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UTILIZATION OF TECHNICAL INFORMATION FOR DEVELOPMENT:

OPPORTUNITIES AND APPROACHES

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UTILIZATION OF TECHNICAL INFORMATION FOR DEVELOPMENT:
OPPORTUNITIES AND APPROACHES

INTRODUCTION

During the summer of 1979, the Office of Development Utilization and Information (DIU) of the Development Support Bureau (DSB) contracted for a study to determine whether the Utilization Division was meeting the technical information needs of the AID overseas missions; and whether procedures and strategy should be changed in the future, and if so, how. The study was carried out in Washington, in five missions in Africa, and in two missions in Latin America. Interviews for the study were held with program and technical offices, both in Washington and overseas. Overseas interviews were not limited to USAID, but included Peace Corps, U.S. International Communication Agency, and private voluntary organization personnel, and host government officials and other local users of technical information. Most, but not all, of those interviewed were aware of the efforts of DIU in making technical information on development available. All welcomed the opportunity to comment on the subject. Most of these comments have had an effect on this report. However, no sources are identified with specific comments.

THE PROBLEM

The Agency for International Development, through a long-term and ongoing investment in research and information management, has developed the potential for providing valuable technical and managerial information to the development community. In recent years the mechanisms for assuring greater utilization of this knowledge have improved. The strategy adopted by DS/DIU as set forth in the memorandum of March 12, 1979 from DS/DIU, Lida Allen, to AA/DS, Mr. Sander Levin, Subject: Strategy on Development Information Management, Communication and Utilization (Attachment #1) in general fits the needs of the situation. However, with some exceptions the strategy has not been implemented sufficiently to make a significant impact on the field. The information resource remains a valuable potential that is little understood or used by the potential audiences. The objective of DS/DIU, quoting from the memo referred to--"The overall objective of the Development Information and Utilization is to provide central support to Missions and Bureaus in development information, management and utilization, and similar support to selected counterpart institutions in LDCs"--is not being achieved.

With sufficient time, resources and support, the goals established for the office may be met. It is, however, more likely that unless the activity becomes more dynamic and visible in the short term the continuing resources and support to achieve the long-term strategy will not be available.

Following is a description of what is presently effective; suggestions for increasing effectiveness; and proposals for activities that could ensure more timely implementation of the strategy.

WHAT IS WORKING

1. The AID Document Distribution System (ADDS) is providing effective delivery to the field of AID-generated technical information. Wide use is made of the resource, and the field has developed confidence in the speed of response to requests.

2. AID Research and Development Abstracts (ARDA) is widely known and is reported to be a valuable tool for specialized needs. The prompt delivery of documents when they are requested has encouraged use of these materials.

3. AID Resources Report, providing early information on results of research and on technical assistance available for field use, is widely used and recognized. USAID members share or reproduce copies of this publication with in-country colleagues. Many individuals and organizations not now on the mailing list have asked to be added. This report has become a valuable communication instrument. The report is well written in easy-to-understand non-technical language. Individual items are brief but carry a clear picture of the subject covered, and each issue is brief enough to be read by those describing themselves as too busy to read unrequested material. The self-contained order sheet for more information promotes self-targeted dissemination of technical knowledge and services. Suggestions for improvement of this report will be covered under recommendations later in the present report.

4. Directory of Development Resources was newly issued at the time of the field visits and cannot be evaluated at this time.

Prior to a discussion of ways to change the strategy and implementation program so that information for development can be utilized more effectively,

it would be well to examine what the target audiences think of the matter. The following are statements made more than twice by people interviewed during the recent field investigation. The comments are offered here to help depict the environment in which technical information must be transferred.

Field Perceptions

1. We need information materials with a sharp focus.
2. Don't swamp us with general materials.
3. When we ask a question, we need an answer quickly.
4. When materials are prepared for the field, a technical review should be made to assure that the guidance is relevant and sound.
5. We need to know how and where to get technical information.
6. It seems that we learn about a lot of things by accident, for example by talking to a visitor to the post.
7. We in the mission don't have a great need for detailed technical information. This kind of stuff should go to our contractors and to host government institutions.
8. Language is important. Try to get us information materials in French or Spanish.
9. Citation services are of limited value to USAID. They would be good for local research organizations if they could get copies of the material cited.
10. We need materials that are prepared with our specific projects in mind.
11. I don't have time to read. Too much junk comes over my desk.
12. Can't someone look over our CDSS and ABS to develop a package of information to fit our needs?

13. We look to our contractors to have the latest technical information.

14. Can you help us buy books? (i.e., help with the purchasing process)

15. We don't have the staff or time to use basic information. We need packages prepared to fit our needs.

16. Our (LDC) research organization has need for assistance in organizing and managing technical information.

17. We need to be brought up to date regularly as to what resources we can call on.

18. Everyone should have a chance to get some training in the "where and how" of technical information.

Repeated most often:

--Don't swamp us with materials.

--Send us information packages tailored to our specific needs.

--We need a single place of which to ask our questions.

--We need answers fast.

--We need to have our own staff trained.

INCREASING EFFECTIVENESS

AID Resources Report

As previously noted, this report is proving to be a valuable tool and deserves continuing attention and nurturing. Following are some suggestions for further improving this report.

1. Headline the topics covered in each report, on top of the first page, so that the reader can see quickly whether there are subjects of interest.

2. Several times each year, issue a special report with focus on a single topic of priority interest to the agency, such as energy, appropriate technology, water, or environment. This would have to be done in close coordination with the concerned technical office, and should include a current statement of the capability of the office to supply materials and technical services to the field. Two or three topics should be covered each year. Great care should be exercised to be certain that no information or services are offered that cannot in fact be delivered.

3. Once a year, provide an index to assist users of the report in locating materials that may have been missed or lost at the time of original issue.

4. Once a year, issue Spanish and French language editions of the Resources Report for countries where those languages dominate. The contents of these special editions should be based on an analysis of the responses received during the prior 18 months. Articles on the "best seller" subjects should be translated and put into these special language editions.

5. Broaden the mailing list. Those to be added should include:

- a. other foreign aid donors
- b. planning organizations in LDCs (USAIDS to supply a list)
- c. research organizations in LDCs, particularly national research organizations
- d. PASA, IQC, and other AID contractors involved in project design or implementation
- e. All technicians serving in Washington and overseas
- f. Peace Corps and FVOs.

6. Plan and implement an aggressive program to obtain details and documentation from the field about those projects which have worked well and are worthy of broad dissemination to the development community.

ADD and ARDA

Most missions and many LDC institutions do not have the staff or facilities which would allow them to store technical information and recover it when needed. DIU should examine this problem and guide recipients in overcoming their data management problems. This is an area worthy of some field experimentation, including support to selected cooperating missions and LDCs to determine the level of assistance required to attain effective technical information management.

NEW ACTIVITIES

Response System: the First Priority

A central response point should be established, to provide speedy service on field and Washington requests for technical information and materials and to supply information on past agency and other donor experience. The establishment of such a center should clearly be the highest priority of all DS/DIU actions to increase utilization of new knowledge and timely review of past project experience. The vast storehouse of knowledge that could be brought to bear on development problems is largely unused, because there is no effective entry point for queries and requests for information services.

Essential elements for such a response point are:

1. commitment to service
2. technical capacity to locate information requested
3. capacity to assure that the response is appropriate

4. resources to assure that response is timely and dependable
5. sensitivity to users' environments and needs
6. a single point of responsibility for providing service.

The establishment of a central response point for technical information will be costly, and DS/DIU must obtain a long-term policy commitment from the highest levels of AID to obtain the required resources to build a service that will be effective and credible.

Field Visits

The DIU should, with the cooperation of the regional bureaus, arrange for annual consultative visits to each USAID mission in the field and to major offices in each geographic bureau in Washington. These visits should be preceded by careful preparation, including review of the most recent ABS and CDSS, and the pre-trip identification of significant new knowledge and backstop services that might be relevant and useful to ongoing and planned projects in the country to be visited. For these visits, a basic kit should be carried by the DIU representative to assist in making a presentation of the information resources currently available and the mechanism for participating in the system. The visits are an opportunity to establish two-way communications that will assure that the strategies and mechanisms developed by DIU continue to be relevant to the field, and that the users are fully aware of the resources available in support of their activities.

However, these visits should not be made if DIU is not capable of, and prepared for, prompt supply of the information services and materials which will be requested in the course of the consultations. (See Attachment # 2, "Actions Required," resulting from visit to five missions in Africa.)

Training

The addition of a unit concentrating on technical information sources, services available, means of access, delivery systems and how to use them, should be made part of the major training activities of AID's Training and Development Division. A technical information unit could be added to Orientation, the International Development Intern course, Program Design and Evaluation course, Development Studies program, FSS Crossover program, and the Senior Seminar. The length and content of such an additional unit would have to be negotiated with the Training and Development Division. This training unit should be made available to PASA, contract, and PVO personnel as well as to AID direct-hire staff, both in Washington and the field. The preparation of a video cassette containing this training unit would reduce the cost and provide flexibility in scheduling. The Media Extension Education and Training Service (MEETS) Program should be used to provide the material to missions and to those elements of the host country selected by the missions.

The training unit on technical information should be as far from abstract as possible, and should include a final exercise calling for the participants to engage in a search for technical information relevant to their next assignments. The most recent Country Development Strategy Statement (CDSS) and Annual Budget Submission (ABS) can provide guidance in determining the activities which could profit from an additional technical information dimension.

Interest Profile

The Current Awareness Literature Service (CALIS) of the U.S. Department

of Agriculture, with its capacity to provide on a regular basis abstracts of literature fitting the interest profile of researchers, planners, and project implementers, would be of great interest to a select audience in the LDC's. This service would be of immense value to research institutions, universities, certain contractors, and the managers of projects with a strong research component. For the select group who could use the tool, the service provided would be unique in providing a continuing link to the last word in their fields of concern. The potential value of this service to the development process is far greater than the numbers of institutions or individuals involved would suggest, since those who would be involved have key roles in bringing advanced technology and science to bear in trying to solve LDC development problems.

DIU should prepare an appropriate announcement describing the details of CALS, and should urge AID missions to offer the service to appropriate institutions and individuals in their countries. A guide appropriate for LDC use should accompany the announcement. Prior to distribution of the announcement and guide, meetings should be held with concerned regional and technical officers, who would be in a position to suggest specific targets for the service to the field missions. At a minimum, offices concerned with agriculture, engineering, environment, forestry, nutrition, and science and technology should be involved.

Intermediaries and Contractors

AID missions look to a variety of intermediaries and contractors to design and implement most development projects. These agents have the greatest capacity to make effective use of technical knowledge.

Indeed, they are generally employed by the agency for that quality. There is, however, no orderly system established to be certain that they are aware of, or have access to, the great body of technical information generated by the AID research program, or the data banks supported by or available to AID.

DIU, working with the Bureau for Program and Management Services, should develop guides and procedures which would include a requirement in grants and contracts for the recipients to participate in training on technical information, and to make use of the technical information resources organized by DIU. DIU should be prepared to service project-related information requests from intermediaries and contractors, and should develop procedures to assure that these groups are placed on appropriate mailing lists for serial information.

Cross-Fertilization

Detailed information regarding successful field projects is a valuable asset of the agency. These projects tend to be little known outside the country where they take place, and thus the valuable potential asset of technical and managerial information is denied to the developing world. DIU can take the initiative in searching out these activities. By means of the publications at their disposal, and through additional mechanisms such as the Media Extension Education Service (MEETS) of AID's Office of Personnel and Training, DIU can make AID missions worldwide aware of the techniques contributing to a successful activity.

An example of a program that might be used in this way was identified in Botswana. There, an advisor from the Foundation for Cooperative Housing (FCH), an AID contractor, has mounted a uniquely successful

self-help housing project. The FCH is now documenting the details of this project and analyzing why the project is working. The analysis will indicate the universality of the techniques being used, as a guide for similar projects elsewhere. DIU should arrange for a team to prepare a videotape of this project at the site, in a form suitable for broad instructional purposes. Then it should follow through with an article in the Resources Report describing the project, and detailing the supporting documentation and training materials available on request. The Foundation for Cooperative Housing representatives in Botswana and Washington, and AID's Office of Personnel and Training, are prepared to cooperate in the plan as outlined.

LONG-TERM RECOMMENDATIONS

1. DIU should continue to develop close working relationships with the geographic bureaus, to maintain continuing insight into current regional program priorities and issues.
2. PPC guidance to the missions for the preparation of the CDS should be reviewed annually for clues to possible future interests and priorities of the AID missions. As an example, the current instruction calls for enhanced use of private voluntary agencies and expanded cooperation with the Peace Corps, and the establishment of mutually reinforcing relationships with other donors. This should give impetus to a plan by DIU to ensure that these entities receive the materials, information and services managed by DIU. Further, the CDS guidance urges missions to "...increase their knowledge of the physical environment of the country and explore opportunities to work with counterparts to develop programs in this area...

concerning natural resources." This gives a direct clue to DIU as to a priority area for development of technical information that will be needed and welcomed by AID missions. The guidance advises that AID resources available for activities concerned with renewable and small-scale energy projects will increase over the next five years; again, this should be interpreted as a direct instruction to DIU to get busy and produce a publication on the state of the art in this area, for the agency.

3. DIU should explore the availability of technical and managerial information available from non-AID sources. Materials developed by the World Bank for sector planning, and those developed by the Peace Corps for project implementation, are examples of information that would be of use for AID missions but is not generally available to them.

4. The long-range knowledge synthesis project (see Attachment #1) should be accelerated. All missions queried indicated a desire to receive this type of material for priority issues. Some of the subjects for comprehensive treatment suggested by the missions are:

- a. energy, small-scale and renewable
- b. potable water and community sanitation
- c. pasture and range management
- d. non-formal education
- e. appropriate technology
- f. farm water management
- g. conservation: forest, soil, water
- h. wind energy
- i. crop storage
- j. employment generation; small-scale industry.

The first priority was clearly more detailed information on options and possibilities in the small-scale energy area.

5. DIU should explore the possibility of taking the lead in producing a compendium of all donor resources for development. While it may turn out that it would not be practical, the effort should be made, since the exploratory process would increase AID's knowledge of the quality and sources of information outside the United States.

6. DIU should develop a mechanism for responding to the opportunities to strengthen LDC institutions in their desire to improve storage, retrieval and dissemination capacity. A pilot project for assistance in this area is called for. Experience gained through these pilot projects can form the basis for a long-term program that will provide strong nodes dedicated to the use of technical information for development. Several institutions visited during the course of preparing this report expressed a desire for this assistance. Discussions with the appropriate geographic bureau offices should be initiated to determine if DSB and the Africa Bureau can provide the assistance called for. Two of the institutions requesting this kind of assistance are the Agricultural Research Corporation, Wad Medani, Sudan, H. Burhan, Director General; and the Institute of Human Sciences, Yaounde, Cameroon, Samuel Nduumbe-Manga, Director. In both cases, the institutions have strong research capacities supporting local development efforts and have recognized that they have only a limited capacity to use knowledge they are generating and technical information that is available from outside sources. These institutions are not unique. Lessons learned by working with them could be applied to similar situations in other developing countries.

CONCLUSION

The opportunities to encourage the utilization of new knowledge for development are great. The provision of means of access to the - knowledge will, of course, not assure that the information made available will be used. It is, however, an obvious precondition to utilization. The cost of the most ambitious program for promotion and delivery of technical information is minuscule compared to the effort and cost of developing that information through research and analysis. The large expenditure has already been made. Valuable techniques and products have been obtained, and for want of an aggressive delivery system the greater part of the knowledge remains on the shelf unused. It is to be hoped that some of the suggestions in this report can assist in moving these already paid for shelf items into use in solving some of the problems of development.

H.C. Ladenheim

November 1979

ATTACHMENT #1

STRATEGY ON DEVELOPMENT INFORMATION--Management, Communication
and Utilization

UNITED STATES GOVERNMENT

Memorandum **FILE COPY**

TO : DS/PO, Mr. Robert Simpson
THRU : AA/DS, Mr. Sander Levin

DATE: March 12, 1979

FROM : DS/DIU, Lida L. Allen

SUBJECT: Strategy on Development Information -- Management, Communication
and Utilization

Basic Issues

There is an immense body of information on most subjects applicable to development. Virtually all of the industrialized nations, international organizations and some LDC institutions maintain libraries, data banks, and information centers and also sponsor publications, perform active research, analyze experience, etc., leading to an ever increasing mass of available information. The rate of growth of this information is particularly pronounced in recent years.

If we can characterize this body of information as "supply", then the need for this information by those concerned with development can be characterized as "demand." Information management, communication and utilization serve to bridge the gap between supply and demand or in other words, to effectively and efficiently transfer technology.

The management of information involves the systematic, careful and often tedious selection, acquisition and processing of information as well as arranging for efficient access to the information by users after processing. Even with the use of the most advanced automated techniques, this process tends to be labor-intensive and expensive.

As important as the collection and processing of technological information may be, the important impact comes from communication (interchange at all levels) and application of the information to development problems. Awareness of information is of major importance to the development assistance expert, the researcher, the LDC transfer agent, and the LDC policymaker. Each may require different "treatments" of the same information to make it relevant to his specific needs.

The lack of effective communication can cause waste of resources, duplication of effort, and delay in both research about, and implementation of, development.



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Again it's not simply a matter of communication of the information. Information "over-kill" in the communication of too much information to be relevant or assimilable at the point of need already is a danger in some areas. The problems of technological information selection, audience targeting, information tailoring to a specific country situation, are all becoming increasingly important in supporting successful technology transfer.

The Role of DSB

The Development Support Bureau serves as the central AID focal point for the management, communication, and utilization of development information.

The DSB objectives are:

1. To assure not only the AID "memory" but to assure the broadest possible "development information memory" selected from all sources.
2. To assure through the most modern practicable techniques the efficient management of this information, providing ready access to the information to all concerned with development, with priority to AID supported activities.
3. To assure through the use of a broad spectrum of communication techniques, including networking, linkage to external data banks and information centers, newsletters, catalogues, compendiums, etc., the efficient communication/dissemination of this information with major focus on appropriate technology. This in turn will help to assure a reduction in waste and duplication of effort in research and development.
4. In recognition of the complexities involved in the transfer of technology and the key role of innovative information utilization in that process, DSB through: targeting information to specific users, tailoring information to end user needs, maintaining constant dialogue with the field, and providing consultative assistance to all information activities, will help support and expedite the transfer.

DIU Objectives

The overall objective of the Development Information and Utilization Office is to provide central support to Missions and Bureaus in development information, management and utilization, and similar support to selected counterpart institutions, in IDCs. Specific objectives are:

- To
1. / develop, maintain, manage and service the "Development Information Memory", which includes the "AID Memory" plus selected "memories" from

from other development assistance organizations.

2. To assist, review, and coordinate AID programs/project design, involving information activities, such as establishment of information centers and data banks, development of library services, etc.
3. To increase, by means of various publications, seminar training and briefing efforts, field and agency awareness and utilization of available development information resources.
4. To promote development of library/information institutional capabilities in LDCs.
5. Recognizing the critical role of information management in the transfer of technology, DIU will assist in developing new information communication techniques and identifying existing ones which will serve to facilitate technology transfer.
6. To maintain liaison, and close coordination with, counterpart technical information offices in private, governmental and international agencies.

DIU's Role and Functions

1. In connection with the establishment and the maintenance of the "Development Information Memory" the DIU is responsible for the following functions:
 - a. To receive all AID generated project/program and technical documents and AID supported research results,
 - b. To select and acquire non-AID generated development technology which is usually not available through other information systems or data bases,
 - c. To catalog, index and abstract the acquired materials and then to convert them into machine readable form for computer processing and storage, and retrieval.
 - d. To assist Missions and Bureaus and other collaborating organizations in gaining access to the data base containing the "Memory".
 - e. To receive and interpret requests for information from AID personnel and their counterparts in LDC institutions, to route substantive requests to DSB technical experts for evaluative response, to make comprehensive literature searches through data banks and information systems, and to develop outreach programs through announcements, catalogues, and specialized information packages.

2. Administers the AID Development Information Centers which provide professional library and reference services for experiential data and technical information from AID's own data base supplemented by on-line accessing of other appropriate information resources of U.S. and national and international development agencies. Makes available to Agency personnel and personnel of collaborating development assistance institutions, publications, abstracts and microfiche records of needed documents. To a certain extent this service is available to those of the U.S. public who are engaging in studies of U.S. foreign assistance. Acquires pertinent technical publications, periodical subscriptions and other documents useful to AID personnel.
3. Through regular communications with AID Missions and directly with the U.S. technician and the LDC technician where possible, makes and keeps them aware of the technological information sources available to them. Provides syntheses on a regular basis on important new technological developments on a selected priority interest basis, encouraging and facilitating technical inquiry and follow-up; extends this awareness activity to other donors, international organizations, and LDC officials as soon as it is possible to do so; and continues to upgrade AID policymakers and technicians overseas and in AID/W as to the factors, constraints and problems involved in successful technology transfer, the meaning of appropriate technology in their country context, and encouraging their input and feedback on related issues of concern.
4. Insures that development information sources target their output for distribution to the most effective audience for development purposes (i.e. not exclusively to the academic, professional or technical peers of the developer of the information); establishes through field testing, the feasibility of tailoring information for different recipients to create in the policymaker, and technician and the ultimate user, the understanding of the technology and the acceptance and motivation to implement its transfer; and insures through promulgation of guidelines for a "Technology Transfer Goal" or "Information Utilization Plan" for inclusion in the AID Handbook series that most of the technology transfer issues are addressed in the planning and implementation of a project of AID.
5. Reviews and/or monitors contract/grant funded information centers, data bank and networking projects of AID in order to minimize duplication of effort, to strongly advocate compatibility with other existing information facilities and to assure wherever feasible that materials, data tapes, mailing lists, etc., are recoverable by AID after the life of the project.

6. Assists the Missions and the LDC institutions in the development of technical libraries, documentation centers and information networking applications.
7. Adheres to widely acceptable information processing tools, such as format design, computer system, thesaurus, etc., especially for those used in LDCs and international development programs.
8. Representing the Agency, reports and submits informations on AID funded research and studies to the National Technical Information Services (NTIS) and the Smithsonian Science Information Exchange (SSIE).

DIU Activity Proposals

Given the broadening and generally labor-intensive mandate of DSB/DIU and the likelihood of continuing modest direct-hire personnel levels for the Agency, it will be necessary for DIU to carry out some of its work through projects. Depending on personnel levels, therefore, DIU proposes to implement the following project activities:

1. Information as a Tool in Development, Project No. 931-0232:

The goal of this project is to continue the development of the "AID Memory" and to expand this memory to a "Development Information Memory." Specific activities included in the project are: (1) quarterly publication of AID Research and Development Abstracts (ARDA); (2) continued development of the "AID Document Distribution System" (ADDS); (3) worldwide on-demand delivery of AID-supported technical publications to recipients contained in ADDS; and (4) continued development of the AID project experiential data base.

Life of Project: On-going

Budget: \$1,000,000/yr

2. Science and Technology Transfer, Project No. 931-1114:

Through a continuing PASA with the National Technical Information Service (NTIS) of the Department of Commerce to create an operating network of trained and effective cooperating local agencies for transfer of U.S. scientific and technical information to 10-14 developing countries in Asia, Africa and the Near East.

Life of Project: FY '80 and FY '81

Budget: \$320,000/yr.

3. Field Support Communications Project:

The goal of this project is to bring about greater utilization of AID-funded resources and stimulate cross-fertilization of project ideas and experiences among AID Missions and key IDC institutions. The project will establish a continuing mechanism to produce Resources Report, Resource Compendiums, Project Experience Summaries and other field support literature.

Life of Project: On-going beginning 1980

Budget: \$300,000 to \$600,000/yr.

4. Knowledge Synthesis Project (I):

The goal of this project is to increase utilization of appropriate knowledge or technology in development programs. Under the first activity, print and audio-visual materials were developed on the subject of water management on small farms. The second activity is producing materials in the area of environmental health and tropical diseases. Appropriate technology solutions to providing small community water supplies and rural waste disposal are being presented within an overall theme of community participation.

Under both activities, IDC policymakers, technical managers and field personnel (change agents) have been identified and placed on a computerized mailing list. Multi-language, user-oriented materials have been targeted to their needs. Future activities will also focus on areas of high-priority to AID in-country field projects.

Life of Project: Five Years 1977-81

Budget: \$1,655,000

5. Knowledge Synthesis Project (II):

This project has goals and outputs similar to the first Knowledge Synthesis Project, but will be designed to interface more directly with in-country projects. Specific problems of a particular region or country will be selected for intensive treatment in accord with Mission and Regional programs.

Life of Project: Five Years Beginning 1982

Budget: 1982-85 = \$1,780,000

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6. USDA RSSA #931-0064, Agricultural Information and Related Services:

The goal of this project is to provide USAID Mission agriculturists — and selected key IDC institutions — direct access to the unique and specialized knowledge and resources of the USDA and its Land-Grant University Network. The technical inquiry service responds directly to USAID Mission needs for agricultural information by tapping a variety of sources. USDA and Land-Grant University network experts provide a primary reference point, while other government agencies, international organizations and commercial data bases are also used.

Life of Project: On-going

Budget: \$240,000/Yr.

7. Grant for Feasibility Study of Appropriate Technology Information Network:

The goal of this project is to determine the feasibility of establishing a worldwide appropriate technology information network. The study will be carried out by providing a grant to Volunteers in Technical Assistance (VITA). Their report will provide design and budget guidance.

Life of Project: 6 months 1979

Budget: \$200,000

8. Appropriate Technology Information Network:

The goal of this project is to assist and facilitate greater use of appropriate technology. The network will be designed to be demand-driven by strengthening IDC Appropriate Technology Information Dissemination Centers and linking them to a central international repository and A.T. information transfer center.

Life of Project: On-going Beginning 1980

Budget: \$300,000-\$500,000/yr.

9. Communications and Utilization Support IQC:

The goals of this project are (1) to increase utilization of resources and effectiveness of field project implementation, (2) to stimulate development of utilization projects and incorporation of utilization plans into AID projects and (3) to identify opportunities for creating communication linkages to facilitate the transfer of technical information and technology.

The IQC will provide on-demand professional development communication expertise to (1) directly assist Mission and DSB field project personnel with communication activities, (2) assist DSB technical offices and Missions in project design and implementation and (3) in cooperation with DS/ED, conduct studies of communication technology applications to technical information transfer needs to take advantage of any feasible networking opportunities.

Life of Project: Five Years, Beginning 1980

Budget: \$760,000/Yr.

10. Utilization Research Project:

The goal of this project is to provide DIU/U and the Agency with empirically verifiable indications of (1) the necessity or lack of necessity for utilization activities, (2) an indication of utilization priorities in terms of sectors and IDC target areas, (3) an estimated potential return from utilization initiatives and (4) a cost/benefit analysis and critical review of 1976-85 utilization projects.

Life of Project: Two Years, Beginning 1983

Budget: \$250,000

11. Follow-ups on UNCSTD:

The purpose of this project is to provide technical assistance to and resource support for the needs of information activities in LDCs as they will be pledged by the U.S. delegate to the forthcoming United Nations Conference on Science and Technology for Development.

Life of Project: Beginning 1980 -

Budget: To be determined after the conference.

Personnel

Direct-Hire - It should be noted that DIU in addition to its programatic and project management functions, carries out a series of demanding service functions where efficient professional personalized responses to field inquiries are mandatory. This is and will continue, perforce, to be labor-intensive.

Therefore, to fulfill the responsibilities outlined above, DIU direct-hire personnel should increase by 18 additional positions over the next three years. A tentative break out of the positions required are: Nine to ten professionals (50% with field experience), four to five technicians and three to four clerical staff.

With the proposed addition of personnel, it would be possible to transform the basis of information support activities from "project" -- derived to that of a permanent, institutionalized Agency "program." To place a major part of information and documentation service on a project basis creates a transitory atmosphere which is detrimental to morale and inhibits flexibility. The role of information in effective AID operations requires stable, on-going organization, staffing, and funding in the same manner as do administrative and other on-going program support functions.

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ATTACHMENT #2

IMMEDIATE ACTION REQUIRED IN SUPPORT OF TECHNICAL INFORMATION

UTILIZATION STUDY

26

H. C. Ladenheim
MEMORANDUM

FROM: H. C. Ladenheim

August 9, 1979

TO: William Vogelsang

SUBJECT: Immediate action required in support of Technical Information
Utilization Study (Project 931-0003)

The attached pages of names and indicated action were developed during the first phase of my investigation into needs in the field for technical information. For the credibility of DIU to be established in some places, and maintained in others, it is urgent that the indicated follow-up action be taken as soon as possible.

I suggest that a letter be sent immediately (a form letter would do) to advise each person that action is being taken to supply the material requested.

ACTIONS REQUIRED

SUDAN

A. USAID/Sudan

1. Jerry Weaver, Assistant General Development Officer

Action: Letter from Lida Allen supplying a form and instructions for an INTEREST PROFILE. (Note: Weaver has just come from academe and knows much of what can be expected from computer servicing.)

2. Dr. Raymond Carpenter, Agricultural Economist

Action: Lida Allen letter, on how to develop an interest profile. Wants information on wind energy, such as reports, plans, etc.

3. Tom Chapman, General Development Officer

Action: Get technical information to the IQC dealing with the Blue Nile Integrated Agricultural Development Project. Link should be established with IRRI Pakistan (Dr. Amir Khan) for farm machinery needs.

4. Mrs. Norma Bohl, manages library for USAID/Sudan. Should be good contact for forwarding materials, inside mission and out.

Action: Send full DIU packet.

B.. Sudan outside AID Mission

5. Prof. Ali A. Suliman, Dean
Faculty of Economic and Social Studies
University of Khartoum
P.O. Box 321, Khartoum, Sudan

Action: Lida Allen letter forwarding Directory of Development Research, 2-Volume Research Literature for Development, Resources Report, and ARDA. Add to regular mailing list for all DIU publications.

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6. Mr. Abd El-Aal, Assistant Director
Economic and Social Research Council

and

Mr. M. Hassan Ibrahim
Librarian, Economic and Social Research Council
P.O. Box 1166
Khartoum, Sudan

Action: Lida Allen letter. Send 4 copies Resource Report, and 4 copies each of Directory of Development Research and 2-volume Research Literature for Development, and ARDA. Place on mailing list for future DIU materials. They also wish to have materials on rural development, migration, development economics, agriculture (dry land crops), development administration. Advise on development of Interest Profile. This is a significant organization in Sudan.

7. Osman Khalifa
Project Director
Western Sudan Agricultural Research Project
P.O. Box 30
Khartoum North, Sudan

Action: Interested in obtaining all possible information in the following fields: rain-fed crops(sorghum, millet, soybeans, cotton, gum arabic, etc.); livestock production (cattle, camels, small ruminants); range management; soil management; social studies (agro sector), migration, settlement, etc. Add to DIU mailing list.

8. Professor Dr. H. Burhan
Director General
and
Dr. M. H. Musa
Deputy Director General
Agricultural Research Corporation (ARC)
P.O. Box 126
Medani, Sudan

Action: Send Lida Allen letter. Want assistance in documentation.

Areas of special interest for immediate materials: sorghum, sesame, sugar, and related to these crops, plant breeding, agronomy, and pathology materials. Note: ARC wishes to be an information dissemination center for the Near East. They consider that they are weakest in documentation and desire technical assistance. They want guidance in submitting Interest Profile. Place on mailing list for total DIU resources.

9. Dr. M. O. Mubarak

Vice-Chancellor, University of Gezira

P.O. Box 20

Wad Medani, Sudan

Action: Wants guidance for Interest Profile. Send Lida Allen letter. Send him DIU packet and place him on mailing list.

10. Osman A. A. Ageeb, Agronomist

Gezira Research Station

P.O. Box 126

Wad Medani, Sudan

Action: Send information on soybean: INTSOY package, newsletter, etc. Check other resources on soybean.

11. Abdel Aziz Ibrahim El Rayah

Senior Information and Publication Officer

Sudan Gezira Board

Baraket, Sudan

Note: The Gezira is the major production area in Sudan, about 2 million acres.

Action: Send all DIU reference materials and place on mailing list. Send Directory, ARDA, etc. Particularly interested in extension materials.

12. Mr. Stuart Halpine

Director, The American Center
Khartoum, Sudan

Action: Send Directories, Bibliographies, and place on mailing list.

Send Lida Allen letter stating that DIU is prepared to make direct mailing to list sent to AID by the Director of the American Center.

13. Mr. Abd El Moniem Mohamed EL Obeid

Local assistant in Agriculture Division, USAID/Sudan. Prepared to be contact point for dissemination of materials.

Action: Send him packet of all DIU materials. Place him on mailing list for all newsletters. Letter to him should welcome his participation and suggest he provide names and addresses of appropriate recipients of technical information materials. He is in an excellent position to follow up on information needs and potential effective users of the materials.

14. Omer Hamid Wagialla

Director, Water Supply
Public Electricity and Water Corporation
P.O. Box 1380
Khartoum, Sudan

Action: Refer to Victor Wehman for response. Wants information,

plans, etc. on:

1. Water meters (new gas regulated)
2. Valves
3. Water treatment, other than $(Al_2)_3SO_4$ or lime-chlorine
4. Any material relevant to supply of potable water to consumers (i.e. package plants for 5,000 users).

Note: This man is exceptional. Wehman may want to enter into direct correspondence.

KENYA

REDSO/EAST AFRICA

15. Donald W. Reilly, Chief Engineer

REDSO/E.A.

Action: DIS help wanted on low-cost rural roads. Would like direct communication from DIS on how to get materials; he has not had good experience in the past.

16. Mrs. Lyn Teven

REDSO/E.A. Librarian

P.O. Box 30143; or, APO Box 321, 09675

Action: Send package of DIU materials, including bibliographies, ARDA, Resources Report, etc. Also send as complete reference packages as possible on energy, roads, crop storage, environment, erosion control. Material on specific subjects should be reviewed by technical staff and represent proven, sophisticated knowledge.

17. Curtis Andersen

Environmental Officer, REDSO/E.A.

Action: Send letter advising how to submit an Interest Profile. Is in need of specific material in his field.

18. Helen Soos

Economist, REDSO/E.A.

Action: Wishes to receive Development Administration materials, with particular emphasis on project and program design. Note: much of work of REDSO is assisting missions in design work. DSE/DA should be able to guide response.

USAID/NAIROBI

19. Carl H. Penndorf
Program Economist
USAID/Kenya

Action: Main contact for Kenya mission. Send guidance on how to submit Interest Profile. Mission has had need to buy books; present ordering system is not working. Suggest DIU cultivate and assist this contact.

20. Ken Eubanks, Chief
Agriculture Division
USAID/Kenya

Action: Requires data on bio-substitutes for fossil fuel energy resources.

21. Irwin K. Teven
Director, International Communication Agency
Embassy of the U.S.A.
Nairobi, Kenya

Action: Send full range of DIU materials for ICA library. Write to Teven to supply names and addresses for influential targets.

Note: Teven is interested in assisting in technical information dissemination.

BOTSWANA

22. Jack R. Morris
Gaborone, Botswana
Washington, D.C. 20620

Action: Send materials on small-scale rural industry, and hand implements for largely non-mechanized agriculture. Needs lists of best texts and reference books for support of agricultural programs and agriculture education. Emphasis should be on books prepared for use in LDC's. Suggest agricultural education specialist assist in developing the lists.

23. Jon A. Gant
HRDO
USAID/Botswana

Action: Send copy of "Systematic Course Design for Health Fields" (see IC-11 in Directory of Development Resources). Interested in materials on basic village-level education. Wants the material on this developed in Guatemala--suggest checking with DSB/Ed. Interested in seeing recent evaluation reports on Southern Florida contract (AID/CM 11a-c-73-19).

24. James G. Campbell, Assistant Director
Institute of Development Management (IDM)
Botswana - Lesotho - Swaziland
P.O. Box 1357
Gaborone, Botswana

Action: Place on mailing list for all DIU materials. Particular interest in newsletters on development administration, O & M, appropriate technology, and rural development.

Note: Institute of Development Management should be listed in next Directory of Development Resources.

25. H. S. Mastebroek

Administrative Director

National Institute of Development and Cultural Research (NIR)

P. Bag 0022

Gaborone, Botswana

Action: Interested in obtaining DIU Directories, ARDA, Resources Report; also any available social sciences material dealing with Botswana, or Sahel, is wanted. Send guidance in preparation of an Interest Profile.

26. D. Tsheko, Secretary, Rural Industry Working Group

and

Heinz Esche, Acting Chief Industry Officer

Ministry of Commerce and Industry

P. Bag 004

Gaborone, Botswana

Action: Send Georgia Tech newsletter, and place on mailing list for Resources Report.

27. James E. Upchurch, Jr.

Housing Consultant

FCH International Programs

P.O. Box 900

Gaborone, Botswana

Action: Place on DIU mailing list for full range of resources. Special interest in development administration, housing. Send instructions for an Interest Profile.

28. Brent Schaeffer, Associate Director

Peace Corps, Gaborone, Botswana. (Check address with Peace Corps in Washington, D.C.)

Action: Send Directory of Development Resources. Put on mailing list for Resources Report. Also desires material on potable water development, rural industry, non-formal education, and small-scale industry.

29. Lowell Histon, Field Director
International Voluntary Services
P.O. Box 919
Gaborone, Botswana

Action: Send Directory of Resources, ARDA, Resources Report, and Agricultural Bibliography. Check with DSB/Agriculture for guidance in sending appropriate materials in support of a vegetable crops program.

30. S. V. Koppikar
Project Development Officer
Botswana Enterprises Development Unit (BEDU)
P. Bag 0014
Gaborone, Botswana

Action: Send information on sulfur bonding, Monsanto roofing, low-cost construction, stabilized adobe, any information on recycling of waste, viz. corrugated paper, tires, used engine oil, aluminum cans. Place on Georgia Tech newsletter mailing list. Send copy of Resources Directory and Resources Report.

31. Wim Janssen, Director
Brigades Development Centre
P. Bag 0062
Gaborone, Botswana

Action: Send material on curriculum development, nonformal education, teacher training, radio math, Academy for Education newsletter, and other materials, Resources Report, Directory of Resources, ARDA, and the 2-volume Research Literature for Development. Also send AID pump plans and specifications, and bibliography on dry-land agriculture.

32. Victor F. Amann

Chief Agricultural Economist
Ministry of Agriculture
P. Bag 003
Gaborone, Botswana

Action: Send Directory of Resources, ARDA, 2-volume Research Literature for Development, Resources Report, and guidance for submitting an Interest Profile.

33. Dr. Duane Everett

Chief of Party
Botswana Agricultural College Expansion Project
Box 90, U.S. Embassy
Gaborone, Botswana

Action: Send 4 copies each Directory of Resources, ARDA, 2-volume Research Literature for Development, Resources Report. Send guidance for submitting an Interest Profile.

34. Dr. Kristain Oland, Director of Agricultural Research

Ministry of Agriculture
Gaborone, Botswana

Action: Send 3 copies each Directory of Resources, ARDA, 2-volume Research Literature for Development, Resources Report. Send guidance for submitting an Interest Profile.

35. For USAID/ Botswana:

Action: Send 12 copies of Directory of Resources.

CAMEROON

36. Duane Kissick
PADCO Consultant
Yaounde, Cameroon
Department of State
Washington, D.C. 20520

Action: Send Directory of Resources, ARDA, Resource Report and detailed guides and specifications on stabilized adobe, sulfur bonding, rammed earth, low cost home building materials, Carnegie-Mellon shelter designs, and Monsanto roofing. Send materials on termite control (Forest Products Laboratory, Madison, Wisconsin, may be source). Also any information involving recycling water for home use, and alternatives to sewage systems (check Victor Wehman), guides to economic survey methodology and analysis (check (DSB/UD).

37. Dr. Anthony W. Sariti
Acting Public Affairs Officer
American Embassy, Yaounde, Cameroon

Action: Place on mailing list for all DIU materials. He, in turn, will provide a mailing list for a good target audience.

38. James E. Williams, Director
USAID/Yaounde

Action: Send mission 24 copies Directory of Resources in French.
Need a total information package on the peanut business, including production, harvesting, processing, storage, and marketing, with visual aids if possible. (Check W.H.)

39. Doral M. Watts
Agronomy Advisor
North Cameroon Seed Project
USAID/Yaounde

Action: Needs technical information support to seed project. On sorghum: variety information, protein quality, yield data; weed control, in particular "witch grass" control. Information on "straga". Arrange for link with AVRDC. Needs guidance on simple horse- and bullock-drawn farm equipment and agricultural equipment of the early 1900's (suggest a link with Amir Khan, IRRI outreach program). Send data on peanut varieties, including seed sources, characteristics for cultivation, storage and processing.

40. Martin Schulman, EDU/PM
USAID/Yaounde

Action: The following memo was handed to me on July 31, 1969.

From: Martin Schulman EDU/PM

Subject: Project 631 - 0034: Training for Small Business

We are in the process of preparing a PID for this project, which consists primarily of helping the GURC develop a business university. For the project to succeed it will have to incorporate many of the following elements:

- Small business development
- Employment generation
- Rural development administration
- Agrobusiness
- Agriculture and health sector management
- Women in development

In this regard, I would appreciate your assistance in forwarding us information in the following areas:

1. Business schools or universities which have incorporated many of the elements described above.
2. Research or articles that discuss problems and/or suggest solutions in terms of business schools relating to the issues raised above.
3. We have never received a response to the attached cable. We would like to obtain as many of these documents as possible.

40 (continued). In addition, attached is ref. cable, Yaounde 2577, April 19, 1979.

Also send materials on curriculum development, education finance, agriculture education (University level), and teacher training, and a copy of "Systematic Course Design for Health Fields."

41. Ambassador Mabel Smythe
U.S. Embassy, Yaounde

Action: Place on mailing list for AID Resources Report.

42. Richard Carron/ DDR
USAID/Yaounde
B.P. 817, Yaounde, Cameroon

Action: Place on mailing list for Resources Report, ARDA, and 2-volume Research Literature for Development.

43. Michael Orban
USAID, B.P. 817
Yaounde, Cameroon

Action: Place on mailing list for Resources Report; send data on stabilized adobe, sulfur bonding, ferrocement and other low cost building materials.

44. Constance J. Freeman
Director, Peace Corps/Yaounde
c/o American Embassy
Yaounde, Cameroon

Action: Send Directory of Development Resources, 3 copies in French, and 3 copies in English. When knowledge synthesis, Water Management on Small Farms, is completed, send 3 copies in French. Also send materials on integrated agriculture development, fisheries, math and science teaching, and public health including potable water.

45. Rudolph Thomas
Asst. Human Resources Officer
USAID/YAOUNDE

Action: Send material on design of low cost village and rural school buildings, radio used for basic education, and nonformal education.

46. John Woods
Program Officer
USAID/Yaounde

Action: Materials on techniques of evaluation for all fields. Check DSB/DA and PPC, Herb Turner or Bob Berg.

47. J. Paul Fortin
Associate Director CARE
B.P. 422
Yaounde, Cameroon

Action: Send 2 copies each of French and English Directory of Resources. Place on mailing list for Resources Report, ARDA, and rest of DIU publications. Send details and specifications on AID hand pump, and robo screen.

48. Matt McKay
B.P. 817
American Embassy, Yaounde, Cameroon

Action: Send plans and specifications for AID hand pump and robo screen.

IVORY COAST

49. Albert N. Votaw
RHODO/Abidjan

Action: Send plans and specifications on robo valve, AID pump, water meter (gas), and stabilized adobe.

memorandum

DATE: July 31, 1979

REPLY TO:
ATTN OF: Martin Schulman EDU/PM
USAID/Yaounde

SUBJECT: Project 631 - 0034: Training for Small Business

TO: L. Ladenheim, DS/DIU

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OPTIONAL FORM NO. 10
(REV. 7-76)
GSA FPMR (41 CFR) 101-11.6
5010-112

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TELEGRAM

631-0031

USAID

FROM
AMEMBASSY, YACOUNDE

UNCLASSIFIED

E.O. 11652
- TAGS:
SUBJECT:

N/A
HIGHER EDUCATION FOR DEVELOPMENT (631-0031)

ACTION

SECRETARY OF STATE DC

UNCLASSIFIED YACOUNDE 2577

AID
DCW/27
ERSON

AID/C

FOR : DC/D11

To assist design for subject project, Mission requests
DS/D11 provide documents on following related projects:

- 5140100 - Higher Education : Columbia
- 6200740 - Davis Institution Admin - Abu
- 6200750 - School of Administration, University of Lagos
- 5120000 - Assistance to small and medium Industries (General)

SIXTH

UNCLASSIFIED

Frederick E. Gilbert

Amundson/Edwards/Elc...

DRAFTED BY

WFB:Schulman:czh

CLEARANCES

PRM/CD:RR1fenburg

FRM:JEWoods

ADIR:RGS:libert

WFB:NGGreen (draft)

DATE: 4/15/73 231

UNCLASSIFIED

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