



# Knowledge Management at MNC-I

## Trends, Challenges, and Opportunities

LTC Howard Lim  
MNC-I/XVIII Airborne Corps KMO  
October 2008

# Knowledge Management Components: A Survey of MNC-I KM Tool Set



**INFORMATION  
SHARING**



**COLLABORATION**



**RECORDS  
MANAGEMENT**

**Situational Awareness/Battle  
Command and Control**

**Staff Process Improvement,  
synchronization, and  
Automation**

**Staff Knowledge Continuity and  
understanding**



**PROCESS  
AUTOMATION**



**SEARCH &  
DISCOVERY**



**DATA  
MANAGEMENT**

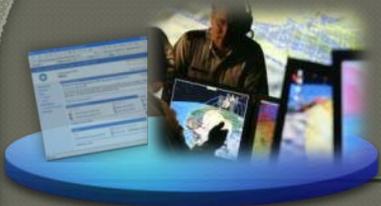


# INFORMATION SHARING

Corps Portal displaying SIGACTS

GoogleEarth displaying SIGACTS

SharePoint portal used for information sharing



# INFORMATION SHARING

GeoQuest - Windows Internet Explorer

http://22.219.66.154/GeoQuest/geoquest.dcf/rolequest

Map Layers

- Polylines
- Polygon\_Yls
- Points
- Sigad\_point\_layer\_061

Map Events

TIGR 22.219.66.154 - howard.ibm - Windows Internet Explorer

http://22.219.66.154/TIGR/emap

SVOIP: 241-8137

tigrhelpdesk@is-iraq.centcom.smil.mil

START Search Create Forums Profile

Find Events From TIGR Only In last 24 hours More Search Options

Containing the words With Any Category (click to change) In Any Unit (click to change) Search

385 MB 4499 9017  
33° 20' 58" N, 44° 24' 32" E

TIGR

GeoQuest

CIDNE

# COLLABORATION

IED - Windows Internet Explorer

http://victbrzisz001.s-iraq.centcom.smil.mil/mncied?launcher=false

Meeting Help

Voice Pod Share

Camera and Voice

Attendee List (1)

My Status

guest

What do you want to share?

My Computer Screen... Documents Whiteboards

## Adobe Connect Virtual Conference Room

MULTI-NATIONAL CORPS-IRAQ

Search

Welcome, Howard Y LTC MNC-I C3 MNC-I | My Site | My Links

Digital Continuity Book

Quick Launch: MNC-I Portal > Special Staff > MND > Digital Continuity Book

### DIGITAL CONTINUITY BOOK

Announcements

Continuity Webpage  
by Jones, David P CDV MNC-I MND BOCS PBR 10/11/2008 16:57

This page was created to record and maintain continuity files in support of TOAs. Please update during your rotation. Do not delete previous files. Please use the RIP TOA Q&A Forum below to maintain a record of dialogs.

RIP TOA questions and Answers

Digital Continuity Documents

Year: 2008 (1)

MNC-I 04 In the TOA, The risk\_Challenges, Opportunities (green background) v2 | New 10/14/2008 15:26

Staff "digital continuity book"

Staff "digital continuity book"

CG

DCG (S) DCG- CND DCG-GBR COS

DCOS CSM IAG MNC-I BUA

Special Staff

SCJS Air Ops AFRN IED IO Chaplain PAO Res NG Affairs Intel IG Surgeon SJA

MNC-I Staff

C1 C2 C3 C4 C5 C6 C7 C8 C9 ASOC-TACP PMO

CMD & Control

CMDNet TACOPS FUOPS C9 EL OPS C2 CACE COIC JFEC IGFC TF TROY

External Sites

MNF-I MND MSC

Sidebar Rooms

Danube Guden Han MacKenzie Mississippi Murray Thames

Strategic

CEXC MNFI MNSTC-I USASAC 67th Signal ISRIS

Help Pages Test Page IMO Software

A menu for virtual conference rooms in the Corps Portal



# RECORDS MANAGEMENT

OK Cancel

X Delete Item ABC Spelling... \* indicates a required field

<b>Name *</b>	KMO ORG CHART .vsd
<b>Title</b>	KMO ORG CHART
<b>Classification *</b>	UNCLASSIFIED <small>Security marking that specifies how data will be stored, protected, and destroyed</small>
<b>OPRO *</b>	Special.KMO <small>Identifies the proponent or owner of the product responsible for its lifecycle</small>
<b>Subject</b>	KMO ORG CHART <small>Subject keywords that characterize the subject matter of a resource such as the warfighting functional area.</small>
<b>AVMDescription</b>	This KMO organization chart is the one to be submitted to C3.  <small>An account of the content of the resource. May include an abstract, reference to a graphical representation of content or a free-text account of the content</small>
<b>ReviewDate</b>	<input type="text"/> 00:00 <small>Date that the resource should be reviewed for currency.</small>
<b>Author</b>	robert.wilhoite <small>Name of the person that is primarily responsible for the content.</small>
<b>References</b>	<input type="text"/> <small>The primary reference or driver for this document. (ie "AR 25-1")</small>

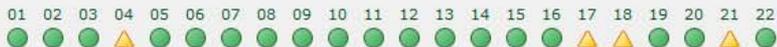
Version: 1.0  
Created at 7/31/2008 17:22 by MNC-I Portal SQL Svc. Acct  
Last modified at 7/31/2008 17:25 by MNC-I Portal SQL Svc. Acct

OK Cancel

Meta Tags “mark” documents when they are uploaded into the Portal

# 24 HOUR CCIR STATUS

## CCIR Category Status

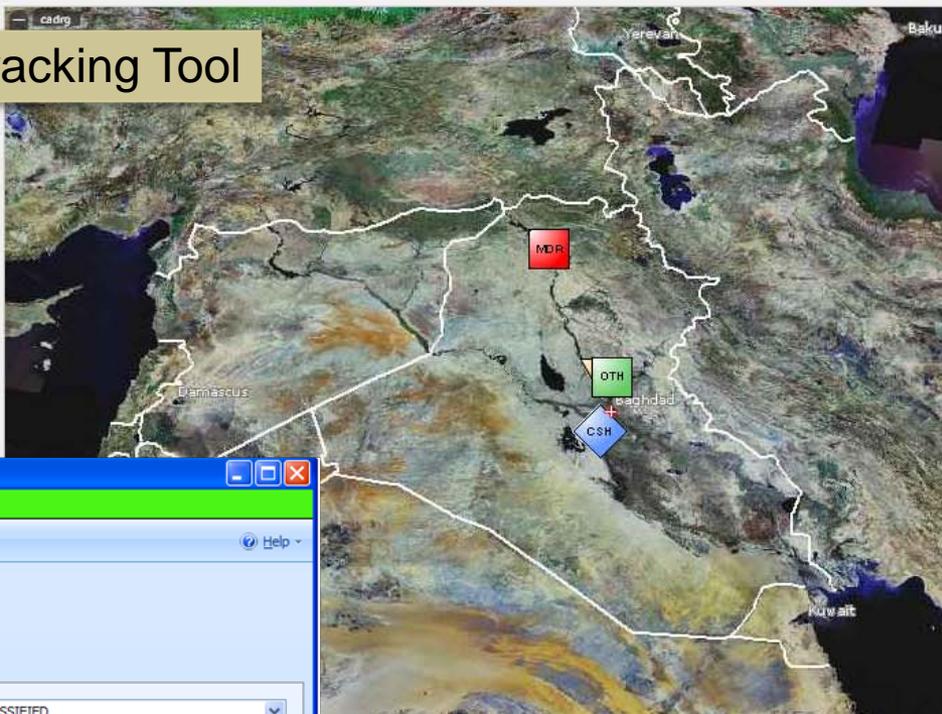


## 24 Hour CCIR Events

06	23 2050C OCT 08 MURDER OF AN IP IN MOSUL	📄	🗺️	💬
05	23 1318C OCT 08 CACHE FOUND AND CLEARED BY 3-7 IN WEST OF ISKANDARIYAH	📄	🗺️	💬

## CCIR Tracking Tool

### GeoQuest - 24hr CCIR Events



http://crm.s-iraq.centcom.smil.mil/?etc=10000 - Tasker: New - Windows Internet Explorer

UNCLASSIFIED

Tasker: New

### Information

Status: New

General | My Response | Proposed E-mail Coord | Consolidated OCR Coord | Notes/Audit

Subject \*  Classification \* UNCLASSIFIED

HHQ Suspend \* 08/10/22 12:00 Warning (Hours) 24

My Instructions \*

Priority \* Routine

Category \* General Admin

Action

Is Private

For Release

For Response

External Tasker ID

HHQ

Origin Local

Role \* Initiator Owing Org \*

MNC-IC3

TMT Home Status: New

## Staff Task Management Tool



PROCESS AUTOMATION

Day-to-day tasks are automated with customized applications in Sharepoint

# Business Intelligence

PROCESS  
AUTOMATION



## Announcements

Title	Body	Modified
CIDNE Trend Reports Now Available	<p>Below, you will find links to automated reports based on SigActs reported in the CIDNE database. Several of these reports show trending information for a given category. Where numbers are reported, users can click through to see recent trend data. Some of these reports are based on CIDNE data that has not been validated by subject matter experts and will be marked with a red disclaimer. Others are drawn from validated sources for long term trends and will be marked with a green banner.</p> <p>This is a collaborative effort between the MNC-1 KM team and the ORSA community. We welcome your comments or questions; use the AskOrsa Discussion Forum below.</p>	10/13/08
announce-10-11-08	<p><b>SIGACTS III data for week ending 10/17/08 now online</b></p>	10/13/08

[Add new announcement](#)

## Summary Dashboards

- Event Summary KPIs (Prior Day)
- Event Summary
- Effective Attacks
- Events by Type
- Casualty Rollup
- Regional Rollup
- IED Rollup

[Add new link](#)

## Weekly Dashboards

- Weekly Effective Attacks
- Weekly Coalition Casualties
- Weekly Civilian Casualties
- Weekly Host Nation Casualties
- Weekly Enemy Casualties
- Weekly Detainees
- Weekly Attacks by Region
- Weekly Attacks by Region/Target
- Weekly IED Attacks
- Weekly Caches Found/Cleared by MND
- Weekly Caches Found/Cleared
- Weekly Enemy Engaged

[Add new link](#)

## Monthly Dashboards

- Monthly Attacks by City

[Add new link](#)

Automated Trend charts

## User Documentation

- SAND OLAP Cube - User Guide Revised 1 Oct 08
- Reporting Dashboard Overview

[Add new document](#)

## AskOrsa Contacts

Rank/Grade	First Name	Last Name	Business Phone	E-mail Address
CIV	Daniel	Vincent	710-400-7000	dvincent@iraq.centcom.mil
	Heather	Knuffke		heather.knuffke@us.army.mil
LTC	Howard	Lim	243-4974	howard.lim@iraq.centcom.mil
CIV	Brian	Mitchell		brian.mitchell@iraq.centcom.mil

[Add new item](#)

## AskOrsa Discussion Forum

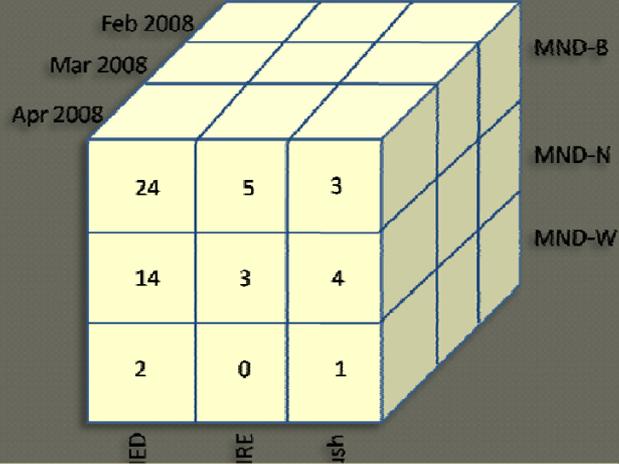
Subject	Created By	Replies	Last Updated
Internally Displaced Persons (IDPs) and Refugees	Rampsey, Michele D SPC		10/10/2008 17:06
IDPs	Rampsey, Michele D SPC		10/10/2008 11:24

Discussion Forum



**PROCESS  
AUTOMATION**

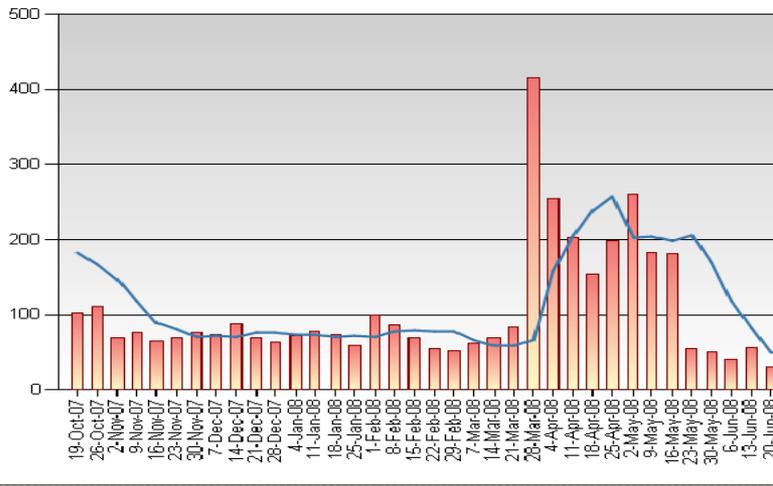
# Business Intelligence



**“Data Cube” from SIGACTS**

MND-Baghdad	Week Ending 3-Oct-08	Week Ending 10-Oct-08
	23	27

**Near real time trend indicators**



**Example of using commercial “business intelligence” tools to process and display data in the Corps Portal**



# SEARCH & DISCOVERY

**CIDNE** Main Operations PSYOP Exploitation HUMINT CMO / CAO Engagement Target Workflow Tools Help

Username:

Password:

GeoQuest

BUA Pages

Download SAND

Extract SAND with WIIRAR

Main Items

Keyword: Search for:  (optional)

Search for results in the following reports:

Report Types: [Any Module] [Any Report]

Display records that match Any of the following conditions (optional):

Time: [Any] Is in the range [None] to [None]

Space: MGRS Is within KM of grid

## CIDNE Search Screen

**START** Search Create Forums Profile

Find Events From TIGR Only In last 12 hours More Search Options

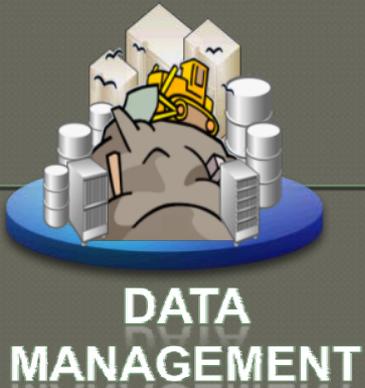
Containing the words  With Any Category (click to change) In Any Unit (click to change)

ALLEGED LOCATION OF VEHICLE BORNE IMPROVISED EXPLOSIVE

38S MB 34184 88340  
13 1303 Oct 08  
55th SB/3d ESC

TIGR Search Function

Example of search tools for operational data



**Need to develop JOINT  
Standard Web Services  
for COIN related data**

**Limited web services  
are in development today  
In the ITO**



# MNC-I KM Trends:

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- ◉ SharePoint Portal (Intranet) usage continues to grow
- ◉ Visual display tools: Google Earth, CPoF, TIGR, CIDNE GeoQuest
- ◉ Increasing data collection from the field



# MNC-I KM Challenges:

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- ◉ Knowledge continuity during RIP/TOA
- ◉ System interoperability and information framework for the ITO
- ◉ Information Processing Overload



# MNC-I KM Opportunities:

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- ◉ SharePoint Portal supporting staff process improvements and collaboration
- ◉ COIN data and information interoperability
- ◉ Business Intelligence Framework to “make sense” out of the data



# Summary

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- ✓ **Capability to collect operational data and information is now at the squad level.**
- ✓ **Challenges exist to synchronize this data and expose it to other systems.**
- ✓ **The SharePoint Portal is an effective KM tool to manage and share information and improve staff processes.**
- ✓ **Data mining with BI tools improves “knowledge discovery” processes.**