

Article:

The Business Value of Moving to Army 365



Business value has traditionally been measured in terms of return on investment (ROI) and more so by the Army, in cost avoidance if not cost savings. Migrating to Army 365 (A365) represents an opportunity to rethink business value by furthering integration and innovation. Tearing down legacy business processes and building supportive processes enable collaboration and shared understanding. According to the Product Management Body of Knowledge, business value is defined “as the entire value of the business; the sum of all tangible and intangible elements.”¹ The business value in migrating to A365 may be an opportunity to improve customer satisfaction, improve productivity, improve the quality of what we produce, enhance the agility of an organization, and help better support the TRADOC Campaign Plan (TCP).

Business Value of A365:

- Support TRADOC Campaign Plan
- Improve Customer Satisfaction
- Improve Productivity
- Improve Quality
- Enhance Organizational Agility

Support TRADOC Campaign Plan (TCP)

A365 improves the achievement of goals and outcomes of TRADOC. The mission of TRADOC, as stated in the TCP is to recruit, train, educate, develop, and build the Army.² The Office of the Chief Knowledge Officer (OCKO) is a co-lead with G6 in the design, development, and implementation of an integrated approach for using the TRADOC Knowledge Environment (TKE) in A365 to mobilize knowledge and achieve improved shared understanding (information advantage). Mobilizing knowledge involves identifying knowledge gaps, tailoring solutions, building solutions, gaining endorsement, and creating the ability to act. Shared understanding is realized through the alignment of people, processes, and tools within the organizational structure and culture to increase collaboration and interaction between leaders and subordinates to enable decisions through improved flexibility, adaptability, integration, and synchronization to achieve a position of relative advantage. A365 supports TRADOC in accomplishing its mission and will continue to evolve to meet that challenge by providing a common digital environment to communicate, collaborate, and manage knowledge.

Improved Customer Satisfaction

A365 allows for greater collaboration which leads to increased user satisfaction. The gathering of user feedback is essential to understanding the needs of customers and to identify areas for improvement. Process owners can immediately act on that feedback and communicate improvements to customers, further fueling customer involvement and ownership.

Improved Productivity

A365 supports improved productivity by leveraging cloud-based applications which include Microsoft Office, Teams, Outlook, OneDrive, and SharePoint Online. If an individual possesses a Common Access Card (CAC) and an A365 account, they can make use of all that A365 offers. This allows for greater collaboration, improved security, a common operating environment, standardized tools and software, and multiple means of communication.



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Before A365, document sharing had its challenges. Emailing documents back and forth, receiving multiple document versions from several people with edits in each was the norm. Then, the new edits had to be consolidated into a single document again, creating endless frustration. Now, A365 removes those frustrations, by allowing collaboration within a single source document. Multiple users can update the same document in real time and the document owner can control edits all in one place. Teams allows us to collaborate with streamlined communications utilizing meetings, chat, calls, and screen sharing all in one place.

A365 improves operations by providing the opportunity for streamlining and redesigning both processes and workflows, thereby making them more effective and efficient. Workflows can be built using Power Platform within SPO automating business processes. PowerBI can be used to analyze and display data via dashboards to inform decision makers.

Improve Quality

How can A365 improve the quality of TRADOC products? When we refer to products here, we are talking about digital content that is created, published, and stored within A365. Apps assist in many ways in creating high quality products. For instance, Teams can bring subject matter experts together in one place to meet, chat, call, and collaborate. Word can help with formatting and grammar with a built-in editor. Excel can be used to work with complex data and create easy to understand visualizations. PowerPoint is used to create presentations to effectively communicate ideas to a wide-ranging audience. All of these capabilities and tools results in the increase of the quality of services that an organization provides.

Improving the quality of products and services requires sound data and information security which is built into A365. Only authorized users possessing an active CAC card can receive an A365 account. When only authorized users are allowed access to A365, there is the added ability to restrict access to certain sites and content by owners. This ensures the confidentiality, integrity, and availability of the content being created, used, and stored within the A365 environment.³



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Enhance Organizational Agility

The impact of the COVID-19 pandemic forced most of us to adapt to working remotely. Once fully migrated to A365, TRADOC will be better positioned to again pivot to a remote working schedule, if the need arises. A365 provides a common operating digital environment for organizations to continue to work from anywhere there is network access.

Work management is aided by tools for streamlining tasks, updates, schedules, and projects. These allow your team to be more efficient and adept while creating more time to collaborate. If the need arises, one can call, chat, or start a meeting with an individual or a group. Planner is a collaborative task management tool that enables people to plan, manage, and complete task-based projects all within A365. It provides a simple and visual way for teams to organize their work.⁴

Since A365 is a cloud-based software platform, there is no need for organizations to continuously update the software and apps or maintain expensive servers. It's done automatically behind the scenes leaving more time to collaborate and create knowledge.

The Elevator Pitch

In summary, let's highlight the business values of transitioning to A365. Everything that we need for improved productivity and collaboration is under one umbrella. There is no need to worry about software updates as it is taken care of behind the scenes. A365 allows independence from hardware, backups, and storage requirements. Security and reliability are baked into the environment. Most importantly, A365 enables TRADOC leadership and personnel to accomplish their mission.

This TRADOC OCKO publication was written by Nathan Truckenbrod. Want to learn more? Respond to this article or access related articles, blogs, media presentations, and more at <https://www.milsuite.mil/book/groups/tradoc-km>.

Disclaimer: The views and opinions expressed are those of the author and do not necessarily reflect the official policy or position of the Office of the Chief Knowledge Officer, the Department of the Army, or the United States government.

Notes

1. Brown, Lucy, "What is Business Value and How It is Measured?", [invensislearning.com](https://www.invensislearning.com/blog/what-is-business-value/), October 3, 2022, <https://www.invensislearning.com/blog/what-is-business-value/>.
2. TRADOC HQ, OPORD 22-009, TRADOC Campaign Plan (TCP) 4.0, August 5, 2022.
3. Chai, Wesley, "Confidentiality, Integrity, and Availability (CIA Triad)," [What is the CIA Triad? Definition, Explanation, Examples - TechTarget](#), accessed October 18, 2022.
4. Learn.microsoft.com, "Describe productivity solutions in Microsoft 365," [Describe productivity solutions in Microsoft 365 - Training | Microsoft Learn](#), accessed October 18, 2022.



When you need to innovate, you need to collaborate!

Contact the TRADOC OCKO for support, development, and training: dashboards, collaboration sites, SharePoint, metrics, KPIs, process mapping, Microsoft Teams, SMS, multimedia production, and much more.