



JOINT KNOWLEDGE ONLINE NEWSLETTER

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Customer Spotlight — DOD Zero Trust Portfolio Management Office

ZERO TRUST SECURITY

The Zero Trust Awareness course is now available on JKO as the Department of Defense (DOD) rolls out its new Zero Trust Strategy. The first in a series of training courses designed to facilitate this movement begins with general awareness of Zero Trust for all audiences across the DOD enterprise. Three additional one-hour courses, tailored for specific audiences, including executives and information technology professionals, will follow. These courses are being provided by the Chief Information Officer's Zero Trust Portfolio Management Office (ZT PfMO), in collaboration with Defense Acquisition University (DAU).

Zero Trust Architecture was introduced as a Federal Government requirement by May 2021 Executive Order 14028 *Improving the Nation's Cybersecurity* as necessary means to bolster national cybersecurity. The DOD Zero Trust Strategy and Roadmap, released in November 2022 now calls for implementation of Zero Trust along with the considerable cultural change. The Strategy outlines integrated, strategic goals that will define what the Department will do to achieve and execute Zero Trust Architecture principles beginning in FY2023.

"It really challenges the Department of Defense and anybody going to Zero Trust that it really is a fundamental shift in the culture itself," said Randy Resnick, director of the DOD Zero Trust Portfolio Management Office.

Zero Trust is a set of principles essentially based on the assumption that our computing environment is already compromised. As described in the DOD Zero Trust Reference Architecture, "The foundational tenet of the Zero Trust Model is that no actor, system, network, or service operating outside or within the security perimeter is trusted. Instead, we must verify anything and everything attempting to establish access. It is a dramatic paradigm shift in philosophy of how we secure our infrastructure, networks, and data, from verify once at the perimeter to continual verification of each user, device, application, and transaction."

The core principle of the DOD Zero Trust strategy is a paradigm shift from what some have called "trust but verify" and perimeter security to "never trust, always verify." A Zero Trust strategy for data protection is essential because it allows enterprises to no longer offer implicit trust to users, network locations, and devices. Instead, all data access requests are considered hostile, regardless of whether they come from within or outside an organization. Zero Trust allows users and devices to safely access data, apps, and resources, by ensuring continuous authentication, authorization, and regular validation.

By validating the identity of users non-stop, continuous authentication works as the main component of "never trust, always verify," which is the foundation of a Zero Trust architecture.

Zero trust is a cross-cutting concept not bound by one specific technology. It is a challenge across DOD doctrine, organization, training, materiel, leadership and education, personnel, facilities, and policy. The initial Zero Trust Awareness course and associated relevant training, tailored to specific audiences, will be a critical component for implementing Zero Trust across the Department of Defense.

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New Email Address for JKO Help Desk!

The new JKO Help Desk email address is
js.jko.helpdesk@mail.mil

Over 600 Responses to our online survey!

Thank you to all of you that took the time to respond. We really appreciate the valuable insight so many of you provided and are sharing your ideas and recommendations with our content developers and engineers. Stand by as we bring you more updates!

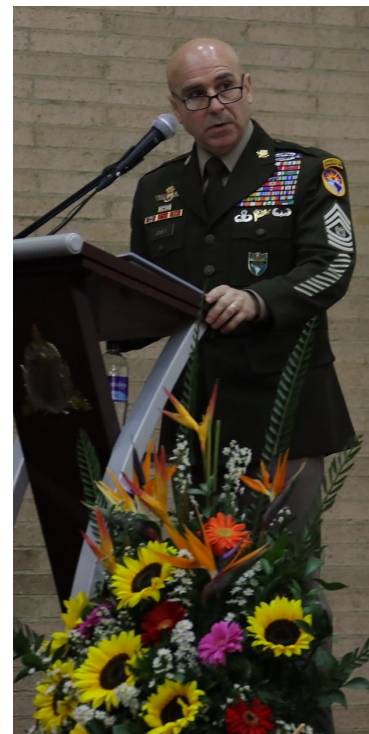
EJPME Student and Alumni Spotlight

Solving “Purple” Problems with “Purple” Solutions with Command Sergeant Major Benjamin Jones, Command Senior Enlisted Leader for United States Southern Command

The [EJPME](#) Spotlight series features current and former students serving in the Joint Interagency, Intergovernmental, Multinational environment or in named joint operations, and aims to inspire current students and provide an example for others to emulate. Our current distinguished alumni, **Command Sgt. Maj. Benjamin Jones, Command Senior Enlisted Leader (CSEL) for United States Southern Command**, was gracious enough to provide his insights on the value of joint education and recommendations for the success to others in joint environments.

What joint experiences have you had?

From 2016 to 2017, during my time as the XVIII Airborne Corps Command Sgt. Maj., our Headquarters deployed and assumed responsibility as the Combined Joint Task Force- Operation Inherent Resolve (CJTF-OIR) for Iraq and Syria. Now I am the CSEL for United States Southern Command (USSOUTHCOM), a joint combatant command (CCMD) with an area of responsibility that encompasses 31 nations in Central and South America and the Caribbean. SOUTHCOM is one of the Defense Department’s seven geographic CCMDs, so I travel to and maintain lines of communication with U.S. Service members throughout the AOR as well as strengthening relationships with our Partner Nation military and security forces. Helping our partners create and expand professional development programs for their enlisted force is an important aspect of my work at SOUTHCOM.



How has EJPME impacted your experiences in a joint environment?

I tell people you can’t solve a joint “Purple” problem with a Service color solution. Although your Service-specific experience and insights are value added, you need to know and understand the joint environment in order to provide a joint “Purple” solution. You do this by embracing joint education and knowledge through schooling and insights and best practice focus papers, etc. My recommendation to all is never pass up an opportunity to attend a course that teaches you joint skills and perspectives.

Tell us about an experience you’ve had where your EJPME knowledge came into play.

Where I truly believe EJPME helped me immensely was during my deployment as the CSEL of CJTF-OIR. My EJPME knowledge helped me grasp the authority’s aspect very quickly during joint combat operations. Another example is the ability to assist in the adjustment of the Joint Manning Document and to ensure we were getting the right service members, with the right skill sets and ranks to fill critical gaps and positions. To this day, I use my EJPME knowledge to assist me in navigating through my current position at SOUTHCOM.

What is the most important thing you’ve learned about joint operations?

The most important thing I have learned is that you need to be able to master the art of navigating and operating in your boss’s “blind spots” without being disruptive to the overall command. Another important lesson is, you must be able to advise and provide the commander with your enlisted leader perspective on joint service member employment, professional development, discipline, policy, health, welfare, and training. At the end of the day, the commander doesn’t need you just to check the pulse of the organization, he or she expects you to BE the pulse of the command.

What do you feel is the most important subject for future joint leaders to know?

Understand each of the Service cultures; force yourself to learn as much as you can or, at a minimum, the “101” of each of the services to include Active Duty, Guard, and Reserve components, as well as the roles of DOD civilians, contractors, and interns (from basic admin, evals, promotion process, and fitness test requirements, to include specific service programs, etc.). Create a Joint Enlisted Leader Professional Development program within your Headquarters. Bottom Line: We owe our service members the mentorship they deserve to ensure they never lose their “Warfighter” edge when returning to operational commands, regardless of Service.

What advice do you have for current students?

Never stop learning, especially in a joint environment. There are plenty of courses in JKO to help strengthen your knowledge on all things joint. Don’t assume that everyone understands or knows your roles and responsibilities regardless of your position in a joint command. With that said, you should educate others; however, make sure you understand your roles and responsibilities as highlighted in the unit’s Terms of Reference (TOR) documents before doing so. The lack of understanding on your part of what is expected of you will only confuse the staff and the subordinate commands, not to mention your allies and partners.

JKO Year in Review

JKO course completions now over 20 million!



VCLASS averaging over 2K hits per day!

TO DATE

Registered Users: 4,879,460

Active Users: 2,043,782

Course Completions: 50,698,592

Training Hours Delivered: 125,038,097

393 Virtual Classrooms

110,000 VCLASS Users

CY22

266,762 New Users

Course Completions: 7,571,215

15.9% increase over CY21

Completions/Month: 630,935

15.9% increase over CY21

Training Hours Delivered: 13,453,447

10.9% increase over CY21

JKO looks back over another busy year of developing and delivering online training in support of joint preparedness. It is our mission to "...enhance individual and staff proficiency in joint operations and improve operational readiness of the joint enterprise" with training tools and content that is used across the DOD enterprise. In CY22 JKO supported 4,879,460 registered users; 266,762 new users; 7,571,939 course completions; and 13,453,447 training hours delivered across 9,702 organizations, while sustaining a 99% reliability rate for its system architecture. JKO online courses directly impact readiness of the force with a series of courses required for deployment, theater entry and network access.

Over 80% survey respondents report JKO training has positive impact on preparedness.

JKO conducted an online survey via its public website at the end of CY22 and were pleased with the over 670 responses. The feedback was rich with ideas from student users looking for everything from more courses, job-specific courses, and professional development to pleas to maximize time efficiency for students through job aids, just-in-time training, and bite-size chunks of specific training content. We greatly appreciate the time taken to respond to the survey and are at work sharing the ideas to the right folks for action and planning as appropriate. More to follow!

Also in CY22, the adoption of the JKO Virtual Classroom (VCLASS) continued to grow as organizations turn to this tool to implement a hybrid training delivery model of in-person and online to mitigate schoolhouse training constraints.

EJPME Spotlight

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What's next for you?

I tend not to look for what's next, I stay focused on my current position.

What would we be surprised to learn about you?

I consider myself to have a "green thumb". I enjoy growing vegetables and putting my harvest on my grill. There is nothing better than fresh vegetables straight from the vine to my grill with a tomahawk steak!

To read a longer version of this article, including Command Sgt. Maj. Benjamin Jones' ten strategies for new Senior Enlisted Leaders, please visit <https://www.jcs.mil/JKO>

Individuals may be nominated for this quarterly distinction by the EJPME Program Manager or their CSEL. If you are a CSEL interested in nominating an EJPME student or alumni, please contact the Program Manager, John Lipps, at john.r.lipps.civ@mail.mil.

We Heard You!

One of the most user-requested features is coming to the next LMS upgrade this Spring! Automated account resets will soon be a reality for JKO users. Currently, accounts that have not been used for a period of time are deactivated and reactivation required a call or email to the Help Desk—but this won't be the reality for much longer! When the new build rolls out users will be able to automatically reactivate their account.

Contact JKO

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Tips From A Training Coordinator

Accessing JKO with a Username and Password

1. Visit the JKO Learning Management System (LMS) at <https://jkodirect.iten.mil>.
2. To create a password, select “Forgot Password/Expired Token.”
3. Enter your information. NOTE: The email address used must match the user’s email within their JKO profile.

4. The system will inform the user a temporary token has been emailed to them. The temporary token is a one-time password that is only valid for a 24 hours. The token is emailed to the user’s email address on file within their JKO profile.

5. DO NOT ENTER THE TOKEN INTO THE PASSWORD BOX ON THE LOGIN SCREEN.
6. Instead, select “Received Token” and enter the token there.
7. Now you’ll be prompted to create a password of your choosing.
8. You can not use a previously used password.
9. You are now enabled to enter JKO using your username and unique password. No CAC required; log in from anywhere.