

Development Experience Clearinghouse Operations

Annual Performance Report

Fiscal Year 2006

Period of Report: August 2005 - July 2006



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SECTION I - CONTRACTOR'S REPORT

A. Narrative

Background - Overall Contract Description:

The purpose of the Development Experience Clearinghouse (DEC) is to provide USAID and its development partners access to USAID-funded, USAID-generated and USAID-sponsored development experience information. The DEC serves as the Agency's premier organization to acquire, value-added process, store, and create retrieval mechanisms to make this knowledge available in a variety of formats and media in response to USAID, development partners, and DEC customer requirements.

This is the third year under the DEC contract awarded in August 2003.

Another component of DEC activities involves the processing of official development experience knowledge as part of the Agency's official records management program.

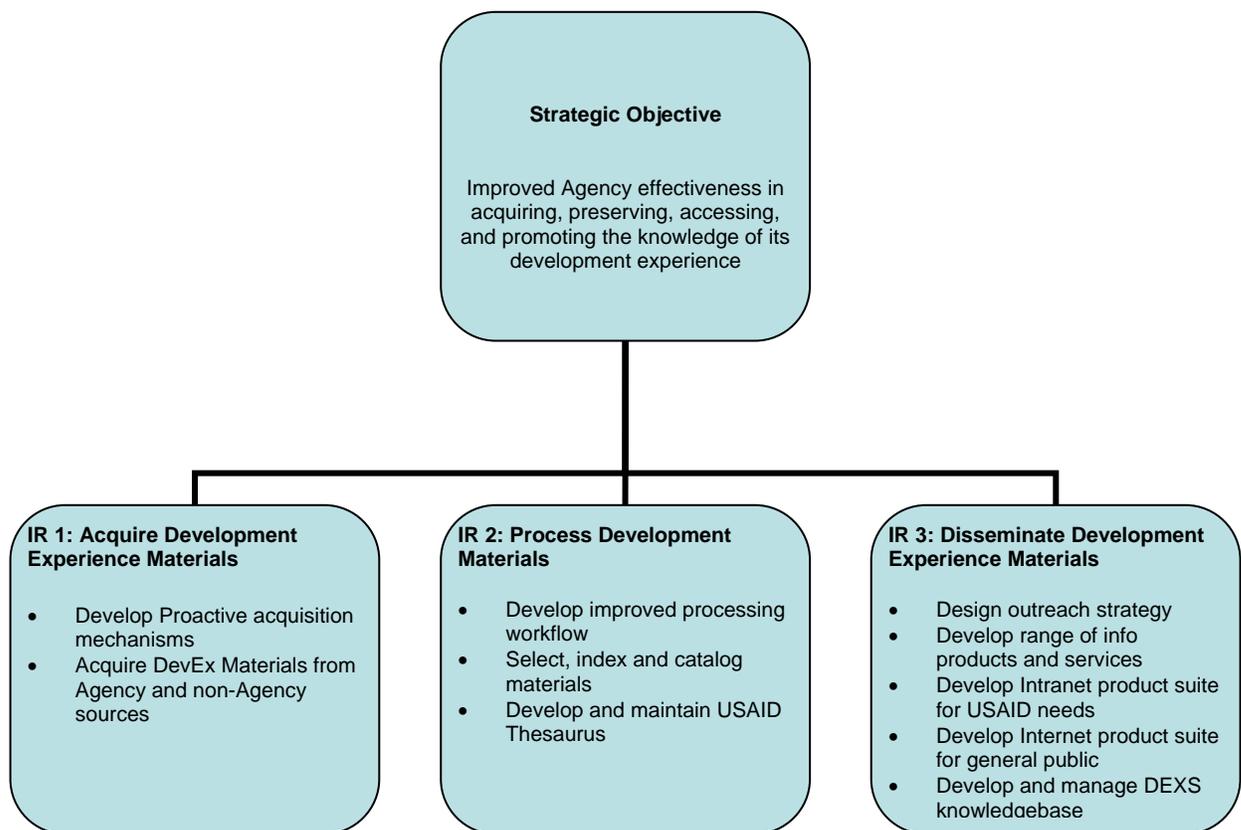
The DEC professional staff engages in appropriate outreach and training activities to inform contributors to and users of DEC resources in the use and application of DEC-developed tools in their everyday work. Special efforts focus on the use of WWW technology as a dissemination tool for sharing USAID's development experience knowledge.

As the DEC contractor, LTS Corporation has applied effective logistical, administrative and financial control over resources made available for DEC operations. Measures also taken include concern for the security of the information entrusted to the DEC for processing, and the assurance that appropriate personnel and administrative policies and procedures are in place to comply with security and financial management directives of the Agency. The DEC contract is a one-year base contract with two option years.

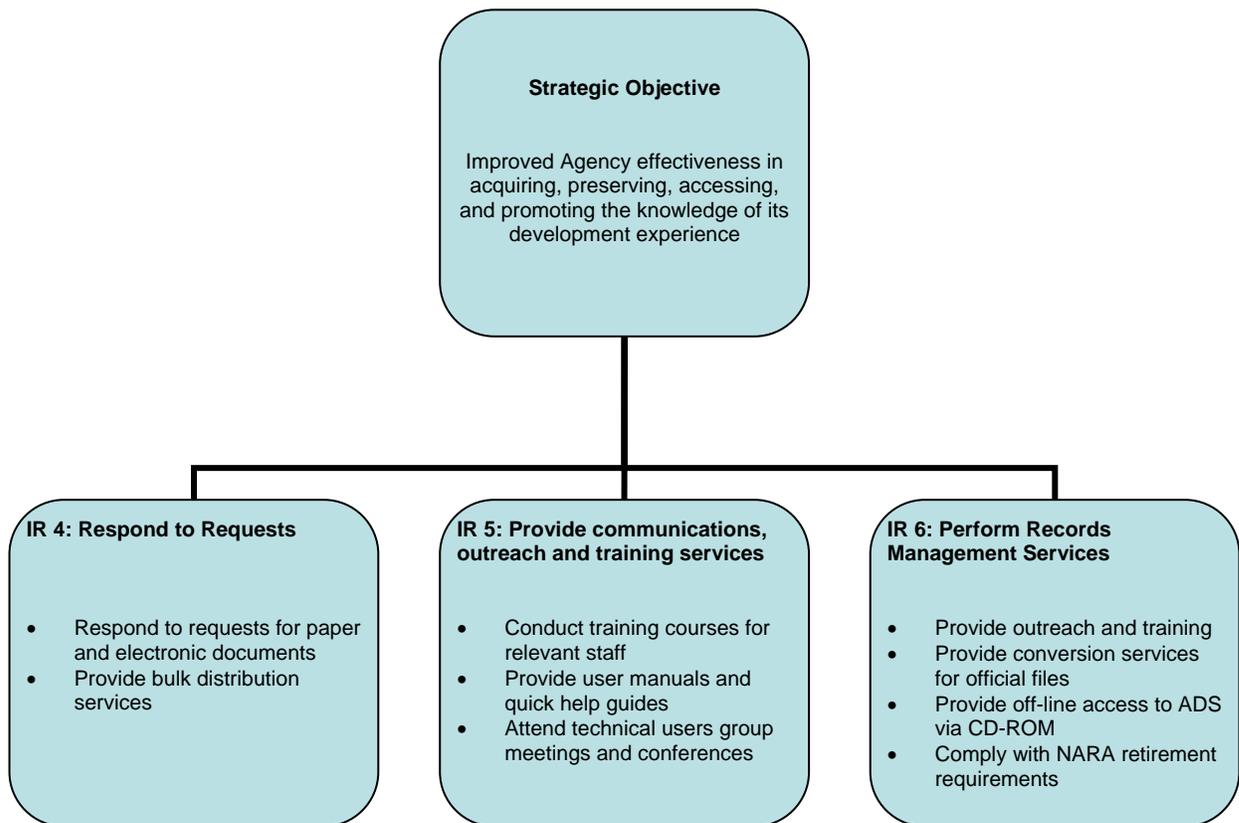
Expected Results

LTS operates the DEC in accordance with USAID strategic planning principles. Figure A.-1 graphically depicts the DEC strategic framework used to organize DEC activities. Evident from a reading of this figure are the six Intermediate Results (IR's) along with the major activities associated with each IR.

**Figure A-1: DEC Strategic Framework
IR 1 - IR 3**



**Figure A-1: DEC Strategic Framework
IR 4 - IR 6**



**B. Activities Undertaken and Results Achieved:
August 2005 through July 2006**

B.1 Acquire Development Experience Materials: IR 1

Under the current DEC contract, the scope of work mandates the following in the area of acquisitions:

“Materials from USAID offices in Washington, its missions, contractors, and development partners will arrive to the development experience clearinghouse daily. Following Agency guidelines, the contractor shall develop mechanisms and procedures for obtaining and processing this information for inclusion into the DEXS.”

The contractor shall develop and use pro-active outreach mechanisms for the acquisition of materials identified in Categories I and II that meet the selection criteria provided by CTO. The contractor shall establish and maintain a network of Agency acquisitions liaisons for each Agency Bureau, independent Office, and field Mission. The contractor shall also establish and maintain an active network of acquisition liaisons with a least 300 of USAID's principal development partners (PVOs, universities and private sector businesses).

In order to fulfill the requirements under the contract to acquire development experience materials, the DEC took the following actions:

- The DEC’s efforts to establish and maintain an active acquisitions and outreach program have been hampered again this year for several reasons: 1) Staff assigned to this responsibility were involved in the new “Library Conversion” task, resulting in less time devoted to acquisitions and outreach; 2) No reliable source is available to the DEC for listing of new awards. Contract award information that is provided to the public, and hence the DEC, is several years old and out of date. Attempts to obtain more current information have met with no success.
- The DEC continued to maintain the Acquisitions Listserv as a vehicle to reach USAID personnel as well as contractors and development partners. Subscribers to the Acquisitions Listserv have decreased to **4,600** at the end of this contract year; a slight decrease from last year’s total of **5,210**.
- DEC staff continued to acquire documents electronically by various means including capturing USAID-funded materials from the USAID Internet site. The DEC now has over **36,000** documents in Adobe .pdf format available for downloading, as compared to **31,000** documents in electronic format available as of July 2005.

Table B.1: Acquire Development Experience Materials			
Contract Year 3: Contract deliverable Target and Actual			
Categories	Annual Target	Actual	% Target
A. Establish Partner Liaisons (PVOs, Universities, Businesses)	300	0	0

B.2 Process Development Experience Materials: IR 2

Under the current contract, the scope of work mandates the following in the area of processing development experience materials:

The professional staff provided by the contractor will identify, select, review, analyze, synthesize, and organize pertinent material in a manner that will communicate the Agency's experience to the development community. Functions for document review, analysis, and cataloging will be standardized. Staff will create templates, macros, and forms as well as reporting and analysis tools. Materials will be made available to users in multiple formats; however, a strong push will be made to obtain materials in their electronic form.

Processing Highlights:

- Once again this year the number of documents received in electronic format and processed exceeded performance targets. The DEC exceeded the target of processing **4500** documents, with a total of **5,823**. Of the **5,823** documents processed, 5,530 electronic documents were processed this contract year, far exceeding the target of 2,500. Once development experience materials are processed, they are then indexed. Indexing involves the assignment of relevant keywords or descriptors to processed records to allow users to retrieve materials by relevant subjects or topics. Actual numbers also far exceeded targets for this activity, as seen in the table below. Although the total number of documents received and processed has exceeded the target of 4500, fewer documents were received in paper format than expected. This can be considered a positive outcome of the DEC's efforts to move toward the goal of acquiring and processing all documents electronically. There are now over **140,000** records in the Development Experience System.

Table B.2: Process Development Experience Materials Contract Year 3: Contract deliverable Targets and Actuals			
Categories	Annual Target	Actual	% Target
Processing			
A. Current Documents	4500	5823	129
B. Retrospective Documents	2000	1516	75
C. Strategic Objective, Result, Activity, Budget and Presidential Activity Records	1500	NA	
D. Electronic documents processed and converted to PDF	2500	5530	221
Indexing			
E. Development Experience Reports	4500	6271	139
F. Strategic Objective, Result, Activity, Budget and Presidential Activity Records	1500	NA	
Scanning			
G. Paper documents scanned	2000	313	16

B.3 Develop and Maintain a Thesaurus of Development Descriptors: IR 2

Under the current contract, the scope of work mandates the following in the area of thesaurus maintenance and development:

A database of development descriptors will be used to index development knowledge to simplify the searching and electronic dissemination of data. The thesaurus will include data relationships and cross-references to other material as well as notes and definitions. It will be maintained as a DEXS database and will be modified with approximately 100 additions a year. While the online version should remain up to date, 150 printed copies will be distributed once every 2 years.

Highlights:

In the area of thesaurus development and maintenance, DEC staff made additions and modifications to the USAID Thesaurus database this contract year. However, instead of printing and disseminating paper copies of the USAID Thesaurus, it was determined that providing access online to a .pdf version of the Thesaurus was a more financially practical and feasible means of disseminating the Thesaurus to public users of the DEC.

Table B.3: Develop and Maintain a Thesaurus Contract Year 3: Contract deliverable Target and Actual			
Categories	Annual Target	Actual	% Target
A. Additions, Modifications, Notes	100	NA	0
B. Distribute printed copies every two years	150	NA	0

B.4 Electronic Dissemination of Development Experience Materials: IR3

Under the current contract, the scope of work mandates the following in the area of dissemination:

Users increasingly want information in an electronic format. Therefore, information will be managed on DEXS databases, websites, and portals. It is the contractor's responsibility to design and maintain these electronic services to best present development experience resources. At a minimum, a bi-weekly HTML acquisition report (DEC Express) will be distributed, an annual online catalog of key papers will be produced, CD-ROM products will be distributed as requested, and bi-annually 200 copies of CD-DEXS will be distributed.

Disseminating DEXS Materials Highlights:

Since the web sites that the DEC maintains are the primary vehicle by which materials are made available and electronically disseminated, in addition to what is mandated in the scope of work, this section also extensively discusses results achieved in the area of web development, maintenance, usage and dissemination.

- This year work continued on maintaining the *Knowledge Online*, the PPC website, to better serve as a knowledge management platform for disseminating Agency development experience. DEC staff continue to work closely with staff members from each PPC office to determine the requirements for each office's pages on the newly designed PPC web site, and to assist each office in maintaining their own pages. Some PPC offices have made significant progress and embrace the concept behind *Knowledge Online*, while others seem to have less interest or time to devote to this project.
- Once again this year, work was done to make this year's Annual Report information available via the FY 2006 Annual Report web page. A public version of the FY2006 Annual Report data was also made available on the Agency's public web site.
- **Listserv subscribers:** The acquisitions listserv, *DEC Express*, serving as both an acquisitions and a dissemination tool, slightly decreased to **4,600** subscribers, from 5,210 subscribers last year. The breakdown of subscribers by domain name is as follows: 24% of all subscribers are development organizations; USAID staff comprise 21%; developing country organizations comprise 10%; U.S. individuals, including students comprise 6%; U.S. educational organizations comprise 5%; developed country individuals or organizations comprise 4%, other U.S. government agencies comprise 3%; U.S. business organizations comprise 3% and other entities form the remaining 21%.

DEC Express Subscriber Type	Number of Subscribers	Percent
Development Organizations (U.S.)	1,104	24%
USAID staff	966	21%
Other	965	21%
Developing Country orgs.	460	10%
U.S. individual incl. students	276	6%
U.S. educational institution	230	5%
Developed country indiv. or org.	185	4%
Unknown	138	3%
U.S. govt. office or org.	138	3%
U.S. business org.	138	3%
Total	4,600	100%

- **Online catalog of key papers:** Again this contract year, rather than one online catalog of key papers, the DEC was asked by PPC to provide a bibliography/catalog of evaluation materials processed each quarter. Evaluation materials are seen as key to sharing development experience knowledge with development materials so that more development professionals can learn from the experience of others.

Table B.4: Electronic Dissemination of Development Experience Materials			
Contract Year 3: Targets and Actuals			
Categories	Annual Target	Actual	% Target
Dissemination			
A. Prepare bi-weekly HTML Acquisition Report (<i>DEC Express</i>)	24	24	100
B. Publish online catalog of key papers	1	1	100
C. Distribute bi-annual CD-ROM (CD-DEXS)	400	0	0

Web Usage Statistics

The following tables and graphs are used to illustrate the growth and usage of the DEC's Internet site, www.dec.usaid.gov from January 1, 2006 to October 1, 2006. (Unfortunately, a new web statistics package was used to generate these statistics, beginning at the first of 2006). However, despite the loss of the the last quarter of 2005 statistics, user **sessions**, or requests, totaled over **7.1 million** this contract year. *User sessions, or requests*, are defined as the number of sessions or times an individual user visits a web site within a given period of time. The number of documents downloaded from the DEC website, a decrease from FY 2005, are also shown in the table below.

DEC Cumulative Stats, *General Statistics*

<i>DEC.USAIID.GOV</i>			<i>Totals: FY 2005</i>	<i>Totals: FY 2006</i>
	Busiest Quarter Jan. – Mar. 2006	Total		
Sessions	1,434,689	7,138,913	1,197,605	7,138,913

Document Downloads

	<i>Cumulative Total: FY 2006</i>	<i>Cumulative Total: FY 2005</i>	<i>Cumulative Total: FY 2004</i>
Total	1,515,337	4,477,996	1,973,012

B5: Respond to Requests: IR 4

Under the new contract, the scope of work mandates the following in the area of responding to requests:

Requests for information will be managed and fulfilled using the contractor operated document distribution unit. Documents should be distributed electronically (via DEXS, CDIE Online, the Extranet, the Intranet or Partner Sites, Portals, Listservs, Diskettes, CDROM, or Email) or via hard copy. Detailed records on requestors and fulfillment should be maintained. The document distribution unit may contact frequent requestors through the 15,000 record recipients' database that is maintained by the contractor.

Highlights

- This year **99 percent** (1,515,337 documents) of all on-demand documents (1,515,684) ordered were ordered in electronic form and less than one percent (347) were requests for paper. "Requests" are defined as either written or oral requests from users received by the DEC Document Distribution Unit or actual "downloads" of documents by users from the DEC's internal or external websites.

Categories	Annual Target	Actual	% Target
A. Requests for paper and electronic documents	300,000	1,515,337	505
1. Requests for paper		347	
2. Electronic documents downloaded		1,515,337	
B. Maintain Recipients database	15,000	14,228	95

B6: Provide communications, outreach and training services: IR 6

Under the new contract, the scope of work mandates the following in the area of communications, outreach and training services:

To ensure that relevant information is being captured, the contractor will develop and implement a comprehensive communications, outreach, training and support program that will promote DEC procedures, products, and services. Trainings will be structured as to accommodate multiple user groups. Training tools will include websites, newsletters, brochures, briefings, and workshops. In addition to its training services, the contractor will provide general technical support services on how best to manage knowledge resources

Highlights

- Attended and hosted monthly Q& A sessions with DIS staff and others to facilitate questions and answers concerning requests from Agency personnel. Provided updates on DEC services, products, and document submission.
- Attended and contributed to several NEP orientation training sessions by providing DEC brochures and general overview of the DEC.
- Attended ongoing meetings concerning the USAID Historical document portion of the Library Conversion project. Provided overview of DEXS database, scanning and OCR process and coordinated DEC efforts for the Library Conversion project.

Table B.6: Provide communications, outreach and training services			
Contract Year 3: Targets and Actuals			
Categories	Annual Target	Actual	% Target
A. Training courses per year	2	2	100
B. User Manuals	100	6	16
C. Quick Help Guides	500	3	.01

B.7 Perform Records Management Services: IR6

Under the new contract, the scope of work mandates the following in the area of records management services:

The contractor will support the USAID Records Management Program by providing technical records processing services in acquiring electronic records, scanning paper copy records, and storing this information in a records management database so as to make it available online. For those Bureaus and Missions unable to access information online, a CD-ROM will be developed and distributed monthly. In addition to the records management function, support services for M/AS/IRD also are to include producing a CD-ROM containing the Agency Directives System (ADS-CD) and annually updating the online and print versions of the FOIA Handbook. Training on the records management database, guidelines, and procedures as well as on how to use the ADS-CD will also be required.

As can be seen below in the table and accompanying chart, records management services did not meet its performance targets this year. During the 12 month period 313 RIMS documents were captured, consisting of 27,315 pages. The RIMS database contains over 500,000 permanent and non-permanent records; quality of the database was reviewed regularly and data modified to enhance retrieval. The ADS mailing list was maintained, consisting of approximately 500 Agency operating units and public subscriber addresses. Changes in the USAID CTO became problematic and led to a breakdown of communications and direction.

Records Management Highlights:

- **Web Site Development** - The M/AS/IRD Website was populated with updated staff roster; Training Materials, and information on the Vital Records program. Statistics compiled during the year indicate that site usage would benefit from more exposure and enhancements.
- **Warehouse Storage** - LTS continued to store processed records offsite pending disposition instructions. This work also included sending overflow materials awaiting processing at the DEC to the warehouse and calling back materials for transfer to the Federal Records Center following deselection and project close out procedures of permanent records. See below.

Table B.7: Perform Records Management Services

Contract Year 3: Targets and Actuals

Categories	Annual Target	Actual	% of Target
Records and Image Mgmt. Services			
A. Scan documents	25,000	313	1
B. Scan documents -- pages	575,000	27,315	5
C. Disseminate scanned documentation using CD-ROM	24	0	0
User Awareness and Training			
D. On accessing and retrieving information from RM database and online	4	0	0
Publication of Automated Directives System			
E. Produce and publish ADS quarterly on CD-ROM	2,000	1,500	75

B8. Technical Assistance Services and Special Projects

Under the new contract, the scope of work also states:

Special projects and technical assistance with contract staff and consultants will be performed on a limited basis, but only with prior approval by the CTS.

This year, the DEC continued to work on the special project which began last fiscal year. This project is the conversion of the USAID Library's collection of USAID-funded reference documents to electronic form. This project began in June 2004 with the DEC scanning and converting to .pdf format a few of the historical reference documents for testing purposes. Once scanned, a citation for the document is added to the Development Experience System and index terms are added to the record for retrieval purposes. The number of documents processed and indexed thus far is seen in the table below.

USAID Library Reference Collection	
Documents scanned and converted to .pdf	1,553
Documents indexed	1,553

C. ADMINISTRATIVE INFORMATION

Obligated Funding	Total Funded	Expenditures to Date
Base Year: 8/2003 – 7/2004	\$2,803,927	\$2,196,982
Option Year 1: 8/2004 – 7/2005	4,109,492	4,597,053
Option Year 2: 8/2005 – 7/2006	2,380,414	7,157,903
Obligated Funding to Date:	\$9,293,833	
Unexpended Obligated Balance: ***	\$2,135,930	