

# Using KM in Real World Military Emergencies/Contingencies



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UNITED STATES SOUTHERN COMMAND  
PARTNERSHIP FOR THE AMERICAS



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# AGENDA

- Overview of US SOUTHERN Command (SC)
- SC Knowledge Management (KM) Structure
- KM Hands-On Tools & Techniques
- Questions

**KM enables a Learning and Innovative Organization via a continuous flow of knowledge!**

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# US SOUTHERN Command Area of Responsibility



UNITED STATES  
SOUTHERN COMMAND

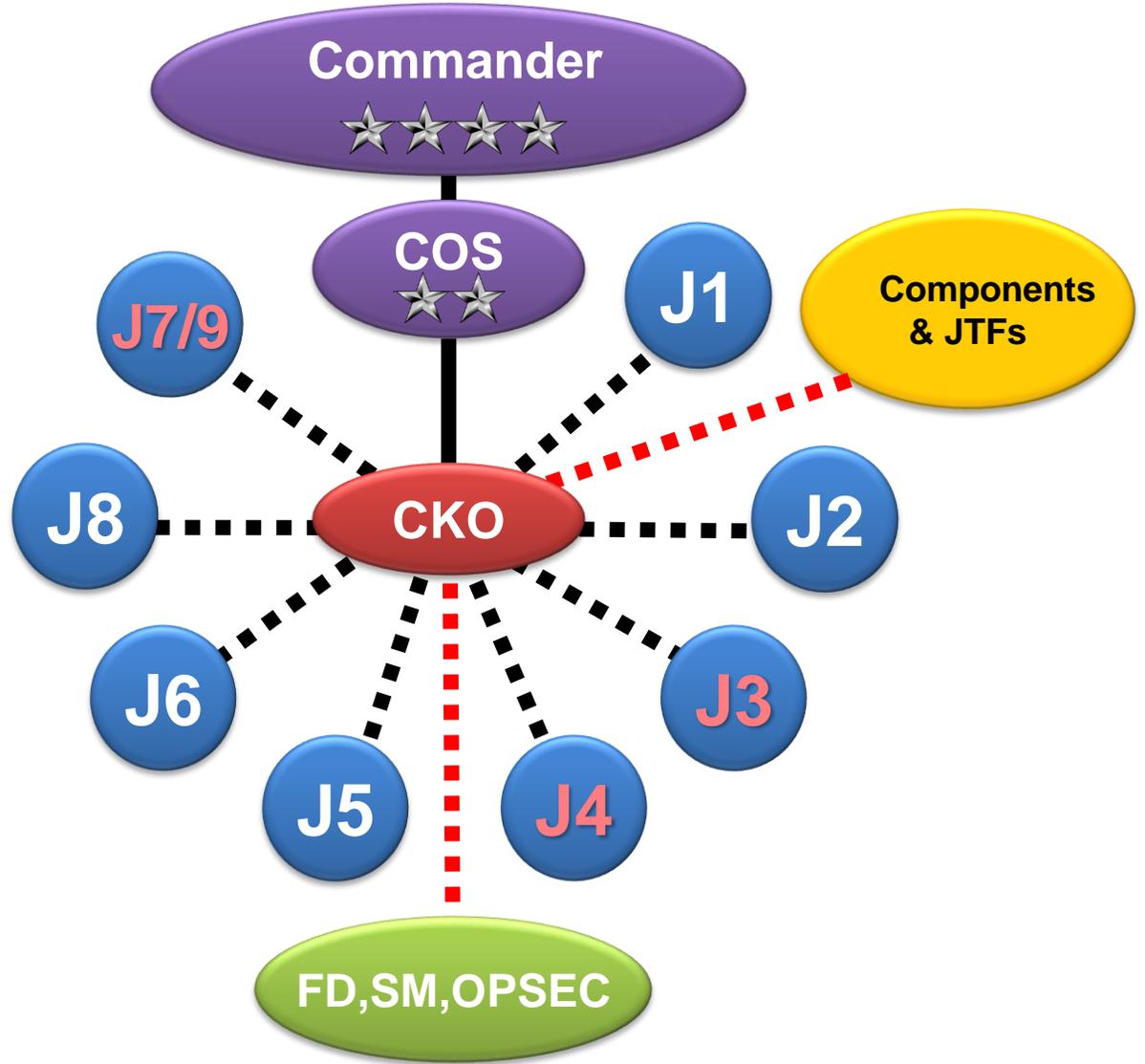


AREA OF  
RESPONSIBILITY





# USSOUTHCOM KM Structure



- Chief of Staff (COS) – Approves and enforces KM initiatives, plans and processes
- Chief Knowledge Officer (CKO) – Initiates and manages CMD KM initiatives, plans, and process development
- KM Coordinators (KMC) – Initiate and manage HQ, Component and JTF Directorate, Division and Branch KM initiatives, plans and process development, execution and maintenance. The “Ears” of the Command
- Foreign Disclosure (FD), Security Management (SM), Operational Security (OPSEC) – Key to information sharing with Partner Nations, and non-DOD.

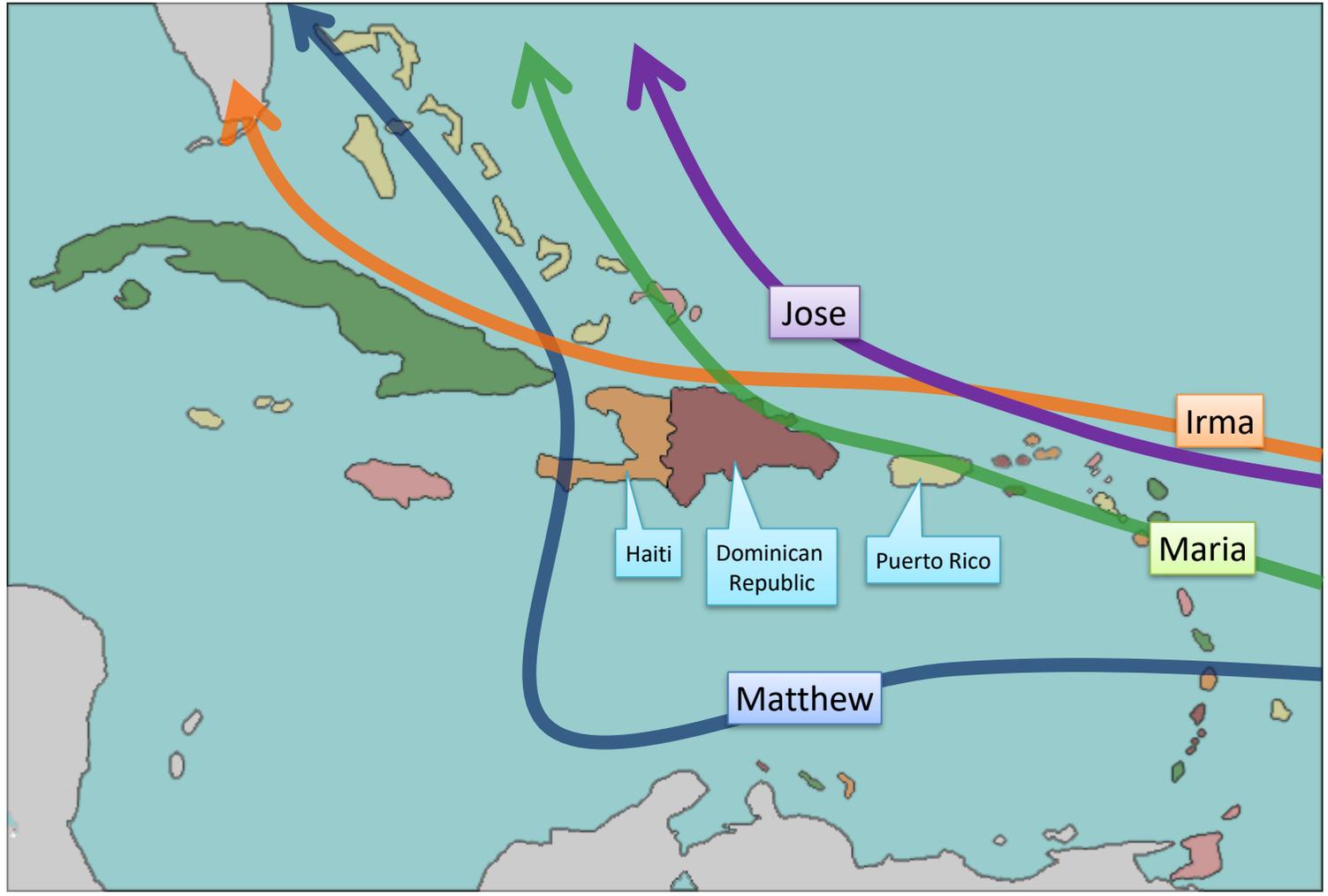




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# Hurricane Season

Matthew (10/16), Maria/Irma/Jose (9/17) -video clip)



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## CBS News: Military Relief Efforts in Haiti, October 2016

- <https://www.youtube.com/watch?v=T9U1zR0HU1A>



# KM Tools

## Emphasized Use Of:

- **Sharing, Collaborating, Transparency**
  - 'What's Ap'
  - Share Point Collaboration Site
  - All Partner Access Network (APAN)
  - Video TeleConference (VTC)
- **Continuous 'Rapid Response' Battle-Rhythm**
  - Chat
    - Decreased number of 'formal' Requests for Information
    - Cultural change
- **Senior Leader Engagement**

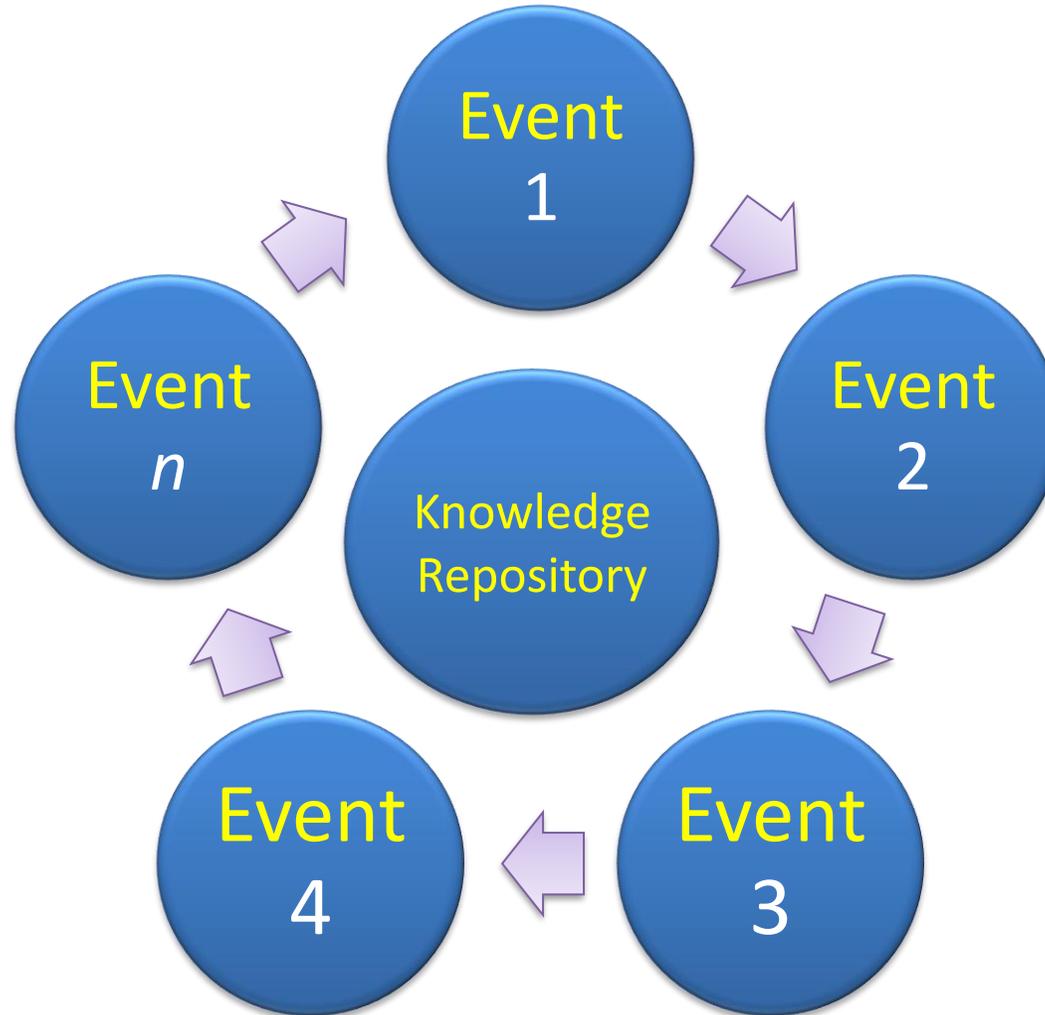
## De-emphasized Use Of:

- **Email** (whenever possible- "single source of failure")



# Putting it all together: Knowledge Repositories

Innovation & Learning



Meetings  
50% In meetings  
47% Wasted  
23.5 % Day wasted

Knowledge Repository  
Posts/Comments  
Members List  
Document Library  
Links



# Thank You

## Questions?

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