

Army Knowledge Management (AKM)

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Army Knowledge Management

"Army Knowledge Management is the "killer app" or strategic transformer for the Internet Age Army. It will deliver improved information access and sharing, while providing the infostructure capabilities across the Army so that warfighters and business stewards can act quickly and decisively. AKM connects people, knowledge, and technologies. It is this connection that leads to innovation and breakthrough thinking for the Army of the future."

LTG Peter M. CuvIELlo
Army CIO, 10 Jul 01



Office Chief of Signal, United States Army Signal Center Fort Gordon, Georgia

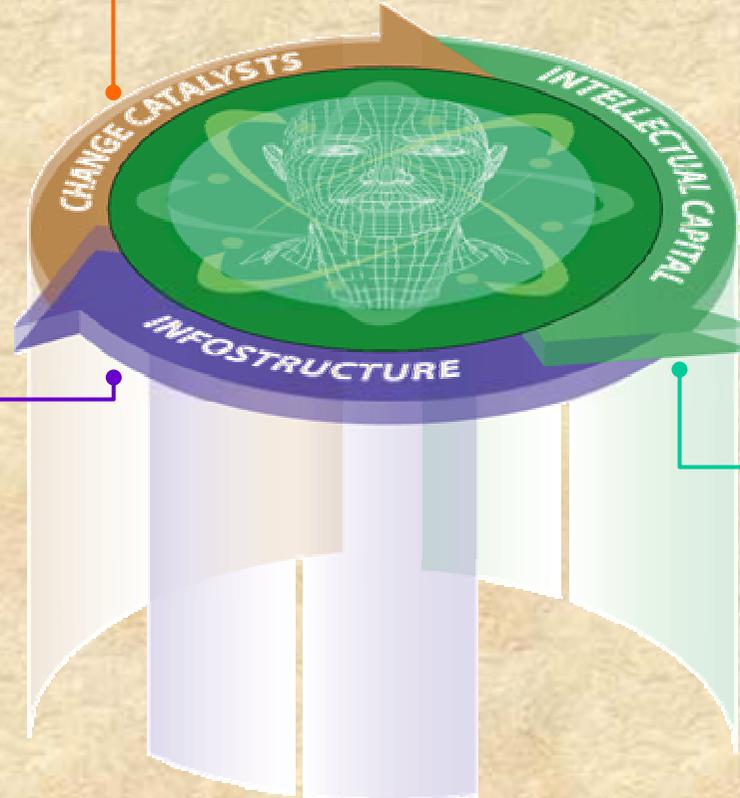




Army Knowledge Management Framework

The policies, resources, management, culture, processes, and education that are required to optimize an adaptive organization and enterprise net-centric environment

The Knowledge-Based Organization



VISION

A transformed Army, with agile capabilities and adaptive processes, powered by world class network-centric access to knowledge, systems, and services, interoperable with the Joint environment

The information technology (computers, software, architecture, security, communications, programs and facilities) required to support the network-centric Army

Individual, team, and enterprise knowledge, systems, services and workforce strategies that are necessary to improve operations and decision making

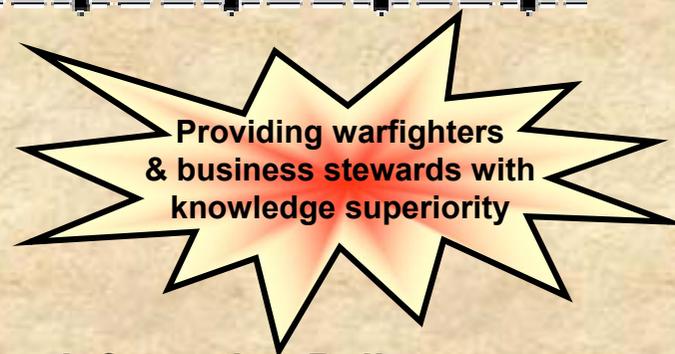




U.S. Army Knowledge Management Strategy

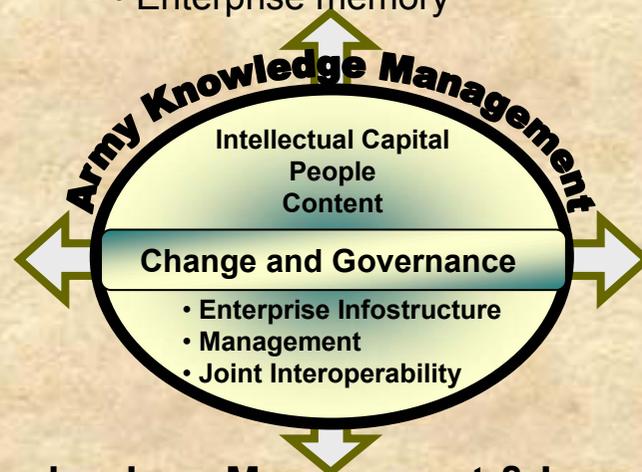
Knowledge Generation

- Knowledge centers
- Virtual teams/projects
- Collaborative capabilities
- Enterprise memory



Mission Operations

- Streamline and webify functions
 - Command and Control
 - Logistics
 - Personnel
 - Intell
 - Medical, etc.
- Army ↔ DoD/govt. extranets
- Army ↔ Industry extranets



Information Delivery

- AKO – The Enterprise Portal
- Self service applications
- Archival & retrieval services
- E-Learning

Technology Management & Innovation

- Information security technologies
- Network operations
- Common Access Card
- WIN2K Active Directory
- Bandwidth management
- Wireless devices
- Web mail
- Biometrics





AKM Improves Army Mission Capabilities

✦ Enterprise infostructure management permits:

- ✦ Technology agility in meeting changing mission requirements
- ✦ Economies of scale in acquiring, operating and maintaining infostructure components and programs
- ✦ Reduced IT footprint which increases security, helps alleviate IT worker shortages and eases configuration control of equipment and systems

✦ Network-centric communications provide better information access and speed

✦ Best Business Practices

- ✦ Share information across boundaries
- ✦ Find innovative ways for conducting Army business





AKM Improves Army Mission Capabilities (Continued)

- ✦ **Universal AKO capability provides one stop access and services for:**
 - ◆ Soldiers and civilians to conduct business and access information
 - ◆ Web-basing functional business; e.g., logistics, personnel, finance, etc.
- ✦ **Army CIO Executive Board approves IT initiatives for:**
 - ◆ Centrally managed funds
 - ◆ Funds from other sources
- ✦ **Human Capital:**
 - ◆ Provide learning opportunities, career building tools, and mentoring relationships to military/civilians
 - ◆ Reshape workforce





AKM Strategic Goals*

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1. **Adopt governance and cultural changes to become a knowledge-based organization**
 2. **Integrate knowledge management concepts and best business practices into Army processes to improve performance**
 3. **Manage the infostructure as an enterprise to enhance capabilities and efficiencies**
 4. **Scale Army Knowledge Online as the Enterprise Portal to provide universal, secure access for the entire Army**
 5. **Harness human capital for the knowledge organization**

** Secretary of the Army and Chief of Staff AKM Guidance Memo, dtd 8 August 2001*





AKO Today

AKO - Army's Enterprise Portal

- ✦ Transitioned to COTS 3rd generation portal – 17 Oct
- ✦ Rate of user growth: peaked at 30,000 customers per day; currently 4000/day
- ✦ Over 3000 links
- ✦ Two data warehousing initiatives, Army Flow Model and the Financial Management Data Sharing Initiative
- ✦ Robust set of KM capabilities
 - Web email
 - 3 search engines
 - Over 40 knowledge centers
 - Push technology
 - Rule-based scenarios for KM
 - Encrypted Instant Messaging
 - White Pages
 - News feeds
 - Functional pages
- ✦ Functionality is well targeted to specific customer groups.





AKO Tomorrow – End State

AKO - Army's Enterprise Portal

- ✦ World-wide capability based on an enterprise integrated infostructure
- ✦ Scalable to the enterprise...plus
- ✦ Enterprise-managed
- ✦ Distributed portal architecture/topography
- ✦ Compatible with DOD PKI/CAC
- ✦ Integral part of the Global Information Grid
- ✦ Gateway to Army applications
- ✦ Functional and user level performance metrics
- ✦ Be the focus for structured and non-structured data/information
- ✦ Portal of portals
- ✦ Functional pages-owned and managed by the functional proponents

✦ Capabilities

- ✦ Rich web mail (integrated)
- ✦ Group calendaring (integrated)
- ✦ Customization with personalization
 - Individual
 - Unit
 - Functional content managers
- ✦ Managed content for the enterprise
- ✦ Access to mission critical/mission essential Webified applications
- ✦ Collaborative tools
- ✦ Knowledge centers
- ✦ Wireless access
- ✦ Self service applications
- ✦ Push technology
- ✦ Access to archived material





AKO Resources



AKO Services

- ◆ AKM IM
- ◆ AKO Chat
- ◆ Advanced Search
- ◆ AKO Mail
- ◆ White Pages
- ◆ References



Self-Service

- ◆ My Personal
- ◆ My Finance
- ◆ My Medical
- ◆ My Education
- ◆ Army Libraries
- ◆ My Travel



My Account

- ◆ My Links
- ◆ My Profile
- ◆ My Email Options
- ◆ Change Password
- ◆ My Content



Army Communities

- ◆ Army Leadership
- ◆ Personnel
- ◆ Intelligence
- ◆ Operations
- ◆ Logistics
- ◆ Army COI/G-6
- ◆ Financial
- ◆ Programs/G-8



Special Staff/FOA

- ◆ Acquisition
- ◆ ACSIM
- ◆ Army History
- ◆ ASA I-E
- ◆ ATEC
- ◆ Audit
- ◆ Chaplain
- ◆ CH of Engineers
- ◆ IG
- ◆ Legal
- ◆ Medical
- ◆ Public Affairs
- ◆ Safety
- ◆ Test & Eval



Components

- ◆ Reserve
- ◆ National Guard
- ◆ Res Affairs



MACOMS

- ◆ AMC
- ◆ CID
- ◆ EUSA
- ◆ FORSCOM
- ◆ INSCOM
- ◆ MDW
- ◆ MEDCOM
- ◆ MTMC
- ◆ SMDC
- ◆ TRADOC
- ◆ ETC.





AKO Resources

What's New

- ◆ Favorites Everything in Knowledge Collaboration Center (KCC)
- ◆ OPMF Online
- ◆ Nested Communities Now Live!
- ◆ Army Knowledge Online – SIPRNET (AKO-S) is available on the SIPRNET

Army Wide Announcements

Early Bird News

Army Quick links

My Announcements

- ◆ HIV Testing Information
- ◆ DNA Testing Information
- ◆ Dental Readiness Information

My links

My Portal

Army Transformation

Army Quick Links





AKO Eligibility

AKO has two types of accounts: **FULL** and **GUEST**. To receive a full account, you must meet the following criteria:

- Army (Active)
- Army Retired
- Army Medically Retired
- Army National Guard
- Army Reservist
- DA Civilian
- NAF Civilian

To receive a guest account, you must meet the following criteria:

- Medical Discharge
- Local National Employee
- DoD Civilian
- Army Volunteer
- Contractor
- DA Civilian, Retired
- Family Member of a full AKO Member
- Foreign Officers (attached to U.S. Army)
- Cadets (collegiate level)
- U.S. Air Force
- U.S. Coast Guard
- U.S. Marine Corps
- U.S. Navy





Summary

Army Knowledge Online (AKO) is the Army's worldwide Intranet. It is accessible from any internet connection. AKO provides you with powerful tools of personalization to enhance your experience and allows you to quickly find the latest knowledge on subjects of your choosing. AKO also provides standardized, encrypted email capability for all soldiers and DA civilians. Through AKO, you can search millions of documents with a variety of search engines.

https://www.us.army.mil/portal/portal_home.jhtml

