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FROM THE AMERICAN PEOPLE

USAID Knowledge Services Center

Your connection to development experience

The USAID Knowledge Services Center is funded by USAID/M/CIO/KM and the M/HR/TE and is operated by Bridgeborn, Inc. and Library Associates.
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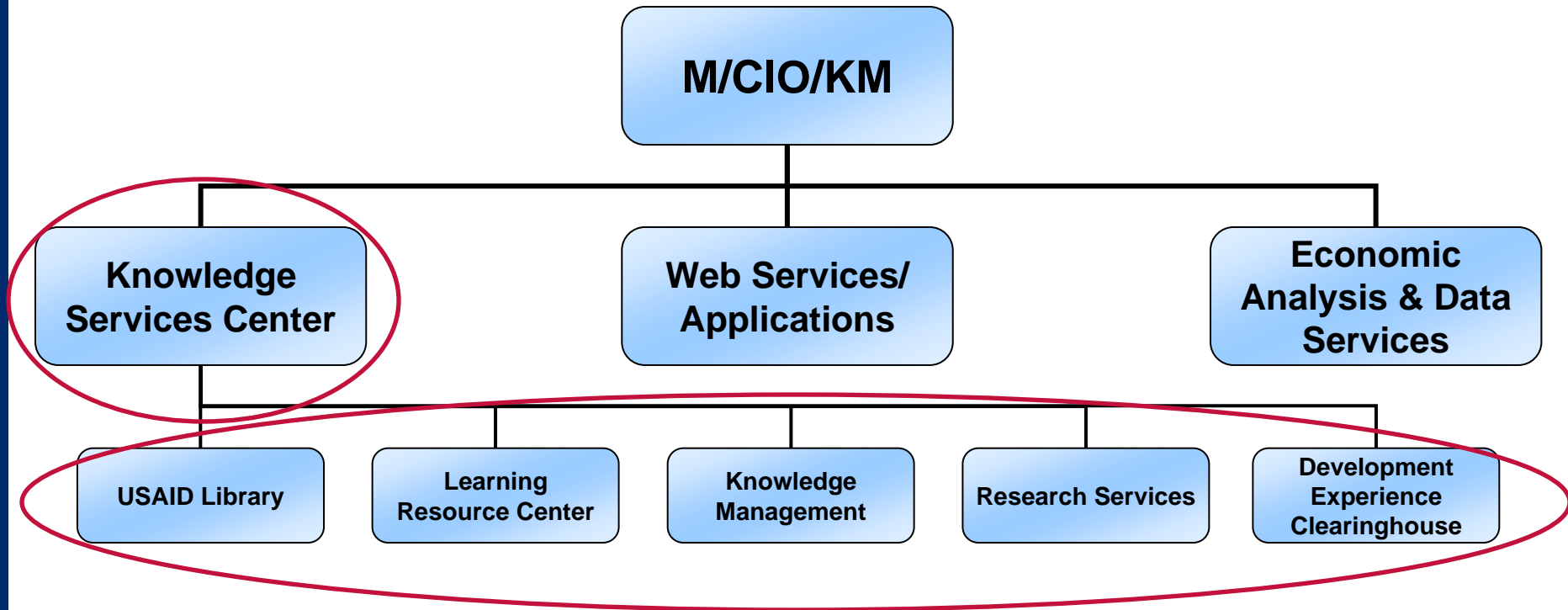
A Few Notes on Context

- Goals: Both knowledge sharing and outreach
- Audience(s): Many!
- IM versus KM: USAID KSC covers the spectrum
- A (very) brief history of the KSC lineage
 - 1975 – Development Information sets up shop in AID's Policy and Program Coordination Office
(http://pdf.usaid.gov/pdf_docs/PNADM989.pdf)



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The Big Picture Today





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Knowledge Services Center (KSC)





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Who Don't We Serve? Something for Everyone

- **USAID Washington**
- **USAID Missions**
- **Partner Organizations**
 - Support provided for USAID-related resource searches
- **Public**
 - Through the library and Development Experience Clearinghouse



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Why Use the Knowledge Services Center?

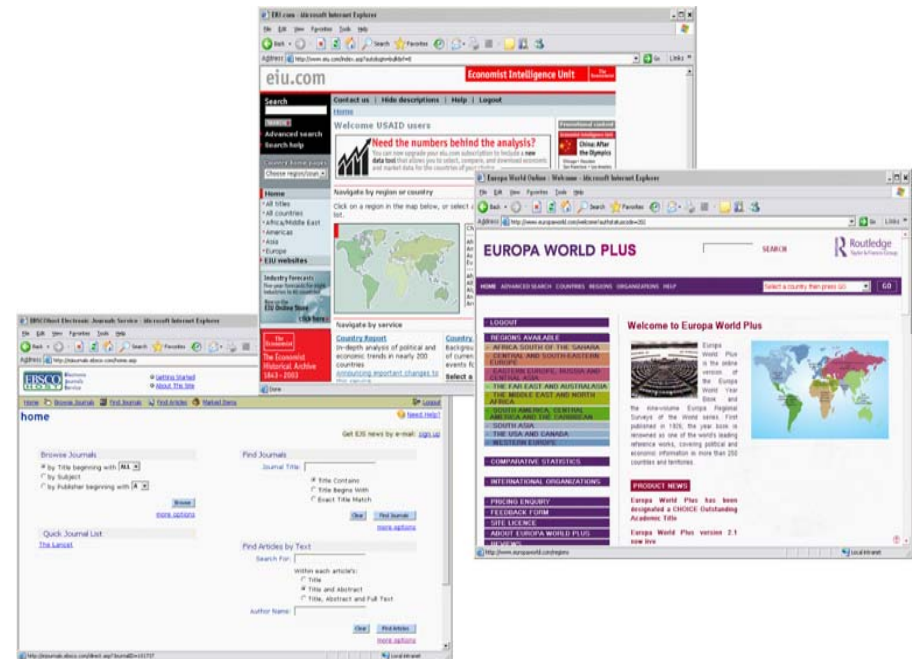
- **Work smarter – save time and effort!**
- **Get up to speed quickly on development topics.**
- **Dig deeper into specific areas of interest.**
- **Learn from USAID experience.**
- **Prepare for travel and new assignments.**
- **Go beyond Google.**



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Library and Reference Services

- Easy desktop access to electronic journals and our library catalog
- Central gateway to books and journals from other libraries
- Fast facts and quick access to reference sources (by telephone, e-mail, or in person)
- Expert searches for journal articles, news stories, and **USAID** documents

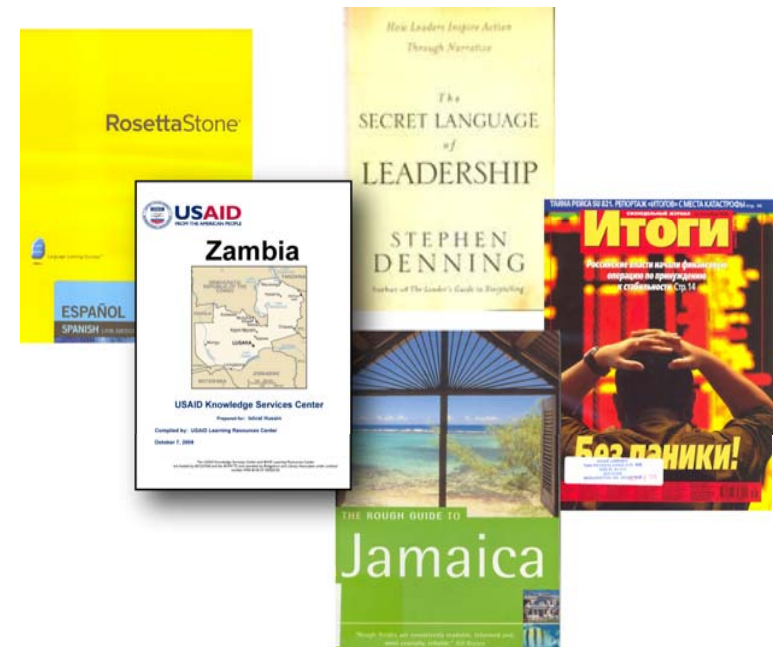




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Learning Resources Center Services

- Country briefing packets for USAID staff on the move
- Language training materials, travel guides, videos, and select country-specific movies and documentaries
- Foreign-language magazines and newspapers
- General management resources and management training materials



In collaboration with M/HR/TE



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Research Services

- Quick updates on international affairs topics
- In-depth research and analysis for development practitioners
- Timely synthesis of data and information from a wide range of international sources
- Individualized, expert help with research tools

Country	Index Score	Index Change
Switzerland	7.5	0.1
Singapore	7.4	0.1
Denmark	7.3	0.1
Netherlands	7.2	0.1
Sweden	7.1	0.1
Finland	7.0	0.1
Germany	6.9	0.1
France	6.8	0.1
United States	6.7	0.1
Japan	6.6	0.1
South Korea	6.5	0.1
Canada	6.4	0.1
United Kingdom	6.3	0.1
Spain	6.2	0.1
Italy	6.1	0.1
Belgium	6.0	0.1
Australia	5.9	0.1
Portugal	5.8	0.1
China	5.7	0.1
India	5.6	0.1
Brazil	5.5	0.1
South Africa	5.4	0.1
Mexico	5.3	0.1
Argentina	5.2	0.1
Chile	5.1	0.1
Colombia	5.0	0.1
Peru	4.9	0.1
Vietnam	4.8	0.1
Russia	4.7	0.1
Indonesia	4.6	0.1
Malaysia	4.5	0.1
Thailand	4.4	0.1
Philippines	4.3	0.1
Indonesia	4.2	0.1
China	4.1	0.1
India	4.0	0.1
Brazil	3.9	0.1
South Africa	3.8	0.1
Mexico	3.7	0.1
Argentina	3.6	0.1
Chile	3.5	0.1
Colombia	3.4	0.1
Peru	3.3	0.1
Vietnam	3.2	0.1
Russia	3.1	0.1
Indonesia	3.0	0.1
Malaysia	2.9	0.1
Thailand	2.8	0.1
Philippines	2.7	0.1
Indonesia	2.6	0.1
China	2.5	0.1
India	2.4	0.1
Brazil	2.3	0.1
South Africa	2.2	0.1
Mexico	2.1	0.1
Argentina	2.0	0.1
Chile	1.9	0.1
Colombia	1.8	0.1
Peru	1.7	0.1
Vietnam	1.6	0.1
Russia	1.5	0.1
Indonesia	1.4	0.1
Malaysia	1.3	0.1
Thailand	1.2	0.1
Philippines	1.1	0.1
Indonesia	1.0	0.1
China	0.9	0.1
India	0.8	0.1
Brazil	0.7	0.1
South Africa	0.6	0.1
Mexico	0.5	0.1
Argentina	0.4	0.1
Chile	0.3	0.1
Colombia	0.2	0.1
Peru	0.1	0.1

Michael Antevino, Ph.D. and Marcia Brown, M.A.
March 21, 2009



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Development Experience Clearinghouse (DEC)

- **Search** the Agency's institutional memory: Access roughly 160,000 USAID-funded technical and programmatic documents through DEXS. Download up to 60,000 of them.
- **Submit materials:** Document your development-experience planning, design, implementation, and results.
- **Subscribe** to the *DEC Express* e-bulletin: Receive newly acquired documents.

[\(\[HTTP://DEC.USAID.GOV\]\(http://dec.usaid.gov\)\)](http://dec.usaid.gov)





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Knowledge Management

- Promotes successful knowledge sharing and learning
- Provides guidance on collaboration tools and methods
- Shares strategies for creating and archiving websites
- Develops information-sharing standards
- Supports networks of development professionals

Knowledge Management is about enabling what most people do naturally-- share what they know and learn from others

USAID ALLNET - Communities - Microsoft Internet Explorer

Address <http://www.usaidnet.gov/communities.html>

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ALLNET WORKING TOGETHER

Home

Communities at USAID

This is a collection of various communities developed to support USAID online collaboration and to facilitate interactive communication and cooperation among all Agency employees, contractors, and partners. These sites are hosted by the Knowledge Management division of the Office of the Chief Information Officer.

- [Ecco Communities of Practice](#)

This site hosts virtual groups of professionals who come together around a topic or "domain of knowledge" to share ideas, insights and information, help each other solve problems, and advise each other.

- [Conservation, Agriculture and Food Security \(CAFS\)](#)

CAFS provides a secure workspace to share information and approaches and to engage in technical discussions around sustainable agriculture practices, good governance, economic growth, food security, and biodiversity conservation.

- [Interact](#)

Interact is a prototype that is being developed to support USAID online collaboration and to facilitate interactive communication and cooperation.

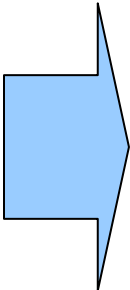
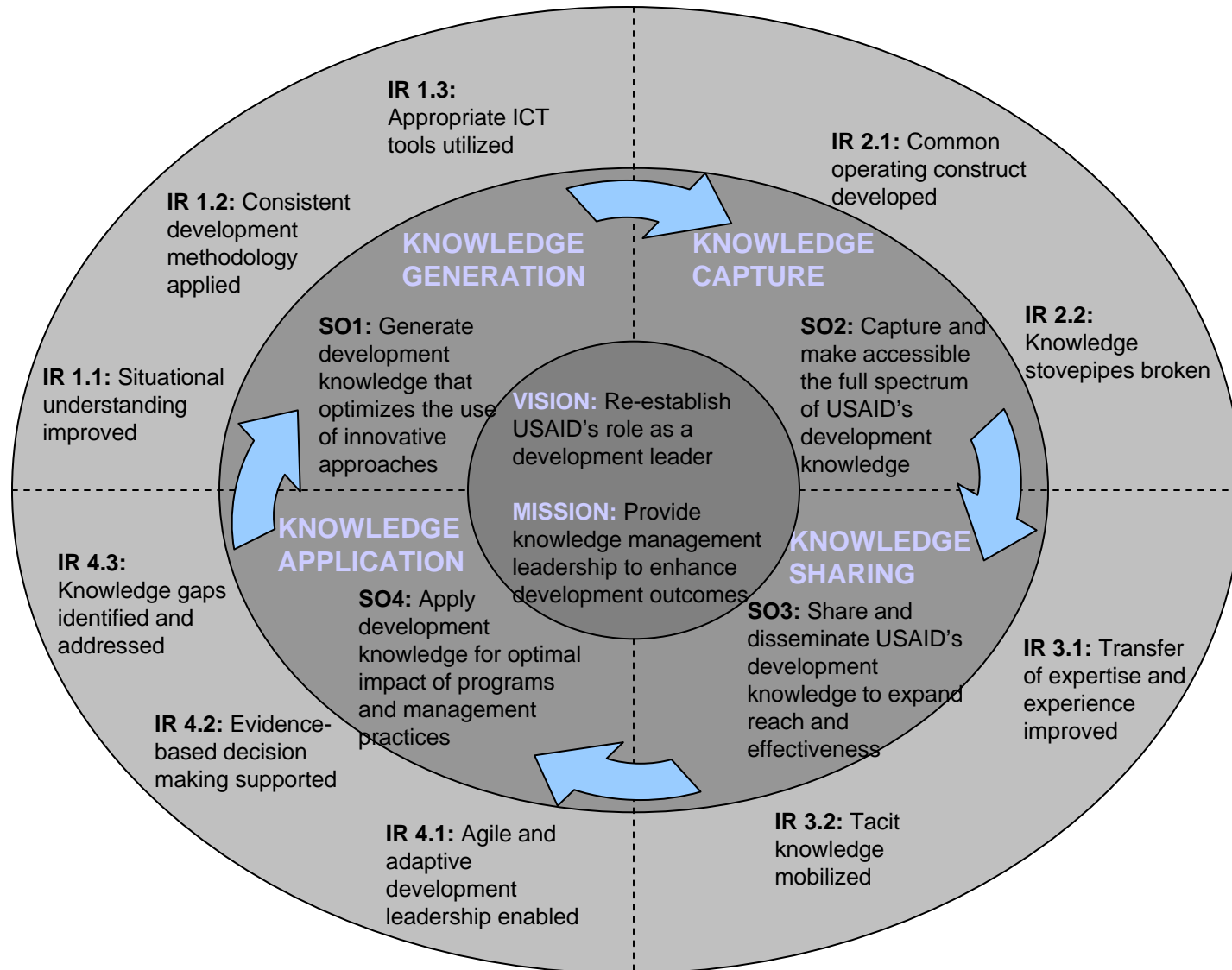
Read USAID's [Privacy Policy](#)

Local intranet



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USAID Knowledge Management Strategic Framework





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Emerging Issues

- **Learning communities**
 - **Recognition and time?**
 - **Training support and continuous learning.**
- **Alumni networks**
 - **Who's in, who's out – how do we know?**
 - **Roles and incentives for participation.**
- **Partner data sharing – the DEC and more**
 - **What's required?**
 - **Open source and intellectual property.**

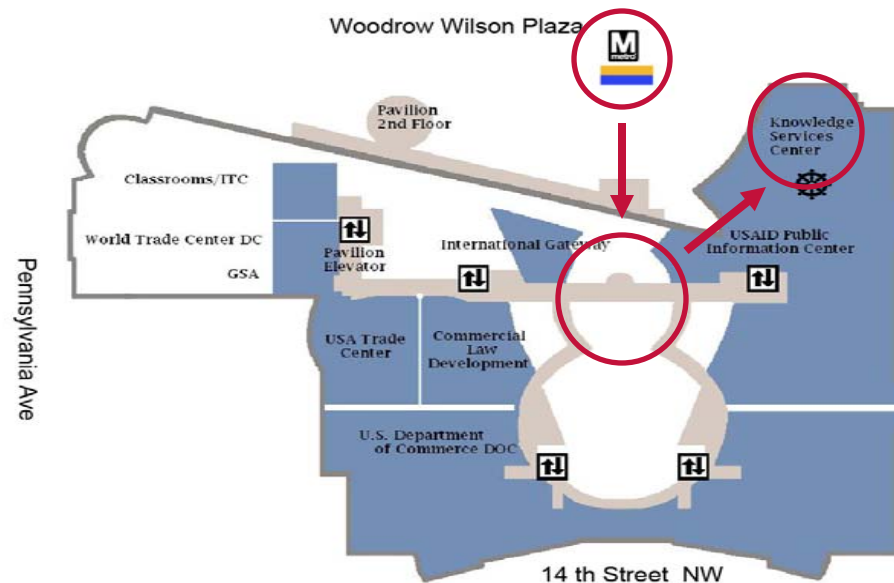


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Where We Are

The USAID Knowledge Services Center is located on the mezzanine level of the Ronald Reagan Building, behind the neon sculpture inside the entrance nearest to the Federal Triangle Metro station.

Hours of operation: M–F: 9:00 am–4:30 pm (except federal holidays)



Mezzanine Level of Ronald Reagan Building
and International Trade Center



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How to Contact Us



E-mail: ksc@usaid.gov

Phone: 202-712-0579

In Person: Walk-in

Internet: <http://library.info.usaid.gov/>

<http://dec.usaid.gov/>

<http://knowledge.usaid.gov>

Intranet: <http://inside.usaid.gov/M/CIO/KM/KSC/>

