



# OCIO CHRONICLES

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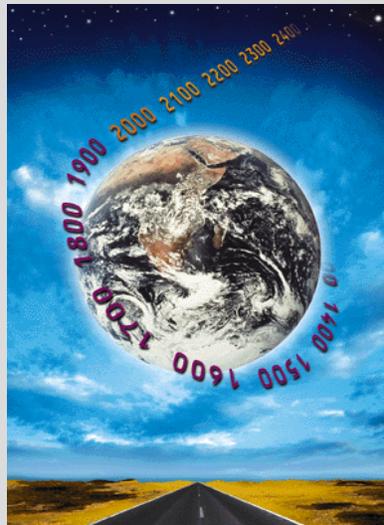
## OCIO GOALS FOR USAID

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

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## Updating USAID's Application Development and Hosting Infrastructure to 21st Century Technologies



Questions we frequently hear at OCIO include, "Why does it take so long to get a new version of an application released?" "Is there a way to reduce the number of passwords I have to remember?" "Why do I have to keep entering my userID and password when I go from one system to another?" "How can my Mission quickly and securely develop and implement systems for our use as well as for clients and implementing partners?" "How can I implement an electronic or digital signature on a form I am developing for my program?" "Can I access an application from anywhere using any devices such as iPhone or iPad?"

To answer these types of questions, OCIO has undertaken an Application Development and Hosting Modernization program. This program will move our IT enterprise into the 21st century, and will allow us to provide services faster, more efficiently, and at lower cost. We will "look under the hood" and identify technologies, tools, processes, and models to provide a framework that USAID/W and Missions can leverage to meet their dynamic and urgent business needs. We will explore "agile" development, examine data and services integration techniques, prepare for cloud computing, and define a common development framework. We will also look at using shared and re-used code libraries, and identify global development collaboration strategies. When we are done, we expect that we will be able to get you those application upgrades faster, reduce the numbers and types of passwords you need to use, help you to design and use automated signatures, and in every way respond to your many questions and dynamic business needs!

In order to better understand the technology needs of the bureaus and Missions and determine how to best build a common development and hosting framework, OCIO will be requesting information from bureaus and Mission technology leaders in the next few weeks. Your input is key to the success of this project, and we thank you in advance for your participation. If you have any questions about the Modernization program, or would like information on how your bureaus and Mission can get involved in future pilots, please contact Danny You at [syou@usaid.gov](mailto:syou@usaid.gov).

## OCIO Blog!

OCIO continues its conversation about our strategies, plans, policies and guidance in the "bits and bites" blog. Is there something you don't understand, or a topic you want to know more about? Drop us a line and we'll respond on "bits and bites".

You can reach us at:

<http://blogs.usaid.gov/bitsandbites/2011/03/22/welcome-to-bits-and-bites/>.

We look forward to "seeing" you there!



## OCIO Introduces Google Apps!



On May 1st, OCIO introduced Google Apps Collaboration Services, including Google Docs, Sites, and Chat. Google Apps allows users to create and share content online without using desktop applications.

Google Apps Collaboration Services can be accessed at [docs.usaid.gov](https://docs.usaid.gov). A user guide, *Getting Started with Google Docs*, is hosted on the O&M web page for easy access by all users. You can access the user guide here:

<https://docs.google.com/a/usaid.gov/document/d/16dyRAXqNcTs73f2wPr3uJmBVH5HnUsdQe1WsLWfDGpU/edit?hl=en#>

Google Chat (IM) lets you chat real-time with your team-mates across the building or across the world. Google Chat can be accessed at [google.usaid.gov](https://google.usaid.gov). A one-page user guide, *Accessing Google Chat*, is hosted on the O&M web page. You can access the user guide easily here:

<https://docs.google.com/a/usaid.gov/viewer?a=v&pid=explorer&chrome=true&srcid=0B7-ozGD2OfiRNjA5NjhhMWEtN2E5Yy00YWYyLTllYmEtOTg5ODhmNjRhNWl3&hl=en>

To access these services outside the office, use the same URLs as above. To authenticate, use your USAID network logon ID and your RSA Token SecurID code (your personal four-digit pin and the RSA six-digit code). You do not need to use your network password. Feel free to visit the Google Apps Video to get an overview of how all of these Collaboration Services work. You can see the video here: [https://www.youtube.com/watch?feature=player\\_embedded&v=3TE-20yagYI#at=20](https://www.youtube.com/watch?feature=player_embedded&v=3TE-20yagYI#at=20)

Please send feedback, suggestions, or questions to [Google-Support@usaid.gov](mailto:Google-Support@usaid.gov).

### Coming Soon

On June 6, 2011, we will deploy Google Apps Messaging Services to all of M/CIO. A user guide, *Getting Started with Google Apps: Messaging Services*, is also hosted on the O&M web page. We will provide additional information about this deployment as the date approaches.

## A World of Development Experience in the Palm of Your Hand

No longer must you be tethered to a laptop or desktop to get to the 137,000 field reports, lessons learned, and other Agency-related programmatic and technical materials in the Development Experience Clearinghouse (DEC).

Whether you are engaged in meetings around the office or at Missions around the world, you can now plan for the future by accessing information about the Agency's fifty years of experience the DEC via your iPad or iPhone.

To access this information, you'll need to first access the USAID intranet remotely. Here's how:

1. Download and install the iPad or iPhone version of the free "Citrix Receiver" application from the App Store on the iPad.
2. Open the Citrix Receiver on the iPad and select "Set up my existing account."
3. Enter a description, address (<https://sbc.usaid.gov>), your USAID username and password, and your domain.
  - If you are in Washington, D.C., use **USUSAID** as your domain.
  - If you are in a Mission, see <https://owa.usaid.gov/owacentral>.

Next, set the Access Gateway to "off."

Now that you can access the USAID intranet, here's how to get to the DEC:

1. From your iPad or iPhone's account settings, select "USAID."
2. Open the applications folder.
3. Select Internet Explorer.
4. Click "OK" in the pop-up window that appears.
5. Tap inside the Internet Explorer Web address field.
6. Enter: <http://dec.usaid.gov>.



See the DEC's [View DEC 2.0 on an iPhone or iPad](#) blog posting for detailed instructions.

# Developedia: What's it Got that Other Tools Don't?

What's so special about Developedia? For one thing, it's a unique approach to knowledge-sharing. Developedia is a Wikipedia (wiki), which is an online encyclopedia that works like a communication cooperative. Wiki users create, edit, enhance, and discuss wiki content, resulting in a community "encyclopedia" of sorts.

Developedia was designed to encompass as much USAID information as possible and to offer the Agency a new way to communicate. In the two years since it was established, more than a thousand user-generated articles have been created that provide a mosaic of the USAID experience.

The wiki includes basic how-to instructions and contribution guidelines, but the content depends on you. Your ingenuity and initiative are needed to help to fill the space in meaningful ways. Wondering where to start?



**Create a User Page.** Share tidbits for others to learn more about you, your skills, experiences, and interests using either a template or your own design. Save frequently used links so that you can quickly find and share them, especially when you're on the go.

**Apply a "Badge".** Badges identify such things as alma maters, military service, interests, language skills, and USAID branches. Using badges, you can make a beeline to the individuals with whom you want to connect, bypassing more roundabout paths, and help others make a beeline to you! Look for (or copy and paste to your own page) any of 50 badges currently available on Developedia.



**Write an Article.** Design an article to share your piece of the USAID experience. When the Office of the General Counsel contributed an Ethipedia article, it won an award and was mentioned in *FrontLines*. Working groups, Missions, offices, and bureaus have also created articles, as have the USAID softball and running teams. Developedia also contains USAID Desk Officer Portal and even a Computer Tips and Tricks article. Whatever your experience, please share it, and you might win an award...or at least help your USAID colleagues.

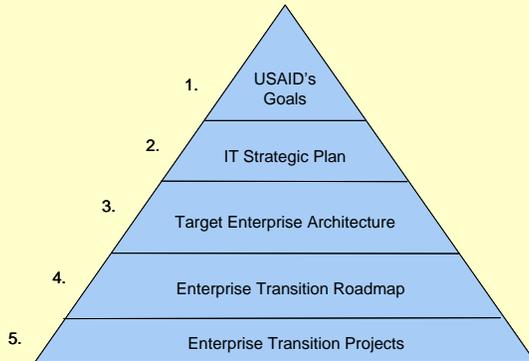
Find out more about Developedia and scheduled trainings for its use at the Developedia Help Portal (<http://developedia.usaid.gov>). Click "Help" in the left column.

## How We'll Get There from Here: The OCIO's Strategic Plans for 2010-2013

Before OCIO invests money in IT products and services, we need to make sure those investments support USAID's goals and that they will help us to get things done better, faster or cheaper. To clearly identify the paths that we will take to ensure that our products and services meet the Agency's goals, and to describe the specific steps we will take along those paths, we have developed a range of strategic documents. All documents cited below in italics are available at [http://spsinternal.usaid.gov/teams/Enterprise\\_IT\\_Architecture/Shared Documents](http://spsinternal.usaid.gov/teams/Enterprise_IT_Architecture/Shared Documents).

The diagram below shows the multiple strategies that we have developed to ensure we take the right steps along the right path.

1. We've analyzed the Agency's goals and objectives. The results of these analyses are found in *USAID Forward*, the *Quadrennial Diplomacy and Development Review* (QDDR), and the *Streamlining Study* (among others.)
2. We've created IT strategies that directly support USAID's goals and objectives. The result is the OCIO's *IT Strategic Plan*. This document describes our vision and shows how information technology can improve productivity, save money, and help the Agency do its work.
3. We've examined our "enterprise architecture," which defines how information and technology will support USAID's operations and provide benefit for all USAID customers and users. The result of this examination is our *Target Enterprise Architecture*, which describes what we expect our enterprise architecture to look like by 2013.
4. In order to identify how we get to our target, we've created an *Enterprise Transition Roadmap*. This document describes the types of projects that we need to do in order to meet the objectives identified in the Target Architecture document.
5. Finally, we will execute many Enterprise Transition Projects that contribute to our target architecture. Each project must support USAID's business goals and objectives.



Please contact Stephen Jarrett at [sjarrett@usaid.gov](mailto:sjarrett@usaid.gov) if you have any questions about OCIO's strategies and the paths we are taking to ensure success.

## IV&V Review Saves Development Dollars in Afghanistan

In last month's newsletter (see April 2011 version), we described the independent validation and verification (IV&V) process required for all major IT investments at USAID. This process helps to ensure that investments in IT support the Agency's mission and are an effective use of program funds. To demonstrate the value of IV&V reviews, we'd like to share a story that shows how a recent IV&V review conducted by OCIO resulted in more than \$97,000 in savings on a single project.

Early this year, an implementing partner in Afghanistan, the International Foundation for Electoral Systems (IFES), requested \$112,650 in funding for a variety of IT-related items for use by the Afghanistan Independent Election Commission (IEC) under the Support to the Electoral Process (STEP) program. These items included license renewal on a web security product and anti-virus software; an upgrade from Microsoft 2007 to Microsoft 2010; and new geographic information systems (GIS) software. The Mission requested an IV&V review before releasing any funds for this project.

During the review, the OCIO IV&V reviewer noted several areas for which additional information was required to demonstrate both the need for the items and their contribution to the goals of the project. The need for current security and anti-virus licenses was clear. However, the reviewer was not convinced of the need for a new version of the Microsoft suite, as IFES did not explain what programs or other IT components required an upgraded operating system and desktop application suite in order to function properly. The reviewer also noted that IFES did not provide an explanation for the need for GIS software. The reviewer recommended that the Mission resubmit its request with the missing information so that OCIO could better assess the need for these items.

After considering the questions posed during the IV&V review, IFES concluded that the software upgrades and GIS software it was requesting were not necessary. IFES withdrew its request for USAID funding for these items, which together would have cost more than \$97,500. It did decide to procure the security and anti-virus licenses, which cost \$15,150.

Because of the IV&V process, more than \$97,000 in project funds that might have been used – perhaps unnecessarily – for IT is now available to support other STEP activities within Afghanistan. This example, and many just like it, underscores how the IV&V process can help USAID to ensure that its limited development funds are used wisely.



## Welcome Our New Foreign Service Nationals

OCIO welcomes our two new Foreign Service Nationals (FSNs), Surin Tanakarnchanakul and José R. Melara. The CIO FSN Fellowship program was developed to give FSNs an opportunity to work at headquarters and assist the CIO organization in meeting the field's needs and gaining the field perspective. Surin and José arrived in March and will be here for the next two months, and they will both be supporting the Google Apps project here at USAID. Please join us in welcoming them to OCIO!



Surin Tanakarnchanakul is a System Manager with USAID/RDMA in Bangkok, Thailand. He completed his undergraduate degree in electronics engineering. After working in the private sector for some time, he decided to move to a non-profit organization to enlarge his world vision, and joined RDMA in May 2005. Once he realized that the computer world and information technology were areas he wanted to explore, he decided to pursue his Master's degree in electronic business, which he earned from King Mongkut University of Technology, Thonburi, Thailand. He likes being teased as an IT Guru, and loves listening to music, traveling to beaches, and scuba diving around islands and in the deep ocean. A self-professed bookworm, he is an amateur badminton player. When in Thailand, he practices the game two or three times a week, and jogs on his non-badminton days. He also practices meditation and attends retreats annually as time permits.

José R. Melara is a systems analyst and trainer for USAID in San Salvador, El Salvador. He earned a Bachelor's degree in computer science. In San Salvador, he is responsible for providing proper training to users on software and hardware used in the Mission office, as well as desktop support. He has worked for USAID twice. In his first tour from 1991 to 1994, he was a LAN manager; he moved into his current position in 2003. Between his two stints with USAID, he was at Lucent Technologies, where he was the Central America Systems Manager. He is happily married and has three beautiful daughters with whom he enjoys life. He also enjoys participating in community and outside activities, including going to the beach.



## New OCIO Project Management Office (PMO)

As a part of the planned reorganization of OCIO, a Project Management Office (PMO) is being established to ensure a consistent and standard approach to project management across the organization. The PMO will have broad responsibility for projects, beginning when new concepts, ideas, or mandates come into the OCIO and ending when projects are transitioned over to operational support. The PMO will be responsible for a project from "cradle to grave", and will coordinate with all OCIO divisions to successfully secure resources needed to support the project team.

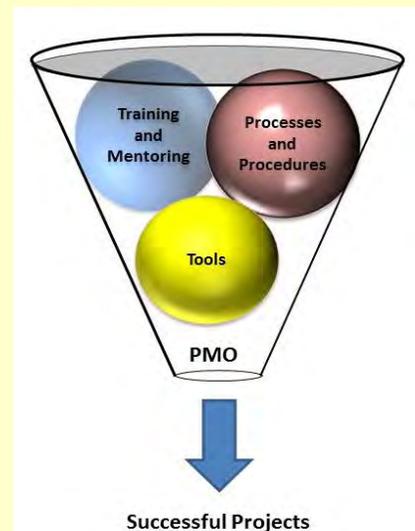
Why are we creating a PMO? Because a PMO will provide us with:

- a formalized and standardized approach to project management across all IT projects, including standard tools, artifacts, policies and processes to help Project Managers (PMs) effectively manage projects.
- a transparent and standard status reporting approach that provides visibility into project schedules, cost, performance, and risks.
- more informed portfolio management and funding decision-making across OCIO, which are essential in this era of shrinking budgets to ensure that we use funds wisely.

A standard project management and reporting tool, WorkLenz, is being implemented to support IT Project Management. The tool will allow PMs to describe their projects in detail, including data to describe:

- *The problem to be addressed by the project and the planned solution*
- *Benefits to USAID from funding the project*
- *Project scope, schedule, and budget*
- *Project risks and mitigation strategies*
- *Stakeholders with an interest in the project outcome*
- *Issues that need to be addressed to keep the project running smoothly*
- *Performance measures that will be used to measure project success*

The WorkLenz tool will enable PMs to track status of their projects in detail, and to provide routine project status updates. WorkLenz provides a range of standard reporting options, from highly detailed (such as a PM might need) to less detailed (such as an Agency executive might need), all in an easy-to-read dashboard format.



## CIO Celebrated Earth Day on April 19th



OCIO and our colleagues at Potomac Yards, the US Environmental Protection Agency (EPA), celebrated Earth Day on April 19, 2011. OCIO would like to thank everyone who participated.

The day started with an electronics recycling event, in which employees recycled hundreds of computer components, cell phones, and other items. In fact, it was such a success that we are planning another electronics recycling event. Stay tuned for more information!

Local community environmental representatives from Washington, DC, Montgomery County, MD, and Arlington County, VA attended the event and were available to answer questions about recycling and other environmental programs in those jurisdictions. A guest speaker, Brenda Platt of the Institute for Local Self-Reliance, talked about the potentially harmful environmental effects of disposal of food waste in landfills, including the production of methane, which contributes to atmospheric warming. She also encouraged us to keep unwanted but edible food out of landfills by donating it to local community food banks. This small step can greatly reduce waste, minimize our carbon footprint, feed hungry people, and strengthen community relationships.

To reinforce the point that we can eat well while conserving resources, the main event was a “waste-free lunch and salad” competition. Everyone who attended had to bring their own plates, glasses and utensils, helping to eliminate the waste associated with disposable items. OCIO would like to shout out a special thanks to Fanada Billingslea, Felecia Mitchell, Catherine Smoot, and Mark Clark for helping with the waste-free lunch and making it so successful.



*Donating food to community food banks reduces waste and feeds the hungry.*

## OCIO Green Team Wants You!



CIO has formed a Green Team to assist the office with recycling and sustainability. The Team has many plans for “Green” outreach and assistance to 2 PY staff. The current members of the Green Team are:

Fanada Billingslea  
Paul Eavy  
Paul Lee  
Steve Polkinghorn  
Catherine Smoot

Mark Clark  
Shirl Hendley  
Felecia Mitchell  
Vanessa Re  
Alfreda Thomas

Coming soon: A new Green Team Website and other exciting activities.

We invite you to contact any member the Green Team if you have questions or ideas to help us achieve a high level of sustainability here at 2 Potomac Yards.





*Connecting People, Processes, & Technology  
in Development*

■ **Information & Research Services**

■ **Lessons Learned & Best Practices**

■ **Data & Statistics**

■ **Using New Media Tools**

SharePoint ■ Blogs@USAID ■ AllNet

■ **Developedia**