

BTEC Bulletin

News from the Business Transformation Executive Committee

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Knowledge Management Subcommittee Plans to Capture Agency Expertise

The BTEC Knowledge Management (KM) Subcommittee is taking off from where the [USAID Knowledge for Development Fair](#) began. Subcommittee Chair John Simon, PPC/DAA, has formed six subgroups that have established rolling 90-day action plans to develop the Agency's KM program for collecting and sharing USAID's rich field experience and extensive knowledge of development issues. The six subgroups are: 1) KM Strategy; 2) CDIE On-Line Redesign; 2) KM Inventory; 4) KM Website; 5) Advisory Services; and 6) [Communities of Practice \(CoP\)](#) Pilots.

The sixth subgroup is developing three pilot Communities of Practice: HIV/AIDS (led by Global Health); Education (led by EGAT), and Management Metrics (led by M/MPM). The goal of this subgroup is to provide the most appropriate processes, organizational guidelines and web-based systems to support communities of practice at USAID.

The activities of the KM Subcommittee reflect the widespread attention and momentum that

BTEC Addresses Phoenix Users' Concerns

Responding to Washington user complaints about the Agency Headquarters core accounting system, the BTEC determined last August that user problems need to be addressed before "Phoenix" is deployed to the field.

BTEC co-chair John Marshall, AA/M, agreed to resolve these Phoenix system user problems and made the following four commitments: 1) improve system lock up and password reset procedures; 2) improve financial management reports; 3) address ease of use concerns; and 4) enhance customer service. The Management Bureau has taken steps to complete each of these commitments.

To address system lock up and password reset problems, an Automated Password Reset solution was developed. Password resets are required when users enter the wrong password three times or forget their password. When either of these situations occurs, users may now contact their [Bureau Transition Coordinator \(BTC\)](#) for a password reset and the BTC can reissue a password through an automated mailbox. A system lock occurs when the Phoenix system freezes and users are locked out of the system. When this occurs, a user can regain access by sending an email to an automated reset mailbox. [The reset procedures](#) have been well received by bureau users. Prior to the automated solution, users had to contact the IRM Help Desk for a manual reset that was very time consuming.

To address concerns about improving financial reports in Phoenix, the BTEC endorsed the development of priority reports as identified by the BTC's. These priority reports are included in a newly developed electronic [Functional Reports Inventory](#). This inventory lists more than 80 financial reports available to USAID users either via Phoenix or [Crystal Enterprise](#), a web-based application on USAID's intranet. This inventory

INSIDE THIS ISSUE

1	Knowledge Management Subcommittee Plans to Capture Agency Expertise
1	BTEC Addresses Phoenix Users' Concerns
2	New Employee Evaluation Procedure
2	Human Capital Subcommittee Action Plans Shape Agency Future

[Knowledge Management](#) is gaining across the federal government as the INTERNET and advances in information technology (IT) have enabled instantaneous access to information. The President's Management Agenda (PMA) and the mandate for expanded E-Government have made knowledge management essential. The looming retirement of a large number of federal workers has placed even greater importance on preserving institutional knowledge. It is no coincidence that the PMA goal for Strategic Management of Human Capital requires Federal agencies to develop and implement knowledge management initiatives.

The KM Subcommittee initiatives are directly related to the Knowledge for Development component of the Agency's Business Transformation Plan.

New Employee Evaluation Procedure

In November 2002, the BTEC approved a new procedure for employee evaluations. This procedure states that the supervisor of the employee at the *end of the rating cycle is responsible for preparing the performance appraisal* using the [appraisal input form](#) (if appropriate) from the employee's other supervisors during the rating period, in addition to asking for traditional 360 degree input. The "Appraisal Input Form" (AIF) was developed to facilitate this new procedure. The AIF should be used for [General Schedule \(GS\) and Administratively Determined \(AD\) employees](#) in the 2003 rating cycle that began on January 1, 2003 and ends on December 31, 2003. The AIF is in effect for [Foreign Service employees](#) in the 2002-2003 rating cycle that ended March 31, 2003.

For additional information, The Office of Human Resources, M/HR, has developed [FAQs on the New AIF](#).

Your comments and suggestions are welcomed. Please contact your bureau's BTEC member or nbarnett@usaid.gov. You may also contact us online at <http://inside.usaid.gov/BTEC/>

Did you know...

.....that in June the Office of Personnel Management (OPM) will debut an automated system to streamline security clearances and background checks for federal workers. When complete, the [e-clearance](#) system will allow federal employees to update online the government form for national security positions. This system uses a two page form instead of a 13 page form to renew applications. E-clearance is one of the 24 e-government initiatives supported by the President's Management Agenda goal of [Expanded E-Government](#).....



The next BTEC meeting is scheduled for May 14th.

helps users locate available reports by category, type, data source, etc.

To address ease of use concerns by less experienced Phoenix users such as resource managers and CTO's who use the system to manage contracts and grants, M/FM is developing a training program targeted for infrequent users.

Regarding customer service concerns, regular Phoenix users in USAID's bureaus have reported that customer service has improved. This was attributed to the IRM Help Desk being more responsive.

Agency efforts to improve Phoenix are related to the *Business Systems Modernization* initiative of USAID's Business Transformation Plan and to the [PMA](#) goals for *Improved Financial Management and E-Government*.

Human Capital Subcommittee Action Plans Shape Agency Future

The BTEC Human Capital (HC) Subcommittee attracted over 30 members from Washington and in the field and with good reason. This subcommittee, chaired by HR Director Rose Marie Depp, is tasked with developing plans that will shape USAID's current and future workforce.

A major HC Subcommittee task is the development of a multi-year Strategic Human Capital Plan. The Plan will set forth the actions USAID will take in the future to ensure that employees have the skills they need to carry out the mission of the Agency. The demographic features of USAID's workforce, its geographic dispersion, core competencies, and the wide diversity of skills needed to fulfill the Agency's mission will be included in the Plan. The Strategic Human Capital Plan will build on the joint State/USAID Strategic Plan, which will present end outcomes and intermediate outcomes consistent with achieving the Agency's overall mission.

Like the other five BTEC subcommittees, the HC Subcommittee has developed 90-day action plans complete with milestone events and target completion dates. The upcoming 90-day action plan includes the following activities: completing the USAID Human Capital Strategic Plan in conjunction with the joint State/USAID Strategic plan; developing USAID Core Competencies for inclusion in the Plan; and preparing a civil service recruitment plan. The subcommittee's activities are directly related to the [Strategic Management of Human Capital](#) goal of the PMA and the Agency's Business Transformation Plan.

A discussion document on [USAID Core Competencies](#) for the HC Strategic Plan is available on the Agency's intranet home page and the BTEC website. Comments are due to [Sandra Malone-Gilmer](#) no later than April 30, 2003.

Minutes of the March BTEC meeting can be found on the BTEC website at <http://inside.usaid.gov/BTEC/>.