



CIO CHRONICLES

Volume 1, Issue 12

December 2011

Google Mail Deployment



In June, M/CIO moved all its staff email from Microsoft Outlook to USAID Gmail. In the last six months, users in CIO have learned the ins and outs of the new email system. Their valuable feedback has influenced M/CIO's change management plans and helped us to improve training materials that M/CIO will use when it migrates the entire Agency to USAID Gmail. USAID Gmail is a cloud-based email solution that CIO Jerry Horton believes is an important part of M/CIO's strategic plan for improving business practices and enabling USAID staff to take advantage of mobile technologies. When M/CIO chose to pursue Gmail, it was the only cloud-based option that met the strict requirements of the Federal Information Security Management Act (FISMA). USAID Gmail and Google Apps, such as Chat and Docs, allow USAID employees to more efficiently collaborate in their daily work, saving time and streamlining editing and many other activities that involve multiple staff in various locations. For example, Google Docs allow users to work with and save documents online in the cloud, and anyone with access to the cloud (and appropriate permissions) can work on the documents from anywhere with an internet connection.

You might still be wondering why we wanted

to migrate USAID's email services at all. Here are some of the top reasons motivating this exciting change!

- **Meets user demands for secure access any-time, anywhere.** Google Messaging provides USAID staff a tool for working remotely at project sites or local ministries, especially in challenging locations such as Sudan and Afghanistan.
- **Complies with Federal mandates, including OMB's "Cloud First" Policy.** In December 2010, the Federal CIO mandated use of cloud-based IT systems across the Federal government and asked Agencies to immediately move at least three applications to external servers. USAID requested to be a 'poster agency' for this change, and identified email as a major application that we could move to external servers while still meeting security, accessibility, and other requirements.
- **Reduces costs, resulting in at least \$13.5 million in cost savings over a five-year period.** A transition to Google Messaging will reduce Agency operating expenses by at least \$13.5 million over a five-year period, and achieve additional Mission savings in reduced State Department International Cooperative Administrative Support Services (ICASS) charges.

If you have questions about USAID Gmail or Apps, please visit the Support Site at googlesupport.usaid.gov or contact Mark Clark at maclark@usaid.gov.



USAID
FROM THE AMERICAN PEOPLE

Inside this issue:

Google Tip	2
Updated ITSP	2
Powering Down: A Smart Way to go Green	2
2PY Receives Gold Level	3
At your Fingertips: Resources to Help	3
Telecommuting Options	3
CIO New Hires take the Stage!	4

Mandatory USAID Gmail Refresher Course for CIO employees, if you did not previously attend training:

Tuesday, Jan. 10

- 8:30 a.m. - 10 a.m. *USAID Gmail Refresher*
- 10:30 a.m. - noon *USAID Google Apps/docs Refresher*
- 1 p.m. - 2:30 p.m. *USAID Gmail Refresher*
- 2:45 p.m. - 4:15 p.m. *USAID Google Apps/docs Refresher*

Location for all sessions: PY-11100

If you would like to submit an article or you have an interesting story to tell us, please send an email to cionewsletter@usaid.gov

Questions, comments and concerns are also encouraged as we strive to make our newsletter better.

Google Tip!



If you need to access multiple email accounts on your web browser, please change your settings to log into multiple Gmail inboxes (USAID and Personal) from one browser. Further instructions with screen shots can be viewed at: <https://docs.google.com/a/usa.gov/document/d/1fH76OIJN2J3n6UcvK1opWZIKyvgYoJzczUPwdngTIYI/edit> Please note: If you do not enable the multiple accounts setting in Google, and you are using a web browser from which you previously logged into your personal Gmail account, you will have trouble accessing USAID Gmail and Google Docs from your USAID colleagues.

Our Updated Five-Year IT Strategic Plan

Imagine you're planning a cross-country road trip. You'd need food, water, gas and, most important, a map to plan the route to your destination. The *IT Strategic Plan (ITSP)* is OCIO's map to the future. It will guide us in the direction we plan to go over the next five years.

The ITSP highlights the OCIO's mission, vision, and goals for managing IT in support of USAID's mission. We use the ITSP to plan and respond effectively to the detours, speed bumps, and opportunities that we will face, today and on the road ahead.

In addition to helping us plot our path, our ITSP



also helps us to support the "drivers" who will take us on the road to the future – the people who make up our organization – and includes OCIO's plans for career development and recognition for staff members to ensure OCIO develops and maintains skilled and creative IT professionals who can lead us on the road to success. As part of this effort, we will be looking at specific courses required for promotion consideration and teleworking opportunities.

Every year, the OCIO updates the ITSP. As technology continues to shape how the Agency does business, it is essential that OCIO be positioned as a high-performing organization that meets customer needs and effectively delivers IT services, whether providing software upgrades at HQ, ensuring connectivity at the Missions, or bringing lap-

tops to improve education in Afghan schools.

Over the past several months, we have engaged Agency staff from around the world to gain their insights regarding our IT direction. We have also listened to industry experts, evaluated technology trends, examined relevant industry data, and reviewed benchmarks from comparable organizations in the public and private sectors to develop our strategic approach to ensure it will get us to our planned destinations for 2011 – 2015. OCIO will release the final draft of the updated ITSP in early 2012.



Powering Down: A Smart Way to go Green!

M/OCIO is pleased to announce that with the upgrade of Microsoft's System Management Server (SMS) to Microsoft System Center Configuration Manager (SCCM), we have been able to deploy a tool called Power Management to each desktop here in USAID Washington and at upgraded Missions overseas. These upgrades have allowed us to take a giant stride toward reaching our Green IT goals.

In support of this effort, we have configured workstations with a "hibernation" state. Hibernation places a workstation into an ultra-low power mode that uses far less energy than when the computer is simply resting. Hibernation can save up to \$50* US per year per computer** and significantly reduces our carbon footprint! In Washington alone, our estimated savings will reach

\$200,000 US*** each year! When we combine those savings with power savings from other power management settings, we sure end up with a lot of GREEN!

As always, the user comes first. So we have made sure that your system won't hibernate during business hours, nor will it hibernate when you are actively working on it after business hours.

When a system is "woken up" from its hibernation, it resumes operations and is in the same state in it was in when it went into hibernation. This upgrade does not impact software updates, application deployments, or patch installations which occur after hours and does not affect our policy requiring you to log off at the end of the day. USAID Missions are being upgraded weekly to SCCM. All Missions are scheduled to be

completed by February 2012.

We are excited with this capability as it will allow USAID to reduce our energy use, which both saves money and helps us to reach our environment goals!

*Note – Based on .07 kWh of usage when a system is on and .003 kWh of usage when in hibernation. Energy cost is estimated at .09 cents per kWh and may vary by site.

**Note - These savings start once a system is configured and receives the "power management policy."

***Note - Estimation based on \$50 per workstation x 4000 workstations in AID/W.



USAID CIO 2 Potomac Yards Receives Gold Level Certification for Energy and Environmental Design Excellence

Volume 1, Issue 12



The U.S. Green Building Council (USGBC) has awarded the Leadership in Energy and Environmental Design – Commercial Interior (LEED®) Gold certification for the Office of the Chief Information Officer (OCIO), located at 2 Potomac Yards, Arlington, Virginia. The LEED Green Building Rating System™ promotes buildings that are economically profitable, environmentally

friendly, and healthy and productive places to work. This is the first LEED Gold certification for USAID office space and the first LEED Gold certification for USAID Washington. When the USAID CIO, Jerry Horton, decided to consolidate OCIO operations into one building, he insisted on having sustainable space. He monitored the construction very closely to make sure the building met LEED criteria. The CIO would like to thank everyone who contributed to USAID receiving this certification, especially the Project Managers,

Shirl Hendley of OCIO and Falah Alugaily of the General Services Administration. Under their leadership, the building was completed – and simultaneously earned LEED Gold certification – without any increase to the project budget. In future newsletter articles, we will discuss the features of the building which led to the LEED Gold certification.

For more information about the USGBC and the USGBC's LEED rating system, visit www.usgbc.org.

At Your Fingertips: Resources to Help with Research and Analysis

Pop quiz: You need the latest analysis on agribusiness in Kenya. Where do you find it? You are preparing a report due by close of business on new innovative approaches to teacher training in your Mission's country. Where do you look? You want to become conversant on the topic of disaster management in preparation for your next TDY. Where do you go?

Answer: That's easy. You'll find the agribusiness analysis and articles that you need on your desktop, thanks to the Knowledge Services Center's newest electronic resources. And you'll find ample reading on disaster management and other development-related topics through the KSC's online catalog. It has electronic book collections that you can even download to your iPad to take with you and read en route to your TDY. Want to know more?

The first electronic resource, *Business Monitor Online*, offers researchers valuable infor-

mation including political and economic country risk analyses; industry analyses of sectors such as agribusiness, banking, and telecommunications; infrastructure project listings for 100 countries; and financial indicators. It also features an interactive database for comparing statistics such as crop production or gross domestic product among different countries going back to 1990 or projecting forward to 2020.

The second resource, *ERIC*, is published by the U.S. Department of Education. *ERIC* offers abstracts and full-text journal articles on subjects such as access to education in India, distance education in Sub-Saharan Africa, and teacher training in developing countries. Both resources bring you much sought-after data and analysis, and it is instantly available from your desktop computer as well as through remote SBC.

And thanks to the KSC's expanded e-book collection, when you leave your desktop

behind, your research and reading don't have to stop. Download the KSC's latest e-books to your iPad for the ride home or for that trip on TDY. New KSC e-book collections feature topics such as counterterrorism, development economics, disaster management, and environmental sustainability. Access these e-books and more than 3,000 others through the KSC online catalog.

To download an e-book to your Agency-approved iPad, have the CIO Help Desk install iTunes on your AIDNet computer, 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.

That's it!
For more information, contact the KSC at ksc@usaid.gov.



Telecommuting Options during Inclement Weather Telework Tools



With winter and the threat of inclement weather approaching, USAID employees are strongly encouraged, if they have not done so already, to request approval and enter into a **telework agreement** with their management in order to work at home during snow and other hazardous weather conditions. [ADS 405 Telework](#) provides additional details.

M/CIO provides Remote Access using SBC, Google Messaging and Google Apps, AIDConnect, and Outlook Web Access to support Agency teleworkers. For additional instructions about how to access the network during telework, please visit the [Telecommuting Options during Inclement Weather Telework Tools](#) document.

Each of these services requires an RSA SecurID token. M/CIO is currently in the process of replacing all tokens. Please watch for email communications from RSA Replace-

ment (USAID) or rsareplacement@usaid.gov and follow the instructions to replace your token at that time. If you are not a regular teleworker, you should also test your token periodically. These actions will help guarantee your ability to telework in the case of an unscheduled event such as a snowstorm. If you have questions regarding this notice, please contact the CIO Helpdesk at [202-712-1234](tel:202-712-1234) or cio-helpdesk@usaid.gov.



CIO New Hires Take the Stage!

Philip Quinn

Philip Quinn is a Knowledge Management Specialist who joined USAID on December 5.

Mr. Quinn served more than 23 years within the Department of Defense, including active duty with the US Marine Corps. Philip has been a military technology advisor on the battlefield, where he conducted research and development with the latest technologies in Command and Control. He also served as a Knowledge Management Officer on the battlefield, developing and implementing methods for sharing critical information. Philip has spent the last 12 years living in Europe with his wife of 20 years, Elizabeth and his two children, Sean and Meghan. In his free time, Philip enjoys teaching young adults as an International Scouter with the Boy Scouts of America and Scouts of Europe.

Nestor Bonilla

Nestor A. Bonilla, an IT Project Manager (PM), came to USAID after 20 years of military service and eight years of federal service. He was previously an IT PM at the Department of Homeland Security's Immigrations and Customs Enforcement, where he was responsible for a \$200 million electronic health records system. In previous positions, he served as a budget analyst, contract administrator, and acquisition officer for a wide range of Department of Defense agencies. Nestor earned his undergraduate degree in social science and two Master's degrees, one each in business administration and computer resources/information management. He is impressed with the level of dedication and professionalism he has seen in his colleagues here at USAID, and looks forward to working here in OCIO.

Mark Puchala

After graduating from Eastern Michigan University in 1987, Mark served as an Army Officer, mainly in Germany, until 1993. He then took a position with the Department of Justice, Federal Bureau of Prisons (BOP), in which he served until transferring to USAID December 4th. During this time, Mark also worked as a civilian within the office of the Deputy Chief of Information Management for the 4th US Army, where he supported the Army Reserve as an automation officer developing and fielding software. During his 17 years with the BOP, Mark performed a variety of duties, including Computer Alternate, Disturbance Control Team member, and Hostage Negotiator. His love of travel has provided him with the uncanny luck to be in some very interesting places at the right time, including during the dismantling of a section of the Iron Curtain and being a participant in the 'Battle of the 73 Easting,' a decisive tank battle that took place in Iraq during the Gulf War in 1991 and helped to ensure US victory in that conflict. Mark is excited about joining USAID and hopes he can help the Agency to change the world for the better.



Joe Braun

Joe Braun is a student intern from Omaha, Nebraska. He moved to Baltimore about six months ago, and is currently a doctoral candidate in political science. Joe is particularly interested in the study of human rights and humanitarian assistance, and he believes that USAID offers endless opportunities to understand these topics in greater depth. Joe hopes that his technical background combined with his education in development issues will enable him to positively contribute to the work of OCIO. Joe is currently working with the KM team on the exciting Mission Portfolio Management System (MPMS) project and assisting with OCIO communications.

Happy Holidays!