



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY SERGEANTS MAJOR ACADEMY
11291 SGT E. CHURCHILL STREET
FORT BLISS, TEXAS 79918

ATSS-CD

4 October 2017

MEMORANDUM FOR ALL ASSIGNED/ATTACHED PERSONNEL, U.S. ARMY
SERGEANTS MAJOR ACADEMY (USASMA), FORT BLISS, TX 79918-8002

SUBJECT: USASMA Policy Memorandum #27, **Knowledge Management**

1. References:

- a. AR 600-20, Army Command Policy, 6 November 2014.
- b. FM 6-0, Commanders and Staff Organization and Operations, 5 May 2014.
- c. ATP 6-01.1, Techniques for Effective Knowledge Management, March 2015.
- d. TRADOC Policy Letter 26, Knowledge Management-Process Improvement (KM-PI), 4 August 2014.
- e. TRADOC Knowledge Management Strategic Plan FY 2014-2018, 21 January 2014.
- f. USASMA Knowledge Management Strategy and Standard Operating Procedures, September 2017.

2. Purpose: To outline the Commandant's policy on Knowledge Management-Process Improvement (KM-PI) at the United States Army Sergeants Major Academy (USASMA).

3. USASMA will implement KM-PI in accordance with the above references. As we **Drive Change for NCO and Soldier Education**, we must embrace agility, adaptability, and innovation to generate increased integration and synchronization. We will shift to a performance management orientation focusing on outcomes rather than activities. The Knowledge Management element of the Strategic Plans directorate plays a critical role in achieving institutional efficacy. We will seek to achieve the following five competencies: Knowledge Management Services, Process Improvement Services, Data and Content Management, KM-PI Training and Education, and Performance Management.

4. The benefits of KM-PI will allow USASMA unfettered knowledge flow, creating, organizing, applying, and transferring knowledge). Effective application of KM-PI will enhance employee performance, foster innovation, and facilitate the exchange of our most important commodity: the know-how of our personnel, our intellectual capital,

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which makes the difference between success and failure. Leveraging our institutional knowledge helps provide critical knowledge and expertise at the point of need, fosters collaboration, and enhances decision-making across the Academy. Given resourcing and manpower challenges, it is imperative we invest in KM-PI to achieve the manpower savings, cost efficiencies, and performance improvement results demonstrated by organizations with successful KM-PI programs in the commercial sector.

5. We will move from a culture of “need to know” to one of “shared for all.” We will establish a repository of collaboration and knowledge sharing. We will educate and train our Soldiers, civilians, and leaders on KM-PI. We will develop, adapt, and implement enterprise knowledge sharing capabilities, such as SharePoint and Strategic Management System (SMS), and employ appropriate content management practices. This will allow USASMA to stimulate innovation, creativity, and enhancements to our business processes.

6. All directorates and sections will maintain all training, operations and support documents required for use by others, and documents required for situational awareness by the Command Group, on SharePoint. Each directorate/section will execute content management principles of operation that meet the Commandant’s information requirements. Applications such as SMS, milSuite forums, and our website will continue to be integral parts of our KM-PI strategy.

7. We will implement all actions associated with the KM-PI program IAW information security requirements included in the USASMA OPSEC Plan.

8. I fully support KM-PI. Knowledge Management is a standard assessed within the TRADOC Accreditation process, and while we have very limited KM-PI resources, I expect you to meet all KM standards and use creative KM-PI practices and initiatives to respond to our information sharing challenges.

9. This policy memorandum is effective until superseded or rescinded. Point of contact is Mr. Sylvester Smith, (915) 744-9192, sylvester.l.smith.civ@mail.mil or Mr. Quentin Cormier, (915) 744-1067, quentin.j.cormier.civ@mail.mil.

“ULTIMA Strong!”

JIMMY J. SELLERS
CSM, USA
Commandant