



ARMY OPERATIONAL KNOWLEDGE MANAGEMENT

PRODUCTS AND SERVICES

KM TRAINING: The US Army Combined Arms Center (CAC) provides Knowledge Management (KM) training for KM Sections, as well as other KM Professionals. CAC teaches a 2-½ day KM Basic Course and offers other training courses on KM Assessments, Enterprise Content Management, AKO/DKO Portal Administration and Knowledge Facilitation Skills. CAC is also designing a KM instructor certification course that will prepare leaders to manage the classroom environment in preparation to teach KM curriculum.

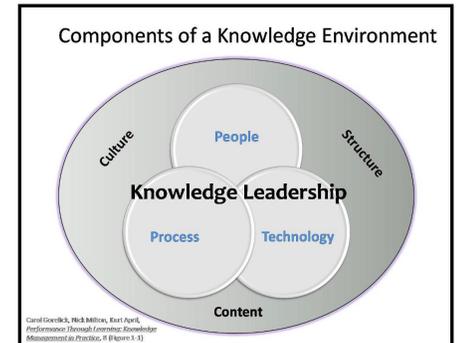


KMAs are subject matter experts who provide KM expertise and skills to Army units and organizations. They support the Commander as functional advisors. They also act as field representatives of CAC regarding KM. Other duties include:

- Train and develop KM staffs in units and organizations
- Collaborate with unit leaders on KM processes, SOPs, TTPs, presentations and other KM documents
- Provide functional expertise and advice

KNOWLEDGE ASSESSMENTS: Knowledge Assessments identify barriers to knowledge flow and offer solutions to eliminate gaps between what a unit knows and what it should know, all designed to help leaders learn faster, understand better and adapt more rapidly. Some of the most prevalent areas of gaps include:

- Staff battle rhythm
- Knowledge Management infrastructure
- Effective use of a common operational picture
- E-mail and meeting management
- Organizing content
- Effective use of collaborative tools



FORUMS: CAC hosts more than 60 professional forums for the Army, and provides professional facilitation for 26 of them. Sponsored by a variety of organizations throughout the Army, CAC forums are available covering leadership positions, staff positions, functional areas, operations roles and specialty areas. Soldiers and units connect in these virtual environments to share knowledge, solve problems, share best practices and develop professional skills.



KNOWLEDGE PORTALS: CAC builds online blended knowledge solutions that help units, Soldiers and staffs share critical internal information. Through one-stop access to all unit knowledge resources, Soldiers and units can exchange information and share expertise. CAC has built more than 100 knowledge portals on AKO, AKO-S, SharePoint and HarmonieWeb for units at home station and those deployed to Iraq and Afghanistan.