Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

United States Agency for International Development

As a High Impact Service Provider (HISP), USAID focuses on improving customer experience and delivery for the following services:

1) ***Improving the partner experience for businesses and industry:*** USAID is strengthening engagement with the private sector to bring resources and capabilities to partner nations.

2) ***Simplifying the USAID partnership process:*** USAID's website currently serves more than 5,000 entities on its Partner Directory, of which over 3,000 identify as local organizations. USAID continues to diversify this partner base and help new local and underrepresented organizations prepare to work with USAID.

What we will deliver in 2025:

● **Provide partners with a personalized experience on WorkwithUSAID.gov**

WorkwithUSAID.gov hosts more than 7,000 organizations in its Partner Directory, from local partners to small nonprofits, businesses, large corporations, and potential partners. Each organization is at a different stage of the partnership process. By transitioning our login system to Login.gov and capturing more detailed information in the Partner Directory registration process, USAID is able to provide targeted content that applies to the partner's specific interests and needs. USAID will explore AI tools to assist with this personalized experience, which will notify registered organizations in the Directory with blogs, resources, and events that are relevant to their interests.

● **Formalize the role of private sector partnership specialists**

USAID will formalize the role of 105 private sector partnership specialists, who are responsible for directly driving collaboration with the private sector and supporting office staff to do so independently. Business leaders will have a more consistent point of contact to discuss their collaboration ideas with USAID and get to a quicker "yes, no, not yet" on a collaboration opportunity.

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What we will deliver in 2025:

● **Utilize customer relationship management platform to improve partnership experience**

USAID will deliver a better partnership experience for business and industry (i.e. private sector) entities by integrating the customer relationship management platform, Compass, into the operating procedures of staff with private sector engagement responsibilities.

● **Enhance the Corporate Partnering Portal**

USAID will continue with enhancements to the Corporate Partnering Portal on WorkwithUSAID.gov, which since launch has averaged 175 unique users monthly. Prospective private sector partners and USAID will both be able to identify and share promising areas of collaboration, commercial objectives, and regions of interest. USAID will also translate the Portal pages into French, Spanish, and Arabic.

● **Streamline how partners connect with USAID and identify and respond to funding opportunities**

Through the support of USAID's Chief Information Office (CIO), WorkwithUSAID.gov will adopt automations and AI integrations that reduce burdens and processing times for potential and current partners to be featured in the Partner Directory, identify viable funding opportunities, evaluate and strengthen their organizations, and access translated resources. USAID's goals for these integrations include using FedRAMP approved AI tools in the Azure marketplace to enable automating review of Partner Directory profiles for completeness, safe links, profile photos, and organizational description grammar edits. Additionally, AI tools will process Partner Directory information of individual profiles to trigger automated emails to current and potential partners to notify them of viable funding opportunities in the Business Forecast, Grants.gov, and SAM.gov.