Center for Army Lessons Learned (CALL)

1. Develop a "data collection plan"
    a. Select an event
    b. Poll experts to identify areas in which knowledge is sparse
    c. CALL is unbiased in selecting knowledge to be gathered
    d. Create lists of questions and issues
    e. Create a customized collection plan in order to focus observations on the information the army wants

2. Send collector-observers to the scene
    a. Events are studied and noted (focus on questions from data collection plan)
    b. Gain much information from After Action Reviews
    c. CALL is unbiased because analyzers and collectors are separate

3. Send information back to CALL headquarters
    a. Information is sent back a few days after collector-observers arrive at the mission
    b. Observations in the form of notes, videos, diagrams, written descriptions (raw data)

4. Review observations
    a. CALL analysts seek feedback on observations
        i. General information is posted to online forums
        ii. Other info is sent to mailing lists (to experts in a field)
        iii. CALL opens themselves to new interpretations; prevents the analysts from coming to premature conclusions
    b. Based on the feedback, analysts redirect collector-observers

5. Lessons from Observations
    a. After observations are analyzed, "lessons" are created
    b. For example, scenarios, video footage, simulations, and scripts could be generated based on observations.

6. Making lessons available
    a. Lessons are indexed in an online database for later reference
    b. Custom training products are developed (videos & simulations)
    c. CALL also crates handbooks and newsletters
    d. CALL can not require that the army implement the lessons. They are implemented based on their quality. This encourages CALL to create high quality lessons.
    e. Note that a lesson is not "learned" until it has been put into use

7. CALL Objective
    a. To create a rapid change in behavior based on the lessons
    b. Transform raw data into knowledge that can be acted upon
    c. Generate Products (training doctrine, tips, newsletters, handbooks, etc.) to diffuse knowledge throughout the Army.
    d. Establish credibility by demonstrating its own ability to learn; evolve & improve procedures; upgrading technology & assessing its procedures
    e. Not necessarily to create a knowledge database (publications are a means to an end)

KMC Objectives

1. Improves the availability and accessibility of information
    a. Security
    b. Device type detection
    c. Make CALL products easier to access
    d. Make raw data accessible. Raw data can be just as valuable as the products if it were easily accessible.

2. Makes gathering and submitting information easier
    a. Multi-medium content
    b. Allow information to be updated and add versioning control
    c. Network of documents linked together with common data through XML

3. Increases speed from Lesson to Learned.
    a. Speed up the process
    b. Improve searching techniques
        i. Indexing information (by topic, forum style)
        ii. Intelligent metadata with auto cross-referencing
        iii. Offering natural language search expertise
    c. Higher-level indexing of existing legacy documents in existing database
    d. Index raw data logically
    e. Live lessons
        i. Allow instant post of method to diffuse a new type of land mine
        ii. Cultural lessons learned (or other observations CALL doesn't necessarily need to analyze before disseminating)
        iii. Improve CALL credibility by facilitating instant access to new data, offering highest level of "knowledge transfer"

4. Supports "Unexpected Lessons"
    a. Currently, only expected lessons are sought out
        i. Ex: Extinguishing fires
        ii. Ex: Disarming a town
    b. Ability to branch outside of the data collection plan
        i. Ex: Helicopter blade pitting
        ii. Ex: Meal bags used as sandbags

5. Improves ability to analyze lessons
    a. KMC becomes a hub for communications
    b. Centralize discussion and analysis of data
    c. Comments added directly to raw data
    d. New documents can be pieced together using raw data as well as elements from other sources

BCTL TECHNOLOGIES

www.bcltechnologies.com/kmc/index.htm