

Knowledge Management as an Enabler of Information Operations

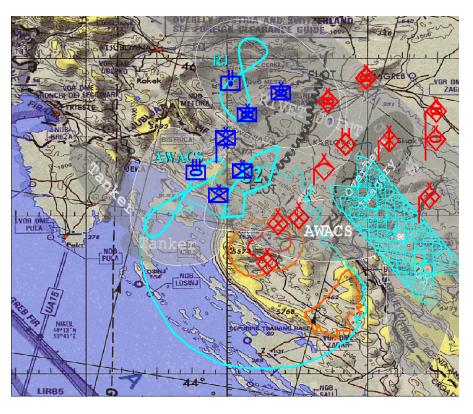
Dave Britt 703-641-7140

Overview

- Non-standard terms and symbols
- Same terms different meanings
- Multi-level security
- Knowledge Management as a tool for IO
- The Problem Set
- GWU systems engineering model
- Technology-keys to a solution, but not the solution
- Summary



Non-Standard Terms/Symbols Common Operating Picture an Example



- Services have a bias for own terms and symbols
- Inability or refusal to educate to a standard
- Human nature is that we use what we know & are comfortable using to do our jobs
- Result: No COP exists



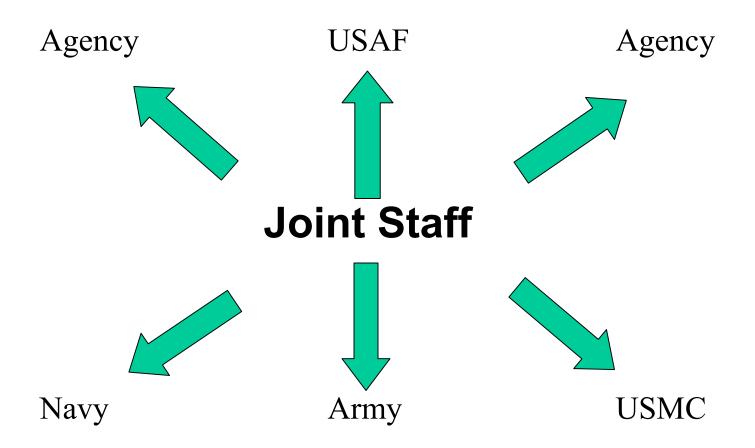
Same Terms with Different Meanings

• When a Tank is not Tank

• When a #10 is not #10

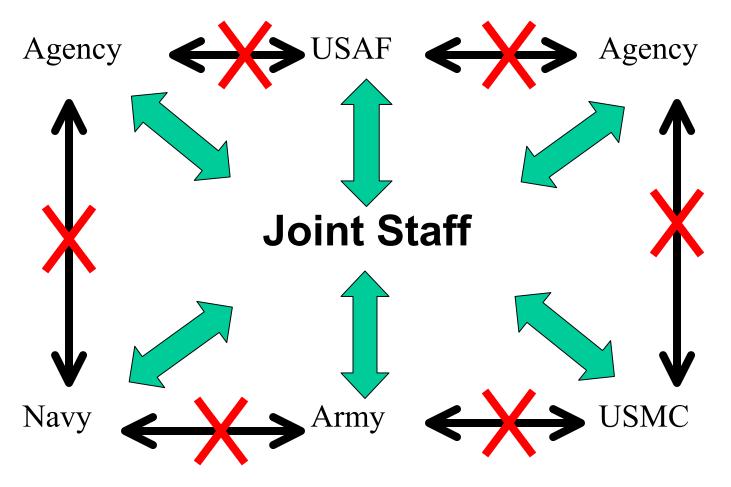


Multi-Level Security a Challenge Example of Joint Staff





Multi-Level Security a Challenge Example of Joint Staff





Knowledge Management is NOT a Data Base

• Knowledge Management is

the application of what we know about a given situation captured and applied again



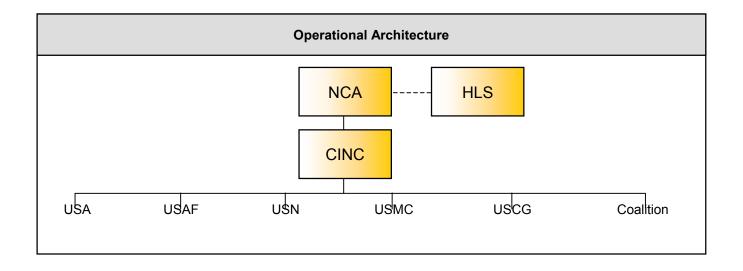
The Problem Set

We are oriented toward creating

the perfect data base

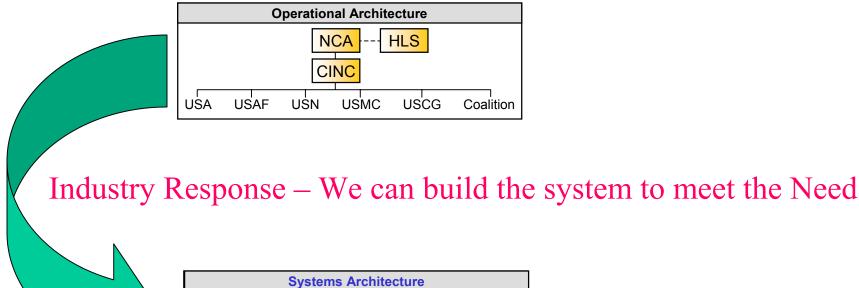
instead of rethinking how we communicate





Commander's Intent - Statement of Need





Systems Architecture

OTHERS

OTHERS

OTHERS

OTHERS

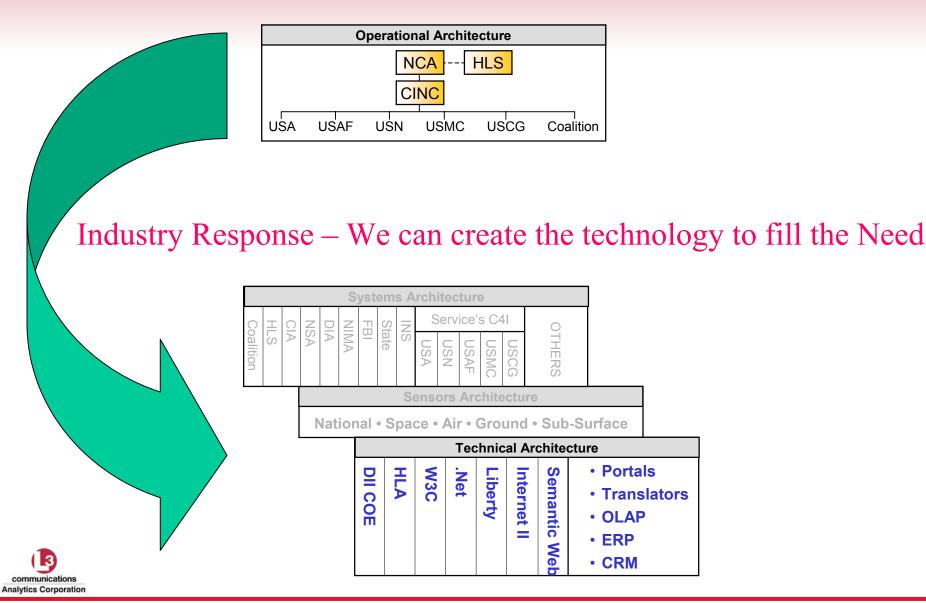
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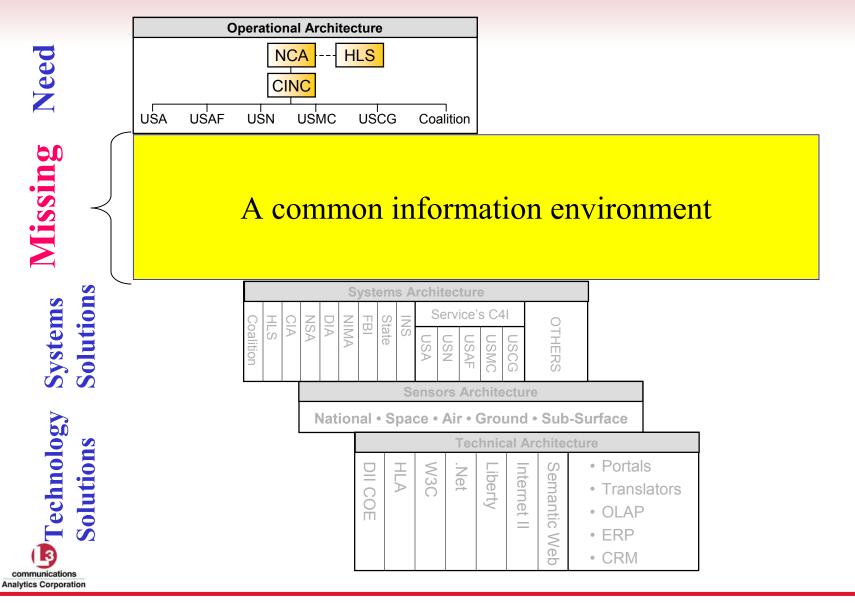
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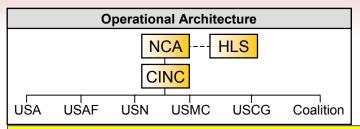
Sensors Architecture

National • Space • Air • Ground • Sub-Surface









Framework to Communicate

	Systems Architecture													
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Sensors Architecture

National • Space • Air • Ground • Sub-Surface

Technical Architecture									
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0	≻						 Translators 		
OE							• OLAP		
							• ERP		
						eb/	• CRM		



George Washington University

ENTERPRISE MANAGEMENT, ENGINEERING, AND INTEGRATION: A Systems Approach to Leverage Enterprise-wide Intellectual Assets **FEEDBACK FEEDBACK INPUTS PROCESS OUTPUTS Functions Processes** Intellectual Assets **Enterprise Enhanced** (Operational) organizational Codification Personalization performance Strategic Goals Generate (Measurable) ◆ Codify ◆ Transfer ◆ Use ✓ Efficiency ✓ Effectiveness ntellectual Organization assets ✓ Innovation (Decision **Formal** Informal Making) **KM Technologies** LDERSHIP LEARNING Collaborative TECH Distributive Codified **Integrative Management** ♦ Management ♦ Plans ♦ Systems Approach ◆ Teams ◆ Change Management ◆ Risk Management Michael Stankosky, D.Sc.



✓ Assess

♦ Methods and Standards ♦ Information Systems

✓ Plan

✓ Design

Enterprise

✓ Implement

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The Challenge Knowledge Management as an Enabler

- Create the framework to communicate
- Examine the technologies available to overcome the challenges of:
 - Non-standard Terms
 - Same terms different meaning
 - Multi-level security

"We are in who we are in good measure because of what we have learned and what we remember."

- Noble Laureate Dr. Eric R. Kandel



SummaryKM as an Enabler for Information Operations

I leave you with these thoughts.....

- IO must be much more than the sum of plans to attack or defend against an adversary
- KM is an essential tool to help us be successful in executing Information Operations
- KM is not a destination, but a journey, one that begins when we rethink and capture a framework to be able to communicate across Service and agency boundaries