



ADMINISTRATIVE, TECHNICAL AND MANAGEMENT SUPPORT: OFFICE OF SUSTAINABLE DEVELOPMENT

For eight years, under successive contracts, AMEX managed all support activities associated with USAID's Africa Bureau Office of Sustainable Development. AMEX's responsibilities included technical assistance, research, publications, clerical tasks, information dissemination, development and management of local- and wide-area networks, and coordination with other institutions.

AMEX managed a series of facilities, provided physical security, and procured commodities and services, including furniture, equipment, supplies, software, and maintenance contracts. The project staff's competence and flexibility were tested in the moves from one facility to the next, which were carefully planned and executed to ensure provision of services were uninterrupted and carried out effectively.

One of AMEX's main activities was the design, maintenance, and operation of the Office of Sustainable Development's computer network and infrastructure. AMEX anticipated and met the office's evolving needs while continually upgrading hardware and software.

Another important aspect of AMEX's support was the management of domestic and international workshops and conferences. The firm provided logistical and facilitation support, including site selection, negotiations and contracts, marketing, transportation, agenda planning, speaker preparations, translations services, and post-conference evaluations.

Information Technology Team

AMEX's Information Technology Team managed the Office of Sustainable Development's network of computers and peripheral equipment through a period of dramatic transition, which included the following activities:

- Integration of the office's network into the agency's wide-area network;
- Conversion of the office's local-area network to a new operating system;
- Design and development of databases;
- Development and management of websites; and
- Provision of Multimedia presentation support.

AMEX also worked with the Office of Sustainable Development to develop its publication services and a design and distribution plan. AMEX assisted in the research, writing, editing, production, and dissemination of more than 120 technical papers. In addition, staff created and managed the office's Resource Center, which archived more than a thousand reference publications.



Benjamin Granby