



Web 2.0 for the Mobility Airman

Using Web 2.0 Tools to Work
Efficiently in the Modern
Mobility Air Forces Environment

Air Mobility Command
Director of Staff

Recommendations for edits may be forwarded to
AMC/DS for consideration.

AMCH 33-337
1 JULY 2013

TABLE OF CONTENTS

Introduction	2
Modern Staffing Considerations	3
Intent	3
Trust	5
Benefits of Web 2.0	5
Coordination	6
Task Management Tool	6
Collaboration	7
milBook	7
A milBook group @ a Glance	9
DCO	11
DCO @ a Glance	13
DCO: A change in your mindset	15
SharePoint	15
Your Digital Office, A New Perspective	17
E-mail	17
Virtual vs. In-Person Meetings	18
Social Media	18
Microsoft Office Suite	21
Media Matrix	23
Quick Links	23
Frequently Asked Questions	25
Glossary	27
Acronyms	28

Produced by the Air Mobility Command Director of Staff's Transformation Action Group (AMC/DS TAG):

Maj Jason Brown, AMC/A3
Maj Samuel Miller, AMC/A6
Mr. Michael Stocksdales, AMC/A5/8
Mr. Kenneth Sorg, AMC/A1
Mr. Richard Updike, AMC/A7

Ms. Donna Meadows, AMC/A4
CMSgt Todd Herman, AMC/CCF
CMSgt Steven Smith, AMC/A7
Mr. James Hodges, AMC/PA

INTRODUCTION

What's Web 2.0 and what's in it for me?

On January 15, 2009 an airliner lost an engine and landed in the Hudson River near Mid-town Manhattan. A ferry on the river rushed to its aid. Janis Krums, a New York commuter, became a citizen journalist with one picture by breaking the news on Twitter and it went viral. Fifteen minutes later the mainstream media caught up. This is an example of Web 2.0 at work.

Chances are you're already familiar with [Web 2.0](#) and have used it. Ever read an article online and commented? Do you have a Facebook page? Have you ever purchased a product on Amazon.com based on its recommendation? Ever rated a mobile phone app? These are all Web 2.0 at work! Essentially, it's user generated content on the web. How do we make this concept work for Air Mobility Command (AMC)?

AMC uses Web 2.0 tools to collaborate in the digital office. Collaborative tools such as milBook and Defense Connect Online (DCO) create easily searchable reference points where data finds you.

An Airman in California thirsting for knowledge put out a request on mil-Book. The post on the AMC Fuel Efficiency Forum drew the attention of a Guardsman in Tennessee who added his experience to the conversation. A Marine in New Jersey going through the same problem linked up his knowledge. Together they brainstormed and found a solution. Two weeks later an Airman in Grand Forks turns to the AMC Fuel Efficiency Forum and shares in the solution.

Collaborative tools are being used by Mobility Airmen to connect to one another in a way that the world uses to share news and spread change.

Tools such as milBook and DCO free your data from e-mail and make knowledge that can easily be shared across AMC, the MAF and DoD to save you time and energy.

Takeaway *Collaborative tools are intended to aggregate information before being lost in a vast, unstructured pool of data.*

MODERN STAFFING CONSIDERATIONS

Intent

The traditional staff structure as used by the DoD is a powerful architecture with centuries of proven performance. The concepts in this document will augment this architecture with Web 2.0 capabilities for increasing the speed, accuracy, and relevance of knowledge for AMC and MAF decision makers' benefit.

To this end, collaborative tools and structures will generally neither replace nor duplicate hierarchical processes for organizations such as directorates, divisions, wings, and squadrons. For most effective use of Web 2.0 tools, leaders should, where possible, encourage a change in cultural mindset on how we treat our information to "Responsibility to Provide" from "Need to Know."

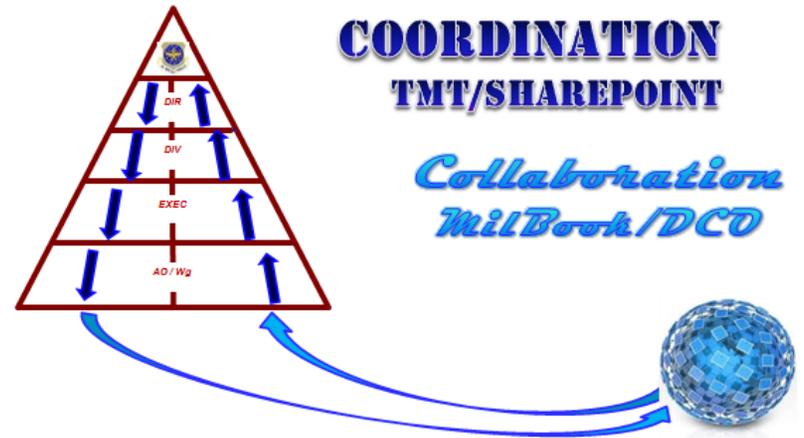
VIDEO LESSON:

Culture of Informality



Informality encourages people to put their personal opinions and fine thoughts in digital print without fear of being over-policed by leadership.

[Return to Table of Contents](#)



The pyramid above represents the formal staff hierarchy. AMC uses Task Management Tool (TMT) to track tasker flow through designated actors.

Once users receive a tasker, they begin informal collaboration; traditionally, this included phone calls, personal conversations, and e-mail. Now collaboration can also occur via milBook, DCO, and any other appropriate methods, represented by the digital globe above.

Upon completion of the research and collaboration, the answer to the tasker re-enters the formal coordination process via TMT and flows back up the hierarchy. Web 2.0 tools speed up this coordination process because the collaboration process is visible to everyone.

Once a decision is taken by leadership, the official decision, position, or publication can be posted to the appropriate venue, including an organizational SharePoint page, e-mail, or Air Force e-publications.

Collaborative tools allow the organization to connect the appropriate people and ideas to significantly increase the speed, accuracy, and relevance of the required and desired knowledge.

Takeaway

Collaborative tools and structures will generally neither replace nor duplicate hierarchical processes.

Trust

The power of Web 2.0 tools depends upon the effective combination of formal and informal collaboration. Trust is required to foster informality, which leads to the most open dialogue and deepest contribution of content by participants.

Most types of collaborative tools will require highly professional, positive, and informal interaction in order to gain the most meaningful input.

Destructive criticism and censure, regardless of the source, whether from the most senior officers to the most junior subordinate, will likely cause action officers to eliminate the strong interaction and rich content that's the engine of collaboration and creativity.

Trust is required to foster informality, and that's the engine of collaboration and creativity.

Benefits of Web 2.0

Web 2.0 provides access to information and people quickly and easily. Search engine algorithms provide users the ability to find information as well as enabling information to find them *automatically*.

Knowledge is persistent in the platform and thus acts as a dynamic archive, fostering powerful continuity for everyone and ease of training for newcomers.

Allowing expertise, topical authority, and roles to 'emerge' on their own without specifying them in advance creates a potent capability for users to rapidly adapt to new flows of work and knowledge.

Patterns will likewise emerge from the enterprise's information traffic via topical grouping, tagging, and linking, which will "connect the dots" for decision makers at all levels.

COORDINATION

AMC members should only need to look in one place to find official taskings: TMT.

Need help with TMT? Check out the help pages [here](#) or you can always contact your computer training office.



Task Management Tool

Task Management Tool (TMT) is the formal tasker and workflow management of significant short-term efforts for AMC. In TMT it's easy to assign tasks to multiple agencies at once and the chances of incorrectly assigning tasks is high. As an AMC Action Officer, one requires a solid working knowledge of, and clarity of tasks being assigned to, their organization.

TMT is For

- Centralized Tasking and Tracking
- Broad tasker visibility ensures that multiple agencies can be aware of current status and progress

What TMT is Not Recommended For

- Collaboration

Takeaway ***Task Management Tool (TMT) is the only sanctioned tasking venue in AMC.***

COLLABORATION

This section covers some commonly used collaborative platforms available to save AMC staff time and energy.

milBook



milBook is a DoD-wide collaboration tool designed to efficiently and effectively host the sharing of complex ideas and projects in a CAC-protected environment.

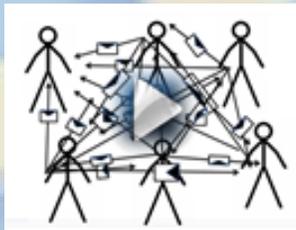
milBook Saves Time & Energy

- Easy access to knowledge and knowledgeable people
- Knowledge finds the user via search engine recommendations
- Collaborate on complex topics without losing information in e-mail
- Maintain continuity with a dynamic self-generating archive effect
- Encourage innovation by enabling people and ideas to connect

Not Recommended For

- Duplicating existing hierarchical processes within milBook
- Requiring milBook to be continually reviewed by staff
- Using as a tasking tool instead of TMT
- Non-releasable conversation: milBook has the same legal guidelines as e-mail

VIDEO LESSON: Why milBook?



Click to Play

How to Interact on milBook

- Be inclusive, professional, and polite
- Narrating your work reduces workload: Including both the output and the process that produced it relays to others the ‘why’ aspect
- [Tag your content!](#) Tagging allows your content to be easily found and other’s content to be discoverable



Click to Play

VIDEO LESSON: Connecting People with milSuite

milBook Group Considerations

- Organize by topic instead of by hierarchy — collaborative tools are not well-suited to duplicate hierarchical coordination and work best when users are allowed to form groups and linkages according to their needs
- Keep the audience as broad as possible — maximize the connections to users and knowledge
- Moving complex discussions into milBook from other forums enables its search engine to index, aggregate, and potentially find additional solutions
- The more milBook is used, the better it gets

Takeaway *milBook offers collective corporate knowledge in a DoD-protected social media that connects across units, miles, and years.*

For more information visit the [milBook users’ community](#).

[Return to Table of Contents](#)

A milBook Group @ a Glance

The menu on the upper left is where you'll find your Activity and Inbox notices. These tabs will show you the content that you are following and responding to.

The upper right of milBook is where you'll find the search bar as well as your profile, group, and people tabs.

This is the main view of a milBook group page. It features a 'Recent Content' feed, an 'Actions' widget for collaboration, and a 'Related Groups' section. A 'Track in Inbox' button is also visible at the top right of the page content area.

The Actions widget can be found on your profile and on group pages. It holds the keys to your collaboration. It's where you start discussions, write documents and track pages and threads you want to follow.

Group pages in milBook can be customized to include a variety of options like this Poll.

The Google search algorithms in milBook push information to you searched from milBook for content related to your discussions.

VIDEO LESSON:
milSuite: Get in the know!



The Top Participants widget shows who is most active on the page recently. This will help you find the right person with the right knowledge to help in your collaboration.

[Return to Table of Contents](#)

Defense Connect Online (DCO) is an online meeting forum that affords users a web-based virtual meeting room capability.

- Participation is open to anyone with an internet connection who has been invited or approved to attend a scheduled meeting
- Meeting rooms can only be established or scheduled by personnel possessing a CAC although the CAC itself is not required to individually establish or participate in meetings
- Meeting hosts, participants, or attendees are NOT required to connect from a Government-owned computer (e.g. tablets or other mobile devices)
- A wide variety of applications are available for supporting real-time collaboration including the ability to share a participant's computer display, files, notes, video camera feed, audio teleconferencing, etc.
- DCO should be considered as an alternative to face-to-face meetings especially when travel is required and/or meeting rooms are either not available or too small to accommodate a large audience
- An access-restricted version of DCO is also available on SIPRNet

DCO should be considered as an alternative to face-to-face meetings

VIDEO LESSON:

The DCO Producer



Click to Play

More information can be found at [Adobe](#).



Click to Play

AUDIO LESSON w/AMC/CV:

Lt. Gen. Allardice on the morning DCO standup

DCO Saves Time & Energy

- Multitasking: users are not trapped in a meeting with a paper notebook and their memory — they can continue to connect online and do other tasks during irrelevant discussion; they can use their desktops to contribute to the meeting; verbal collaboration for efforts such as group editing or brainstorming is free of geographic constraints
- Quickly find/create a meeting space to speak with other users; audience size is normally easy to accommodate; administrative time spent going to/from a conference room is minimized, even within a single building; meetings that run overtime are not in jeopardy of conflicting with follow-on meetings
- Invitations to DCO meetings should be optimized to preserve resources
- Share a file or a user's entire desktop; DCO tools allow a presenter to graphically "point" to specific content for superior illustration for an audience
- Record the meeting for later use and archiving; recapturing the corporate knowledge from a meeting is easy to do even months or years later; if knowledge is lacking, the originator may be discovered, allowing faster backtrack to find their intent
- DCO enables telecommuting, virtual help desks, persistent chat rooms, and distributed training, live or pre-recorded

Takeaway DCOs have the ability to improve meeting efficiency across the globe or across the hall.

Not Recommended For

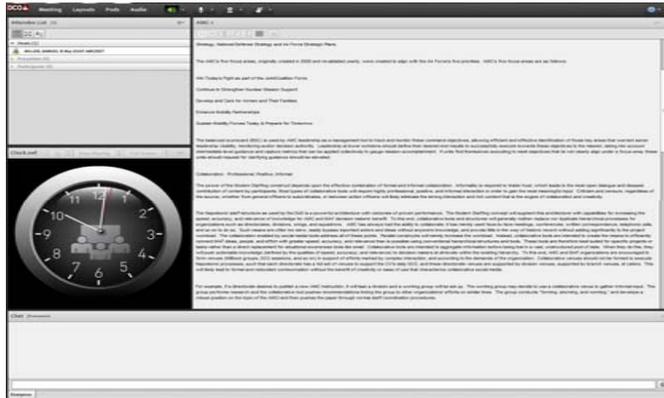
- Low bandwidth networks: Audio delays (data latency), particularly in larger group settings, can cause distraction & frustration
- Initial "kickoff" meetings or venues in which maximum personal contact (face-to-face) is desired to build group cohesion

DCO @ a Glance

DCO has a wide variety of widgets and applications that can be added to a meeting room. Because of this, each meeting room can be customized to suit your needs whether it's collaboration, a briefing, or teleworking.

DCO Collaboration

Good for development and sharing of documents, briefings, or other digital products.



- DCO directly supports text files for multi-user editing
- All other document file types can be indirectly displayed and edited by the document owner

DCO Briefing

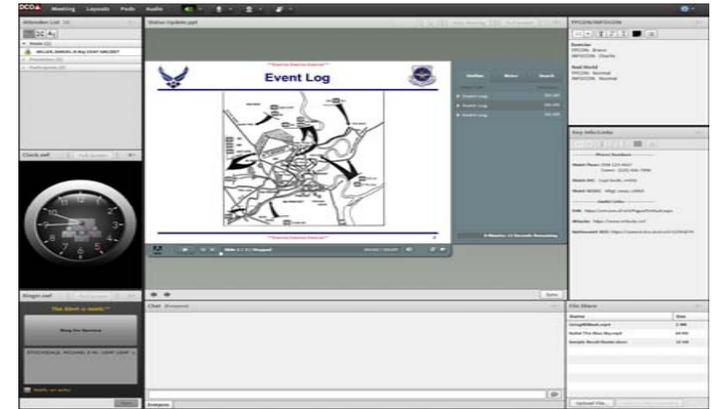
Good for conducting, recording, and archiving in-depth discussions as well as large forums including distributed training.



- DCO directly supports PowerPoint and video files
- Other document file types can be indirectly displayed

DCO Continuity

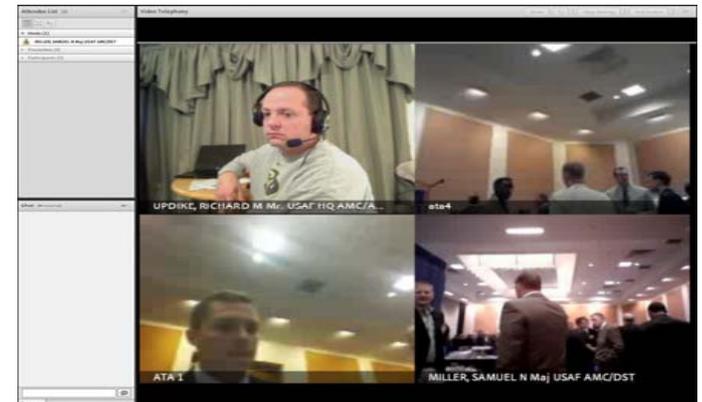
Good for telecommuting, battle watches, help desks, and other standing entities.



Takeaway *DCO meeting rooms can be set up for a variety of purposes & saved for future use.*

DCO VTC

Good for telecommuting, face-to-face meetings, and capturing detailed recordings of in-depth discussions.



DCO: A change in your mindset



One of the biggest things to remember for DCO is that it is a virtual meeting space. Since cameras are rarely used, you will likely not have the expected audio and visual cues available in a face-to-face meeting. DCO supplies you with cues to help the presenter.

If you have a question, raise your hand. If you agree or disagree, using symbols is best since a head shake won't work. And if you step away, let them know you're gone so they don't think it's an audio or connection issue.

It's a mindset change and takes some getting used to, but it will become second nature quickly.



Need more DCO help? Click the logo for DCO On-Demand Training.



SharePoint

SharePoint can be used to provide intranet portals, document & file management, collaboration, social networks, extranets, websites, enterprise search, and business intelligence.

SharePoint Saves Time & Energy

- Interactive editing ensures integrity of the group's collective edits by means of the document "check out" feature
- Authoritative data kept in one place and accessible by all who need. Cuts down on multiple and outdated copies

- Reachback from TDY locations eliminates complicated VPN access to shared drives
- Spacious file server for finalized documents
- Provides accurate version control without duplication of data across various storage media
- Content can be restricted as necessary down to the file level

Not Recommended For

- Collaboration with parties who don't have access to AFNet
- Collaborations requiring a high rate of change in permissions

How to Interact on SharePoint

- Users obtain permissions from their parent organizations to establish a new SharePoint page or join an existing one

SharePoint Page Considerations

- Well-suited to match organizational structure
- Excludes MAF users unable to access AFNet environment
- NIPR and SIPR capable
- Permissions rule sets must be managed for access to official documents and other content
- Contributing to existing content is simple; however training is required to build the individual pages
- The AMC enterprise possesses a limited number of administrators for generating new venues

Takeaway *Though limited to users with AFNet access, SharePoint is a very robust and capable collaboration platform.*

YOUR DIGITAL OFFICE: A New Perspective

The Web 2.0 collaboration tools are just a fraction of your digital office. There are a variety of tools that you use on a daily basis that you may not be using to their full advantage or using out of habit.

Now that you're aware of some of the collaboration tools available to you, take another look at e-mail and other Office Suite tools. Perhaps there are new ways to use them with Web 2.0.



E-mail

Though e-mail is the most familiar tool in the AMC staffer's tool box there are more effective ways to collaborate.

E-mail Saves Time & Energy

- It's the standard and everyone has access to it: We don't always do business with just DoD
- It's integrated with Microsoft products: The 2013 edition of Microsoft Office Suite is even more integrated than before

Not Recommended For

- Large attachments: Upload the file to an EIM/SharePoint website and share a link to the uploaded file's website via e-mail. Large attachments clog inboxes
- Group collaboration: Attachments and reply all e-mail chains can hinder communication. Inbox limits can prevent files from being sent and received and trap information from excluded parties
- Redundant files cost the sender time and energy as well: In addition to the unnecessary consumption of valuable data storage space on personal computers and network servers, version control of those duplicate documents is lost

Costs of E-Mail Misuse	
<i>Using an E-mail to do this:</i>	
<p><i>Message to invite</i></p>	<p><i>Large Attachment</i></p>
<i>Versus Doing This:</i>	
<p><i>Outlook Meeting Request</i></p>	<p><i>Link to Sharing Site</i></p>
Costs to Project Team	
<ul style="list-style-type: none"> - No Team Member calendar consideration - Changes to proposed time requires each member to make adjustments to calendar - Possible conference room scheduling 	<ul style="list-style-type: none"> - Lack of planning/schedule stability for members - Inefficient man-hour usage - Unused rooms, visiting attendee inconvenience
Costs to the Enterprise	
<ul style="list-style-type: none"> - Inbox 'lockdown' once 90MB limit is reached - Attachments to calendar events count against 90MB and are more difficult to track/manage 	<ul style="list-style-type: none"> - Server drag: Attachment replicated for each recipient

VIDEO LESSON:

E-mail vs. milBook



Click to Play

How to Interact on E-mail

Leverage e-mail's ease of use for *focused, single-event* issues that are suited to a *fixed* audience. For complex topics involving undefined audiences, lasting for unspecified timespans, users should rapidly move the discussion into milBook to leverage its persistence and ease of handling complexity.

E-mail is Ideal for communicating



Idea

to

Person

Time



Have a large file that needs to be shared but don't have access to SharePoint?

Try Intelink or the Army's AMRDEC File Mover website.

Takeaway *E-mail is not going away but instead should be used in conjunction with Web 2.0 collaboration tools.*

Virtual vs. In-Person

Cost

As DoD budgets shrink, the cost of face-to-face meetings and conferences are becoming a target for savings. Virtual meetings or teleconferences offer significant savings.

Geography

Face-to-face meetings require individuals to be in the same place at the same time whereas virtual meetings reach across geographical boundaries to even the most remote locations.

Communication

Virtual meetings lower the costs and eliminate the geographical distances between attendees, but they cannot achieve the full effectiveness of face-to-face human communication. Virtual meetings lack the cues we use in person such as tone of voice, body language, facial expression and other nonverbal cues that may indicate confusion, discomfort or disagreement which may lead to miscommunication.

Building Relationships

Face-to-face meetings are likely to strengthen bonds between team members and reinforce the importance of one's role on the team.

Multitasking

People attending a virtual meeting are more likely to multitask than those in a face-to-face meeting allowing attendees to maximize their time.



Social Media

Consider using personal social media pages to get familiar with sharing information in a virtual space. Facebook, Google+, and Twitter are valuable tools to gather knowledge and network.

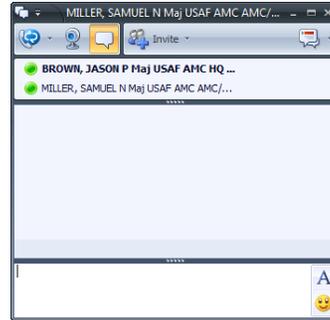
When posting remember that you represent the Air Force and its core values. Don't do anything that will discredit you or your profession. Sometimes, being behind a keyboard in a virtual environment, one's personal filter comes off. Consider how your content can be interpreted. There is a thin line between funny and offensive. If you have a doubt, delete.

Microsoft Office Suite

The Microsoft Office Suite offers significant capabilities that may be under-utilized in AMC staff operations. The next two pages are a summary of some of the built-in collaboration functions that may help you save time and energy.

Microsoft Office Communicator

Microsoft Office Communicator, enhanced with VoIP, is equipped to help users initiate on-the-fly conversations, conduct live video or audio meetings and share desktop applications with colleagues AMC-wide. It also allows real-time visibility regarding online status.



Microsoft OneNote

Microsoft OneNote is a virtual notebook which provides a medium for shared, informal, office-wide, medium- and long-term histories in free-form documents with search and indexing tools.

- Compliments the paperless office initiative, especially when deployed with mobile note-taking devices
- Parallels traditional typed or written notes, but also capture screenshots, photos, audio files, e-mails, hyperlinks, etc.
- On mobile devices, enables notes to be taken once, stored digitally, then referenced or searched at a later date by members of a group, including recently added new members
- Search features make archiving easy

OneNote is well-suited for sharing informal meeting notes and preliminary ideas with small groups such as branches, divisions or sections

OneNote Saves Time & Energy

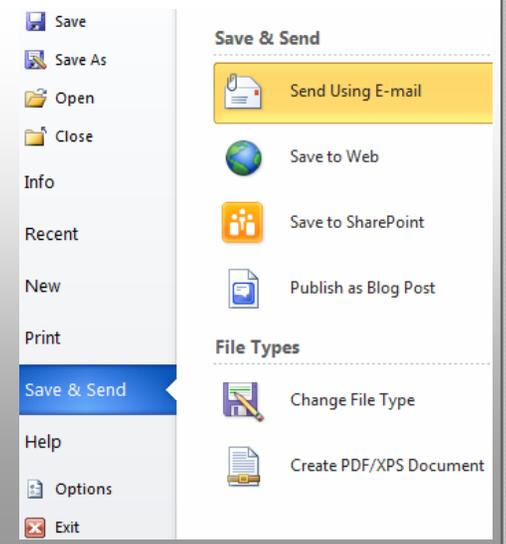
- Gather and organize text, pictures, digital handwriting, audio and video recordings, and more — all-in-one digital notebook on your computer
- Keeps the information you need at your fingertips and reducing time spent searching for information across e-mail messages, paper notebooks, file folders, and printouts

Not Recommended For

- Large groups: Due to the 'save as you go' construct of OneNote, information can be easily lost through accidental deletion
- Group editing: Lack of versioning may result in undesired editing by team members
- Sharing a notebook requires a fair amount of OneNote expertise for administrative oversight

Microsoft Word

New features in **Microsoft Word** allow you to save documents directly to a collaboration space such as SharePoint, a blog or other places on the web:



MEDIA MATRIX

Based on the attributes listed above, the following matrix is designed to aid project leaders in choosing appropriate venues. Each team will have its own subjective value for each of these attributes. **Being intentional about the venue from the outset will save you and everyone else time and energy.**

Media Matrix	Physical Meeting	Telephone	Email 	VTC	TMT 	Share Point 	DCO 	milBook 
Large Audience	Red	Red	Red	Red	Green	Green	Green	Green
Expedited Decision	Yellow	Green	Yellow	Yellow	Red	Yellow	Green	Yellow
Fast Interaction	Red	Green	Yellow	Green	Red	Red	Green	Yellow
Consensus	Green	Green	Yellow	Green	Yellow	Red	Green	Yellow
Searchable Content	Red	Red	Yellow	Red	Green	Green	Yellow	Green
Collaboration/Innovation	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Green
Ease of Use	Green	Green	Green	Red	Yellow	Yellow	Green	Green
Secure (Secret)	Green	Yellow	Green	Green	Green	Green	Green	Red
MAF Access (AFRC/ANG, etc)	Green	Green	Yellow	Yellow	Red	Red	Green	Green

Practical Example

You have just been tasked to run an analysis working group. The project will involve several large meetings with over 30 people, typically lasting an hour. Capturing the notes will be difficult even with the help of others. Questions will later arise over the intent of a comment and who made it. Finding a suitable room will sometimes be difficult to arrange.

If you hold the meetings on DCO, a room will be more readily available and attendees won't have to walk to the room.

Reconciling notes will be so much easier and effective. Instead of requiring several people's attention for 30 to 60 minutes, now you can get it done in record time. Using DCO's recording function to capture audio and desktop visuals, chat notes can be pasted into milBook, making them discoverable by search engine.

Memories may fade over time but recapturing previous sessions' ideas and corporate knowledge is seamless and accurate.

Quick Links



TMT



AMC Cyber Training Center



AMC Staff Orientation Course



AMC Staff Work Survival Kit

[Return to Table of Contents](#)

Frequently Asked Questions

1. What if people post inappropriate content?

AMC professionals are just that: professional. We already conduct collaboration by other means such as face-to-face and telephone conversations and especially e-mail. Since AMC users already use these media professionally, there is little reason to believe they will do otherwise with collaborative tools.

2. Will milBook's ability to aggregate information lead to unintentional combinations of unclassified information that become classified?

This scenario is possible throughout virtually all forms of communication and collaboration within AMC. Information Assurance professionals regularly evaluate systems and ensure that all users remain aware of the content they produce regardless of the media. The Command has responded to previous situations with appropriate measures to address the problem; these measures will be appropriately adapted to collaborative tools as well.

3. Is content posted in milBook or DCO a legal liability for users?

The appropriateness of content is the responsibility of the user as is the case with e-mail and other means of transmitting information.

4. What if users post inaccurate information?

One of the chief benefits of collaborative tools is the power of many users to evaluate content and self-police. The community of AMC professionals will naturally seek to optimize the accuracy of corporate knowledge within milBook and DCO just as they do in face-to-face meetings and e-mails.

5. Why is the milBook profile important?

A professional yet approachable photo to invite collaboration within the virtual environment. A filled out profile with tags allows people to find you and in turn allows you to find people who have the knowledge that you are wanting to collaborate with.

6. What is the benefit of 'Open' or 'Members Only' milBook groups?

For the benefit of the enterprise and its digital corporate knowledge, the best course of action is normally to keep groups at either 'Open' or 'Members Only'. 'Open' allows anyone within milBook to view and contribute content in a group. 'Members Only' allows anyone to view, but only members may contribute content, and anyone may grant themselves membership.

7. We've created a milSuite group/project to accomplish a specific task, and now that task is complete. What do we do with the group?

If it's not practical to repurpose the group for something else, clean up the content, make it available to everybody. One of the powers of milSuite is its ability to help people find other people working similar projects/tasks, and there's a good chance that someone somewhere at some time will be interested in what you've done. You can do this by changing your group to Open, or Members Only.

8. What value is there in recording a DCO audio session? Won't that waste my time listening to stale DCO sessions?

In DCO, the facilitator can replay the session and reconstruct the information, regardless of how long after the event the review takes place. Chat text and voting pods greatly enhance the quality of contributions on the spot as well as making them highly visible to the entire audience. When these items and the URL of the recording are placed in milBook, they quickly and easily become searchable and discoverable for the enterprise. In recurring efforts, these amount to a highly accurate archive for later action.

9. Is milBook a redundant tool compared to SharePoint?

As executed in AMC, SharePoint is optimized for controlling access to official information within AMC's Enterprise Information Management environment and providing group editing tools. MilBook provides access to the entire DoD, a simple user interface, and powerful search engines.

10. Is milBook a redundant tool compared to Outlook?

Outlook is a system that provides a simple user interface to communicate with the users on the Global Address List, as well as powerful calendar management tools. MilBook provides a means of retaining connections to users and their content in a globally searchable database to optimize the ease of use of corporate knowledge in a digital platform.



More questions? Join us on mil-Book. You can ask questions and contribute to the conversation.



GLOSSARY

Actionable Knowledge — Information presented in a timely, accurate, and relevant format to a decision maker.

Administrator — A person with control over login, publishing, and account management rights.

Aggregate — To collect or gather into a mass or whole as it pertains to information and ideas.

AMRDEC — A file moving website provided by the Army.

Collaboration — Any informal and unofficial means of communication and problem solving.

Coordination — The act of formally working with others in the authority/hierarchy to develop an official answer, position, or product without dissent, in final format, and with an authoritative decision.

Decision Maker — A consumer of knowledge anywhere in the Mobility Air Forces (MAF), such as a senior leader deciding on a course of action or a maintainer applying guidance from a job guide on the flight line.

Web 1.0 — Internet sites that allow users to passively read content.

Web 2.0 — Internet sites that allow users to create content and collaborate in a social media dialogue instead of passively viewing. Example: Wikipedia, Facebook, Twitter, comments, milBook, SharePoint.

ACRONYMS

AMC —Air Mobility Command

CAC —Common Access Card

DCO —Defense Connect Online

TAG — Transformation Action Group

TMT — Task Management Tool

VoIP — Voice Over Internet Protocol

