

Knowledge Management goes Mobile

The Knowledge Management Directorate is sending two data content analysts and two field service representatives to work with deployed team to improve HTS support for Commanders through efficient knowledge sharing. In Iraq the KM staff will work to close-out a 7 or 8 years mission for departing teams in what one FSR calls "a really interesting time in Iraq." They will check on equipment status, in some cases transporting it to where it needs to be. In large part they will be working to accomplish objectives identified by the TSO in Baghdad. The KMO, Tom Best, manages the team and his senior engineer, Jashaan Robinson, works to support the TSO.

In Afghanistan, the mission requirements differ. As part of a Mobile Training Team, five individuals will upload MAP-HT Software, connect to the networks, and train individuals on MAP-HT socio-cultural software. In both countries there is an emphasis on the integrity of uploading reports and data to the HTS Sharepoint repository. Chip Retzlaff, Deputy Manager of HTS Knowledge Management states that "The MTT in Afghanistan and data recovery in Iraq are responses to requirements from the field. Our job in KM is to support HTS by supporting the folks in the field - first and foremost."