



USAID
FROM THE AMERICAN PEOPLE



Market: Federal

Customer: U.S. Agency for International Development

Problem: Since it was founded, the U.S. Agency for International Development (USAID) has developed innovative solutions to assist a world in need. As a result, USAID is a recognized leader with a wealth of knowledge relevant to future work in foreign affairs. The ability to tap into the full extent of USAID's development experience and knowledge comes with a unique set of challenges. USAID operates on a global scale with Missions in more than 100 countries, and mandates work in virtually every sector from economic development to health and beyond. Its technical expertise to develop/deploy solutions cuts across a spectrum of staff including government representatives, contractors and local in-country staff. The Agency needs to be able to readily identify, draw upon, and learn from its expertise, capabilities, and networks.

Solution: As prime contractor on this project, Bridgeborn provides professional support services in the transformation of the Knowledge Services Center (KSC) as the foundation for managing, navigating, and sharing its information assets. The constituent components of the KSC are library services, research services, knowledge management services, and knowledge repository services. Each of these components works in tandem through the KSC to provide USAID with the necessary resources and abilities to responsibly gain/share knowledge throughout a complex enterprise. Additionally, Bridgeborn supports USAID policy development at the highest levels through the technical expertise of its Knowledge Management Team. In this capacity, Bridgeborn strengthens high-visibility initiatives for the Agency Administrator such as the Global Development Commons and Evaluation Initiative with value-added research, providing essential information and analytical tools to a new generation of Agency staff. Bridgeborn has started and will continue the important work of modernizing and linking together the critical assets of the Development Experience Clearinghouse, the USAID Library and the Learning Resources Center using a state-of-the-art software application. This will provide a unified portal for the Agency's formal institutional memory, development library collection and training materials.

Services Provided	
	Analysis
√	SDE&I
	Data Visualization
√	Support Services
√	Training and Education
	Research and Development

Value to Client: Bridgeborn's support is essential to the Agency's professionals in USAID/Washington and in overseas Missions in several ways, including reduced cycle time in project design, strengthened implementation and improved learning through stronger evaluations. Acting as trusted advisors to USAID, members of the Bridgeborn team are part of technical committees tasked with representing complex policy issues to senior staff. Bridgeborn also provides the full spectrum of Agency staff in Washington and abroad with analysis and information services to support improved Agency performance.