



National Science Foundation—FastLane System

Help Desk Support Services

- On-site User Support
- Primary Point of Contact
- Reporting and Analysis
- On-line Proposal and Awards Transaction System
- Continuous Operational Improvement

PROJECT OVERVIEW

FastLane is a key component in the National Science Foundation (NSF) grant process. It is the conduit for the core activities of NSF grant programs and includes proposal submission, proposal review, project reports, and administrative notifications. *FastLane* serves as the initial interface between the NSF and its user community—allowing scientists, administrators, and reviewers to conduct their transactions and access reports directly from the Web. Acting as the primary point of contact for *FastLane*, the Help Desk anticipates a monthly call volume of approximately 2,000 calls. In addition, the Help Desk serves as the initial point for gathering data and providing the analysis used for the NSF's program of continuous operational improvement.

PSI SERVICES & RESULTS

PSI's Help Desk technicians provided comprehensive support to the *FastLane*'s user community. Working on-site at the NSF, our services ranged from a quick telephone answer for a simple procedural question to the logging, referral, and follow-up of more difficult problems. In addition, the

Help Desk was the starting point for the continuous improvement of *FastLane*. Through continual contact with the users, PSI's help desk technicians recorded data on customer experience and perception, key issues for users, and the problems found in service delivery. The team analyzed the data and formally reported the problems behind user service requests, offering recommendations for improvements in systems and procedures.

TECHNICAL ENVIRONMENT

- Multi-vendor Platforms (PCs, Mac, Unix)
- HTML
- Sybase SQL
- Office 95, 97
- Windows 95, 98
- Windows NT
- Microsoft Query
- Outlook
- Proprietary Software Abode Acrobat (Reader / Distiller / Exchange 3.x, 4.0)

CONTACT

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About Planned Systems International, Inc.

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services based on the mission of our customers. Our winning combination of people, technology, processes and experience helps our customers achieve sustainable success.