

# BTEC Bulletin

News from the Business Transformation Executive Committee

May 6, 2002 - Issue 2

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## Quick Hit Projects

The "quick hit" projects approved by the BTEC are well underway. Teams have been formed and each project has a charter that lays the foundation for implementation. Significant milestones have been achieved, including the following:

- The electronic recruitment module of AVUE was purchased and training is underway.
- Thirteen transactions have been completed using the ARIBA electronic procurement tool.
- Paperless metrocheks were available as of May 1.

To keep you informed of the status and accomplishments on a continuous basis, updates will appear on the BTEC Web site under "Quick Hits" beginning May 9. The Quick Hit Project Managers are:

- Oveta Watkins .... Streamlined Recruitment (AVUE)  
Sandy Sozio ..... Staffing Pattern System (E-World)  
David Ostermeyer..... Recovery of Unneeded Funds  
Tim Beans..... Standardized Models for Indefinite Quantity Contracts  
Sharon Zavestoski..... E-Procurement  
Margaret Miller..... Reduction in Reporting Requirements  
George Lufsey ..... Customer Relationship Management Tool

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## April BTEC Meeting

The BTEC discussed findings and recommendations from an evaluation of the acquisition and assistance (A&A) process conducted by Jefferson Solutions. The committee endorsed the following recommendations:

- Redefine the role of the originating offices in the A&A process in order to form a full partnership between M/OP and the offices.
- Increase the authority for originating offices to award and administer assistance agreements starting with emergency spending programs.
- Set standards with customers, hold OP Division Directors responsible, create "Customer's Corner" Web site and award program for OP customer service achievements.
- Use available funding to reach as many CTOs as possible who have had no training, develop a computer based CTO introductory course and reduce the four week program to two weeks.

The BTEC also approved the following working groups:

- Procurement working group to implement A&A recommendations.
- Human resources working group to review the performance appraisal process.
- Customer Services Standards Working Group to define/develop customer service standards and service level agreements for the Pillar Bureaus and M Bureau offices.

Minutes of the April 12 meeting can be found on the BTEC Web site at <http://inside.usaid.gov/BTEC/>.

## Business Systems Modernization

Modernization of the Agency's business systems is a key component of the transformation effort. Teams of Washington and field staff, assisted by Group Decision Support Systems, Inc., have been formed to assess how the enabling processes and systems support Agency functions. These assessments will lead the way for systems modernization and will form the basis of USAID's transformation plan. The teams include (1) Regional Sponsors to represent geographic bureaus and serve as the field point of contact; (2) Regional Function Leaders to represent the Bureau's functional view in financial management, procurement, information resources management, human resources and administrative services; and (3) representatives from the geographic and pillar bureaus to serve as working group members on the Business Systems Modernization core team. Working group members will be detailed from the field to Washington for approximately 90 days to support this effort.

The Project Manager for Business Systems Modernization is Bernie Mazer, M/IRM. We encourage you to review the April 12 BTEC minutes on the BTEC Web site for more detailed information.

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### *Did you know...*

...that the Office of Human Resources received over **5,000 applications** last year for the NEP program alone?

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*Your comments and suggestions are welcomed. Please contact your bureau's BTEC member or the Transitional Project Manager, Sandra Malone-Gilmer.*

 **The next BTEC meeting is scheduled for May 8.**

## BTEC's Guiding Principles for Management Reform

The following principles were discussed and endorsed at the April BTEC meeting. They will be used as guidelines on Agency transformation efforts, particularly in defining and developing field solutions.

- Wear your "Big Hat;" recognize that these principles must be followed to enable USAID to fulfill the Administrator's vision of transforming USAID into a world class 21<sup>st</sup> Century development and humanitarian assistance agency.
- Listen to all perspectives and practice consensus decision-making as practical; accept that every point of view cannot be accommodated; be prepared to live with imperfect solutions; make reasonable decisions and keep moving forward.
- Recognize the Administrator's commitment to rebuild and re-energize the field and give highest priority to providing needed resources to the field; make sure that business systems enable and facilitate this vision, and don't impede it.
- Understand that modernization is not an end in itself. The whole point is to enable improved program performance and results in the field; however, modernization must also improve administrative performance.
- Standardize business practices and information technology to create a common work environment and reduce IT security risks throughout the field.
- Streamline and simplify to achieve the most efficient and cost-effective business environment possible and enable deployment of resources to their highest value uses.
- Design business practices and information systems that are easy-to-use, facilitate data re-use, and eliminate redundant data entries, systems and databases.
- Use best practices in financial management to provide more timely and accurate information to decision-makers and facilitate achieving a clean audit opinion.
- These principles are absolute and non-negotiable; if in doubt, refer to the first principle.