# Objective 2a: Define relationship of facts and terms relating to the Knowledge Operations Center in accordance with PC 2a and a minimum passing score of 70 percent.

✔ **Done:** View

## 🔵 Introduction

**Define relationship of facts and terms relating to the Knowledge Operations Center in accordance with PC 2a and a minimum passing score of 70 percent.**

The Knowledge Operations Center (KOC) concept was implemented to provide effective Knowledge Operations across the Air Force.  The KOC is the primary base-level vehicle for the Air Force to achieve its KO objectives.  The center is comprised of members of the our career field.  The KOC serves as the link between enterprise information technologies and how the organizations use these technologies.  The KOC represents a highly-trained team ready to assist organizations with managing their information assets, solve technical and/or process problems, build relevant solutions, and collaborate with other organizations.

As you go through and review the materials that follow, you are encouraged to view the extra support videos and links that will help provide you with additional information for each objective.  At the conclusion of the material, you will be evaluated on your understanding of the objective concepts.

## 🔵 Knowledge Operations Center (KOC)



KOCs are normally assigned to a given base's Communications Squadron.  They may be led and composed of any combination of military and civilian personnel.  Where military roles are identified below, civilian equivalents may also be used.  The number of personnel assigned to a KOC is typically linked to the number and size of organizations supported.  Since the 1D7X1K AFSC does not yet have a manpower standard to determine the appropriate size of the KOC, each base will have varying number of personnel assigned.  It is imperative that commanders and other leaders evaluate and prioritize the capabilities listed in this chapter to ensure an appropriate focus of existing manpower.  As duties and processes become more standardized, this will lend itself toward a comprehensive manpower standard.

Each base-level KOC should be led by a MSgt.  In the case of a very large base, SMSgts will usually lead the KMC.  This SNCO will be in charge of both the sustained and mobile capabilities of the KOC.  This individual will lead mobile visits and work directly with organizational leadership to ensure the strategic application of KO activities and technologies to meet objectives and solve complex mission problems.  They operate in the "strategic application" stage in professional KO developed, since the focus is on big-picture approach to organizational knowledge assets and meeting strategic objectives.

KOCs may have one or more NCOs assigned who lead small groups in meeting specific objectives.  NCOs have a mastery of technical tools and capabilities; they understand how and when to apply them to meet requirements.  They operate in the "analyze and apply" stage of professional KO development, since the focus is on researching and understanding both vague and specific KO requirements, thus bringing forth specific solutions to meet those requirements.

KOCs will typically have several Junior Enlisted Airmen assigned who perform the bulk of the technical work in support of KO capabilities.  They are capable of using technical tools to build specific solutions, ensure policy compliance, and other related tasks.  They operate in the "tools and rules" stage of professional KM development, since the focus is on understanding the specific technical capabilities as well as the policies which govern the information lifecycle.

The arrangement of the KOC can vary base-to-base. As we learned in previous lessons, there are three primary duties (Records management, Information Management and Planning/Implementing Activities). Some KOCs will separate these duties into distinct offices, while others (particularly smaller KOCs) may opt for an all hands on deck approach.

The centralized method allows this team to support all organizations on their installation by providing cross organizational information sharing.  As technologies and processes continue to change, the KOC will help organizations leverage the changes to produce effective and efficient outcomes.  The daily duties of the KOC are categorized as sustained and mobile roles, and we will discuss them both in detail in the next objective.

**Air Force News Article**

The title link above will take you to the Air Force News website and show you an article about our KOCs.

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