Defense Technical Information Center

Report to
Our Customers

Technical Reports Database on CD-ROM
for Windows

DTIC

Compact Disc

Data Storage
ISO 9660

Unclassified
Unlimited

APR 1999

Defense Information Systems Agency
Defense Technical Information Center
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Message from the Administrator

As in years past, DTIC has been involved in continually evaluating and improving our processes, methods, and approaches to better serve our customers both now and in the future. Our prevailing practice is to continuously assess DTIC from multiple perspectives for its alignment with the dynamically changing external environment. We seek to implement new, flexible approaches that support and enable communities of practice having shared concerns and interests. With the advent of new technologies, such as portals, intranets, extranets, and concepts like Knowledge Management, vendors are offering their solutions as panaceas for the challenges of the knowledge era. From ABC to DMZ (as organization management approaches), from DOI to XML (as content management tools) and throwing in such things as OAIS, CRM, URN, WED, TEMS, DVL, PDA, VTE, KM, and NISO (don't worry, I'll define all of these later) the shorthand of abbreviations and acronyms provides fascinating challenges for us to understand and, if appropriate, use. As an information center DTIC's function is to make our information base accessible to users close to the action. We view ourselves as an organization serving a human community capable of providing diverse meanings to information. DTIC seeks to de-emphasize an adherence to the "way things have always been done."

We are observing increasing hype about the wonders delivered by newest information technologies in an era characterized by knowledge as the critical resource for business activity. Still DTIC remains focussed on the fact that we are in the information content delivery business -- not the information technology business. Therefore, we explore and implement new approaches either in the hope that we can provide better service for our customers directly with better content delivery methods or indirectly through management improvements designed to reduce our cost, improve our efficiency, or better protect the information content for which we are stewards.

DTIC, on a representative week, responds to nearly 8 million HTML page requests providing 47,000 HTML pages/hour and downloads nearly 430GB of content. In a typical month, DTIC places 2,400 technical reports, or over a quarter million pages, into the collection and provides 3,200 hard copy reports or over 350,000 pages of information -- an average of 150 hard copy documents every work day. Another 120,000 full text documents (over 2.2 million pages) are provided electronically. Additionally, 30-45,000 full text documents are provided in microfiche and 1,000 online technical information packages are provided to SBIR participants.

Kurt N. Molholm
Administrator

Each year DTIC processes over 10,000 user registration actions -- an important administrative function and a critical element in the order fulfillment process.

It is no longer possible in the "digital world" to use many of the program measurement metrics used in the past. One example is that information downloaded from DTIC may be downloaded to a server on a local area net that is used to serve many people on that net. Thus, we may know the amount of content downloaded from DTIC but we do not know how much it is being accessed by others. In what I call Management by Inference we can infer that DTIC is providing valuable services because its customers spend time on our Web sites digging more deeply into the site than just the first few pages and then downloading content. The bottom line is, however, that the value of information and of DTIC is determined by the user and not by us. DTIC demonstrates its commitment to improved customer service through such vehicles as annual customer surveys, corporate performance metrics, and business process redesign initiatives. DTIC examines the demand for the various products and services provided to continually improve service to our customers. Through process reengineering and customer feedback, DTIC can apply the latest technologies to its services and provide customers with more efficient tools.

Now to the "alphabet soup."

ABC — Activity-Based Costing. In October 2001 DTIC implemented the Activity-Based Costing/Management (ABC/M) methodology. Implementation of the ABC/M methodology will provide DTIC's management with a decision-making tool that provides insight into the relationship between inputs (resources) and outputs (product/services) by quantifying the work performed (activities). Applying ABC/M will facilitate DTIC's focus on the effective and efficient management of activities to continuously improve the value of the products and services received by our customers. ABC/M allows organizations to manage activities rather than resources including identification of relevant drivers. ABC/M, unlike some of other approaches of the past, is not a fad. It's merely the next step up from unit cost.

DMZ — DeMilitarized Zone. A DMZ (or enclave) is the frontline when protecting valuable content from direct exposure to an untrusted environment. A DMZ can be defined as, "A network added between a protected network and an external network in order to provide an additional layer of security." A DMZ is an example of the defense-in-depth principle. The defense-in-depth principle states that no one thing, no two things will ever provide total security. It states that the only way for a system to be reasonably secured is to consider every aspect of the system's existence and secure them all. A DMZ is a step towards defense-in-depth because it adds an extra layer of security beyond that of a single perimeter. During the Code Red worm attacks this past summer none of DTIC's systems were hit with this worm. When the NIPRNET, DOD's Non-Classified IP Router Network, was closed to Internet traffic, DTIC Web services remained available to both our commercial and DOD customers. We were one of a few activities that host DOD Web sites that remained available during the shutdown of NIPRNET gateways to the Internet. This was critical because DTIC serves as the public enclave for the OSD public Web sites. In addition, our network architecture is considered a model for use elsewhere within the Department for activities that host Web sites that need to remain accessible to the general public.

DOI — Digital Object Identifier. The DOI is a system for identifying and exchanging intellectual property in the digital environment. It is a unique, persistent, managed, international public identifier. It provides a framework for managing intellectual content, for linking customers with content suppliers, for facilitating electronic commerce, and enabling automated copyright management for all types of media. The enabling technology for the DOI system is the Handle System®. The Handle System is a comprehensive system for assigning, managing, and resolving persistent identifiers, known as "handles," for digital objects and other resources on the Internet. Handles can be used as Uniform Resource Names (URNs) which make them a valuable consideration in addressing the challenge of archiving digital objects. The Handle System includes an open set of protocols,

a namespace, and an implementation of the protocols. The protocols enable a distributed computer system to store handles of digital resources and resolve those handles into the information necessary to locate and access the resources. This associated information can be changed as needed to reflect the current state of the identified resource without changing the handle, thus allowing the name of the item to persist over changes of location and other state information. Combined with a centrally administered naming authority registration service, the Handle System provides a general purpose, distributed global naming service for the reliable management of information on networks over long periods of time.

DTIC is in the process of assigning handles to its digital collection of unclassified technical reports. DTIC's project is multifaceted and has two primary goals:

1. Implement handles into DTIC operations by installing the handle software and the handle server and build the technical infrastructure. (We will initially assign handles to all our publicly available documents available on the Internet.)

2. Introduce and take the lead to integrate handles into the DOD environment by defining key (kernel) metadata elements, developing a metadata schema, and building a metadata management tool. We are also establishing policies and procedures to assign handles, manage metadata and content available on the Internet. Additionally, we are creating a searchable metadata database which will allow us to move beyond just being a tool to assign handles to DTIC documents; this database will also allow other DOD activities to assign handles to their documents.

Based on DTIC's work the National Technical Information Service (NTIS) is also adopting the Handle System. One of the interesting approaches NTIS will be taking is using the one-to-many-capabilities of the system. Requests received by NTIS for DTIC documents will be routed to DTIC if the request is for an online document and to the NTIS production facilities if the request is for a print or microfiche document. In this way the general public can be served and DTIC will not have to incur the cost of handling print orders for requests from non-DTIC registered customers. Effective with Fiscal Year 2002, DTIC no longer offered any paper or fiche documents to the general public. Anyone who is not a registered DTIC user must obtain copies of technical reports from NTIS. This enables us to concentrate on our mission of serving registered users from the Defense community.

XML — EXtensible Markup Language. XML is a new information delivery technology that purports to deliver information to any device (PDA, cell phone, laptop, etc.) or system, with complete interoperability, and to facilitate the preservation of that information. The hope is it can provide an easy, inexpensive and flexible way to re-purpose information by recombining it in new ways to automatically create new information out of old. The needs of individual customers can

be easily addressed, such as providing display options that meet Section 508 requirements for accessibility. Advantages include the ability to write once and display anywhere, to be almost completely interoperable, to have enhanced resource analysis, and to vastly improve searching capabilities. It will also enable one to disseminate in any format desired, to reuse information many times, to become more independent of proprietary software, to migrate databases easily as hardware and software technology changes, and to preserve information indefinitely. We established a DTIC XML working group to determine how DTIC could realistically use XML and what needed to be learned before DTIC could fully adopt such a standard. It was found that there are a number of agencies that are adopting XML to expand their capabilities to disseminate information. The National Library of Medicine is using XML to input, store, process, and output the data in its MEDLINE database. Various libraries, such as Oregon State University, are beginning to incorporate it in projects. The DTIC IAC, Data and Analysis Center for Software, is currently utilizing XML with one of their databases that they distribute to customers. Others, including the National Archives and Records Administration, hope it will solve their long-term electronic preservation problems. The group's recommendation to establish a DTIC pilot test was approved and work begun.

OAIS — Open Archival Information System Reference Model. The International Organization for Standards Consultative Committee on Space Data Systems developed a reference model for open archives. The OAIS Reference Model is a high level design, based on standards for metadata and interoperability among systems. The reference model presents a data model, definitions, and a functional model around which a variety of archives could be formed. The key is to identify the functions to be performed and the high-level metadata structure to support these functions. The goal is to allow archival material to flow seamlessly from one archive to another over time and to ensure consistent access on the part of users. The OAIS reference model is the reference base for DTIC efforts addressing the challenges of archiving digital documents. OAI -- Open Archive Initiative -- is a very different meaning of the word "archive" than that used in OAIS above. In this case archive means a repository (of preprints or e-prints). This work was begun as part of the Santa Fe Convention held in 1999.

CRM — Customer Relationship Management. This is the business strategy, process, culture and technology to enable organizations to optimize revenue and increase shareholder value through better understanding the needs of customers. The DTIC Annual Conference is an element of DTIC's CRM effort. Our Proactive Customer Advocacy Program (PROCAP) with its customer surveys, telephone interviews, and focus groups is another element. Under this overarching concept DTIC hopes to be able to afford to install a better call management system, among other things, to improve our service to our customers.

WED — Web-Enabled DROLS. Web-Enabled DROLS is a modernized version of our legacy Defense RDT&E Online System (DROLS). The content has not changed, although limited to unclassified content, but the Web-based search engine no longer requires a complicated command language. During the past year more than 46,000 unclassified full-text technical report documents were made available through WED. These documents are also available through DTIC's Scientific and Technical Information Network (STINET) service. Public STINET gives access to unclassified, unlimited full-text documents while the subscription service called Secure STINET provides these plus the unclassified documents with distribution limitations. DTIC is doing retrospective conversion of additional documents to electronic formats and is in the process of merging WED and STINET into a single "look and feel" Private STINET service. While not specifically part of WED but a related service, we now offer our bibliographic records in a format other than the COSATI format used in our own database, specifically, in MARC 21 format. Libraries using the STILAS system may now download our data from WED. The STILAS Collection Management System is marketed to government-owned and/or operated libraries. Sirsi's STILAS is a fully integrated library system that automates a library's operation and was based on the specifications developed by DTIC and our users to provide a local library automation system compatible with DTIC.

TEMS — The Total Electronic Migration System. The Total Electronic Migration (TEM) System will provide any Information Analysis Center (IAC) user with the capability of using any Web browser running on any operating system to perform both simple and complex queries of the entire IAC knowledge base. TEM will be able to store knowledge in any electronic storage format. However, TEM managers will take care to use only widely published, open, and non-proprietary standards. Knowledge to be stored will include text, text mixed with images, sound, multi-media, and future formats not known at present. TEMS is a microcosm of the overall DTIC need. However, to fully implement the TEMS requires a significant investment to convert the IAC holdings into a digital form. To do so for the entire DTIC is cost prohibitive. The TEMS, however, is a step along the way and the TEMS-generated digital collection will be part of the DTIC Electronic Document Management System (EDMS).

DVL — Defense Virtual Library. DTIC, the Defense Advanced Research Projects Agency (DARPA), and the Corporation for National Research Initiatives (CNRI) are developing a pilot digital library implementation, building on Digital Object Architecture research. The DVL is establishing a framework in which DTIC can build future network-based services and collections, and is developing a testbed in which to further develop and refine Digital Object Architectures.

The current phase of the prototype (http://dvl.dtic.mil/) introduces four separate, searchable collections in electronic format: technical reports; still images from the Trinity Project; sound recordings, including military band music and oral histories; and moving images from DTIC's collection, along with Carnegie Mellon University's Informedia Digital Video Library.

PDA — Personal Digital Assistant. A Personal Digital Assistant is a handheld device that may combine computing, telephone/fax, and networking features. A PDA is effectively a handheld PC capable of handling all the normal tasks of an address book, notepad, appointments diary and phone list. However, most PDAs offer many more applications besides, such as spreadsheet, word processor, database, clock, and calculator. The ability to transfer data between the handheld device and a desktop PC and to convert data to and from applications -- in other words, to synchronize data between the mobile and desktop environments -- offers great potential. DTIC has a study effort underway to examine the potential of PDAs, combined with basic Internet connectivity, for both information collection and delivery.

KM — Knowledge Management. Knowledge Management is another new buzzword -- a concept looking for a definition. I am observing a rush of consultants and conferences that have joined the fray in pursuit of this new "Holy Grail." Make no mistake I think the concept of Knowledge Management is powerful but KM is still many different things to many different people. What it is not is an information technology. What it is, is a knowledge communication approach, assisted by information technology, which seeks improvement in the efficiency or effectiveness of an organization's knowledge workers. KM seeks to improve the ways in which knowledge workers communicate and operate through the social processes of collaborating, sharing knowledge, and building on each other's ideas.

Earlier this year DTIC was invited to participate in a "Knowledge Management Workshop" held by the National Imagery and Mapping Agency to conduct a study of the future of Knowledge Management. The invitation to DTIC stated "In our study of the Knowledge Management field, over and over we have found your Center listed as one of the most effective organizations in the world in the collection, organization, storage, and dissemination of knowledge. Therefore, we are convinced that participation by a representative of your Center would contribute significantly to the success of the workshop." Without resting on our laurels DTIC has a project exploring the application of Knowledge Management concepts at DTIC.

"When you speak of 'Knowledge Management,'" says Roger Burlton, founder and chair of the British Columbia-based management consulting and training consortium Process Renewal Group, "you're talking about two kinds of knowledge: tacit and explicit." He goes on to say, "The first type, tacit knowledge, is what's in people's heads. Oftentimes

people don't even know themselves what it is -- they don't know what they know. The challenge is to articulate what's deeply embedded, and get it out into a usable form so others can use it profitably." One client of Burlton's confided that 40 percent of his staff will be retiring in the next five years, and they know a lot. "When they walk out the door, their (tacit) knowledge goes with them."

The other type is explicit knowledge, of which Burlton says is "articulated knowledge you can see, read and use." This is the business DTIC has been in for over 50 years.

In DTIC's KM project we are exploring ways to give more explicit recognition to tacit information. Two of the objectives are to assist our customers in developing a richer use of both explicit and implicit knowledge and to implement new, flexible technologies and systems that support and enable communities of practice, informal and semi-formal networks of internal employees and external individuals based on shared concerns and interests.

NISO — The National Information Standards Organization. NISO develops and promotes technical standards used in a wide variety of information services. NISO is a nonprofit association accredited as a standards developer by the American National Standards Institute. DTIC is leading NISO's Committee AW which is revising NISO Standard Z39.18, Scientific and Technical Reports -- Elements, Organization, and Design. Committee AW is charged with revising the Scientific and Technical Report Standard to provide guidance on reports originating in print and digital formats. The Committee is charged with considering the following:

- Should NISO publish one or two standards for technical reports, revising the current Standard for print reports with a new Standard for digital formats?

- Can and should digital report formats be standardized to facilitate ingest, storage, secondary dissemination and retrieval?

- Should the Standard recommend a specific structured information format (e.g., XML) to avoid information obsolescence?

As the committee chair I want to assure that the revised Standard includes the elements necessary to assure permanent availability of reports that are "born digital" as well as those converted from traditional print on paper. To do this the Standard must include such things as a requirement for a persistent identifier, descriptive data for multi-media reports, and display (presentation) requirements.

Portals/Alerting/Classification. Although not an abbreviation or acronym Portals are also one of the "in" technology approaches. You will also find multiple definitions of this tool. Portals, however defined, are essentially gateways or entrances to organized information. Portals generate Web pages and alerting systems generate, usually, email. Thus "portals," in my opinion, can not be addressed as a stand-alone

entity. They must be addressed as a part of an information delivery system that includes organized ways of finding and delivering information. The common threads of these definitions appear to be that the ideal tool lets a member of an organization:

1. Select what information he/she wishes to receive;
2. Distribute selected information to selected people;
3. Organize information, i.e., put information "into context" on his/her own;
4. Collaborate with others on how information should be organized. And, most importantly, the tools should handle information that originates from "structured" data sources and unstructured data.

DTIC has, for decades, organized content and provided alerting services. For example, the *Subject Categorization Guide for Defense Science & Technology* identifies 25 broad subject fields and 251 groups to categorize the areas of scientific and technical interest. We are now looking for automated categorization solutions to empower Web portals by effectively and automatically organizing all online information. One of DTIC's alerting services, the Current Awareness Bibliography (CAB) Program, provides the latest information based on individually tailored subject profiles which are provided in paper copy or electronically via email. During the past year the email version of CAB added the capability to include hot-links to unclassified full-text, online documents. DTIC is working with the Biological Resources Division of the U.S. Geological Survey to define what portal technology can do for DTIC and our customers.

DODD/DODI — DOD Directives/Instructions. In August 2001, Washington Headquarters Services' (WHS) Web site, known as WHS Directives, became publicly available through DTIC after an absence of several years. The WHS Directives Web site provides the single uniform system of DOD issuances and directive-type memorandums used to convey DOD policies, responsibilities, and procedures to the Department of Defense and the general public as a whole. The site has been migrated to DTIC from WHS, where it received up to a million requests per month. DTIC redesigned the site and provided enhanced capabilities, including an improved search engine, simplified navigation tools and compliance with all current DOD Web policies regarding privacy and accessibility. The site is http://www.dtic.mil/whs/directives.

VTE — Virtual Technology Exposition. DTIC's DOD Science and Technology Business Process Reengineering activities also increased in the past year. Among the most significant of these activities is the introduction of an important new resource, the VTE. As directed by Section 912c of the National Defense Authorization Act of Fiscal Year 1998, a Requirements and Acquisition Study Working Group was formed which recommended that a process be established to ensure that emerging S&T information is provided to the requirements community and program managers. VTE is designed to meet the direction of the Working Group by pub-

lishing information on emerging technology, leveraging ongoing technology advances, and showcasing research efforts to a broader audience than has been previously possible. The VTE site includes short descriptions of technology advancements and their expected year of completion, as well as a database which has both a standard search capability and a browse capability to allow the user to locate relevant information by Defense Technology Area or Joint Warfighting Capability Objectives categories. In addition, the site provides an input capability which accommodates both online entry of individual projects and batch automatic upload of multiple projects. The VTE has received enthusiastic response from its user community and is scheduled for significant expansion over the next year.

OK — All Right. In conclusion again, I am pleased to report that overall this has been another successful year for DTIC. Money was very tight in Fiscal Year 2001 but we've tried to distribute available funds to maintain a proper balance between today's operational needs and preparing for tomorrow's expectations. I am honored to be associated with DTIC and with all of my associates in the Center. DTIC, as an organization, continues to be a leader and a model organization. Additionally, individuals in DTIC continue to be recognized outside of DTIC as leaders in their own right. Paul Ryan is the current President of the National Federation of Abstracting and Information Services (NFAIS). Carlynn Thompson was chosen Co-Federal Librarian of the Year and Carolyn Jones received one of the Women of Color Government and Defense Technology Awards. The Women of Color Government and Defense Technology Awards Conference is sponsored by Career Communications Group, Inc. (CCG), a nationally recognized organization with a unique mission to promote minority achievement in engineering, science, and technology. Bonnie Klein serves as Chair of the Federal Library and Information Center Committee (FLICC) FEDLINK Advisory Council. Bonnie is also a recognized expert on copyright matters and led a CENDI committee on Copyright Frequently Asked Questions by federal scientific and technical information agencies. CENDI is an interagency working group of senior Scientific and Technical Information Managers from ten major programs in nine U.S. federal agencies. DTIC people chair two other CENDI Working Groups. I had the pleasure of serving as CENDI's Chair during the past two years. These are just a few of the many efforts in which DTIC people lend their expertise and leadership abilities not only to better serve DTIC and our customers but to help the larger information service community.

Kurt N. Molholm

Information Technology Support for OSD. Over the past year, DTIC's Information Technology (IT) support to the Office of the Secretary of Defense (OSD) and to the Defense Information Systems Agency (DISA), DTIC's parent agency, has increasingly emphasized enterprise-level Web support. Following the decision to remove all public access Web sites belonging to the OSD and the OSD Primary Staff Assistants (Under Secretary and Assistant Secretary organizations) from the OSD telecommunications backbone, it was determined that DTIC would host these sites and provide the necessary related IT support. Over the past year, DTIC personnel have been working with staff members from OSD to accomplish the necessary migration tasks. At this time, the majority of the OSD and OSD PSA sites are now hosted at DTIC.

DTIC's role in DISA Web support has also increased, following a decision by DISA leadership that DTIC would host not only all DISA public sites, but that a number of internal sites would also be migrated to DTIC. In addition to the enterprise transfer of existing sites, there has been a marked increase in the number of individual DISA organizations which have requested DTIC's support in developing both public and internal Web sites. In coordination with personnel from numerous DISA organizations, DTIC has developed and implemented the system, telecommunications, and security infrastructures needed to support this extended Web hosting effort.

During the previous year, DTIC's DOD Science and Technology Business Process Reengineering (S&T BPR) activities also increased. Of these activities, the Virtual Technology Exposition (VTE) was the most significant new resource introduced. A Requirements and Acquisition Study Working Group, formed under the direction of Section 912c of the National Defense Authorization Act of Fiscal Year 1998, recommended a process be established to ensure that both the requirements community and program managers be provided with emerging S&T information. By publishing information on emerging technology and leveraging technology advances, along with showcasing research efforts to a broader audience than previously possible, VTE meets the design set by the direction of the Working Group. Descriptions of advancements in technology and their expected year of completion, along with a database containing both standard search and browse capabilities, allows users to locate relevant information by Defense Technology Area or Joint Warfighting Capability Objectives categories. The VTE site also provides an input capability that accommodates both online entry of individual projects, and batch automatic upload of multiple projects. Due to the enthusiastic response from its user community, VTE is set for significant expansion over the next year.

The VTE Web site is currently available to the .mil and .gov communities as well as DOD contractors; however, it will ultimately use a login/password access process.

Web-Based Course Wins Government Computer News Award. On November 1, 2000, Government Computer News magazine presented DTIC with an award at the Annual GCN Awards Banquet honoring our Web-based Introduction to DOD Scientific and Technical Information Program course as one of the ten government awardees selected for the year. The DTIC-developed training tool provides an overview of the DOD Scientific and Technical Information Program.

2000 Federal Librarian of the Year. The Federal Library and Information Center Committee (FLICC) named Carlynn Thompson, DTIC's Director of Research, Development and Acquisition Information Support as the 2000 Co-Federal Librarian of the Year. In receiving her award from the Librarian of Congress, Ms. Thompson was recognized for her active and innovative leadership and professionalism in the provision of information services, as well as her expertise on both technical and policy issues associated with Web development, privacy and information security, network operations and management.

DTIC Employee Honored. Carolyn Jones, Technical Information Specialist for the Information Analysis Team, received the Women of Color in Technology Award in Government and Defense News Media Leadership. Ms. Jones provides Information Technology support to a wide variety of OSD/DOD organizations, primarily through the development of World Wide Web sites. She was recognized for her strong technical background and display of outstanding talent in graphic design to create sites that depict complex organizational functions and information in a highly comprehensible and utilitarian manner.
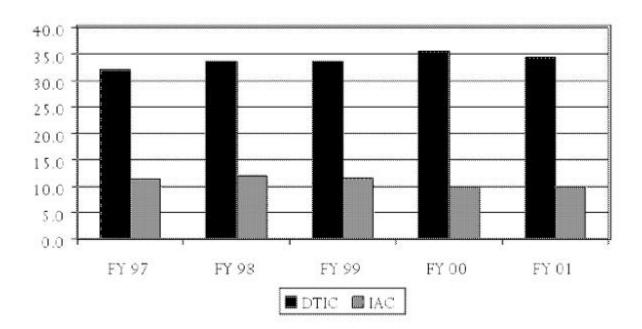
Change in Scientific and Technical Information Policy. A change to DODI 3200.14 which implements the DOD Scientific and Technical Information Program (STIP) was issued on June 28, 2001. The change replaced the DOD Technical Effort and Management System (TEAMS) with the series of prescribed S&T planning, programming, and budgeting documents used to manage the DOD RDT&E program. These include the Joint Warfighter S&T Plan, the Defense Technology Objectives, the Defense Technology Area Plans, and the Research and Development Descriptive Summaries. Through the development, coordination and use of these documents, the Defense Reliance process of program reviews, coordination of investment decisions, and assessment of program results promotes an environment of timely and cost-effective RDT&E management and facilitates the elimination of unnecessary duplication of effort.

DTIC, in conjunction with the OSD (C3I) Office of Security Policy is sponsoring development of a training guide for marking DOD documents. This includes guidance on the full range of markings including security classification, technical document markings using DOD Distribution Statements, Privacy Act statements, etc. This material will be available as printed matter and online shortly after this year's annual DTIC conference.

Financial Summary. DTIC operations, including the Information Analysis Centers, are funded through the Congressional appropriations process. In addition, DTIC has authority to earn reimbursements from the sale of products and services as well as special tasks performed by the IACs.

DTIC receives its budget authority through its parent organization, the Defense Information Systems Agency. While fixed costs and salaries have increased dramatically over the last five years, DTIC has remained level funded. As a result of the Defense Reform Initiative, DTIC was directed to take a 20% reduction to its workforce by Fiscal Year 2003. The reduction brings current Fiscal Year 2001 personnel authorizations to 362 workyears, in Fiscal Year 2002 to 335 workyears, and to 308 workyears in Fiscal Year 2003. DTIC is currently prioritizing products and services to determine how best to be responsive to our customers in a fiscally constrained environment.

Resource Status
($Millions)

TR Database. The DOD community is rapidly moving to a paperless environment. As a result, DTIC has been working to meet the needs of our customers by developing products to help customers better manage their collections electronically.

One new product recently developed is electronic document submission via the Internet. DTIC now has the ability to accept and process documents electronically into the Technical Reports database. DTIC electronic document submission allows for the transmission of both unclassified-unlimited and unclassified-limited documents. Documents may be submitted in a wide variety of formats including MS Word, Excel, Powerpoint, Wordperfect, ASCII Text, Rich text and PDF. All DTIC contributors are encouraged to use electronic submission as a means to streamline the document submission process, as well as enhance the output product provided by DTIC.

Migration to an electronic transmittal system will provide both immediate and long term benefits to everyone who utilizes DTIC's services. On the input side, contributors will no longer have to deal with the costs and the inherent problems of physical document shipping. Additionally, shipping time is dramatically reduced from several days to instantaneous. For the end users, documents that originally contained color graphics will retain this feature when downloaded from STINET or Web-Enabled DROLS. Future hypertextual enhancements may also be made possible by the electronic document transmittal system.

The system is an easy-to-use data entry system for submitting a "Report Documentation Page" (SF-298), along with the corresponding technical report. Since contributors should already be familiar with SF-298, electronic document submission entails no added steps or paperwork. After a contributor enters all of the available unclassified data, the browser encrypts everything and transmits it to DTIC's TR server via the Internet. Once the SF-298 and the file reach DTIC's server, the SF-298 is inserted into the document file (immediately following the title page). The document file is then converted to PDF format and processed into our Electronic Document Management System (EDMS).

In addition to electronic document submission, DTIC has developed a new tool to help contributors of technical reports (TR) keep track of their documents in the TR database. The new Contributor Feedback system is an electronic alternative to the DTIC Form 50 postcards. Currently, contributors attach the DTIC Form 50 postcard with their TR submission. Once their documents are input into the TR Database, DTIC will return the postcard to the contributor along with the accession number of the document. Under the new electronic Contributor Feedback system, a contributor can register for this service by completing the "Contributor Feedback Form" online at http://www.dtic.mil/dtic/submitting/index.html. This one-time registration will enable the DTIC contributor to receive bi-weekly email notifications if any documents belonging to the contributor's organization were added to the TR database.

Web-Enabled DROLS (WED). WED marked its one-year anniversary on July 17, 2001, and continues to grow in popularity with DTIC users. It provides access to citations to unclassified, unlimited and unclassified, limited distribution technical reports and access to unclassified, limited distribution research summaries, the DTIC Thesaurus, and the DTIC Corporate Sources. Throughout the year, enhancements were made to WED and a timeline of these additions are as follows:

● In August 2000, technical reports and research summaries bibliographies were made available electronically. In addition to the new bibliography feature, the maximum number of saved searches was changed from 20 to 100. The existing pre-defined TR Display Formats were updated and two additional formats were added: MLA Draft Citation and STILAS TECHRPT.

● In January 2001 full-text documents became available for viewing and downloading in WED. These documents include access to unclassified, unlimited distribution technical reports added to DTIC's collection from September 1998 and access to unclassified, limited distribution technical reports added to DTIC's collection from December 1999. Stand alone Corporate Source codes (source codes that are not part of a hierarchy) were also made available in a Hierarchy Search.

● In March 2001, the length of "Saved Search" strategies and Bib order search strategies was extended from a limit of 250 characters to 2,000 characters. This enabled Bib orders and/or saved search strategies to be automatically processed without error.

DTIC is continuing to refine WED to meet our customers' needs. In the near future, WED will merge with Secure STINET and become one inclusive product. WED is free along with the training classes that are available at the Andrew T. McNamara Headquarters Complex Building, Fort Belvoir, VA. There is also the distance learning course available on the Web located at http://training.dtic.mil that provides some simple instructions on how to get started and execute a basic search.

Proactive Customer Advocate Program (PROCAP). PROCAP is an integral component of DTIC's customer contact strategy. The headquarters team located at Fort Belvoir, along with support from DTIC's four regional offices, maintains telephone contact with registered users within clearly defined geographical regions. User data is captured electronically via one-on-one interviews using Web-based scripting. This personal contact process allows the interviewer to gain real time insights on how customers feel about DTIC's products, services, processes and customer care.

PROCAP also provides professional Web-based and electronic survey support to include questionnaire design, testing, data collection and analysis as well as comprehensive reporting services. Annually, PROCAP conducts two major survey efforts, the Top 200 User and the Customer Satisfaction Surveys. Highlights of the 2001 survey process with more than 900 responses are detailed below.

Customer Satisfaction Performance Rating

- 93% of surveyed users reported that they were satisfied with the level of Customer Service afforded.

- 77% reported that they were highly satisfied.

The American Customer Satisfaction Index (the official service quality benchmark for the federal government) is currently 68.6; DTIC scored 77, which is 8 points above the benchmark.

Product Service Quality

- 95% of surveyed users reported that they were satisfied with the quality of DTIC's products and services.

- 76% reported that they were highly satisfied.

DTIC's Impact in Support of User's Organizational Mission

- 96% of surveyed users reported that DTIC had a positive impact on their organizational mission.

- 79% reported DTIC had a high to very high impact on supporting their organizational mission.

User Recommendation (word–of–mouth)

- 91% of surveyed users would recommend DTIC's products and services to colleagues.

Revised Publications. Several DTIC publications were revised in Fiscal Year 2001. The *DTIC Thesaurus* (AD-A378-274) was published in October 2000 and is available for $15 per copy. It is also available electronically on WED and STINET. The *DTIC At A Glance* pamphlet, updated in the Spring of 2001, provides an overview of DTIC's products and services, research endeavors and registration procedures. The *DTIC Internet Resources Listing*, a descriptive compilation of Web sites DTIC has developed in cooperation with other organizations, was also updated in May 2001. The *DTIC Data Services* chart, designed to assist users in differentiating the various data resources available for accessing DTIC's vast collection of information, was also updated in May 2001. DTIC's online version of the *Products & Services Catalog, 2000-2001*, became available in August 2001, as did a new online version of the *Handbook for Users*.

Briefings and Seminars. During Fiscal Year 2001, DTIC Marketing staff visited a number of organizations and conducted briefings to explain and demonstrate DTIC products and services. Carefully tailored to meet the information needs and areas of interest of users, these demonstrations provided a wealth of information with a personal touch. Due to the success of this outreach effort, DTIC will continue to seek briefing opportunities as it strives to further increase the use of its products and services. For information on hosting a briefing or seminar, contact the Marketing Team at (703) 767-8267.

Exhibits. Over the past year, DTIC's Marketing Team participated in two highly visible exhibits: the DISA Annual Spring 2001 Customers Conference and TechNet International 2001. These venues provided opportunities for DISA and DTIC staff to work together and afforded direct access to our target market, the "warfighter." For the first time, attendees were able to electronically initiate the registration process for DTIC's services on site. Both of these exhibits generated a number of new DTIC registered users as well as registrations for Web-Enabled DROLS (WED) and the Scientific and Technical Information Network (STINET).

The IAC mission is to improve the productivity of everyone who uses scientific and technical information. DTIC-administered IACs are formal organizations chartered by DOD. They locate, analyze, and use scientific and technical information (STI) and are staffed by experienced technical area scientists, engineers and information specialists. They establish and maintain comprehensive knowledge bases, including historical, technical, scientific, and other information collected throughout the world. They also collect, maintain, and develop analytical tools and techniques, including databases, models, and simulation.

Fiscal Year 2001 Success Stories

Training U.S. Air Force Researchers on Materials Selection for Space and Launch Applications from the Advanced Materials & Processes Technology IAC (AMPTIAC)
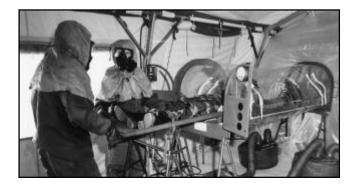
As the U.S. Air Force migrates to an air and space force, the research community particularly feels the impact. Engineers and scientists at the Air Force Research Laboratory's Materials and Manufacturing Directorate (AFRL/ML) have traditionally focused on developing new materials for aircraft applications.

To provide these materials, researchers with the fundamental knowledge are needed to conduct research on materials for space and launch applications. AMPTIAC, in partnership with the Air Force institute of Technology and AFRL/ML, developed and conducted a training course that focused on many important issues relevant to both structural and electro-optical materials. Experts are assembled from both government and civilian organizations to provide the required focus and in-depth information ensuring that AFRL can quickly meet the needs imposed by the Air Force's evolving mission.

Chemical and Biological Archival Information Management System (CBAIMS) from the Chemical & Biological Defense IAC (CBIAC)

The Chemical and Biological Archival Information Management System (CBAIMS) is a Defense Threat Reduction Agency sponsored effort. The objective of CBAIMS is to consolidate Chemical and Biological Defense (CBD) archival information into a single database and virtual repository. This database and repository will be available to the entire CBD community. CBAIMS produces a range of benefits for the CBD community. It enables the CBIAC to provide real time support to warfighters 24 hours a day, 7 days a week anywhere in the world. CBAIMS also accelerates delivery of mission-critical resources throughout the CBD community. Because it is a single virtual repository for CBD information, CBAIMS reduces costs to research and development efforts by eliminating unnecessary duplication of previous efforts, while reducing the costs to maintain CBD information resources and ensuring consolidation for ready access.

Fire and Explosion Hazards of Propellant Grade Hydrogen Peroxide from the Chemical Propulsion Information Agency (CPIA)

The Chemical Propulsion Information Agency provided technical information support to a U.S. government agency inquiry concerning fire and explosion hazards of propellant grade hydrogen peroxide. The inquiry pertained to one hypothesized failure mode of the recent Russian Kursk submarine accident involving a torpedo explosion. CPIA provided data discussing the primary hazards of hydrogen peroxide, such as its reactivity with small quantities of organic liquid fuels and combustible organic materials (particularly high surface area materials or materials contaminated with dirt/oils/grease), propensity toward self-sustained exothermic decomposition due to exposure to high temperatures (thermal runaway) or catalytic decomposition in the presence of common inorganic contaminants (such as rust), and possible detonability of the neat liquid, liquid-fuel solutions, and vapor.

DOD Software Intensive Systems Web Site from the Data & Analysis Center for Software (DACS)

The DACS was selected by the Deputy Under Secretary of Defense (Science and Technology) to develop a database and maintain the DOD Software Intensive Systems Web Site. The mission of the Software Intensive Systems directorate of the DUSD (S&T) is to improve the development, acquisition, and sustainment of DOD software intensive systems. This site will be used for all potential DOD customers to able to locate resources to support their software needs.

Assessment of Urban Operations for the Joint Staff from the Human Systems Information Analysis Center (HSIAC)

HSIAC conducted the initial joint mission area analysis for Military Operations in Urban Terrain (MOUT). The HSIAC studies have identified requirements and revealed several mission need statements for joint MOUT considerations. As a result, new joint doctrine is being formulated for MOUT (JP3-06, Joint Urban Operations). While this doctrine is under development, the Urban Working Group (consisting of representatives from DOD, the services, and the Commanders in Chief) are working cooperatively with the HSIAC to track human performance issues related to urban operations.

Fleet Information Warfare Center (FIWC) Training from the Information Assurance Technology Analysis Center (IATAC)

IATAC developed the FIWC, the Navy's information warfare organization, Computer Based Training (CBT) course on psychological operations and military deception. The training CBT includes two self-paced modules and student handbook. IATAC was selected because of their innovative and pervasive work in information technology and systems, and extensive experience in analysis and information operations training. The training modules focus on definitions and key terminology, historical background, organizations, roles, responsibilities, planning, and coordination. The CBT is unclassified, allowing for wide use. The CBT includes the references used in developing the training module, including audio and video examples to illustrate the intent of the lessons.

International Collaboration in Military Sensing from the Infrared Information Analysis Center (IRIA)

As U.S. Defense expenditures dwindle and European countries move to the technological cutting edge in many military technologies, it is crucial to enhance technical exchange and collaboration with our alliance partners. The IRIA administers a series of international symposia to carry out this collaboration. The meetings, held biennially in even numbered years, are attended by NATO members and other allied countries, and are used as a forum to share information on military sensing operations and technology at the classified level.

Recent meetings have been held in Quebec (1998) and London (1996). Most recently, IRIA held a very successful Fourth Joint International Military Sensing Symposium at Ecole Polytechnique in Palaiseau, France, south of Paris. The meeting covered the scope of military sensing science, technology, development, test, and deployment. It was well attended by representatives of 13 countries, including Australia, which participated for the first time. In today's constrained resource environment, international cooperation among allied nations provides a real enhancement to national defense capabilities both for the U.S. and our allies.

Modeling & Simulation Information Analysis Center (MSIAC) Rises to Meet JEFX Challenge

The Air Force's Joint Experiment (JEFX 99) was in its final week and the leadership of the Air Force Experimentation Office (AFEO) wanted to know just how well the simulation system supporting the experiment was performing. MSIAC responded by providing three senior analysts who brought with them a wealth of operational, experimentation and simulation experience, plus extensive knowledge of military C4ISR systems and methods. They set to work immediately, assessing the technical configuration of the federation of simulations working together and gaining an understanding of the experiment's aims. The objective was to establish a framework that would serve the entire experimentation process-from concept development to fielded systems. The Experimentation Enterprise Model and the assessment framework were successful, well received and incorporated into JEFX for the future. The team briefed its findings and recommendations to senior Air Force leaders in the Air Combat Command and the Pentagon.

Technology Transfer for the Combat Rations Network (CORANET) from the Manufacturing Technology Information Analysis Center (MTIAC)

MTIAC conducted this project under sponsorship of the Defense Logistics Agency (DLA). The goal of the CORANET program was to develop and adapt modern manufacturing processes to ensure affordable, high quality, and varied combat rations to the military. MTIAC collaborated with DLA to identify enabling technologies; quantify the cost-benefit of the program; and promote awareness and utilization of technology developed by the CORANET program. MTIAC facilitated interaction among the industrial producers of combat rations, leading research organizations, the Defense Supply Centers, the U. S. Department of Agriculture, and several Army commands. MTIAC is working with DLA to promote one of the major CORANET success stories which is their Polymeric Tray Project. This technology replaces the traditional "can" and is currently being field-tested. Reduced risk of burns and cuts to the soldier is one of the major advantages of this technology.

Aging Aircraft Maintenance Depends on Effective Nondestructive Evaluation from the Nondestructive Testing Information Analysis Center (NTIAC)

NTIAC is playing an important role in maintaining aircraft airworthiness over unprecedented lifespans. The challenge to the military, the Federal Aviation Agency and the aviation industry is to ensure adequate inspection and maintenance of both structural and non-structural components of an aircraft as long as it remains in service. As airplanes age, the need to inspect, repair, or replace parts changes, increasing over time. And the maintenance of aging aircraft affects fleet readiness. Primary threats are widespread fatigue, damage, and hidden corrosion, which degrades the structural integrity of the aircraft. The effective maintenance of aging aircraft is vitally dependent on implementing effective nondestructive evaluation (NDE) methods. Proper application of currently available NDE technology can offer significant improvements in diagnostic capabilities and provide characterization of the damage necessary to develop effective structural repairs. NTIAC provides this critical support.

Reliability Analysis Center (RAC) Supports Reducing O&M Costs of In-Service Naval Air Systems Command (NAVAIR) Systems

RAC is playing a significant role in the Navy's ongoing efforts to reduce fleet operating costs. A comprehensive effort sponsored by the Naval Inventory Control Point Philadelphia and NAVAIR has been undertaken at each of the Naval Aviation Depots addressing the issue of declining equipment availability and rising operating costs. There are significant cost benefits in achieving inherent reliability or improving reliability through in-service support. Core teams have been formed to establish reliability "centers of excellence" that will develop and apply reliability analysis processes inside each of the respective depots: Cherry Point, NC; North Island, CA; and Jacksonville, FL. With RAC assistance, they are conducting in-depth reliability analyses on selected components to ensure that each repaired or overhauled component leaving the depot is capable of meeting its design life. During their analyses, the teams are also looking for cost-effective changes to either industrial processes or component design that may lead to significant reliability improvements.

Threat Warheads & Effects/Battle Damage and Repair Training from the Survivability/Vulnerability Information Analysis Center (SURVIAC)

The Threat Warheads & Effects/Battle Damage and Repair (TWE/BDAR) training project is one of several live fire test and training initiatives sponsored and funded by the Office of Live Fire Test & Evaluation (OSDOT&E/LFT&E). This three-phase project has been started as a new program seeking to refine and further define known areas where the LF&E data can be used to improve combat operations and warfighting capability. The purpose of the program is to provide an efficient and effective method to capture, store, and retrieve Joint Live Fire (JLF), LFT&E, combat, BDAR and TWE information that can be applied to a variety of innovative training methods and media to enhance the proficiency of combat maintainers and operators. The focus is on providing many different users convenient ways to access and use this information in a variety of media to meet their particular training needs.

Improved Sensor System for Locating Unexploded Ordnance Support from the Weapon Systems Technology Information Analysis Center (WSTIAC)

Former DOD sites used as practice ranges or munition test ranges contain unexploded ordnance (UXO) that must be located and removed before these sites can be turned over for civilian use. Current cleanup methods are very labor intensive and there is a critical need for improved UXO detection equipment.

WSTIAC is developing innovative new technologies to solve this problem. A new type of sensor system for UXO detection and discrimination was developed in support of the Engineering Research and Development Center at the U. S. Army Waterways Experiment Station in Vicksburg, MS. The device is based on multi-frequency electromagnetic induction technology using the principle that different materials have different responses to low frequency electromagnetic energy. A prototype system has been tested successfully in the laboratory and is under review with the expectation of continued development for field testing.

The success stories described above are examples of the ways in which DOD IACs meet DOD and other scientific, technical, and operational information needs. For additional information about the efforts above or assistance in identifying IACs which would be appropriate to meet your specific needs, or for general information about the DOD IAC Program, contact the DOD IAC Program Management Office at the following address:

Defense Technical Information Center
ATTN: DTIC-AI
8725 John J. Kingman Road, Suite 0944
Fort Belvoir, VA 22060-6218
Phone: (703) 767-9120, DSN 427-9120
FAX: (703) 767-9119, DSN 427-9119
Iac@dtic.mil

Defense Virtual Library (DVL). The DVL prototype is available for review at http://dvl.dtic.mil. DVL offers technical reports, still and moving images and sound files plus extensive project documentation. The first complex digital objects were added during the summer of 2001. In June 2001 metadata guidelines for complex objects were added to the Web site. The guidelines for still images, moving images and sound files were revised and the new versions were also placed on the site in June 2001. All of the guidelines are viewable in PDF. In 2001 initial steps were taken to incorporate technical as well as resource discovery metadata. Resource discovery metadata are the bibliographic or "intellectual metadata" familiar to library users. Technical metadata are the extensive additional metadata required to manage, display and preserve complex electronic resources.

The goal to disseminate a variety of media types is significant because the results of scientific research are now reported not only in text but also in graphic images, sound files, videos, drawings, executable computer programs and in combinations of those and other forms.

In 1998-99 technical reports in TIFF and PDF were added. Citations were mapped to the MARC. A collection of photographs on the development of the first atomic bomb were added in GIF and JPEG format. Military music and oral history interviews were made available in RealAudio and WAVE formats. In 2000 moving images were digitized in RealMedia (streaming) and MPEG formats. While DVL storage capability was upgraded in 2001, the TIFF documents had to be deleted to accommodate space-intensive media files. The PDF documents were retained. The DVL search engine was changed from InQuery to Verity.

DVL is being developed in collaboration with the Corporation for National Research Initiatives (CNRI) and the Defense Advanced Research Projects Agency (DARPA).

Mushroom Cloud
Explosion of first atomic bomb at Trinity Site, New Mexico on July 16, 1945 at 5:29:45 a.m. Mountain War Time

Distance Learning. DTIC developed two Web-based courses in Fiscal Year 2000: An Introduction to the DOD Scientific and Technical Information Program (STIP) and Introduction to the Web-Enabled Defense RDT&E Online System (DROLS). Between October 1, 2000 and August 12, 2001, 456 users registered and accessed either one of the courses or both. For registration and access to the courses go to the DTIC Training Center at http://training.dtic.mil, register if you have not already done so, and select the course from the list of courses available.

A third course that will give information on writing technical reports is under development and will be available in FY 2002.

DTIC Review on CD-ROM. A DTIC in-house team was formed to design, compile, master and replicate a CD-ROM version of the print *DTIC Review*. The goal is to create a dynamic product that focuses on currency. The team will use the existing *DTIC Review* topics as a basis for producing the updated bibliographies and selecting documents for inclusion on the CD-ROM. In addition to providing more current information, the CD-ROM will offer several advantages and enhancements. Plans are to include useful indexes, a search capability, and the incorporation of a variety of media types. Users will be able to link directly from any AD number to the full text documents available on STINET.

A prototype will be available for review and comments at this year's Annual Users Meeting and Training Conference.

Electronic Registration. Upon completion of this project, users will be able to complete the registration process via the Internet for access to DTIC's products and services. The project involves redesigning DTIC's Defense User Registration database and building an Internet-based workflow application to accommodate online registrations.

EXtensible Markup Language (XML). DTIC is working on developing an XML Document Type Definition (DTD) for the Technical Report (TR) bibliographic citation in order to incorporate XML technology into STINET/WED. This pilot project will first test XML by providing a pure XML download format in the Space Science subset of the DTIC TR bibliographic database, and will allow for XML to be used to map TRs to other formats such as Dublin Core and MARC more efficiently. Using XML technology shows promise in providing better interoperability within internal DTIC systems and externally with its customers.

Handle Service. DTIC is developing a new Handle Service that will provide persistent identifiers, called "handles" for DTIC's digital resources available on the Internet. The purpose of the service is to provide a mechanism by which DOD digital objects of long term value will be identified and preserved. DTIC's long term goal is to assign handles to and preserve all DOD electronic resources that have long term value and to enable customers to dynamically link to these resources from the DTIC site.

DTIC is also developing a searchable Oracle database that will contain a metadata table; this table will be available on the Internet for handle lookup and posting of metadata for all DOD resources that have been assigned handles. More information on the Handle Service will be available through DTIC's Web site.

The Handle System® technology was developed by the Corporation for National Research Initiatives (CNRI) with support from the Defense Advanced Research Projects Agency.

Internet-Based Credit Card Processing. DTIC is currently working toward implementing a Web-based credit card processing system that will pre-authorize and settle customer credit card transactions over the Internet. This new system will reduce the time between order placement and bank settlement of customer credit card transactions, improve the reliability and security of credit card processing, and reduce the number of manual processes within DTIC.

Redesign of TRAIL Page. In response to a number of user requests, DTIC initiated an in-house redesign of the current TRAIL page. In addition to enhancing the page to allow users to refine their profile by selecting fields, the redesign team plans to modify the existing program generating the TRAIL output product to allow subscribers the ability to select indexes. Examples would be a personal author index, title index, AD number index, subject index, report number index, and corporate author title index. Users should have the ability to choose one or more of the listed indexes as well as to select indexes only. If desired, users should also have the ability to deselect the complete citation output.

Future design enhancements include bolding some fields including the title, AD number and descriptor fields and incorporating a filtering program to better manage these large text files. There are also plans to create live hyperlinks to the full text of the documents cited in the output.

A prototype will be available for DTIC users' review and comments at this year's Annual Users Meeting and Training Conference.

Technical Report (TR) Database on CD-ROM. DTIC made several enhancements to the TR on CD-ROM search software including interface design modifications and proximity/adjacency search capability. URL links to the PDF full-text version of the TR documents were added and the software was changed to be compliant with DVD-ROM technology. The updated software is scheduled to be released during the first quarter of Fiscal Year 2002. Development of a TR on DVD media was started and will also be tested during the first quarter of Fiscal Year 2002. The CD-ROM/DVD publishing system hardware and software were upgraded to speed up the production process.
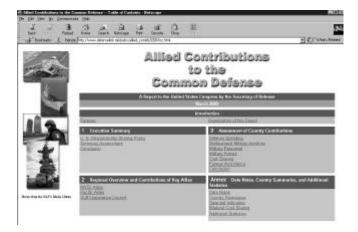
New Sites on the World Wide Web

The following are new Web sites available through DTIC Internet services:

Allied Contributions to the Common Defense – 2000

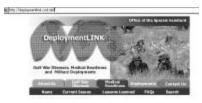http://www.defenselink.mil/pubs/allied_contrib2000/toc.html

The OSD Program Analysis and Evaluation (PA&E) office's Annual Report to Congress presents the DOD's assessment of the relative contributions toward the common defense and mutual security made by our NATO allies, our Pacific allies (Japan and the Republic of Korea) and the countries of the Gulf Cooperation Council. It compares the defense burdens borne by our allies, explains disparities, and describes efforts to eliminate such disparities.

DeploymentLINK

http://deploymentlink.osd.mil

DeploymentLINK was developed to advise the Under Secretary of Defense (Personnel and Readiness) on force health issues. This site helps foster actions to protect the health of all those involved in deployments; assess deployments to understand and communicate information concerning non-traditional threats to health; and facilitates change to enhance the health of and support for the deploying forces.

DOD Knowledge Management

http://www.c3i.osd.mil/km/

This site is intended to benefit CIO executives and practitioners who wish to use the discipline of Knowledge Management to improve the performance, productivity and effectiveness of their organizations and as an enabler to achieve their e-business and information superiority goals.

The Grid

http://www.disagrid.mil

This is the new name and URL for the DISA newsletter, formerly entitled Knowledge Net. All previous issues of Knowledge Net have been renamed The Grid. This online newsletter's purpose is to share DISA's research, experience, and thinking on technologies, both mature and emerging. It shares the lessons DISA has learned from evaluating and inserting technology into the critical infrastructure, systems and services supporting the nation's warfighters.

OSD Reserve Affairs

http://www.defenselink.mil/ra/

This site provides information about the policies, programs, and initiatives that OSD/Reserve Affairs manages for the National Guard and Reserve components of the U.S. armed forces.

OSD Legislative Affairs

http://www.defenselink.mil/la/

This is the official Web site for the Office of Secretary of Defense for Legislative Affairs, whose responsibility entails providing support to the Secretary of Defense in matters involving the White House, cabinet members, members of Congress and the Department of State. It provides information on processing, preparation, dispatch, filing (including library of reference materials), research, and analysis of many forms of legislative information. It also contains House and Senate Committee seating charts and the Congressional Schedule of Events for 2001.

OSD Comptroller Inventory and Related Material (IRM) Working Group

http://www.dtic.mil/comptroller/irm

The Comptroller's IRM Working Group is a cross-functional group comprised of representatives of the Office of the Secretary of Defense and DOD components. This Web site facilitates the comptroller's exploration of issues that are unique to each component for operating materials and supplies in the general funds (including munitions) and inventory.

ATTN: DTIC-BP
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OFFICIAL BUSINESS