Objective 2b: Define relationship of facts and terms about Sustained and Mobile Roles, and their responsibilities in accordance with PC 2b and a minimum passing score of 70 percent.

✔ **Done:** View

Introduction

Define relationship of facts and terms about Sustained and Mobile Roles, and their responsibilities in accordance with PC 2b and a minimum passing score of 70 percent.

In the previous objective, we learned about the Knowledge Operations Center and it's purpose. It is the responsibility of the KOC to provide capabilities and support for their customers by improving processes through sustained and mobile roles. Each unit has a different mission, therefore requiring different levels of support. In the sections below, we will review *sustain roles*, which are persistent and accomplished daily, as well as *mobile roles*, where the KOC works to refine individual organizations.

Knowledge Operations Center Sustained Roles
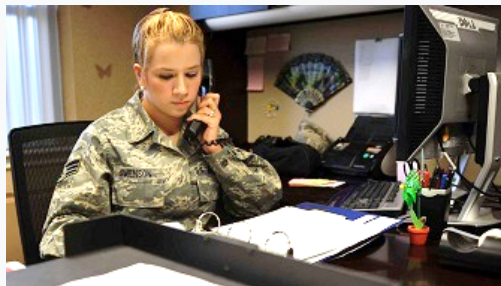
Sustained roles are those which the KOC accomplish for all organizations at any time upon request. We will be focusing on the following seven sustained capabilities:

Focal Point for Enterprise Information Services (EIS) and Collaborative Technologies

For any supported unit, the KOC will be the point of contact for EIS, AF Portal, and commercial collaborative products that are not tied to a specific functional community. Using these technologies, the KOC can provide workflows, forms, or specialized dashboard-like applications to either collect or present information. They will also provide training, either periodically or by request, on all EIS and collaborative technologies.

Information Access Program Support

The KOC will assist organizations in complying with mandatory by-law and CIO responsibilities related to information management. These include Records Management, Privacy Act, Freedom of Information Act (FOIA), Civil Liberties and Electronic and Information Technology Accessible to Individuals with Disabilities, Section 508. Base-level managers for these programs, such as the Base Records Manager, are considered members of the KOC team.

Cross-Functional Data Sharing and Support

Today, many functional communities collect information they need, even though other functional communities already have this information. The KOC can help by connecting those with the demand to the source. The information sharing agreements will be treated the same way as other agreements, and the KOC will track these sharing relationship. This will provide visibility and show who can access information. In addition, the KOC will manage all public electronic storage locations (e.g., shared drives

and content sites) and will have the appropriate level of permissions and access to accomplish this task. This will ensure files are placed in the right location, named and tagged appropriately, made available to the right audience, and remove/archived appropriately.

Search Support

The KOC will assist customers with finding relevant mission information, even those managed by higher HQ, other MAJCOM/Agencies, and joint environment by referring them to the appropriate resources. The objective is to provide organizations with helpful links, instructions for how to tag/search for information and custom interfaces that easily connect them to sources of information permanently.

Incident Response

If an organization has discovered that FOUO, Privacy Act, or other sensitive information has been sent or made available to those without proper access and the need to know, the KOC will assist in resolving the situation. Although some of the work may be done by other agencies (i.e., network operations to purge information systems), the KOC will also assist with connecting organizations to appropriate agencies when a violation has occurred, equipment has been lost, or classified information has been compromised.

Establish/Enforce Policies for Naming/Storing/Sharing

The KOC will ensure organizations comply with standards for naming accounts, E-mail addresses, global address entries, organizations account, distribution lists, individual files, permission groups, and similar entities. This will ensure organizations can find what they need quickly and reduce the vulnerabilities from ad hoc sharing/permissions requests.

Data Archiving

With the appropriate level of permissions and access, the KOC will assist with cleaning out shared drives and hard drives containing numerous files. This activity often involves building a new structure with a new security schema and migrating relevant files to this structure. The remaining files are backed-up "off line" in case anything was overlooked. The KOC will perform this activity and serve as the focal point for retrieving archived files.

Knowledge Operations Center Mobile Roles
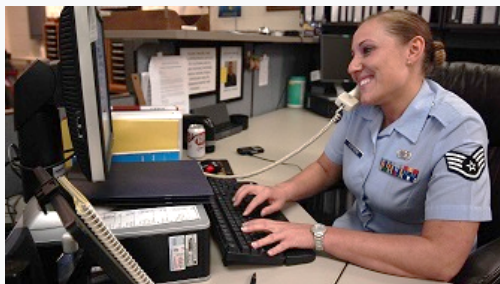
Mobile roles involve consultancy where the KOC works one-on-one with individual organizations to refine and improve the knowledge lifecycle within that organization. KOC will spend time with the organization personnel researching the primary mission and deliverables of each organization. Typically this is done annually or upon request, whichever is sooner. There are 10 mobile capabilities we will be focusing on.

Analyze Data/Information needs and Improve Workflows

When partnering with organizations, the KOC will research the primary mission and deliverables of each organization, seeking to understand what they do, what they need, and what they produce. Using standard unit-type templates, they develop a KO plan which clearly shows what his unit requires and what it generates, information-wise. The KOC will coordinate or develop solutions to resolve problems and overcome obstacles, enhancing the organization's ability to obtain or produce relevant information. The organization's internal and external information sharing will be mapped and streamlined.

Configure Content Management Sites and Solutions

The mobile team will analyze existing content management sites (Microsoft SharePoint, AF Portal, etc.) and recommend improvements to the use of these sites, tightening up security and ensuring the end result is intuitive and sustainable. If specific products are needed, such as dashboards or other technical solutions, this team will build those for the organization.

Employ Core EIS Programs

As the KOC performs an analysis of an organization's information needs, they will have access to applications which can be employed to solve specific problems. Many of these involve technical solutions (such as Web Part) which are build using Microsoft SharePoint to accomplish specific tasks. While some are developed already, others will be developed as required and subsequently shared with others KOCs AF-wide for reuse. This catalog of web solutions will grow over time.

Organize and Secure Data Storage at All Levels

One of the most useful capabilities provided by the KOC is helping organizations gain control of their stockpiles of digital data. This is especially helpful during an initial visit, since data is typically stored in a wide variety of storage mediums: shared drives, internal/external hard drives, unused content sites, etc. The KOC will provide the organization with a plan of "what-goes-where" and build initial sites/frameworks as needed. They can even work with units to move all the existing content into these newer, organized, and secure locations. The objective of this activity is archiving the old files, placing the relevant files where they can be found/used by those who need them, securing them using an approved security schema, and training the organization on the new structure so it becomes the new standard.

Ensure Compliance with Laws, Regulations, and Policies

When working directly with each organization, the KOC will ensure the organization meets their legal obligations with regard to securing, protecting, sharing, and disposing of sensitive data (including personal information). The KOC is trained on these standards and will ensure the organization is in adherence. This includes activities such as training members on their legal rights when collecting Privacy Act information, retaining specific records in accordance with National Archive and records Administration (NARA) standards, or properly making information available to external organizations.

Provide Cross-Functional Access to Information/Best Practices

The KOC will research and discover any dependencies the organization has on other units to provide information. They will coordinate with other organizations/individuals to build a sharing agreement or otherwise resolve obstacles to allow access to those who need information. Likewise, as these relationships and solutions are identified, they will share these with other KOCs AF-wide; this will help build a repository of solutions and agreements specific for each unit type (i.e., LRS, AOC, MXG), enabling other KOCs to discover and put to use for their supported organizations.

Apply Continuous Process Improvement (CPI) Principles

The KOC will have foundational training in CPI methodologies, such as AFSO 21 and DoD CPI/Lean Six Sigma (LSS). When the KOC works with organizations, they will leverage these principles to create efficient solutions. In addition, they will host or coordinate formal process improvement events to solve complex KO problems.

Educate and Train Users on EIS and Collaborative Technologies

While the KOC hosts training courses as part of their sustained role, they should also hold specific training sessions while operating as a mobile team to train members of the target organization on specific tools, structures, solutions, and sharing relationships employed for their unit.

Build Unit Knowledge Operations Plan

As the KOC conducts mission analysis, resolves problems, ensures compliance, and offers solutions, they will document this into a KO Plan specific to that organization.

Leadership Interaction and Comprehensive Out-Briefs

During the KOC mobile visit with an organization, they will (at the visited unit's discretion) brief unit leadership daily on progress and findings. At the conclusion of the visit, they will hold a comprehensive out-brief to distribute the KO Plan and go over all the finding, changes, and way-ahead for the unit to work with their Knowledge Operations solutions. The KO plan will be build upon the first visit to the organization and revised during subsequent visits. It will be posted on the KO SharePoint site for other KOCs (and units) to see what is being captured for similar organizations.

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Environment: Production on Cloud One

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