



## Global Combat Support System-Army (GCSS-Army) Establishing a GCSS-Army Lessons Learned program

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# Agenda

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**Purpose**

**Definition**

**Culture**

**Structure**

**Process**

**Format**

**Sample**

**Summary**

**Purpose:** To establish a GCSS-Army Lessons Learned program in order to efficiently and effectively deploy and sustain the full Enterprise Resource Planning (ERP) system while maintaining support to the warfighter

## **Key Tasks:**

- Create an information sharing culture involving all users and stakeholders
- Collect preparation, cutover, and sustainment observations
- Analyze root causes of failures and develop solutions
- Validate best practices and rapidly integrate into process

**End State:** GCSS-Army ERP is fully deployed and sustained in the most efficient manner possible without jeopardizing Army mission or unit readiness because of a constantly improving fielding process driven by user input and a structured lessons learned program.

Lessons learned is defined in CJCSI 3150.25E as— “An evaluated insight that improves military operations or activities at the strategic, operational, or tactical level and results in an internalized change to an individual or an organization.”

Lessons learned is defined in AR 11-33 as— “Validated knowledge and experience derived from observations and the historical study of military training, exercises, and combat operations that leads to a change in behavior at either the tactical (standard operating procedures (SOP), TTP, and so forth), operational, or strategic level or in one or more of the Army’s DOTMLPF domains.”

The lessons learned process (LLP) is a deliberate and systematic process for collecting and analyzing field data and disseminating, integrating, and archiving Observations, Insights and Lessons (OIL ) collected from Army operations and training events. **OIL s do not constitute lessons learned without changing individual, unit, or Army behavior.**

## Information Sharing

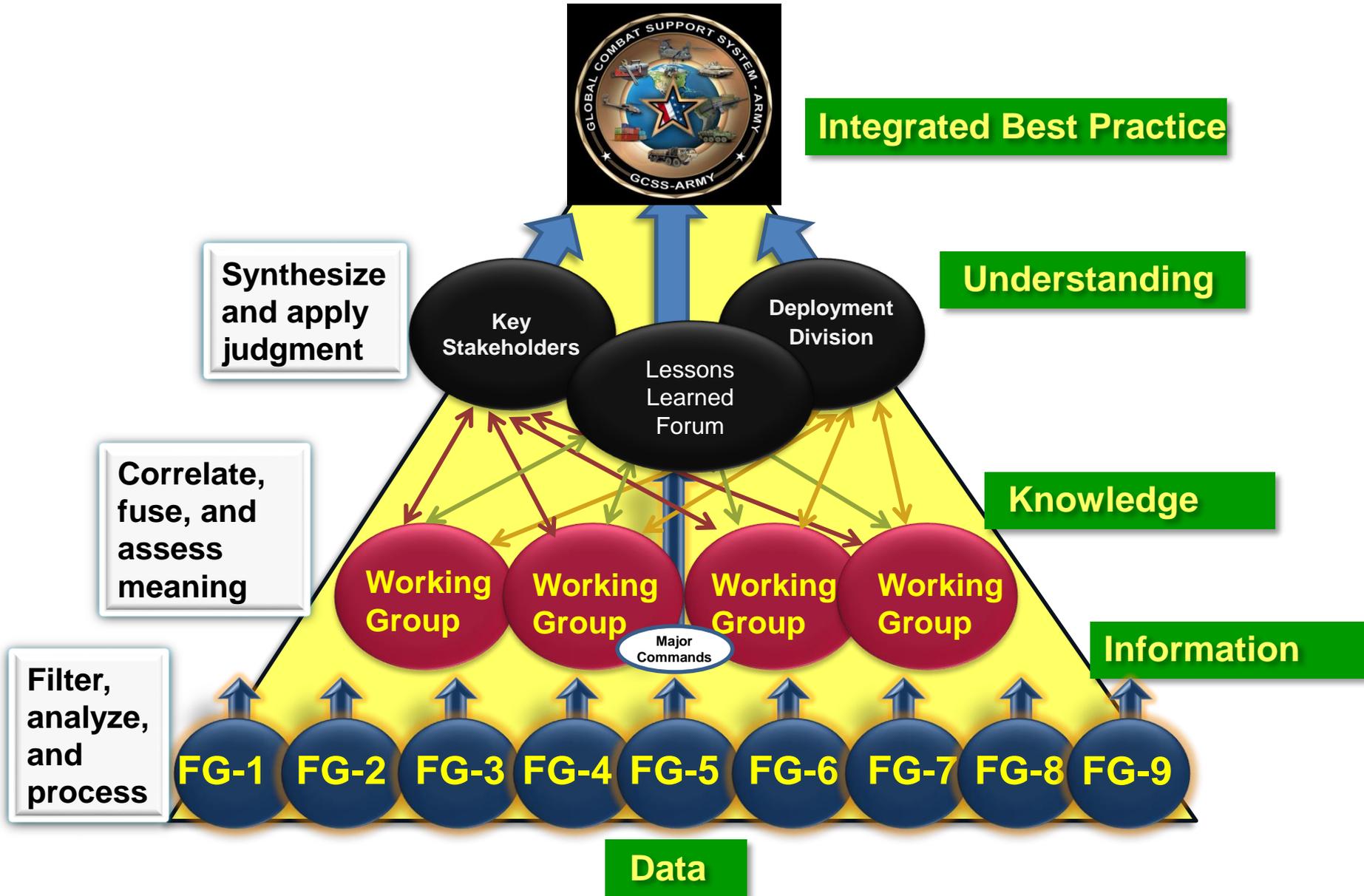
“Create an information sharing culture within the Army in which every Soldier sees himself or herself as a collector of positive (sustain) and negative (improve or change) information with a responsibility to submit this information through his or her chain of command.”

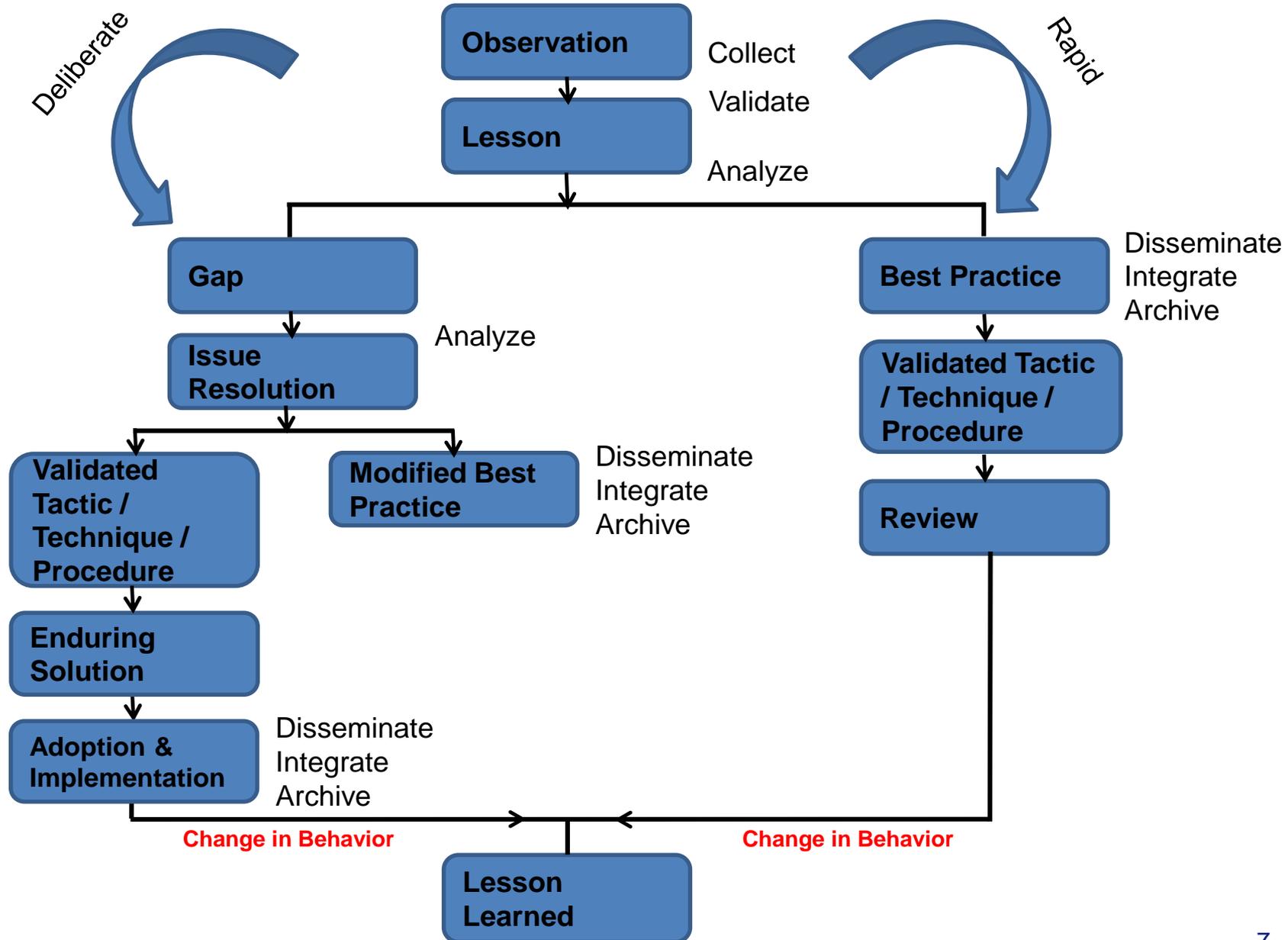
**Source: AR 11-33, Army Lessons Learned Program (2006)**

## Knowledge Management

“Knowledge management practices enable the transfer of knowledge between individuals and organizations. Knowledge transfer occurs both formally—through established processes and procedures—and informally—through collaboration and dialogue. Participants exchange perspectives along with information. They question each other’s assumptions and exchange ideas. In this way, they create and maintain shared understanding and develop new approaches. Teams benefit, and forces enhance integration and synchronization.”

**Source: ARDP 6-0, Mission Command (2013)**





- **Observation:** A brief description of the conditions experienced or observed. Identify the action and the corresponding success, failure, or inefficiency.
- **Discussion :** A description of the problem that was observed during the observation. Provide enough detail that a process improvement team can begin analysis and identify the root cause of the consequence.
- **Recommendation:** Provides potential solutions to the problems experienced as a result of the observation and first cut analysis.
- **Best Practice:** A solution that is already implemented and working and has been tested in the field. Best practices must be integrated throughout the organization.

- **Observation:** Requiring the SSA to process Customer's Post Goods Receipts (PGR) has resulted in an increase in workload for SSA Personnel and has decreased Warehouse efficiency.
- **Discussion :** Even though the functional capability was present for units to perform, the SSA was directed to process customer's PGR in lieu of customer processing on their own STAMIS (PBUSE, SAMS-E, etc.).
- **Recommendation:** Recommend that units process their own PGRs at their location utilizing their own STAMIS.
- **Best Practice:** After 4 Fielding Groups, the process of requiring units to process their own PGRs decreased the workload at the SSA and increase Warehouse efficiency.

**Learn from mistakes**

**Involve everyone**

**Use a process to improve the process**

**Submit recommendations**

**Conduct analysis**

**Identify best practices**

**Rapidly integrate solutions into the fielding process**

**Mission Complete**

# Questions

Submit questions about the Lessons Learned Program through the GCSS-Army Website.

**GCSS-ARMY**  
GLOBAL COMBAT SUPPORT SYSTEM

Home About Training Fielding Center FAQs Library Links Contact SKN Center(CAC) Subscribe Question?

**HQDA G-4 Corner**

**STAY TUNED**

The Executive Summary, Meeting Recording, and DCO Questions and Answers from the 23 October GCSS-Army World-Wide Program Update will be posted soon.

**Mark Your Calendar:** The next World-Wide Program Update is currently scheduled for 30 January 2014.

[G4 Article Archive](#)

**Top Stories**

**The Aloha State Receives Advance Lead User Training**

The ALUT team poses for a group photo with the class and the 8th Theater Sustainment Command (TSC) Team after completing ALUT in Hawaii (Wheeler Army Air Field). As part of Fielding Group 15, Hawaii will convert four tactical SSA's within the 25th ID as well as the Logistics Readiness Center (LRC) and the Hawaii Army National Guard. [Read more.](#)

**CASCOM Survey**

The CASCOM Commander, Major General Larry D. Wyche, is soliciting feedback from GCSS-Army Users and Managers.

Click [here](#) to read his message and take the survey.

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