We are living in historic times! Historical changes are occurring daily during the Global War on Terrorism (GWOT). The Center for Army Lessons Learned (CALL) is providing timely and pertinent information to deployed units around the world. If you are still unfamiliar with CALL, it is an agent for change focused on the collection, analysis, dissemination, integration, and archiving of new concepts; tactics, techniques, and procedures (TTPs); and solutions throughout the Army from the tactical through theater/strategic levels of war. CALL is forward deployed around the globe and provides joint, interagency, and multinational (JIM) forces with historic and emerging observations, insights, and lessons (OIL). The support provides valuable TTPs to deployed and follow-on forces and helps improve the warfighting capabilities of the Army. CALL is a multimedia-based operation that disseminates information through a variety of print and electronic formats, with the CALL Web site serving as the central repository.

Based at Fort Leavenworth, Kansas, the Center for Army Lessons Learned is experiencing tremendous growth. CALL is rapidly expanding with L2I (lessons learned integration) analysts working at numerous military installations assisting in GWOT. These L2I analysts gather lessons learned, research requests for information (RFI), and support their proponent agency (i.e. Infantry Center).

History of the Army Lessons Learned System
Technology has emerged as a means of gathering and distributing information/lessons learned in a timely manner. “By
Army operations and training events.

The system employed by CALL consists of several basic components: plan, collect, analyze, integrate, disseminate, and archive. Exercising each of these components in a systematic process results in lessons and information that provide an intelligent approach to operations. The test for CALL and the entire lessons learned system is whether it can help Soldiers and units perform their mission right the first time, regardless of the mission.

Lessons Learned

The CALL Web site (http://www.call.army.mil) describes how lessons learned came about. “Because of the uncertainties and diversity of the modern battlefield, the Army is constantly learning and adapting its doctrine, tactics, techniques and procedures. The various mechanisms that drive this change in a coordinated and coherent process fall within an umbrella concept known as “lessons learned.”

This process is represented at all levels of the Army — from individual units conducting after action reviews immediately after a training or operational mission to the formal programs conducted by CALL and several branch schoolhouses. The Combined Arms Center (CAC) is the Army’s coordinator for the collection and integration of lessons into Army procedures and doctrine. CAC facilitates real-time collection, analysis, and archiving of lessons learned information across the Army through a variety of techniques. These include:

- Formal efforts, such as embedded liaison officer cells within forward-deployed units, liaison cells at the Army’s various training centers, integration analysts stationed at U.S. Army Training and Doctrine Command (TRADOC) centers and schools and embedded within operational unit headquarters at home station, and specialized collection and analysis teams that focus on specific hot topics and mobile training teams.

- Informal efforts such as collecting, analyzing, and archiving published after action reviews and conducting individual interviews with selected Soldiers returning from the operational theater.

CAC organizations perform a detailed doctrine, organization, training, materiel, leadership, personnel, and facilities (DOTMLPF) analysis on available data and work with individual leaders, Soldiers, units, and the Department of Army and Joint staffs to identify key Army issues, and assist in developing both near-term and long-term solutions. By rapid sharing of techniques that work in the field, CAC insures that Soldiers and leaders in harm’s way do not have to ‘reinvent the wheel’ each time they do a mission. The CAC lead for coordinating this major and important effort is the Center for Army Lessons Learned.

Request For Information (RFI)

A truly revolutionary aspect of lessons learned is the RFI, which any Soldier can initiate. This is a valuable tool that can be utilized to capture information/lessons learned in a timely manner. CALL has assembled a broad range of information resources, documents, and search tools that are available online at http://call.army.mil. When a user is unable to find what is needed, an RFI can be submitted on the CALL Web site by clicking the “Request Information or a CALL Product” link in the upper left-hand corner of the CALL home page.

Provide the unit/organization and an address with building number and street. If you are a contractor, please include contracting officer representative (COR) information, as CALL must confirm “the need to know” prior to providing information.

The RFI form can also be used to request CALL publications or other products listed on the CALL Web site. These products include handbooks, videos, smart cards, graphic training aids, and training programs. For Official Use Only (FOUO) information can only be sent to a unit/orrganization street address. CALL also needs the unit/orrganization information for tracking information flow. When asking for publications, include the quantity needed.

Also indicate if the RFI is urgent in the request section of the form and contact CALL at (913) 684-9569. If you are submitting an urgent RFI during times when the CALL RFI system is not monitored (non-duty hours), contact the Fort Leavenworth staff duty officer, who will notify CALL for immediate action (DSN: 552-4448/4154/COM: 913-684-4448/4154). Advise the duty officer that you have submitted an urgent request on the CALL RFI system and that you need to be contacted by a CALL representative as soon as possible. CALL will attempt to provide the required information in less than eight hours for urgent requests.

The RFI form is also found on the Secure Internet Protocol Network (SIPRNET) and is used in the same manner as the Nonsecure Internet Protocol Network (NIPRNET) RFI system. The CALL RFI system requests personal information to verify the requestor’s need to know and right to access restricted information. Personal information is also used to contact the requestor, if necessary, and to send the requested information. Failure to furnish the required information may result in the RFI being delayed and possibly denied.

Conclusion

The computer age has arrived and information technology (IT) is assisting Soldiers daily. The Center for Army Lessons Learned is an active participant in the war on terrorism. CALL is a valuable asset to all branches of the military. The effectiveness of the program greatly depends upon how many military units and individual Soldiers utilize the resources that CALL has readily available. The end state is both the quantity and quality of information/lessons learned that CALL can research and distribute to Soldiers worldwide. Knowledge is power; Soldiers can log on to the CALL Web site at http://www.call.army.mil.

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