

ARMY OPERATIONAL KNOWLEDGE MANAGEMENT

KNOWLEDGE MANAGEMENT WORKING GROUP

One of the most powerful tools in the KM section's kit bag is the Knowledge Management Working Group (KMWG). The KMWG enables the KM Section to harness the power of the staff to solve problems, improve processes, and enhance knowledge flow across the entire organization.

The KMWG is typically chaired by the Knowledge Management Officer (KMO) and should include a representative from each of the major staff sections. Meetings may be held monthly or more often depending on the unit's pace of operations. No matter the frequency, it is important to integrate the working group into the organization's existing battle rhythm. This helps to promote regular attendance and improves the team work of the group.

Since part of what the KM section does involves analyzing gaps throughout the organization as a whole, it is a good idea to involve a larger audience from time to time. Bring in additional invitees from throughout your organization to present their problems, whether or not they think they are directly related to KM. Let these discussions guide further investigation and problem solving for the working group and the KM section.

Working Group — An enduring or ad hoc organization within a joint force commander's headquarters formed around a specific function whose purpose is to provide analysis to users. The working group consists of a core functional group and other staff and component representatives. (JP 1-02)

Typical KMWG Agenda:

1. Hot topics (see below)
2. Review of AARs and OILs since last meeting
3. Guests/invitees present current issues within their sections
4. Status review of KM action plans and other projects
5. Discussion of KM priorities
6. Assignment of tasks and due outs

Typical KMWG Inputs:

- Individual staff information requirements and processes
- Staff's identified knowledge gaps
- Standard data storage procedures
- Content management policies
- AARs and OILs

Typical KMWG Outputs:

- Knowledge management priorities
- New or revised KM action plans
- Identification of priorities within staff sections to improve B2C2WG processes
- Recommendations for policy and procedure changes
- Knowledge portal design templates

During the "hot topics" portion, each attendee is given an opportunity to raise a critical issue that he or she would like to have addressed during the meeting. These issues may already be on the agenda, but if they are not, the meeting chair can add them or table them for future discussion. Mentioning these issues at the outset assures that the most important and pressing needs of the group are addressed.

The point of this exercise is to raise issues only; discussion of the issues comes later, and only if the chair feels they are appropriate. This technique requires a mature group with a high level of discipline and adaptability.

To learn more about Army Knowledge Management, visit the AOKM AKO portal:

<https://www.us.army.mil/suite/page/645010>