



SECRETARY OF THE ARMY
WASHINGTON

26 APR 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Knowledge Online Transition

1. In this time of constrained resources, the Army must leverage new technology and business processes to improve critical mission operations and functions and set the information foundation of Army 2020. Among the most visible of these initiatives is the Army's adoption of the Department of Defense's Enterprise Email service. To achieve the anticipated financial economies, efficiencies and security improvements, the Army must modernize current Army Knowledge Online (AKO) infrastructure and services to become more interoperable across DoD, compliant with emerging Joint Information Environment architectures and implement current best practices for cloud-based managed services.
2. With the Under Secretary of the Army's recent validation of Information Management Requirement – Increment 1, many IT support capabilities will soon begin migration to next-generation enterprise systems. As part of this process, the Army will sunset the technological systems that underpin AKO today, although the AKO trademark will remain. To ensure transparency in this significant operational change, I am approving two critical actions to advance an orderly transition.
3. First, the Deputy Chief of Staff, G-3/5/7 will publish an EXORD delineating transition dates for all AKO services on a timeline that supports the original migration order to DoD Enterprise Email. The EXORD will address all AKO accounts (Active, Guard, Reserve, military and civilian retirees, and Family members). The Chief Information Officer/G-6 will lead development of this order in coordination with the Deputy Chief of Staff G-1, the Assistant Chief of Staff for Installation Management, Program Executive Officer Enterprise Information Systems, Product Director AKO, Project Director Acquisition, Logistics and Technology Systems and Services, and the rest of the HQDA staff. The objective is to publish the EXORD, which will include directions to issue an associated communications synchronization plan, not later than 120 days after the signing of this memo. Assistant Secretary of the Army (Acquisition, Logistics, and Technology), in coordination with CIO/G-6, will develop a resource drawdown strategy that addresses the full scope of the AKO transition for inclusion in Program Objective Memorandum 15-19.
4. Second, Headquarters, Department of the Army will take appropriate action to rescind the exceptions to policy approved in 2007, authorizing AKO accounts for DA civilian retirees, and in 2003, authorizing accounts for military retirees and Family members. As the Army migrates its business operations away from the current

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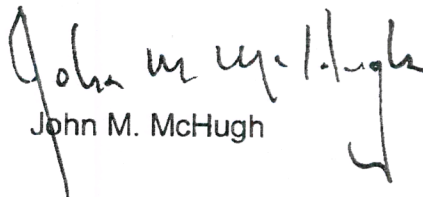
technological systems that support AKO, the exception to policy is no longer economically viable. However, these communities will not lose access to the important on-line functions and services on which they rely. The Department of Defense already has fully deployed Self-Service Logon, which allows equally secure access to numerous military self-service web capabilities, such as Tricare Online, MyPay and the Defense Manpower Data Center. Eligibility for Defense Self-Service Logon is based on participation in the Defense Enrollment Eligibility Reporting System for service members (Active, Guard, Reserve, retirees), veterans (utilizing VA services), spouses and eligible Family members (18 and over).

5. Other AKO features can be obtained via the commercial Internet. Family members and military retirees now have ready access to file storage, email accounts and social media through a plethora of commercial capabilities offered at no cost to the public. This availability renders our previous exceptions to policy unnecessary, and, in fact, statistics show a continuing decline in the use of these portions of AKO.

6. In today's Internet age, the Army retains a responsibility and a mission requirement to remain virtually connected to all of our military retirees. As part of the EXORD, G-1, in conjunction with CIO/G-6, will publish guidance regarding how the Army will support this requirement. The Army will inform civilian retirees of the AKO portal's closure. As with all other members of the Federal Civil Service, going forward the Office of Personnel Management will handle management of all Army civilian retiree services.

7. The points of contact for this memorandum are:

[REDACTED]


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