AKO Information Brief
to
Joint/Allied Web Interoperability
29 January 2003
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Purpose

Information briefing about AKO background and mission in order to allow joint/allied leadership to consider leveraging joint/allied requirements against AKO-type capabilities.
Outline

• Background
• AKO
• AKO-S
• KCC
• AKO Future
Army Knowledge Management

The Army strategy to transform itself into a network-centric, knowledge-based force. This effort is an integral part of Army Transformation. AKM is intended to improve decision dominance by our warfighters and business stewards—in the battlespace, in our organizations, and in our mission practices.
AKM Strategic Goals

• Adopt governance and cultural changes to become a knowledge-based organization

• Integrate knowledge management concepts and best business practices into Army processes to improve performance

• Manage the Infostructure as an Enterprise to enhance capabilities and efficiencies

• Scale Army Knowledge Online as the Enterprise Portal to provide universal, secure access for the entire Army

• Harness our human capital for the knowledge-based Army
Goal 4: Scale AKO

**Intent:**
By Jul 02, the Army will conduct the majority of its internal business via the Web through AKO

**Requirement:**
- AKO accounts for Active duty, ARNG, Reserve, and DA Civilians
- Functional and MACOM managers streamline and webify applications/link to AKO or obtain waiver by 1 July 02.

**Result:**
- over 970 Mission essential/critical applications and 700 “Other” apps added to Army IT Registry (AITR)
- Single sign-on actions continue

**Update:**
- Over 1,242,896 AKO accounts and growing
- Over 473,218 Active Army Accounts or 97% of the force
- Passed 190,000 daily total logins on 27 Jan 03
- 13,000 Avg. Distinct IM users per day
- Avg. 690,000 email messages per day
- Exceeded 103,000 unique logins per day on 27 Jan 03
- Growing Functional and organizational content
- 24X7 support operations implemented
- Coordinating mirror site

Total Logins Jan-Nov 2002 : 25.4M
Jan 1.3M  Feb 1.3M  Mar 1.6M  Apr 1.9M  May 2.0M  Jun 2.1M
2.5M  Aug 3.0M  Sep 3.1M  Oct 3.4M  Nov 3.2M  Dec 3.4M
AKO - Secret on the Net
- Opns and Intell primary users
- Secret and below content
- Secure web email
- Secure Instant Messaging

AKO - Unclass on the Net
- The Army’s daily workhorse
- 128 bit (SSL) encryption security
- Instant Messaging and Chat
- Content is sensitive but Unclassified

The Army Homepage
- The Army’s public Web site
- Unrestricted access
- Content updated daily by CSA Strategic Communications Group

Range of Knowledge Portals
- 19,500+ accounts
- 1,242,896+ accounts
- Internal
- External
AKO . . . One Stop Shopping for Army

More Than Just Web-Mail

- USAPA Forms Online
- LES Online
- OMPF Online
- DA Photo Online - 1 Oct
- DCSINT Portal
- TAPSIMS Security Clearance Tracking
- Strategic Readiness System
- Transformation Campaign Plan
- Army Strategic Campaign Plan
- LOGSA
- Logistics Knowledge Center
- CSSCS
- GCSS-A Property Management Book
- PERSTEMPO E-Milpo
- JAGCNet
- Army Battle Cmd Web-Enabled

Knowledge-Based Objective Force

AKO CORE CAPABILITIES

- Universal E-mail Address
- Multiple Search Engine
- Army Data Warehouse
- Instant Messaging/Chat
- Secure Architecture

Personnel Intelligence Operations Training Logistics
AKO - Gateway to Army Knowledge

Over 1,242,896 users
AKO Growth

8 August 2001 Memo
AKO Statistics

<table>
<thead>
<tr>
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<th>Apr 9th</th>
<th>Oct 7th</th>
<th>Jan 28th</th>
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<td>Accounts</td>
<td>938,997</td>
<td>1,096,877</td>
<td>1,242,896</td>
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<td>KCC Documents</td>
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<td>Single Sign-On Apps.</td>
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</table>

- Instant Messages: March 2002 - 1,380,124; October 2002 - 3,420,329 (a 148% increase)
- AKO-S Accounts: April 2002 – 5,881; 28 January – 19,500; (a 331% increase)
- AKO Accounts – 97% of the Active Army force has an account (64% Army Reserve, 70% National Guard, 94% DA Civilians)
AKO MACOM Jan Statistics

- EUSA and USAREUR at #5 & #8 in % Logins - demonstrates that AKO is a key tool for overseas soldiers not just HQDA Staff.
- AKO and AKO-S continue to receive accolades from deployed units in Afghanistan and other locations.
- Single Sign-On Requests continue to come to AKO from virtually every MACOM.
- Real-time AKO MACOM Stats available in Feb 03 to all MACOM Administrators.
- Nested Communities

<table>
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<th>MACOM</th>
<th>%AKO Logins</th>
<th>%w/ AKO Acct</th>
<th>#AKO Acct</th>
<th>Distinct Logins</th>
<th>Total Logins</th>
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</tr>
</tbody>
</table>

*Statistics are based on MACOM designation, NOT ACCOUNT TYPE. For example, it is possible for an individual to be in the Reserves and have a MACOM designation distinct from USAR.
AKO Features since Apr 02

- Single Sign-On Infrastructure
- Single Sign-On Request and Tracking System
- KCC Check-In/Check-Out
- Dental Notification
- DNA Notification
- HIV Notification
- CSM Promotion Board Notification
- Loan Repayment Notification
- Army IT Registry Database available to Enterprise
- KCC Send Link Feature
- KCC Email Notifications
- KCC Document/Email Auto-Launch
- KCC Full-Text Search
- Mini Web-Site Channel
- Real Time KCC Statistics
- KCC/Bantu Integration Contact Lists
- KCC Folder Level Security
- KCC Multiple File Upload
- KCC Portal Channel
- Community Support for Bulk Uploaded Documents, Creation of Community/Sub-Community Structures, etc.
- Bond Alert Notification
- Targeted Early Bird News
- Addition of MACOM Attribute to LDAP system
- Contact Page Administrator Functionality
- User Profile/Account Update Enhancements
- Instant Messenger Auto-Launch Feature
- KCC Version Control
- Contact Page Administrator Functionality
- Archived Group Announcements
- Dynamic Guest-Account Sponsorship Changes
- AKO/Army Search for Links, Website, Taxonomy, and KCC Documents
- Chat Room Capability
- KCC Move File/Folder Capability
- KCC Security Upgrades
- KCC Information Upgrades (Administrator Notification, etc.)
- Archived Group Announcements
- Dynamic Guest-Account Sponsorship Changes
- And Much More!
AKO Functional Use

• Medical Readiness - May - December 2002
  - Soldier logs into AKO and their My Announcements channel shows various medical readiness status
  - First Steps toward six readiness indicators sent to Soldier and their Commander
    • HIV/DNA - August 2002
    • Immunizations FLU Shots - Dec 2002
    • Women’s health - Next Scheduled indicator
    • Last Physical Date
    • Pre and Post Deployment Survey completion

• Loan Repayment Program - January, June, and August 2002
  - 25% snail mail failure rate in notifying soldier of college loan repayment program changes
  - Failures causing soldiers to pay interest on college loan which government will not repay but they do not know this due to break in communication link
  - AKO mail used this past quarter to notify almost 2,000 of these soldiers resulting in significant saving to soldier and reconnect between the loan program and the soldier
  - New message sent each quarter
AKO Functional Use - cont.

- **DFAS Travel Status Notification - February 2002**
  - When soldiers or civilians submit TDY travel payment vouchers, AKO sends receipt confirmation and payment notification
  - Coordination ongoing to accept AKO login into DFAS system
  - Will allow soldier to view LES and make allotment changes

- **Education Community Channel - April 2002**
  - AKO Education Community of Practice established 18 April
  - Single place for DA Civilians and Soldiers to go for education and Distance Learning information
  - Results - significant increase in Education program knowledge and involvement by civilians and soldiers

- **PERSTEMPO OnLine - Dec 2002**
  - Soldier logs into AKO, Self Service, My Personnel and views their individual PERSTEMPO one year and two year credible deployment days.
  - View also provides Last Deployment data

- **My Legal - Dec 2002**
  - Legal information in multiple locations
  - Need to create Legal Self Service area
  - Consolidate self service legal information
  - Expand Legal information to AKO Users
AKO Functional Use - cont.

- **Computer Based Training - February 2002**
  - CBT-Smart Force training program available to all Active, Reserve, Guard soldiers and DA Civilians
  - Enrollment in program limited due to customers not being aware of program
  - A Computer Based Training announcement was placed into AKO Army Wide Announcements
  - Result - a significant increased in CBT enrollment

- **Information Push via email - March 2002**
  - AKO pushing information to Soldiers
  - Targeted AKO email messages sent to all AKO members in Delaware and New Hampshire National Guard informing them about their opportunity to participate in the Computer Based Training - Smart Force program

- **Information Push via AKO Portal and Email - 23 April 2002**
  - Soldier logs into AKO, the portal checks rank, determines E-4 status
  - AKO then sends that E-4 an AKO email describing the Computer Based Training-Smart Force initiative and invites them to participate
  - Result - 400% enrollment increase
AKO Functional Use - cont.

- **TRICARE OnLine - TBD**
  - TRICARE OnLine is available today (with additional login/password) through AKO. Single Sign-on discussion continues
  - Soldier to order prescription refills, view health care provider webpage and make on-line appointments

- **DEERS OnLine - TBD**
  - DEERS OnLine is available today (with additional login/password) through AKO. Single Sign-on discussion continues
  - In future, Soldier will view their home address and make on-line corrections. They will also be able to view their PX/Commissary, MWR, pharmacy, medical and dental eligibility.

- **LES OnLine - TBD**
  - MY PAY system currently requires additional user ID, password and PIN
  - System to be integrated into AKO and will accept AKO authentication to view or change pay information
Welcome, portal test
Monday December 16, 2002

18th Army Signal Command

Soldier Medical Readiness

What’s New at AKO

50 MB of Personal Storage in the KCC
Are you aware that you can upload up to 50 MB of personal work files into the KCC?
Click here to upload files into your Personal and Technical Support Environment.

Nested Communities Now Live!
With the introduction of Nested Communities, smaller Army organizations can now use AKO.
Click here to learn more about AKO pages, Communities, and Nested Communities.

Army Wide Announcements

- Active, Guard and Reserve PERSTEMPO data is now available on AKO. Go to SELF SERVICE - My Personnel - PERSTEMPO Counter. Click here for details...
- Safety and risk management information and tools to support leaders
- Army Anthrax Vaccine Immunization Program (AVIP) Resumption Execution Plan
- State-of-the Art Computer Based Training available for free to Army workforce

My Announcements

My Medical Readiness Announcements

- HIV Test: You have a valid HIV test that will expire 04/30/2004.
- DNA Sample: You have a DNA sample in the DNA Repository.
- Dental Status: You are currently dental deployable.
- Your next dental exam is due: 2003-06-29

My Announcements - DNA Testing Information

- Sponsor Mgmt Console allows you to approve new Guests.
Click here for Sponsor Management.

MY ANNOUNCEMENTS - Dental Readiness Information

AKO Services and bring good ideas to the forefront.

MY ANNOUNCEMENTS - HIV Testing Information

- 50 MB of Personal Storage in the KCC
- Nested Communities Now Live!

Home Collaborate Personalize
Search My Communities AKO Help Feedback User Guide Logout

AKO Services
AKO IN
AKO Chat
Advanced Search
AKO Mail
White Pages

Self-Service
- My Personnel
- My Finance
- My Medical
- My Education
- Army Libraries
- My Travel
- My Legal

My Account
- My Links
- My Profile
- My Email Options
- Change Password
- My Content

Army Communities
Special Staff/FDA
Components
MACOMS

Feedback

User Guide

_logout

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Dental Readiness

Influenza Immunization Information

Influenza immunization is mandatory for all active duty personnel. Contact your supporting primary care clinic to receive this year's immunization. If it has been at least two weeks since you received your influenza immunization, visit your primary care clinic and request that your information be updated in MEDPROS.

DO NOT CONTACT THE AKO HELP DESK

HIV Testing Information

You have a VALID HIV TEST that will expire 08/31/2006. Active duty personnel must obtain a routine HIV test every two years. You may require a new HIV test if you PCS or deploy. OCONUS More Information?

DO NOT CONTACT THE AKO HELP DESK

DNA Testing Information

You have a DNA Sample in the DNA Repository.

DO NOT CONTACT THE AKO HELP DESK

Dental Readiness Information

You are currently: Dental Non-Deployable.

You need to schedule a dental exam Immediately
# Dental Readiness

Your Supporting Dental Clinic

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<tr>
<th>Clinic Name</th>
<th>Dental Clinic #1</th>
<th>Dental Clinic #2</th>
<th>Dental Clinic #3</th>
<th>Dental Clinic #4</th>
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PERSONNEL Readiness

PERSTEMPO Counter
Number of Deployed Days within the last 365 and 720 days

PERSTEMPO Count
Report as of 15 DEC 2002:
- 14 out of 365 days
- 19 out of 730 days
- Last Date of Creditable Deployment: 11 OCT 2002

Caution: Effective 8 October 2001, the SECEDEF suspended the PERSTEMPO $100 a day payment and General Officer management consideration, but directed continued tracking and reporting of PERSTEMPO days.

Note: The data here is usually about 2 days old; longer in some instances (long weekends, holidays, system modifications, etc.). The Army’s PERSTEMPO web application is the official database of record.

If you have questions regarding this display, please call the PERSTEMPO Help Desk at DSN 221-3829/3794/3843/3785 or Commercial (703) 325-3829/3794/3843/3785 (7:30 – 16:30 EST).


DO NOT CALL THE AKO HELP DESK.
PERSONAL Education

My Education News and Notes
The My Education page exists to serve your needs for continuing education. From this point, you should have easy access to Computer Based Training, eArmyU, and many other education resources. Over the next year, please return to this page to see new programs, personalized course offerings, and discussion forums on a variety of education topics.

- Earn Promotion Points for e-Learning Courses:
  According to PERSCOM Enlisted Promotions Branch, effective immediately, promotion points are valid under military education for completion of vendor-based e-Learning courses. Course completion with credit hours must be reflected in ATDPS prior to awarding promotion points. Promotion points are awarded under the same guidelines as correspondence courses (3 training hours = 1 promotion point). This will be published in the December 2002 "Cutoff Score Memorandum".

COOL Information
Credentialed Opportunities On-Line (COOL):
Use COOL to find and obtain civilian credentials related to your military occupational specialty.
Visit COOL

Army Continuing Education
Army Continuing Education:
The Army Continuing Education System (ACES) promotes lifelong learning opportunities and sharpens the edge of Army’s 2010 and beyond.
Visit ACES

eArmyU Information
eArmyU.com:
Welcome to eArmyU.com, your entryway to Army University Access Online. Revolutionizing education, AUAD offers service members anytime, anywhere learning.
Visit eArmyU.com
AKO Family Disjoints

Why is this different?

Why is this difficult?
AKO SIPRNET over 19,500 Users

What's New at AKO-S

- The KCC-S is now available!
  Click the "Collaborate" tab above to post and share documents.

- Foreign Language Resource Center
  Now available on the INSCOM community page, visit the Foreign Language Resource Center.

- Take the AKO-S Tutorial!
  Learn more about AKO-S through this brief tutorial.

Army Wide Announcements

- Click the "Collaborate" tab above for the new Army Knowledge Collaboration Center - SIPRNET for storage of all documents classified SECRET and below.

My Announcements

- No Announcements

New SIPRNET Portal

Check out the new Army KCC SI!
If you have comments or concerns, please send email to postmaster@us.army.mil.mil.
Administrators, please send an email request to become a KCC-S community administrator.

AKO-S Concept Search

Army Operations Center (AOC): HQDA

Click here to access the Army Operations Center (AOC): HQDA site in a separate browser window.

Search SIPRNET (Hydra)
AKO-S Growth

9-11-01 Pentagon Attack
AKO-S Functionals

• AKO-S currently provides a place for all the communities of interest for the Army, e.g., Army G1, G2, G3, etc. to post their pertinent community information.

• Comment from the field:

“Deployed in Afghanistan. Find this capability critical - especially when other servers are down. We can count on your site to be operational.”

Thanks,

Deployed Battalion U.S. Army Commander
As part of the HQDA Realignment, the Office of the Assistant Secretary of the Army (Acquisition, Logistics and Technology) will undergo changes in structure. The ASA(ALT) website will be updated to reflect these changes as they are published.
AKO Knowledge Management

• Enterprise-wide collaboration tool
• Searchable central information repository
• Information “Pull”
  – Users must find information they need
  – Soon - information push
• Eliminate large email attachments
• Shared documents accessible by all personnel

The AKO Portal is solving these challenges with the Knowledge Collaboration Center!
Welcome to the Army Knowledge Collaboration Center

Download a File Now:

Enter a Document Identification Number

Add a File Now:

Click here to access the Add a File Now Wizard

What's New in Your Subscriptions:

- SENIOR CLINICAL NCO CONF
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- 05/28/02 16:26 GMT: andrew.staton has sent you a link to the file, *The Army and FCS*, which is located in the *Goal 3 Community Knowledge Center*, *Goal 3 (Infrastructure)*. andrew.staton writes: "Technology and Future Combat Systems"
- 05/23/02 14:11 GMT: john.wolfrey has sent you a link to the file, *USA PA - Series Collection Main Table*, which is located in the *TRAUDOC Community Knowledge Center*, *DCSINT*. john.wolfrey writes: "ARMY PUBLICATIONS, AR, PAM, DA, FORM"
- 05/22/02 19:10 GMT: donald.vile has sent you a link to the file, *ECC, GROWTH*, which is located in the *Personal and Teams Knowledge Center*, *Appian ACO Filee*. donald.vile writes: "Download this file, and leave it on your desktop. It uses Macros to automatically generate a chart on the ECC file growth whenever it is opened.
- 05/22/02 16:53 GMT: charles.walton has sent you a link to the file, *AKO Comm Hosted Sites*, which is located in the *Personal and Teams Knowledge Center*, *AKO Support Center*.
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Collaboration Center Usage

KCC Usage Factors

- #Files
- #Folders
- Meg
- #KCs
- #KC Users
- #Users Downloading
- #Users Uploading
- #Downloads

Date:
- 30 Mar 02
- 3 Apr KCC First Day
- 8 May 02
- 22 May 02
- 5 Jun 02
- 19 Jun 02
- 3 Jul 02
- 17 Jul 02
- 30 Jul 02
- 12 Aug 02
- 28 Aug 02
- 10 Sep 02
- 24 Sep 02
- 8 Oct 02
- 23 Oct 02
- 6 Nov 02
- 20 Nov 02
- 4 Dec 02

Thousands:
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- 200
- 300
- 400
- 500
- 600
- 700
- 800
- 900
AKO Threaded Discussion
(Delivery in January 2003)
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AKO Allies

NETCOM / 9th Army Signal Command

As of 22 Nov 02
Conclusion

• Background
• AKO
• AKO-S
• KCC
• AKO Future
Points of Contact

• LTC Roderick Wade     roderick.wade@us.army.mil
• MAJ Bob Zoppa         robert.zoppa@us.army.mil
• MAJ C.J. Wallington   cj.wallington@us.army.mil
• MAJ Kevin Wheatley   kevin.wheatley@us.army.mil
Backup
Army CTO Disaster Recovery (DR) Vision

- Protect the CTO Data Center
- Prepare for Catastrophic Loss
- Ensure Continuity of Operations (COOP), and Continuity of Business (COB)
- Load Balanced Operation
- Surge Capable in Worse Case Scenario
- Overarching Principles
  - Transformational in Scope
  - Enterprise in perspective
  - Practical in Execution
DR Requirements

• AKO Fort Belvoir site is being upgraded to improve local survivability and reliability

• Selected a hardened and geographically dispersed DR facility

• Service Level Management (SLM) implemented at both (AKO & DR) sites

• Initial implementation is an Active/Passive (failover) configuration (June 2003)

• Objective End State is an Active/Active configuration (TBD)
The CTO Enterprise Enclave Information Assurance

Defense in Depth Status

- Fort Belvoir DOIM Top Level Architecture (TLA) - Ongoing
- Firewall - Upgrade Firewall scheduled - Nov 02
- Intrusion Detection System - Network sensors established - Ongoing
  - TNOSC - Operational
  - CTO - In Progress completion 30 Nov 02
- AKCC Account Type Restriction - 1 Dec 02
- Industry Best Practices and Procedures in IA - Ongoing
  - IAVA Compliance
  - System hardened (O/S and Services)
  - Objective Architecture will employ Defense in Depth strategy
- DITSCAP
  - CTO network NIPRnet/SIPRnet - Aug 01 (completed)
  - Upgrading AKO/CTO DITSCAP - in progress/ongoing
  - Organizational level (CTO) - in progress/ongoing