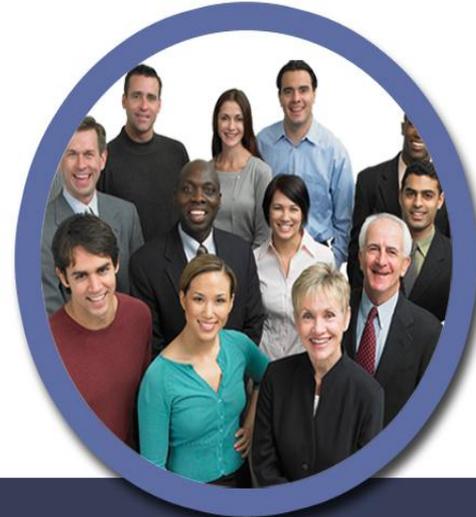




DAU Future Knowledge Management

September 11, 2013

2013 KM Construct and Independent Study Confirmed DAU's 2nd Transformation



1991

DAU Formation

2000

1st Transformation

2011

2nd Transformation

Workplace Learning!

Workforce Certification

DAU is established and supported by Congress.

Get out of the classroom and get online

DAU's focus shifts.
DAU is seen as a premier Corporate University.

Changing the work culture of the workforce

DAU learning assets become part of the fabric of how the workforce does its job.



DAU's Learning Strategy for Workplace Learning

Learning Paradigms



Single dimension (old)



Multi-dimensional (new)

Group

Team Training

Training Courses

Mission Assistance

Continuous Learning

Knowledge Sharing

On-the-Job Training

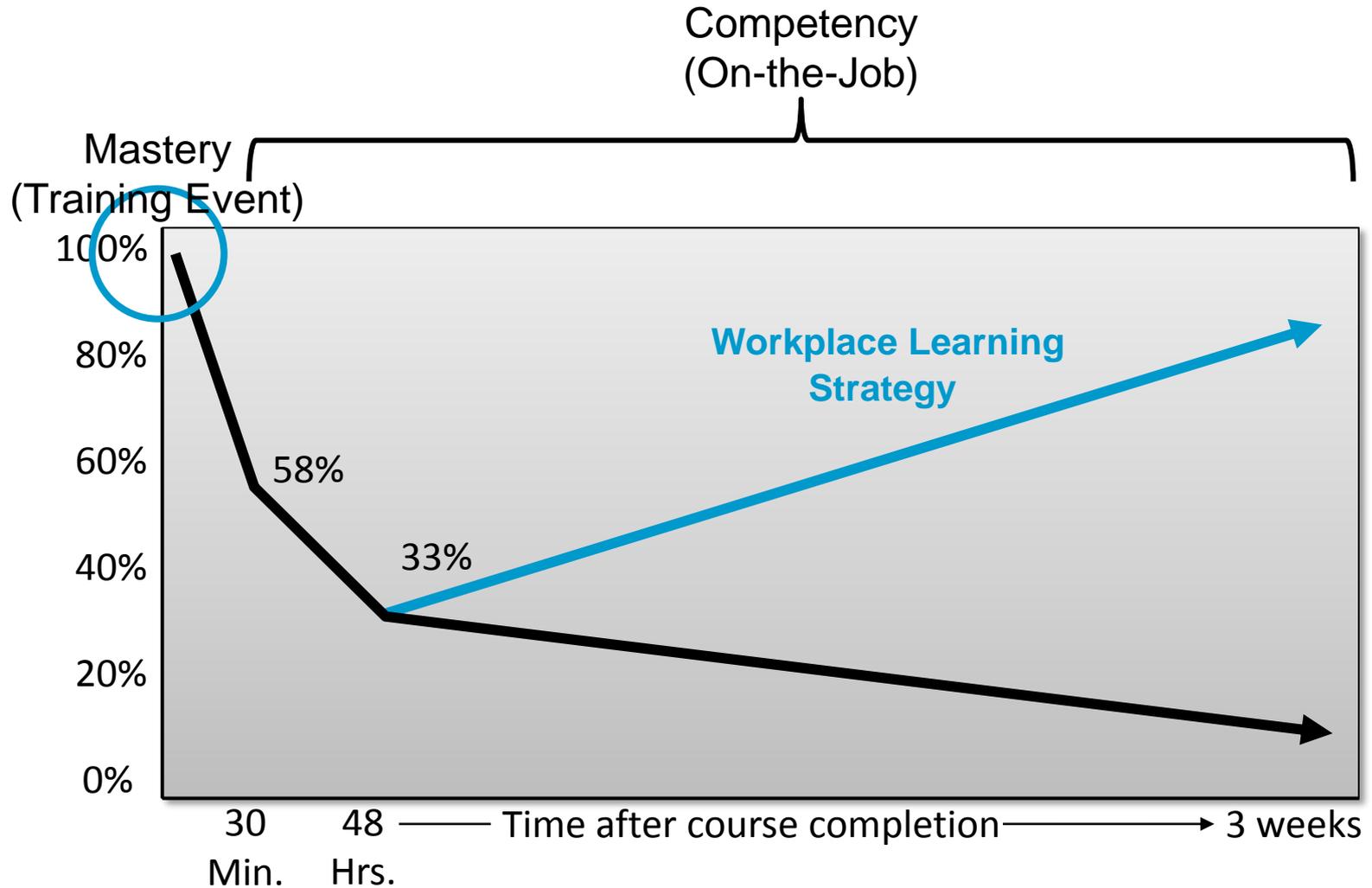
Individual

Skills Development

Skills & Knowledge Sustainment

**Prepare for Job!
Support the Job!**

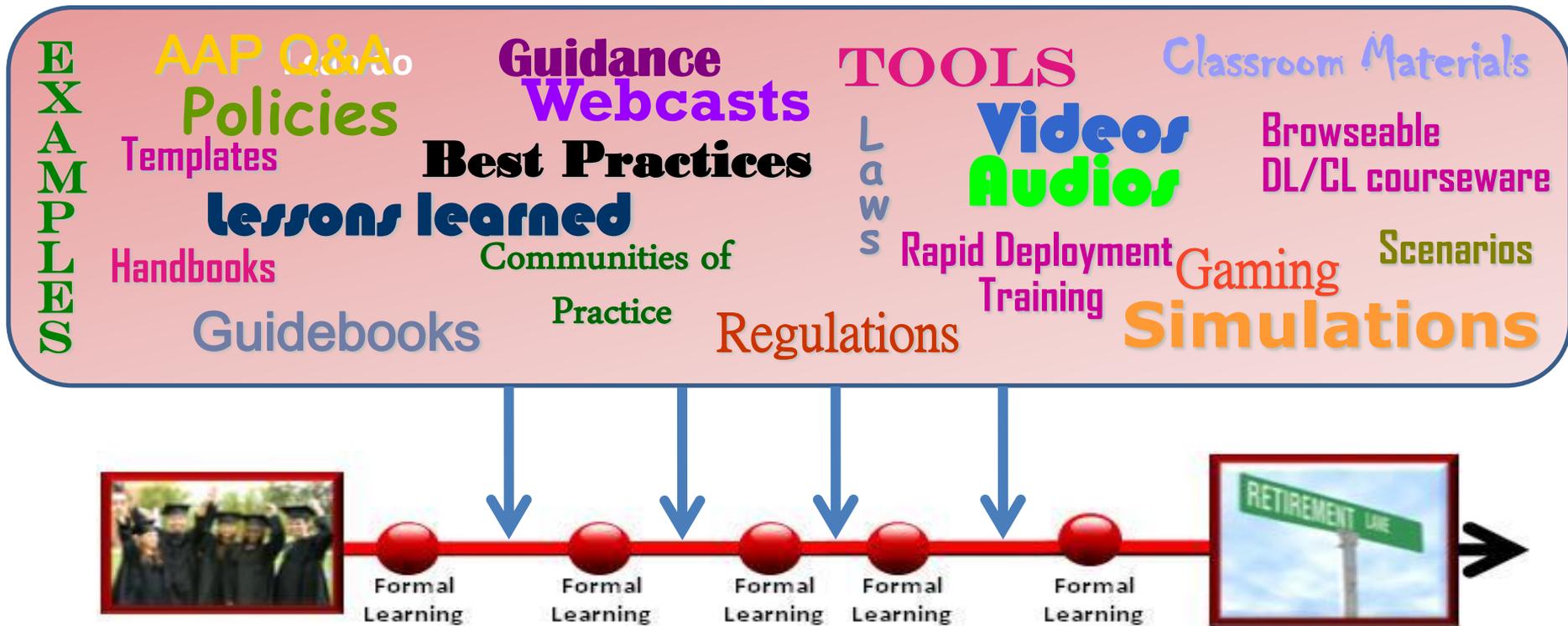
Knowledge Retention



Source: Research Institute of America

DAU's Current Knowledge Sharing

DAU currently provides learning and job support assets needed to "Fill the Gaps" between training courses



The Glass is Half-Full

Now DAU must take the next step to shift its paradigms, provide leadership, improve practices and enhance technology to take KM to the next level.



You are here.

DAU has made significant progress to date in its KM initiatives.

Tasking

From President, DAU e-mail (February 20, 2012):

“I've been thinking heavily about the construct of putting together a real Knowledge Management Construct. I'd like you (John Higbee), Craig, and Chris, you as the lead, to come together and provide me a detailed approach to doing this.

The way it breaks out to me is as follows:

(John): Define the requirements, outline the interfaces and users. Include MA, Research, students, OSD, PMs.

Craig: (with support from Chris and Roy) define the origins of the data.

Chris: Work on 'how' the media should be presented (ISD-like duties)

Tim: attend to source, DIACAP/IA, volume, speed...”

What is the KM “Core Requirement?”

- *KM must provide usable knowledge (information supporting the AWF member’s job needs) at the point of need.*
 - Expand existing data/information sources (people, processes, and tools)
 - Use “contextual filter(s)” to create focused information (putting this data in context of the member’s situation)
 - Evaluate this information by cogency and demonstrated value to create usable knowledge

Success will require committed faculty and capable technology

Challenges “on the road to Future KM” ...

- **Seamlessly accommodating a wide variety of existing (and future, as emerging) user form factors and interfaces**
 - Computers, PDAs, Digital readers, Digital players
 - DoD IT needs to improve agility to support this
- **Understand and support the different ways Boomers, Gen Xers and Millennials use data (“not just a ‘boomer world’ anymore”...)**
- **Adapt and evolve IT infrastructure – this impacts:**
 - Delivery construct(s)
 - Communications bandwidth requirements (with growth margin included)
 - Sizing of data store (with growth margin included)
 - Information storage?
 - Physical? “Private Cloud” or “Public Cloud”? A Hybrid of all Three?
 - System accreditation (DIACAP)
 - Types of information storage
 - Interface management
 - Continuity of operations
 - Access management
 - Data use agreements

DAU KM Actions (DAU FY13-15 Performance Plan)

- Redefine and use KM Users' Groups
 - Periodic Discussions
- Implement industry standard search engine
- Expand KM tools/sources (including the DAU Knowledge Repository (formerly Acker Library))
 - Develop intuitive, easy to use KM formats/ apps
- Create a DAU "Knowledge Map"
 - Identify all knowledge assets in DAU Enterprise
- Find/use advanced search refinement tools
- Conduct a "third party" independent KM study
- Establish a DAU KM architecture
- Further engage faculty/staff in Knowledge Generation/Management/Sharing

Status: Datacenters Modernization

- Datacenter upgrade necessary (support business systems and future KM capability)
 - Goals: Lower infrastructure costs/space; “anywhere access” to DAU resources; comply with Datacenter consolidation mandates
 - End state: mix of DAU-hosted/cloud-based initiatives
- Datacenter East (Fort Belvoir) Status:
 - Architectural submission - complete
 - Construction contract (building 231) will award this month
 - Move in date: mid-CY 2014
 - Bandwidth now 300MB/sec
- Datacenter West (San Diego) Status:
 - Facility modifications - complete
 - Bandwidth now 150 MB/sec

Status: DAU Knowledge Repository (KR) Creation

- August 2012 Fire in Bldg 207 destroyed Acker Library physical location, but allowed for a “clean sheet of paper” redesign
 - Concept shifted from a “Library” (knowledge assets conserved in a location, waiting for customers to come in to use), to a
 - “**Knowledge Repository**” - knowledge assets pushed forward to users’ desktops; KR staff serving users in the field (as knowledge providers and knowledge trainers)
- DAU KR now serves as the “**Acquisition Intelligence Center**” – providing DAU personnel timely, **job-focused** information
 - DAU KR goal – to improve user Situational Awareness
 - Key to succeeding in the accelerating chaos of Federal/DoD acquisition environment
- Accomplishments:
 - Established Reference Librarian Team (5 RLs) – **rapid execution of multiple complex research requests** (from DepSecDef; ASD(A); D,PAP; DCMA and faculty) – demand growing
 - Established Systems Librarian – provided **internal website development capability** - produced **modern KR site** for Faculty/ student use

Status: Google Analytics/New Search Engine

Google Analytics:

- Provides near real time ability to see:
 - Up to fifty high priority parameters (user designated)
 - Overall activity on each portion of the DAU KM Environment
 - Location, Organization, user details (SW/equipment), duration, trends
 - Demand for individual products and services
- Enables detailed KM usage analysis usage of the KM environment
 - Increases agility in managing KM content and format
 - Enables DAU to reduce time to optimize KM value (via near-real-time data analysis)
- Google Analytics summaries now part of EPRA agendas

Google Search Appliance V7

- GSAV7 hardware has been received/installed
- Google Support engineer onsite at Belvoir supporting architectural design and configuration
- IOC: 30 November 2013

Status: KM Users' Groups

Standing KM Users' Groups have been established: initial meetings scheduled for September 2013

- Working level group: Representatives internal and external to DAU who are conversant in knowledge requirements; knowledge architecture
 - Aiming towards strong representation in Gen X and Millennial segments
 - Initial meeting: 17 September at DAU
- Senior (“Greybeards”) group: drawn from senior leaders with requisite knowledge/experience who are willing to collaborate with the Future KM IPT
- Groups will help identify:
 - Core “job-usable knowledge” requirements of Defense Acquisition Workforce users; what capabilities are needed
 - Opportunities to leverage emerging capabilities and trends in KM/KS/KR

More on this later...

Status: Knowledge Management Study

- DAU has been working with InfoMedia Designs (Dr. Marc Rosenberg and Steve Foreman) to get an independent assessment on
 - Our current KM state, and
 - Recommendations on “ways forward”
- Two Phase study
 - Phase 1 conducted Spring 2013
 - Overview of current DAU KM state, including a large number of interviews with DAU KM workers and KM customers
 - Strategic Findings and Initial Recommendations
 - Reported out June 2013; Briefed to Deans/Directors July 2013
 - Phase 2 (in progress)
 - Refinement of Initial Recommendations

Key Question

“What does DAU want to be: the steward of acquisition training, or the steward of acquisition knowledge?”

~ Key question posed in the Executive Summary of the Findings and Recommendations report

Finally...a Modest Request....

- The KM “greybeards” panel needs your help (participation)...
- Demands on your time would be restrained...
 - Comment on KM/KS/KR options and new initiatives as they are identified (collaboration via VTC/e-mail)
 - Occasional plenary meetings as necessary (2 -3 times a year) would be via VTC or scheduled to coincide with physical-presence BoV meetings
 - KM “experts” and “expert users” both are needed (and welcome)
- All volunteers “come aboard” with one meeting completed! (this briefing is the standup)
- If interested, let me know after the meeting...and thanks in advance!