

C2 Transformation at United States European Command (USEUCOM)

PROGRAM DESCRIPTION

In 2003, United States European Command (USEUCOM) underwent a significant transformation from a command organization focusing on overseeing and facilitating communication and coordination among its subordinate units to a concept of operations known as *Standing Joint Force Headquarters* (SJFHQ) intended to provide a real time, network-centric, command and control (C2) capability. As part of this transformation, EUCOM implemented significant changes to their command facilities, supporting technologies, organizational structure, and internal processes to support the new concept of operations.



HSI CHALLENGE

A fundamental aspect of C2 and the SJFHQ concept is the efficient and effective use, management, and exchange of information and knowledge. Therefore, EUCOM senior commanders and staff were interested in better understanding how current and emerging information and knowledge management concepts, practices, and technologies might be adapted to meet their specific efforts. PSE was asked to evaluate and provide recommendations to improve the knowledge engineering capabilities of EUCOM in terms of current information management and knowledge engineering technologies.

APPROACH

PSE assisted the EUCOM transformation by interviewing USEUCOM personnel from a variety of services, backgrounds, and organizational affiliations across several command echelons. Interviews covered a wide range of topics, including job roles and responsibilities, common tasks, standard operating procedures, technologies used, and general organizational, information, and knowledge management issues..

SOLUTION

PSE's efforts helped identify major information management and knowledge engineering needs of USEUCOM personnel for performing their assigned tasks. PSE provided recommendations for improving information and knowledge management policies, practices, procedures, and supporting technologies. These recommendations covered many aspects of USEUCOM information and knowledge activities, including training, information management procedures, usability of technologies, business rules, personnel issues, information accuracy and reliability, situation awareness, and general morale.

BENEFITS

PSE's recommendations facilitated the planned transformation of USEUCOM from a command organization focusing on communication and coordination with subordinate units to a Standing Joint Force Headquarters involving network-centric C2 activities with increased speed of command, greater flexibility in addressing command operations, and more efficient use of limited staff manpower. This transformation will better enable USEUCOM to support multiple, simultaneous or dissimilar joint operations.

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