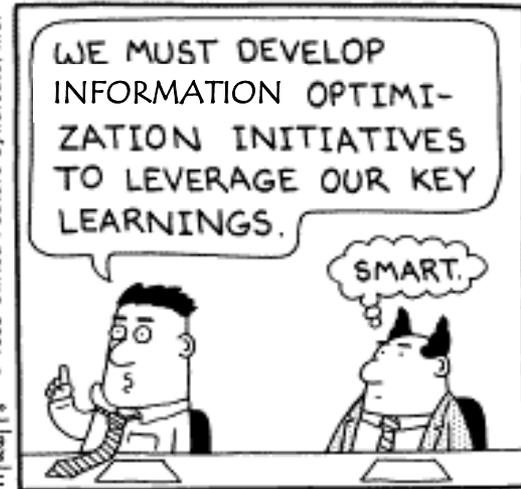




# Information and Knowledge Management (IKM)

SOIC – Jan 2012



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# Agenda



- Why IKM?
- What is IKM ?
- IKM in MC Northwood
  - Reference documentation
  - Organisation / roles
  - Tools and Technology available
- IKM training
- Main Tools: Outlook, DHS, WISE, network drives
- Current issues
- So what's next?



# Why IKM?



## Information



- There are over 500 million registered users on Facebook (If this were a country it would be the 3rd largest population between USA and India)  
[www.facebook.com](http://www.facebook.com)
- About 1,000 books are published internationally every day, and the total of all printed knowledge doubles every eight years.

Richard Saul Wurman, *INFORMATION ANXIETY*



# Why IKM?



“There is an amazing amount of information available but it may not be where you think it is or it is so buried within the software applications that it is difficult to find” (NRF 10\*)

“The air component commander was not receiving the information he needed when he needed it” (NRF 11\*)

“If I do not know that there is information then I do not miss it, important information should be announced” (NRF 12\*)

**“Information is the Fire and Manoeuvre of this (the Afghan) conflict”**  
Major General Flynn J2, ISAF

- **Financial Impact**
  - Loss/damage to equipment
  - Inability to defend against litigation
- **Loss of Life**
  - ‘Friendly Fire’ incidents
  - Targeting errors
- **Loss of Prestige**
  - Bad press
  - Loss of public support – mission failure

**TIMESONLINE**

NEWS | COMMENT | BUSINESS | MONEY | SPORT | LIFE & STYLE | TRAVEL | DRIVING  
UK NEWS | WORLD NEWS | POLITICS | ENVIRONMENT | WEATHER | TECH & WEB | VIDEO

Where am I? Home News World News Iraq News

From The Times  
December 18, 2006

### MoD 'breached trust unforgivably'

Soldier died when he gave up armour Eight-week delay after request for kit

UK version International version About the versions

**BBC NEWS** Watch One Minute World News

News Front Page Last Updated: Monday, 31 July 2006, 17:32 GMT 18:32 U  
E-mail this to a friend Printable version

#### Iraq death due to kit shortage



# Why IKM?



## Electronic Distribution:

- International Staff (IS) paper consumption reduced from 400 to 350 Tonnes/ year
- International Military Staff (IMS) - paper consumption reduced from 100 to 1Tonnes/yr.
- Achieved with no new technology 4 months to implement.

## Portal technology:

- Time to produce Military Committee (Chief of Defence Staff) brief cut from 6 man days to 4 man hours.
- Time to produce Military Committee (Permanent Session ) brief cut from 1 man day to 2 man hours.

## Records Management

- UK withdrawal from Operation Telic – 6 T Bytes of data.
- Consolidated into official record.
- Defence against false litigation has saved Millions.



# What is IKM?



- An integrated systematic approach which, when applied to an organisation, enables the optimal use of timely, accurate, and relevant information.
- IKM also facilitates knowledge discovery and innovation, fosters the development of a learning organisation, and enhances understanding by integrating all sources of information, as well as individual and collective knowledge and experience.



Source: Bi-SC Vision and Strategic Concept for Information and Knowledge Management

- Information and knowledge management enables the organisation to have easy and timely access to relevant information and knowledge, in the most usable format and within an appropriately secure environment in order to enable the building and sharing of information and knowledge.

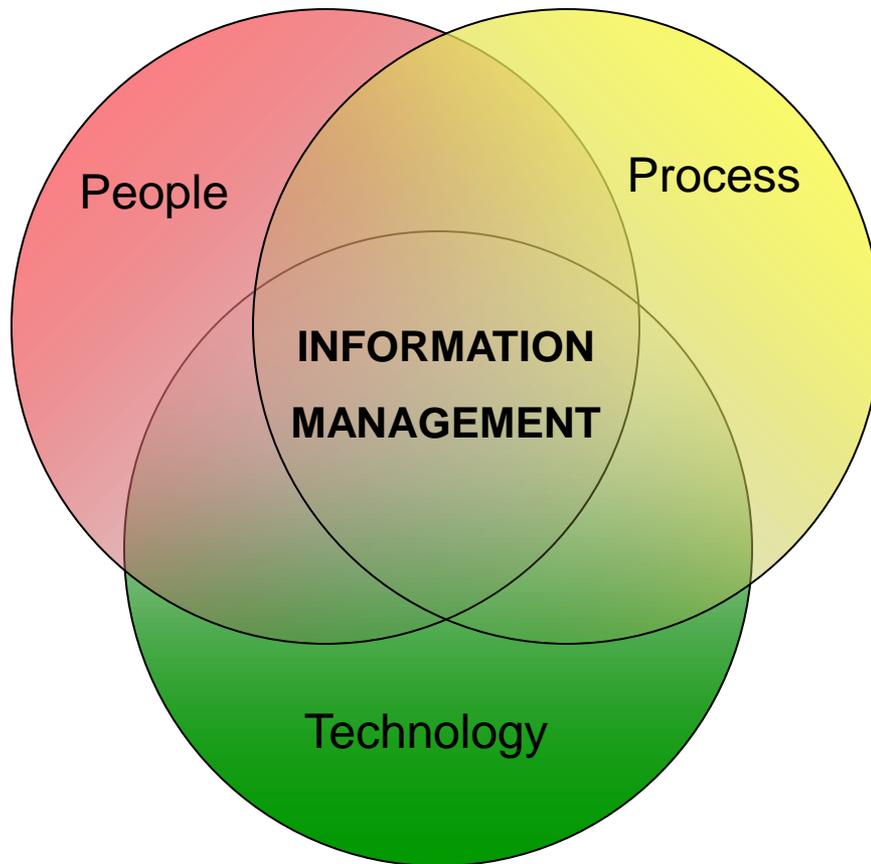




# What is IKM?



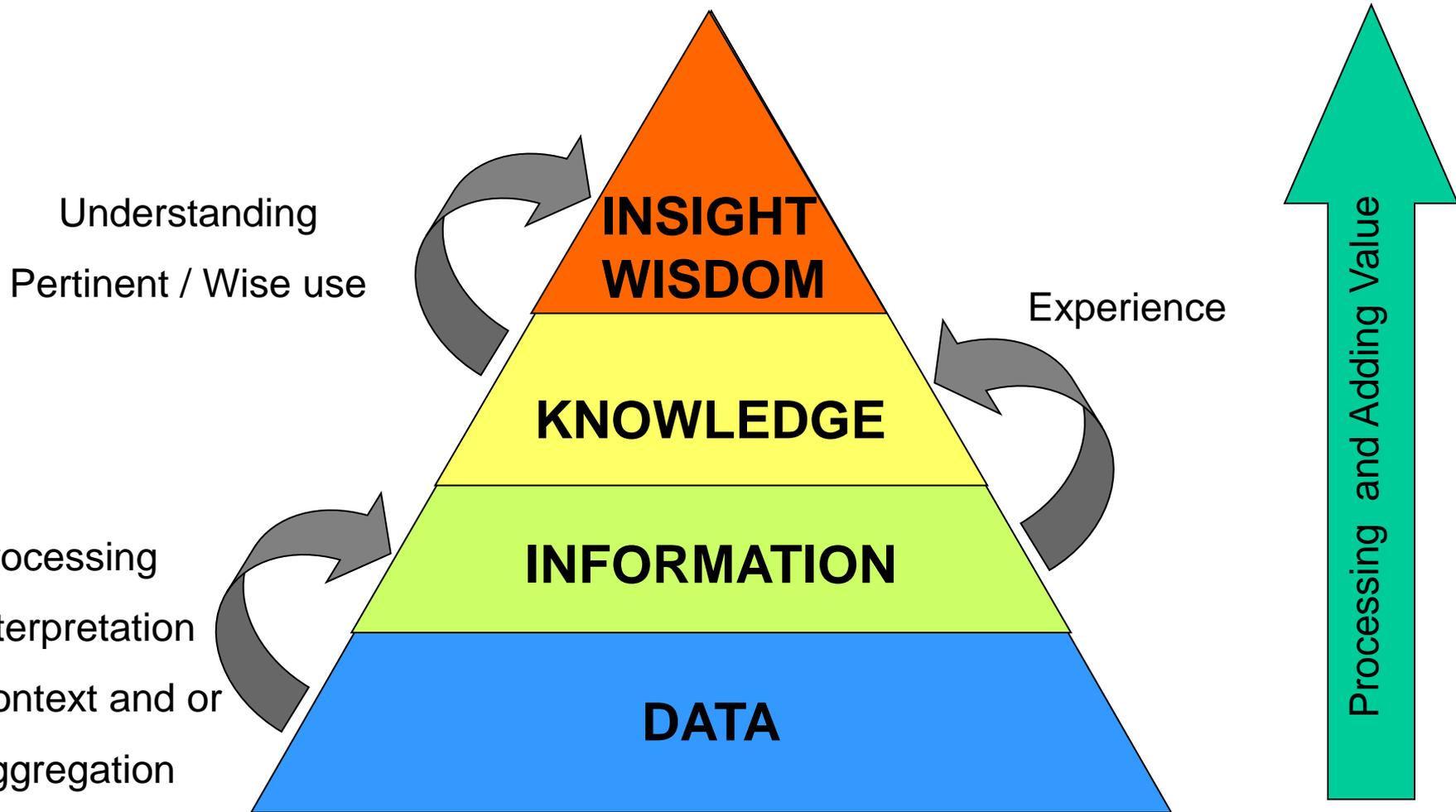
## •IKM SUPPORTS THE WAY WE WORK



- Right information available
  - Right people
  - Right time
  - Right form
  - Right standardized process
- 
- To enable effective decision making



# What is IKM?

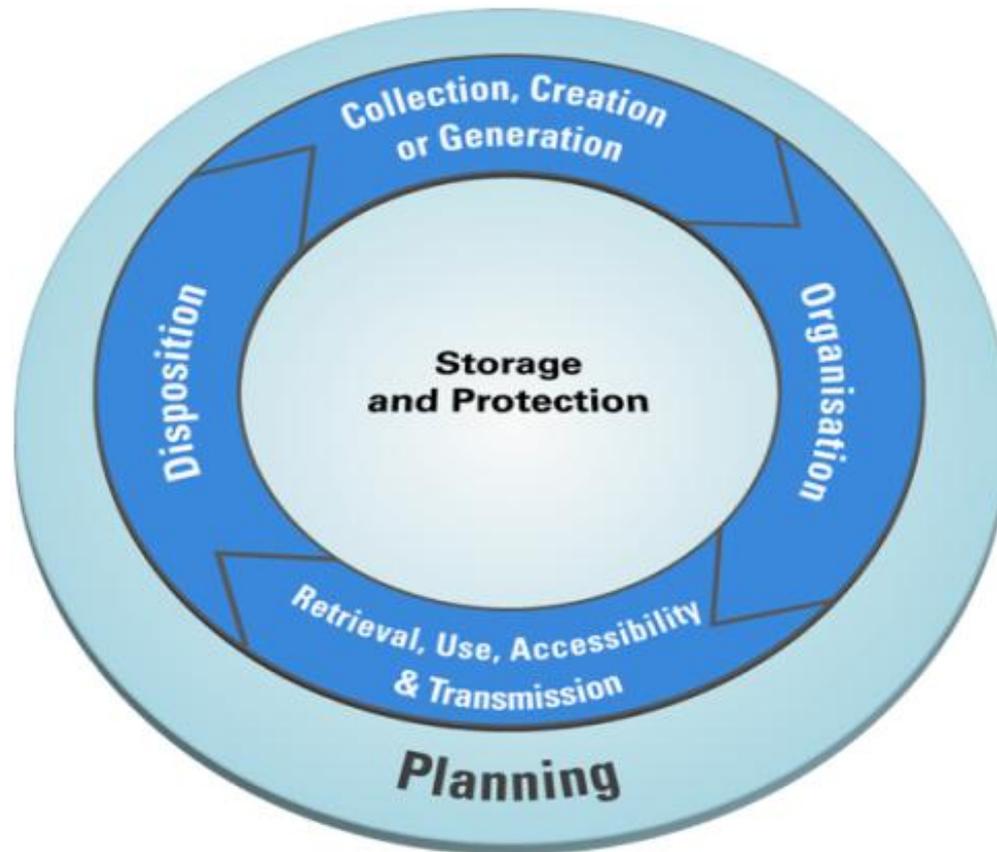




# What is IKM?



- Information life-cycle





# IKM in MC Northwood



- Reference documentation:
  - [HQTM 16/07](#) - 30 June 07: (needs revision)
  - [BS IKM Plan](#) – 2008: (under revision)
  - [IKM basics](#) – 4 January 2011
  - [OOS OPLAN Annex CC](#) – 2011
- ... new NNSI chapter: IKM policy ...  
(to be followed)



# IKM Framework Organisation



- 5 bodies / posts
  - *HQ IKM Steering Group (HQ IKM SG)*
  - *HQ IKM Working Group (HQ IKM WG)*
  - *HQ IKM Coordination Group (HQ IKM CG)*
  - HQ IKM Director (DOS)
  - HQ IKM Manager (IKM Officer)

- **IKM Section : 1 OF-4, 1 Civ**

- Develop / Support
- Coherent Practice
- HQ / Operations / Exercises

- **IKM Divisional Representatives ([link to list](#))**

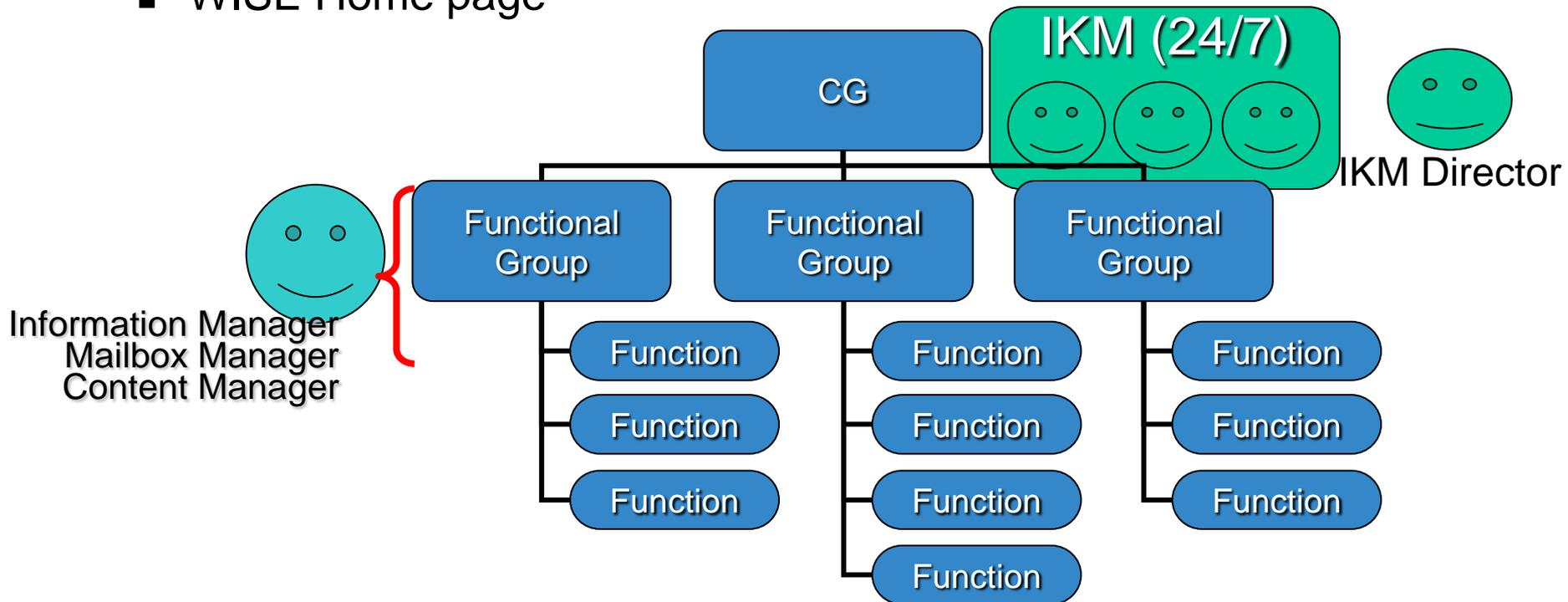




# IKM in Battle Watch



- Reference : HQ BS IKM Plan (under review)
  - IM cell in Battle Watch 24/7
  - Functional e-mail boxes
  - Group email boxes
  - WISE Home page

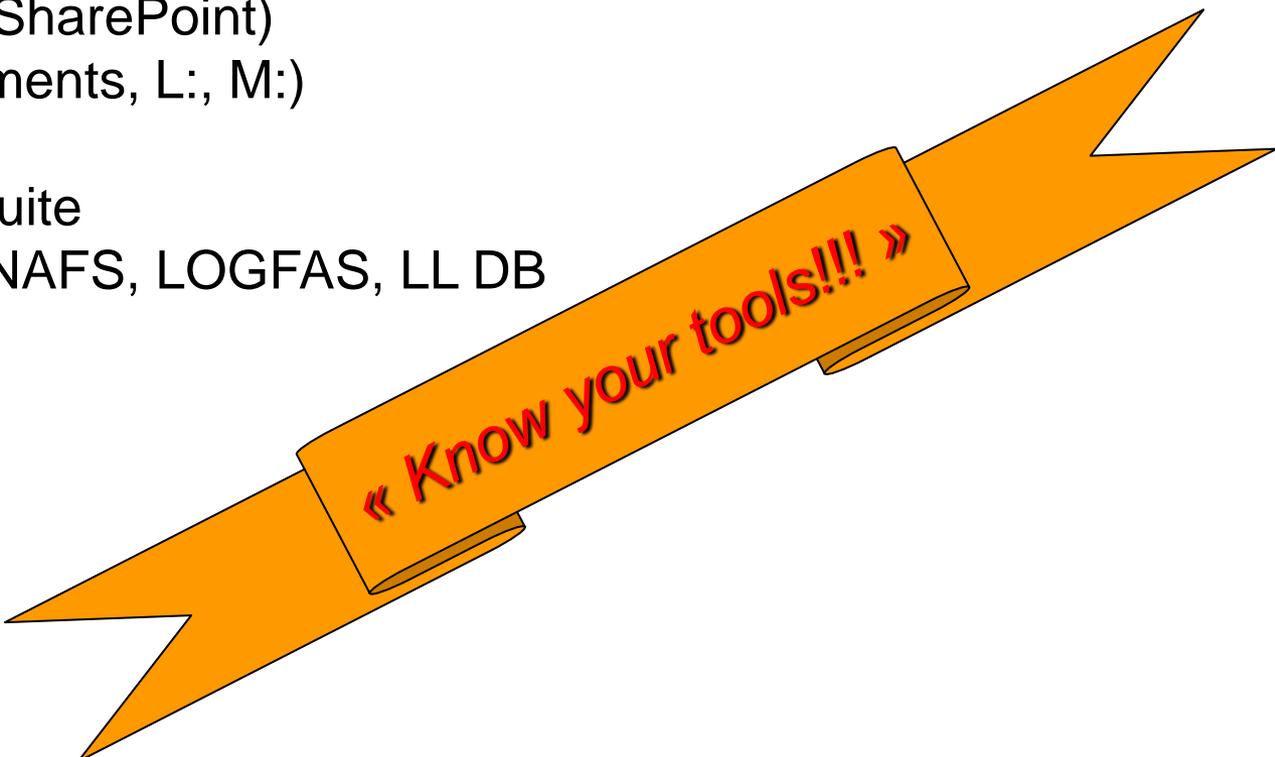




# Tools & Technology available



- Variety of means and tools
  - **Outlook**
  - AIMS
  - **DHS** (SharePoint)
  - SharePoint
  - **WISE** →?→ SharePoint
  - **Tasker Tracker** (SharePoint)
  - Drives (My Documents, L:, M:)
  - JCHAT
  - Microsoft Office suite
  - Specific: MAPS, NAFS, LOGFAS, LL DB
  - Data bases
  - Etc.



« Know your tools!!! »



# IKM Training



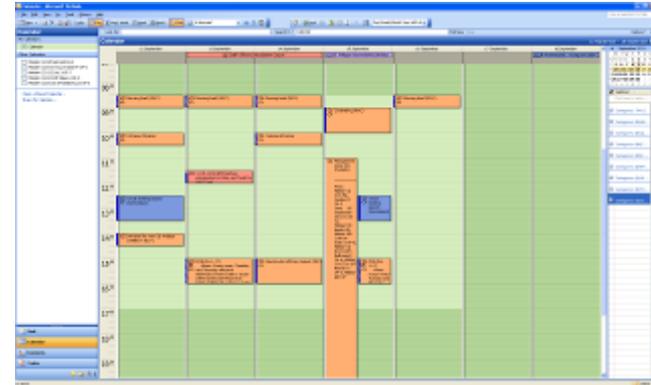
- Joining routine: IKM Brief. // Leaving routine: IKM check-list
- IKM representative / DHS functional administrator training
  
- SOIC: IKM Brief
- OOS IC: IKM Brief
- BSM/BST: IKM Briefs
  
- Courses:
  - WISE course
  - SharePoint end user course
  
- IKM Tools familiarisation (New – starting soon)
  
- Divisional IKM representative
- Self Training: reference documentation, online tutorials, computer based training etc.



# Outlook

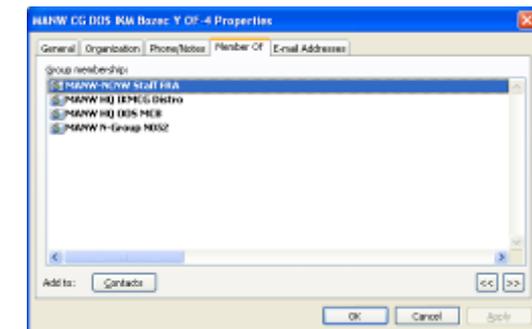
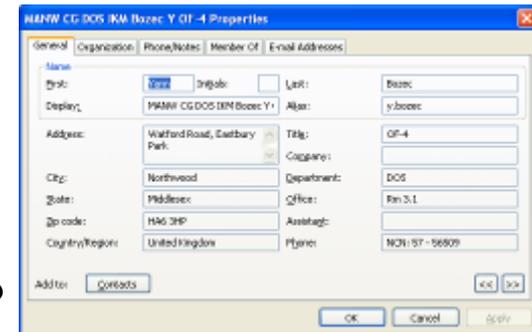


- Purpose:
  - send (except signals) and receive information,
  - Find and contact other users (GAL)
- Make the most intensive use of its functionalities
- Update and share your calendar
- Use to plan and organise meeting
- Do not send attachment, use links instead
- Check your details in Active Directory



Do you know how to:

- Share your Calendar? Open someone else Calendar?
- Configure access to several mailboxes?
- Configure your archives settings?
- Use the import/export functionalities?

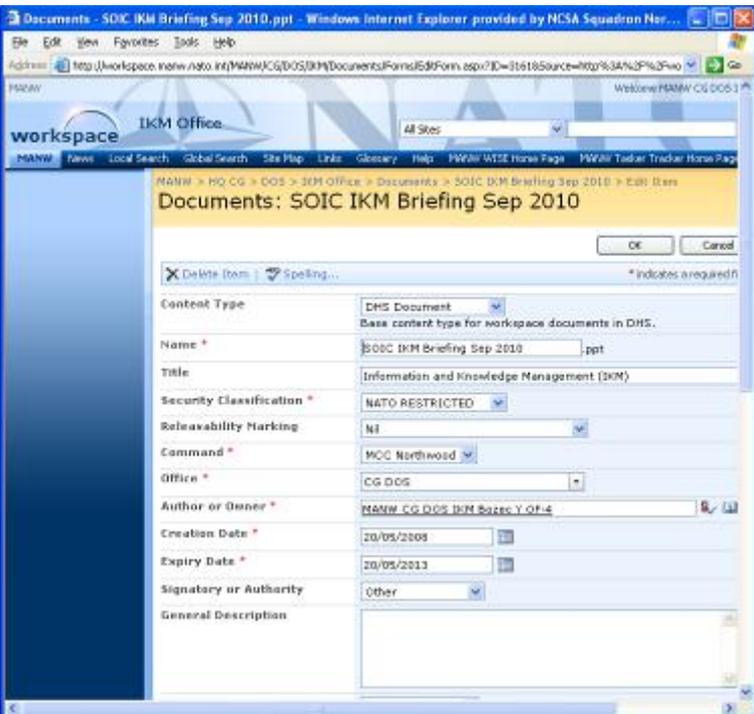




# DHS - SharePoint



- DHS = Document Handling System, based on SharePoint
- Purpose: Store and Share documents
- Permissions may varies between users (DHS functional administrators)
- 3 different workspaces:
  - Record Centre (official publications, records)
  - Divisions
  - Nationals
- Store your files and documents in DHS
- Check your document classification (metadata / tag)
- To keep several versions of the same document, use versioning
- Customise DHS to suit your needs (ask your IKM rep.)
- Know how to:
  - Search within DHS (local sites, NATO wide)
  - Upload and update documents (several ways)





# WISE



- WISE = Web Information Services Environment
- Purpose: publish information.
- Account required to modify content
- 2 different WISE server:
  - Intranet (<http://intranet.manw.nato.int>)
    - Internal use only
    - Links to DHS
  - Extranet (<http://nww.manw.nato.int/>)
    - Used for Operations and Exercises
    - Upload documents on server (users outside AIS domain)
- Respect the site structure and organisation and consult with IKM before changing.
- Help maintaining the webpages (email to web page manager)

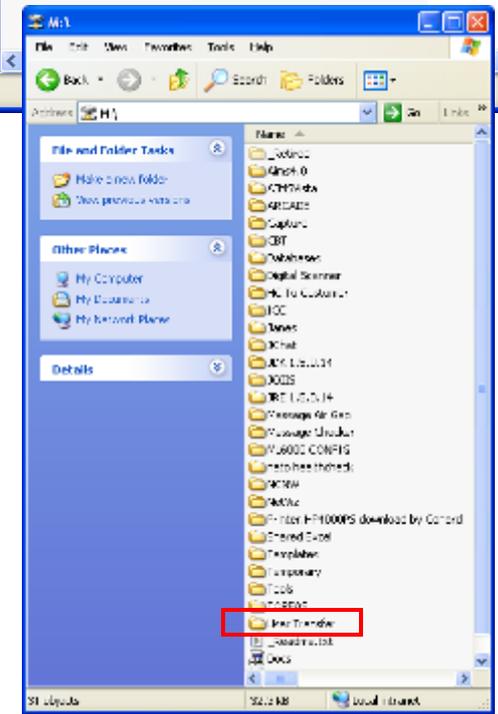
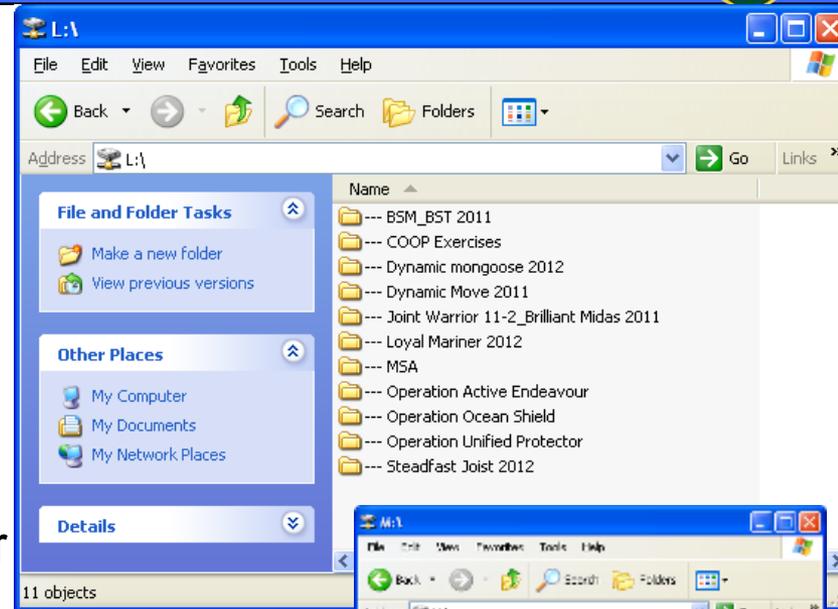




# Network drives



- Temporary Working areas!!
- Likely to disappear ...(SHAPE)
- Size and sharing limited
- Purpose:
  - L drive: Operations and Exercises
  - M drive: Databases and User Transfer
  - Others depending on your position
- Clean after use
- Do not keep old « stuff » or duplicates
- Review periodically





# Current issues



- Records and Archives Management.
- Uncontrolled posting of NATO classified documents on the NATO Secret Wide Area Network websites.
- Transition to HQ MARCOM



# So what's next?



## ■ Principles

- « Responsibility to share » vs « Need to know »
  - Uniqueness of information
  - « Push » vs « Pull »
  - Know your tools
  - Be sensible
- ***Refer to your IKM representative and to the IKM section!***

## ■ Best practices

- Work electronically.
- Store only what you cannot access elsewhere.
- Use NATO naming conventions for your files.
- Ensure the right people (within the HQ / in the outside world) get access to your information.
- Do not use attached file if not necessary, use links instead.
- Review your information on a regular basis.
- Get rid of duplicates / old versions.
- Etc.



# The End



■ Questions?

