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USACC Pamphlet 6-01

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Knowledge Management

USACC SHAREPOINT ADMINISTRATION AND CONTENT MANAGEMENT

FOR THE COMMANDER:

OFFICIAL:

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History. This publication is a new U.S. Army Cadet Command pamphlet.

Summary. This pamphlet prescribes responsibilities, governance, administration, maintenance, and support for the United States Army Cadet Command SharePoint environment. It also includes workforce responsibilities that makes content visible, accessible, understandable, reliable, and responsive to users to enhance shared understanding, learning, and decision making.

Applicability. This pamphlet applies to Headquarters, U.S. Army Cadet Command (USACC) and its subordinate units.

Proponent and Exception Authority. The proponent for this pamphlet is the USACC Chief Knowledge Officer, Knowledge Management Office (KMO). The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling laws, regulations, and USACC policies. Activities may request a waiver to this pamphlet by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent.

Army Management Control Process. This pamphlet does not contain management control provisions.

Supplementation. Supplementation of this pamphlet and establishment of local forms are prohibited by subordinate commands of USACC.

Suggested Improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to usarmy.knox.usacc.mbx.hq-g6-forms-and-publications@mail.mil.

Distribution. Distribution of this pamphlet is intended for HQ USACC and its subordinate units. Distribution is in electronic format only.

Summary of Change

USACC Pamphlet 6-01

USACC SharePoint Administration and Content Management

- Defines SharePoint as a shared responsibility across USACC with Leaders and staff working together to leverage SharePoint so as to streamline business practices, flatten communications, and improve staff processes.
- Establishes key roles for the administration of SharePoint and content management within its environment.
- Provides a standardized approach for USACC personnel to share knowledge throughout the command to enhance and improve workforce collaboration and information dissemination.
- Identifies workforce responsibilities for updating, deleting, and archiving content, content format and file types and techniques to capture, manage, store, transmit, control, and preserve content.
- Provides content management guidelines that support the collection, managing, and publishing of information managed by people, processes, and tools.
- Recommends standardized naming convention categories to assist with determining the context of a document, help locate specific content, and supports making data, information or knowledge visible, accessible, and understandable.
- Identifies SharePoint and Content Management best practices.

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Chapter 1 - Introduction

1-1. Purpose.

This pamphlet provides a standardized approach for USACC personnel using the SharePoint environment to share knowledge throughout the command and improve workforce collaboration and information dissemination. The capability is tailored to support the distributed USACC workforce and establishes standards, rules, and techniques that support effective communication, collaboration, content management and knowledge flow across the command. Managing SharePoint involves both a shared responsibility to develop rules and procedures for its use, and a technically-competent team to manage the routine tasks that enable functionality.

This pamphlet is in addition to network and cyber security policies as mandated by DOD, Department of the Army, TRADOC, and USACC CIO/G-6.

1-2. References.

References are listed in Appendix A.

1-3. Explanation of Terms.

Acronyms and special terms used in this pamphlet are explained in the Glossary.

1-4. Responsibilities.

a. The Chief of Staff -

- (1) As applicable synchronize staff action within SharePoint.
- (2) Champion the use of SharePoint as the commands preferred collaborative platform.

b. The proponent will -

- (1) Serve as the proponent for this pamphlet and provide recommendations to the workforce on SharePoint and Content Management best practice.
- (2) Post self-help documentation accessible by the workforce to assist with SharePoint and content management.

- (3) Provide individual and staff training when requested and/or as needed.

c. Additional Roles and Responsibilities are identified in Table 2-1.

Chapter 2 - SharePoint Management

2-1. General Standards.

SharePoint is a tool in which information is shared throughout the command regarding current operations. Content must be current, usable information related to ongoing collaboration efforts and/or staff actions. Users should avoid cluttering sites with excess information and avoid reliance on e-mail as a means of collaboration or dissemination. Further, it is expected that each USACC organization reasonably automate as many internal staff processes within SharePoint as possible.

2-2. Accessibility.

a. All USACC assigned personnel will be granted appropriate access permissions during in-processing and/or as needed upon request.

b. Although other web browsers can support access to the USACC SharePoint environment, some do not. Internet Explorer (IE) is the command's preferred web browser. Microsoft EDGE is an example of a web-browser that does not.

c. Authorized users with an active CAC, using a CAC enabled computer, and connected to a network can access the USACC SharePoint environment.

2-3. USACC Leaders and Workforce.

a. The responsibility to manage knowledge does not reside within the KMO, rather, it is an inherent responsibility for all within the command.

b. Leaders establish a culture of collaboration and contribute to those efforts through the use of networking and collaboration sites such as SharePoint.

c. The workforce at all levels must understand how to best utilize Knowledge Management (KM) practices to assist with enhancing knowledge flow, reducing knowledge loss, and implementing mission command.

d. The KMO assists in implementing a sound KM approach to knowledge flow throughout the organization and to teach, coach, and mentor the workforce.

2-4. Responsibilities.

The implementation and management of SharePoint is a shared responsibility across USACC. Leaders and staff must work together in order to effectively and efficiently leverage SharePoint towards streamlining business practices, flatten communications, and improve staff processes.

2-5. Key SharePoint Partners.

Key SharePoint partners include KMO, organizational Site Owners, G6 SharePoint administrators and users. Table 2-1 below defines the roles and responsibilities of these partners by their assigned role.

Table 2-1 SharePoint Partners Roles and Responsibilities

ROLE	WHO	RESPONSIBILITIES
Administrator	G6 / Web Team	<ul style="list-style-type: none"> • Provide daily technical support to ensure the USACC SharePoint environment is operational. • Communicate changes in SharePoint infrastructure and planned/unplanned downtime to key stakeholders. • Develop and maintain enterprise level best practices and lessons learned for the technical operation of SharePoint services. • Enforce SharePoint services site standards IAW AR 25-1 • Develop, implement and maintain process for technical break/fix requests, to include reviewing and approving custom developed applications or other advanced enhancements. • Maintain a library of approved custom developed applications and other enhancements, to include a description on the task/purpose of each custom developed capability. • Maintain the SharePoint Site Collections architecture. • Reinforces PII content is properly posted and secure. • Enforce SharePoint training and governance standards. • Manage/Monitor applicable permissions to content, PII and sensitive information.
Functional Lead	KMO	<ul style="list-style-type: none"> • Provide command guidance and recommendation on the effective design, integration, and collaborative employment of SharePoint • Conduct planning and policy development on workforce management of SharePoint. • Develop and maintain enterprise level best practices and lessons learned on the functional operations of SharePoint. • Provide first line of support to the site owners and end users as applicable • Conduct and sustain SharePoint functional and out-of-the-box training. • Maintain list of trained SharePoint Site Owners. • Site owner for USACC Portal and command group sites. • Reinforces PII content is properly posted and secure. • Enforce SharePoint training and governance standards. • Manage/Monitor applicable permissions to content, PII and sensitive information.

Table 2-1 SharePoint Partners Roles and Responsibilities

ROLE	WHO	RESPONSIBILITIES
Site Owner	Directorate, Brigade, Special Staffs, and Personal staffs	<ul style="list-style-type: none"> • Establish and maintain Directorate, Brigade, or staff section SharePoint Site and sub sites. • Ensure SharePoint is used collaboratively to create, apply, share and store knowledge that shape an environment to achieve shared understanding, learning, and decision-making. • Provide first line of support to the functional end users • Ensure only out-of-the-box capabilities and USACC approved custom applications and enhancements are used in the Directorate or staff section sites. • Ensure content and permissions are reviewed quarterly. • Ensure that all PII content is properly posted and secure. • Enforce SharePoint training and governance standards. • Manage/Monitor applicable permissions to content, PII and sensitive information.
End-User	Workforce	<ul style="list-style-type: none"> • Accountable for all documents and document versions posted within the site • Ensure that all provided content is current. • Ensure that all content containing PII/PHI, sensitive, or OPSEC information is accessible only those authorized. • Correct or report broken links • Know who the Site Owner is for your Site • Ensure that all PII content is properly posted and secure. • Enforce SharePoint training and governance standards.

2-6. SharePoint Procedures and Rules.

Each Directorate, Brigade, Special Staff, and Personnel Staff will have dedicated capabilities established within the SharePoint environment to support their mission execution. All organizations will have an assigned SharePoint Site Owner. Brigades and USACC HQ staff sections are solely responsible for the content of their sites with supporting oversight from the KMO, staff Site Owners, and G-6. Site Owners will be granted additional SharePoint permissions to assist in managing their site(s).

2-7. SharePoint Modification Tools.

a. Site Owners and users will only modified sites/pages with standard SharePoint tools.

b. Do not use Web Page Editors, HTML Editors or Site Builders to modify the SharePoint page templates provided by the G-6.

c. No outside unapproved source code shall be introduced into the USACC portal without proper review and approval by the G-6 Web Team.

2-8. Link Maintenance.

a. The workforce is responsible to maintain their active links.

b. Site owners and users will routinely monitor and verify links for accuracy. "Broken" or "Dead" links that are found will be updated or removed.

2-9. Multimedia Files.

a. Multimedia file types (i.e. MP4, MPEG & AVI files) take up a disproportionately large amount of space. Although videos and pictures can be posted and viewed on SharePoint, to prevent space constraints consider other enterprise capabilities available to the command (e.g. Kaltura, MiiTube, AKO, etc.).

b. Coordinate with the KMO to review options and best practices.

2-10. SharePoint Issues.

a. When a member of the command has questions or encounter a problem within the USACC SharePoint, they should first contact their site owner(s) for assistance. If the problem cannot be corrected at that level and additional support is needed, submit a SHAREPOINT SUPPORT request through the HELP tab on the SharePoint global navigation bar located at the top of each site. Users will be able to create a New Request, Track their Request, review Frequently Asked Questions (FAQs) and review Training Tutorials.

b. Below are examples of provided SharePoint support:

(1) General Issue/Troubleshooting

(2) Access Request

(3) SharePoint and Content Management Training

(4) Content Update/Change

(5) Data/Content Management

(6) New Feature/Site

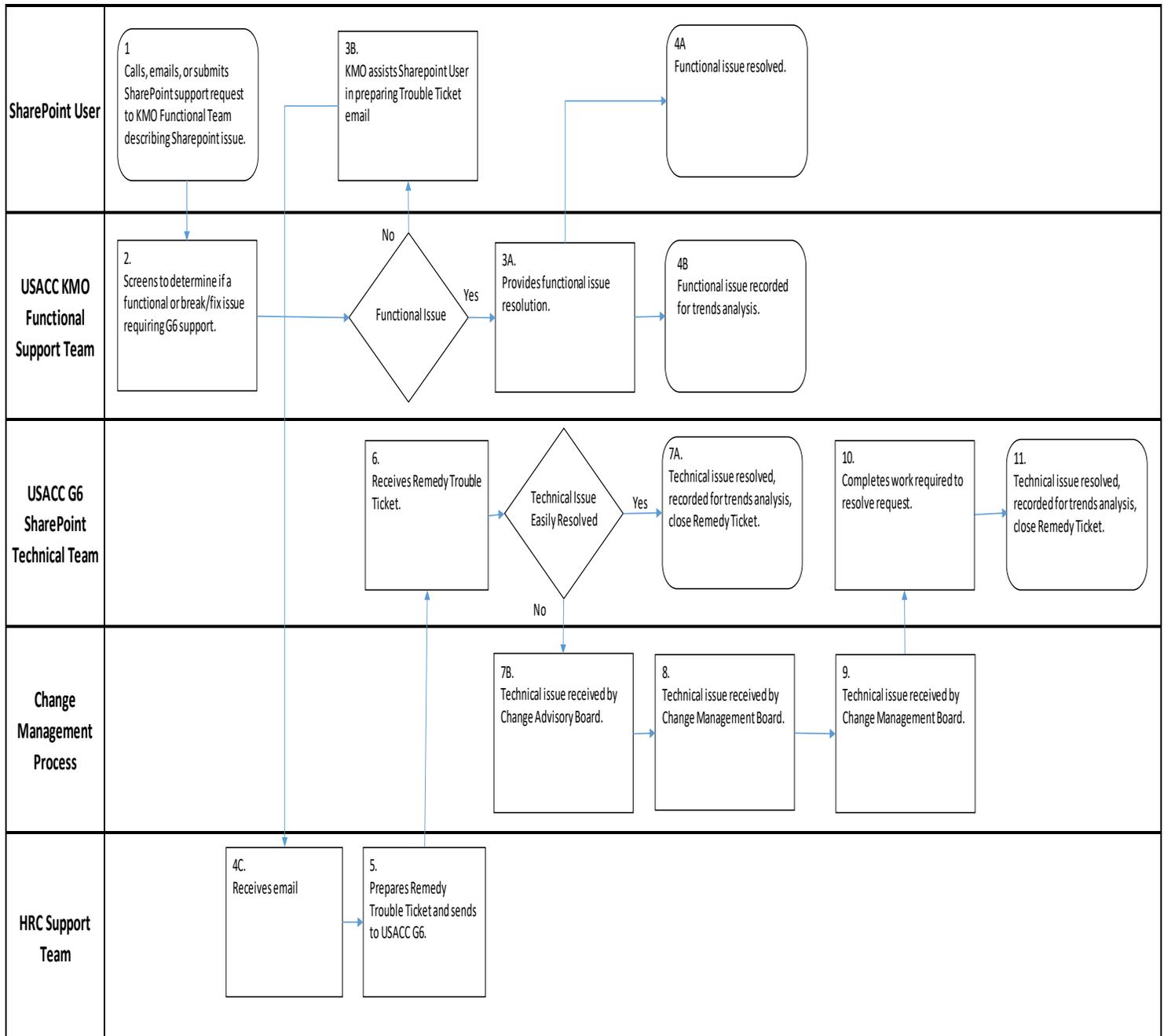
(7) Dashboard Issues.

c. Once the request is submitted, an email notification will be sent to KMO personnel for action. Progress on request will be visible to all users. For any questions please contact the KMO.

d. G6 will maintain a library of approved custom developed applications and other enhancements, to include a description on the task/purpose of each custom developed capability.

e. Table 2-2 defines the SharePoint Support Process Map (Table 2-2).

Table 2-2 SharePoint Support Process Map



Chapter 3 - Content Management

3-1. Introduction.

a. The term content refers to digital and print text (documents), rich media files (images, audio/video files, animation, e-mail message etc.), or any other information format used in the command.

b. The term management refers to policies and procedures for the creation, description, categorization, organization, storage, transfer, use, archiving, and destruction of organizational content.

c. Content Management (CM) is a set of processes and technologies that support the collection, managing, and publishing of information in any form or medium. CM consists of the people, processes, and tools required to create, organize, apply, and transfer knowledge products within, and outside of the command.

d. The goal of CM within the USACC SharePoint environment is to improve shared understanding across the Command by improving the Command's ability to share information.

3-2. Content Management Procedures.

a. CM begins with an assessment of how knowledge products are created, stored, and used.

b. It is the users responsibility for updating, deleting, and archiving content, content format (structured or unstructured), and file types. Who has access to the content, uses the content, and for what purpose should also be assessed.

c. The workforce will employ techniques to capture, manage, store, transmit, control, and preserve content.

d. All individuals who create documents are responsible for the management of those documents and must apply the principles of CM to those documents which are:

(1) Make knowledge products visible, accessible, understandable, and reliable.

(2) Support data interoperability.

(3) Be responsive to users.

3-3. Content Management Tasks.

Key content management tasks include determining where content is located; who created it or is responsible for updating or deleting it; the format (structured and unstructured content) and file types (defined by their file extension); and who uses it for

what purpose. All will monitor your sites content to ensure that the following tactics, techniques, and procedures (TTPs) are implemented.

a. Determine the essential sources of knowledge transfer. Identify content needed, when it is needed, the desired format, and how it must be made available for your organization to accomplish its mission.

b. Make products visible. Many SharePoint permissions sets have been pre-established by the G6. Site Owners are assigned to each staff site. They assist the workforce with ensuring the appropriate permissions are applied that allow access to products. Additionally, they grant permissions to the workforce that enable further management of their assigned organizational sites or sub-sites.

c. Make knowledge products understandable. Structure site designs for shared knowledge that makes sense to the workforce. Individuals traditionally will not take the time to search through a site they do not understand. Searchable document libraries and lists are recommended best practice. The effect of site design and understandable format is important to a usable data asset.

d. Establish processes for archiving outdated content. The USACC SharePoint collaborative environment is not intended to be used as an archive for outdated content. The owner of outdated products or content should be deleted from SharePoint. If the user determines that it's necessary to maintain outdated document content for historical purposes, refer to AR 25-400-2, The Army Records Information Management System (ARIMS), which governs the maintenance and disposition of Army information. G6 is the commands Office of Primary Responsibility (OPR) for records management. If additional assistance or clarification is required, contact the G6 Records Manager.

e. Add your name and information to the contact lists on your section's SharePoint site.

f. Send e-mail with links to document(s). Do not send e-mail with attached document(s). This assists with eliminating duplication of documents.

g. Develop a process for describing, categorizing, and organizing content so it can be discovered and managed throughout its lifecycle.

h. Manage/support a standard naming convention as set forth by the KMO.

i. Minimize changes to file name or library location of a document after it has been loaded.

j. Monitor the location a document is posted to minimize the length of the URL or link to that document. Too many folders or sub-folders that the document is posted in will exponentially increase the length of a URL/LINK.

k. Avoid posting the same document in multiple locations. The staff proponent for the document determines its location.

3-4. Managing Personally Identifiable Information (PII).

a. PII is any information about an individual which can be used to distinguish or trace an individual's identity such as name, Social Security Number (SSN), date and place of birth, mother's maiden name, and biometric records. This information can be in hard copy (paper copy files) or electronic format, stored on personal computers, laptops and personal electronic devices such as BlackBerry® devices and found within databases. This includes but is not limited to, education records, financial transactions, medical files, criminal records, or employment history.

b. As an Army employee (civilian, military) or contractor, you have responsibilities to:

- (1) Be able to recognize PII and safeguard it
- (2) Collect PII only when authorized
- (3) Collect only necessary information
- (4) Keep the PII accurate, relevant, timely and complete
- (5) Keep PII confidential and protect it from misuse or loss or breach

c. Collecting PII: It is your responsibility to:

(1) Ensure that the information entrusted to you in the course of your work is secure and protected. PII must only be accessible to those with an "official need to know."

(2) Minimize the use, display or storage of SSN and all other PII. The DoD ID number or other unique identifier should be used in place of the SSN whenever possible.

(3) Keep personal information timely, accurate, and relevant to the purpose for which it was collected. Delete the information when no longer required.

d. Safeguarding PII

(1) Safeguarding refers to protecting PII from loss, theft, or misuse while simultaneously supporting the agency mission.

(2) Safeguards are used to protect agencies from "reasonably anticipated threats."

(3) Safeguards are protective measures the Army takes to prevent unauthorized access to or disclosure of PII. Safeguarding PII within the USACC SharePoint

environment is accomplished by providing the appropriate permissions to users authorized access to PII content.

e. Why is it important to safeguard PII?

(1) Unauthorized recipients may fraudulently use the information.

(2) Damage to victims can affect their good name, credit, job opportunities, possibly result in criminal charges and arrest, as well as cause embarrassment and emotional stress.

f. Failure to safeguard PII can:

(1) Result in disciplinary actions. As a Government employee you can personally suffer criminal or civil charges and penalties for failure to protect PII.

(2) Erode confidence in the government's ability to protect information.

(3) Impact business practices.

(4) Lead to major legal action.

(5) Lead to identity theft which can be costly to both the individual and the government.

(6) For additional detail, go to the below URL:

<https://www.rmda.army.mil/privacy/PII/PII.html?param=XKP-TQ7-S9W-MQX>

3-5. Standardized Naming Conventions.

a. Naming conventions reduce the amount of time and effort needed to determine what the context of a document is and the date it was created. The name of a document should readily describe the document's content. These conventions help users find what they're looking for and supports making data, information or knowledge visible, accessible, and understandable.

b. At minimum, the naming of a document should contain the Organization of Primary Responsibility, a short descriptive title of the documents content, and date created (Day/Month/Year). As an option, for additional content clarification (recommended), use a category abbreviation after OPR and before title (see sub-paragraph d. below). Use an "underscore" to replace spaces between words.

c. The following standardized naming convention categories have been established and recommended for commonly created documents. Be diligent in using these naming standards when posting content. If you do not see a document category that aligns with the document you're creating and believe a new category should be added, inform your KM Working Group (KMWG) representative or contact the KMO for assistance.

NOTE: Review TRADOC REG 1-11 or USACC PAM 1-11 to determine proper document formats and types.

NOTE: Users should consider converting historically based documents to ADOBE. The use of ADOBE for tracking or collaboration documents is optional (e.g. PowerPoint, Templates, Training, Lists, Business Processes, etc.).

d. Below is a list of examples to identify document categories:

- (1) Meeting Minutes (MM)
- (2) Meeting Summary (MS)
- (3) Information Paper (IP)
- (4) Executive Summary (EXSUM)
- (5) Standard Operating Procedure (SOP)
- (6) Regulation (REG)
- (7) Pamphlet (PAM)
- (8) Circular (CIR)
- (9) Memorandum of Agreement (MOA)
- (10) Memorandum of Understanding (MOU)
- (11) Policy (PO)
- (12) Briefing (BR)
- (13) Template (TP)
- (14) Training (TR)
- (15) Business Process (BP)

e. Completed example using the above standards:

- (1) JROTC_Curriculum_Update_6MAR19
- (2) KMO_MS_KMWG_15JAN19
- (3) G1_SOP_Civilian_Leave_18DEC18

APPENDIX A - References

Section I - Required Publications.

ATP 6-01.1 TECHNIQUES FOR EFFECTIVE KNOWLEDGE MANAGEMENT

https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/atp6_01x1.pdf

ADP 5-0 THE OPERATIONS PROCESS

https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/ARN18323_AD%205-0%20FINAL%20WEB.pdf

ADP 6-0 MISSION COMMAND: COMMAND AND CONTROL OF ARMY FORCES

https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/ARN19189_AD%206-0_FINAL_WEB_v2.pdf

AR 25-1 ARMY INFORMATION TECHNOLOGY

https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/ARN18191_R25_1_FINAL.pdf

AR 25-2, ARMY CYBERSECURITY

https://armypubs.army.mil/ProductMaps/PubForm/Details.aspx?PUB_ID=1002626

AR 25-400-2, THE ARMY RECORDS INFORMATION MANAGEMENT SYSTEM (ARIMS)

https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/r25_400_2.pdf

PRIVACY ACT 1974, as Amended

<https://www.rmda.army.mil/privacy/RMDA-PO-Programs-Privacy-Act1974.html?param=2Y9-QBK-VKC-P3V>

Section II - Prescribed Publications.

This section contains no entries.

Section III - Prescribed Forms.

DA FORM 2028 Recommended Changes to Publications and Blank Forms

https://armypubs.army.mil/pub/eforms/DR_a/pdf/ARN17104_A2028_Final.pdf

GLOSSARY

Section I - Acronyms.

FAQ	Frequently Asked Questions
KM	Knowledge Management
KMO	Knowledge Management Office
KMSC	Knowledge Management Steering Committee
KMWG	Knowledge Management Working Group
OPR	Organization of Primary Responsibility
PII	Personally Identifiable Information
SSN	Social Security Number
TTP	Tactics, Techniques, and Procedures

Section II - Terms

Administrator (SharePoint): USACC G6 (Web-Team) personnel with an in-depth knowledge of programming languages and technologies that work with SharePoint and create, implement, and troubleshoot new applications. USACC Administrators possess advanced SharePoint skills to code custom applications and websites to meet specific business needs as well as provide technical support.

Commander's Critical Information Requirements (CCIR): Essential information identified by the commander as being critical in facilitating timely decision-making.

Common Operational Datasets (COD): Predictable, core sets of data needed to support operations and decision-making

Common Operational Picture (COP): A single identical display of relevant information shared by more than one command. A common operational picture facilitates collaborative planning and assists all echelons to achieve situational awareness.

Content Management (CM): A set of processes and technologies that support the collection, managing, and publishing of information in any form or medium.

Data: Facts or statistics collected together for reference or analysis.

Data Tagging: The process of applying specific HTML tags to define metadata on Web pages.

Functional Lead: Provide guidance and recommendation on the effective design, integration, and collaborative employment of SharePoint. Additionally, serve as the SME for SharePoint out-of-the-box training, best practices, governance, and content management.

Information: In the context of decision making, data that has been organized and processed in order to provide context for further analysis.

Information Management (IM): The science of using procedures and information systems to collect, process, store, display, disseminate, and protect data, information, and knowledge products.

Information Systems (IS): A combination of hardware, software, infrastructure and trained personnel organized to facilitate planning, control, coordination, and decision making in an organization.

Information Technology (IT): Any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency.

Knowledge: Skills acquired through experience or education; the theoretical or practical understanding of a subject.

Knowledge Analysis: A process to determine the degree of effectiveness of transferred knowledge.

Knowledge Assessment: A systematic process to determine the knowledge resources of an organization and how those resources are shared or constrained within the organization.

Knowledge Flow: Is the ease of movement of knowledge in organizations.

Knowledge Gaps: Organizational knowledge that is needed but non-existent or difficult to locate.

Knowledge Management (KM): Is the process of enabling knowledge flow to enhance shared understanding, learning, and decision making.

Knowledge Map: The product produced as a result of a knowledge assessment that defines the path of knowledge flows within an organization.

Knowledge Network: The operational knowledge environment of an organization comprised of people, processes and technology.

Knowledge Transfer: A component of organizational learning that identifies processes for spreading knowledge within the organization to organizational stakeholders.

Metadata: Structured data which describes the characteristics of a resource.

SharePoint: SharePoint is a website-based collaboration system that uses applications, lists, databases and other web parts, and security features to empower business teams to work together. SharePoint also gives the company using the platform the ability to control access to information and automate workflow processes across business units.

Site Owner: Directorate, Brigade, or staff section personnel with advance permissions to create basic site and sub-site capabilities/applications including managing user permissions within their assigned site.

Synchronous Collaboration: Interaction between two or more persons or groups in real time.