# DISCOVER KM

TRADOC Topics   **What's Hot at OCKO**   **Team Member Highlights**

Visit our new OCKO Resource Center called Discover Knowledge Management on SharePoint at https://armyeitaas.sharepoint-mil.us/sites/TR-HQ-OCKO

TRADOC Topics

TRADOC Onboarding Portal

OCKO continues to develop Onboarding Organizational webpages for HQ staff sections and subordinate organizations, completion projected by the end of March 2023. The TRADOC site is live and OCKO will brief the status of all Onboarding pages to senior leaders in early April. Major Subordinate Organizations and Centers of Excellence are not required to use the TRADOC model, but should have some version of their own onboarding page.
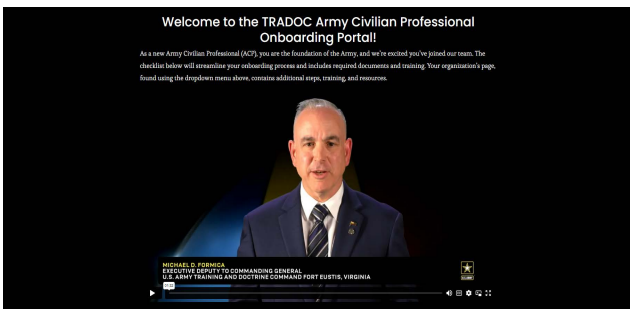

TRADOC Army Civilian Professional Mentoring Webpage

OCKO is coordinating with G1/4 to create, design, and develop a webpage to serve as an ongoing resource center for potential Army Civilian Professional mentors and mentees. Once live, mentors and mentees will have access to training, events, professional development opportunities, and other resources. The ACP Mentoring webpage is projected to be live by early May.
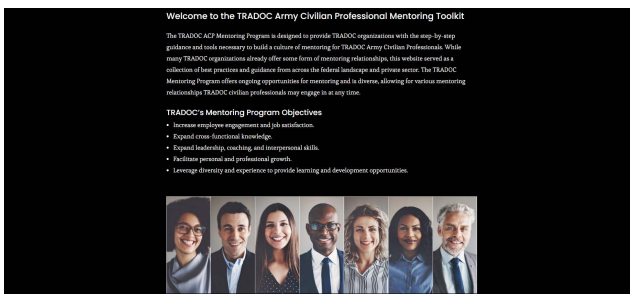

CG Harmful Behavior CCIR Heat Map

OCKO is building a prototype heat map with requirements provided by G-33. The heat map will depict harmful behaviors (SHARP, extremism, suicide, serious crime, domestic violence, etc.) at TRADOC locations across the United States. OCKO provided a successful functional demonstration with basic data to BG Linton, TRADOC Deputy Chief of Staff, in early February. The Heat Map went live for each Major Subordinate Organization/Center of Excellence (MSO/COE) to add data on 20 February. The Heat Map transitioned to FOC, displaying live data, on 28 February. KMOs should work with their Command Diversity Offices to help prepare the data for upload.
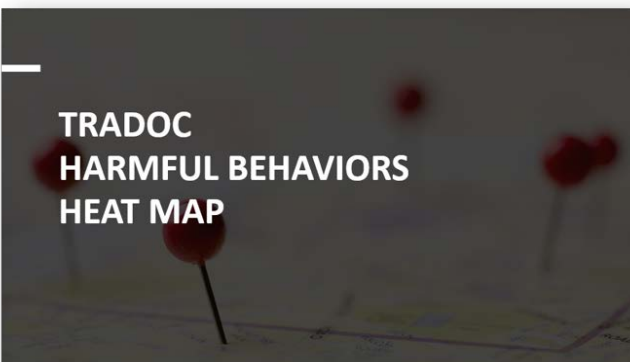
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Good News Story From the Field

The Intelligence Center of Excellence (ICoE) KM section developed a new SharePoint site for Blackboard Learning Management System and Blackboard processes that went live in January. They developed streamlined processes and a tracking system to assist with enrolling new and returning instructors into the Military Intelligence Blackboard. New SharePoint pages were also created to move all new Blackboard training requests and work orders over to SharePoint Online. As a result, the ICoE now has a Learning Management System developed specifically for instructors and students. POC: Victor Martinez, victor.r.martinez7.ctr@army.mil, 520-533-7679.
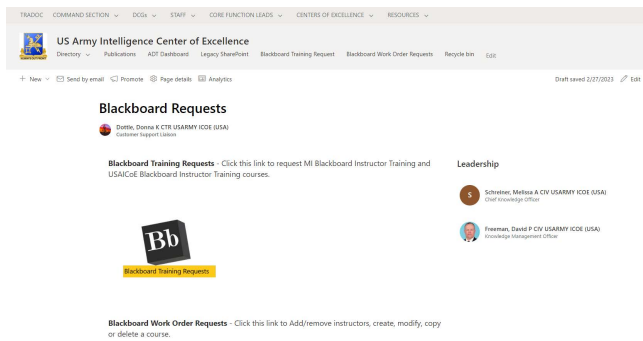
GEN Brito Visits OCKO

On February 23rd, GEN Brito visited OCKO to meet the team. He spoke about the importance of KM in supporting the TRADOC mission. He also emphasized that KM will be an important player in the Sustainable Strategic Path and the Army Campaign Plan Objective 27 - Data Centricity.

What's Hot at OCKO

Continuous Process Improvement Program

Mr. Pfaff, TRADOC Chief Knowledge Officer, briefed the TRADOC Commander, EDCG, and other participants of the TCP Live forum on 13 March. His focus was on the Continuous Process Improvement (CPI) program and how CPI enables the TRADOC Strategic Sustainable Path. AR 5-1, Management of Army Business Operations, directs that the TRADOC CG will establish and sustain a CPI Lean Six Sigma capability to maintain and improve organizational efficiency and effectiveness. This will be the plan for operationalizing CPI down to the MSOs/COEs. TRADOC HQ will be issuing an order within a month outlining a joint effort to:

- Map the complex operational/business processes to "see ourselves through processes."
- Use process and knowledge maps to understand relationships between business processes, data, content, and knowledge.
- Build capacity for MSOs/COEs to conduct and report on their CPI initiatives - regular reporting will be part of TCP 5.0.
- Direct support to TRADOC Sustainable Strategic Path to:
  - ➤ Optimize business systems to speed decision cycle effectiveness.
  - ➤ See connections across the enterprise and locate expertise.
  - ➤ Build purposeful data visualizations.

Integrating CPI into KM is a tried and true approach to achieving two of our four major organizational outcomes: enhancing mission and organizational performance and facilitating shared understanding through collaboration. TRADOC intends to use this approach to increase enterprise visibility and governance on key processes to drive action and improve execution. (See Figure 1)
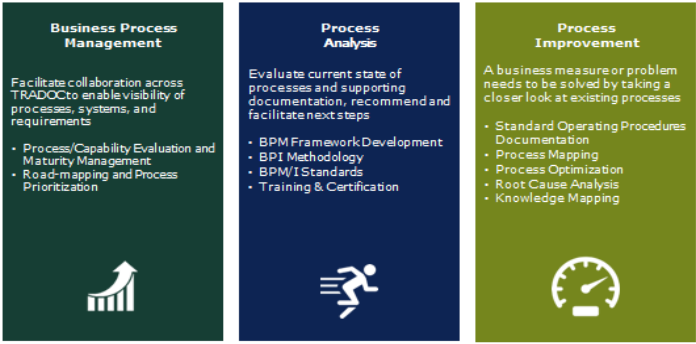
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U.S. ARMY — CPI Empowers the TSSP Framework

Way Ahead: Establish enterprise process visibility and governance to drive action and improve execution, resulting in better decision making and predictability to achieve sustainable outcomes

Business Process Management

Facilitate collaboration across TRADOC to enable visibility of processes, systems, and requirements
- Process/Capability Evaluation and Maturity Management
- Road-mapping and Process Prioritization

Process Analysis

Evaluate current state of processes and supporting documentation, recommend and facilitate next steps
- BPM Framework Development
- BPI Methodology
- BPM/I Standards
- Training & Certification

Process Improvement

A business measure or problem needs to be solved by taking a closer look at existing processes
- Standard Operating Procedures Documentation
- Process Mapping
- Process Optimization
- Root Cause Analysis
- Knowledge Mapping

TRADOC's CPI Program applies a disciplined approach, aligned to Industry Best Practices, designed to empower the TSSP Framework

Victory Starts Here! UNCLASSIFIED As of 13 March 2023 1

Figure 1

During the presentation, GEN Brito said, "KM is the underpinning for everything we are doing in the Sustainable Strategic Path."

TRADOC Sustainable Strategic Path (T-SSP)

OCKO led one of three planning teams to help the command move toward a Sustainable Strategic Path. Our planning team focused on battle rhythm development considerations, the process for integrating force management efforts, and how the T-SSP effort might support the TRADOC Campaign Plan. We then briefed the EDCG, Mr. Formica, with our analysis and useful products for future efforts.

Upcoming KM Training

April
10-13 April Week 1, 24-27 April Week 2, Green Belt Course #3
11-29 April KM Qualification Course (KMQC) Ft. Leavenworth, KS
12 April Luch-n-Learn Change Management 1100 CST
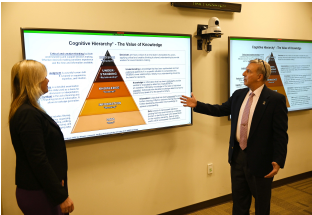20 April Content Management Workshop 1000 CST

May
1-19 May KM Qualification Course (KMQC) Ft. Leavenworth, KS
9 May Change Management Course, MEDCoE, virtual
9-11 May KMRC Course, Ft. Eustis, VA
17 May Lunch-n-Learn, Useful AARs and Lessons 1100 CST

June
12-15 June Week 1, 26-29 June Week 2, Green Belt Course #4
17-19 June KMRC Course, Ft. Eustis, VA

July
11-13 July KMRC, virtual

Training Portal: https://tradoc.army.mil/ocko/training-portal/
Contact Information:
usarmy.jble.tradoc.mbx.hq-tradoc-cko-kmtraining@army.mil
Caren Sibley, laura.c.sibley3.civ@army.mil (757)501-5790

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TRADOC KM Assessment in 3QTR23

WARNING ORDER: TRADOC will perform an enterprise level KM Assessment in the April/May time frame using the APQC Assessment Tool. This assessment is being directed by the HQ through an official tasking to establish a baseline for KM practices and resourcing. This effort will help OCKO make the case for KM at TRADOC and show off industry best practices from our MSOs and COEs. Look for more details in early April followed by the tasking in mid-April. Suspense for final turn in of self-assessments to TRADOC HQ will be mid-June.

Free Udemy Classes

Army Civilian Professionals can take advantage of free classes on Udemy for Business. Register at the following link: https://armyciv.udemy.com. When it prompts you for a group, use 'armyciv' and click next. Then login using the credentials you created when registering. Once your account has been verified you can download the app or continue to use the website to continue your education.

American Productivity & Quality Center (APQC) Accounts

APQC is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. Army personnel can register for an account and become a member on the APQC website using their .mil email account. The website provides access to research-based best practices, benchmarking tools, process performance data, and other expertise. https://www.apqc.org/

MG Wright Scholars

The MG Wright Scholars Program is a graduate degree program with William and Mary University in Williamsburg, VA. Approximately 20 Army officers are selected annually to receive an MBA. OCKO provides significant guidance and mentoring to most of the MG Wright Scholars during their Lean Six Sigma Green Belt (LSSGB) training starting every March. During the course, students complete a capstone project as part of the LSSGB training. One of the teams OCKO assisted last year was nominated for an LSS Excellence Award Program (LEAP) award, an Army wide recognition. All of our MG Wright teams turned in fantastic capstone projects and we look forward to what they turn in next year.

KM Working Group

OCKO hosted the first KM Working Group (KMWG) in February. The meeting was chaired by the TRADOC CKO, Mr. Ian Pfaff, and included KM Representatives (KMRs) from across the command. We discussed the way ahead for the HQ's KM effort, future KM governance plan, and facilitated discussions on opportunities to help the staff use KM to accomplish business processes more effectively. OCKO will host the next working group on 25 April.

KM Maturity Model (KM3)

The KM3 is used to rate the maturity of KM programs in the TRADOC enterprise. Organizations use the KM3 to evaluate their current maturity status and then use those results to improve organizational outcomes. The OCKO and members of the Army KM Proponent Office conducted a KM3 workshop in March to review all of the performance criteria. Additionally, we discussed how to best rate the criteria in the revised KM3 version 2 design using APQC and Army Enterprise Accreditation Standards as sources. OCKO's goal was to provide one standard KM assessment tool that can be used to evaluate any TRADOC organization's KM program. Organizational KM programs will be able to use the new KM3 v2 to get a fair assessment, regardless of size and personnel. We will solicit comments from the field in the coming months.

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Army KM Doctrine

ATP 6-01.1 Knowledge Management, was out for final staffing in March and all comments were consolidate by the KM Proponent Office. The publication will be released in the 3rd QTR, following comment adjudication. The updated ATP is a complete rewrite of how KM enables the art and science of Mission Command and includes chapters on starting and sustaining a KM program.
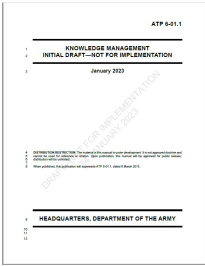
Team Member Highlights

Rich Wightman attends KM Qualification Course

Rich attended the KM Qualification Course (KMQC) in January at the Army Knowledge Management Proponent Office, Fort Leavenworth, KS. The course focuses on teaching students to use the KM process to assess, design, develop, pilot, and implement solutions to fix knowledge and performance gaps within their units. According to Rich, "KMQC was one of the best Army courses I have been to. The course was thorough and provided an in depth understanding of Knowldege Management processes, people, tools, and organizations. The instructors were passionate and genuinely cared about the subject matter and how it was received."

GEN Brito Recognizes Alana Page

GEN Brito recognized Alana Page for her outstanding work, as the Senior Program Analyst for integrating and building KM systems for TRADOC. In her short time here, she has co-led the design, development, and governance of the new TRADOC Knowledge Environment within Army 365. She led the team that designed the TRADOC homepage on SharePoint and migrated over 107 organizational SharePoint sites. Her "can do" attitude and work ethic sets the standard for what we expect of our Army Civilian Professionals.

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