

Developing a Gold Standard Knowledge Management Program Within a US Military Combatant Command



Dr. Shellie Glass (CKO)
USSOUTHCOM Chief of Staff - Knowledge Management
305-437-0621
Shellie.r.glass.civ@mail.mil



UNITED STATES SOUTHERN COMMAND
P A R T N E R S H I P F O R T H E A M E R I C A S



AGENDA

- Overview of US SOUTHERN Command (SC)
- SC Knowledge Management (KM) Structure
- KM Principles
- KM Hands-On Tools & Techniques
- Gold Standard @ DOD and Federal levels
- Questions

KM enables a Learning and Innovative Organization via a continuous flow of knowledge!



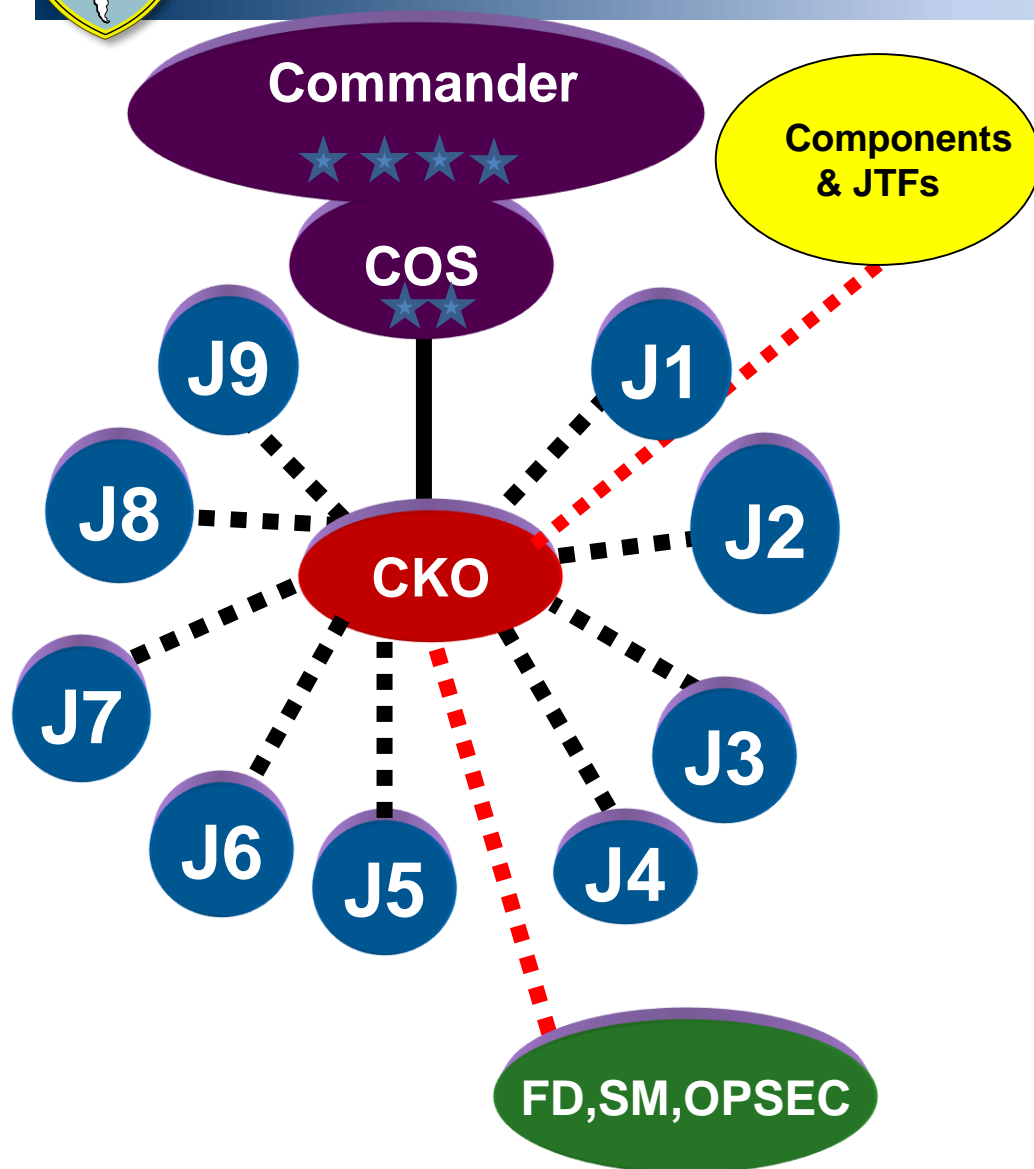
US SOUTHERN Command AOR

Area of Focus





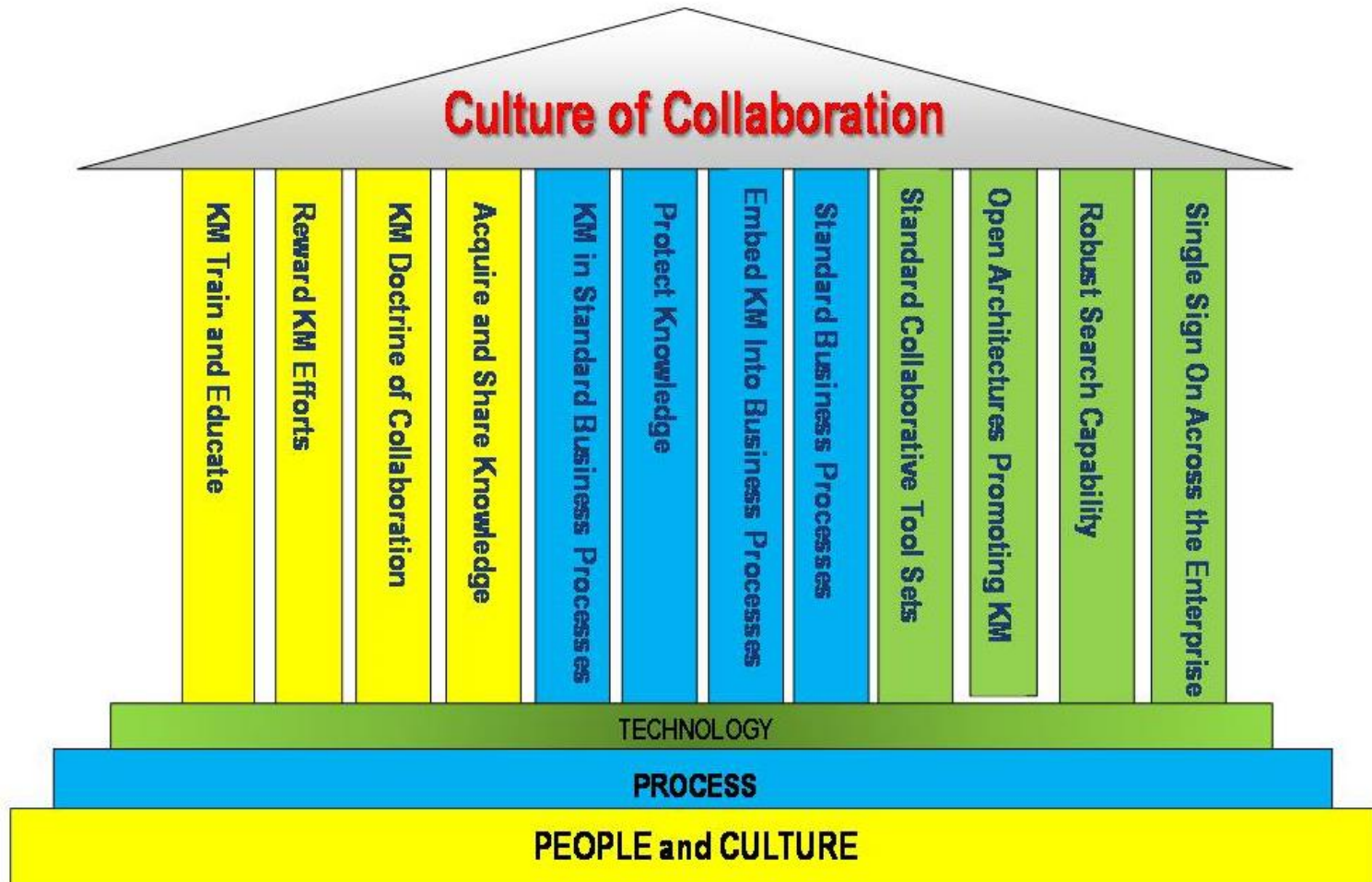
USSOUTHCOM KM Structure



- Chief of Staff (COS) – Approves and enforces KM initiatives, plans and processes
- Chief Knowledge Officer (CKO) – Initiates and manages CMD KM initiatives, plans, and process development
- KM Coordinators (KMC) – Initiate and manage HQ, Component and JTF Directorate, Division and Branch KM initiatives, plans and process development, execution and maintenance. The “Ears” of the Command
- Foreign Disclosure (FD), Security Management (SM), Operational Security (OPSEC) – Key to information sharing with Partner Nations, and non-DOD.



12 Army Knowledge Management Principles



Department of the Army Memo dated 23 July 2008,
Subject: Army Knowledge Management Principles



Hurricane Matthew (video clip)





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KM Tools

“Fast, Flat, Agile”

Emphasized Use Of:

- Chat
- Share Point Collaboration Site
- All Partner Access Network (APAN)
- Video TeleConference (VTC)
- Sharing, Collaborating, Transparency
- Continuous Battle-Rhythm
- Senior Leader Engagement

De-emphasized Use Of:

- Email (whenever possible)

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Gold Standard within DOD



- DOD-KM
 - JT-KM Working Group
 - Monthly ‘Show and Share’ sessions
- Federal
 - Federal KM Working Group
 - Qrtly Sessions



Thank You

Questions?

USSOUTHCOM

Chief Knowledge Officer, Shellie Glass,

shellie.r.glass.civ@mail.mil

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