Selecting and Implementing Cloud Based Integrated Foundation Information Systems

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Topics We’ll Cover

- Key concepts, terminology and security
- The current marketplace
- Advantages of moving online to a fully Web-based system
- Questions about moving to a fully Web-based system
- How to select and migrate successfully
- Q&A
Key Concepts, Technology and Security Impacting Foundation Information Systems
Technology Trends Impacting Foundation Information Systems in 2014

- Web based portals with easier, differentiated, and personalized user interfaces (UI)
- Expanded use of online applications and online grantee reporting
- Migration to *hosted* cloud based systems
- No more open source grantmaking systems
- Quickly growing use of iPad tablets
- Growing use of iPhone and Android smartphones
Technology Trends Impacting Foundation Information Systems

- More, faster and better broadband Internet access worldwide
- Increased telecommuting by senior management and program staff
- Quickly expanding multi-tenant cloud computing
- Multiple browser types and versions plus 32 and 64-bit Windows 7 and 8 makes system development, integration and support more difficult
"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."

Source: Mike Markkula – Apple’s first investor
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**
Bring Your Own Device

- Many foundations are now allowing staff to work on their own personal devices.

- "Microsoft rose to dominance in an age when the CIO (chief information officer) really held the keys to IT decision making. Over the past five years, BYOD has really eroded the level of control that many CIOs have."*

*Source: Adam Tratt, a former Microsoft Office executive, Reuters 3/16/2014
More tablets sold worldwide than desktop computers

The Personal Computer Slowdown
Units sold worldwide

Smartphone use is growing fastest

Source: Gartner Group - December 2013
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)
Remote System Security

- **Hypertext Transfer Protocol Secure (HTTPS)** is a widely used and a **MUST HAVE** communications protocol for secure communication over a computer network such as the Internet.
  - HTTP = `http://www.gmnetwork.org/`

- Authenticated Single Sign On (SSO) restricts remote system access to computers from a specified location. It’s used mostly by corporate grantmakers.
Local Windows Applications vs. Hosted Web-based Applications

“In a recent report, Gartner, the information technology research company, called Google “the only strong competitor” to Microsoft in cloud-based business productivity software . . .”

28 North American Integrated Foundation Information System Software and Service Providers
### Integrated Foundation Information System Hosted

**Service Providers and Software in North America – 2013**

<table>
<thead>
<tr>
<th>Vendor</th>
<th>U.S. clients</th>
<th>Non-U.S. clients</th>
<th>Active-GM Clients as of 1/1/2013</th>
<th>GIM Product Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altum</td>
<td>73</td>
<td>5 non-US (1 PC, 4 EOs)</td>
<td>26</td>
<td>32 staff</td>
</tr>
<tr>
<td>Altum (1986)</td>
<td></td>
<td></td>
<td>20 Carmany grant clients</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>73 proposal-CENTRAL clients</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>26 Federal using PC, EOs and other Altum grant solutions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5 non-US clients</td>
<td></td>
</tr>
</tbody>
</table>

**Types of Clients**
- Medium-to-large foundations
- State and Federal agencies
- Biomedical granting organizations

<table>
<thead>
<tr>
<th>Currently Available and Supported Products / Services</th>
<th>Delivered New Products, Features and Services Added in 2011 and 2012 (In multiple instances in years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easygrant® (EO) - Program Planning &amp; Management</td>
<td>Easygrant® - System performance enhancements for faster end user response time and increased scalability</td>
</tr>
<tr>
<td>Fund Source Tracking Application</td>
<td>- Expanded Review Module to simplify meeting planning and attendance tracking and scoring and evaluation configuration flexibility</td>
</tr>
<tr>
<td>Review (national and/or external, individual &amp; committee)</td>
<td>- Added more standard data forms with increased form, task and workflow configuration flexibility</td>
</tr>
<tr>
<td>Grants Management</td>
<td>- CRM and communication enhancements</td>
</tr>
<tr>
<td>Contact Management</td>
<td>- Added Risk Mgt. module</td>
</tr>
<tr>
<td>Risk Management</td>
<td>- LDAP Active Directory, integration for enterprise single sign-on support</td>
</tr>
<tr>
<td>Workflow Configuration</td>
<td>proposalCENTRAL® (PC) - Application, Review, Progress Reports, Grants Management, Contact Management, Queries &amp; Reports</td>
</tr>
<tr>
<td>Workload Management</td>
<td>Altmun Query Module &amp; Altmun Financial Management and Sorting Applications (based on InfoPerf Management)</td>
</tr>
<tr>
<td>Integrated Document Management (SharePoint)</td>
<td>Mobile Applications and website re-engineering for mobile device support</td>
</tr>
<tr>
<td>Queries, Reports, Dashboards, BI</td>
<td>Web-browser user interface for all systems. Supports all major web browsers/platforms: Internet, Explorer, Opera, Firefox, &amp; Safari – on Macintosh, Windoors, and Linux/Unix clients</td>
</tr>
</tbody>
</table>

**Supported Interoperability with Other Applications**
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft SharePoint
- Foundation Center Grant Reporting
- Report Writers and Business Intelligence Software (e.g., Crystal, Cognos)
- Custom links to accounting systems
- Custom links to CRM systems, external authentication systems, and website content
- Web services for interoperability with grant and ERP systems

**Hosted / ASP Service**
- Easygrant® is offered as licensed enterprise software with optional hosting or as a SaaS service proposalCENTRAL® in a SaaS service

**Technology Platforms**
- Interfaces via open standards: XML, Web services, SOAP

**SOURCE:** [http://www.iaa.com/resources.html](http://www.iaa.com/resources.html)
Grantmaking Software Priorities

(\(n=255\))

- Automated OFAC checking: 2%
- Data export to free mapping services: 2%
- Branching grant eligibility quiz: 2%
- Automated charity checking: 3%
- Electronic signatures: 6%
- ACH or EFT payments: 7%
- Other: 10%
- Online donor portal: 10%
- CRM: 11%
- Integration to other software: 14%
- Access to the system via mobile: 15%
- Move to the cloud: 16%
- Electronic workflow: 20%
- Measuring grant outcomes: 23%
- Dashboards: 23%
- Document/records management: 28%
- Reporting: 28%
- Online grantee reporting: 29%
- Online grant application: 40%

Growing fast ➔

Source: GMN-TAG 2012 Grantmakers Information Technology Survey Report
The Hosted System Options

Today’s systems

- Basic system with limited flexibility

Some of Today’s Systems and Tomorrow’s opportunity

- Highly customized one-of-a-kind system
- More flexible open personalized (not customized) fully Web-based systems that can be enhanced and linked to other applications and data
Fully tested and supported compatibility with all PC and Mac Web browsers worldwide is very important.
Browser Use in **North America**

Chrome is now on top with Internet Explorer losing ground

Chrome strongly on top, then Firefox with Internet Explorer decreasing

Browser Use in Asia

Chrome strongly on top with Internet Explorer decreasing

Source: http://gs.statcounter.com/
Browser Use Worldwide

Chrome is strongly on top and growing

Source: http://gs.statcounter.com/
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.
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.
Moving from one system to another is like changing the tires on a moving car.
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. You need to provide enough staff, time and doing comprehensive system testing.
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.*
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, NGOsource, accounting, EFT, social networking)
EDs Completed or In Progress in 51 countries (as of 2/17/14)

<table>
<thead>
<tr>
<th>Austria</th>
<th>France</th>
<th>Netherlands</th>
<th>Sweden</th>
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<tbody>
<tr>
<td>Belgium</td>
<td>Germany</td>
<td>Norway</td>
<td>Switzerland</td>
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<td>Bulgaria</td>
<td>Ireland</td>
<td>Poland</td>
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<td>Denmark</td>
<td>Lithuania</td>
<td>Portugal</td>
<td>United Kingdom</td>
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<td>Belize</td>
<td>Bangladesh</td>
<td>China</td>
<td>Hong Kong</td>
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<td>Bolivia</td>
<td>India</td>
<td>Indonesia</td>
<td>Japan</td>
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<td>Brazil</td>
<td>Canada</td>
<td>Jordan</td>
<td>Lebanon</td>
</tr>
<tr>
<td>Canada</td>
<td>Colombia</td>
<td>Pakistan</td>
<td>Palestine, State of</td>
</tr>
<tr>
<td>Colombia</td>
<td>Ecuador</td>
<td>Philippines</td>
<td>South Korea</td>
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<tr>
<td>Ecuador</td>
<td>Haiti</td>
<td>Thailand</td>
<td>Tunisia</td>
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<td>Panama</td>
<td>Peru</td>
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<td>DRC</td>
<td>Ghana</td>
<td>Senegal</td>
<td>Togo</td>
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<td>Egypt</td>
<td>Kenya</td>
<td>South Africa</td>
<td>Uganda</td>
</tr>
<tr>
<td>Kenya</td>
<td>South Africa</td>
<td>Tunisia</td>
<td></td>
</tr>
</tbody>
</table>

Note: New Countries in Italics.

www.ngosource.org
**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**?
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?
Integration with External Systems and Services

- Browsers and Microsoft Office (major types 32 and 64-bit versions of each)
- Windows 7 and 8 (32 and 64-bit versions)
- GuideStar for Charity Check and Simplify
- OFAC list checking services
- Accounting systems (type and version of each)
- Electronic board and committee books
- iPads and other Android tablets
- Foundation Center eGrant and hGrant Reporting + free mapping service
- NGOsource (via new API)
- Document management
- Electronic Fund Transfer (EFT & ACH)
- Social networking services
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 3\textsuperscript{rd} party services** REALLY works

5. **Permit vendor’s to demo their wonderful distinguishing features**
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:

- 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 you will please [list 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

<table>
<thead>
<tr>
<th>Capability</th>
<th>Rating</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 ¡O, a n O)</td>
<td></td>
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</tr>
<tr>
<td>2. Demonstrate how online applications are created and modified by the systems administrator.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Demonstrate a grantee portal and how a grantseeker can:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- review the status of a pending request</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- update their contact information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- see requirements due</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# 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**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
<th>Required or Desired</th>
<th>Vendor A</th>
<th>Vendor B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Interface</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cross browser and platform support</td>
<td>Full support of Internet Explorer 7.0 and later, Firefox 2.0 and later, and Safari 3.x and later. Accessible from all Windows and Macintosh PCs.</td>
<td>Required</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, in vestibulum volutpat.</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, in vestibulum volutpat.</td>
</tr>
<tr>
<td>Ease of use</td>
<td>Graphics user interface that is uncluttered, streamlined, and intuitive; interfaces navigates, and functions consistently with other supported Web and Online help systems. Describes the capabilities of the system and includes a searchable index.</td>
<td>Required</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, in vestibulum volutpat.</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur hendrerit, in vestibulum volutpat.</td>
</tr>
<tr>
<td>Searchable online help</td>
<td>The application is fully accessible and functional via supported Web browser.</td>
<td>Required</td>
<td>1 - Fully Windows compatible</td>
<td>1 - Fully Windows compatible</td>
</tr>
<tr>
<td><strong>Web interface</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Full screen display</td>
<td>All screen displays (except pop-up windows) will display all screen regardless of the monitor size and display resolution. Text elements will be designed so that the screen may be made optimal use of.</td>
<td>Required</td>
<td>1 - All full-screen displays are full-screen display</td>
<td>1 - All full-screen displays are full-screen display</td>
</tr>
<tr>
<td>Supervisor view</td>
<td>Ability for a user to see the status of all proposal and form or selected tasks.</td>
<td>Required</td>
<td>1 - Records can be associated with staff, but not linked to just those staff. Supervise case which staff are</td>
<td>1 - Records can be associated with staff, but not linked to just those staff. Supervise case which staff are</td>
</tr>
<tr>
<td>Web parts design</td>
<td>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</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Removes personal favorites, reports</td>
</tr>
<tr>
<td>Saving personal favorites</td>
<td>Saves personal settings of favorite queries, reports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Custom help screens</td>
<td>Capabilities for the system administrator to easily create user customized or screen help to improve the accuracy of data entry</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Removes personal favorites, reports</td>
</tr>
<tr>
<td>Collapsible code listing</td>
<td>Code tables are collapsible, and collapsed code tables can be easily expanded and collapsed to save space, but also display all available code tables</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Removes personal favorites, reports</td>
</tr>
<tr>
<td>Last used queries</td>
<td>Saved access to last used queries for quick access</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Removes personal favorites, reports</td>
</tr>
<tr>
<td>Personalized view for individual</td>
<td>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 for display only those tasks that are the responsibilities of the user.</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Removes personal favorites, reports</td>
</tr>
<tr>
<td>Tree view</td>
<td>Displays of contact relationships in hierarchical view</td>
<td>Required</td>
<td>1 - Removes personal favorites, reports</td>
<td>1 - Needs to develop in 2012</td>
</tr>
</tbody>
</table>
Tuesday 3/18 9:00 -10:00 am

Breakfast Roundtable

Selecting and Implementing Hosted Cloud-Based Information Systems
Time for more spirited questions!
See the Information Age Associates Web site for more up to date information

http://www.iaa.com