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# **Self-Assessment Framework for the Joint Knowledge Development and Distribution Capability Joint Management Office**

***Presented at the 73rd MORSS***

**21-23 June 2005**

**Dr. Jerry West  
Deputy Director  
JKDDC JMO**



# Basic Questions



- **What's the Goal?**
- **Are we productive?**
- **How do we measure productivity/success?**





# Impact Joint Operational Effectiveness



## Operational effectiveness:

- The degree of mission accomplishment of a system when used by representative personnel in the environment planned or expected for operational employment of the system.

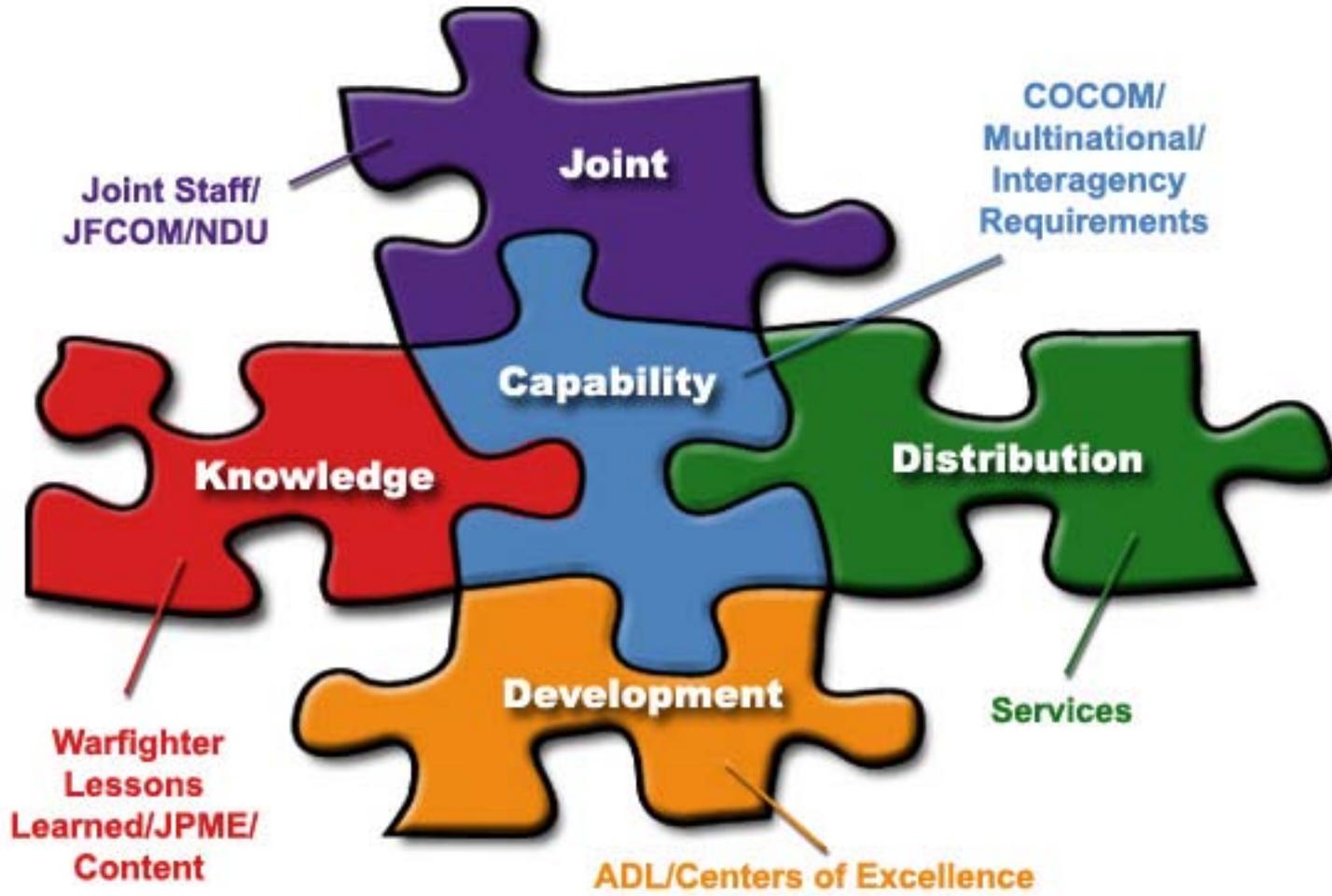
## Operational suitability:

- The degree to which a system can be used satisfactorily in the field with consideration given to availability, maintainability, safety, human factors, logistics, supportability, documentation, and training.





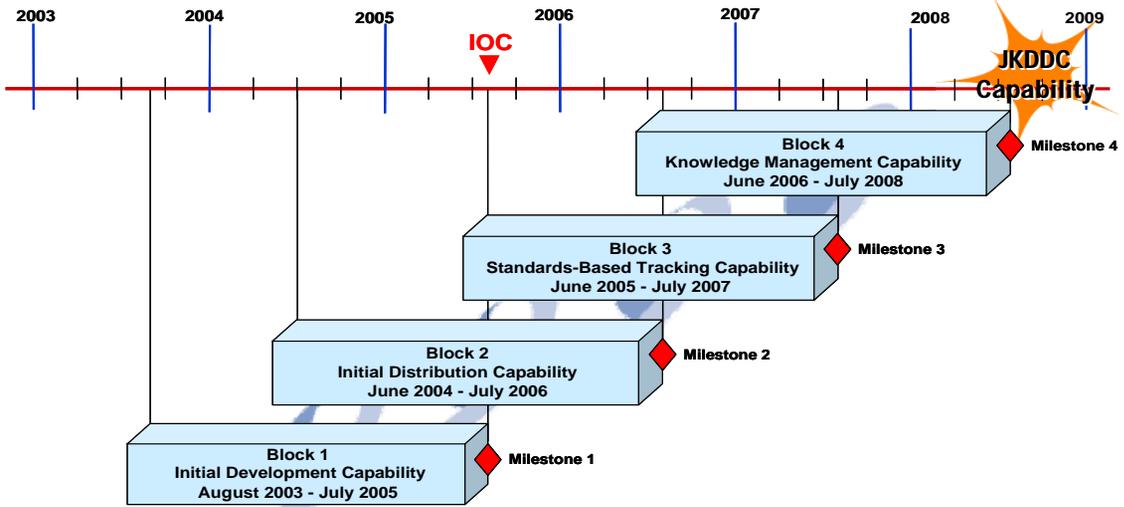
# Underlying Pillars for JKDDC Assessments





# Joint Knowledge Development and Distribution Capability (JKDDC) Joint Management Office (JMO)



Customers	Vision
<p><b>Combatant Commanders and the Joint Warfighter</b></p>	 <p>Be the premier provider of relevant, timely, and globally accessible joint knowledge, preparing individuals to support Combatant Commanders and national security – anytime, anywhere.</p>
Goals	Mission
<ul style="list-style-type: none"> <li>Empower the Joint Warfighter for real world emerging operations by proactively “reaching out” and informing the Joint Warfighter that specific training is required.</li> <li>Identify common education and training objectives for joint operational art and concepts.</li> <li>Develop and distribute joint education and training content, tools, and services.</li> <li>Identify common technology baselines for the development and distribution of joint individual education and training.</li> <li>Collaborate with research and development communities to incorporate proven emerging education and training technologies into JKDDC products.</li> </ul>	<p>Prepare the Joint Warfighter by developing Combatant Commander sanctioned education and training content and by leveraging state-of-the-art distribution processes and advanced technologies.</p> <h3 data-bbox="656 678 809 721">Timeline</h3> 



# JKDDC Working Group Members



Combatant Commands	Combat Support Agencies	Services and Service Colleges	Other Members	Associate Members <i>(Non-voting Members)</i>
CENTCOM	Defense Information Systems Agency	US Army	Under Secretary of Defense for Readiness and Training	Assistant Secretary of Defense for Reserve Affairs
SOUTHCOM	Defense Threat Reduction Agency	US Navy	Joint Staff	Defense Acquisition University
PACOM	Defense Contract Management Agency	US Marine Corps	National Defense University	
EUCOM	Defense Intelligence Agency	US Air Force	Special Operations University	
NORTHCOM	Defense Logistics Agency	US Coast Guard	National Guard Bureau	
STRATCOM	Defense Security Cooperation Agency	Army War College	North American Aerospace Defense Command	
TRANSCOM	National Security Agency	Naval War College	Combined Forces Command	
JFCOM	National Geospatial-Intelligence Agency	Air University		
SOCOM		Marine Corps War College		



# Success Story?



- **Requirements generation process established through collaboration with 35 organizations, comprised of the services, the Office of the Chairman of the Joint Chiefs of Staff and other department organizations**
  - 55 combatant-commander requirements and developed prioritized lists of courses for production and distribution spanning FY 03-06
  - Requirements cross-walked to Training Capabilities Analysis of Alternatives (TC AOA) Study
  - An initial curriculum baseline of joint education and training courses to be completed by December 2006
  - Distribution capability established and demonstrated leveraging Advanced Distributed Learning (ADL) technologies and a federation of learning management systems provided by services
- **JKDDC courses to be accessed globally over the INTERNET, Non-Secure Internet Protocol Router Network (NIPRNET) and Secret Internet Protocol Router Network (SIPRNET)**
- **JKDDC content provided to support emergent requirements**
  - Individual augmentation training and education in support of Operation Iraqi Freedom (OIF)
  - Knowledge management in support of CJCS Joint Lessons Learned Program (JLLP)



# OSD Direction



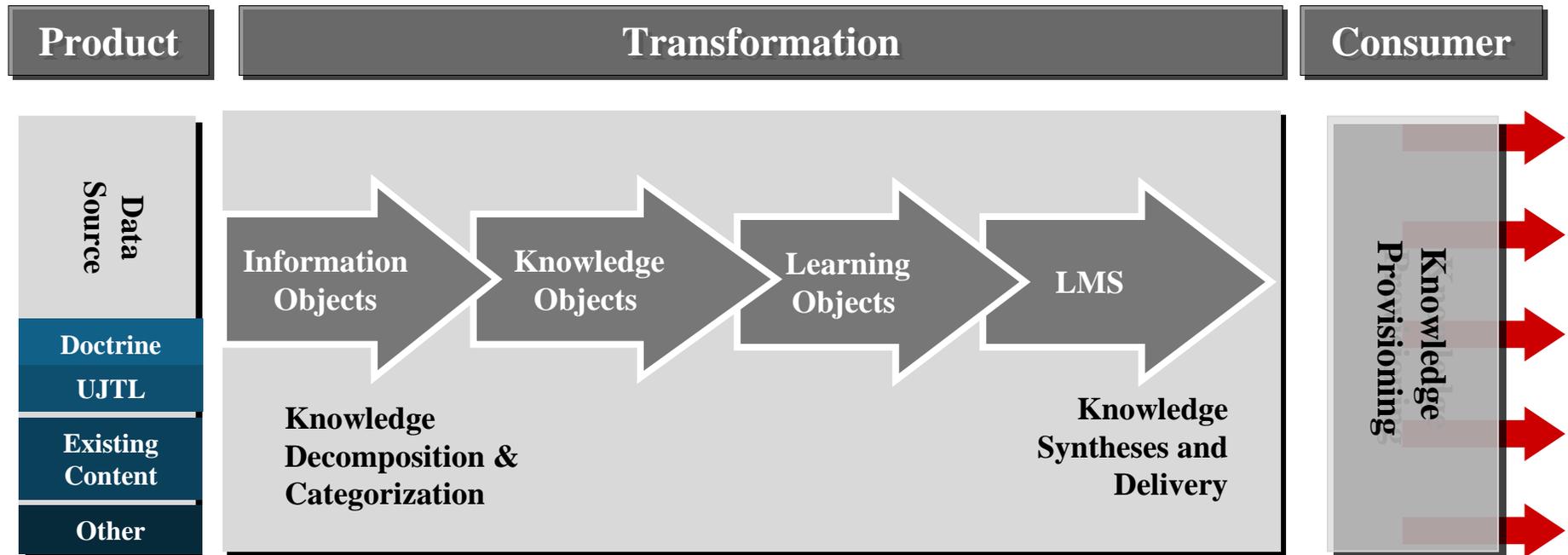
**Dr. Paul W. Mayberry**  
*Deputy Under Secretary of  
Defense for Readiness*

***“Just like we tailor our forces, we need to have sharable content which can be used across platforms, but can also be tailored to specific needs, given diverse audiences - our interagency and intergovernmental partners, or coalition members - who may operate with the services.”***

Organizing the content - retrieval, content tagging, and content storage will be  
***“our next hurdle as we go forward.”***

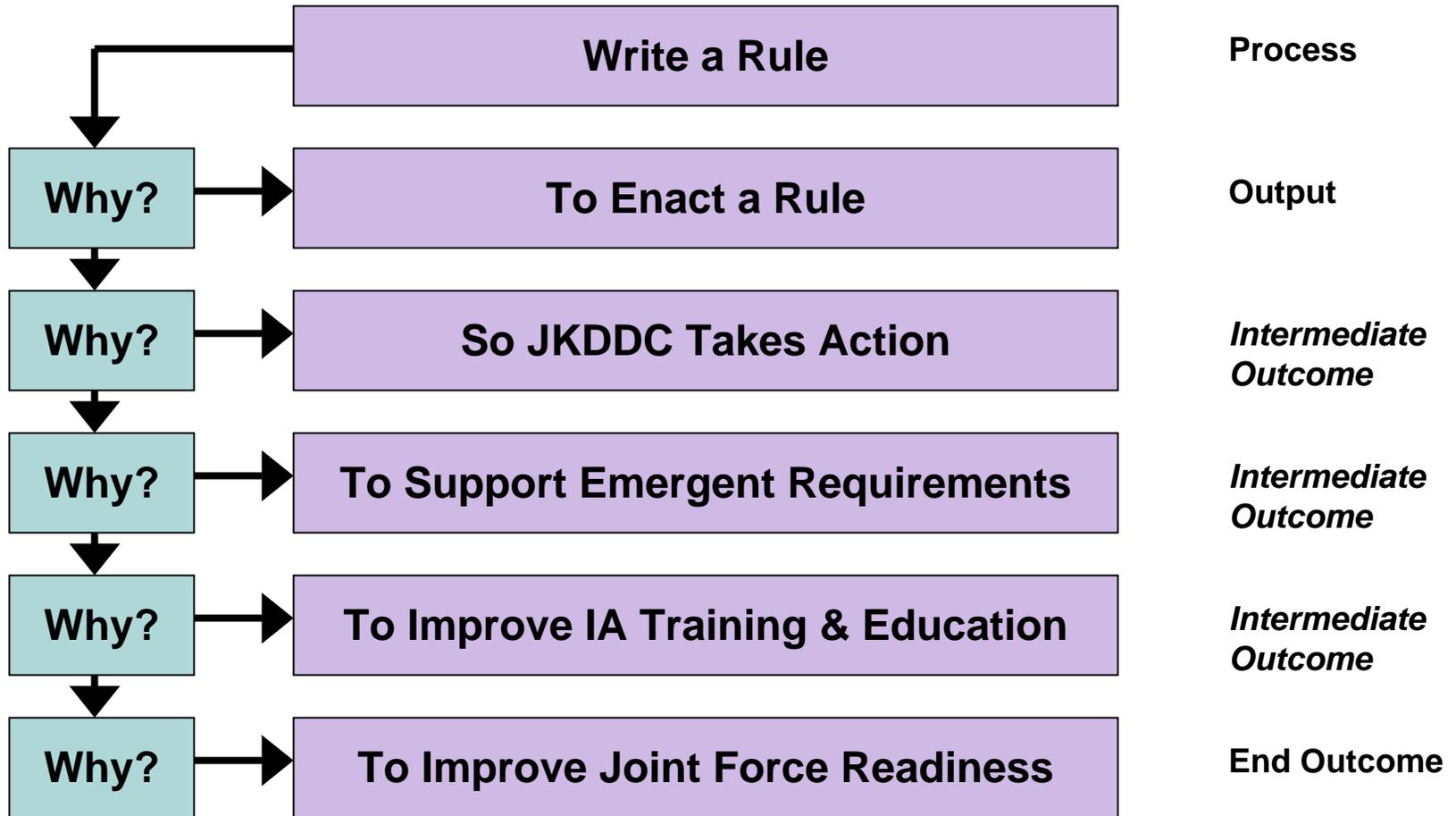


# Joint Knowledge Provisioning CONOPS





# Moving from Output to Outcome

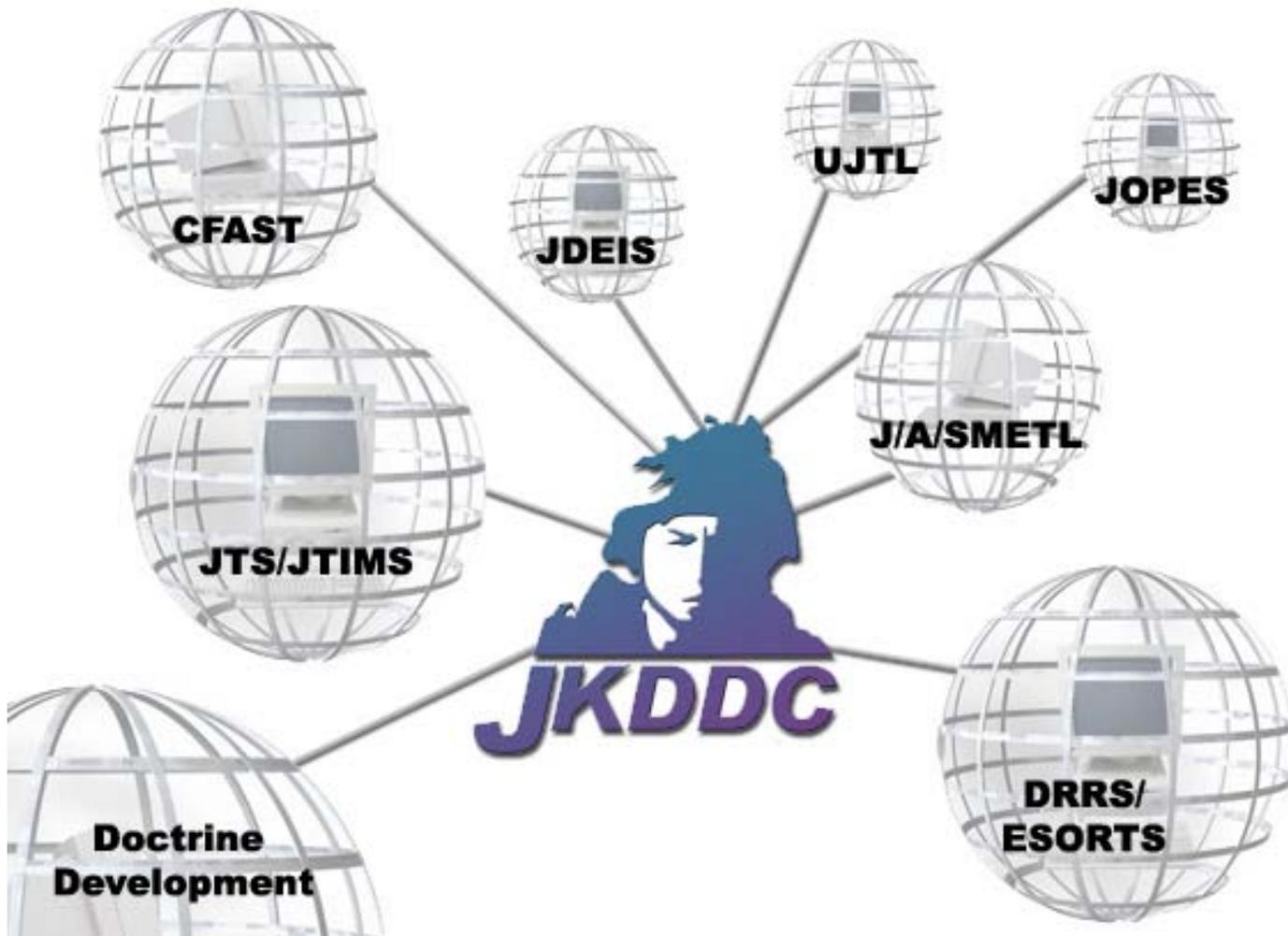




# Shared Knowledge Management vision

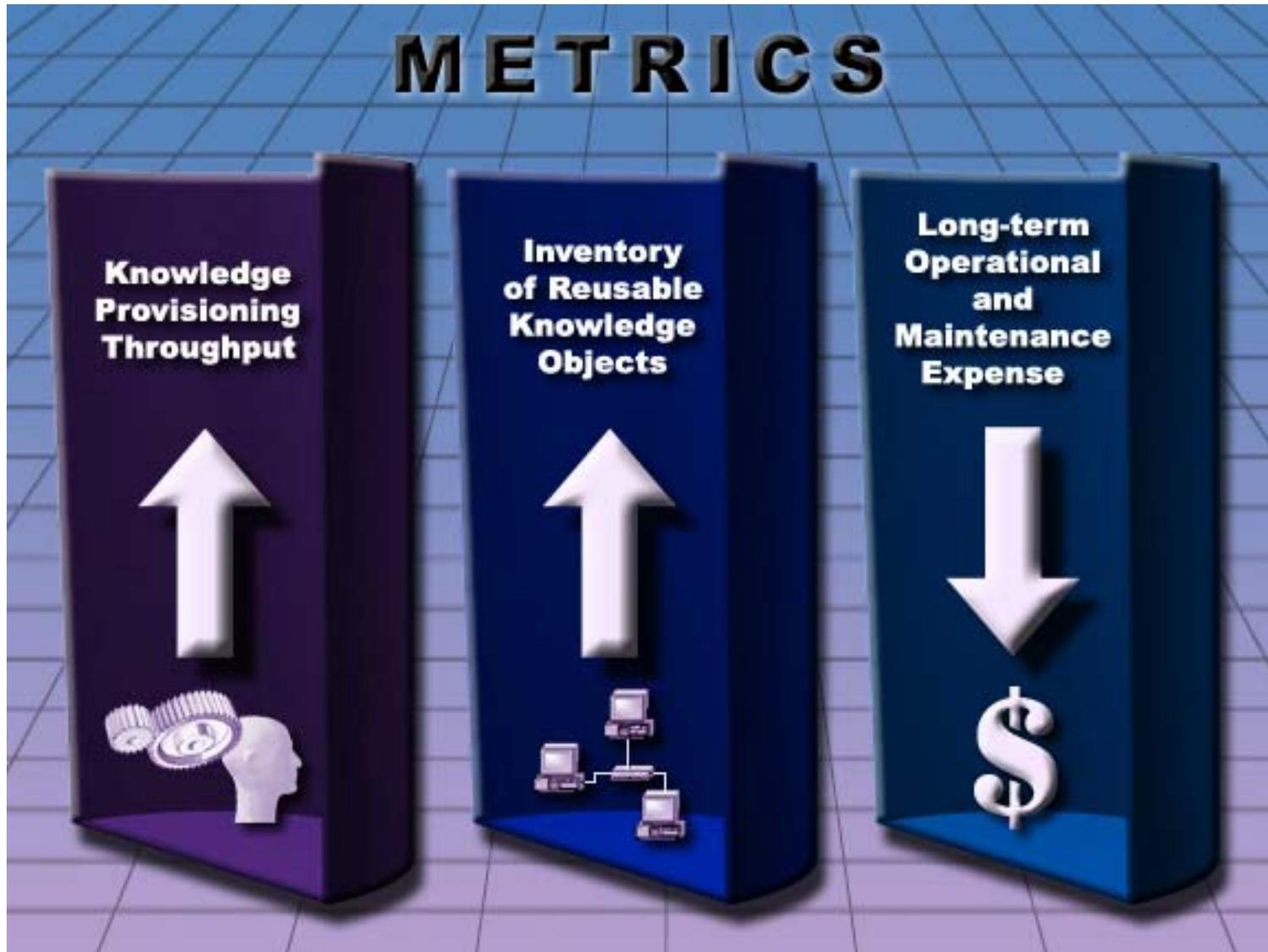


## Integrated Knowledge Management



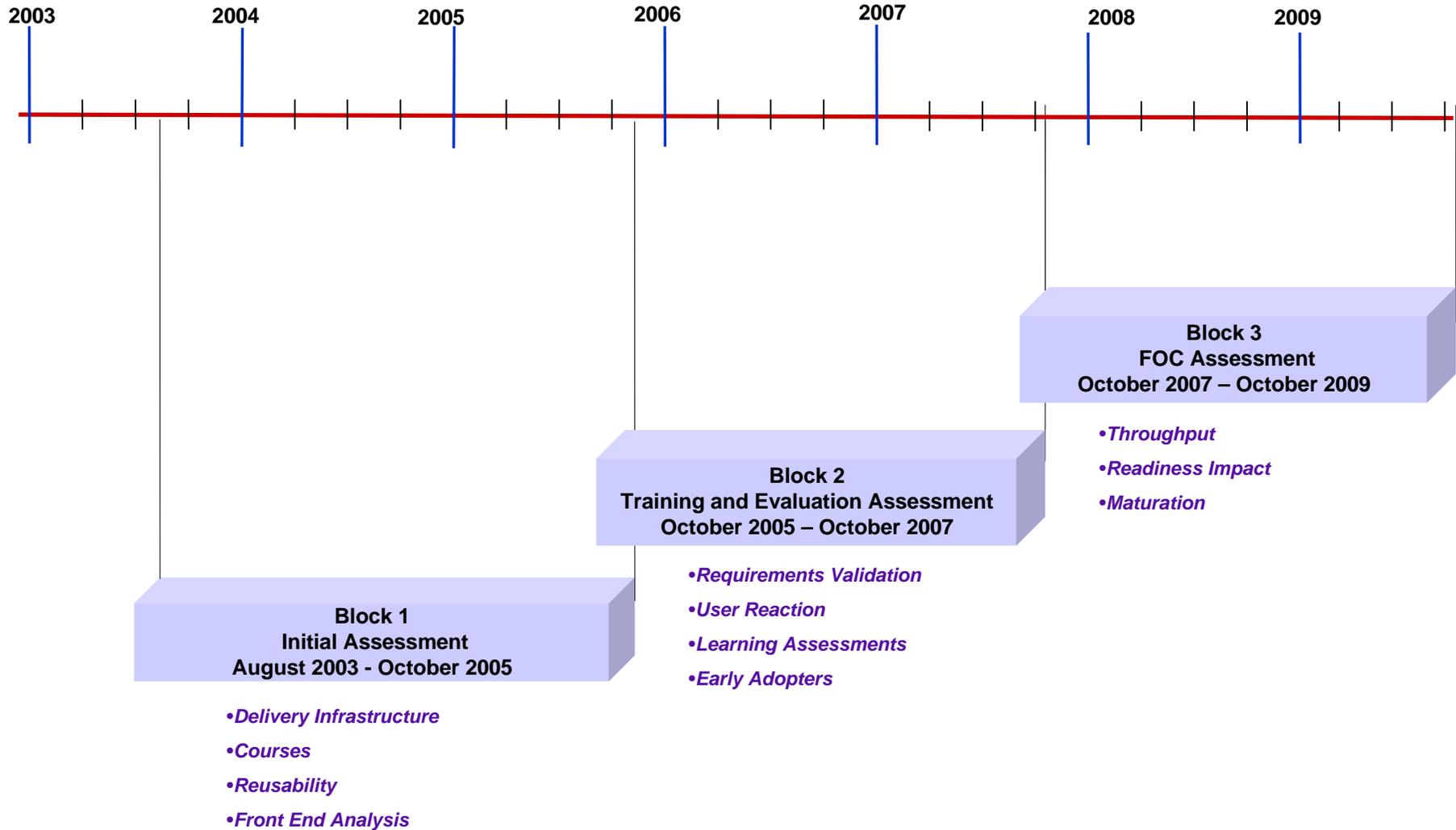


# Measurements





# JKDDC Block Framework





# Block One Framework



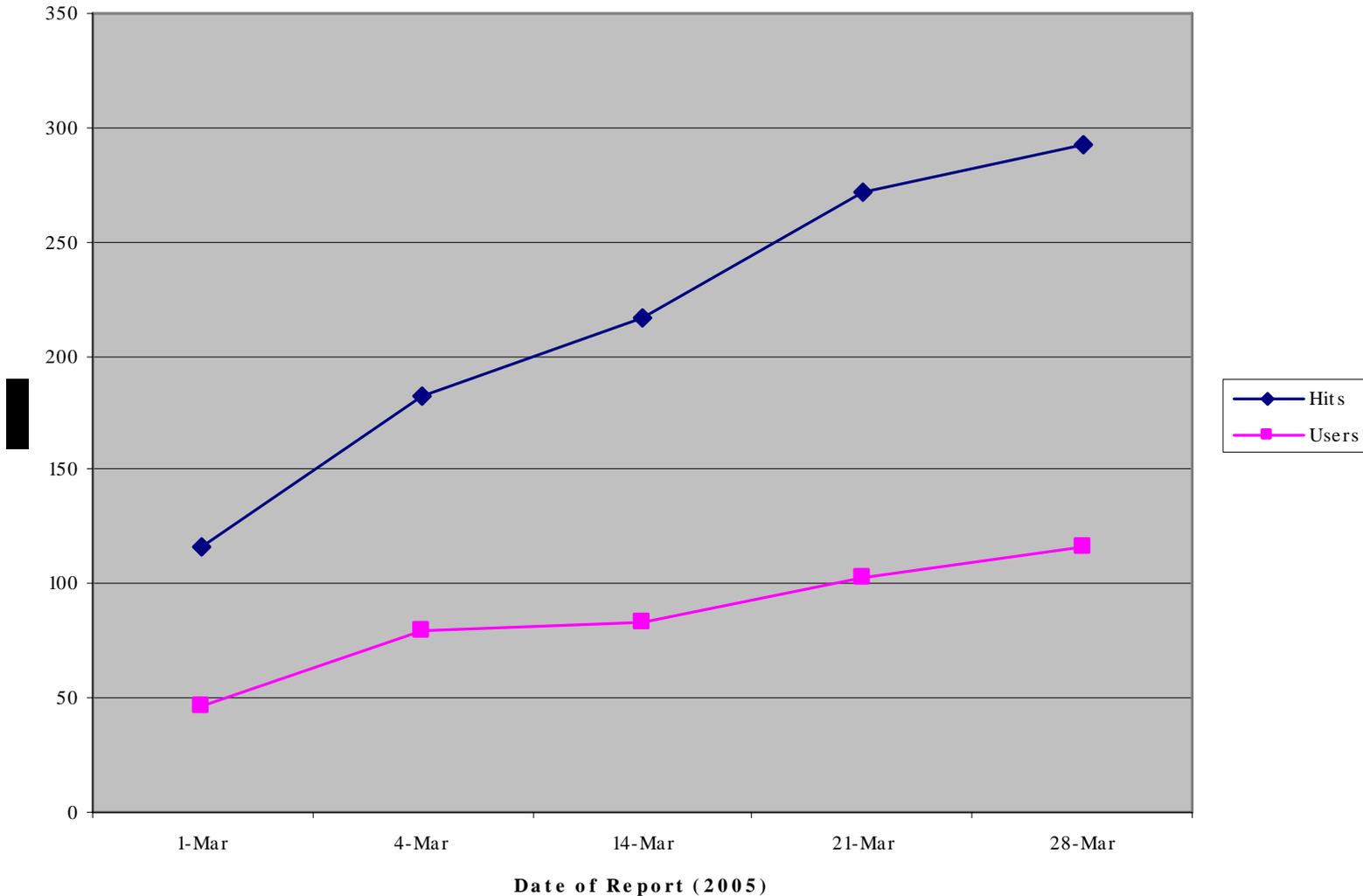
- **Block 1 Assessment emphasis on defining and capturing metrics related to our efforts in designing the delivery infrastructure and the content development process**
  - Construct metrics associated initial courses and use them to measure the development process
  - These metrics focus on meeting the JKDDC goals of rapid development and reusability
- **For the short term (spring/summer), focus on identifying efficiency measures of both our front end analysis process and the Knowledge Object development process**
  - Example metrics include:
    - How long does it take to generate a KO
    - How many can be created in a week, month, etc.
    - Develop a new model of development hours per seat hours—this is really a training model, not necessarily the best, given the nature of KOs and search and discovery content
- **Reusability—how many times/places can we re-use a KO**
- **How do we ensure the content we're developing hits the requirement (a process description coming from our front-end approach)**



# Distribution Throughput



## IA Training Usage





# Block Two Assessment Framework



- **Develop a training and evaluation framework that can respond to validated training requirements**
  - Validated requirements are essential for creating meaningful content that will be used and promoted by the operational commands
  - This framework will provide a basis for base-lining instructional development measures, program accomplishment metrics, and expanded user reaction and learning assessments
  - Exercising this framework would benefit by identifying one or more "early adopter" commands that would provide dedicated test cases for the unique capabilities of JKDDC (e.g., Joint content, expedited response to training needs, advanced ADL constructs and delivery mechanisms)
  - The advantages of test cases would also be evident in defining target populations for the training content, ensuring compliance with courseware requirements, and support of data collection on the administrative, learning, and operational outcomes of using JKDDC products
- **Starting in late summer/early fall, begin developing the overall evaluation framework and capturing outcome/impact/effectiveness measures**
  - Developing the overall evaluation framework
  - Developing appropriate impact/outcome measures
  - Collect baseline data
  - Conduct full-blown data collection for the next 2 years to support the Block 2 assessment



# JKDDC JMO Framework



## MEASURES

*Are we doing things right?*

*Are we doing the right things?*

