

# **SERVIR Hub Institutional Technical Capacity Self-Assessment Survey**

Program Title: The SERVIR Program Demand: Cultivating Use of Better Information Activity

Sponsoring USAID Office: USAID/Washington

Contract Number: AID-OAA-TO-12-00027

Contractor: DAI

Date of Publication: March 30, 2015

## Introduction

### **Purpose:**

This survey is the first part of the SERVIR Hub Institution Technical Capacity Self-Assessment (referred to as the SERVIR Capacity Self-Assessment). It is designed for use in conjunction with the focus group facilitation guide, which is designed as the second part of the SERVIR Capacity Self-Assessment and allows verifying the scores and conducting SWOT analysis for each SERVIR Hub function. The purpose of this survey is to facilitate quantitative measurement of a SERVIR host institution's capacity to fulfill the functions specific to a SERVIR Hub. These capacities are related to overall SERVIR Program results to which all SERVIR stakeholders contribute. The outcomes of this self-assessment may be used to prioritize technical assistance and other activities to build Hub capacity, and/or serve as a mechanism to monitor progress over time.

### **Survey:**

For each function performed by the Hub, the survey provides several statements related to a particular capability and asks the respondent to indicate their level of confidence that these statements are correct. The score for each function is determined as an average of the answers to statements related to executing the function.

The statements fall into three categories: technical and managerial resources, expertise (knowledge) and experience:

- Technical and managerial resources include qualified staff, computers and other equipment, financial resources and time.
- Expertise refers to the theoretical knowledge of the available staff members and experts, although these experts may have used this knowledge in the past.
- Experience refers to both individual and collective (institutional) proficiency gained through implementing certain activities in the past.

Since the same resources, knowledge or experience may be required for multiple functions, in some cases the same question appears in the instrument more than once. Similarly, some questions may appear as simple "Yes/No" questions. In order to facilitate scoring of the whole function, the instrument requires that these questions answered using the same range scoring, assuming "No" is the lowest score and "Yes" is the highest score. However, if "Yes" or "No" answer is somewhat conditional (Yes, but...), respondent may choose to score in-between.

### **Survey Instructions:**

For each function, the instrument provides a number of statements. Your answer represents your subjective 'best estimate' in regards to the Hub host institution. In other words, if your particular SERVIR hub is made up of a consortium, your response should reflect the capacities of the host institution only.

You must answer all questions; providing all the answers is required to provide an accurate score for the function as a whole. Remember: There are no good or bad choices, only helpful answers. Select the number of stars that best represents your agreement with the statement (more stars mean greater degree of agreement). If a statement seems to be a Yes/No question, select one star for a definitive No and five stars for a definitive Yes, recognizing that you may also choose an in-between response.

Option: There is a comment box at the end of each function. Comments are optional; however, please use this space for additional comments, and in particular to note if a question would benefit from more in-depth, group reflection.

The survey has 3 sections, and should take 45 to 75 minutes to complete. If you cannot complete the survey in one sitting or just need a break, you have the option to save your responses and complete the remaining questions at a later time.

## SCORING EXAMPLE:

The survey is implemented online, and the online tool automatically provides score for each function. The following worksheet is designed to demonstrate how the scores for each function can be calculated manually, if the survey is administered offline.

The survey for the function 1.2.1 looks the following:

### FUNCTION 1.2.1: Design and deliver high-quality training and technical assistance.

Our institution has a person whose job responsibilities include designing and delivering trainings	★ ☆ ☆ ☆ ☆
Our institution has a person whose job responsibilities include providing technical assistance on geospatial data analysis	★ ★ ★ ☆ ☆
Our institution currently provides technical assistance on the use of geospatial data or tools	★ ★ ☆ ☆ ☆
Our institution has conducted trainings for technical staff (e.g., analysts, technicians)	★ ★ ★ ★ ★
Our institution has conducted trainings for decision-maker staff (e.g., managers, directors)	★ ★ ☆ ☆ ☆

You can use the following table to analyze this response:

Statement	1	2	3	4	5	
Our institution has a person whose job responsibilities include designing and delivering trainings	X					
Our institution has a person whose job responsibilities include providing technical assistance on geospatial data analysis			X			
Our institution currently provides technical assistance on the use of geospatial data or tools		X				
Our institution has conducted trainings for technical staff (e.g., analysts, technicians)					X	
Our institution has conducted trainings for decision-maker staff (e.g., managers, directors)		X				
Weight	1	2	3	4	5	
NUMBER OF ANSWERS	1	2	1	0	1	
TOTAL SCORE						13
AVERAGE SCORE (divide total score by 5)						2.60

## Survey

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## IR1. Improved capacity of analysts and decision-makers to use Earth observation information and geospatial information technologies

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### **FUNCTION 1.1.1: Systematically assess users' capacity needs at the individual and organizational levels, for both technical users engaged in the analysis or consumption of geospatial data as well as those who use the outputs of those products and services in decision-making.**

Our institution has a person(s) whose job responsibility includes conducting assessments of users' capacity and determining their needs	☆ ☆ ☆ ☆ ☆
Our institution has conducted assessments of INDIVIDUALS' ability to analyze geospatial data and/or develop products based on this data	☆ ☆ ☆ ☆ ☆
Our institution has conducted assessments of INSTITUTIONS' capacities to analyze geospatial data or develop products based on this data	☆ ☆ ☆ ☆ ☆
Our institution has conducted assessments of the decision-making process within a government agency that uses geospatial data and/or analysis	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff who knows how to assess users' capacities	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff who has assessed users' capacities or users' needs	☆ ☆ ☆ ☆ ☆
Our institution has sufficient resources to conduct capacity/needs assessments for new users	☆ ☆ ☆ ☆ ☆
Our institution has sufficient resources to conduct capacity/needs assessments for key users on an annual basis	☆ ☆ ☆ ☆ ☆

#### **Comments (Optional):**

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### **FUNCTION 1.2.1: Design and deliver high-quality training and technical assistance.**

Our institution has a person whose job responsibilities include designing and delivering trainings	☆ ☆ ☆ ☆ ☆
Our institution has a person whose job responsibilities include providing technical assistance on geospatial data analysis	☆ ☆ ☆ ☆ ☆
Our institution currently provides technical assistance on the use of geospatial data or tools	☆ ☆ ☆ ☆ ☆
Our institution has conducted trainings for technical staff (e.g., analysts, technicians)	☆ ☆ ☆ ☆ ☆
Our institution has conducted trainings for decision-maker staff (e.g., managers, directors)	☆ ☆ ☆ ☆ ☆

#### **Comments (Optional):**

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**FUNCTION 1.2.2: Adapt training to client needs and project objectives, including customization of materials, monitoring and evaluation of training, and adoption of new techniques.**

Our institution has a person responsible for assessment of client needs for training	☆ ☆ ☆ ☆ ☆
We monitor how well participants understand training materials	☆ ☆ ☆ ☆ ☆
We evaluate outcomes of the training for the trainees (e.g. in terms of improved knowledge, skills, and job outcomes)	☆ ☆ ☆ ☆ ☆
Our institution has compared pre and post training capacities of an organization in the past	☆ ☆ ☆ ☆ ☆
Our institution has a process for adapting existing training materials for individual client needs	☆ ☆ ☆ ☆ ☆
At our training we provide more than just information about our products	☆ ☆ ☆ ☆ ☆
Our institution has in past developed trainings based on new training techniques	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 1.2.3: Support training, including venues and equipment, event management, post-training knowledge management and participant management.**

Our institution has facilities (or can arrange facilities) to conduct trainings for 10-15 people	☆ ☆ ☆ ☆ ☆
Our institution has staff whose responsibilities have included organizing training for 10-15 people	☆ ☆ ☆ ☆ ☆
Our institution has a website/web-portal to share training materials	☆ ☆ ☆ ☆ ☆
We contact training participants after the training to evaluate their experience	☆ ☆ ☆ ☆ ☆
People who participated in our events/trainings in the past continue engagement in communities of practice/alumni networks	☆ ☆ ☆ ☆ ☆
Our institution has a database with information about all training participants	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 1.3.1: Design, plan and implement science-policy exchanges about geospatial products and services to support development decision-making.**

Our institution has participated in science-policy exchanges in the past	☆ ☆ ☆ ☆ ☆
Our institution has organized science-policy exchanges in the past	☆ ☆ ☆ ☆ ☆
Our institution has experience organizing and hosting meetings for international participants	☆ ☆ ☆ ☆ ☆
Our institution has facilities (or can arrange facilities) to host a meeting of 30-50 individuals	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 1.3.2: Engage relevant stakeholders (research, NGO, policy, government, etc.) to generate useful collaboration, take stock of existing efforts, and avoid duplication.**

Our institution has regular contacts (meetings, collaborative projects) with other <u>research</u> institutions and NGOs in our region	☆ ☆ ☆ ☆ ☆
Our institution has regular contacts (meetings, collaborative projects) with <u>government</u> institutions/decision-makers in our region	☆ ☆ ☆ ☆ ☆
We take advantage of opportunities (events, conferences, workgroups) to inform others about our current projects	☆ ☆ ☆ ☆ ☆
We know what geospatial tools/products are currently developed by other stakeholders (research institutions, NGOs, government) in our region	☆ ☆ ☆ ☆ ☆
Our institution has a person whose responsibilities include ensuring that there is no duplication of efforts with other stakeholders (including other projects, donors, other SERVIR Hubs or government institutions)	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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## IR2. Improved awareness of and access to geospatial data, products, and tools

### FUNCTION 2.1.1: Assess regional and national awareness, needs, quality, and coverage of geospatial data, products and tools.

Our institution has a person(s) responsible for assessing geospatial data availability and data needs	☆ ☆ ☆ ☆ ☆
Our institution has conducted assessments of regional or national geospatial data/product/tool <u>availability</u> in the past	☆ ☆ ☆ ☆ ☆
Our institution has conducted assessments of regional or national geospatial data/product/tool <u>quality</u> in the past	☆ ☆ ☆ ☆ ☆
Our institution has a staff person who knows how to conduct data/product/tool availability and quality assessments	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff who has conducted data/product/tool availability or quality assessment in the past	☆ ☆ ☆ ☆ ☆
Our institution has sufficient resources to conduct data/product/tool quality/ availability assessments on an annual basis	☆ ☆ ☆ ☆ ☆

#### Comments (Optional):

### FUNCTION 2.1.2: Systematically monitor and evaluate user access and awareness of geospatial data, products and tools.

Our institution has a person whose job responsibilities include assessment of client awareness of geospatial data, products and tools	☆ ☆ ☆ ☆ ☆
We monitor how clients use our data, products, and tools	☆ ☆ ☆ ☆ ☆
We evaluate user access to our data, products, and tools	☆ ☆ ☆ ☆ ☆
Our institution in the past has conducted studies of user access to geospatial data	☆ ☆ ☆ ☆ ☆
Our institution has a process for measuring awareness about our products and tools (any products and tools of the hub host organization)	☆ ☆ ☆ ☆ ☆
Our institution has resources to conduct assessments of current and potential stakeholder's access to geospatial data/products/tools on an annual basis	☆ ☆ ☆ ☆ ☆

#### Comments (Optional):

**FUNCTION 2.2.1: Identify communication channels, develop communications materials, and conduct outreach events and other marketing activities to increase awareness of and access to geospatial data, tools and products.**

Our institution has a staff person who knows how to identify and select communication channels (e.g, print, website, social media)	☆ ☆ ☆ ☆ ☆
Our institution has past experience analyzing communication channels and needs for our user's/potential user's	☆ ☆ ☆ ☆ ☆
Our institution has resources to track the effectiveness of various communication channels	☆ ☆ ☆ ☆ ☆
Our institution has used multiple communication in the past to disseminate information	☆ ☆ ☆ ☆ ☆
Our institution has facilities (or can arrange facilities) to conduct events for 20-40 people	☆ ☆ ☆ ☆ ☆
Our institution has a staff person with past experience developing communication materials and marketing efforts	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff with past experience organizing events for 20-40 people, including for international participants	☆ ☆ ☆ ☆ ☆
Our institution has a staff person responsible for developing communication materials and implementing marketing activities	☆ ☆ ☆ ☆ ☆
We understand how to develop and disseminate communications messages for different audiences	☆ ☆ ☆ ☆ ☆
Our institution has a database to gather information about event participants	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

**FUNCTION 2.2.2: Create data, product, and tool sharing arrangements.**

Our institution has created or facilitated data sharing arrangements in the past	☆ ☆ ☆ ☆ ☆
Our institution has the necessary hardware/software to facilitate provision of data under the data sharing arrangements	☆ ☆ ☆ ☆ ☆
Our institution has working relationships with organizations that are potential participants in data sharing arrangements on a regional level	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff whose job includes facilitating and maintaining data sharing arrangements	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 2.2.3: Develop and implement metadata and data management standards and procedures.**

Our institution has a person on staff who knows how to develop and implement data management standards and procedures ☆ ☆ ☆ ☆ ☆

Our institution has in the past developed data management standards and procedures ☆ ☆ ☆ ☆ ☆

Our institution has a person on staff who knows how to develop and implement metadata management and standards ☆ ☆ ☆ ☆ ☆

Our institution has past experience developing metadata and implementing metadata management procedures ☆ ☆ ☆ ☆ ☆

Our institution has dedicated a senior geospatial scientist to supervise the development of standards ☆ ☆ ☆ ☆ ☆

Our institution has people on staff whose jobs include development and implementation of data management standards ☆ ☆ ☆ ☆ ☆

Our institution has provided technical assistance in implementing data management standards and procedures in the past ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 2.2.4: Coordinate with existing and planned data sharing efforts to avoid duplication of effort.**

Our institution has a person whose job is to coordinate data sharing efforts with other institutions/stakeholders ☆ ☆ ☆ ☆ ☆

We are currently engaged in regular data coordination activities at the regional/national level ☆ ☆ ☆ ☆ ☆

Our institution has successfully coordinated data sharing efforts in the past ☆ ☆ ☆ ☆ ☆

Our institution has working relationships with the key institutions that produce and share geospatial data in the region ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 2.3.1: Develop, operate and maintain data sharing platforms.**

Our institution has people on staff who know how to develop data sharing platforms (including web-based platforms)	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have experience developing data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has the minimum required number of staff who can be dedicated to development of a data sharing platform	☆ ☆ ☆ ☆ ☆
Our institution has a person whose job responsibilities include maintenance of data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who know the software required to develop and maintain data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has the minimum required number of staff who can be dedicated to maintenance of the data sharing platform	☆ ☆ ☆ ☆ ☆
Our institution has had past experience maintaining web-based data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has a server (hardware) with adequate computing power and storage capacity to host a data sharing platform for the next five years	☆ ☆ ☆ ☆ ☆
Our institution has legal copies of software required to host data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has an internet connection with bandwidth that exceeds estimated needs for data sharing platforms for the next five years	☆ ☆ ☆ ☆ ☆
Our institution has experience standing up cloud-based servers to host data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has uninterrupted electricity supply (source) to maintain power to the server for at least a day	☆ ☆ ☆ ☆ ☆
Our institution has adequate resources (financial and material) to maintain data sharing platforms	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 2.3.2: Integrate available geospatial data, products, and tools into relevant platforms.**

Our institution has a person whose job responsibilities include integration of new data into data sharing platforms	☆ ☆ ☆ ☆ ☆
Our institution has staff who know how to integrate new geospatial data into a data sharing platform	☆ ☆ ☆ ☆ ☆
Our institution has obtained and integrated new geospatial data into a data sharing platform in the past	☆ ☆ ☆ ☆ ☆
Our institution has an established process for identifying new data and integrating it into the data sharing platform	☆ ☆ ☆ ☆ ☆
Our institution has resources to continue extension of a data sharing platform with new data for the next five years	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 2.3.3: Monitor use, and track system performance.**

Our institution has person(s) on staff responsible for operability of data platforms	☆ ☆ ☆ ☆ ☆
Our institution has established procedures for monitoring use of the data platform(s)	☆ ☆ ☆ ☆ ☆
Our institution has standard practices for tracking system performance and responding to identified security threats and future performance constraints	☆ ☆ ☆ ☆ ☆
Our institution has person(s) on staff with knowledge of how to maintain operability of data platforms	☆ ☆ ☆ ☆ ☆
Our institution has procedures to respond to identified external risks and to performance problems	☆ ☆ ☆ ☆ ☆
Our institution has successfully maintained operability of data systems in the past	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

**IR3. Increased provision of user-tailored geospatial data, products, and tools to inform decision-making**

**FUNCTION 3.1.1: Identify previous and planned data, products, and tools to avoid duplication and build on existing efforts.**

Our institution has a person(s) whose job responsibilities include assessment of geospatial data availability and data needs	☆ ☆ ☆ ☆ ☆
Our institution has past experience conducting assessments on regional or national geospatial data availability	☆ ☆ ☆ ☆ ☆
Our institution has a person on staff whose job responsibilities include analysis of available tools and plans for tool development from partners and stakeholders	☆ ☆ ☆ ☆ ☆
Our institution has working relationships with the key institutions in the region that produce geospatial data and tools	☆ ☆ ☆ ☆ ☆
Our institution has mechanisms (regular meeting, phone call, website, etc.) that are used by the key regional institutions that produce geospatial data and tools to inform about plans to develop new products	☆ ☆ ☆ ☆ ☆
Our policies for development of new tools/data include analysis of data, tools, and available development plans from the key regional stakeholders, as a necessary step to start development of a new tool	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.1.2: Engage decision-makers at regional and national levels to identify needs and opportunities for decision support data, products, and tools.**

Our institution has a person whose job responsibilities include engaging regional decision-makers ☆ ☆ ☆ ☆ ☆

We are currently engaged in regular coordination activities at the regional/national level ☆ ☆ ☆ ☆ ☆

Our institution has a database of contact information of and activities with regional stakeholders (e.g., customer relation database) ☆ ☆ ☆ ☆ ☆

Our institution has someone on staff who has experience engaging stakeholders to identify opportunities and needs for geospatial data and tools ☆ ☆ ☆ ☆ ☆

Our organization engages stakeholders at the first stages of product/tool development as a common practice ☆ ☆ ☆ ☆ ☆

At our institution engaging intended users in the different phases of the product or tool development cycle is documented ☆ ☆ ☆ ☆ ☆

We allocate sufficient resources to tasks that engage decision-makers in the identification of needs and opportunities, prototyping and testing of products and tools ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.1.3: Identify opportunities to adapt SERVIR products and tools from across the network**

Our institution has someone whose job responsibilities include identifying available SERVIR tools to be adapted for the region ☆ ☆ ☆ ☆ ☆

Analyzing opportunities for adapting existing products is a standard part of new product development at our institution ☆ ☆ ☆ ☆ ☆

Our institution has specialists on staff who understand every product developed by SERVIR network partners ☆ ☆ ☆ ☆ ☆

We engage in regular conversations with SERVIR partners to learn about new products they develop ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

**FUNCTION 3.2.1: Develop geospatial products and tools for local decision-makers.**

Our institution has experts/scientists who can build user-tailored geospatial tools/products and models	☆ ☆ ☆ ☆ ☆
Our institution has in-situ Earth observations datasets produced and used at our institution	☆ ☆ ☆ ☆ ☆
Our institution has used remotely sensed Earth observations datasets for our work	☆ ☆ ☆ ☆ ☆
Our institution has geospatial data - such as soils datasets, land use types - derived from satellites and used for our work	☆ ☆ ☆ ☆ ☆
Our institution has products - such as hydrologic model outputs, land change visualization tools - produced and used for our work	☆ ☆ ☆ ☆ ☆
Our scientists have access to journal articles and other similar publications to support research	☆ ☆ ☆ ☆ ☆
Our institution has developers on staff who have experience developing geospatial products/tools	☆ ☆ ☆ ☆ ☆
Our institution has on-staff scientists/technical staff able to translate end-user needs into an actionable tool/product	☆ ☆ ☆ ☆ ☆
Our institution has a sufficient number of developers/programmers to produce required number of geospatial tools/products	☆ ☆ ☆ ☆ ☆
Our institution has source control/change systems in place	☆ ☆ ☆ ☆ ☆
Our institution has practices in place to support IT security (computer resources and management practices)	☆ ☆ ☆ ☆ ☆
Our institution has well-defined software development processes (collection of user requirements, documentation of user acceptance, management of source code, publishing products) that we have implemented in previous projects	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.2.2: Adapt or expand existing SERVIR and NASA products and tools for local (national and regional) needs.**

Our institution has a scientist/technical staff with a doctoral degree, or master level degree combined with technical experience, available to supervise tailoring or expansion of SERVIR/NASA products or tools	☆ ☆ ☆ ☆ ☆
Our institution has programmers on staff who are familiar with the software/languages/science used in geospatial applications	☆ ☆ ☆ ☆ ☆
Our institution has access to hardware/software necessary to run existing SERVIR applications for local needs	☆ ☆ ☆ ☆ ☆
Our institution has person(s) on staff who has knowledge of EACH of the geospatial tools developed by our institution	☆ ☆ ☆ ☆ ☆
Our institution has person(s) who know how to expand existing tools into new sectors or for new users	☆ ☆ ☆ ☆ ☆
Our institution has person(s) who have expanded existing tools into new sectors/to new users in the past	☆ ☆ ☆ ☆ ☆
We start expanding/customizing existing tools to new sectors or users by default right after the opportunity is identified	☆ ☆ ☆ ☆ ☆
Our institution has human resources to adapt existing tools to additional sectors or users	☆ ☆ ☆ ☆ ☆
Our institution has a scientist/technical staff with a doctoral degree, or master level degree combined with technical experience, who has past experience developing or adapting existing models, tools or applications to national or regional needs	☆ ☆ ☆ ☆ ☆

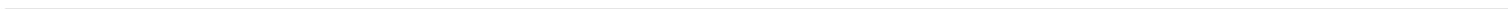
**Comments (Optional):**

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**FUNCTION 3.2.3: Maintain technical team that is able to collaborate on national, regional and international research and product development activities, often through multi-disciplinary teams and expertise (Technical: GIS, Remote Sensing or Database; and Sectoral: water, disaster, agriculture, land use, weather).**

Our institution has the necessary scientific and technical personnel by relevant Group on Earth Observation (GEO) theme relevant to the region (for example, agriculture, biodiversity, climate, disasters, ecosystems, health, water, weather)	☆ ☆ ☆ ☆ ☆
Our institution has on-staff scientists/personnel who have collaborated on national, regional, and international research and product development in the past	☆ ☆ ☆ ☆ ☆
Our institution has on-staff scientists/personnel who published in peer-reviewed journals in the last 3 years	☆ ☆ ☆ ☆ ☆
Our institution has opportunities or provide support to staff to engage in continued education and technical skill training	☆ ☆ ☆ ☆ ☆
Our institution has processes (such as internships, research assistantships) to engage junior researchers/students to collaborate on research not directly related with activities funded by donors	☆ ☆ ☆ ☆ ☆
Our institution has technical team leaders who have led the development of standalone products (projects) in the last 5 years	☆ ☆ ☆ ☆ ☆
There is there a mechanism (e.g, funding, resource support) at our institution that allows scientists to spend time on their own research ideas	☆ ☆ ☆ ☆ ☆
Our scientists have continual/consistent access and exposure to emerging data/models/platforms developed by agencies like NASA or the European Space Agency, JAXA, or others	☆ ☆ ☆ ☆ ☆
Our institution has scientists on staff who have been invited to speak at conferences (locally and abroad) in the past	☆ ☆ ☆ ☆ ☆
Our institution has peer-reviewed journal publications, books or chapters, conference proceedings, and/or conference presentations	☆ ☆ ☆ ☆ ☆
Our institution has procedures in place to identify opportunities for international/regional/national collaboration	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**



**FUNCTION 3.2.4: Engage users throughout the product development process, including gathering requirements, product design, development, and testing.**

Our institution has a staff person responsible for assessment of client decision-support needs	☆ ☆ ☆ ☆ ☆
We monitor how clients use our products and tools	☆ ☆ ☆ ☆ ☆
Our institution has a person whose job responsibilities include gathering product/tools requirements from current or potential users	☆ ☆ ☆ ☆ ☆
Our institution has engaged users in defining product/tools requirements in the past	☆ ☆ ☆ ☆ ☆
Our institution has a process for engaging users/potential users in pre-release product testing	☆ ☆ ☆ ☆ ☆
Our institution has a methodology to collect user feedback about our products and have implemented this methodology in the past	☆ ☆ ☆ ☆ ☆
Our institution has a process of adapting (changing) existing products based on user feedback	☆ ☆ ☆ ☆ ☆
Our institution has resources to collect user feedback about our products on an annual basis	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.2.5: Partner with complementary institutions and initiatives for product development.**

Our institution has a database (or information system in other form) about regional and national institutions that develop complementary products	☆ ☆ ☆ ☆ ☆
Our institution has a procedure to identify and assess partners with complementary products/initiatives	☆ ☆ ☆ ☆ ☆
Our institution has identified, assessed, and partnered with complementary institutions in the past	☆ ☆ ☆ ☆ ☆
Our institution has resources to identify and assess complementary initiatives on an annual basis	☆ ☆ ☆ ☆ ☆
Our institution has people on staff with experience identifying and assessing complementary initiatives	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.3.1: Develop and execute communications plans to ensure target audiences are being reached.**

Our institution has people on staff who know how to develop communication plans (e.g., plans that describe steps to communicate information about a new product to different audiences)	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have experience developing communication plans	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who know how to implement communication plans	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have experience implementing communication strategies or plans	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who know how to identify and segment target audiences for a product	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have identified target audiences and communication channels for a product in the past	☆ ☆ ☆ ☆ ☆
Our institution has experience using all communication channels (print, web, events)	☆ ☆ ☆ ☆ ☆
Our institution has venue and resources (websites, mailing lists, etc.) to conduct communication events and share information about our products	☆ ☆ ☆ ☆ ☆
We have communicated information about our products to key target audiences in the past	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.3.2: Develop and implement tool hosting, maintenance, and technical support.**

Our institution has people on staff who know how to develop websites for hosting geospatial tools	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have developed websites/platforms for hosting geospatial tools in the past	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who have experience maintaining websites/platforms for hosting geospatial tools	☆ ☆ ☆ ☆ ☆
Our institution has sufficient physical infrastructure (servers and internet connection) to host websites/platform for sharing geospatial tools, or we have an established cloud-based solution for this	☆ ☆ ☆ ☆ ☆
Our institution has adequate resources (financial and material) to maintain websites/platforms for hosting geospatial tools	☆ ☆ ☆ ☆ ☆
Our institution has experience developing technical support plans	☆ ☆ ☆ ☆ ☆
Our institution has people on staff who know how to provide technical support for web-based tools and products	☆ ☆ ☆ ☆ ☆
Our institution has experience providing technical support for web-based products	☆ ☆ ☆ ☆ ☆
Technical support to the tools/products is considered part of the tool/product implementation cycle in our institution	☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.3.3: Monitor and evaluate the uptake and application of tools, products and services.**

Our institution has person(s) on staff responsible for monitoring and evaluating use of the tools, products and services ☆ ☆ ☆ ☆ ☆

Our institution has established procedures for collecting data on use of the tools, products and services ☆ ☆ ☆ ☆ ☆

Our institution has person(s) on staff that knows how to evaluate uptake and application of tools, products and services ☆ ☆ ☆ ☆ ☆

Our institution has person(s) on staff who have past experience conducting evaluations on the uptake and application of tools, products and services ☆ ☆ ☆ ☆ ☆

Our institution has resources to conduct evaluations of the uptake and use of EACH of our tools, products and services on annual basis ☆ ☆ ☆ ☆ ☆

Our institution has evaluation tools (surveys, templates, etc.) to conduct product and service evaluations ☆ ☆ ☆ ☆ ☆

Our institution has procedures to incorporate results of the monitoring and evaluation into the design process ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**

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**FUNCTION 3.3.4: Assist end-users with the interpretation of product and tool outputs.**

Our institution has person(s) on staff responsible for assisting users in interpretation of product/tools outputs ☆ ☆ ☆ ☆ ☆

Our institution has a person with experience in assisting end-users in the interpretation of products/tools outputs ☆ ☆ ☆ ☆ ☆

Our institution has clearly defined mechanisms for users to request assistance in interpretation of product/tool outputs ☆ ☆ ☆ ☆ ☆

Assistance to users in interpreting tools outputs and conducting analysis is financially self-sustainable ☆ ☆ ☆ ☆ ☆

Our institution has human resources to provide assistance in the interpretation of product/tool outputs to all users requesting this assistance ☆ ☆ ☆ ☆ ☆

**Comments (Optional):**