

DISCOVER KM

A Quarterly Newsletter Brought to You by the TRADOC HQ Office of the Chief Knowledge Officer (OCKO)

OCKO NEWSLETTER 4th QTR FY23

OCTOBER 2023



TRADOC Topics



What's Hot at OCKO



Team Member Highlights

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

TRADOC Topics

TRADOC CCIR Harmful Behaviors COP

The Secretary of the Army has expressed a desire for the implementation of TRADOC's Harmful Behaviors Common Operational Picture (COP) at FORSCOM. In response, the TRADOC team promptly assembled a comprehensive guide for both users and developers and collaborated with their KM team to ensure a smooth initiation. They are currently in the process of adopting and integrating our procedures, lists, forms, and dashboard at their Headquarters.



Once FORSCOM has successfully established their Harmful Behavior COP, both they and the Secretary of the Army will have the ability to “see themselves” which will lead to enhanced decision-making and opportunities to prevent harmful behaviors. OCKO gave an overview brief of the Harmful Behaviors COP at TCP Live on 2 Oct.

Combined Arms Center Army Civilian Personnel Onboarding Site

The Combined Arms Center, working with OCKO, is an example of one of these initiatives to build a new online ACP Onboarding site. They are learning the value and opportunities available to acclimating ACPs while onboarding their new organization and becoming familiar with the organizational structure. Lara Aguilar from CAC, G1 says, “The reality is that not all new employees have a military background, so onboarding allows us to share the Army culture. The same can be applied to military members retiring and entering the Civilian side of the house. Once the Onboarding site is officially launched, it will give us the opportunity to familiarize, educate, share, and offer mentorship to all.”



OCKO also assisted the Army University in creating an onboarding page. Gabriela Black says that, “The public onboarding page is a great addition to a new employee’s onboarding experience. It provides a glimpse into our organization, welcomes our new employees, and shows them a pathway into their first few days as ArmyU Professionals. The onboarding page ensures a seamless transition occurs when they join our organization. It provides them a solid foundation and enlightens them with a fundamental awareness of what to expect as they join the ArmyU team.”



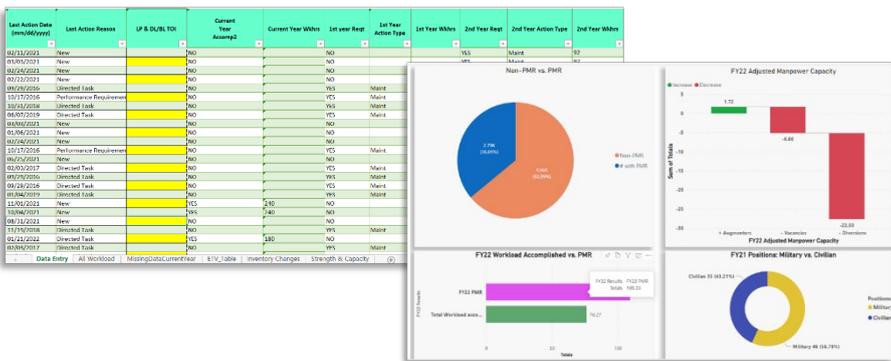
Good News Stories

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USAREC is nearing completion of their enhanced Serious Incident Report (SIR) system, currently in the final stages of User Acceptance Testing (UAT). This development is aimed at enabling streamlined tracking and reporting of SIRs to TRADOC and with future developments integrate seamlessly with the TRADOC harmful behaviors dashboard. A dedicated site collection facilitates secure data management, while the adaptable dashboard and a refined form allow efficient data retrieval and reporting. Notably, the COC Chief can now dispatch Tier emails directly via the Power App, increasing operational efficiency by auto-populating emails with selected SIR data. This revamped system promises substantial improvements in knowledge management capabilities, ensuring optimized tracking, reporting, and analysis of serious incidents. Thomas Nall, with assistance from Karl Miller, have devoted many hours to the design and refinement of the new form and app.



The Maneuver Support Center of Excellence made enhancements to their Program Objective Memorandum (POM) Excel Workbook. Before the project, the workbook had become complicated and possessed redundant data making it incomprehensible. To solve these issues, the KM team simplified data entry, eliminated unnecessary tables and columns, removed redundant data, and updated required formulas. As a result of the enhancements, data input is more straightforward and efficient while tabs are displayed in a visually cohesive manner. There are also additional enhancements planned to add Power App as a way to transform the data input process.



KM Frontrunners: Showcasing Outstanding Knowledge Managers

Cyber Center of Excellence:

Mr. Terence Carroll, having retired from the Military, brings a wealth of experience, courtesy, and tactful candor to knowledge management situations, a reflection of his Non-Commissioned Officer background. He expertly navigates through complexities, focusing on the root of problems or initiatives and harmonizing contrasting guidance, evident in his contributions to various projects like the Staff Orientation Course, The Accident Reporting Tool, and the Brigade Resource Management System. He interacts effectively with strong personalities, allowing for smooth project progression, as seen in the Lessons Learned and LandWarNet eUniversity Push project. Terence is committed to professional development, holding several certifications, allowing him to identify and fill gaps in Knowledge Management projects that aren't covered in depth by standard models. He excels in merging people and their processes into knowledge management solutions, guarding against scope creep and conflicts, and exemplifies knowledge management in action by focusing on changing, improving, and developing people's processes and culture.



Mr. Carvee Armstrong is a distinguished KM technical professional, proficient in applying top-notch IT business practices for process improvement across various knowledge platforms within the CCoE and beyond. He has successfully led several significant projects, including the redesign and deployment of the CCoE Public Facing Website and its migration from TRADOC Azure Cloud IL5 to IL2. He played a pivotal role in the A365 Modernization Initiative, integrating file share into OneDrive, MS Teams, and CCoE Interlink SharePoint Operational Portal, meeting the Army's deadline. Mr. Armstrong is relentless in enhancing processes and addressing security and protocol breaches promptly, often contributing to governance at various levels with an enterprise focus. He is committed to delivering clear and concise solutions, exceeding customer expectations, and ensuring optimal knowledge flow through various platforms, achieving 100% sustainability and availability of 95% or better. His invaluable contributions to the Army, CCoE, and the KM Program have earned him recognition, including winning the KM logo design.



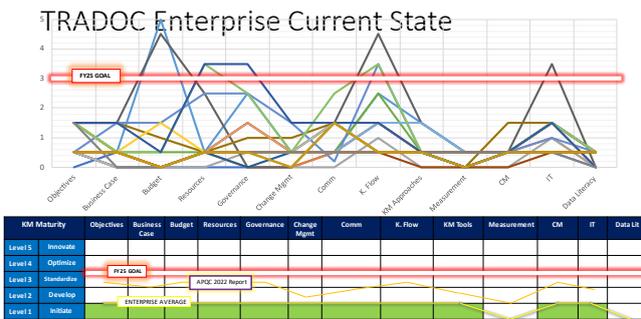
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TRADOC Campaign Plan (TCP) 5.0 & TRADOC Annual Plan (TAP)

Be on the lookout for the new TCP 5.0. The TCP serves as a structured, strategic blueprint for TRADOC through 2030 and contains specific KM guidance to MSO/COE Commanders both as Tasks to Subordinate Organizations and Coordinating Instructions. The TAP is reviewed annually and updated quarterly and is focused on short term objectives and execution. It outlines comprehensive strategies, emphasizing the formulation of a Knowledge Management (KM) program and a Continuous Process Improvement (CPI) program, specified in TAP Annex C, Operations and Annex Q, Knowledge Management. These annexes provide detailed instructions and guidance to subordinate organizations, staff, and KM practitioners, focusing on tasks like specialized training of Knowledge Management Representatives (KMRs), assessments of KM and data maturity, and enhancements of the current onboarding approach. OCKO is developing a tool to measure progress in addressing gaps identified in the FY23 KM Assessment, with quarterly updates on metrics by all commands and briefings to the command group at TCP Live or the CG Plans Update.

Annual KM Maturity Assessments

Leading the initiative, we are conducting the most extensive assessment TRADOC has undertaken to evaluate our level of KM maturity, identify gaps, and address them, aligning with TRADOC's Strategic Sustainable Path. We have partnered with the American Productivity and Quality Center (APQC), an independent non-profit organization, to benchmark our efforts against other Department of Defense (DoD), United States Government (USG), and industry programs of comparable size and scope. 22 TRADOC organizations have participated in this assessment, and OCKO staff is currently analyzing the input received. Our subsequent steps include submitting an Enterprise submission to APQC and conducting individual back briefs with each participating organization. Organizational back briefs began 20 October and can be scheduled at the following link: [Click here to schedule your one-on-one back brief.](#)



Continuous Process Improvement Program

As we gear up to implement TCP 5.0, KM departments throughout TRADOC are poised to spearhead the development and execution of Continuous Process Improvement (CPI). OCKO is ready to support KM designees by training prospective Green Belt and Black Belt candidates, aiding in project selection, and providing coaching and certification upon the completion of their project work. Each MSO and COE Commander will be tasked with identifying and executing two CPI projects annually and will present the results at the quarterly TCP Live events. The OCKO CPI office is intensifying its efforts in Green and Black Belt training, having trained 28 candidates and certified 23 belts in the past quarter. The next Lean Six Sigma Green Belt class is scheduled for 29 January-1 February (Week 1) and 12-15 February (Week 2). For more information, contact the TRADOC Command Master Black Belt, Rod Norris, roderick.t.norris.civ@army.mil.



Staff Assistance Visit

OCKO conducted a Staff Assistance Visit to the Institute for Religious Leadership (IRL) from October 17-19 to assist them in establishing their KM Program. The IRL has recently hired a new KMO. During this visit, the OCKO Team, comprising Dr. Prevou and Ms. Sibley, conducted a Senior Leader Executive Overview with the IRL leadership and facilitate a KM strategy development seminar for the local KM team.

Featured Article

Dr. Michael Prevou, the TRADOC Deputy Chief Knowledge Officer, is drafting an article on establishing a KM program in TRADOC. It emphasizes the designation and training of Knowledge Management Representatives (KMRs) and Chief Knowledge Officers (CKOs) to facilitate knowledge sharing and improve organizational performance. The article details the establishment of KM programs in 10 steps, focusing on continuous assessments, action planning, and integration of KM practices into organizational planning and execution. It also highlights the collaboration with the American Productivity and Quality Center (APQC) for benchmarking and the execution of Continuous Process Improvement (CPI) projects. The document will serve as a comprehensive guide for enhancing decision-making cycles, fostering collaboration, and achieving shared understanding within TRADOC, with a focus on methodological consistency and organizational efficiency. We encourage the KM community to offer your comments to the draft article which can be found at this link: [Draft Article](#). Comments and suggestions can be submitted using the CRM found at this link: [CRM](#).

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What's Hot at OCKO

Content Management Training



OCKO has developed a Content Management Course. The training is designed to build a foundation for developing an effective content management plan or program. Upon completion of the course, trainees will understand how to use content management practices to manage their organization's digital libraries with the technologies available through Army 365.

The course is divided into four lessons hosted on Vimeo and takes approximately two hours to complete:

- Lesson 1 – Introduction, course overview, terminal learning objectives, course modules, and concepts and principles.
- Lesson 2 – Strategically manage content.
- Lesson 3 – Understand how to align and integrate content management practices to help improve mission and organizational effectiveness.
- Lesson 4 – Identify content management best practices.



Link to the Content Management Course on the TRADOC Training Portal: [Content Management Course – U.S. Army Training and Doctrine Command](#)

KM Training



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

Knowledge Management Representative Course

The Knowledge Management Representative Course (KMRC) is designed with the goal of equipping participants with fundamental knowledge of KM and a clear understanding of the role of the KMR. The September course was delivered virtually and was attended by 24 students from various organizations including TRADOC, CAC, MEDCOM, OSJA, MCoE, Regional Training Site (Fort Cavazos), Army Management Staff College (Fort Leavenworth), US Army Defense Ammunition Center (McAlester, OK), 164th Regiment RTI, and the US Army Institute for Religious Leadership.

OCKO will be conducting a KMRC course for the McDonald Army Medical Center 14-16 November.

Team Member Highlights

OCKO Welcomes New Team Member



Jim Verschueren comes to the OCKO by way of the TRADOC G-8, where he supported the Integration and Training Division in a myriad of training, operations management, and executive-level communications roles. In his new role, Jim will be responsible for delivering KM services to the HQ and the TRADOC Enterprise. He will facilitate the KM working group here at HQ and manage KM Projects.

He is a retired Army Field Artillery Warrant Officer with experience across the tactical, operational, and strategic levels of warfare and has served in Infantry, Armor, Intelligence and Field Artillery units from the battalion level to strategic Army 4-Star commands. Jim holds a

Master of Arts from Norwich University, is an Agile Certified Scrum Master, and is a graduate of the TRADOC Strategic Planning Course in addition to multiple Army and Joint-level courses stemming from his time in uniform.

Jim and his wife, Teresa, live in Williamsburg, Virginia and are the proud parents of four children ranging in ages from 28 to 20; one of their children is currently serving in the Army as a medic. In his spare time, Jim enjoys reading, traveling (Aruba is the favorite spot), and photography.

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