Bureau for Inclusive Growth, Partnerships, and Innovation (IPI) Client Services Playbook Learning Agenda Survey

The purpose of this survey is to gather information from IPI internal staff on the client services delivery model, specifically those Operating Unit (OU) staff who have routed or provided services. This survey should take five minutes to complete. Your participation is voluntary and your responses will remain anonymous in data reporting. Information will be used to better inform IPI service delivery.

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0412-0609 (expires

04/30/2024). Without this approval, we could not conduct this survey. Public reporting for this survey is estimated to be approximately **.25** minutes per response. All responses to this survey are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to icrteam@usaid.gov.
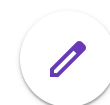
jselb@usaid.gov Switch account

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* Indicates required question

What OU do you work in? *

○ Innovation, Technology and Research (ITR)

○ Local Faith and Transformative Partnerships (LFT)

○ Gender Equality and Women's Empowerment (GEWE / GENDEV)

○ Inclusive Development (ID)

○ Private Sector Engagement (PSE)

○ Education (EDU)

○ Economics and Market Development (EMD)

○ Program Office (PO)

○ Administrative and Management Services (AMS)

○ Front Office (FO) / Supply Chain, Integrity and Freedom Office (SCIF)

○ FO/ Development Finance and Partnerships Unit (DFPU)

○ FO/ Bureau Environmental Officer (BEO)

○ FO/Leadership

Are you familiar with the IPI Client Services Playbook? *

○ Yes

○ Sounds familiar but I did not recall until this survey came up

○ No

If yes, to what extent have you been able to reference it as a useful tool, or not? *

○ Not at all

○ A little bit

○ Somewhat regularly

○ All the time

○ Not Applicable (N/A)

What role(s) do/would you play in the Client Services Model (see Table on Page 8 *
of the Playbook)? (select all that apply)

☐ country support team point of contact (CST POC)

☐ service provider

☐ service provider supervisor

☐ bureau-level client services coordination

☐ N/A

☐ Other:

How many times have you contributed to service requests in the past year? *

○ Less than one year

○ One - three

○ Four - seven

○ > seven

○ Unsure

Of the services you provided, what percentage did you consult with someone from a different technical discipline within IPI? *

○ <20 percent

○ 25-50 percent

○ 50-75 percent

○ >75 percent

○ Unsure

What challenges have you experienced in providing services to missions? (Check all that apply) *

☐ Cannot find/have trouble finding the niche expertise the mission needs

☐ Lack of available staff - demand exceeds supply

☐ Mission unable to articulate its need or is not responsive

☐ Provided what was needed, but late

☐ By the time the request got to the right people, it was too late

☐ Could not get travel approved in time

☐ Could not get funds for travel

☐ Never have any problems!

☐ Other:

If the client services model was more widely applied, would our services be more/less/same efficient? *

○ Not all all efficient

○ Somewhat efficient

○ Efficient

○ Very efficient

○ Unsure

In what ways could the quality, efficiency, or effectiveness of IPI service delivery be improved? *

Your answer

How does your Center /Hub /Office (C/H/O) receive and respond to client service requests? *

○ Universal Technical Request And Mission Support (UTRAMS)

○ Calls/emails/direct outreach from missions

○ Both UTRAMS directly and calls/emails

○ Other:

How user-friendly is UTRAMS at managing requests and tracking service delivery? *

○ Not easy / very challenging

○ Somewhat easy but lots of glitches

○ User-friendly with a couple suggestions to improve

○ Perfect system

○ Unsure

○ Other:

Please select all of the ways your C/H/O uses UTRAMS : *

☐ Recording United States Direct Hire (USDH)Travel

☐ Recording Institutional Support Contractor (ISC) Travel

☐ Recording staff assistance to missions exceeding 24 hours Level of Effort (LOE) with a set deliverable

☐ Recording other direct assistance to missions

☐ Receiving or recording requests from missions to use our mechanisms

☐ Analyzing our mission client satisfaction

☐ Using client satisfaction data for performance evaluations

☐ Using UTRAMS data in other forms of analysis or reporting

☐ Analyzing our alignment of expertise and LOE with mission needs

⊘ This is a required question

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