service Desk, please visit [www.fsd.gov](http://www.fsd.gov)

## Did You Know?

- There are at least **3.2 million user accounts** within the IAE systems, including **1.8 million entity management records** for **394,000 registered entities** within SAM alone
- There are more than **500 million hits or page views per month** within the IAE systems, including an average of almost **15 million daily searches** in SAM alone

