

USAID Knowledge Management Inventory

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

M/IRM developed an information system security (ISS) information and distance learning website where all USAID users can learn about USAID's ISS activities and log in and take a variety of ISS training courses. Most of the training available on the site was developed by other government agencies and made available at no cost to USAID. M/IRM developed the webpages to promote and administer the courses. Some of the training activities and a simple training management and accounting system were developed by M/IRM specifically for USAID. An easy feedback tool allows users to evaluate our program and make suggestions for enhancements.

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

The Office of Management and Budget (OMB) Circular A-130 and the Government Information Security Reform Act (GISRA) require that all Federal computer system users complete computer security awareness training prior to receiving system access and annually thereafter. They also require role-based training for managers and IT specialists with specific information system security (ISS) responsibilities. USAID's worldwide operations made this an especially great challenge. Recent audits expressed concern that USAID may not be reaching every information system user with the required training. In addition to meeting the federal requirements, USAID's worldwide development mission could be jeopardized if uninformed system users exposed information and systems to unauthorized access or abuse.

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

The ISS information and distance learning site is a cost-effective way to reach thousands of worldwide system users on their own time schedules, and encourages them to complete required, and career enhancing role-based training. The website has enabled USAID to overcome federal concerns about Agency ISS awareness and training and satisfies current requirements to make training available and to track course completion. System users no longer have to travel to a classroom to take their annual awareness or other ISS training. They can do so online at their leisure and as their schedules permit, saving time and travel and in some cases per diem, and reducing the impact of training on business operations. The user can also investigate other ISS subjects of interest for career development.

4. Describe any future implications or issues related to the initiative, e.g., what plans are in place? What current constraints or challenges are you facing? How is the initiative being sustained / maintained? How can it be replicated or scaled up?

ISS learning activities will be updated as requires and new activities will be added to accommodate changes in the very dynamic technologies of ISS and the escalating threats to all Federal information systems. Resource availability, funding and personnel, are the major challenges. Creative efforts are being made to share the development and deployment of ISS knowledge, skill, and best practice materials with other agencies for maximum benefit at minimum cost to all.

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Electronic documentation link (if available): <http://computersecuritytraining.usaid.gov>