

# **Learning from Action: Lessons Learned Integration**

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Center for Army Lessons Learned

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***US ARMY COMBINED ARMS CENTER***

# Overview

- Knowledge Management
- Lessons Learned Process
- Lessons Learned Integration
- Issue Resolution

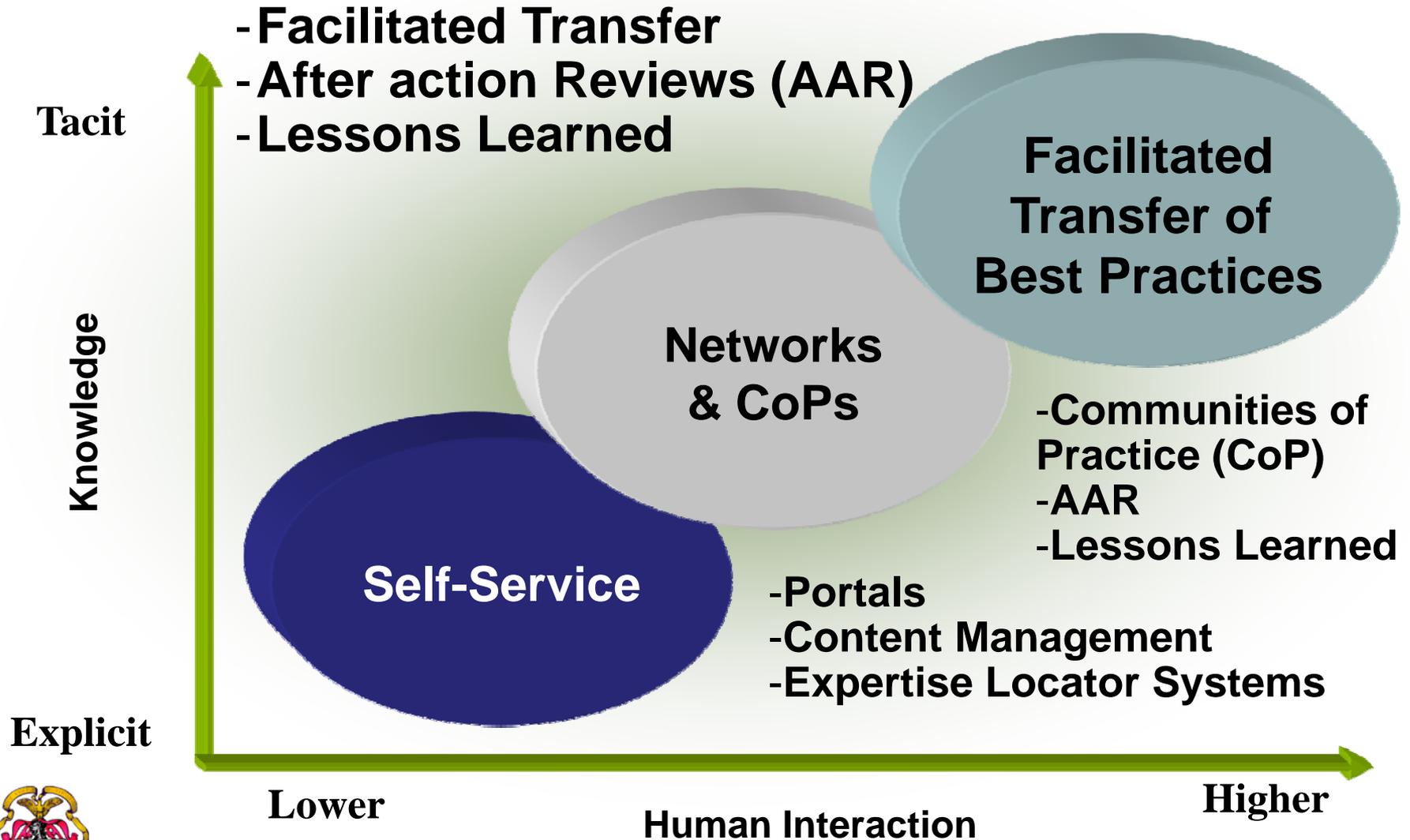


# Knowledge Management

- Knowledge Management (KM) is broadly defined as that which enables an organization to make decisions and or take action.
- KM facilitates the ability to collaborate, integrate, reuse, and apply information, insight, expertise, and experience to solve problems, make decisions, and improve operational performance.



# Knowledge Management Activities



# Army Collaborative / KM Systems

- AKO
- BCKS
- L2I
- LOG Net
- XO Net
- Battle Staff NCO Net
- CompanyCommand.com
- PlatoonLeader.com
- LeaderNet
- Stryker Net
- Spartan Net
- Command Net
- Cav net (1st CAV)

***NOTE: Not a full list***



# JIM Collaborative / KM Systems

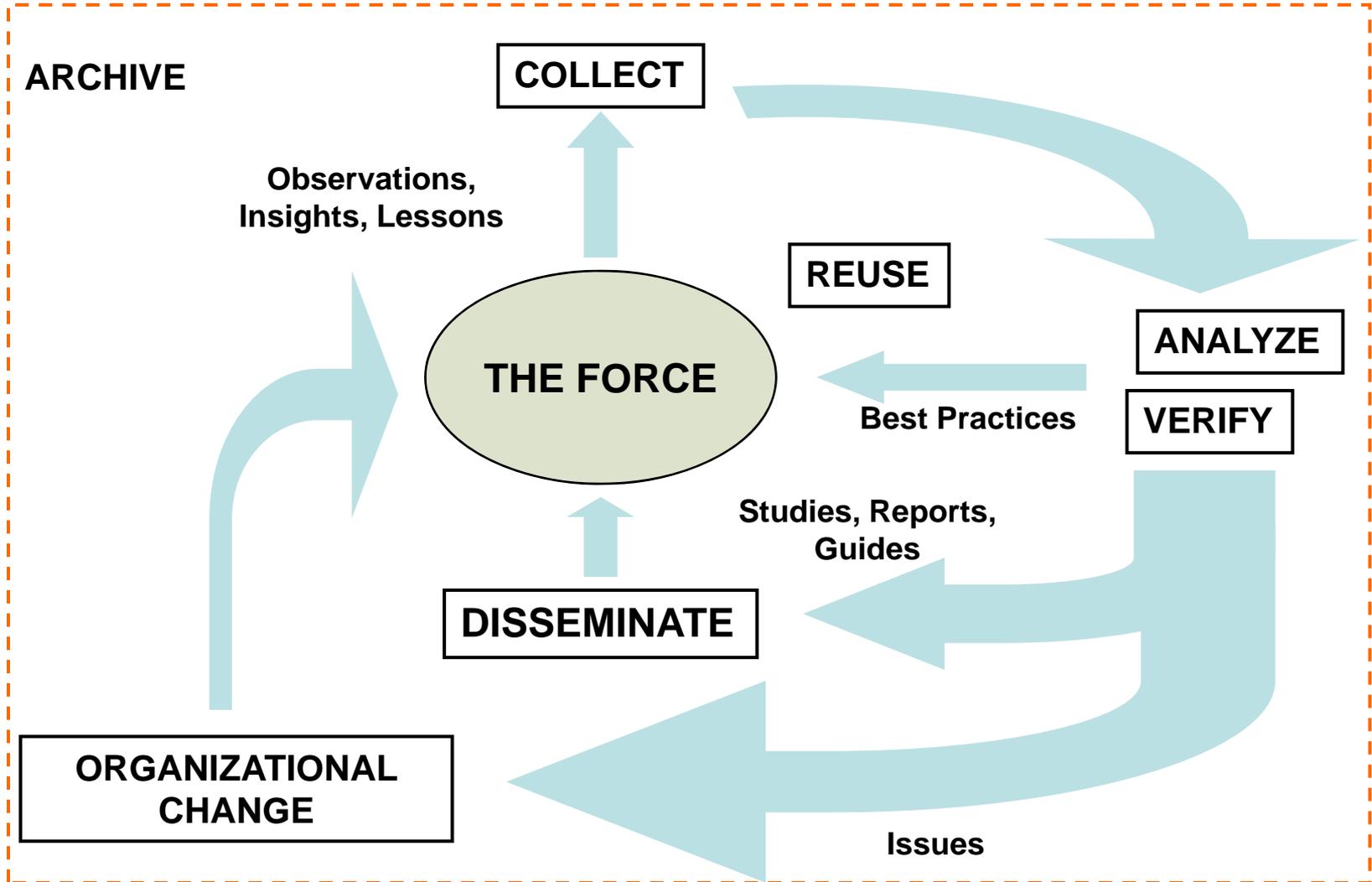
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- DKO
- JLLIS
- JCOA
- Service LL sites
- Air Force Portal
- Navy Portal
- Homeport (USCG)
- LLIS (DHS)
- SEC-LLC (DoE)
- IMT (USDA, DoI)
- PBPS (UN)
- JALLC (NATO)
- ABCA LL Sites

***NOTE: Not a full list***



# Lessons Learned Process

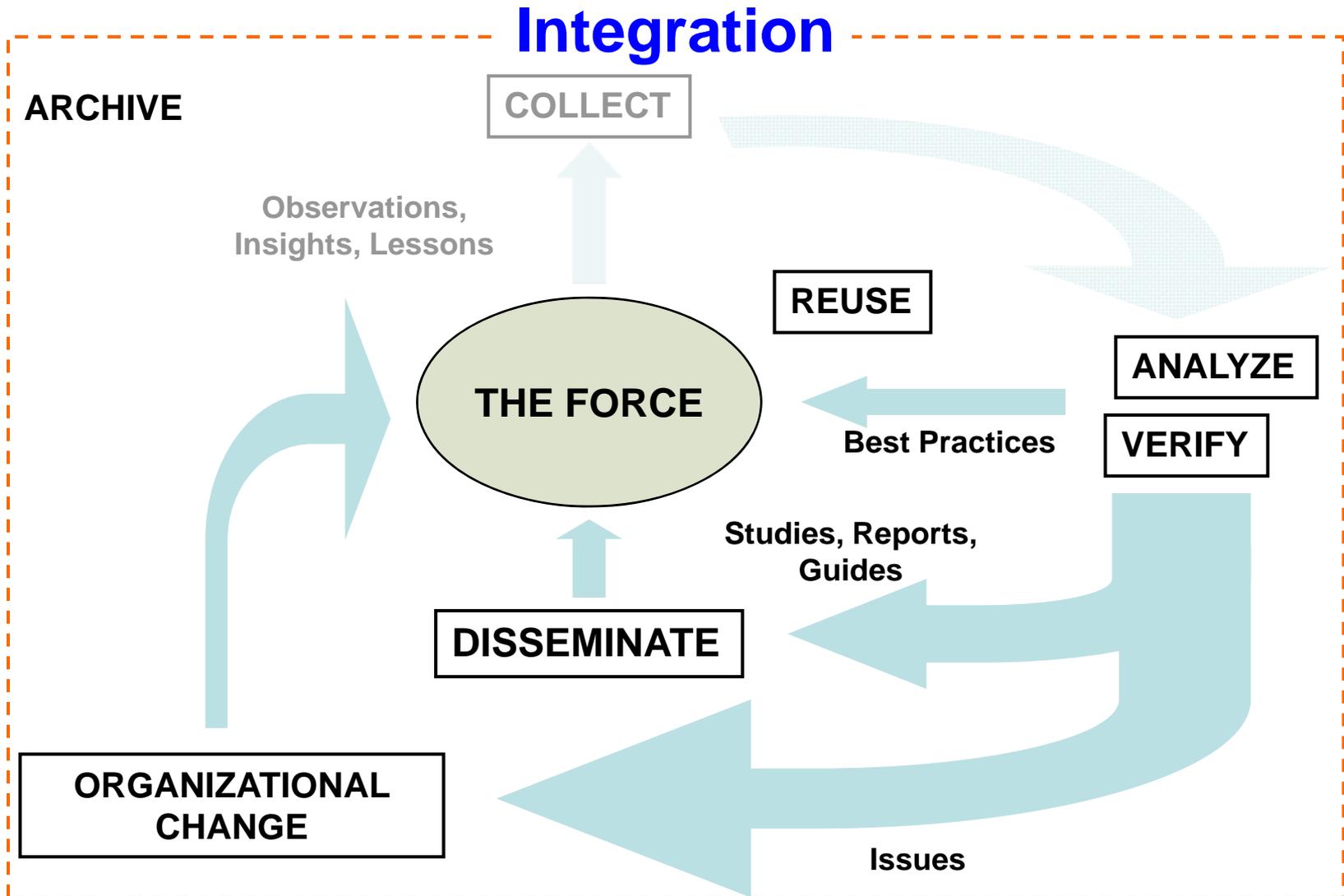


# Lessons Learned Integration

- Lessons Learned integration is the process of actively applying operational insights, and lessons to solve specific problems, update doctrine, develop training support packages for the Force, and improve overall readiness.
- L2I is successful when you can demonstrate/maintain widespread application of Lessons Learned that creates more informed leaders, personnel, and units better prepared to conduct full spectrum operations anywhere in the world.



# Lessons Learned Process



# People and Network



OEF Theater Obser Detachment

OIF Theater Obser Detachment

Kuwait Theater Obser Detachment

Horn of Africa Obser Detachment

KFOR Obser Detachment

JMRC Obser Detachment



Third Army (ARCENT)



Battle Command Training Program



Joint Maneuver Readiness Center



National Training Center



Joint Readiness Training Center

L2 Analysts



TRADOC Schools



AMEDD, JAG, USASOC

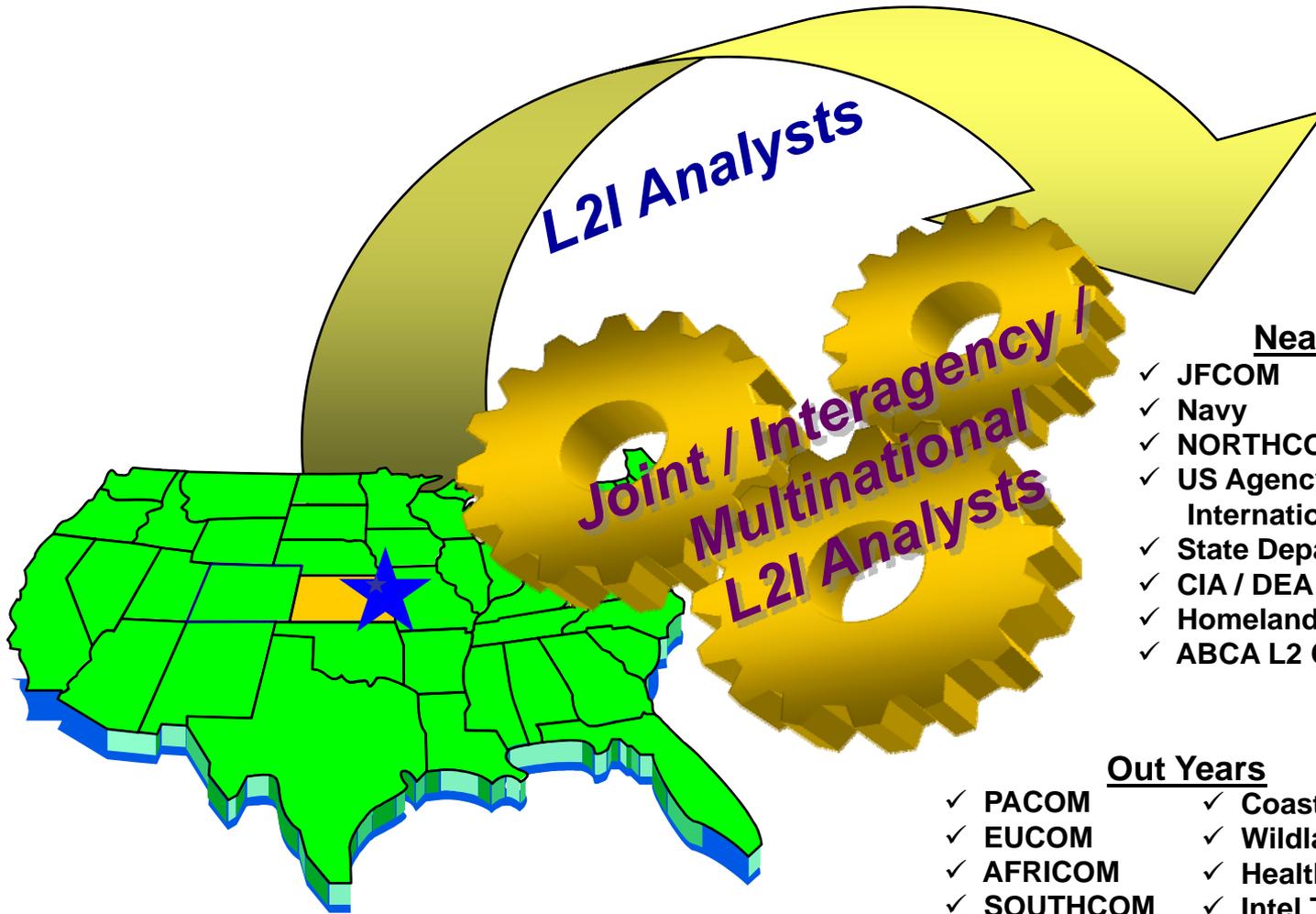


80<sup>th</sup> Div (IT)  
84<sup>th</sup> Tng Cmd (Ldr Tng)



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# People and Network



## Today

- ✓ Air Force
- ✓ Marines
- ✓ SOCOM

## Near Term

- ✓ JFCOM
- ✓ Navy
- ✓ NORTHCOM
- ✓ US Agency for International Development (USAID)
- ✓ State Department
- ✓ CIA / DEA / FBI
- ✓ Homeland Security / FEMA
- ✓ ABCA L2 Centers

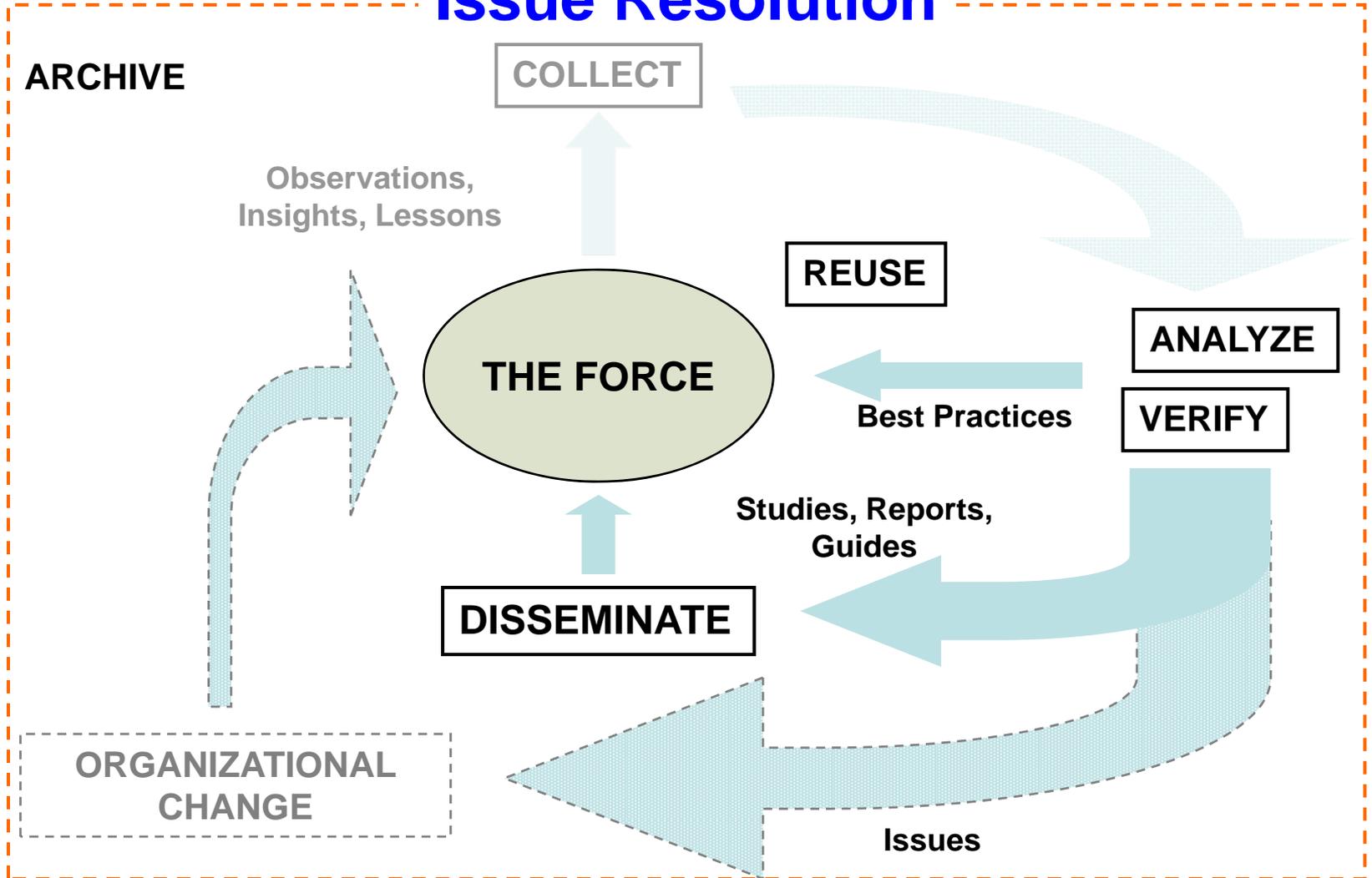
## Out Years

- ✓ PACOM
- ✓ EUCOM
- ✓ AFRICOM
- ✓ SOUTHCOM
- ✓ CENTCOM
- ✓ STRATCOM
- ✓ TRANSCOM
- ✓ Coast Guard
- ✓ Wildland Fire L2 Center
- ✓ Health, Safety, & Security (HSS)
- ✓ Intel Transportation Sys (ITS)
- ✓ JALLC (NATO)



# Lessons Learned Process

## Issue Resolution



# Lessons Learned Process

## Issue Resolution

- US Army – CAC Issue Resolution Process (CIRP), TRADOC Issue Resolution Process (TRIRP)
- Joint – JLLIS
- DHS – LLIS and Corrective Action Process (CAP)





# CAC Issues Resolution Process

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## **Framing the Issue:**

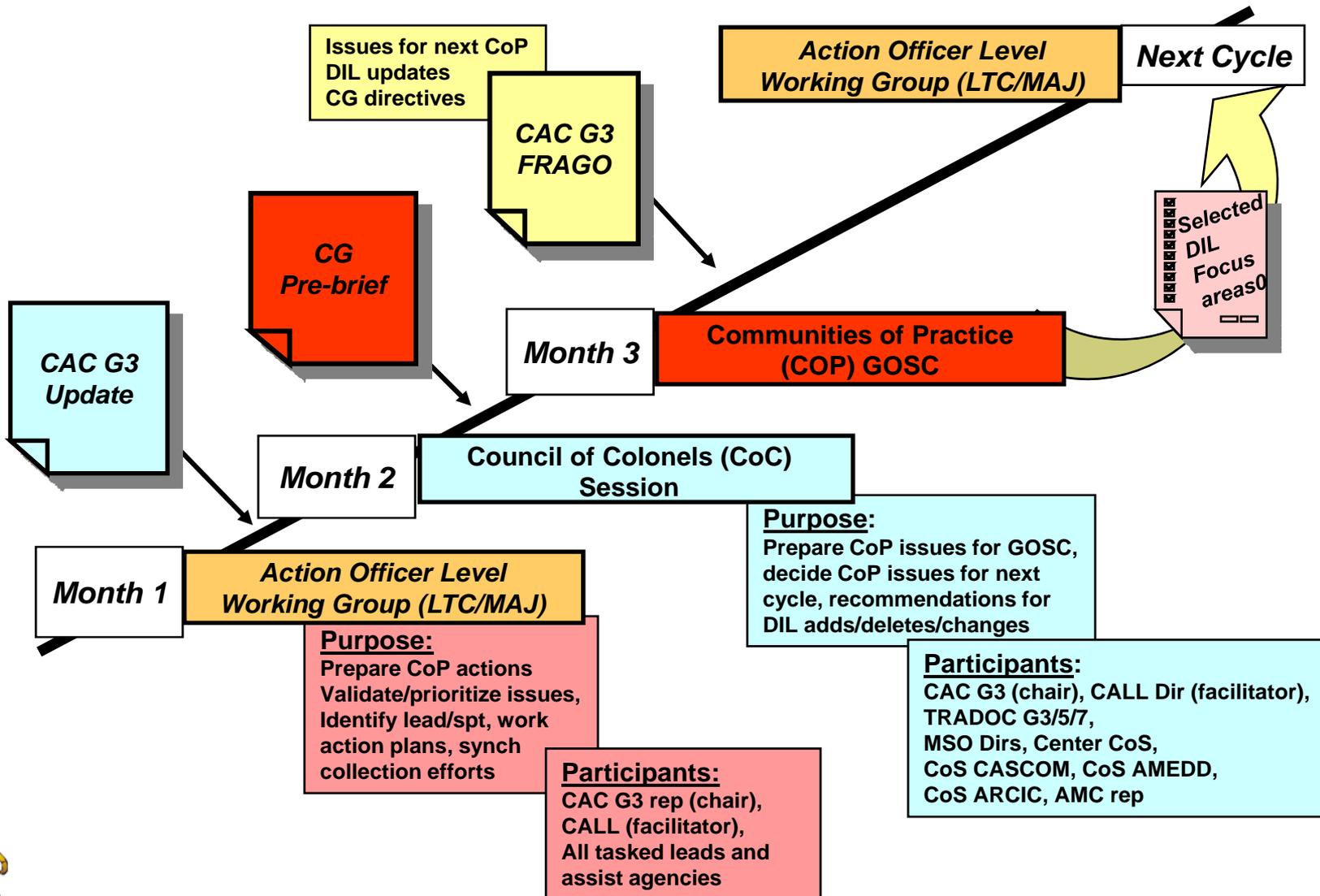
- “Big” issues require participation by multiple Army proponents and/or leads across TRADOC to resolve.
- Often issues are worked from internal perspectives based on what they can fix.
- Most “big” issues are reoccurring gaps that continue to plague our leaders and Soldiers.
- The process and governance for addressing these “big” issues must take place at the appropriate level ensuring buy-in / ownership and a collaborative effort.

***How can the CAC Commander make an impact on the Force?***

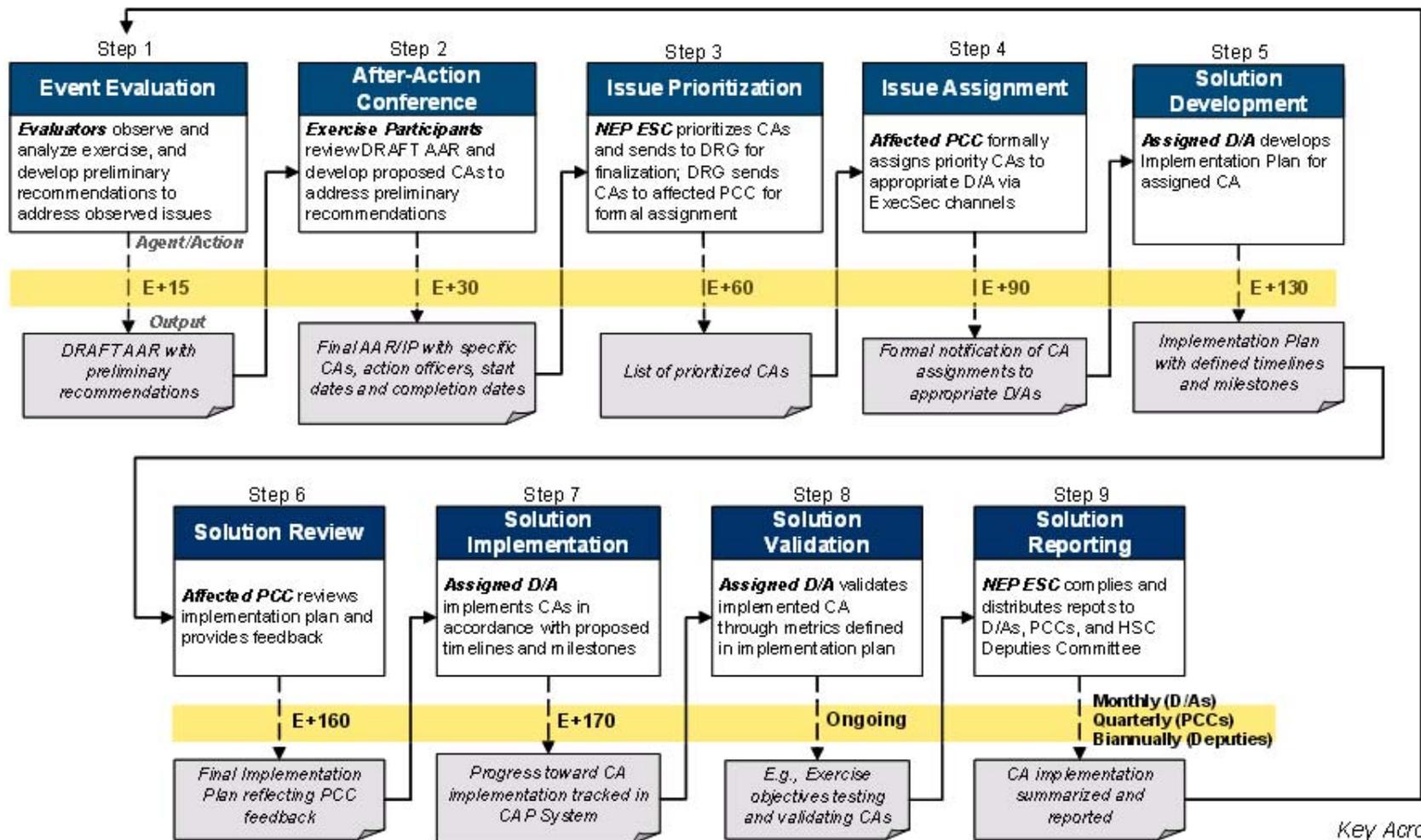
***“Identifying issues, placing Commanders/Directors in charge”***



# Quarterly Issue Resolution Cycle



# The Interagency CAP Process



## Key Acronyms

- After-Action Report (AAR)
- Improvement Plan (IP)
- Corrective Action (CA)
- Department/Agency (D/A)
- Homeland Security Council (HSC)
- Executive Secretary (Exec Sec)
- DRG (Domestic Readiness Group)



Homeland Security

# Learning from Action: Lessons Learned Integration

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- Knowledge Management
  - Key element for change
- Lessons Learned Process
  - Seven Steps: Collect, Analyze, Verify, Reuse, Disseminate, Organizational Change, Archive
- Lessons Learned Integration
- Issue Resolution
  - CIRP
  - CAP



# Learning from Action: Lessons Learned Integration

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## Questions

