

# BTEC Bulletin

News from the [Business Transformation Executive Committee](#)

September 2003 - Issue 15

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## **USAID Business Transformation Plan:**

- **Human Capital**
- **BSM**
- **Knowledge for Develop.**
- **Strategic Budgeting**

## Feedback Positive for Customer Service Standards

Six months after the Management Bureau Customer Service Standards (CSS) were approved, a recent briefing to the BTEC revealed positive results.

At the September 15<sup>th</sup> BTEC meeting, Gerry Britan, M/MPM, provided a progress report on the M Bureau CSS that were approved by the committee in February 2003. It was explained that the CSS were successfully implemented in M Bureau Offices in three phases by organization.

As part of this briefing, Tim Beans, Chief Acquisitions Officer, M/OAA, provided a presentation of his staff's progress in meeting the newly established CSS. According to Mr. Beans, these standards were successful both as an effective internal management tool and as a tool to balance staff workload in a fair and appropriate manner. The latter has not gone unnoticed as staff morale is much improved according to Mr. Beans. M/OAA workload metrics are based on: number of procurement actions; difficulty of actions; and staffing resources.

M/MPM will continue to work with the Offices to further refine customer service metrics.

(Continued on Page 2)

## Shift in Knowledge for Development Strategy

At its September meeting the BTEC endorsed a revised Knowledge for Development (KfD) Strategy that is less Headquarters centric and is more Agency-wide centric to include more involvement of USAID's overseas missions.

The endorsement came after a presentation by Susan Wallace, PPC, who is the Chair of the BTEC [Knowledge for Development Subcommittee](#). Ms. Wallace explained that the slight shift in strategy also incorporates the knowledge assets of an extended enterprise that includes stakeholders, partners, customers and suppliers. The KfD mission is to provide the leadership, tools, processes and advocacy necessary to give USAID's staff, partners and the development community easy and timely access to the right information to improve Agency performance and produce development results.

In developing the KfD Strategy, the Subcommittee is focusing on USAID's three "faces": The Field (on the ground, development assistance/disaster relief); The Strategic (defining Agency policy, Bureau and Country strategic and program plans); and The Operational (administrative organizations and processes, providing support functions of the Agency).

The initial KfD framework was endorsed by the BTEC in the fall of 2002. Subsequent KfD Subcommittee activities have included: development of Community of Practice (CoP) pilots for Education, HIV/AIDS, and Management Metrics; refinement of the websites for USAID Knowledge Management and CDIE On-Line; and the development of a KM Inventory/Yellow Pages. Future Subcommittee plans include: develop actions plans; promote field mission outreach; revise the KfD Subcommittee charter consistent with the new strategy; and finalize the KfD Strategic Plan.

[KfD is a key component of the Agency's Business Transformation Plan](#) and inter-relates to both USAID's plan for [Strategic Management of](#)

(Continued on Page 2)

### INSIDE THIS ISSUE

1	Shift in Knowledge for Development Strategy
1	Feedback Positive for Customer Service Standards
2	Key Common Priorities Initial Focus of USAID/State Joint Management Council
2	Agency Launches "Partner's Day"

### (Customer Service Standards from Page 1)

The Management Bureau is also implementing monthly performance reviews; developing a management performance metrics web site; and developing a “virtual” Situation Room to track and monitor Bureau priorities.

CSS directly support the [Administrator’s management reform objectives](#) to establish a customer service culture to support and facilitate smooth and efficient delivery of USAID’s programs.

## Key Common Priorities Initial Focus of Joint Management Council

The first meeting of the USAID/State Joint Management Council (JMC), held on September 5<sup>th</sup>, focused on successfully completing a few key common priorities.

The JMC Secretariat briefed the BTEC in September on the results of the first meeting and indicated that the seven JMC working groups will develop implementation plans that include an initial focus on the following issues: more effective and efficient use of ICASS; implementation of the joint financial management system; joint endorsement of a long-range overseas building plan; position classification for locally employed staff; cross-training; and cross-assignments. Implementation plans will be consolidated into a high level USAID-State Management Business Plan that will serve as an overall roadmap for inter-agency collaboration. These plans will be presented at the next quarterly JMC meeting in December.

The USAID co-chairs for the JMC working groups are as follows:

- *Human Capital* – Rose Marie Depp, M/HR
- *E- Government* – Mark Kneidinger, DAA/M
- *Information/Communications Technology* – John Streufert, M/IRM;
- *Management Processes* – Mark Kneidinger, DAA/M;
- *Security* – Mike Flannery, SEC;
- *Facilities* – Steve Callahan, M/OMS; and
- *Resources Management* – Jon Breslar, DAA/PPC

Further details about the USAID/State JMC are in an [Agency General Notice dated October 10, 2003](#).

### Did you know...

.....that the [Second Annual USAID Knowledge Fair](#) is being held at the Agency’s Headquarters on October 20 -22, 2003. During this year’s three day fair, agency staff will learn about: USAID’s current knowledge assets and activities; best practices for successful knowledge sharing; and USAID’s Knowledge for Development program plans. Current Agency programs and tools for sharing knowledge will be showcased. Featured events include industry keynote speakers and moderated panel discussions with USAID senior managers, staff, partners, and knowledge management practitioners. Videotape highlights of the fair will be sent to USAID missions overseas. This event addresses the PMA goals for [Strategic Management of Human Capital](#) to develop and implement knowledge management initiatives to preserve institutional knowledge at federal agencies. This event directly supports Agency efforts for [Knowledge for Development](#) a key component of the Agency’s Business Transformation Plan.....

[Minutes](#) of the BTEC meetings can be found on the BTEC website at <http://inside.usaid.gov/BTEC/>.

### (Knowledge for Development Strategy from Page 1)

[Human Capital](#) as well as to the [human capital goals in the President’s Management Agenda](#). Key related areas include mentoring, continuous learning and knowledge sharing. KfD is also inter-related to the [Agency’s Enterprise Architecture](#) as enterprisewide processes and systems support USAID knowledge needs.

## Agency Launches “Partner’s Day”

Nearly 20 USAID business partners attended the Agency kick-off for “Partner’s Day” sponsored by the Office of Acquisition and Assistance (OAA). Held at USAID’s headquarters in Washington, DC, Chief Acquisitions Officer Tim Beans said the event was a way “to enhance USAID’s relations with our business partners by providing a forum for an open dialogue.”

[Assistant Administrator for Management John Marshall](#) opened the August 8<sup>th</sup> meeting by noting that Administrator Natsios has made management reform a top priority for the Agency and that “USAID recognizes the importance of improving its business practices to enable improved delivery of our foreign assistance programs.”

The informal working group enthusiastically engaged in dialogue exchanging information and ideas to improve the Agency’s Acquisition and Assistance program. The Partner’s Day attendees included representatives from USAID Office of Procurement, General Counsel, Office Small and Disadvantage Business Utilization, as well as from non government organizations (NGOs), private voluntary organizations (PVOs) and small businesses.

Discussions ranged from establishing an agency web page for easy access to comment on proposed procurement policy changes, improving the procurement debriefing process, reviewing small businesses requirements for Requests for Proposals, to encouraging earlier posting of future procurement plans on the Agency website.

Mr. Beans summarized business reforms currently underway and noted that his staff’s annual appraisals include performance measures that correspond to customer service metrics.

The working group plans to meet quarterly with the next meeting scheduled for early November. This initiative relates to the [Administrator’s management reform principle](#) to promote partner inclusiveness in all of the Agency’s business relationships.

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



**The next BTEC meeting is scheduled for October 15th.**