



# OCIO CHRONICLES

VOLUME 1, ISSUE 1

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## OCIO GOALS FOR USAID

- Information on Demand
- Innovation and Process Efficiency
- Effective and Efficient IT Service
- Enhanced Workforce Management

## A message from our CIO: Jerry Horton

As we begin a new calendar year, I am excited to share this first issue of the CIO newsletter with you. OCIO's information technology (IT) and knowledge management services are critical to the success of nearly every aspect of the Agency's development mission. They also support the *USAID Forward* goals of bringing forth a more dynamic, collaborative, and innovative model for delivering interna-

tional aid. We are proud of our successes and the contributions we make to the accomplishment of USAID's mission and goals, and we would like to share those successes through this monthly publication.

This newsletter will provide you insights into projects across all OCIO divisions and from around the world. Our stories will offer in-

sights into new ideas, new technologies, and new ways of doing business, with a particular focus on the benefits that OCIO's activities provide to USAID.

We encourage you to read this newsletter to learn about the array of interesting projects we support in OCIO and how our delivery of IT services contributes to success across USAID.

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## Adobe Connect

The ability to share information and collaborate with our peers – across projects, staffs, and national boundaries – is critical to success in the world of development. However, because of the global distribution of USAID employees, it is difficult to bring people together and to provide them opportunities to share their knowledge and experience. To address this challenge, OCIO has selected a new collaboration tool, Adobe Connect Pro, which offers Agency staff in different locations a convenient, economical way to participate in interactive online meetings, events, and trainings.

The Adobe software requires only a Web browser and Flash Player, both of which are installed on USAID computers. Adobe Connect Pro offers users many options for collaboration. Users can host meetings, designating them as *public* or *private*; upload content, such as documents and videos; share screens, files, and applications; chat online; or even draw on a virtual whiteboard.

The software can also record meetings and save materials presented, providing documentation of the meeting and any discussions that take place. The Adobe Connect Pro software was piloted with 50 USAID users, and has recently been used for weekly conferences with the Mission in Kabul. OCIO is now beginning world-wide deployment of the software; once the software is released, we will make online training available.

This software requires the use of accessories such as earphones, headsets, and webcams. Information on the Adobe Connect Pro application and accessories will be made available on the USAID web site in the near future. Each bureau is responsible for purchasing these accessories; contact your bureau AMS Officer to request these accessories.



# Wireless is Coming!



## Real Costs of Unsecure Data

Under various Federal laws, disclosure of a Social Security Number and a date of birth can cost Agencies dearly. Some laws establish fines of \$25,000 per incident.

An employee who discloses the information can face a fine of \$5,000 as well as civil penalties. But the true cost is the harm done to the person whose records are released: a lifetime of financial insecurity and potential damage to their reputation.



OCIO has been evaluating and testing wireless technology at USAID for the past several months. The benefits of wireless technologies at USAID are reduced infrastructure costs, fewer technological complexities, and overcoming limitations of hardwire network access. In addition, wireless technologies provide efficient and effective means to support USAID first responders during emergency relief efforts.

During November 2010, OCIO began using wireless technology at the new technology hub located in Crystal City, VA. OCIO has successfully tested wireless technologies to support laptop access to the intranet and Internet, desktop access to AIDNET, and wireless voice-over-IP phones.

OCIO is developing a standard approach for implementing wireless technologies throughout USAID for any interested Mission. This could prove beneficial for Missions relocating to new

facilities because it reduces costs while providing state-of-the-art tools and technologies.

Plans are underway to pilot wireless technologies in Lima, Peru and New Delhi, India during the first quarter of 2011, then in West Bank Gaza during March. If you are interested in learning more about wireless technologies at USAID, contact Gene Smith at [gsmith@usaid.gov](mailto:gsmith@usaid.gov).

## Keeping our Data Safe

USAID collects, analyzes, and distributes vast quantities of data to users all over the world, both within and outside of the Agency. To meet Federal, Department of State, and USAID requirements to ensure our data is secure and accessible only to those with permission to use it, the OCIO team is deploying a new Data Loss Prevention (DLP) tool across USAID. DLP tools detect and prevent the unauthorized use and transmission of all data types, including personally identifiable information (PII), payment card information (PCI), and all classified information.

USAID's new system, called Symantec DLP, can identify, monitor, and protect data that is in storage, in motion (e.g., being transmitted from one place to another), or in use

(e.g., being used within a software program). This new tool will significantly reduce the risk of a data violation; demonstrate regulatory compliance with all Federal and agency security requirements; and safeguard privacy, financial information and intellectual property.

William Morgan, USAID Chief Information Security Officer, reports that over 98% of the USAID's automated information systems have had the DLP agents installed. Users see no traces of DLP because the system is running in the background to ensure that no sensitive Agency or individual information will leave the organization before the system confirms that the information is for official use only.

DLP is cutting the costs of analysis and forensics. If, for example, we apply the penalties that were recently levied against the General Ser-

VICES Administration for a release of its employees' private data, DLP has saved USAID more than \$9,000,000 in similar situations within the last 90 days.

In order to help users understand the sources of security risk in their information systems, the CISO and Privacy Team will formally assess any USAID organization's information risk. The Team provides users with a detailed analysis of their exposure to internal and external data breaches, as well as a quantitative assessment of actual financial costs associated with data losses across the organization's networks, web applications, and storage. This information can heighten awareness of the potential exposure and associated losses that can result from unsecured data across USAID. If your organization is interested in a security assessment, please contact [ISSO@USAID.gov](mailto:ISSO@USAID.gov).

# VDI is coming to your neighborhood

OCIO will initiate a Virtual Desktop Infrastructure (VDI) pilot in January 2011, which will be hosted out of the Ronald Reagan Building in Washington, DC. With VDI technology, computer processing occurs on servers in the data center – instead of on individual computers – and is delivered to the user’s desktop using "thin client" technology. The pilot will only be administered to a small subset of users in AID Washington.



VDI technology offers several advantages. Since desktop applications (such as Microsoft Word, Excel, Adobe Acrobat) are running in the data center, your working experience will be like it is now, only better. Your desktop will look the same. Any files you can work with while sitting at your office desktop will be available to you when you are working from home or at any other remote location. Because desktops are always running on the servers in the data center, the boot-up process is much faster, allowing you to get to work on your computer within seconds rather than in minutes.

In addition, VDI technology allows OCIO to manage all desktops from a single point, dramatically reducing desktop operating costs. Thin clients used for VDI cost less than traditional personal computers and last

longer, further reducing capital expenses for desktop management.

VDI technology also improves data security because rather than having data stored on numerous personal devices, it is kept in the data center and delivered securely to the thin client device.

## USAID Participates in OMB IT Dashboard

USAID – along with 27 other Federal agencies – is participating in the newly created OMB IT Dashboard. The Dashboard, which was started in FY10, is intended to provide the public with greater visibility into major Federal IT investments. It also supports the *USAID Forward* goal of rebuilding budget management by deploying resources toward programs that are demonstrating meaningful results.

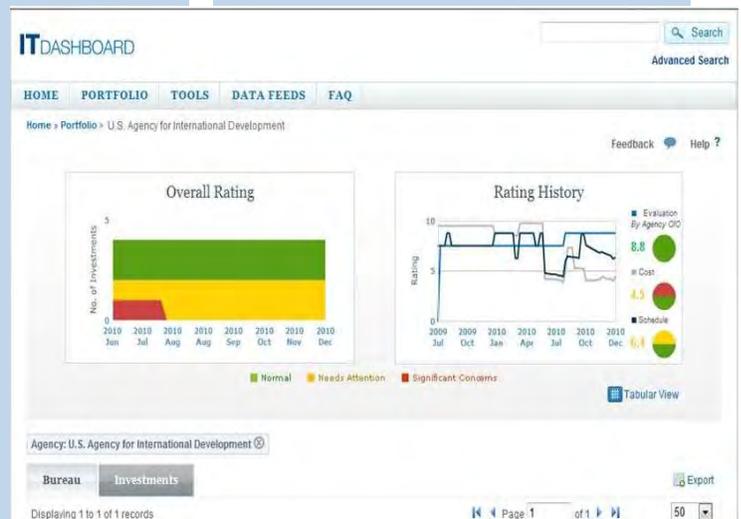
The Dashboard is a web-based interface to an OMB database that houses information about major Federal IT investments. It has several useful graphical interfaces that allow a user to view the entire Federal IT portfolio, an individual Agency’s portfolio, and an individual Agency’s IT investment. Dashboard screens also show

individual Agency ratings based upon factors related to cost, schedule, and CIO rating. USAID has four major IT investments posted on the OMB Dashboard: *GLAAS*, *Phoenix*, *IT Transition*, and *IT Infrastructure Steady State and Modernization*.

USAID’s investment data used for the Dashboard is produced by the IT Major Investment Project Managers. The PMs outline their business cases (i.e., justifications for IT investments) in forms called Exhibit 300s.

The business cases are uploaded to the OMB database annually and are updated monthly. The updates help to ensure that the data used for the Dashboards are current and reflect both new and on-going IT investments at USAID.

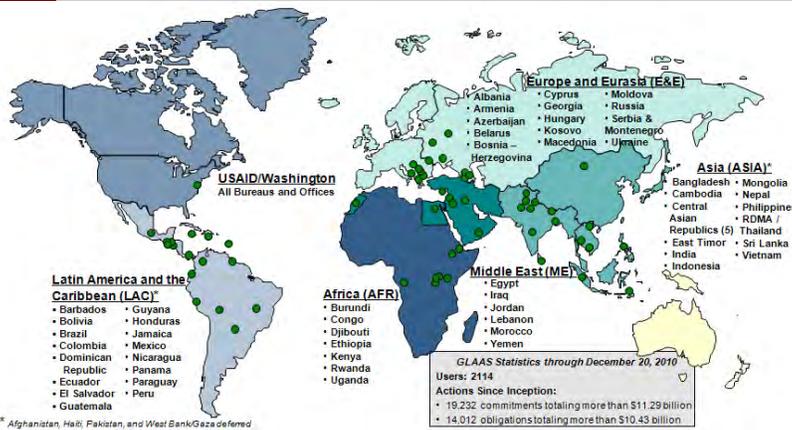
To see the OMB Dashboard, visit <http://it.usaspending.gov/>



## GLAAS Goes Live Across Europe, Eurasia and the Middle East!

The Global Acquisition and Assistance System (GLAAS) went live at seventeen Missions in the Europe & Eurasia (E&E) and Middle East (ME) regions on December 20, 2010. GLAAS is USAID's worldwide, web-based acquisition and

assistance (A&A) system. It allows staff to manage awards throughout the A&A lifecycle, from procurement planning through closeout, and provides robust reporting capabilities. GLAAS increases the overall effectiveness of USAID's development programs by implementing consistent, streamlined A&A processes across the Agency. It integrates seamlessly with USAID's financial management system (Phoenix), making it easier to generate reports that contain the most current data. GLAAS integrates with government-wide systems, such as the Federal Procurement Data System-Next Generation (FPDS-NG) and Federal Assistance Award Data System (FAADS), facilitating reporting and increased competition.



GLAAS deployments as of December 20, 2010.

In the E&E region, Albania, Belarus, Bosnia-Herzegovina, Cyprus, Hungary, Kosovo, Macedonia, Moldova, Russia, Serbia & Montenegro, and Ukraine joined Armenia, Azerbaijan, and Georgia in using GLAAS to conduct their A&A work. Egypt, Iraq, Jordan, Lebanon, Morocco, and Yemen became the new GLAAS Missions in the Middle East.

To date, GLAAS has been deployed to all of USAID/Washington and a total of 59 Missions. Since 2006, USAID staff has processed more than 19,500 commitments in GLAAS totaling more than \$11.3 billion, and more than 14,200 obligations totaling more than \$10.6 billion.

USAID is deploying GLAAS in a phased approach that engages users and incorporates lessons learned. Worldwide deployment will continue with Africa (AFR) Missions, where GLAAS will go live in March and June 2011. The GLAAS Team plans to complete worldwide deployment in 2011.

For more information, please visit the GLAAS Website (<http://inside.usaid.gov/glaas/>), or contact us at the GLAAS Mailbox at [GLAAS\\_Mailbox@usaid.gov](mailto:GLAAS_Mailbox@usaid.gov).

## Corporate Application Server (CAS) Update

The Corporate Application Server (CAS) Upgrade project began in February 2010 and has a direct impact on missions.

The current Corporate Application Servers are the stand-alone servers providing access to USAID's business applications. The scope of this project is to (1) replace aging mission corporate application servers to support current and future applications and (2) develop a "regional" data storage solution which includes a disaster recovery capability for critical data.

Currently, a lab is being built in Washington to test the planned architecture of the regional and client missions. The deployment will begin in Q1 2011 with the first two pilot groups (two regional missions and two client missions). The deployment to the remaining missions will start in the second quarter of calendar year 2011.

