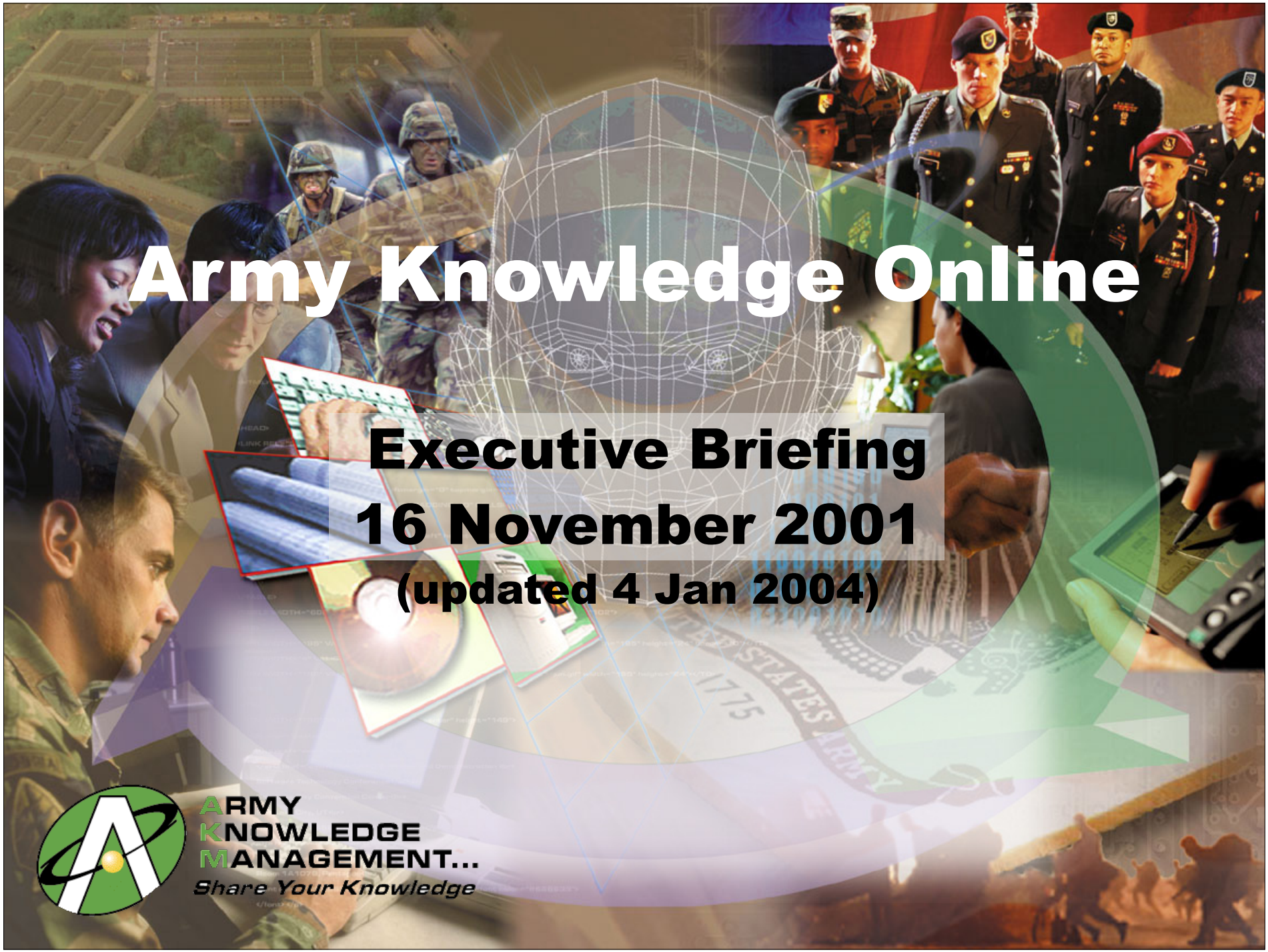
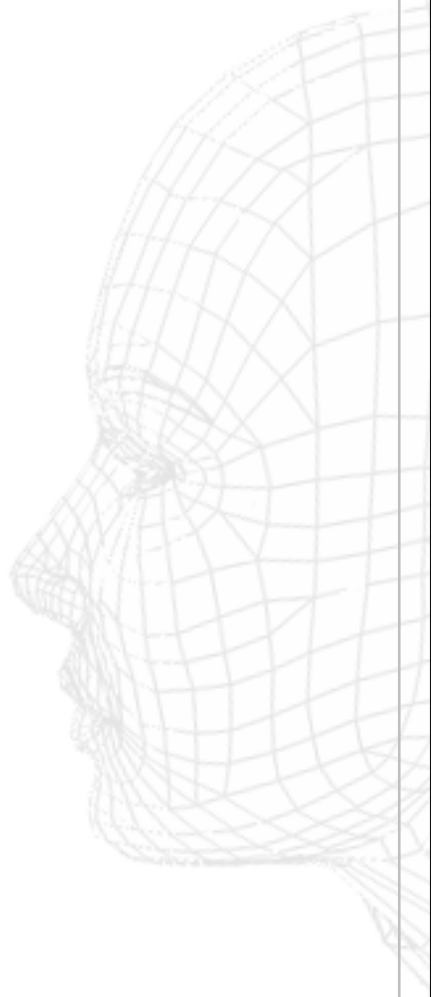

Army Knowledge Online
Executive Briefing
16 November 2001
(updated 4 Jan 2004)
ARMY
KNOWLEDGE
MANAGEMENT...
Share Your Knowledge

Outline

- Army on the Web
  - Army Home Page (AHP)
  - Army Knowledge Online (AKO)
  - Army Knowledge Online – SIPRNET (AKO-S)
- AKO Future
- AKO Strategy
  - Concepts
  - Vision
  - Challenges
- Portal
  - Functions
  - Personalization
  - Architecture
  - Future



AKO
Spectrum of Operations

AKO on the SIPRNet

- Highly restricted access
- Content is Secret and below

AKO on the NIPRNet

- Restricted access
- The Official Army Private Web Presence
- Content is sensitive (Unclassified)
- Portal to other Army private sites

The Army Home Page

- Unrestricted access
- The Official Army Public Web Presence
- Content is Public
- Average 491,167 daily page requests, 2,917,808 daily hits

Covering The Range Of Knowledge from Public to Secret Information

The Army Home Page

Telling The Army Story

Public Messages from Sr. Army Leadership

News & Information

Public Army Website Hosting

Search for Organizations and Documents

Daily Photos from the Field

Special Features

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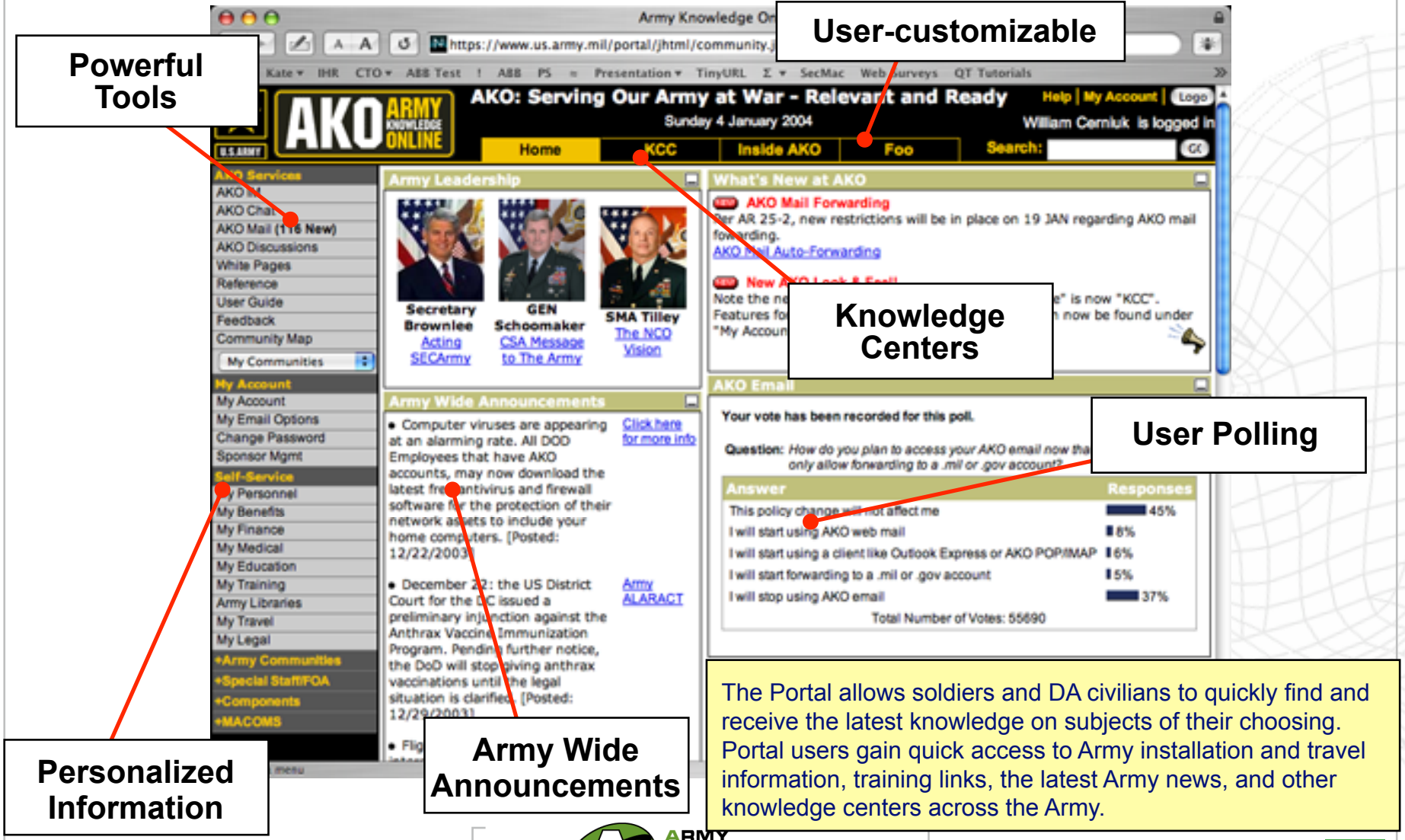
AKO
Gateway to Army Knowledge



The Portal allows soldiers and DA civilians to quickly find and receive the latest knowledge on subjects of their choosing. Portal users gain quick access to Army installation and travel information, training links, the latest Army news, and other knowledge centers across the Army.

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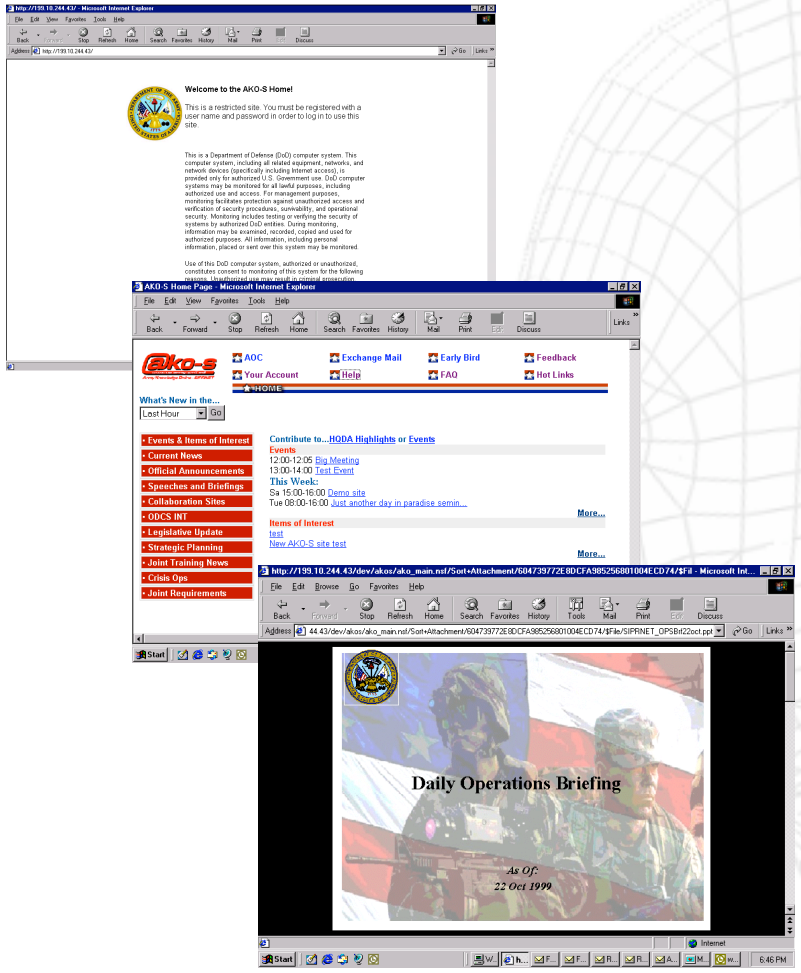
AKO-S (Secret and Below)
Army Staff Coordination

- Warfighter
  - Daily Operations Brief
  - Daily Operations Notes
- Intelligence
  - Intelligence summaries and policies
- Logistics
  - DCSLOG Hot Topics
  - Current Army Logistics Operations Update
- Executive Actions
  - Executive Summaries
  - Accident Reports
  - GSC notes (restricted)
  - Reports, Taskings and Events
- Knowledge Centers
  - Joint Requirements
  - Army Transformation
  - Integration with Joint Community



Unclassified Demo screen shots

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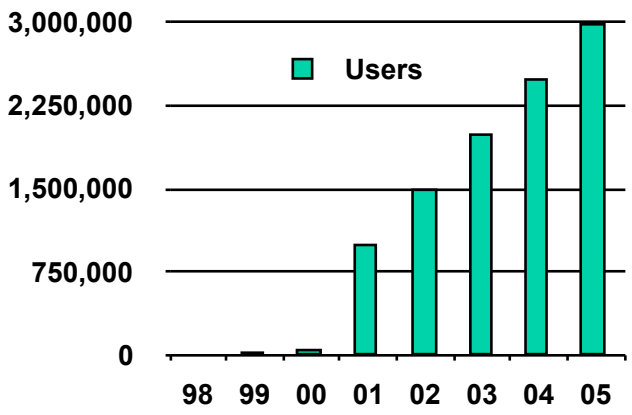
AKO - Future

Scalability



Over Two Million Soldiers, Civilians, National Guard, Army Reserve and Retirees Online by FY2004

Capability

NOW

- Standardized, secure email address; valid for entire length of service
- Powerful .mil-focused search engines
- AKO personnel locator
- Hosting over 40 Army Web sites
- HQDA analysis and collaboration tools
- Gateway to over 30 DoD knowledge centers
- Secure Army Instant Messaging

FUTURE

- Army-wide personnel locator
- Army wide authentication for Web Systems
- HQDA as a knowledge-based organization
- Streamlined Army-wide processes
- Faster/easier access to enterprise data
- Army-wide analysis and collaboration tools
- Additional Knowledge Centers (Contracting, Logistics, Personnel, US Army Reserve, Army National Guard)
- Logon with Army Common Access Card

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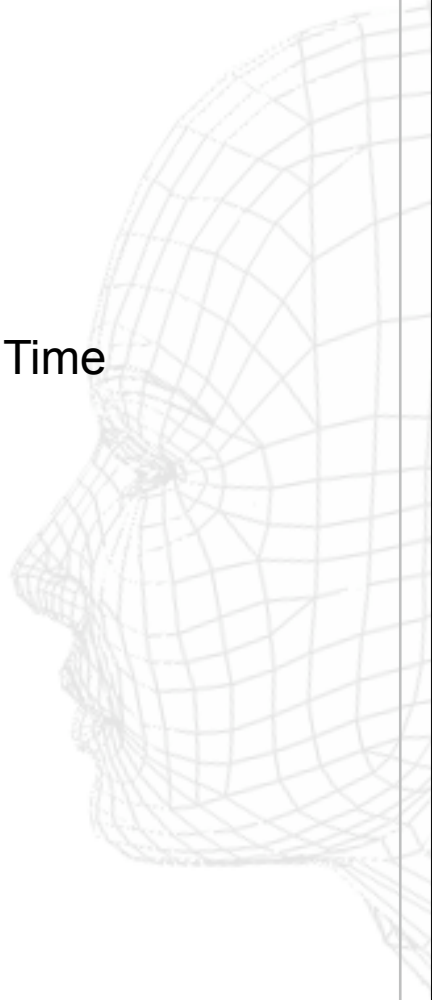
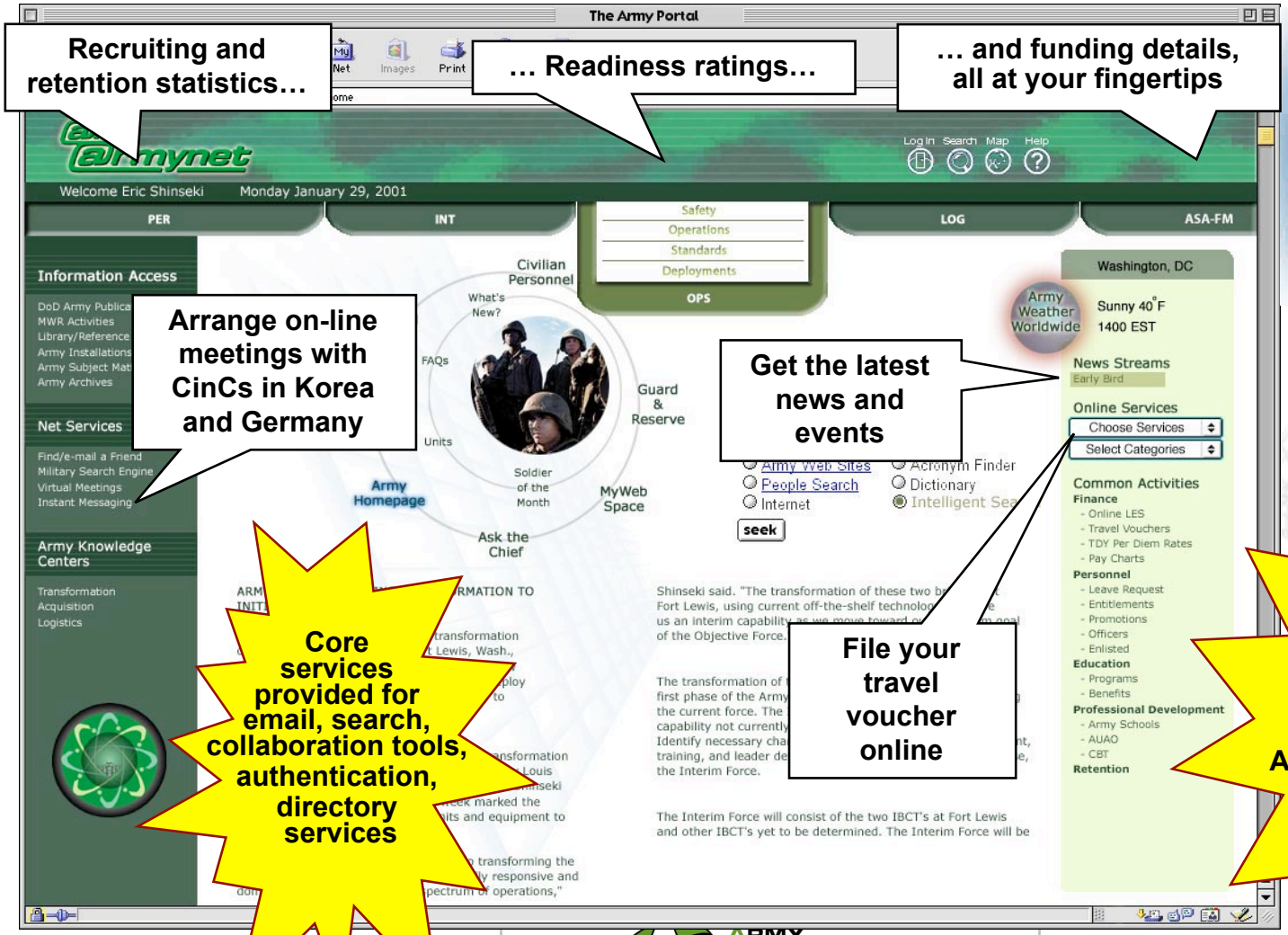
Key AKO Concepts

- Incorporate Business Rules
  - Intellectual Property of the Army
  - Separate business logic and data
- The Right Information - to the Right People - at the Right Time
- Accessibility (24/7, geographic failover)
- Scalability (linear performance, users)
- Flexibility (extensible, adapt to the mission)
- Manageability (single interface, analysis)



AKO Vision – The Individual

Personalized Portal for All Army individuals



Check calendar and high- level emails through wireless devices

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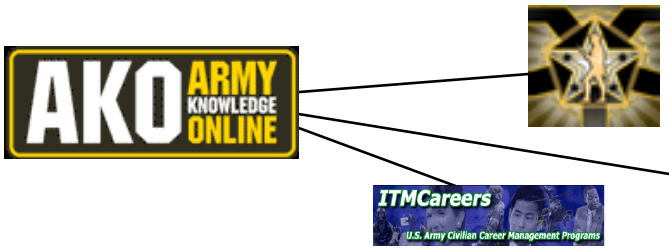
AKO's Immediate Challenges

- **Collaboration: Web Email solution, and email discussion threads for various knowledge communities (function groups like Acquisition, Personnel, PEO C3S, etc.)**

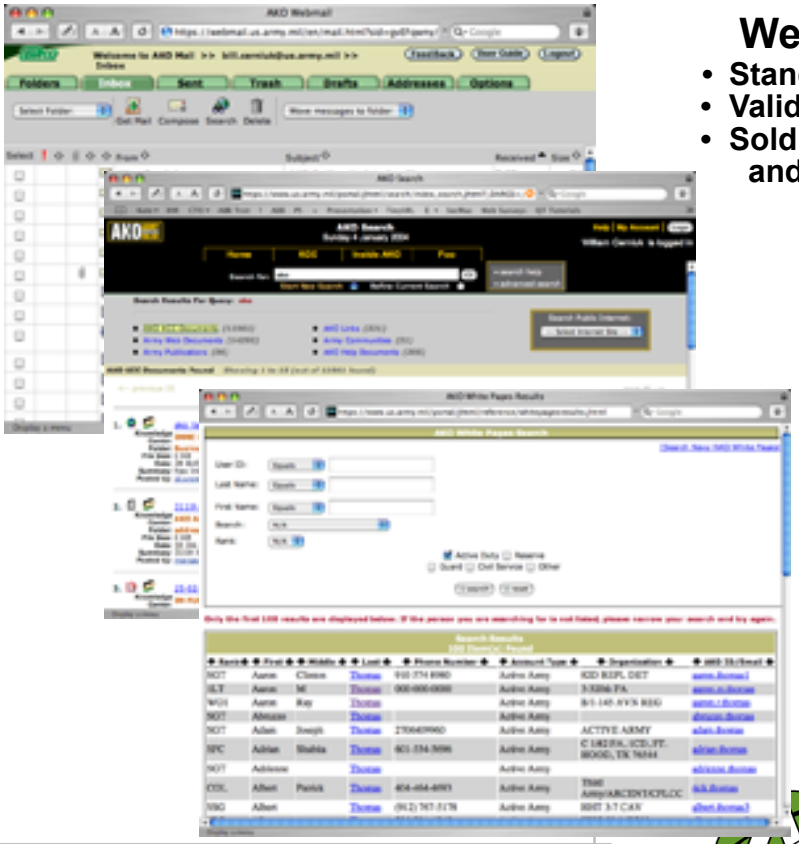
- **How do we "personalize" all this information, applications, etc., that we have collected in order to turn it into knowledge? Without writing code, from scratch, to do this?**

Army Portal Functionality



Central Gateway to Army Knowledge Centers

- Single point of entry to all Army knowledge Centers
- Accessible from any Internet connection
- User customizable and configurable
- Future: single sign-on with Army Common Access Card



Web-based AKO email

- Standardized, encrypted email capability for all soldiers and DA civilians
- Valid for entire length of service, wherever individual is assigned
- Soldiers and DA civilians can easily stay in touch with each other and the Army

AKO Search

- Focused exclusively on the .mil domain
- Powerful -- currently indexes over 630,000 documents
- Includes over 2.3 million URLs
- Can automatically sort documents by relevance or by date

The Army White Pages

- Army-wide locator service
- Instantly locate anyone with an AKO account.
- Find email address, rank / grade, organization, office phone number and mailing address.
- The Army stays connected despite frequent deployments and high unit-level personnel turnovers.

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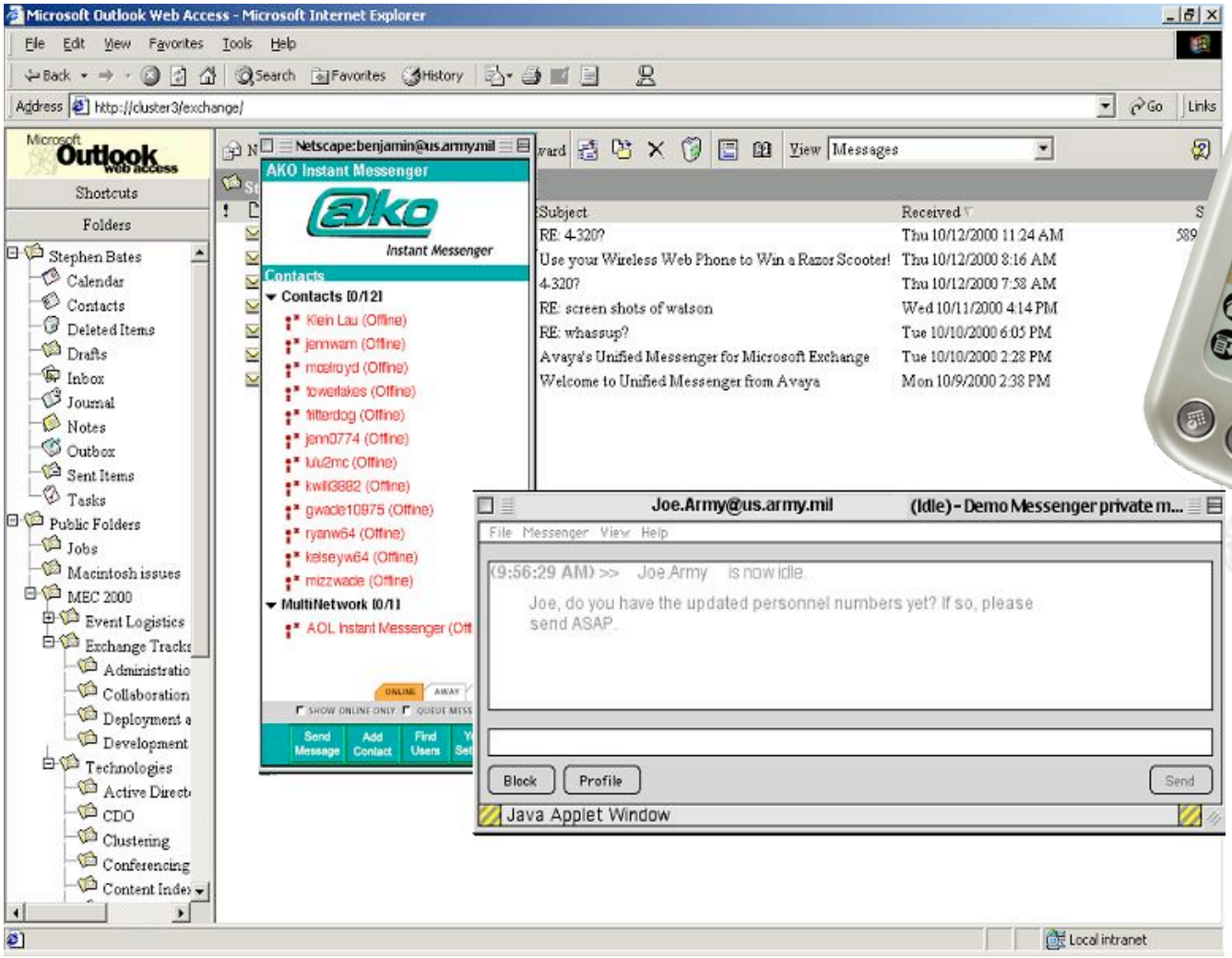
Personalization is the Key

- Personalization is the key to giving AKO the "stickiness" it needs to become the Army's Enterprise Portal
  - Expands AKO from KM to the Army's self-service center and applications provider
  - Provides for the soldier, their families…by Day and by Night

- Personalization increases
  - Site loyalty
  - Builds trust among functional and Knowledge communities
  - Reduces customer churn
  - Streamlines the purchase process with *personalized product/information recommendations*,
  - Increases the likelihood that the customer will “like the recommendations”
  - Use of service and improves site navigation based on visitor interests and profiles

Full Featured "Webmail", Secure POP & IMAP, Wireless Access, Instant Messaging



Check calendar and high- level emails through wireless devices

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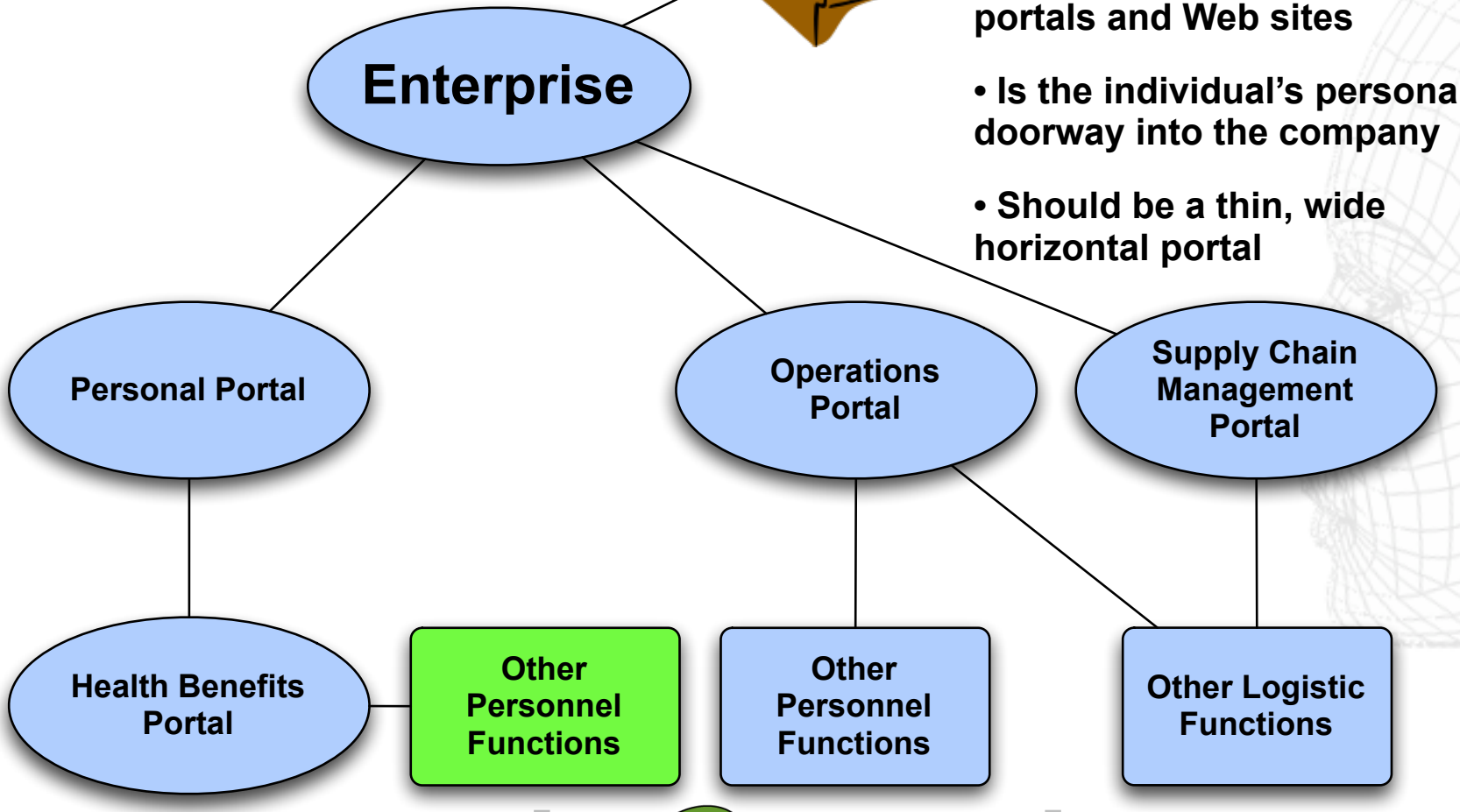
The Corporate Enterprise Portal

- A portal that acts as the single top-level interface over all other portals and Web sites
- Is the individual's personalized doorway into the company
- Should be a thin, wide horizontal portal



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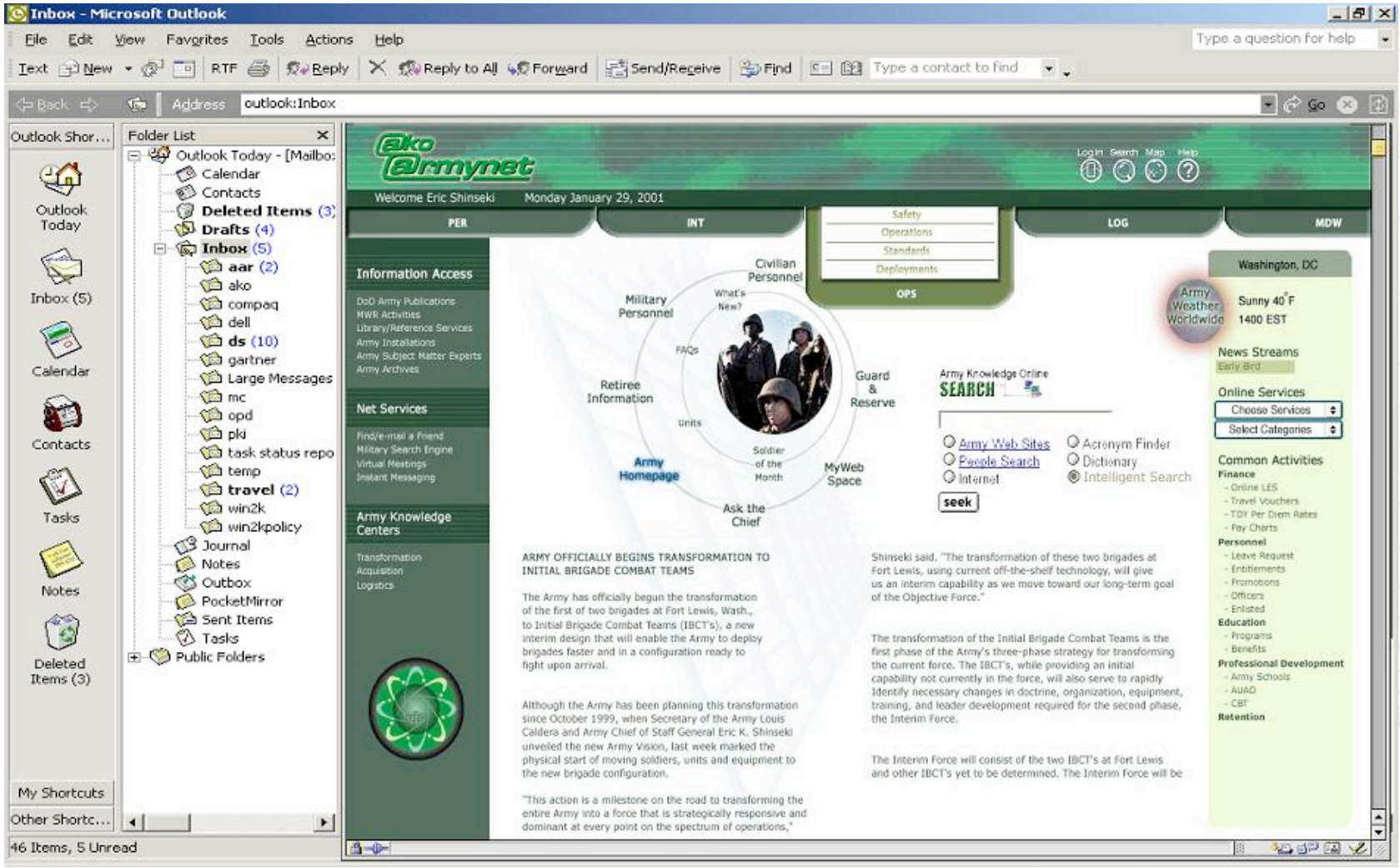
AKO Portal and Webmail



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Portal Future

- Portal products were in their infancy in 1999.
- Portal products have matured adequately to allow enterprises to shift from a tactical to strategic investment strategy.
- The portal product market is extremely overcrowded and due for a shakeout.
- Enterprise portals will continue to be implemented in big numbers by large enterprises. AKO is the enterprise portal for the Army.

Conclusion

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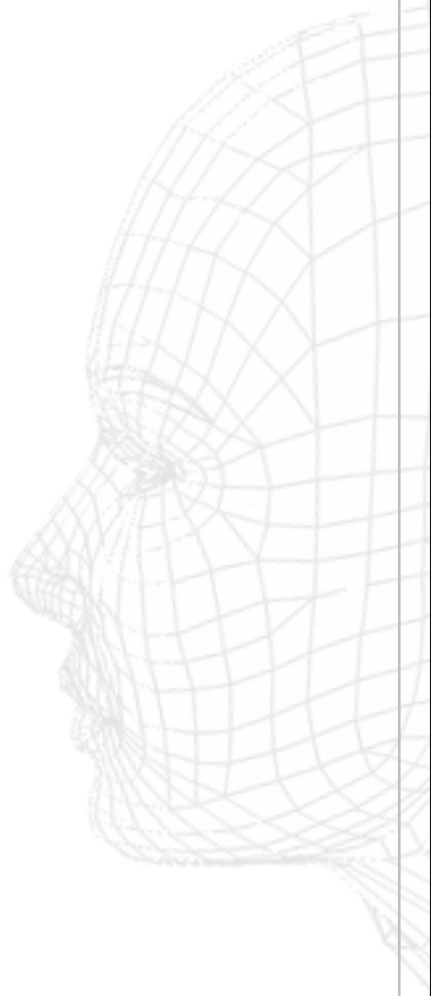

Points of Contact

The public AKO site at http://www.Army.mil/AKO contains a 'Contact Us' page which can be used to send messages to the AKO management including:

- **Army Knowledge Online (NIPRNet & SIPRNet)**
- **Army Home Page**
- **Army Flow Model**
- **Network Engineering**

the direct link to the contact page is
http://www.Army.mil/AKO/ContactForm/