

Development Experience Clearinghouse Operations

Annual Performance Report

Fiscal Year 2004

Period of Report: August 2003 - July 2004



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SECTION I - CONTRACTOR'S REPORT

A. Narrative

Background - Overall Contract Description:

The purpose of the Development Experience Clearinghouse (DEC) is to provide USAID and its development partners access to USAID-funded, USAID-generated and USAID-sponsored development experience information. The DEC serves as the Agency's premier organization to acquire, value-added process, store, and create retrieval mechanisms to make this knowledge available in a variety of formats and media in response to USAID, development partners, and DEC customer requirements.

This year is the first year under the newly-awarded DEC contract. A significant component of DEC activities involves the processing of official development experience knowledge as part of the Agency's official records management program.

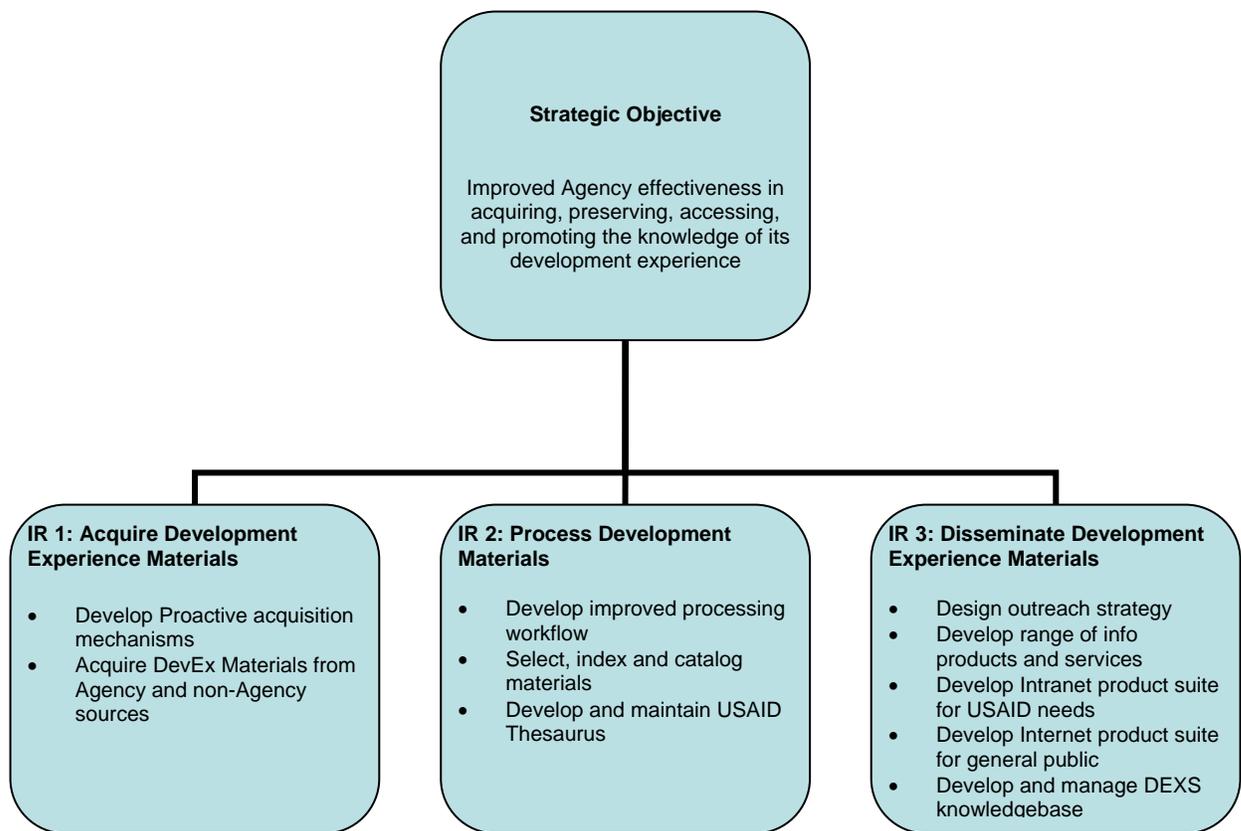
Another aspect of the contract is the DEC professional staff's outreach and training activities. The purpose of these activities is to inform contributors to and users of DEC resources in the use and application of DEC-developed tools in their everyday work. Special efforts focus on the use of WWW technology as a dissemination tool for sharing USAID's development experience knowledge.

As the DEC contractor, LTS Corporation has employed innovative staffing arrangements reflective of re-engineering principles and has applied effective logistical, administrative and financial control over resources made available for DEC operations. Measures also taken include concern for the security of the information entrusted to the DEC for processing, the assurance that appropriate personnel and administrative policies and procedures are in place to comply with security and financial management directives of the Agency. The DEC contract is a one-year base contract with two option years, and includes optional buy-in provisions.

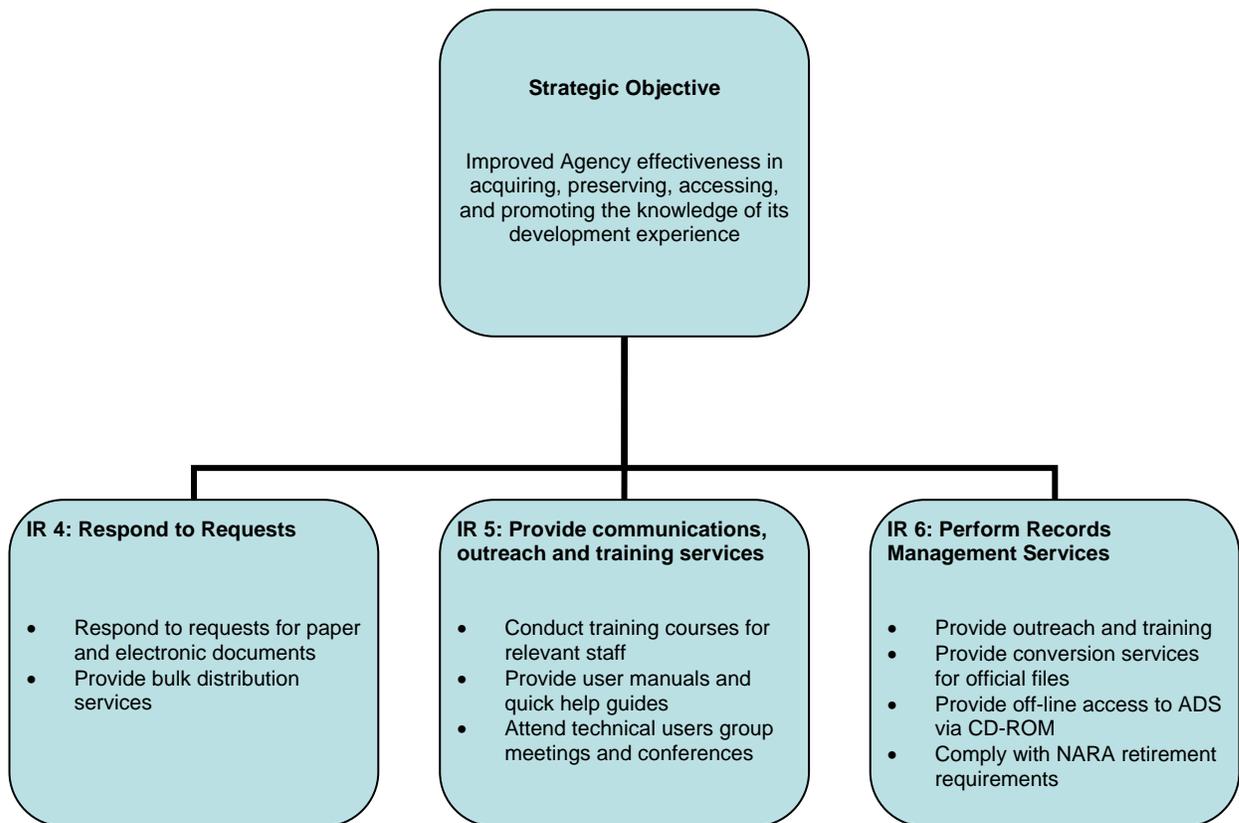
Expected Results

LTS has proposed to operate the DEC in accordance with USAID strategic planning principles. Figure A.-1 graphically depicts the DEC strategic framework used to organize DEC activities. Evident from a reading of this figure are the six Intermediate Results (IR's) along with the major activities associated with each IR.

**Figure A-1: DEC Strategic Framework
IR 1 - IR 3**



**Figure A-1: DEC Strategic Framework
IR 4 - IR 6**



**B. Activities Undertaken and Results Achieved:
August 2003 through July 2004**

B.1 Acquire Development Experience Materials: IR 1

Under the new contract, the scope of work mandates the following in the area of acquisitions:

“Materials from USAID offices in Washington, its missions, contractors, and development partners will arrive to the development experience clearinghouse daily. Following Agency guidelines, the contractor shall develop mechanisms and procedures for obtaining and processing this information for inclusion into the DEXS.”

In order to fulfill the requirements under the contract to acquire development experience materials, the DEC took the following actions:

- DEC staff continued to contact USAID contractors reminding them of their responsibility in submitting documents to the DEC. Letters were sent to 84 new contract awards to introduce them to the DEC and remind them of their requirement to submit development experience materials. Letters were also sent to 126 existing contractors from whom the DEC had not received any materials. However, due to DEC staff shortages and difficulties in identifying the universe of USAID contractors and development partners, the DEC only met **70%** of the target of establishing 300 new partner liaisons.
- The DEC continued to maintain the Acquisitions Listserv as a vehicle to reach USAID personnel as well as contractors and development partners. Subscribers to the Acquisitions Listserv have increased to **4,620** at the end of this contract year; a 26% increase from last year’s total of **3,650**.
- DEC staff continued to acquire documents electronically by various means including capturing USAID-funded materials from the USAID Internet site. The DEC now has over **19,000** documents in Adobe .pdf format available for downloading, as compared to **13,000** documents in electronic format available as of March 31, 2003, the end of the previous DEC contract.
- In order to make submission of materials easier for USAID staff and their partners, an electronic online submission function was put into place in March 2003, allowing USAID contractor and direct-hire staff to electronically submit their USAID-funded documents to the DEC via the www.dec.org web site. Since August, 2003 **2,891** documents were submitted using this new feature.

Table B.1: Acquire Development Experience Materials			
Contract Year 1: Contract deliverable Target and Actual			
Categories	Annual Target	Actual	% Target
A. Establish Partner Liaisons (PVOs, Universities, Businesses)	300	210	70

B.2 Process Development Experience Materials: IR 2

Under the new contract, the scope of work mandates the following in the area of processing development experience materials:

The professional staff provided by the contractor will identify, select, review, analyze, synopsise, and organize pertinent material in a manner that will communicate the Agency's experience to the development community. Functions for document review, analysis, and cataloging will be standardized. Staff will create templates, macros, and forms as well as reporting and analysis tools. Materials will be made available to users in multiple formats; however, a strong push will be made to obtain materials in their electronic form.

Processing Highlights:

- Once again this year the number of documents received in electronic format and processed exceeded previous years' submissions. The DEC received and processed 5,597 electronic documents this contract year, far exceeding the target of 2,500. Once development experience materials are processed, they are then indexed. Indexing involves the assignment of relevant keywords or descriptors to processed records to allow users to retrieve materials by relevant subjects or topics. Actual numbers also far exceeded targets for this activity, as seen in the table below. Although the total number of documents received and processed has exceeded the target of 4500, fewer documents were received in paper format than expected. This can be considered a positive outcome of the DEC's efforts to move toward the goal of acquiring and processing all documents electronically. There are now over **124,000** records in the Development Experience System.

Table B.2: Process Development Experience Materials Contract Year 1: Contract deliverable Targets and Actuals			
Categories	Annual Target	Actual	% Target
Processing			
A. Current Documents	4500	6361	141
B. Retrospective Documents	2000	758	38
C. Strategic Objective, Result, Activity, Budget and Presidential Activity Records	1500	6652	443
D. Electronic documents processed and converted to PDF	2500	5597	224
Indexing			
E. Development Experience Reports	4500	6169	137
F. Strategic Objective, Result, Activity, Budget and Presidential Activity Records	1500	6652	443
Scanning			
G. Paper documents scanned	2000	1091	54

B.3 Develop and Maintain a Thesaurus of Development Descriptors: IR 2

Under the new contract, the scope of work mandates the following in the area of thesaurus maintenance and development:

A database of development descriptors will be used to index development knowledge to simplify the searching and electronic dissemination of data. The thesaurus will include data relationships and cross-references to other material as well as notes and definitions. It will be maintained as a DEXS database and will be modified with approximately 100 additions a year. While the online version should remain up to date, 150 printed copies will be distributed once every 2 years.

Highlights:

In the area of thesaurus development and maintenance, DEC staff was involved with the recent Knowledge For Development initiative to develop an USAID Taxonomy as a knowledge management tool to assist in the accessibility of USAID materials agency-wide. Since the USAID Thesaurus is a controlled vocabulary developed and maintained specifically for USAID it is seen as the foundation for the development of a USAID taxonomy. Terms in major sector areas such as economic growth, education, health, environment and democracy and governance are being reviewed by USAID staff for inclusion in the taxonomy being developed.

In addition, a number of new terms were added to the thesaurus as part of the continuous effort to maintain the thesaurus as an ongoing document search and retrieval tool.

The DEC plans to distribute a new edition of the USAID Thesaurus in 2005.

Table B.3: Develop and Maintain a Thesaurus Contract Year 1: Contract deliverable Target and Actual			
Categories	Annual Target	Actual	% Target
A. Additions, Modifications, Notes	100	137	137
B. Distribute printed copies every two years	150	0	0

B.4 Electronic Dissemination of Development Experience Materials: IR3

Under the new contract, the scope of work mandates the following in the area of dissemination:

Users increasingly want information in an electronic format. Therefore, information will be managed on DEXS databases, websites, and portals. It is the contractor's responsibility to design and maintain these electronic services to best present development experience resources. At a minimum, a bi-weekly HTML acquisition report (DEC Express) will be distributed, an annual online catalog of key papers will be produced, CD-ROM products will be distributed as requested, and bi-annually 200 copies of CD-DEXS will be distributed.

Disseminating DEXS Materials Highlights:

Since the web sites that the DEC maintains are the primary vehicle by which materials are made available and electronically disseminated, in addition to what is mandated in the scope of work, this section also extensively discusses results achieved in the area of web development, maintenance, usage and dissemination.

- Much time was spent this year incorporating key knowledge management concepts into the look and feel of *CDIE Online* and the PPC Website to better serve as a knowledge management platform for disseminating Agency development experience. DEC staff met with staff members from each PPC office to determine the requirements for a newly designed PPC web site.
- Work was also done in the area of web design to prepare for making this year's Annual Report information available via the FY 2004 Annual Report web page. This year enhancements were made to provide for a much more flexible search tool, and to provide access to emphasis coding and agency-wide selected performance measures. A public version of the FY2004 Annual Report data was also made available on the Agency's public web site.
- The OPIN web site was also re-designed to provide for easier access to OPIN data on a semi-annual basis.
- **Listserv subscribers:** The acquisitions listserv, *DEC Express*, serving as both an acquisitions and a dissemination tool, continued to grow this contract year, increasing to 4,620 subscribers, from 3,650 subscribers last year, a **26 percent** increase. The breakdown of subscribers by domain name is as follows: 28% of all subscribers are development organizations (1,311); universities comprise 8% (391); USAID staff 11% (477); overseas organizations comprise 16% (731); other government agencies comprise 2% (97) and other entities form the remaining 35% (1613).

DEC Express Subscriber Type	Number of Subscribers	Percent
Development Organizations	1,311	28%
Overseas Organizations	731	16%
USAID staff	477	11%
Educational Institutions	391	8%
Other Government Agencies	97	2%
Other	1,613	35%
Total	4,620	100%

- **Online catalog of key papers:** This contract year rather than one online catalog of key papers, the DEC was asked by PPC to provide a bibliography/catalog of evaluation materials processed each quarter. This bibliography is made available via the Evalweb site accessible from CDIE Online and also from the USAID public internet site. Evaluation materials are seen as key to sharing

development experience knowledge with development materials so that more development professionals can learn from the experience of others.

Categories	Annual Target	Actual	% Target
Dissemination			
A. Prepare bi-weekly HTML Acquisition Report (<i>DEC Express</i>)	24	19	79
B. Publish online catalog of key papers	1	1	100
C. Distribute bi-annual CD-ROM (CD-DEXS)	400	0	0

Web Usage Statistics

The following tables and graphs are used to illustrate the growth and usage of the DEC's Intranet site: *CDIE Online* and the DEC's Internet site, www.dec.org, which is also available from the USAID Internet Development Partners Page, www.dec.org/partners from August 1, 2003 to July 31, 2004. As can be seen from the chart below, user **sessions** from both the internal and external sites totalled over 793,000 this contract year, while user **views** increased this year to over 1,800,000. *User views* are defined as the number of times a user views a document or form on a web page. Users can view many documents in one "session" or visit. *User sessions* are defined as the number of sessions or times an individual user visits a web site within a given period of time. As can be seen by the tables below, there also was a significant increase in the number of documents downloaded from both websites this contract year.

CDIE Online and DEC Cumulative Stats, *General Statistics*

<i>CDIE Online</i>			<i>DEC.ORG</i>		<i>Totals: FY 2003</i>	<i>Totals: FY 2004</i>
	Monthly Avg	Total	Monthly Avg	Total		
Views	42,301	507,611	109,918	1,319,015	843,899	1,826,626
Sessions	2,192	26,309	63,928	767,132	566,201	793,441

Document Downloads

	<i>Cumulative Total: FY 2004</i>	<i>Cumulative Total: FY 2003</i>	<i>Cumulative Total: FY 2002</i>
Total	1,973,012	329,597	225,503

B5: Respond to Requests: IR 4

Under the new contract, the scope of work mandates the following in the area of responding to requests:

Requests for information will be managed and fulfilled using the contractor operated document distribution unit. Documents should be distributed electronically (via DEXS, CDIE Online, the Extranet, the Intranet or Partner Sites, Portals, Listservs, Diskettes, CDROM, or Email) or via hard copy. Detailed records on requestors and fulfillment should be maintained. The document distribution unit may contact frequent requestors through the 15,000 record recipients' database that is maintained by the contractor.

Highlights

- This year **99 percent** (1,973,012 documents) of all on-demand documents (1,977,578) ordered were ordered in electronic form and less than one percent (4,566) were requests for paper. "Requests" are defined as either written or oral requests from users received by the DEC Document Distribution Unit or actual "downloads" of documents by users from the DEC's internal or external websites.
- The Document Distribution Unit responded promptly to requests for materials by fulfilling 85% of Priority I requests within 1 workday, 85% of Priority II requests within 3 workdays, and 95% of Priority III requests within 5 workdays.

Categories	Annual Target	Actual	% Target
A. Requests for paper and electronic documents	300,000	1,977,578	659
1. Requests for paper		4,566	
2. Electronic documents downloaded		1,973,012	
B. Maintain Recipients database	15,000	14,274	95

B6: Provide communications, outreach and training services: IR 6

Under the new contract, the scope of work mandates the following in the area of communications, outreach and training services:

To ensure that relevant information is being captured, the contractor will develop and implement a comprehensive communications, outreach, training and support program that will promote DEC procedures, products, and services. Trainings will be structured as to accommodate multiple user groups. Training tools will include websites, newsletters, brochures, briefings, and workshops. In addition to its training services, the contractor will provide general technical support services on how best to manage knowledge resources

Highlights

- Attended and hosted monthly Q& A sessions with DIS staff and others to facilitate questions and answers concerning requests from Agency personnel. Provided updates on DEC services, products, and document submission.
- Attended and contributed to various brown bag meetings held at DIS facility by providing DEC brochures and general overview of the DEC. Also attended the NEP Orientation training held in March 2004 to explain document submission procedures and provide DEC brochures and handouts.
- Held DEC acquisitions briefings with contractors such as Chemonics in support of their Natural Resources and Information Center Program and Counterpart International, as well as AID/W offices such as EGAT, to brief them on DEC resources and services and document submission procedures. Also met with a staff member from USAID/Senegal.
- Attended ongoing meetings concerning the USAID Historical document portion of the Library Conversion project. Provided overview of DEXS database, scanning and OCR process and coordinated DEC efforts for the Library Conversion project.

Categories	Annual Target	Actual	% Target
A. Training courses per year	2	6	200
B. User Manuals	100	14	14
C. Quick Help Guides	500	334	67

B.7 Perform Records Management Services: IR6

Under the new contract, the scope of work mandates the following in the area of records management services:

The contractor will support the USAID Records Management Program by providing technical records processing services in acquiring electronic records, scanning paper copy records, and storing this information in a records management database so as to make it available online. For those Bureaus and Missions unable to access information online, a CD-ROM will be developed and distributed monthly. In addition to the records management function, support services for M/AS/IRD also are to include producing a CD-ROM containing the Agency Directives System (ADS-CD) and annually updating the online and print versions of the FOIA Handbook. Training on the records management database, guidelines, and procedures as well as on how to use the ADS-CD will also be required.

As can be seen below in the table and accompanying chart, records management services is mostly at or exceeding performance target. During the 12 month period 12,786 RIMS documents were captured, consisting of 233,422 pages. The RIMS database contains over 500,000 permanent and non-permanent records; quality of the database was reviewed regularly and data modified to enhance retrieval. Twenty-one RIMS CDs were pressed, consisting of 12,786 documents and 233,422 images. Four issues of ADS (numbers 18 through 21) were prepared and issued on or ahead of schedule in May, August, November, and February; a total of 1,954 copies were distributed. The ADS mailing list was maintained, consisting of approximately 500 Agency operating units and public subscriber addresses.

Records Management Highlights:

- **CD Production** - Production summary by Bureau is shown in table below:

Bureau	Number of CDs	Number of Documents	Number of Images
Africa	0	0	0
ENI	7	2,872	73,788
M/FM	0	0	0
M/OP	7	7,180	75,142
G	0	0	0
LAC	0	0	0
Total	14	10,052	148,930

- **Web Site Development** - The M/AS/IRD Website was populated with updated staff roster; Training Materials, and information on the Vital Records program. Statistics compiled during the year indicate that site usage would benefit from more exposure and enhancements.
- **Training** - Training sessions for USAID RM personnel focused on use of the Web site for identifying records and a request to provide PowerPoint versions as well as 35mm slide copies of the RM training module developed earlier were delivered to the M/AS/IRD RM training liaison.

DEC RM Staff personnel continued their involvement as active members in AIIM and attended locally sponsored RM seminars and training sessions conducted by the National Archives and Records Administration.

- **Warehouse Storage** - LTS continued to store processed records offsite pending disposition instructions. This work also included sending overflow materials awaiting processing at the DEC to the warehouse and calling back materials for transfer to the Federal Records Center following deselection and project close out procedures of permanent records. See below.

Table B.7: Perform Records Management Services			
Contract Year 1: Targets and Actuals			
Categories	Annual Target	Actual	% of Target
Records and Image Mgmt. Services			
A. Scan documents	25,000	1,888	7
B. Scan documents -- pages	575,000	31,941	5
C. Disseminate scanned documentation using CD-ROM	24	5	21
User Awareness and Training			
D. On accessing and retrieving information from RM database and online	4	24	600
Publication of Automated Directives System			
E. Produce and publish ADS quarterly on CD-ROM	2,000	2,000	100

B8. Technical Assistance Services and Special Projects

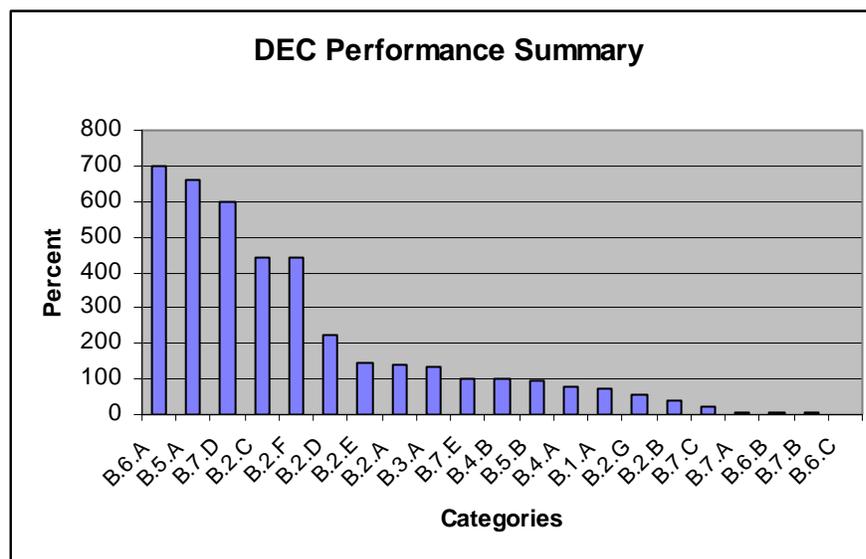
Under the new contract, the scope of work also states:

Special projects and technical assistance with contract staff and consultants will be performed on a limited basis, but only with prior approval by the CTS.

This year, the DEC began work on a special project which will continue into the next contract year. This project is the conversion of the USAID Library's collection of USAID-funded reference documents to electronic form. This project began in June 2004 with the DEC scanning and converting to .pdf format a few of the historical reference documents for testing purposes. Once scanned, a citation for the document is added to the Development Experience System and index terms are added to the record for retrieval purposes. The number of documents processed and indexed thus far is seen in the table below. The anticipated date for completion of this phase of this special project is December 31, 2004.

USAID Library Reference Collection	
Documents scanned and converted to .pdf	594
Documents indexed	412

Summary Chart of Progress Achieved Towards All Performance Targets



Performance Category	Description
B.6.A	Provide training courses
B.5.A	Respond to paper and elec. doc. Requests
B.7.D	RM: Training
B.2.C	Process S.O.s, and other records
B.2.F	Index S.O.s, and other records
B.2.D	Process electronic documents
B.2.E	Index Development Experience Reports
B.2.A	Process Current Documents
B.3.A	Thesaurus additions, etc.
B.7.E	RM: ADS
B.4.B	Publish online catalog
B.5.B	Maintain recipients database
B.4.A	Prepare DEC Express
B.1.A	Establish Partner Liaisons
B.2.G	Scan paper documents
B.2.B	Process Retrospective Documents
B.7.C	RM: Disseminate CD-ROMs
B.7.A	RM: Scan documents
B.6.B	Provide user manuals
B.7.B	RM: Scan pages
B.6.C	Provide quick help guides

C. ADMINISTRATIVE INFORMATION

Obligated Funding	Total Funded	Expenditures to Date
Base Year: 8/2003 – 7/2004	\$2,803,927	\$2,196,982
Option Year 1: 8/2004 – 7/2005		
Option Year 2: 8/2005 – 7/2006		
Obligated Funding to Date:	\$2,803,927	
Unexpended Obligated Balance: ***	\$606,945	