

# Item 11

## (Information Item)

### Update on the Grant Delivery System Modernization Project

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**SUMMARY:**

This item provides an update on the Grant Delivery System Modernization Project (GDSM) and the next phase of deliverables.

**RECOMMENDATION:**

This is an information item; no action is required

**BACKGROUND:**

CSAC began the planning phase of the GDSM Project in the 2013-14 fiscal year based on the inadequacies of the current 30-year-old Grant Delivery System (GDS) technology. The existing GDS system has limited capability, lack of security, aging technology, and disjointed functionality which causes new legislative required programs to be supported through either manual processes or the development and implementation of additional one-off systems. The existing GDS has several critical single points of failures and limited disaster recovery capability.

The GDSM Project Team officially kicked off the GDSM development in October 2018. Presently, the GDSM development project is in its' second year of four years (two years of development and two years of maintenance and operations). The new WebGrants for Students portal is a secure, single sign-on system with advanced features that allows the users to access their information and new tools to help guide them through their Cal Grant process. The team has also developed a state-of-the-art infrastructure with no single point of failure and with built-in disaster recovery

To date, the team has developed, tested, and released the customer facing applications, including the WebGrants for Students portal, Chafee online application, and National Guard now in production. Over 350,000 students have created a WebGrants account since December 16, 2019, and thousands have logged in to check their award status, change passwords or other demographic information and make a school change. The team is currently in the process of testing a modernized Interactive Voice Response (IVR) system to respond to student calls 24/7.

The California Student Aid Commission is already garnering value from the implementation and release of Phase I of the Grant Delivery System Modernization (GDSM) project. The hybrid computer infrastructure (on-premise and cloud) provides an important technology foundation for the future that is secure, scalable, and highly available to serve our student, institutional, and internal stakeholders. The project schedule provided below identifies the dates and milestones of the GDSM.

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### PROJECT SCHEDULE/ROADMAP:

Date	Milestone
Oct 2018	GDSM Engineering begins
Dec 2019	Hybrid Computer Infrastructure Implemented Network Upgrade Completed GDSM Identity Management Integrated GDSM Web Grants for Students Released
Feb 2020	GDSM Chafee (Foster Youth) Released
Jun 2020	GDSM California National Guard (CNG) Released
Oct 2020	Academic Year Opening
Nov 2020 (Planned)	GDSM Web Grants for Institutions* GDSM CADAA*
Dec 2020	Maintenance and Operations/ILP Stabilization
Mar 2021	GDSM V1.1 Stabilization Release*
Jun 2021	GDSM V1.2 Prioritized Enhancement Release*
Sep 2021	GDSM V1.3 Prioritized Enhancement Release*
Dec 2021	GDSM V1.4 Prioritized Enhancement Release*

**\*Projected Date**

### CURRENT GDSM PHASE 2 STATUS:

While there are important ancillary GDSM efforts being implemented (such as implementation of a new Interactive Voice Response system, the introduction of self-service “chatbots”, and a data warehouse), the current critical project work is focused upon the conversion of close to one-hundred web screens and menus from the antiquated legacy system to the new GDSM system. We are monitoring this work closely as depicted below.

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	Screen (UI/UX) Design	Analysis (User Stories)	Architecture (Feature Documents)	Development QA or in Progress	Design	Analysis	Architecture	Development
11-Aug	41	37	30	14	42.7%	38.5%	31.3%	14.6%
20-Aug	42	47	35	16	43.8%	49.0%	36.5%	16.7%
26-Aug	42	57	39	25	42.9%	58.2%	39.8%	25.5%

As of August 26, 2020.

### APPLICATION PORTFOLIO MANAGEMENT/FUTURE GDSM RELEASES:

As we prepare to release Web Grants for Institutions, and other key applications later this year, it is important to recognize that this will not be a final release of GDSM. With an adaptive, secure, highly-available technology foundation, we will be working closely with our institutional and internal stakeholders to develop and release important enhancements and features that will provide more automation, flexibility and self-service guidance within the GDSM experience. Our executive team and senior leadership will work in concert with our IT Application Development staff to establish and prioritize continuous improvements to the GDSM platform while we also respond to legislative and policy changes impacting the programs and applications we support.

The final stage of GDSM in 2021 is stabilization, enhancement and training state staff for ongoing maintenance and operations. At the end of this stage, the GDS legacy system will be retired.

### RESPONSIBLE PERSON(S):

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