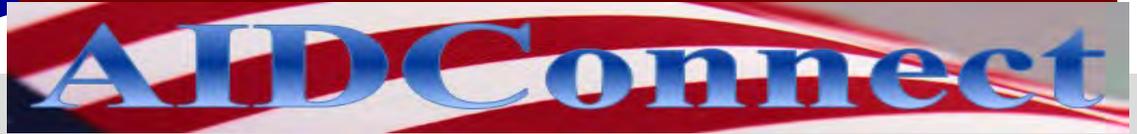




OCIO CHRONICLES

VOLUME 1 ISSUE 2

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OCIO GOALS FOR USAID

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

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USAID is now connected, collaborating, and celebrating with the implementation of the Agency's Adobe Connect Pro application – a web conferencing tool for online meetings, eLearning, and webinars – and branding it as AIDConnect. The Agency is both making meeting times more productive and adopting "greener" practices. Eliminate the hassles of finding and scheduling hard-to-secure conference room resources. Save money by avoiding travel to a meeting. Reduce the costs of telephone conference bridge calls by using Voice over Internet Protocol (VoIP). AIDConnect service eliminates the need for physical meeting rooms, reduces time and costs associated with travel to and from meetings, and eliminates teleconference costs (paying for phone bridges) by using Voice Over Internet Protocol (VOIP).

AIDConnect virtual meeting rooms are being used by the Agency's Bureaus and missions, anytime, anywhere around the globe. You use AIDConnect right from your desktop, for one-on-one meetings or large gatherings. AIDConnect should be your next choice for hosting, presenting or participating in any meeting or collaborative effort. AIDConnect will expand the ways you can provide information to others. If you can think of a need to communicate, you can most likely do it with AIDConnect.

In addition, AIDConnect helps OCIO to reduce our carbon footprint. Because you will generate less paper and staff will travel less for meetings, you will conserve financial resources while reducing the Agency's energy use. All of these benefits will save time, money and make you and your co-workers more productive while making the Agency a real contributor to a greener workplace.

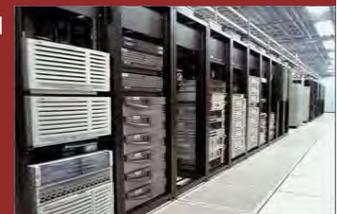
JOIN THE FUN! Stay in touch with AIDConnect and experience the latest in collaborative meeting and information sharing via just your browser. Additional online information, as well as training courses that will help you to use AIDConnect, are available at <http://inside.usaid.gov/aidconnect/ad1.html>.

USAID Enterprise Disaster Recovery 2011 -2012

Winston Churchill once stated, "He who fails to plan is planning to fail." When a disaster occurs, people need to have access to operable, secure information technologies for communications, information-sharing, logistics, and other activities that support response and recovery. With disaster preparation and planning in mind, OCIO has undertaken an Enterprise Disaster Recovery (EDR) initiative. The EDR initiative includes development of contingency strategies, plans, and sites should a disaster impact USAID/W or a mission. OCIO's EDR Program includes two projects running concurrently: EDR Framework and EDR Implementation.

The EDR Framework project developed and defined the USAID disaster recovery (DR) Policy Statement, which identifies authority, compliance, and key responsibilities to plan and execute DR processes and procedures for a DR program. Phase 1 of this effort is scheduled to be completed by the end of February 2011 and will articulate USAID DR Program strategy and planning processes.

In December 2010, the EDR Implementation project team identified essential USAID DR core services that will be supplied by the Culpeper, VA Emergency Supply Operations Center in the case of a disaster. The team also established an EDR Site infrastructure, and is now planning data replication and operations transition activities that will ensure that critical backups of data and systems are available during a disaster. USAID currently plans to hold two DR exercises per year, during which USAID will review and validate established processes and procedures and ensure USAID staff understands their DR roles during times of emergency.



Backup sites provide continued IT services in case of disaster

Future phases of the EDR Program will review EDR Infrastructure and Services, conduct Business Impact Analysis (BIAs) reviews for RRB and Missions, and adjust our DR infrastructure to support all BIE projects.

Learn it, Share it, Move it “Forward”: KM Team Provides Consultation



Don't know what Google Earth, AIDConnect, or SharePoint are, how others are using them, or why they are important? Don't know how to use the Agency's internal blogs, its online encyclopedia, or its collaboration spaces to more efficiently collaborate, share your expertise, and save time? Call on the KM team. The KM team will help you to identify and familiarize yourself with any knowledge tool that fits your need.

The KM team has helped launch six online Agency tools, including an internal blog with more than a hundred bloggers; a collaboration portal housing 47 topic-specific community groups; and the Developededia online encyclopedia, which contains more than 1,000 user-created articles.

Last year, online knowledge-sharing resources supported the Agency's Haiti response. This year, they are helping to strengthen the Agency's geospatial capabilities. Meanwhile, KM's outreach continues through a steady stream of consultations, scheduled trainings, and video teleconferences.

The Agency's online tools support science and technology advancement at USAID, improve staff efficiency and time management, and provide awareness of the technologies that are transforming the world of international development. Because we are an around-the-clock, around-the-world development powerhouse, we provide great value through the constant supply of information and discourse we have made available through the OCIO's online knowledge-sharing tools.

For additional guidance on online tools, training schedules, and contact information, visit the [KM Training Developededia](#) page.



Working with Human Resources to Improve HR System

As part of the *USAID Forward* Talent Management initiative, the OCIO is working with Office of Human Resources to modernize USAID's HR information systems. The new systems will cover employees from recruitment to retirement, streamline HR processes, and support improvements in HR service delivery.

The project includes a needs assessment as well as a snapshot of HR business processes and information technology. It also includes finding potential service providers; training HR, AMS, and other users on the requirements for the new information technology system; and launching the new HR information technology system.

The project fulfills OPM and OMB mandates to move to an OPM-approved Human Resources Shared Service Center (SSC) solution. OHR is the systems owner, while the OCIO is the implementing partner, providing project management and information systems technical expertise.



Access E-Books and E-Journals Anytime, Anywhere

Instantaneous access to numerous topics and quality resources – through electronic materials like e-books and e-journals – is speeding the Agency toward the reforms spelled out in *USAID Forward*. We invite you to dig into the Knowledge Services Center’s (KSC) vast electronic resource collections for your project work, because our materials will provide you with the best information available to support work across USAID.



The KSC’s rich e-journal and e-book collections cover a range of topics, and include such esteemed journals as *The Economist*, *Information Technologies & International Development*, and *Science*. USAID staff may also access more than 3,000 e-books on such topics as geospatial information systems (GIS), food security, energy, and climate change.

The KSC’s e-materials address timely topics, and save users time as well. Mission staff can instantly download or print chapters from e-books rather than wait for print materials to arrive by pouch, resulting in a very efficient use of Agency resources. And unlike hard copy materials, more than one person can access the same e-materials at a time.

The KSC’s e-books are compatible with Agency-approved iPad mobile technology.

To download an e-book to an iPad, just ask the OCIO Help Desk to install iTunes on your AIDNet PC, verify that your iPad has a .pdf reader such as GoodReader, then download the books to your desktop through iTunes and sync with your iPad.

Visit the [A to Z gateway](#) to access a full list of the KSC’s e-journals (no password required) and the library [catalog](#) to access our rich e-book collection. USAID staff can access KSC e-resources through their SBC tokens from anywhere in the world.

For more information, please contact Celida Malone at cmalone@usaid.gov.



Tailoring - Finding the Right Fit!



At USAID OCIO, we manage IT projects of all sizes, complexities, and durations for customers all over the world. Successful IT project managers (PMs) use methods that help them to meet schedule, control costs, ensure quality, and manage resources. However, many IT project management methods require PMs to spend lots of energy and time filling out paperwork and attending meetings. For example, USAID’s full IT Project Life Cycle Methodology (ITPLCM) can require more than 30 project artifacts, 10 reviews, and innumerable project status reports.

However, not all projects are required to rigidly adhere to USAID’s ITPLCM processes. Projects of short duration or low complexity do not require all tasks to be performed or all artifacts to be generated. In these and similar cases, the ITPLCM may be tailored without compromising the integrity of the ITPLCM process. Tailoring is a process of selecting a set of tasks, activities, artifacts and associated gate reviews that best suit a project’s objectives. For example, by using the tailoring approach of “consolidation,” a PM can look for opportunities to consolidate artifacts or phases, reducing the number and types of documents that must be generated throughout the project.

OCIO has developed a tailoring tool that determines the optimum set of deliverables and formal reviews that will keep the project on track while minimizing burden on the project team. Built in Excel, the tool assesses project details against tailoring guidelines such as the type of project (e.g., infrastructure versus new development), total cost, importance, complexity, and security requirements. To see the tailoring tool, please go to https://aus2k3prderms01.us.usaid.gov/eRoom/CE/ITGovernanceWorkbook/0_789b. (Note: You need appropriate access to eRoom to view this tool.)

Secure Computing through Access Network Control



AIDNet data and services must always be secure. At USAID, a variety of mostly independent systems provide access control, validation, and security compliance to AIDNet. Although these independent systems perform security functions well, no unified mechanism ties the systems together across the USAID enterprise.

During the first quarter of 2011, OCIO will conduct a pilot program for the Network Access Control (NAC). The NAC performs a unified, holistic access control, validation, and compliance analysis to grant or deny access to AIDNet resources. The NAC will enforce USAID's security policies on all devices seeking network access, and will allow only compliant and trusted devices—such as desktops, laptops, and mobile devices—onto the network, restrict access of noncompliant devices, and thereby limit the potential damage

from security threats and risks. The NAC will provide a powerful method of preventing unauthorized access and improving network resiliency over the wired and wireless network environment. The NAC solution will also provide USAID personnel and associates a secure means to authenticate, authorize, and account for users and systems utilizing AIDNet resources.

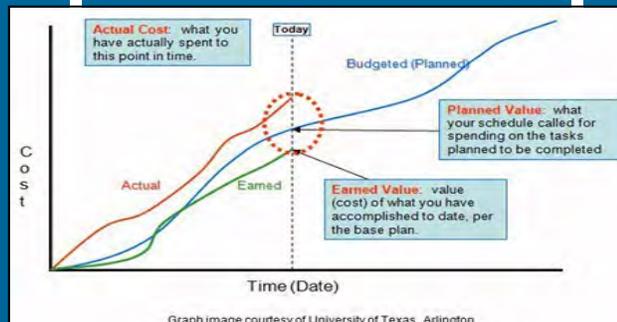
Mission pilots for this program will be conducted in Lima, New Delhi, and the West Bank beginning in mid-February 2011.

EVMS Supports Good Project Management

One of the greatest challenges of managing complex or long-term information technology (IT) projects is ensuring that the project stays on schedule, is completed within budget, and meets the customer's expectations. To help address these challenges, OCIO has adopted the use of Earned Value Management (EVM), a project management technique that systematically integrates and measures cost, schedule, and technical (scope) accomplishments in a project or task. EVM analysis provides early warning of potential problems so that an IT Project Manager (PM) can take steps to keep a project under control.

The term Earned Value Management System is commonly used to describe an array of project management processes and procedures that provide transparency and accountability during planning, execution, and control (or

reporting) phases of a project. EVMS measures actual performance of work and the associated cost and schedule against a baseline plan, which is agreed upon by both the customer and the IT provider. By implementing EVMS on IT projects, OCIO PMs are able to objectively analyze cost and schedule performance of a project in its current state and



EVMS provides information that can help keep projects on

to forecast performance trends, helping to identify any aspect of the project that might be at risk. EVMS allows this kind of analysis at any project level -- specific work streams, project segments, entire

project life cycles, or even contracts. This transparent view on forecasted performance gives project stakeholders the ability to assess risk and implement workarounds whenever a project starts to drift off-track. A well-planned and well-executed EVMS provides clarity and insight into the health of a project, which can mean the difference between success and failure.

The Federal Government requires the use of EVMS on many information technology (IT) projects, particularly those that are high-dollar or high-risk, and to report on project progress to the Office of Management and Budget (OMB). USAID OCIO has successfully implemented EVM on more than eight IT Projects and continues to expand the portfolio of investments that it must report to OMB.