

Lastly, get to know your KM team. They are here to support you and welcome the opportunity to collaborate with you.

Each month, the USAREUR OKM hosts a Knowledge Management Working Group meeting, which gives your office an opportunity to support the efforts of the KMRs and the command overall. If you are unaware of who your KMR is, contact the USAREUR OKM for assistance.

“An investment in knowledge pays the best interest.”

—Benjamin Franklin

Did You Know?

The USAREUR OKM supports the command in many ways. It has, for example—

- Created the USAREUR Staff Orientation Course (USOC), mandated by the USAREUR DCG, for all incoming personnel, both civilian and military, assigned to HQ USAREUR (AE Reg 1-10, app A). The USOC is designed to help educate personnel and cultivate sharing of knowledge throughout the command. For more information and to register for courses, please visit <https://intranet.eur.army.mil/hq/cmd/dcg/usoc/SitePages/Home.aspx>.
- Implemented the USAREUR Requirements Validation System (URVS). The URVS supports the USAREUR validation process for acquisition requirements, captures requirements for major procurements and service contracts, and supports audit inquiries.
- Developed a holistic approach to track personnel and equipment assigned to USAREUR. This approach uses existing information, enhances productivity, and provides more security for personally identifiable information than stand-alone databases.

What Can The USAREUR OKM Do For You?

- Streamline business processes
- Enable better and faster decision making
- Develop solutions that take your office culture and behavior into account
- Prevent “reinventing the wheel”
- Reduce organizational stovepipes
- Increase social networking and promote discussions
- Provide best practices for sharing knowledge
- Share continuity templates
- Stimulate innovation and growth
- Enhance collaborative efforts to develop organizations by helping them learn



POC Information

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This publication is available at

<http://www.eur.army.mil/aepubs/>

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References

AR 5-1, Management of Army Business Operations

AR 25-1, Army Information Technology

Army Techniques Publication (ATP) 6-01.1, Techniques for Effective Knowledge Management

Army Doctrine Reference Publication (ADRP) 6-0, Mission Command

USEUCOM Instruction (ECI) 6001.01, Knowledge Management

[AE Regulation 1-10](#), Staff Procedures

[AE Regulation 1-11](#), USAREUR Synchronization Calendar

[AE Regulation 25-4](#), Army in Europe Enterprise Content Management

Knowledge Management Handbook 2014, Executing Knowledge Management in Support of Mission Command

What Is Knowledge Management (KM)?

KM is the process of enabling knowledge to flow through an organization in order to enhance shared understanding, learning, and decision-making (ADRP 6-0). “Knowledge flow” is the ease of movement of knowledge in organizations. KM uses a five-step process to create a shared understanding. These steps are as follows (ATP 6-01.1):

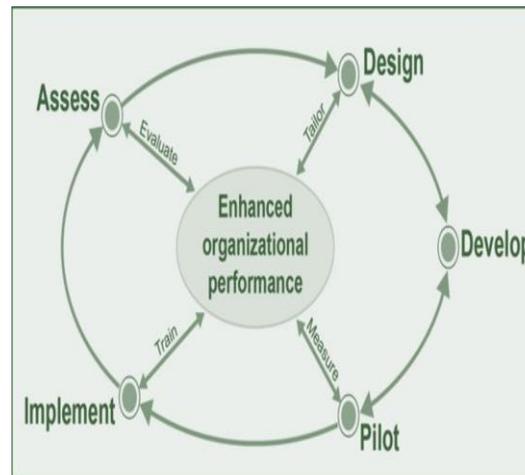
- Assess
- Design
- Develop
- Pilot
- Implement

What exactly does that mean?

Continuity files are a good example. How many times have you transitioned to a new office and found no continuity files or continuity files that were outdated or disorganized? How would KM apply in this situation?

KM is used to review how an office functions, identify subject-matter experts (SMEs), and draw operational knowledge, lessons learned, and best practices from the SMEs. Additionally, KM maps out the current business processes of an office to show how information is moved, analyzes this information, and makes recommendations. This includes developing a new business process to streamline the flow of information in the office. Finally, KM establishes the best way to sustain an effective contingency plan.

In short, KM gets the right information to the right people at the right time, in the right format and in the right place, to enable decisionmakers to make informed decisions based on a shared understanding.



USAREUR Office of Knowledge Management (OKM)

Mission

The USAREUR OKM mission is to provide USAREUR with KM planning, governance, and execution by assessing, designing, developing, piloting, and implementing KM through all aspects of USAREUR activities.

Vision

The USAREUR OKM vision is to establish a knowledge-based learning organization where collaboration, adaptation, innovation, and technologies provide a collective understanding, efficient processes, and relevant products in an environment where knowledge creation, sharing, and reuse are expected, valued, and rewarded.

What is the USAREUR OKM?

The USAREUR OKM is your one-stop shop for enabling your office to perform its mission better, faster, and more effectively. In addition to the OKM’s staff, more than 30 knowledge management representatives (KMRs) serve throughout the command as KM advocates and enablers for their individual sections.

When was the last time your office reviewed internal business practices, methods for sharing information, office continuity files, or the content of your office’s SharePoint site? Start asking these questions today; then take the next step by applying KM to improve how your office conducts business.