



## ITA's CCSC Receives Award at Army's LandWarNet Conference

Washington, D.C. - On August 23<sup>rd</sup>, the U.S. Army Information Technology Agency's (ITA) Consolidated Customer Service Center (CCSC) received the Army Knowledge Management (AKM) Award, Maturity Level 4 at the Army's LandWarNet Conference. The award was presented by Lt. General Susan S. Lawrence, Chief Information Officer of the Army and Sgt. Mgr. Kevin McCrary and highlighted CCSC's robust customer on-boarding process.

Referred to as the "Customer Playbook," CCSC's Knowledge Management System captures all existing knowledge from the customer and represents the organization's commitment to continuous service improvement. Accepted by CCSC Director Ms. Deb Bouslog, the award recognized ITA's success in storing, managing and disseminating stakeholder knowledge through their Knowledge

Management Toolset.

"We made the commitment to continually maintain our Knowledge Management Toolset and encourage input from all ITA Directorates," said Ms. Bouslog. "As a mature, process-oriented organization we have invested time in developing our Toolset and have seen the benefits of our effort and dedication."

The award references the maturity level of CCSC's knowledge management system, considered a level 4 out of a total of 5 levels, which is the highest maturity level honored by the Knowledge Management Awards. Ms. Bouslog credits the hard work of both the Process and SharePoint teams for the success of the CCSC Knowledge Management system.



**CCSC Director Ms. Deb Bouslog accepts the AKM Award at the Army's LandWarNet Conference on August 23, 2011.**