

# USAID Knowledge Management Inventory - draft

1. Describe your knowledge sharing activity - what did you do? – how did you do it?

There was a perceived need by environment officers in LAC for readily-available technical tools for them to perform their jobs. In response, the Environment Team in LAC/RSD decided to fund environment webpages. We worked with the contractor that has the Agency IQC for internet data services to design and conduct a needs survey, then designed and populated the pages accordingly. The pages receive a steady volume of traffic – over 175 different individuals per month (this does not count people who visit more than once).

2. Describe your motivation / value proposition / business case for the initiative – why did you do it? – for whom?

We saw and designed it as a customer service/technical tool for environment officers. With that in mind, and because the overall LAC Bureau website was woefully outdated, we included basic items such as the telephone directory, strategic plans, and links to national and international newspapers besides the basic environmental tools (such as Agency environment regulations).

3. Describe the results of the effort – who and/or what was impacted and how? – what are the benefits?

The pages receive a steady volume of traffic – about 175 different individuals per month (this does not count people who visit more than once). We're frequently told that this is one of the best – if not the best – internal USAID webpage. Specifically, customers are happy to obtain accurate information quickly in an electronic format without having to track someone down to get it. For example, it was a very efficient way of conveying information to approximately 80 participants at a conference overseas (e.g., the agenda, registration, participant list).

4. Describe how the effort is maintained or replicated in your organization – how is it sustained?

One person on the team compiles, and sends to the contractor, one e-mail per week that contains a list of items to be updated, new items to post etc. This makes it an efficient way to control time and cost. For fun, we run a Photo of the Month contest. People from without the Bureau submit photos for the contest, and one is selected each month and featured on the home page. This gets people more personally involved in the page – e.g., some people say that they always log in at the beginning of the month to find out who won, and to see and read about the photo. The winner gets a free ice cream cone (paid for by me). The other four RSD teams have liked the results and are at various stages of developing their own internal webpages. In so doing, they are replicating the same overall look to give these pages a RSD-like

appearance and to take advantage of the “economy of scale” offered by having many innovative features of the LAC Environment pages already developed. These include an interactive electronic calendar, a search function, as well as useful links already identified, e.g., for daily national newspapers throughout the LAC Region.

5. Describe any future implications or issues related to the initiative – what plans are in place?

Items that could be made public (e.g., descriptions of Mission environment programs) are being identified to be placed on an external Agency LAC Environment webpage, which is currently in the design stage. The success of this page helped to spur the LAC Bureau as a whole to re-design and update the LAC Website, and the lead office for this effort called upon our team to lend its expertise to the task.

Initiative Name: LAC Environment Webpages

Organization: LAC/RSD/E

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Org LAC/RSD/E

Initiative Type:

- Business process improvement
- Capture and sharing of best practices
- Knowledge sharing
- Learning
- Knowledge creation

Technology Used:

Documentation / link: