

Engineering Knowledge Online (EKO®) Portal

Content Management and Collaboration

21 Oct 2008

<https://eko.usace.army.mil/>



Topics

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- Collaboration Features
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- Business Process
- Search Features
- Usage Data
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- Planned Enhancements
- Testimonials

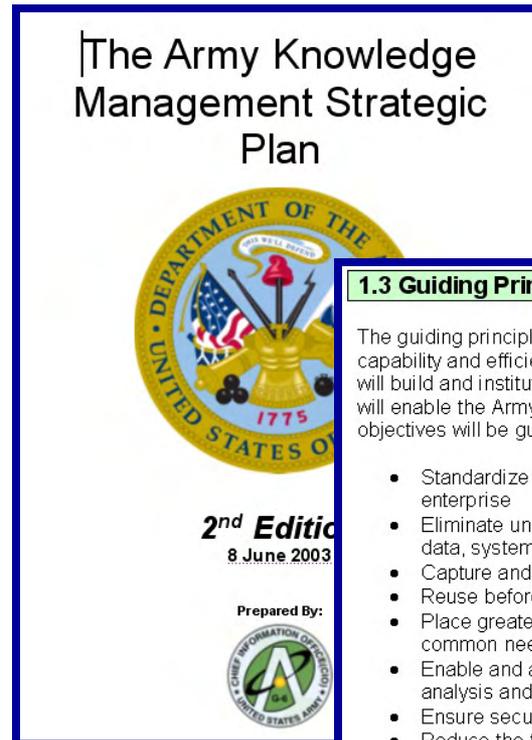


The screenshot shows the EKO Portal Home page, which is the USACE Installation Support Community of Practice Portal. The page features a navigation menu on the left with categories like Installation Support, Automation, and News. The main content area includes sections for Hot News (with dates like Sep. 11, 2006 and May 25, 2006), Featured Items (such as CP-18 Career Program Managers Workshop), Items Recently Posted (including 2007 ICIDS Operator Training Classes and Public Works Digest), and Most Popular Items. A right-hand sidebar contains Quick Links to various documents and a Latest Public Works Digest section. The page is branded with the EKO logo and the US Army Corps of Engineers logo.



EKO® Portal Vision

- Foster Army installation communities of practice
- Exploit leading-edge information technology
- Comply with Department of Defense (DoD) information security guidance
- Follow guiding principles defined in *The Army Knowledge Management Strategic Plan*
- Complement Army Knowledge Online (AKO)



1.3 Guiding Principles

The guiding principles for AKM are rules for leveraging knowledge to enhance capability and efficiency. They are the underlying tenets upon which the Army will build and institutionalize its knowledge management program. These tenets will enable the Army to operate as an enterprise. Achievement of the AKM objectives will be guided by the following principles:

- Standardize business rules, processes and information across the enterprise
- Eliminate unnecessary duplication, incompatibility, and redundancy of data, systems, and business processes
- Capture and validate information once, then reuse it across the enterprise
- Reuse before buy or build
- Place greater significance on cooperative strategies for satisfying the common needs of soldiers and civilians across the enterprise
- Enable and accelerate sound decision-making through architecture-based analysis and evaluation
- Ensure security and protection of sensitive information
- Reduce the total cost of IT/IM
- Continuous improvement and evolutionary transformation
- Integrate performance management in every decision process
- Post before processing
- Everyone is a 'teacher', everyone is a 'learner'
- Every human interaction is viewed as an opportunity to acquire and share knowledge



Design & Development Principles

- Lead-User Innovation
 - Users with a high incentive to solve problems that result in solutions others will want
 - Fosters breakthrough improvements, as opposed to incremental
- Usability
- Flexibility
- Scalability
- Interoperability

Usability: the ease with which a user can learn to operate, prepare inputs for, and interpret outputs of a system or component.

Flexibility: the ease with which a system or component can be modified for use in applications or environments other than those for which it was specifically designed.

Scalability: adapt quickly to new user requirements such as increases in the amount of data managed or number of system users, or changes in the business functions served.

Interoperability: the ability of two or more systems or components to exchange information and to use the information that has been exchanged.



Background

- Installation Knowledge Online (IKO) v1.0 online Dec 2000
- Developed in accordance with knowledge management principles
- Original purpose: Help establish a virtual team for US Army Corps of Engineers (USACE) installation support
- Secondary purpose: Demonstrate a single-point-of-access Web site for the Army installation management community with content managed independent of organization or stovepipe
- IKO evolved to support army project teams as well
- Renamed Engineering Knowledge Online (EKO®) Portal Feb 2004



Background

- Engineer Regulation 25-1-8, *The Community of Practice (CoP) in the U.S. Army Corps of Engineers (USACE)*, dtd 23 Jan 2006, references the EKO® Portal.
 - Section 8.c., *Community Implementation Guidance, Community Support Forum*
 - Section 9.c., *Communities of Practice and Project Delivery Team (PDT) Interaction*
 - Section 11.d., *Management Control, Communications*
 - Section 11.e., *Resourcing*



General Features

- Hosts both public and secure pages
- Personalized views of information for registered users
- Customizable page layout and programs
- Extensible for cataloging new types of information
- Web-development expertise is not required to manage pages and content
- Web-based collaboration tool for workgroups
- Community of practice portal
- Best value for cost and ease of maintenance



Security Features

- Uses Secure Sockets Layer (SSL) protocol
 - Data transferred over the SSL is encrypted
- Login using AKO user name and password
 - AKO Lightweight Directory Access Protocol (LDAP)
- Registered users belong to one or more security groups
- Security groups control access to page viewing and editing, as well as viewing, submitting and managing page content
- Public and sensitive information viewable on same page, depending upon each user's access rights

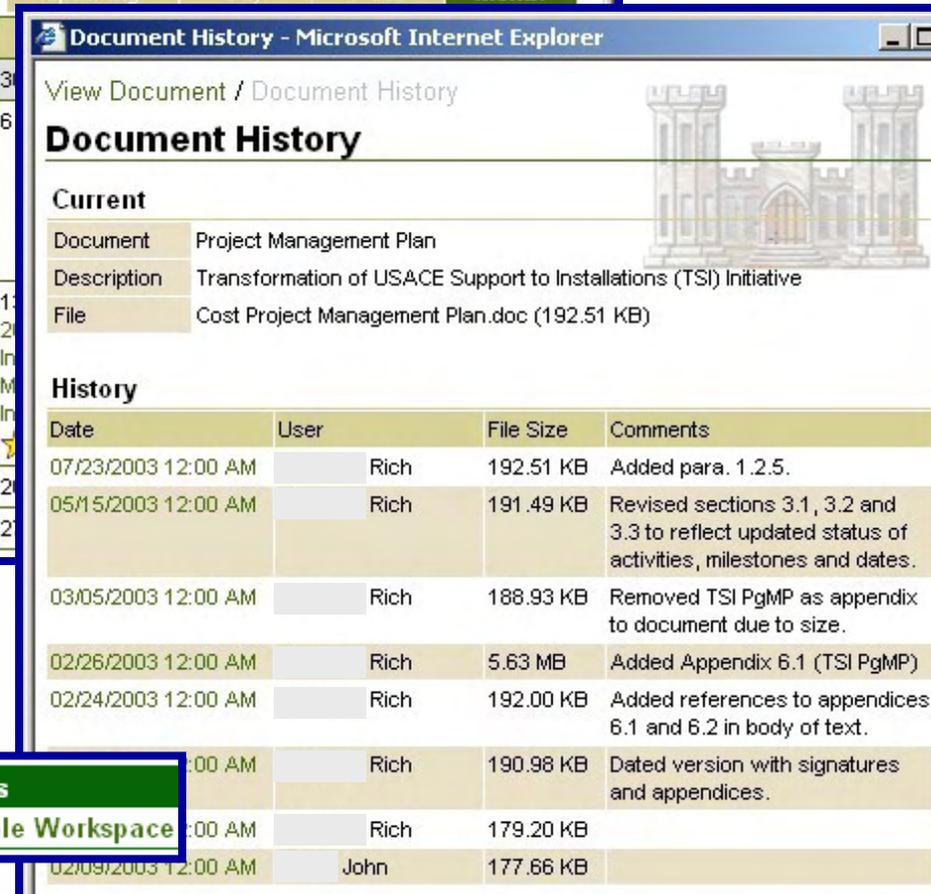
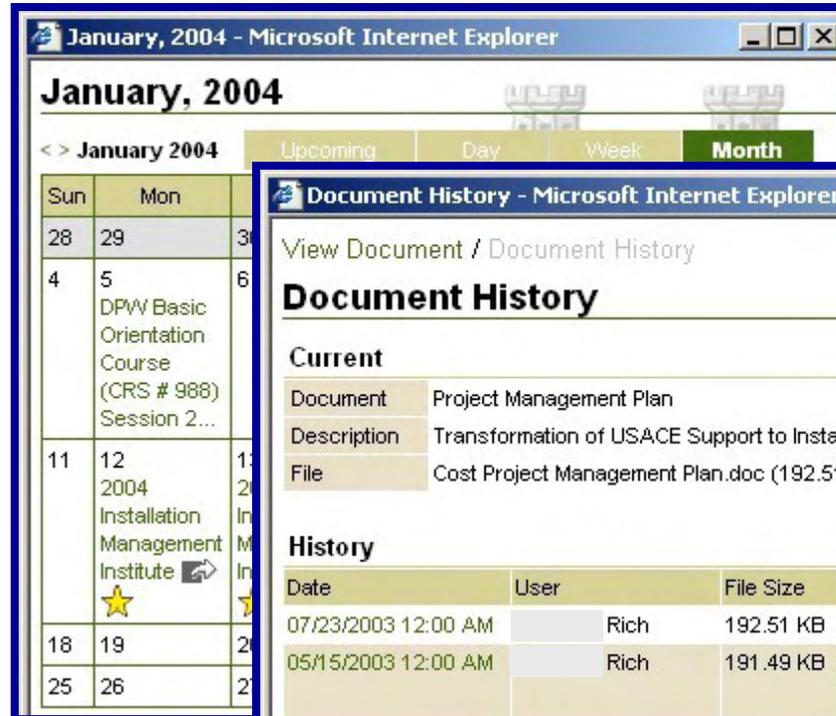
| Security Groups | |
|--|------------|
| Title | Group Type |
| Anonymous Users | System |
| Authenticated Users | System |
| EKO Career Program Submitters | System |
| EKO NAD Installation Support Office Users | System |
| EKO Public Works Digests Folder Submitters | System |
| EKO SAD Installation Support Office Users | System |
| EKO SPD Installation Support Office Users | System |
| EKO Training Folder Submitters | System |
| EKO USACE Installation Support Submitters | System |

| Security | | Add Group • Add User |
|---|-------------------|----------------------|
| Group or User | Permissions | Options |
|  Authenticated Users | View | Change Remove |
|  USACE CoP Home Managers | View Submit Admin | Change Remove |
|  USACE CoP Home Users | View Submit | Change Remove |



Collaboration Features

- Team & organization calendars
- Document management with versioning
- Group authoring
- Invite EKO[®] users to Groove[®] workspaces
- Lessons learned
- Roll-up of information



Groove[®] Workspace Invitations
 Invitation to Groove[®] Sample Workspace



Collaboration Features

- Page Discussions
 - Any EKO® Portal page can have a Forum program capable of hosting one or more forums with many discussion topics per forum

- Item Discussions
 - A forum with one or more topics can specifically relate to any item (e.g., a document) posted on the EKO® Portal

| Team Discussions | | | |
|-------------------------------|--------|-------|-------------|
| Forum | Topics | Posts | Last Action |
| Changes after Report Approval | 1 | 4 | 04/28/2004 |
| Fixed Active Barriers | 3 | 13 | 06/03/2004 |
| Installed Equipment | 3 | 7 | 05/30/2004 |
| Site Survey Reports | 1 | 2 | 06/03/2004 |
| Workshop Issues | 5 | 10 | 06/01/2004 |

Charter for the PPM CoP

The charter was drafted and signed by those in attendance at the PPM CoP Stand-up Workshop in Dallas, TX, on 20 May 04.

 [Charter\(as signed\).pdf](#) (707.79 KB)

| Topic | Started By | Replies | Views | Last Action |
|--|------------|---------|-------|-------------|
| <input type="button" value="New Topic"/> | | | | |



Collaboration Features

- User Comments
 - Registered users may comment on any item they're permitted to view
 - Users can subscribe to item comments to be notified via e-mail whenever any other user enters a comment about the same item
- Image databases
 - Organize, search and comment on photos or other images

EKO USACE CoPs tutorial

Draft video/audio tutorial for your comments. Once refined and edited, to be used to spread the word on the USACE cCoP home through the agency. All comments and suggestions welcome!

 [Eko_tutorial.exe](#) (3.13 MB)

[View Document](#) | [Check Document Out](#)

User Comments

Nancy 
 Aug. 19, 2004 at 09:48 AM

The same USACE CoP tutorial just in an .exe format. [Delete](#)

[Add Comment](#)

Photos



Search Photos

Keyword

Include Archives

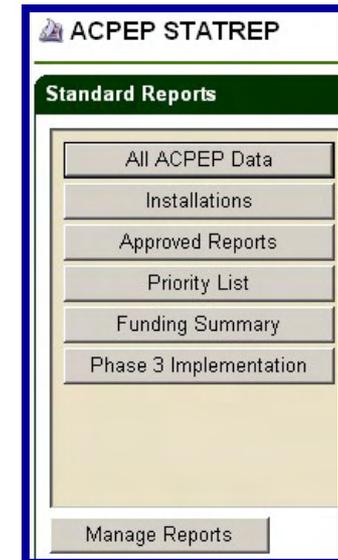
[Search](#)

[Reset](#)



Collaboration Features

- *STATREP* Project Status Database
 - Provides communities and teams a Web interface to a shared database for managing and reporting information in a secure environment
- *STATREP* Issue Tracker
 - Provides communities and teams the ability to manage open issues and view the history of resolved issues



| ISSUE TRACKER | | | | |
|---|--|--|----------|-------------|
| <input type="button" value="Submit Issue"/> | | <input type="text"/> <input type="button" value="Search"/> | | |
| Submitted | | | | |
| # | Issue | Project | Priority | Assigned To |
| 108 | Updating the procurment plan | White Sands Missile Range | Moderate | PMT |
| Open | | | | |
| # | Issue | Project | Priority | Assigned To |
| 88 | Ft Meade Early Procurement | Fort Meade | High | Michael |
| 68 | Rocky Mountain Arsenal- BRAC? | Rocky Mountain Arsenal | Low | Michael |
| 67 | Buy and Drop Equipment - Leak/Wipe Testing | | Moderate | Michael |
| 66 | Buy and Drop Equipment - Consumables | | Moderate | Michael |
| 65 | Buy and Drop Equipment - Return or Transfer Policy | | Moderate | Allen |
| Resolved | | | | |
| # | Issue | Project | Priority | Assigned To |
| 64 | Fort Lewis Equipment Increase | Fort Lewis | High | |
| 62 | Redstone Arsenal Cost Estimate | Redstone Arsenal | Moderate | |



Collaboration Features

- Authenticated users can register for one or more USACE Communities of Practice (CoPs) supported by the EKO® Portal
- Users can view CoP and SubCoP membership, including name and e-mail listings of each registered user by agency or SubCoP

CoP Registration Data Summary

CoP:

Show Summary By: USACE Agency USACE Agency Rollup

USACE eCoP Registration



US Army Corps of Engineers®

Change Your CoP Registration
Remove Me From This CoP

There have been **0** registrations today, **0** this week, **502** this year, **502** total.

[View Registration Data](#)

| Total Users By USACE Agency Rollup | | Total Registrations By Sub-CoP | |
|------------------------------------|-------|---|-------------|
| USACE Agency Rollup | Total | Sub-CoP | Total |
| CEERD | 31 | Abandoned Mine Lands SubCoP | 53 |
| CEHNC | 17 | Env. Planning and Ecosystem Restoration SubCoP | 300 |
| CEIWR | 4 | Environmental Compliance Coordinators SubCoP | 227 |
| CELRD | 64 | Environmental Stewardship SubCoP | 246 |
| CEMVD | 38 | HTRW Remediation SubCoP | 246 |
| CENAD | 43 | Military Munitions Response Program SubCoP | 161 |
| CENWD | 109 | Regulatory SubCoP | 140 |
| CEPOD | 37 | Water Quality & Water Control Management SubCoP | 188 |
| CESAD | 51 | | |
| CESPD | 45 | | |
| CESWD | 20 | | |
| CETAC | 1 | | |
| HQUSACE | 41 | | |
| NON-USACE | 1 | | |
| Total Users: | | Total Registrations: | 1561 |

| Registration Breakdown By USACE Agency Rollup | | | | | | | | |
|---|--|----------------------------------|--|---|-------------------------|--|-------------------|-----------------------------|
| Office | Env. Planning and Ecosystem Restoration SubCoP | Environmental Stewardship SubCoP | Environmental Compliance Coordinators SubCoP | Water Quality & Water Control Management SubCoP | HTRW Remediation SubCoP | Military Munitions Response Program SubCoP | Regulatory SubCoP | Abandoned Mine Lands SubCoP |
| CEERD | 14 | 9 | 9 | 15 | 17 | 11 | 8 | 3 |
| CEHNC | 2 | 2 | 2 | 2 | 9 | 17 | 7 | 0 |
| CEIWR | 4 | 1 | 0 | 1 | 0 | 0 | 2 | 0 |
| CELRD | 44 | 35 | 28 | 33 | 29 | 11 | 19 | 11 |
| CEMVD | 31 | 23 | 24 | 15 | 14 | 2 | 8 | 2 |
| CENAD | 26 | 19 | 18 | 10 | 20 | 8 | 8 | 10 |
| CENWD | 60 | 58 | 46 | 31 | 54 | 33 | 29 | 7 |
| CEPOD | 22 | 18 | 22 | 18 | 30 | 22 | 13 | 8 |
| CESAD | 28 | 28 | 25 | 22 | 28 | 21 | 16 | 2 |
| CESPD | 34 | 25 | 26 | 19 | 11 | 10 | 4 | 6 |
| CESWD | 14 | 14 | 12 | 12 | 7 | 6 | 8 | 2 |
| HQUSACE | 20 | 14 | 14 | 10 | 27 | 20 | 18 | 2 |
| NON-USACE | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |

EKO® Portal connecting people with similar interests



Content Management

- Web-site content is managed by those responsible for the content, not by one or a few Webmasters
- Users add new content in logical steps using *Submit Item Wizard*
- Administrators can modify, delete, copy, move, categorize, and archive items
- Any item can be related to one or more other items
- Any item can be related to one or more registered users.

EKO® Home
EKO® Administration
 Page with programs used for administration of the Engineering Knowledge Online (EKO®) Portal.

Page

Item Type Document

Title *

Summary

Document *

Options *
 Store Latest Version Only
 Keep Version History

What type of item would you like to submit?

Announcement
 Article
 Bookmark
 Contact
 Conversation
 Document
 Event
 Groove Invite
 Lesson Learned
 Photo
 STATREP

EKO® Home
EKO® Administration
 Page with programs used for administration of the Engineering Knowledge Online (EKO®) Portal.

Page

Item Type Document

Title *

Summary

Document *

Options *
 Store Latest Version Only
 Keep Version History

Categorize This Item

(hold down control key to select multiple)

Enter any new categories below or select from the entire list:

 (comma separated list)

LTG Robert B. Flowers biography

 **Bio LTG Flowers.doc** (175.62 KB)

[View Document](#) | [Check Document Out](#)

User Comments

Be the first to **comment** on this document.

Related Items

 **U.S. Army Corps of Engineers Overview Brief**

[Change Related Items](#)



Content Management

- *What's New* lists all new and updated content in the last 15 days that a user has authority to view
- Registered users can opt to receive daily, weekly or monthly newsletters via e-mail with links to new and updated content on subscribed pages



EKO Home / What's New /
What's New
 Displays new pages and items that have been added

August 19, 2004

- EKO USACE CoPs tutorial**
 Draft video/audio tutorial for your comments. Once refined and edited, to be used to spread the word on the USACE cCoP home through the agency. All comments and suggestions welcome!
- Army Knowledge Management (AKM) Symposium**
 The first day of the AKM Symposium gives you the full KM foundations course trimmed to fit. We will look at possibly duplicating this content or arranging for this training to be given through the USACE. If you attend the conference, please report back to me on Tracks 6,7,9,10. Track 7 is specifically about standing up CoPs in the same way USACE will.
- SITREP 18 Aug 04**
 SITREP 18 Aug 04
- Jacksonville District Corps of Engineers**
 A database of
- Army Design**
 Information reg conservation.

August 18, 2004

- SITREP 17 Au**
 SITREP 17 Au
- SITREP 16 Au**
 SITREP 16 Au
- Community G**
 The Communit developers, build residential-com

From: EKOMaster@erdc.usace.army.mil [mailto:EKOMaster@erdc.usace.army.mil]
Sent: Thursday, August 19, 2004 3:05 AM
Subject: Engineering Knowledge Online Daily Newsletter

Engineering Knowledge Online Daily Newsletter for Thursday, August 19, 2004

Contacts

- [Andrew](#) (08/18/2004)
- [Ron](#) (Updated 08/18/2004)

Documents

- [ACPEP Weekly Update](#) (147.97 KB, Updated 08/18/2004)
- [EKO USACE CoP Tutorial](#) (4.81 MB, 08/18/2004)
 A compressed file in ZIP format that contains a draft computer video and audio tutorial in Macromedia Flash format that illustrates how to use the USACE Community of Practice pages on the Engineering Knowledge Online (EKO) Web portal.
- [FY04 Civil Works Budget Information](#) (49.15 KB, 08/18/2004)

Events

19-AUG-2004
[HNC PRE](#) (19-AUG-2004 08:30 - 17:00)



Content Management

- The EKO[®] Portal integrates with other Web sites using the Really Simple Syndication (RSS) standard.
- Any EKO[®] Portal page can display headlines and descriptions of RSS feeds from other Web sites, with links to the full text of the news articles.

Army News Feeds

U.S. Army medic saves Iraqi policeman
Army News | Oct 31, 2005 12:00 AM

BAGHDAD (Army News Service, Oct. 31, 2005) -- An Iraqi police officer owes his life to a U.S. Army medic who treated his wounds as terrorists fired on their position Oct. 10.

Tal Afar citizens collect money from Iraqi government
Army News | Oct 31, 2005 12:00 AM

TAL AFAR, Iraq (Army News Service, Oct. 31, 2005) □ City officials in Tal Afar began handing out more \$4.5 billion Iraqi Dinar to the citizens of the city Saturday morning.

4ID begins second deployment to Iraq
Army News | Oct 31, 2005 12:00 AM

FORT HOOD, TEXAS (Army News Service, Oct. 31, 2005) -- Marking the official beginning of the 4th Infantry Division's deployment to Iraq in support of Operation Iraqi Freedom, Soldiers of the "Ivy" Division cased their colors at a ceremony on Fort Hood's Cameron Field Oct. 28.

Soldier thwarts terrorist attack at Palestine Hotel
Army News | Oct 28, 2005 12:00 AM

BAGHDAD, Iraq (Army News Service, Oct. 28, 2005) □ A coordinated terrorist attack was thwarted Oct. 25 by U.S. Soldiers at the Fidoros Square traffic circle in downtown Baghdad.



Business Process

- EKO[®] Portal administrators can implement a business process by defining a workflow for approval of items submitted to the portal.

Workflow

Status: Enabled

When workflow is enabled items that are submitted to this page by users that do not have "Edit" or "Admin" permission have to be approved by an administrator.

- The EKO[®] Portal can be programmed to automatically track the state of an item, e.g., a document.

EKO[®] Portal automatically populates this table based on the state of each document in the five-step workflow.

| Survey Reports | | | | | |
|----------------|-------|----------|-------------|-------------|----------------|
| | Draft | Comments | Annotations | Final Draft | Final Approved |
| Installation 1 | 1 | 2 | 1 | 0 | 13 |
| Installation 2 | 0 | 0 | 0 | 0 | 0 |
| Installation 3 | 0 | 0 | 0 | 0 | 0 |
| Installation 4 | 2 | 3 | 3 | 1 | 7 |
| Installation 5 | 2 | 2 | 2 | 0 | 16 |
| Installation 6 | 1 | 0 | 2 | 1 | 14 |
| Installation 7 | 5 | 2 | 2 | 0 | 0 |
| Installation 8 | 0 | 0 | 0 | 0 | 0 |



Search Features

- Search up to 250,000 documents within EKO® Portal
- Search other Army installation-management-related Web sites external to EKO® Portal
 - Assistant Chief of Staff for Installation Management
 - U.S. Army Installation Management Command
 - U.S. Army Environmental Center
 - U.S. Army Environmental Policy Institute
 - U.S. Army Corps of Engineers Web sites

[/EKO® Home /](#)

EKO® Search
 This page hosts Web services or links to other content search options external to the Engineering Knowledge Online (EKO®) Portal.

Google Search - U.S. Army Installation Management and Support Community

Search the EKO® Portal and other Web sites affiliated with Army installation management and support:

- U.S. Army Assistant Chief of Staff for Installation Management (ACSIM)
- U.S. Army Installation Management Command (IMCOM) Headquarters and Region Offices
- U.S. Army Corps of Engineers Web Sites (USACE)
- U.S. Army Environmental Center (USAEC)
- U.S. Army Environmental Policy Institute (AEPI)



Google Unclesam - Search .MIL and .GOV Sites



Search

Google Search World Wide Web



Search

Other Government Searches

 [USASearch.gov](#)

Link to the USA.gov Search home page. USA.gov is the U.S. government's official Web portal to all federal, state and local government web resources and services.

Google Search the EKO® Portal



WWW
 EKO® Portal Web Site



Usage Data

General Statistics

- 2,718 pages
- 9,217 registered users
- 17 of 25 U.S. Army Corps of Engineers communities of practice supported
- Approximately 100,000 – 150,000 page visits per month
- Visitors from 50 – 55 countries

Number of Items by Type

| | |
|--------------------|--------|
| • Announcements | 432 |
| • Articles | 658 |
| • Bookmarks | 1,434 |
| • Contacts | 235 |
| • Conversations | 87 |
| • Documents | 37,675 |
| • Events | 2,183 |
| • Groove® Invites | 6 |
| • Lessons Learned | 15 |
| • Photos | 3,114 |
| • STATREP Projects | 7,554 |



Top 10 Most-Visited Pages

(In the Last 30 Days)

1. EKO® Home
2. SBI PF225 Brownsville Station
3. SBI PF225/VF300 Program
4. SBI PF225 Ysleta Station
5. SBI PF225 Harlingen Station 1001-4005
6. Fort Bliss Expansion Pgm Projects
7. MMRP Site Inspections
8. SBI PF225 McAllen Station 1000-2016
9. SBI PF225 RE STATREP
10. Fort Bliss Troop Ready Virtual Team



Powered by EKO™

- The EKO® Portal supports hosting of Web sites that have a different visual theme than the standard EKO® Portal.
- Web sites that use this new feature are identified as *Powered by EKO™* in the Web page footer.
- The [USACE Environmental Community of Practice](#) and the [U.S Army Career Program 18](#) public Web sites are the first to use this feature.



Planned Enhancements

- Publish Really Simple Syndication (RSS) News Feeds
- Add more public content related to installation support
- Add more public content related to career programs
- Add public content related to the US Army Corps of Engineers Environmental Community of Practice
- Add more content for all USACE communities of practice that use the EKO® Portal
- Search additional content external to the EKO® Portal
- Enabled Army Knowledge Online (AKO) Single Sign-On (SSO) authentication



Testimonials

(Unsolicited feedback via e-mail)

- “I know the program (*of multiple projects*) would not be running nearly so smoothly without the easy data sharing that EKO® provides. At every opportunity, I try to spread the word about what a great managing, tracking and reporting tool EKO® has been for this program.” – *Program Manager (08/28/2003)*
- “Kudos for an easy to use Web site and thanks for the quick turn-around! Keep up the good work.” – *Project Manager (04/28/2004)*
- “EKO® is easy to navigate and provides a wealth of relevant information. I’ll share this link with my colleagues.” – *Contractor/Public User (10/7/2004)*
- “I’ll tell you, this Web site has been great...I can’t say enough about it.” – *Project Manager (10/08/2004)*
- “The site is starting to make a difference in how people share information. I’m really excited!” – *USACE CoP Pagemaster, (10/18/2004)*
- “My teams use some systems to the extent they have to. They use EKO® because they want to. They find EKO® beneficial for program management, for communication with team members within and outside USACE, and for the ease of automated reporting in the specific formats required by each customer.” – *USACE Supervisor (03/18/2006)*



Program & project managers that provided feedback use Virtual Team pages of the EKO® Portal as the collaboration environment for their teams.