The IAE Digest

News and Program Updates from the Integrated Award Environment

From the Deputy Assistant Commissioner

In the federal government, we're used to working, planning, and thinking in terms of fiscal years. And although the fiscal year calendar drives much of what we do, the end of the "regular" calendar year offers a chance for reflection about the past 12 months.

It's safe to say the months that made up calendar year 2017 were among the most exciting and productive in the IAE's recent history.

The current 10 systems we manage in the IAE all are working as designed and are continuing to enable people to conduct business with the United States government. And as I mentioned last issue, we took the significant step of making beta.SAM.gov a reality. The production site is online, it's live, and it's a place where you can go, right this moment, and begin to interact with it.

The concept of beta.SAM.gov – a unified, single location where users can go to conduct business with the federal government (as opposed to 10 disparate systems) – isn't just a concept anymore. It's actually a functioning, working site. And we're continuing to add functionality to it each release and every quarter. We're well on the way to delivering a streamlined and distinct experience for our users and stakeholders.

With that milestone behind us, it's also a great time to look at the year ahead. For the first time, we will begin to implement the functionality of some of our systems into the beta.SAM.gov environment. That means we will decommission and set aside the systems you know today, and users will interact with beta.SAM.gov moving forward.

That's another huge step for us and for our users. And you certainly can expect in the coming weeks and months to hear and read (with plenty of advance notice) much more about that process and how you can be well prepared for the transition.

Internally, we're thrilled that Dave Zvenyach joined as our new assistant commissioner in the first quarter of fiscal year 2018. Dave brings in a wealth of experience and exciting life lessons from projects similar to what we're doing with beta.SAM.gov. It's a great way to kick off a new year full of ambition and good things to come!

As I always say in closing, if you're interested in what we're doing in the IAE and you want to know the latest about beta.SAM.gov, make sure you get The IAE Digest, be sure to subscribe to our Interact channel, and feel free to reach out to me anytime at IAEOutreach@gsa.gov.

-Vicki Niblett

The IAE Welcomes Dave Zvenyach

The Integrated Award Environment (IAE) is happy to announce that Dave Zvenyach was selected to serve as our acting assistant commissioner in the first quarter of 2018.

As readers of this newsletter may recall, the IAE is housed within GSA's Federal Acquisition Service (FAS). Within FAS lies the Office of Systems Management (OSM), for which Zvenyach is now the assistant commissioner. Under OSM is both IAE and our sister organization, the Common Acquisition Platform (CAP). While it's understandable to get a little lost in the acronym soup, Zvenyach comes to OSM with an exciting, bold vision for both the IAE and CAP.

Before joining OSM, he served as the acting executive director of 18F and as the assistant commissioner of acquisition for GSA's Technology Transformation Service. He has held positions in the legislative, executive, and judicial branches at the federal, state, and local levels – including serving as general counsel to the Council of the District of Columbia.

Zvenyach holds a Bachelor of Science degree in mechanical engineering from the University of Wisconsin-Madison and a Juris Doctorate from The George Washington University Law School.

Release 11 Wrap Up

The IAE team for beta.SAM.gov recently wrapped up the latest developments in Release 11. Completing this work brings us closer to our goal of retiring the Catalog of Federal Domestic Assistance (CFDA.gov) and Wage Determinations OnLine (WDOL.gov) later in fiscal year 2018.

Significant Accomplishments Made During Release 11

- Assistance Listing data entry is complete and user testing for this is now underway as we continue making additional refinements in preparation for CFDA retiring.
- Additional search filters and sorting capabilities were added to beta.SAM.gov to further enhance the search experience for users.
- An option was added for users to receive a one-time passcode via text instead of email, which will be available on beta.SAM.gov early next year.
- The wage determinations search functionality is complete and undergoing testing with users and additional refinements in preparation for WDOL retiring.
- A new section in the help center was created with searchable frequently asked questions, glossary terms, and videos available for users later in fiscal year 2018 after testing is complete.

Stay tuned as we continue toward our goal of a unified System for Award Management (SAM.gov).

IAE
By the Numbers

Federal Service Desk:
First Quarter Fiscal Year 2018

- Call volume averaged 25,000 calls per month, a decrease of 2,000 calls from Q4 of 2017
- Average speed to answer was 39 seconds compared to the industry standard of 60-90 seconds
- Average handle/talk time is approximately 14 minutes and 52 seconds, compared to the 14 minutes and 44 seconds in Q4 of 2017
- First call resolution rate increased to 94.41 percent and continues to exceed the industry standard of 80 percent

System for Award Management:
First Quarter Fiscal Year 2018

- Average number of registrations activated per month:
    - New registrations: 7,489
    - Updated registrations: 52,358
- Average cycle time in Q1 fiscal year 2018 was 1.77 days
- Average number of site visits per month was 1,064,683
- Average number of searches performed per month was 4,117,424

Industry Day 15: Ask IAE Leadership Recap

The IAE kicked off the new fiscal year with a bang! On December 5, we hosted the latest in our ongoing series of online events. Industry Day is aimed at creating and increasing conversation and dialogue between our stakeholders and those who make the systems work.

More than 200 attendees joined to hear the panel of IAE experts respond to queries about the new beta.SAM.gov. During the program, we also shared a roadmap that illustrates the timeline for IAE to migrate functionality from each of the 10 legacy IAE systems.

The goals for fiscal year 2018 include moving the functionality of CFDA, WDOL, and Federal Business Opportunities (FBO) to the beta.SAM.gov site and then decommissioning those websites. IAE will post messages on the legacy websites with the planned shutdown date and provide training sessions on the new site. Thank you to all who were able to participate. We look forward to speaking with everyone at our next event.

Did you miss the Industry Day program? You can find event materials and an archived recording for this and previous Industry Day presentations on the IAE Interact site. To receive information about our next event, please join IAE's Interact Community below.

[Watch The Recorded Event](#)   [IAE Interact Community](#)

What beta.SAM.gov has to Offer

The new 'What is beta.SAM.gov' video introducing beta.SAM.gov is available on the GSA IAE YouTube channel. Watch the new video, which shows users everything they need to know about beta.SAM.gov on the right.

This will be the official U.S. government website for people who make, receive, and manage federal awards. Find the latest information and updates on the newest federal government award site at beta.SAM.gov.

[Watch beta.SAM.gov video](#)

GSA Improves the Process for Updating Product Service Codes

The IAE is announcing an improvement to the process for updating Product Service Codes (PSCs), which are used to describe the types of products, services, and research and development purchased by the federal government.

To find the Standard Operating Procedures (SOPs) for improvements to the process for updating PSCs, go to
https://www.acquisition.gov/PSC_Manual.
The PSCs are critical for government leadership to understand how federal dollars are spent on specific products or services. PSCs are also used to study existing trends in federal spending, report on international agreements, analyze regulatory burden, and reflect changes in technology and terminology.

As outlined in the SOPs, IAE is now implementing a process for updating PSCs that utilizes category managers as subject matter experts (SMEs). The SMEs will become the leads in determining whether to add, delete, or revise PSCs for their respective category. This includes PSCs for both product and services that may be in each category.

Historically, PSC code refreshes were managed by two agencies: GSA, which was responsible for managing all PSCs for research, development, and services; and the Department of Defense (DoD), responsible for managing all PSCs for civilian and defense-related products. The new PSC updating process removes the burden from GSA and DoD of managing all product and service codes and aligning the management of the codes with the strategic principles of category management.

To increase the accuracy of reporting, the PSCs are subject to future changes. Periodic updates to the PSCs will help improve system usability by minimizing the use of miscellaneous PSCs when a more specific one is available, leading to more accurate reporting. For additional questions regarding PSC change requests, please email us at PSC-Codes@gsa.gov.

Did You Know?

If you are familiar with using the legacy websites and would like to learn how to do the same things in the new website, please check out the quick start guides on beta.SAM.gov. Select the legacy logo below to view its quick start guide on the beta website.

Making the Rounds: Conference and Presentations

National Contract Management Association

During the first quarter of 2018, IAE Modernized SAM Product Manager Katherine Rollins presented a demonstration of beta.SAM.gov at the National Contract Management Association (NCMA) Pentagon Chapter in Ashburn, Virginia.

The NCMA is a leading professional resource for those in the field of contract management. The organization is dedicated to the professional growth and educational advancement of procurement and acquisition personnel worldwide.

Rollins' presentation included a demonstration of beta.SAM.gov highlighting the key features of the new site, including: single sign-on, search and display, and the new help center. Beta.SAM.gov is a continuation of the IAE's effort to consolidate and improve the collection and distribution of information vital to the award process.

National Veterans Small Business Coalition

In the first quarter of fiscal year 2018, Christy Hermansen, IAE design lead for beta.SAM.gov, gave a presentation to members and guests of the National Veterans Small Business Coalition (NVSBC) in Arlington, Virginia about the IAE's progress on beta.SAM.gov. The NVSBC advocates for veteran small business owners servicing the federal government as prime contractors and subcontractors.

The key messages to the NVSBC were:

- The launch and current features of beta.SAM.gov
- The future transition of SAM.gov, FBO.gov, and Federal Procurement Data System (FPDS) features to beta.SAM.gov
- Key improvements based on input from our users

Keep up-to-date with this and other upcoming speaking events:
Greater Reston Chamber of Commerce GovCon Series: SAM.Gov Consolidating for Better Efficiencies (February 2018)

System Updates

System for Award Management

With each software release, we work to improve the SAM user experience, improve the quality of information available from SAM.gov, and reduce the burden for those wishing to do business with the U.S. federal government.

We do this through a combination of minor enhancements and fixing known issues. This summarizes the customer-facing changes that were made to the SAM application and database in the development window culminating in the build to production on November 3, 2017:

- Fixed an issue where users were unable to view through search entity registrations with an All Awards purpose of registration, which were created or updated prior to October 6, 2017 if the certified user was different from the user who created the registration.
- Updated the SAM Exclusions XML Upload documentation and on-page description to align it with application changes to the deactivate path made during the October 6, 2017 release. Now, to deactivate an exclusion record using the upload tool, an exclusion official must update the record and add or set a new termination date increasing data quality.
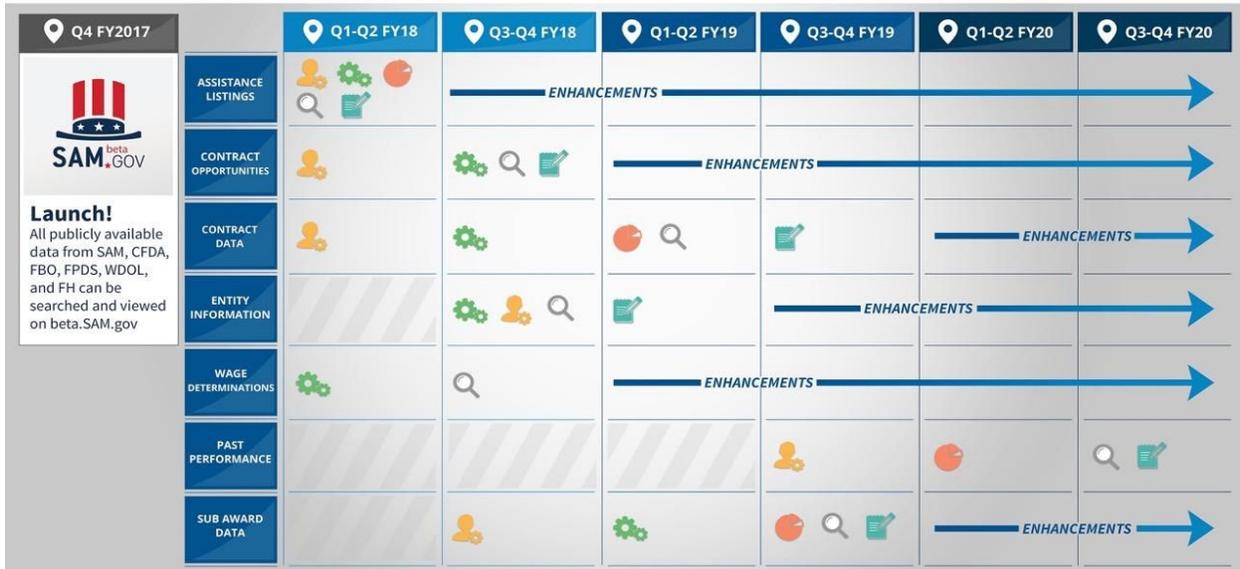
The Road to beta.SAM.gov

With the launch of beta.SAM.gov, the IAE has created a roadmap illustrating the timeline for migrating functionality from each of the 10 legacy IAE websites to beta.SAM.gov. This migration and modernization means the legacy website names are going away and being replaced by domain names or data sets. For example, CFDA is now called Assistance Listing on beta.SAM.gov. The legacy websites will remain the authoritative source and continue to operate in parallel with beta.SAM.gov until the migration of the functionality into beta.SAM.gov is complete. At that time, a formal retirement process of the legacy site begins.

The IAE examined the features and functions of each legacy site and created five categories of key functionality on beta.SAM.gov:

- Search
- Reporting
- Data Entry
- Administration
- System Interfaces

As shown below, each domain or data set has at least two of these categories that are aligned with the anticipated time frame in which the functionality will be done.

SAM.GOV TIMELINE — FOUR YEAR PLAN

For example, the roadmap indicates functionality for Assistance Listing will be complete in the first and second quarters of fiscal year 2018. Once this happens, the Assistance Listing team will seek approval from the governance boards to retire CFDA. The IAE will communicate the planned shutdown date on the legacy site, post scheduled training sessions on the new site, and provide additional help and training on beta.SAM.gov. Upon approval, users will be informed on how to proceed with the following steps:

- Reset their CFDA.gov password in preparation for role and permission migration
- Create an new account on beta.SAM.gov
- Migrate their existing roles and permissions

Preparation is underway to begin migrating functionality into the Contract Opportunities domain on beta.SAM.gov. Each domain will implement the same process and continue to receive user feedback while ongoing enhancements are made throughout the life cycle. Once the migration of SAM.gov is complete, the beta.SAM.gov site will inherit the SAM.gov website address.

For the latest news about the modernization efforts, visit beta.SAM.gov or email us at IAEOutreach@gsa.gov.

CFDA and WDOL Transition Update

The first quarter of fiscal year 2018 included planning for the beta.SAM.gov website to improve the user's experience and reduce the burden of doing business with the federal government. The vision for the modernized SAM website is to become the essential location to connect to the business of the federal government seamlessly.

The IAE is another step forward in the process of retiring CFDA and WDOL – the first two of the 10 legacy websites IAE is migrating to beta.SAM.gov. To ensure a smooth migration, both websites will remain operational until these critical steps for operational success are complete:

- All critical functionality from the legacy site has been transitioned to beta.SAM.gov.
- Usability and Independent Verification & Validation testing of the functionality is complete.
- Platform and load testing has been performed.
- All historical data has been migrated and verified.
- The Federal Service Desk has been trained to handle calls.
- The IAE governance boards approve the retirement.

Usability testing is a crucial step in decommissioning the legacy websites. Feedback from the testing sessions allows the development teams to make additional changes and updates to ensure the success of the new functionality and beta.SAM.gov once the legacy site is decommissioned. The first round of usability testing for WDOL functionality will start in the second quarter of fiscal year 2018. It will focus primarily on the search and the follow functionality, which is similar to the subscriptions feature from the legacy WDOL site. Also, the second round of Assistance Listing testing will start. This will focus on full end-to-end testing of functionality, migrating roles, creating and submitting assistance listings, and permissions from the legacy CFDA site.

Retiring the legacy websites will affect millions of people who rely on the sites to do business with the federal government. The IAE is using various outreach methods to communicate the upcoming retirement including:

- Banner messages on the legacy sites to communicate important information and key dates for each retirement
- Press releases on gsa.gov/iae
- Information posted on the beta.SAM.gov site including FAQs and training videos

For more information, please visit beta.SAM.gov.