

**FIRST YEAR ACTION PLAN
for
OPERATION OF THE
DEVELOPMENT EXPERIENCE
CLEARINGHOUSE**

[Draft-for discussion]

**Prepared on
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By



**LTS Corporation
8403 Colesville Rd., Suite 210
Silver Spring, Md. 20910**

**In compliance with Section C.7.b of
USAID Contract No. RAN-C-00-03-00032-00**

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I. Introduction

The stated mission of the U.S. Agency for International Development's (USAID) Office of Development Evaluation and Information, Development Information and Support Division (PPD/DEI/DIS), is to: acquire, process, and disseminate information and facilitate knowledge sharing of the Agency's past performance and current experience in policy-making, strategic planning, and activity design, implementation, and evaluation of its development programs and activities; provide research support services for priority Agency development community audiences; promote the use of development information resources in developing countries through its program responsibilities; strengthen USAID's programs through the use and analysis of internal and external information and data on development experience and social and economic conditions in developing countries; and, coordinate Agency knowledge management activities for the improved sharing and use of explicit and tacit development knowledge of USAID staff, partners, host country counterparts, and the broader development community.

As the contractor selected to deliver on this mission, LTS Corporation is to provide services as outlined in the Development Experience Clearinghouse (DEC) and Development Information Services (DIS) contracts. The DEC contract will provide access to and on-demand delivery of USAID-produced and funded documents, data, information, and reports. This program, budget, and experiential information will form USAID's institutional memory, and as such, will be housed in a database system known as the Development Experience System, or DEXS. The DIS contract will provide research, reference, and analysis services on USAID information to USAID staff and partners. Contract staff will select, acquire, analyze, and provide access to economic and social statistical country trend and performance data for specified research analysts and information centers. The DIS contract will rely on the DEC contract for the development experience information, data, and reports. And the DIS contract will support the DEC contract by identifying the appropriate development experience documentation that should be captured and processed into the DEXS.

In accordance with the Scope of Work, the Action Plan outlined below provides an overview of the objectives for Year One of the contract.

II. Scope of Work Overview

The Scope of Work governing the Development Experience Clearinghouse directs the contractor to acquire, maintain, provide access to and disseminate selected, core USAID development information and knowledge resources. Towards that end, the SOW mandates that the contractor provide service in the following key areas:

1. Acquire Development Experience Materials
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.
2. Process 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.

3. Develop and Maintain a Thesaurus Of Development Descriptors
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.
4. Electronically Disseminate Materials
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.
5. Respond To Development Experience Document 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.
6. Maintain Communications, Outreach, Training, And Technical Support
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.
7. Provide Technical Assistance Services And Perform Special Projects
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.
8. Provide Records Management, Directives, And FOIA 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.

III. Priority Action Items/Issues

In light of the many changing dynamics taking place in USAID, especially from the PPC/CDIE perspective, DEC operations must be able to not only meet contract requirements yet do so within the context of changing policies, leadership, strategies and technology. The DEC contract scope of work spells out, in great detail, the work that is expected to be performed and is described in greater detail in the following section. However, our ability to carryout all of the tasks, specified or inferred, will be impacted by certain issues, constraints or unanticipated events that have occurred or are taking place since the issuance of the RFP and award of the contract.

As such, LTS has developed the following list of issues to be considered. These items, which seem to dominate staff time and consideration, and which will require both DEC and USAID management attention and funding are a mix of long standing issues as well a new, emerging problems. In addition, not all will be acted upon in the year since some require new funding or decisions by USAID management as to policy or appropriateness or are like ongoing situations that may not be solvable through this contract vehicle but which impact contract operations. They have been grouped along the lines of the eight work areas of the contract (see above section) and are summarized as follows:

1. Acquire Development Experience Materials
 - a. Obtain list of contracts/contractors, grantees, development partners from M/OP for use in developing contact lists to solicit them to ensure that they are aware of their responsibility to supply the DEC with documents as required in their agreements.
 - b. Develop/revise acquisitions briefing materials to reflect pending USAID ADS 540 policy revisions
 - c. Obtain finalization of ADS 540 text that is still outstanding awaiting approval.
 - d. Re-start partner briefings,(both at DEC and partner sites) on importance of complying with ADS requirements to submit development experience materials.
 - e. Revamp DEC acquisitions workflow to identify additional areas for automation especially related to obtaining electronic documents from partners contained needed meta data; advertise and market new electronic document submission features to streamline acquisitions process. Also address how automation can improve capturing of acquisition statistics.
 - f. Seek increased PPC support in obtaining current and finalized copies of strategic plans and for ensuring standardization regarding release, restrictions and other constraints that limit DEC ability to perform this task.
 - g. Explore working with web development team as to how Google “hacks” can be used to provide access to updated USAID-related websites and documents.
 - h. Develop and establish more automated procedures to ensure that RM acquisitions, scheduled for disposition (destruction or retirement), are included in DEXS DOCS db once they are scheduled for removal from RIMS DB.
2. Process Development Experience Materials
 - a. Review processing procedures to determine where workflow improvements and increased automation are possible including use of true hyperlinking in lieu of cross referencing.
 - b. Seek ways to streamline conversion of MS Word and image-based (.tiff) documents (or materials submitted in other formats) into .pdf

- c. Re-re-examine DEXS database structure to identify where un-needed fields can be removed to improve processing while maintaining retrievability.
 - d. Study and analyze whether or not BASIS should remain as the DEXS DBMS in light of costs/flexibility and need to improve online, web-based presentation of materials not readily possible using current toolset configuration.
 - e. Formulate written guidelines and stylebook for entry of new records into INST database and investigate ways to consolidate and streamline including possible elimination of unused or duplicated entries date from pre-BASIS days. This applies also to USAID geographic codes policy and maintenance of codes by PPC.
 - f. Identify and estimate LOE needed to eliminate backlog of A/V materials requiring cataloging and warehousing. This applies also to un-catalogued paper copies in warehouse that are already duplicated in DOCS and INV databases.
 - g. Seek clarification on revising yearly quotas processing of documents into INV database
3. Develop and Maintain a Thesaurus of Development Descriptors
- a. Finalize taxonomies; develop search strings for use in sub-portions of revised CDIE OnLine that reflect CoP (Community of Practice) terms.
 - b. Dedicate DEC processing staff resources to completing taxonomies for use in revised CDIE OnLine searches that will yield DEXS search result by sector/emphasis area. Cannot rely on DIS staff to complete this work.
 - c. Review and determine best approach for maintaining thesaurus and taxonomies simultaneously.
 - d. Identify best approach for disseminating USAID descriptor list(s)...on line, printed, or via cd-rom...and determining what to provide.
 - e. Examine thesaurus to remove unused or antiquated terms.
4. Electronically Disseminate Materials
- a. Continue to refine and expand issuance of *DEC Express* through customization to provide sector-specific materials to meet interest areas.
 - b. Revamp web server hardware to separate DEC.org, CDIE OnLine, and to partition .pdf directory of on-line documents to improve operational performance and security.
 - c. Identify opportunities and take steps to disseminate special sets of DEXS holdings using CD-ROM technologies, especially collections that show DEXS holdings on new and emerging issues confronting USAID.
 - d. Evaluate and decide on role of IBM Discovery Server indexing of DEXS .pdf documents to evaluate relevancy.
 - e. Complete building out of CDIE OnLine search circuit adding personalized "portal-like" features.
5. Respond to Development Experience Document Requests
- a. Monitor service performance responses (questionnaire that accompanies all orders fulfilled) to identify where and how document delivery services can be improved such as credit card payment, more electronic document delivery, etc.
6. Maintain Communications, Outreach, Training and Technical Support
- a. Develop marketing/branding strategy to improve DEC image
 - b. Design communications/outreach strategies that respond to both known and perceived user requirements especially promotion of taxonomy within Bureaus

and offices to ensure wide-spread adoption of terms throughout Agency and avoid proliferation of stovepipe vocabularies.

- c. Survey users to identify where improved/more training would benefit service delivery and use of DEC products (on-line searching, web searching, etc.)
- d. Identify and work on development of systematic mechanism to record/document technical support issues reported by customers.
- e. Determine DEXS/OPIN/AR-CBJ training needs of DIS staff (via questionnaire/survey/interviews) and develop appropriate training program(s).
- f. Evaluate continued effectiveness of Novell GroupWise in terms of providing email security, avoiding spam, and inter-connectivity to predominantly MS Outlook operations (such as USAID).
- g. Examine ways to enhance DEC.org website as an outreach tool.

7. Provide Technical Assistance Services and Perform Special Projects

- a. Assist PPC in the re-design and maintenance of the PPC website that links DEXS holdings to work teams assigned to carryout tasks cited in Situation Room schedule (and obtain copies of materials for inclusion in DEXS).
- b. Continue to improve OPIN processing by enhanced SQL report programming; also work closely with “owners” to reflect concerns, improve operations especially regarding identification of who is responsible in entering OPIN data.
- c. Work closely with PPC management to determine how USAID performance, reporting data can be used to support needs of MCC...when and if it becomes operational.
- d. Ensure that AR/CBJ data is collected, processed and made available to AID/W and missions personnel in accordance with processing and reporting (CBJ, GPRA, etc) deadlines. Seek improvements in connectivity with USAIDs and AID/W offices in next version of the application.
- e. Seek clarification, decision on continued role of DEC in supporting Muslim World Initiative (MWI) website and if supporting funds will be forthcoming.
- f. Prepare estimate of LOE (and costs) needed to support the Yellow Pages pilot project that is part of the KfD strategy.

8. Provide Records Management, Directives and FOIA Services

- a. Evaluate Records Management document processing procedures for paper, microfiche, and electronic records. Work closely with IRD staff to ensure the workflow for acquiring, processing, disposing, and retiring files is being followed by staff and partners and that it is in compliance with the ADS
- b. Contribute to the development of an Electronic Records policy through participation in the Document Management working group that is a subcomponent of the Knowledge for Development (KfD) BTEC subcommittee that is identifying overall Agency document management requirements.
- c. Propose a strategy for the presentation of records management materials on the IRD website. The website is out of date and could be better utilized with updated information architecture. Participate in the development of an improved Vital Records program, including the development of a formal files plan and education program. Included in this research should be the investigation of options for a distributed scanning approach.
- d. Produce the ADS-CD (Directives) and distribute quarterly. Process and prepare materials, and create master copies for distribution, maintain CD distribution list(s), and seek improvement based on feedback from IRD, CCI and ADS users to streamline production and incorporate new features now possible with release

of new version of Adobe Acrobat, use of Documentum as a document management tool, and XML technology. Changes to the structure and navigation of the CD, such as linking the glossary terms to chapters where terms appear so that the glossary can function as a linked index (although this would require additional contract resources) should be considered. We shall continue to examine and recommend removal of unnecessary and outdated documents to reduce the amount of content and so the size of the CD in order to cut down on processing time. Participation in user training programs regularly scheduled through M/AS/IRD will continue.

- e. Provide FOIA Services Update paper and internet versions of the FOIA Handbook (Yearly), including updating the paper and internet versions of the FOIA handbook (yearly) and as requested by M/AS/IRD FOIA office.
- f. Ensure User Awareness and Provide Training when necessary and as directed. Such activities could include producing a brochure/flyer on services, educating users on the web content, training on the ADS, and informing on FOIA services.

IV. One-Year Implementation Plan and Schedule

As seen in Exhibit 1, the attached one-year implementation plan provides for all services, products, and functions described in the statement of work. This plan will be maintained and updated throughout the period of the contract. At the end of Year 1, it shall be updated to reflect any changes in the contract scope.

Upon reviewing current clearinghouse operations and interviewing appropriate staff (after obtaining the requisite CTO approval), the one-year plan shall reflect the minimally required milestones as described below. Outlined along with the required milestones are the steps necessary to deliver on these objectives.

- 1.) Identification and improvement of more efficient and cost-effective technologies, procedures, and operations in each area of the contract
 - Review and Outline the standard business processes and procedures for each area of the contract
 - Materials Acquisition
 - Materials Processing
 - Thesaurus Development
 - Electronic Dissemination of Materials
 - Responding to Requests
 - Communication, Outreach, Training, and Technical Support
 - Technical Assistance Services and Special Projects
 - Records Management, Directives, and FOIA Services
 - Submit Outlines and Recommendations for Improvement to CTO
 - Include Approved and Final Outlines as part of the Contract Operations Manual
- 2.) Design and implementation of an effective management information, user survey, and reporting system which will provide the necessary accomplishment and performance information to verify achievement of contract deliverables for this contract
 - Provide CTO with Reports on Contract Metrics
 - Monthly Metrics Report
 - See Exhibit 4 for an Example
 - Quarterly Report

- See Exhibit 5 for an Example
 - Develop User Surveys in the Following Key Areas
 - Website Use
 - Materials Acquisition
 - Training
- 3.) Design and implementation of any proposed database structure and data content changes for institution memory and records management information systems and associated databases
- Document Current Database Structure
 - Proposed Necessary Changes
 - Document Current Data Content
 - Proposed Necessary Changes
- 4.) Design and implementation of improved outreach, user awareness, training and user education programs which market, inform and explain the services and products provided by the contract to its primary clientele
- Develop Outreach Services
 - Create and Distribute Flyer on DEC Products and Services
 - Provide Assistance with the Annual File Plan Submissions (Due September 31)
 - Provide Assistance with Submission of Inventory of Emergency Operating Records to the Vital Records Officer (April 3)
 - User Awareness
 - Update Websites to Reflect Current DEC Procedures, Products, and Services
 - Participate in the Knowledge for Development BTEC Subcommittee
 - Engage in coordination with NARA
 - Training & User Education
 - Develop a Training Plan
 - Update Website to Reflect Current DEC Procedure, Products, and Services
- 5.) A plan for implementing improvements and contributions to the CDIE OnLine, USAID Partner Resources, and community portal websites maintained by the contract and accessible through the USAID Intranet, Extranet, and Internet websites.
- CDIE Online
 - www.cdie.usaid.gov
 - Development Experience Clearinghouse
 - www.dec.org
 - Records Management
 - <http://cdie.usaid.gov/ird/irdwho4.htm>
 - Use the EPA Records Management site as a model, <http://www.epa.gov/records/index.htm>

Figure 1:

Development Experience Clearinghouse Organization & Staffing

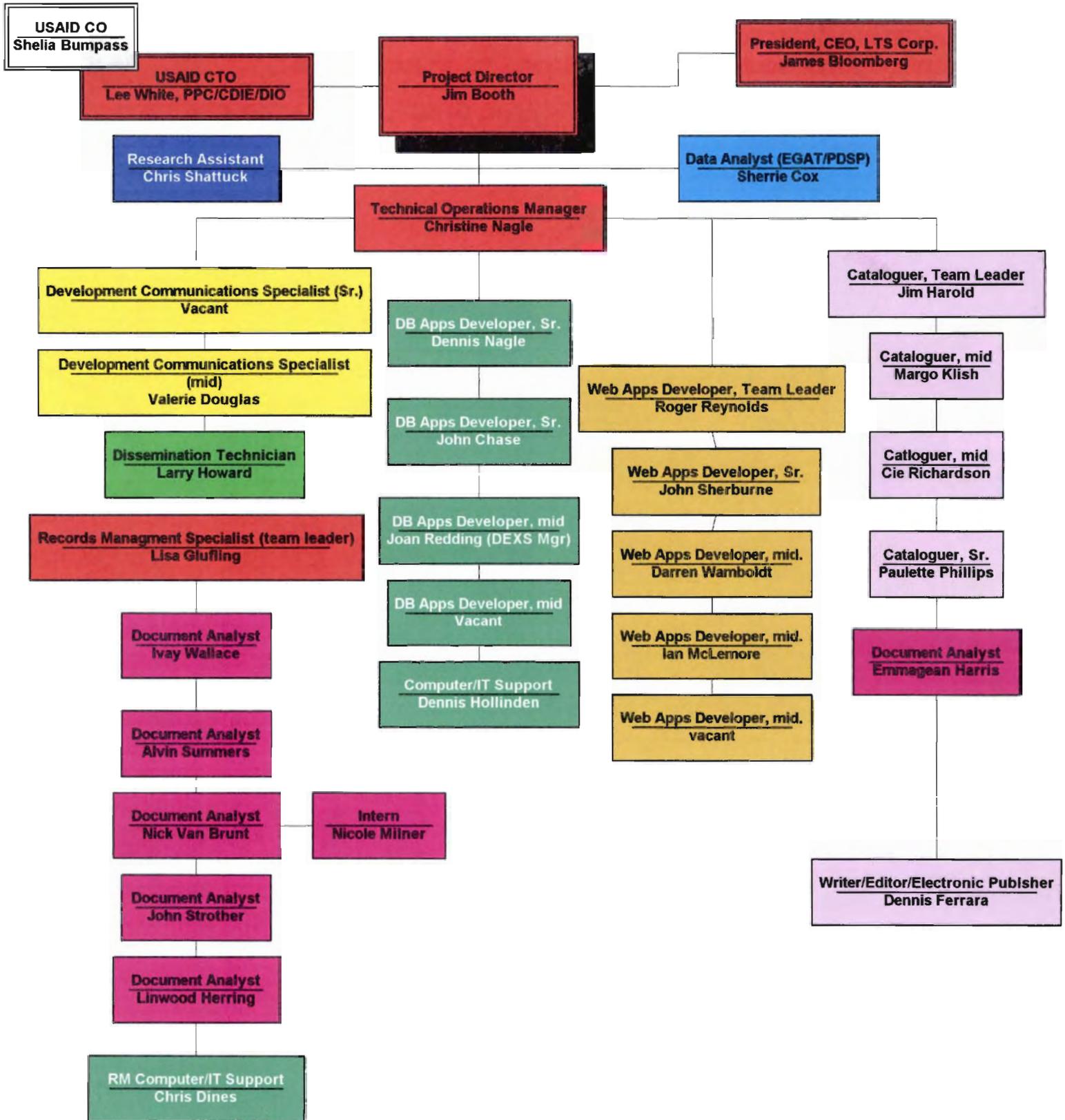


Figure 2: DEC Staff/email Directory

8403 Colesville Rd. Suite 210
 Silver Spring, MD 20910-6344
 Web: <http://www.dec..org>

Phone: 301 562-0641
 Fax: 301 588-7787

Name	Extension	Email Address	Other Contacts	Phone Number
Booth, James	105	jbooth@dec.cdie.org	USAID Procurement	202 712-5130
Carr, Thomas (DIS)	202 661-5816	tcarr@dis.cdie.org	USAID Public Info Center	202 712-4810
Cox, Sherrie (EGAT)	202 712-5531	scox@usaid.gov	USAID Operator	202 712-0000
Dines, Chris	111	cdines@dec.cdie.org	USAID Library	202 712-0578
Douglas, Valerie	133	vdouglas@dec.cdie.org	Reference Desk	202 712-0579
Ferrara, Dennis	125	derrara@dec.cdie.org		
Gluffling, Lisa	171	lgluffling@dec.cdie.org	DIS-1331 Pa Avenue, #1425	202 661-5800
Harold, Jim	109	jharold@dec.cdie.org		
Harris, Emmagean	157	eharris@dec.cdie.org	ABIC (Patricia Mantey)	202 661-5822
Herring, Linwood	135	lherring@dec.cdie.org	Sharon Sadler	202 712-4973
Hollinden, Dennis	149	dhollin@dec.cdie.org	Lee White	202 712-4696
Howard, Larry	106	lhoward@dec.cdie.org	Iron Mountain	703 866-3188
Klish, Margo	163	mklisch@dec.cdie.org		
McAteer, Kevin (DIS)	202 661-5823	kmcateer@dis.cdie.org	Fax Machines	
McLemore, Ian	156	imclemore@ltscorporation.com	LTS Silver Spring	301 588-7787
Milner, Nicole	126	nmilner@ltscorporation.com	LTS Bethesda	301 951-9624
Nagle, Christine	104	cnagle@dec.cdie.org	LTS New York (M. Tucker)	212 874-6624
Nagle, Dennis	150	dnagle@dec.cdie.org	1331 Pennsylvania Ave.	202 661-5867
Phillips, Paulette	164	pPhillips@dec.cdie.org	USAID/Library	202 216-3515
Redding, Joan	140	jredding@dec.cdie.org	M/AS/IRD	202 216-3070
Reynolds, Roger	145	rreynolds@dec.cdie.org	Lee White, Sharon Sadler	202 216-3124
Richardson, Cei	120	crichard@dec.cdie.org		
Shattuck, Chris	100	cshattuck@ltscorporation.com	DoD Hotline (fraud, etc.)	800 424-9090
Sherburne, John	122	jsherbur@dec.cdie.org		
Strother, John	134	jstrothe@dec.cdie.org		
Summers, Alvin	143	asummers@dec.cdie.org		
Van Brunt, Nick	101	nvanbrun@dec.cdie.org		
Wallace, Ivy	155	iwallace@dec.cdie.org		
Wamboldt, Darren	137	dwamboldt@dec.cdie.org		
Other Email				
Computer Room	107	cd-dexs@dec.cdie.org		
Conference Room	102	docorder@dec.cdie.org		
Document Orders	106	docsubmit@dec.cdie.org		
Front Desk	100			

as of 12/12/03

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
		START DATE	END
C.2. ACQUISITION OF DEVELOPMENT EXPERIENCE MATERIALS			
C.2.b. Acquisition Mechanisms			
Develop Pro-Active Outreach Mechanisms	Acquisitions Team	1-Aug-03	31-Aug-03
Establish Agency Acquisitions Liaisons In Bureaus, Independent Offices, and Field Missions	Acquisitions Team	Ongoing	>>>>>>
Establish Partner Liaisons With PVOs, Universities, Businesses With At Least 300 Principal Partners	Acquisitions Team	Ongoing	>>>>>>
Obtain Records From Sources Including:	Acquisitions Team	Ongoing	>>>>>>
Records Management Database			
USAID Offices/Bureaus			
USAID Mission			
Contractors/Grantees			
Agency Contract Mechanisms			
Activity Tracking and Reporting Systems			
Publication Lists and Bibliographies			
Newsletters and Periodicals			
Printing and Distribution Shops			
Strategic Plans, Annual Reports, Budget Submissions			
Internet, Intranet, Extranet sites			
Annual Report Tool Database			
Online Presidential Initiative Network and Databases			
CTO To Provide Selection and Prioritization Guidelines			
Develop Methods to Analyze Acquisitions	Acquisitions Team	Ongoing	>>>>>>
Percent of Total Receipts			
Timeliness of Receipts			
Number of Documents By Type			
Country			
Region			
Subject			
Prepare Quarterly Performance Reports on Acquisitions	Acquisitions Team	Quarterly from 8/1/03	>>>>>>>>
Progress			
Open Issues			
C.3. PROCESS DEVELOPMENT EXPERIENCE MATERIALS			
Identify, Select, Review, Analyze, Synopsize, and Organize Pertinent Data to Communicate the Agency's Experience	Processing Unit	Ongoing	>>>>>>
Process 4,500 Current Documents (in the last 5 years)	Processing Unit	Ongoing	>>>>>>
Process 2,000 Retrospective Documents (more than 5 years old)	Processing Unit	Ongoing	>>>>>>
Process 1,500 Strategic Objective, Result, Activity, Budget, and Presidential Activity Records	DB Applications/Web Team	Ongoing	>>>>>>
Maintain and Update Existing Documents	Processing Unit	Ongoing	>>>>>>
115,000 USAID Development Experience Documents			
10,000 USAID Development Activities			
50,000 Lower-Priority Documents			
9,000 DEXS Database			
Create and Maintain Databases of Specially Processed Operating Unit Level Data Budget, Presidential Initiative, and ANMIC Activity Data	DB Applications/Web Team	Ongoing	>>>>>>
Develop Templates, Macros, Forms	DB Applications/Web Team	Ongoing	>>>>>>
Annual Report			
Workforce			
Budget			
Quarterly Presidential Initiatives			
ANMIC Activity Data			
Post Templates on Web Sites			
Develop Help Text			
Design to Enable Reporting and Analysis			
Develop Reporting and Analysis Tools	DB Applications/Web Team	Ongoing	>>>>>>
For Centrally and Regionally Managed Activities			
Reflects the Implementation Guidelines sent to Agency Operating Units			
Tools to Prepare and Submit Results for the 18 Presidential Initiatives			
Provide Pre-Populated Reporting Tool Databases	DB Applications/Web Team	As per PPC guidelines	
Provide Technical Support for Including Accounting Data, Reporting, and Analysis Tools	DB Applications/Web Team	As per PPC guidelines	
Develop Reporting and Analysis Tools to Submit Activity Information Sheets	DB Applications/Web Team	As per PPC guidelines	
Develop Tools for Data Collection and Reporting on each Presidential Initiative	DB Applications/Web Team	SemiAnnually	

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
Design to Facilitate Quarterly Reporting and Inclusion into DEXS			
Develop Reporting and Analysis Tools for USAID Senior Management and Research Staff	DB Applications/Web Team	Ongoing	>>>>>
C.3.a. Document/Data Selection			
Analyze Data for Inclusion into DEXS Using Predefined Criteria	Technical Operations Mgr	Ongoing	>>>>>
Priority Items Include:			
Annual Reports (current year)			
Operating Unit Strategic Plans			
Mission/OU Performance Plans, Activity Info Sheets, Evaluations and Close-Out Reports			
Presidential Initiative Activity Reports			
Non-Critical Items to be Disposed Of or Inventoried for Later Inclusion			
C.3.b. Document/Data Review, Analysis & Descriptive Cataloging for DEXS			
Prepare Standardized Bibliographic Citations for Each Report Entered into DEXS	Catalog Staff	Ongoing	>>>>>
Develop and Use Analytical and Cataloging Methods for the Operations Manual	Catalog Staff	Ongoing	>>>>>
Standardize the Document Review, Analysis and Descriptive Cataloging Function	Catalog Staff	Ongoing	>>>>>
Extract Descriptive Information	Catalog Staff	Ongoing	>>>>>
Reformat According to Operations Manual			
Enter into Appropriate DEXS Databases			
Maximize Usability of Data	Catalog Staff	Ongoing	>>>>>
Cross-References			
Hyperlinks			
Coding Tags			
Organize Info and Make Available to Other Agencies	DB Administrator	Ongoing	>>>>>
Create and Maintain Databases of Strategic Objectives and Performance Measurement Data	DB Administrator	Ongoing	>>>>>
Inventory Lower Priority, Retrospective Documents, and Audio-Visual Materials	Catalog Staff	Ongoing	>>>>>
Provide Brief Citations			
Perform Descriptive Cataloging			
Provide Descriptive Cataloging References for Classified Documents Received and Housed at USAID			
C.3.c. Special Processing of Development Experience Reports			
C.3.c. (a) Multi-Version Processing			
Meet Operational Needs of Sharing Knowledge	Catalog Staff	Ongoing	>>>>>
Process and Maintain Essential Documents in Multiple Formats	Catalog Staff	Ongoing	>>>>>
Archive Source Documents			
Make Available for Online Free Text Searching			
Render in Rich Text Format for Exact Representation Viewed Electronically			
Emphasis Given to Electronic Formats			
Process and Maintain Sanitized Versions for Public Release	Catalog Staff	Ongoing	>>>>>
Provide Annual Analysis of Reporting Process Compliance with Agency Directives	Technical Operations Mgr(TOM)	Annually	
Annual Report, ANMIC, and Presidential Initiatives			
C.3.c. (b) Processing Country Strategic Plans			
Improve Collaboration with Partners	Development Comm Specialists	Ongoing	>>>>>
Assist PPC and Bureau Officers in Obtaining Country Strategic Plans and Prepare for Publishing	Acquisitions Team	Ongoing	>>>>>
C.3.c. (c) Index Development Experience Materials			
Assign 8-10 Geographic and Subject Descriptors to Each Item in Database	Catalog Staff	Ongoing	>>>>>
Descriptors to come from the Thesaurus			
Re-Index Selected Records Each Year	Catalog Staff	Ongoing	>>>>>
Index 4,500 Development Experience Reports	Catalog Staff	Ongoing	>>>>>
Codify 1,500 Strategic Objective, Result, Activity, and Presidential Initiative Records	DB Applications/Web Team	Ongoing	>>>>>
C.3.c. (d) Scanning Development Experience Reports			
First Attempt to Obtain Electronic Version for All Priority Materials (90% goal)	Acquisitions Team	Ongoing	>>>>>
Scan Paper Documents (2,000 per year)	Document Analysts	Ongoing	>>>>>
Image Scanned			
Stored in a CCITT Group IV TIFF format			
Minimum of 300 DPI			
Use Industry Standard File Compression Techniques			
Provide Quarterly Performance Reports			
Actual Data Storage, Growth, and Updated Projections			
Be Cognizant of Technical Factors			
Disk Space, Transmission Bandwidth, Time to Store/Send Images, Possible Delivery Mechanisms and Existing AID Technology			
Convert Selected Reports to PDF (2,500 per year)	Catalog Staff	Ongoing	>>>>>
Archive All Documents for Backup to Meet On-Demand Delivery Needs	Catalog Staff	Ongoing	>>>>>
Post in Appropriate DEXS Database and/or Online	Web Team	Ongoing	>>>>>
Maintain in A Separate Server for the Library and the Public	Web Team	Ongoing	>>>>>

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
Store Original Paper Copy Documents	<i>Document Analysts</i>	Ongoing	>>>>>>
Retirement to be Determined at End of Contract Activity			
C.4. THESAURUS OF DEVELOPMENT DESCRIPTORS			
Maintain Existing Descriptor Database	<i>Catalog Staff+ DB Adm</i>	Ongoing	>>>>>>
Maintain as an Online DEXS Database	<i>DB Administrator + Web Team</i>	Ongoing	>>>>>>
Distribute 150 Printed Copies Once Every Two Years	<i>Cataloging Staff</i>	Ongoing	>>>>>>
Provide and Introduction with Guidelines			
Provide a Hierarchical Descriptor Group Display			
Provide an Alphabetical Display of Main Terms			
Provide a Permuted Term Listing			
Provide a Postings List			
Maintain Online Version Throughout the Contract	<i>DB Administrator + Web Team</i>	Ongoing	>>>>>>
Implement, Document, and Maintain a Procedure for Periodic Review and Updates	<i>Cataloging Staff</i>	Ongoing	>>>>>>
Maintain Non-Subject Authority Files as Required for Document Processing (?)	<i>Cataloging Staff</i>	Ongoing	>>>>>>
C.5. ELECTRONIC DISSEMINATION OF MATERIALS			
Design and Update DEXS Databases, Websites, Portals	<i>DB Administrator + Web Team</i>	Ongoing	>>>>>>
Produce Electronic and Desktop Published Publication on Products & Services	<i>Web Team</i>	Ongoing	>>>>>>
Special Bibliographies			
Acquisition Lists			
HTML and XML documents and pages			
Briefing Portfolios			
Brochures			
Presentation Graphics			
Annual Reports			
Training Materials			
Prepare Using Current USAID Terminology and Methods			
Prepare Bi-Weekly HTML Acquisition Report (DEC Express)	<i>Web Team + Catalog Staff</i>	Evry two weeks	
Prepare an Annual Online Catalog of Key Papers	<i>Web Team + Catalog Staff</i>	Annually	
Produce On-Demand CD ROM Products	<i>Development Comm Specialists</i>	As needed	
Produce a Bi-Annual CD-ROM (CD-DEXS) (200 copies)	<i>Development Comm Specialists</i>	Twice a year	
Assume Responsibility for All Design Aspects			
Provide Gratis to USAID Staff and on a Cost Recovery Basis for All Others			
C.6. RESPOND TO DEVELOPMENT EXPERIENCE DOCUMENT REQUESTS			
Operate a Document Distribution Unit	<i>Development Comm Specialists</i>	Ongoing	>>>>>>
Receive, Log, Analyze, and Fulfill Requests for Documents, Microfiche, and other Electronic and Audiovisual Materials			
Fulfill Requests	<i>Dissemination Technicians</i>	Ongoing	>>>>>>
Paper Copy That Has Been Printed and Stocked			
Negative Diazo Copies of Microfiche			
Paper Copies of Documents Created from Negative Fiche or Scanned Images			
Electronic Copies			
Provide Electronic Copies via DEX, CDIE Online, Extranet, Intranet or Partner Sites, Portals, Listservs, Diskette, CDROM, Email	<i>Development Comm Specialists+Web Team</i>	Ongoing	>>>>>>
300,000 Paper and Electronic Documents will Be Requested Each Year	<i>Development Comm Specialists+Web Team</i>	Ongoing	>>>>>>
Create Order Fulfillment/Tracking System	<i>DB Apps Developer</i>	Ongoing	>>>>>>
Respond to Orders Promptly by Priority	<i>Dissemination Technicians</i>	Ongoing	>>>>>>
Maintain Recipients Database	<i>Dissemination Technicians</i>	Ongoing	>>>>>>
15,000+ Records			
Organization Name			
Individual Name			
Mailing Address			
Email Address			
Interest Profile			
Other Characteristics			
Use Database to Bulk Mail Agency Publications			
Obtain CTO Approval for Fulfillment Requests			
Confer with CTO on Associated Fees			
Obtain CTO Permission for Additions/Changes			
Update Annually			
Establish and Maintain a Direct Cost Recovery System	<i>Development Communications Specialits</i>	Ongoing	>>>>>>
Individual Records			
Complete Set			
Standing Orders			
Shall Off-Set Monthly Costs Billed to the Agency			

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
Maintain Detailed Records on Requestors and Fulfillment for Reporting Purposes	Dissemination Technicians	Ongoing	>>>>>>
Provide Warehouse, Inventory and Computer Storage Space	Development Communications Specialists	Ongoing	>>>>>>
Pay Postage, Reproduction and Handling Costs for USAID Shipments	Dissemination Technicians	Ongoing	>>>>>>
Charge and Collect Fees for Reproduction, Handling and Postage Associated with Requests from Non-USAID Sources	Dissemination Technicians	Ongoing	>>>>>>
Provide for Daily Hand-Delivery and Pick Up to USAID Washington Buildings	Courier Team	Daily	
C.7. COMMUNICATIONS, OUTREACH, TRAINING, AND TECHNICAL SUPPORT			
Develop and Implement a Communications, Outreach, Training and Support Program	Development Communications Specialists	1-Aug-03	31-Jan-04
Promote Products, Services, Support Capabilities			
Communicate Performance Results			
Inform/Train Staff on How to Submit, Access, and Use Resources			
Propose Awareness Methods to CTO			
C.7.1. Communications and Outreach			
Design and Produce Communication Materials	PD, TOM, DevCommSpec & Webteam	Ongoing	>>>>>>
Design and Maintain a Public Website	Web Team	Ongoing	>>>>>>
Disseminate Monthly Requests and Responses Newsletter	Dissemination Technician	Ongoing	>>>>>>
Prepare Service and Product Brochures/Flyers	Dev Comm Specialists	Ongoing	>>>>>>
Maintain Central DEC Contact Mailing List	Dev Comm Specialists	Ongoing	>>>>>>
Design and Produce Communication Programs and Materials (briefings, workshops)	PD, TOM and Dev Comm Specialists	Ongoing	>>>>>>
Develop and Implement Communication Vehicles to Share Lessons Learned and Best Practices	Web Team	Ongoing	>>>>>>
Prepare Announcements of New/Improved Features and Distribute Electronically via Listservs	Acquisitions and Web Teams	Ongoing	>>>>>>
Organize Formal and Informal Acquisition Briefings to Inform on Acquisition Requirements	Acquisitions Team	Ongoing	>>>>>>
Operate a Listserv	Acquisitions and Web Teams	Every two weeks	
Use CDIE Line, Partner Resources and Community Portals to Promote Acquisition and Receipt of new DEXS Material	Acquisitions and Web Teams	Ongoing	>>>>>>
C.7.2. Training and User Education			
Design and Implement a Multi-Level User Training Program	Training Officer	1-Aug-03	31-Dec-03
Development Experience System Databases			
CD-DEXS			
R4/Annual Report/Performance Databases			
Non-Presence Country/ANMIC Databases			
Online Presidential Initiative Network Site			
Other CDIE and USAID Partner Web Resources			
Develop for Three Levels of User Groups	Web Team	1-Aug-03	31-Dec-03
Senior Management/Decision Makers			
Program Staff/Officers			
Information Specialists/Analysts/Professional Staff			
Participate in Internet for Development Practitioner, Knowledge Management, Knowledge Sharing, Community of Practice Training	PD, TOM and RM Specialists + Web Team	Ongoing	>>>>>>
Up to Two Times Per Year			
Focus on Classroom Instruction, Workshops, Manuals	Training Officer	As scheduled	
Two Training Courses per Year Required			
100 User Manuals (per year)			
500 Quick Help Guides (per year)			
Provide Training and Technical Assistance	TOM, Web Team Leader & RM Specialist	As scheduled	
USAID - Washington Staff, Mission Staff, Development Partners			
C.7.3. Contract Staff Training			
Provide Training to DEC Contract Staff	PD	As scheduled	
Technical Skills			
Analytical Skills			
Knowledge Enhancement			
Send Two Database/Applications Development and Web Development Specialist Staff to Attend Users Group Meetings and Conferences	DEXS Systems Manager	As events scheduled	
Up to Twice a Year			
Requires CTO Approval			
C.7.4. Technical Support			
Provide General Technical Support on Managing Knowledge Resources	PD & TOM	Ongoing	>>>>>>
Design and Maintain the CDIE OnLine Corporate Intranet	Web Team Leader	Ongoing	>>>>>>
Provide Contributions to USAID Internet Homepage	Web Team	Ongoing	>>>>>>
Create and Maintain CTO Approved Public Version of CDIE OnLine	Web Team	Ongoing	>>>>>>
Access/Publish Development Materials	All staff, as required	Ongoing	>>>>>>
Illustrate/Interpret Statistical Data Trends	PD and TOM	Ongoing	>>>>>>
Provide Hyperlinks to Additional Information	Web Team	Ongoing	>>>>>>
Make Information Available in Other Electronic Media	Web Team, Cataloguing Staff	Ongoing	>>>>>>
M/IRM Will Provide	M/IRM	Ongoing	>>>>>>
SUN E540 Unix Server with Solaris OS, Basis+ DM text and doc management software			

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
Netscape Enterprise Server software			
Access rights through the USAID firewall			
System Performance and Capacity to support operations and resource requirements			
DEC Shall Provide	DEC Mgmt, Web Team	Ongoing	>>>>>>
Proxy Server & Firewall for Public Access to SUN Unix Server			
C.8 TECHNICAL ASSISTANCE SERVICES AND SPECIAL PROJECTS			
Perform Technical Assistance with Contract Staff and Consultants	All staff, as required	As requested by USAID	
Requires CTO Approval			
C.9. RECORDS MANAGEMENT, DIRECTIVES, AND FOIA SERVICES			
Provide Technical Processing Services	RM Specialist, Document Analysts	Ongoing	>>>>>>
To Acquire Electronic Records			
To Scan Paper Copy Records			
To Store in Records Management Database			
Make Accessible on Intranet and CD-ROM			
Produce Quarterly ADS-CD (Directives)	Electronic Publisher	Quarterly	
Provide Training	RM Specialist, Document Analysts	As scheduled	
Records Management Database			
ADS-CD			
Records Management Guidelines and Procedures			
Corporate Web Products			
Update FOIA Handbook Annually (Both the Paper and Internet Versions)	RM Specialist, Document Analysts	As requested	
C.9.1: Records Management Services			
Provide Scanning Services	Document Analysts	Ongoing	>>>>>>
25,000 documents per year (approx. 23 pages per document)			
Provide Filing Systems as Specified by M/AS/IRD	Document Analysts	Ongoing	>>>>>>
Manage and Maintain Scanned Documents	Document Analysts	Ongoing	>>>>>>
Disseminate and Electronically Publish Information	Document Analysts	Ongoing	>>>>>>
Capture Approved Electronic Documents	Document Analysts	Ongoing	>>>>>>
Includes All Official Agency Development Activity Documentation, Which Record and Report on Implementing Agency Requirements			
Convert Into Approved Electronic Formats			
Perform Document Formatting, Preparation, and Batching Prior to Image Scanning	Document Analysts	Ongoing	>>>>>>
Only Format Those Records That Are to Be Scanned			
Use Industry-Standard Compression File Techniques			
Store Images Electronically in CCITT Group IV TIFF or PDF Format	Document Analysts	Ongoing	>>>>>>
Provide Actual Data Storage Requirements and Projections	Document Analysts	Ongoing	>>>>>>
Disseminate Scanned Documentation using CD-ROM (approximately 2 per month)	Document Analysts	Ongoing	>>>>>>
Prepare CD-ROMs on Standing Order or Request from Bureaus/Offices	Document Analysts	Ongoing	>>>>>>
Receive Technical Direction and Approval from M/AS/IRD			
Store Master Copies			
Create Paper Copies and/or Electronic Copies for On Demand Fulfillment	Document Analysts	As requested	
RM Specialist to meet with M/AS/IRD Supervisor and Staff Periodically	RM Specialist	As scheduled	
C.9.2. Maintenance of RM Databases and Technical Support			
Operate, Maintain and Provide Access to the Records Management Database	RM Specialist, DEXS Systems Mgr	Ongoing	>>>>>>
Includes Descriptive Indexing Information			
Allows Access to Specified Document Citations for Searching			
Allows for Searches for Imaged and Electronic Documents			
Defined and Updated to Manage Documents in Multiple Formats (Paper, Electronic, Optical, Audiovisual, Microfiche)			
Required to Change dB Structure to Meet AID Requirements	DEXS Systems Manager	Ongoing	>>>>>>
Utilize Defined Document Numbering Scheme	Document Analysts	Ongoing	>>>>>>
Perform Data Entry of Descriptive Indexing Information on All New Documents	Document Analysts	Ongoing	>>>>>>
Create Database Products As Required (Reports, Tapes, Disks, Services)	DEXS Systems Manager	Ongoing	>>>>>>
Report User, Database, and Performance Statistics Quarterly	RM Specialist, DEXS Systems Manager	Quarterly	
Complete Annual Hardware/Software Inventory	PD	Annually	
Include Recommendations for Improvement			
C.9.3 Storage of Hardcopy Documents and Microfiche			
Store All Original Source Paper Copies	RM Specialist, Document Analysts	Ongoing	>>>>>>
Prepare End of Contract Disposition Report			
C.9.4 User Awareness and Training			
Provide Training on Accessing and Retrieving Information from RM Database and Online	RM Specialist, Document Analysts	Ongoing	>>>>>>
Conduct in Individual and Group Sessions in USAID Office Space	RM Specialist, Document Analysts	Ongoing	>>>>>>
Provide Training in the Form of Briefings, System Orientations and Special Instructions	RM Specialist, Document Analysts	Ongoing	>>>>>>
Emphasize Workstation Use, DB Access, Search, and Report Generation	RM Specialist, Document Analysts	Ongoing	>>>>>>

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
Produce Product Brochures and Manuals (Electronic and Paper Formats)	<i>RM Specialist, Document Analysts</i>	Ongoing	>>>>>>
Send to users in USAID/W and Missions			
Provide a Marketing Plan Within Two Months of Contract Award	<i>RM Specialist</i>	1-Aug-03	30-Sep-03
Implement a Proactive Outreach, User Education, Communication and Promotion Activity for RM Services Program			
Provide 4 Trainings per Year	<i>RM Specialist</i>	As scheduled	
C.9.5 Publication of Automated Directives System			
Produce and Publish Agency Directives System Quarterly on CD	<i>Electronic Publisher</i>	Quarterly	
500 copies per issue			
Provide for Those with No Online Access	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Format and Tag Information as Required	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Prepare Formatting	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Include Hyperlinks	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Include Text References	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Federal Acquisitions Regulations			
The Foreign Affairs Manual			
The Foreign Affairs Handbook			
Other Regularly Issued Policy Issuances			
OMB, GAO, and GSA Regulations			
To Be Compatible with Windows NT Networks, Operate on Standard CD ROM Servers and Run on Windows 2000 Workstations			
Pay Postage for Agency Distribution	<i>Electronic Publisher</i>	Ongoing	>>>>>>
Provide Cost-Reimbursable Service for non-USAID Customers	<i>Electronic Publisher</i>	Ongoing	>>>>>>
C.9.6. Migrating of Storage and Processing Technology			
To Be Done as Directed by M/AS/IRD	<i>RM Specialist</i>	As requested	
C.9.7. Special RM Support for M/AS/IRD			
To Be Done as Directed by M/AS/IRD	<i>PD, RM Specialist</i>	As requested	
Provide At Least One per Activity Year			
C.9.8. FOIA Services			
Annual Review and Update of the 2 Versions (electronic and paper) of the Handbook	<i>RM Specialist</i>	As requested	
C.14. Implement Effective Management and Administrative Procedures			
Manage DEC Facility	PD	Ongoing	>>>>>>
Provide for all Logistical Support			
Develop, Implement Facility Security Procedures			
Develop, Implement Document, Data Security Procedures			
Install Secured Connection to AIDNET			
Install Public Domain Internet Connection			
Provide Equipment, Furniture, Material for All Staff, Operations			
Manage Inventories of DEC Resources			
Establish Management and Reporting Procedures	PR, TOM	Ongoing	>>>>>>
Setup and Maintain DEC Management Information System (MIS)			
Setup System to Collect Statistics for Performance Measure Monitoring			
Prepare and Issue Regular Reports			
Weekly Highlights on Significant Events (eMail)			
Monthly Progress and Financial Reports			
Quarterly Status, Performance Report			
Annual Performance Report			
Prepare Monthly Reimbursement Vouchers			
Establish QA/QC Feedback Reporting System on DEC Products & Services			
Schedule, Participate in Joint Review of DEC Products, Services by CDIE			
Establish Effective Internal Management Controls			
Manage Workforce	PD, TOM	Ongoing	>>>>>>
Develop Flexible Workforce Plan			
Provide for needed, ongoing professional development			
Cross-train staff			
Develop innovative recruiting plan, strategy for replacing employees who resign			
Implement Personnel Security Plan including Obtaining Secret level clearances			
Obtain Customer Feedback on Individual Performance			
Incorporate Feedback into Personnel Evaluations			
Oversee Buy-ins to DEC Contract	PD, TOM	Ongoing	>>>>>>
Support Bureaus, Divisions, Offices, Mission seeking DEC Buy-in Services			
Prepare Needed Documentation, Budget Estimates			
Review with COTR			
Support Current Buy-ins:			

SCOPE OF WORK DEVELOPMENT EXPERIENCE CLEARINGHOUSE OBJECTIVES	RESPONSIBLE	TIME FRAME	
ABIC			
G/PDSP			
Develop Action Plan	PD, TOM	1-Aug-03	31-Aug-03
Prepare First Year Acton Plan			
Make Changes to, Update Operations Manual			
Make Changes to, Update Systems Manual			
Oversee, Manage DEC Operations in Response to Changes, Buy-ins.			

Figure 5: Proposed Quarterly Report Format-Contents

Development Experience Clearinghouse Operations

Quarterly Performance Report No. 1

Period of Report: August 1, 2003 – October 31, 2003

Report Print Date: [at time of delivery]

Contents:	Page
I. Contractors Report:	
A. Narrative:	
A.1: Overall Contract Description	n
A.2: Administrative Information	n2
Tables/Charts:	
A: DEC Implementation Plan	n3
B: Performance Metrics Listing	n5
C: Quarterly Highlights.....	n7
D. CDIE OnLine Quarterly Summary	n8
E. CLIN/Expenditures Graphs.....	n9,10
F. DEC Document Distribution (FY to Date).....	n11
G. DEC Acquisitions Report (CY to date)	n12
G. RM Processing Summary.....	n13

<<Draft>>



Prepared by LTS Corporation as a deliverable under Contract No. RAN-C-00-03-00032-00

Attachments

A: DEC Work Flow

B: DEC Floor Plan

C: DEC IT Architecture

DEVELOPMENT EXPERIENCE CLEARINGHOUSE

Attachment A

AID/W & Mission required submissions

Partners required submissions

DEC Staff collect USAID Development Knowledge Documentation; electronic format and paper

DEC staff performs technical processing

- Fully Catalog core documentation
- Index-assign taxonomical placement in database(s)
- Abstract special evaluation documents
- Convert to .pdf format for web display
- Scan (if in paper)
- Upload data to databases & Image servers
- Perform limited cataloging of non-priority documents for inclusion in INVENTORY Database
- Provide data QC, validation

DEC Staff collect, process AR/CBJ data from ALL OPU's

Facility Technical Operations:

- Manage computers and maintain software all database operations
- Provide Technical management of ESDS/USAID Library servers
- Manage all CDIE & DEC web servers
- Provide and maintain internet, high-speed data lines, & LAN-WAN connectivity between RRB <-->DIS <-->DEC
- Manage warehouse inventory of DEXS original materials in paper/microfiche format

DEC Development Knowledge Content Repositories

1. Development Experience System (DEXS)
Documents/projects describing USAID development experience
2. R4-AR/CBJ databases including budget data and performance indicators
3. NPC DB >>> now re-named "Activities Not Managed in Country" Database
4. Order Fulfillment Database
5. Mailing lists and email list
6. RIMS - Official Records of Development Projects (M/AS/IRD buy-in yet linked to DEXS)
7. Electronic images of Development Experience documentation
8. Electronic images of Official Project records
9. INV - db of records of development experience materials not meeting current cataloging criteria

Provide data management/analysis that:

- Automatically creates CBJ pages and tables
- Provides tables/text for APR
- Displays SO & Performance data for analysis, reporting
- Supports OE work force study
- AR/CBJ tool used by all OPU's to manage & report on portfolios; over 230 AID/W program/budget users
- Primary source of USAID information used by DIS Research staff in responding to PPC requests

Provides On-Demand Document Delivery Capability not provided elsewhere in USAID:

- Global document request fulfillment
- Document downloads from website(s)
- Bulk dissemination service (esp for PPC/DEI/EPISA)
- Assemble special electronic collections on cd-rom

Operate and maintain websites:*

- CDIE OnLine & its major revision
- DEC.org -- about DEC products/services
- EvalWeb
- Development Partners portion of USAID internet site
- WSSD site
- OPIN site
- MWO (under development)
- Make ESD available to DOS Economists

*External sites play key role in meeting GPPA reporting requirements to make USAID documents available on-line.

Electronic Publishing:

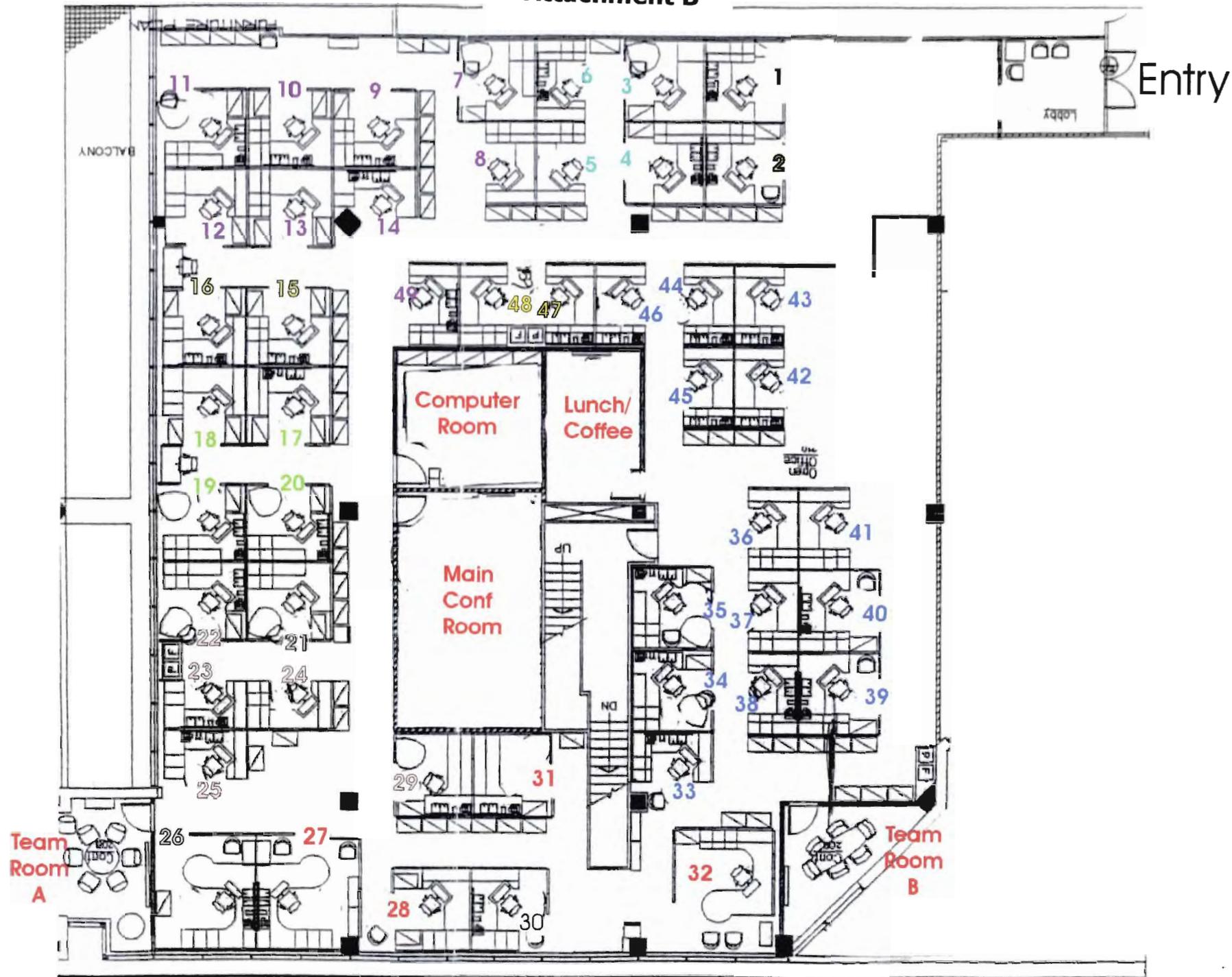
- CD-DEXS (cd-rom)
- WSSD cd-rom
- CBJ in cd-rom format (pending)
- ADS-CD (buy in to M/AS/IRD)
- RIMS Document images on cd-rom for use in bureau program offices

Outreach:**

- Publish DEC Express to 3,400+ subscribers
- Provide USAID contribution to DAC Eval Committee
- Provide data to WB/AIDA
- Contribute to Multi-donor task force
- Created DEXS bar for use by partners in making links to DEXS contributions
- Liaison with partners and OPU's for document acquisition
- Training on DEC tools
- CD-DEXS (cd-rom)

**DEC document management activities are leveraged by partners who make links to DEC websites of their own publications thus avoiding USAID paying double for same services.

Attachment B

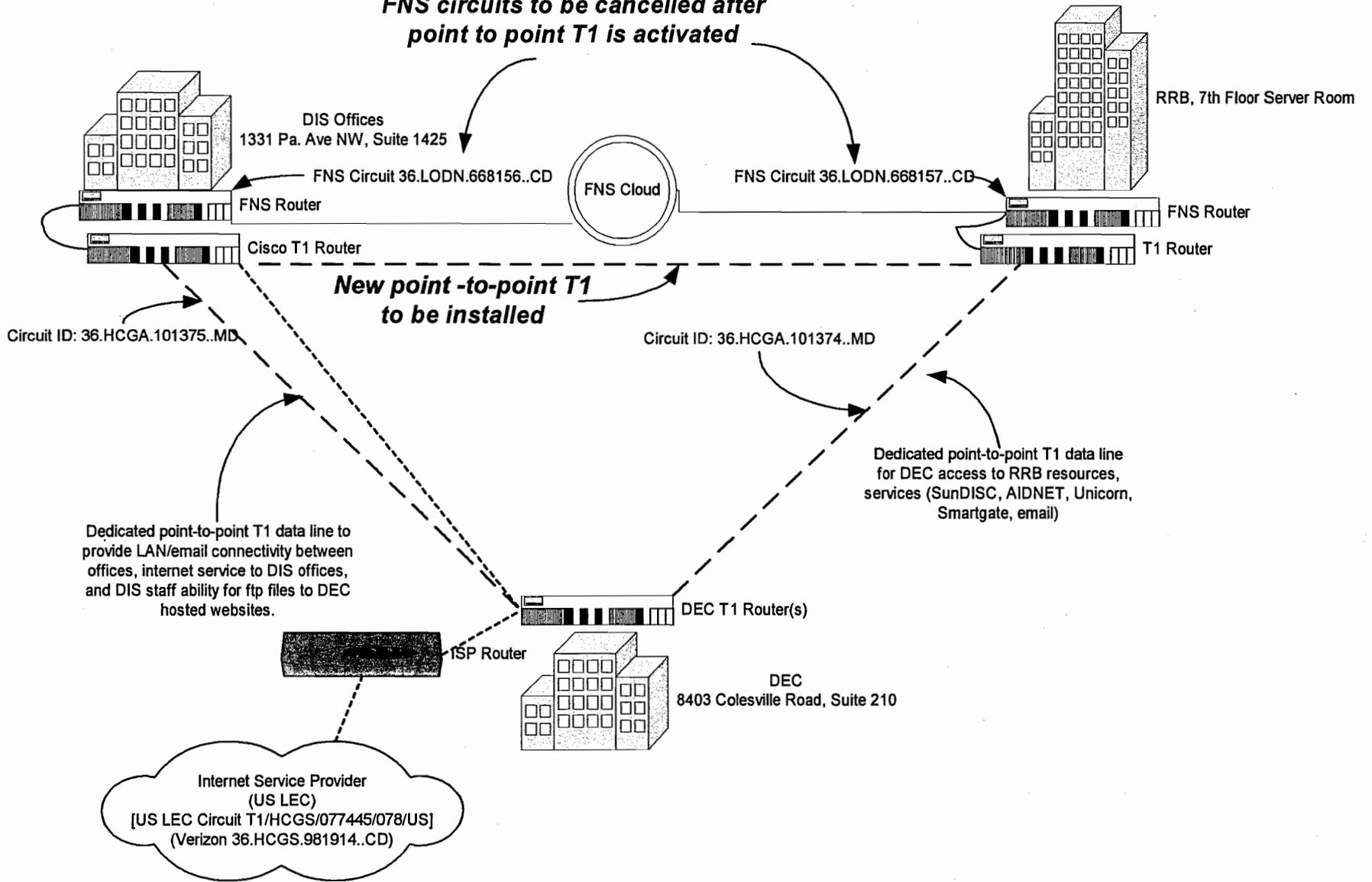


Cubicle #	Person/Activity
1	Unassigned
2	Public Terminal Area
3	Processing-Emmagean Harris
4	Processing - Unassigned
5	Processing - Unassigned
6	Processing - Unassigned
7	Cataloguing-Cei Richardson
8	Cataloguing-storage
9	Cataloguing-storage
10	Cataloguing-Dennis Ferrara
11	Cataloguing-Jim Harold
12	Cataloguing-Margo Klish
13	Cataloguing-Paulette Phillips
14	Cataloguing Operations
15	DevComm-unassigned
16	DevComm-Valerie Douglas
17	DB/Sys Adm-Dennis Hoilinden
18	DB/Sys Adm-Scott McKissock
19	DB/Sys Adm-Dennis Nagle
20	DB/Sys Adm-Joan Redding
21	Web Ops- Darren Wamboldt
22	Web Ops-John Sherburne
23	Web Ops-Unassigned
24	Web Ops-Unassigned
25	Web Ops Server Area
26	Web Ops-Roger Reynolds
27	Tech Ops Mgmt - Chris Nagle
28	RM Mgmt- Lisa Gluffling
29	Web Ops-Ian McLemore
30	Unassigned
31	Unassigned
32	Mgmt Operations - Jim Booth
33	Scan/DDU/Mail-unassigned
34	Scan/DDU/Mail-unassigned
35	Scan/DDU/Mail-Alvin Summers
36	Scan/DDU/Mail-Nicole Milner
37	Scan/DDU/Mail-unassigned
38	Scan/DDU/Mail-Ivy Wallace
39	Scan/DDU/Mail - Scanners Opes
40	Scan/DDU/Mail-Linwood Herring
41	Scan/DDU/Mail-Nick VanBrunt
42	Scan/DDU/Mail-John Strother
43	Scan/DDU/Mail-Larry Howard
44	Scan/DDU/Mail-CD-ROM Production
45	Document Distribution
46	RM IT Support - Chris Dines
47	Training
48	Training
49	Cataloguing - Printer Station
Reception	Chris Shattuck
Main Conf Rm	
Team Room A	
Team Room B	
Coffee Service/Lunch	
Comuter Room	

Floor Plan - Development Experience Clearinghouse

Attachment C: DEC IT Architecture

*FNS circuits to be cancelled after
point to point T1 is activated*



Attachment C: DEC IT Architecture (cont'd)

