NATO
OTAN
Joint Analysis and Lessons Learned Centre
Lisboa - Portugal

NATO Lessons Learned Portal

End User Manual

2021

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1. Introduction

1.1 About this Manual and how to use it:

This Manual is intended to be read and used by Users of the NATO Lessons Learned Portal (NLLP) and, as such, has not been written to be read as a handbook from cover to cover. Instead, the reader is encouraged to use the Index at the start of this manual and the various hyperlinks included in the text, to navigate around the Manual and find the information they are looking for. These hyperlinks are marked in orange (see picture below).

(see 2.5 below)

Links to unclassified material outside the NLLP or to internet webpages are also hyperlinked and coloured orange for ease of reference.

A reader can always navigate back to the Index quickly by using the **Back to Index** hyperlink at the bottom of each page.

Back to Index

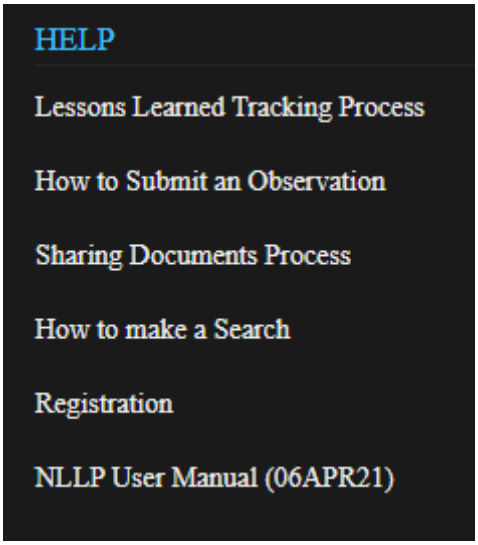
It is not advised to print this Manual as it has been designed as an online tool which can be searched and navigated using hyperlinks and digital features.

Acronyms used in this Manual are available in Annex A.

This Manual assumes the reader has a basic understanding of the NATO Lessons Learned (LL) Capability and, in particular, the NATO Lessons Learned (LL) Process. If you do not, and in order to fully understand all of the information provided in this manual, we recommend first following the LL Online Course (ETE-IT-22081; ADL 138). You can find more information about this course in the NLLP Menu at Training>NATO LL online Course or on the JALLC's Website.

In particular, Local NLLP Managers (LNM) (see below for more information on LNM) are encouraged to take the LNM Course during their first year of duty. Information about that course is available on the NLLP and on the JALLC's website.

This Manual will be updated and available at the Main Menu, in the *HELP* column.



NLLP Users are encouraged to provide feedback on this Manual by notifying the NLLP Managers of any omission or mistake they may encounter, as well as any suggestion on how to improve the Manual. Please send all feedback to nllp@jallc.nato.int.

1.2 Reference Material

In addition to following the above mentioned courses, it is recommended to download and read (or at least have at hand) the following reference documents:

a) PROCEDURE TO ACCESS THE NATO LESSONS LEARNED PORTAL (ch1), dated 10 March 2020
b) Bi-STRATEGIC COMMAND DIRECTIVE 080-006, dated 23 February 2018. This document sets out the structures, processes, procedures and roles relating to the NATO LL Capability. You can find information about the NATO LL Process in this document as well as (most of the) LL related acronyms.
c) THE NATO LESSONS LEARNED HANDBOOK, February 2016

These documents form the foundation of LL in NATO and will provide the reader with background information and a working knowledge of NATO LL. If you do not have access to these reference documents, you can request a copy (subject to security clearance requirements) from the NLLP Managers at: nllp@jallc.nato.int.

1.3 Background Information

Before you read this Manual here are the answers to some basic questions:

What is the NLLP? What does it do?

The NLLP is NATO's centralized hub for all NATO LL information and is managed by the JALLC. Observations, Lessons Identified (LI), Best Practices (BP), and even Lessons already Learned can be submitted to the NLLP from all over NATO and Partner Nations.

Developed using SharePoint technology as the basis, the NLLP is a platform to search for previous LL by the whole NATO community, track the status of submitted observations as they move through the NATO LL Process, a place to share documents, announce LL events (such as the annual NATO LL Conference), and to share event outcomes.

The NLLP also contains dedicated areas for LL Communities of Interest (CoI), which are set up for specific communities and allow them to capture, manage, and share their topic-specific LL information. These LL CoI can be requested by a sponsor organization and are set up by the NLLP Managers at the JALLC but managed and populated by the sponsor organization.

For example, the NLLP currently hosts LL CoI for Geospatial, Counter -Improvised Explosive Devices, Cyber Defence, and many more. The NLLP is also able to support the planning of LL activities and includes an interface with dedicated LL courses. Constructive feedback on the NLLP is always welcome using the Discussion Forum features within the NLLP.

How is the NLLP Managed?

The NLLP is managed by the NLLP Managers at the JALLC. Although the NLLP relies on its Users for its content, it is the JALLC's NLLP Managers who are responsible for managing and maintaining the NLLP. The management and maintenance tasks can be divided into three core activities: ensuring the quantity and quality of the content; assisting and facilitating the organization of LL related activities and events via the NLLP; and general NLLP User management.

The NLLP Managers facilitate uploading LL related documents, announcements, and news. They equally ensure that the information provided by NLLP Users complies with the correct format and security rules. In particular, the Tracking Area of the NLLP (available only on the NATO Secret NLLP), which allows the stages of the NATO LL Process for a particular Lesson to be monitored, requires careful and constant management to ensure quality content.

The NLLP Managers also work closely with the LL CoI administrators to develop, populate, and maintain their respective sites, and they ensure the LL Point of Contact (PoC) list is properly maintained and up to date, ensuring everyone within the NATO LL Community knows who is who. Finally, the NLLP Managers help to facilitate discussions going on in the NLLP forum, furthering LL community participation, interaction, and development.

The NLLP Managers are always ready to help those wishing to join and contribute to the NLLP and/or those using the information provided on the NLLP. The NLLP Managers provide support, advice, and are happy to use their experience as LL Staff Officers (LLSO) to help with any queries the User may have regarding the NLLP.

Regarding the improvement of the NLLP, the NLLP Management Directive sets out the following in terms of the process for regular (annual) and irregular updates:

a. The JALLC's Commander is the accountable authority for the NLLP, supported by an NLLP Board, comprised of representatives from both of NATO's Strategic Commands, ensuring the NLLP remains relevant across the NATO Command Structure (NCS) and a standing internal NLLP Support Group.
b. New suggested improvements (Functional Requirements) are collected by the NLLP Managers, reviewed by the Support Group and prioritized by the NLLP Board, based on superior Direction and Guidance (D&G). The NATO Communications and Information Agency

(NCIA), as the NLLP's Service Provider, is responsible for implementing approved improvements to the NLLP.

c. Non-functional Requirements (such as bugs and other related to NLLP performance) are immediately reported to NCIA for action.

Why do we need the NLLP?

The NLLP ensures that valuable observations from day-to-day work, exercises, or operations, find their way through the NATO LL Process to become *Lessons Learned*. This is how we learn as an organization and transform the Alliance. The NLLP is effectively the gateway to the NATO LL Process.

Since 2017, the NLLP is the single tool and hub for all things related to Lessons in NATO. As a consequence, the NLLP is being used across NATO at all levels including the NCS, the NATO Force Structure and NATO Centres of Excellence. As the NLLP is the single tool and point of reference for Lessons related material in NATO, it actually acts as cost saving and force multiplying tool, saving valuable resources and increasing efficiency and effectiveness.

1.4 Accessing the NLLP

The NLLP sites can be accessed at the following addresses:

https://nllp.jallc.nato.int → Requests username and password;

http://nllp.jallc.nato.int → For automatic detection (only operational in the NSWAN).

IMPORTANT NOTE: Internet Explorer is not compatible with the NLLP. Please, use Microsoft Edge, Chrome, Mozilla, etc. instead.

The NLLP is available in two versions: one on the NATO Unclassified (NU) network (which is accessible from the internet), and a Nato Secret (NS) version of the NLLP which can only be accessed on the NATO Secret Wide Area Network (NSWAN). For security reasons, there is no communication between the systems and their associated databases, and so they are manually managed independently (including the webpage text information and a manual transfer of any file or data).

The NU version of the NLLP does not have all the functionality and content of the NS version (for obvious reasons). As such, Users may need to consider which version of the NLLP is most suitable for the actions they need to take in accordance with the NLLP and what their own security clearance level is.

For the avoidance of doubt, events that are open to the whole NATO LL Community (and wider) such as NLLP related courses, NATO LL Conferences, and LL Weeks are mostly managed via the NU NLLP.

Regarding the Exercise and Operations environment, and recognizing that Exercises and Operations are supported on external networks which cannot connect to the NS version of the NLLP, valuable

observations still need to be collected and processed. To facilitate this, initial observations can be made using specially created tools developed by the JALLC which can then be migrated to the NS NLLP when appropriate, such as:

- The On-Line Observation Form (OLOF), a pdf file which can be downloaded from the NLLP, for single Observations.
- Java script object notation (JSON) files, to transfer bulk observations and lessons to the NLLP

If you would like more information on the OLOF and JSON, or if you would like to discuss your needs for NLLP use in Exercises and/or Operations, please contact the NLLP Managers at: nllp@jallc.nato.int

1.5 NLLP Users and Managers

In accordance with Reference a), these are the classifications of NLLP end Users:

a. **Anonymous Users <AU>** :

- No login or password is required.
- AU can access and read the information on the homepage and access limited information on different subpages linked to the homepage, as well as the documents tagged by the owners as "Public Documents".
- No access to Observations and Lessons (Staffing Area)
- Sections of this manual with the <AU> marking are targeted to AU, meaning these Users can access the features described.

b. **Standard Users <SU>** :

- SU have access to all the NLLP documents. Users from Partner Nations may find certain restrictions on Classified NLLP information are in place based on the classification markings of uploaded documents .
- They can share and upload information/documents to the NLLP
- They can submit Observations and access the LL Staffing Area.
- Sections of this manual with the <SU> marking are targeted to SU, meaning these Users can access the features described.

Once registered, the SU will find a top black bar with the NLLP Display Name on the right (otherwise, the User is not logged in and it is considered as an AU).

There are also some power users, such as:

c. **Local NLLP Managers <LNM>**:

- LNM are those NLLP Users involved in the NATO LL Process: LLSO, LL POC, LLSO assistants, LL Branch Heads, etc.). These Users have specific rights in the NLLP with regard to the LL Staffing area.
- In addition to uploading LI/Potential Best Practices (PoBP) and LL/BPs directly to the NLLP, LNMs are authorized to either validate or reject observations submitted by a User from his/her HQ and introduce the results of the Analysis Phase of the NATO LL Process into the LL Staffing area of the NLLP.

- They can also contribute to the staffing process of an Observation if their entity is a Tasking Authority (TA) or it is appointed as Action Body (AB) under the NATO LL Process, request comments from Subject Matter Experts (SME), set up the Internal Organization within their HQs, Download/Upload OLOFs, produce Lessons Identified Lists (LIL) from NATO Exercises, etc.
- Sections of this manual with the <LNM> marking are targeted to LNM, meaning these Users can access the features described.

d. LL CoI Administrators:

- Standard Users responsible for administrating and updating the related LL CoI
- No special rights outbound the allocated LL CoI

e. NLLP Facilitators:

- LL Facilitators are those Users that are either JALLC Analysts or members of the JALLC Advisory and Training Team (JATT) or the JALLC's Exercise Support Team tasked to contribute to the improvement of a NATO LL Capability, performing a Joint Analysis Project, or NLLP Active Content Management.
  LL Facilitators are granted full visibility rights to all NLLP entries.

f. NLLP Managers:

- NLLP Managers are JALLC staff members responsible for administering and managing the NLLP.
- They have full visibility and administrative rights.

1.6 Tips and Notes

This Manual contains Important Notes and Tips from the NLLP Managers that are intended to make the NLLP User's experience more efficient:

a. IMPORTANT NOTES

An important note is a warning for the User in a red box, and it should be taken into account in order to prevent them from a malfunction using the NLLP;

b. TIPS

Tips are embedded in a blue box, and will facilitate Users in the experience, saving time as well as improving the final results.

1.7 Portal Navigation

After scrolling down, Users can easily go back to the top again, by clicking the button on the bottom right corner

1.8 Cache

In order to speed up web browsing, web browsers are designed to download web pages and store them locally on your computer's hard drive in an area called "cache". Browser cache (also known as “Internet cache”) contains records of every item you have viewed or downloaded while Internet surfing. So when you visit the same page for a second time, the browser speeds up display time by loading the page locally from cache instead of downloading everything again.

Although storing Internet cache makes web browser faster as it usually takes your computer less time to display a web page when it can open page's elements or even the entire page from your local Temporary Internet Files folder, you sometimes might want to overrule the Internet cache, for example to see last changes to a webpage you have browsed recently.

IMPORTANT NOTE:

To ensure you see the latest version of a site, you need to clear the cache memory. This is done by doing a force refresh by pressing both Control + F5 buttons simultaneously on your keyboard (this works in almost all the browser) or find an option “Refresh/Delete Cache” in the Navigation Menu.

2. Home Page

2.1 Home Page

The home page has the following navigation web parts:

a. *Header*:

(1) *Menu* button: Opens Main Menu, tailored to the type of Users <AU> <SU> (see Section 2.4 below);

(2) *NATO LOGO* : Linked to NATO Home Page <AU> <SU>;

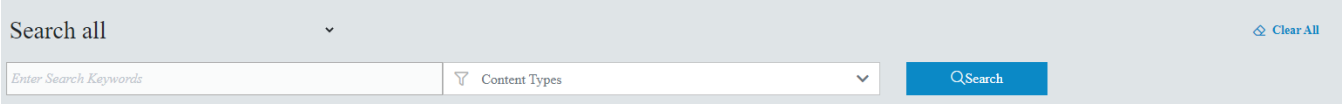
(3) *NLLP Logo*: Returns to the NLLP Home Page <AU> <SU>;

(4) *MY NLLP Logo*: Opens *MY NLLP* Tab <SU> (see Section 2.5 below).

TIP:

To get an extra NLLP tab, just click on the NLLP logo with the right button, and select *Open link in new Tab*.

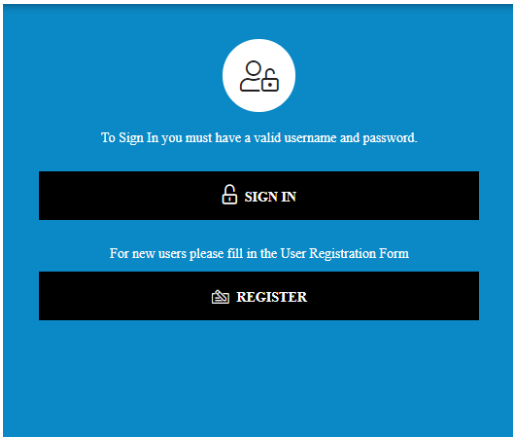
b. *Search bar* <AU> <SU>:



Although the module is the same for AU and SU, the outcome will be different depending on the permission levels.

This bar and the Search function in general are described in Section 3.1;

c. *Sign in* Module <AU>



The Sign in module is different depending on the Network the User is using.

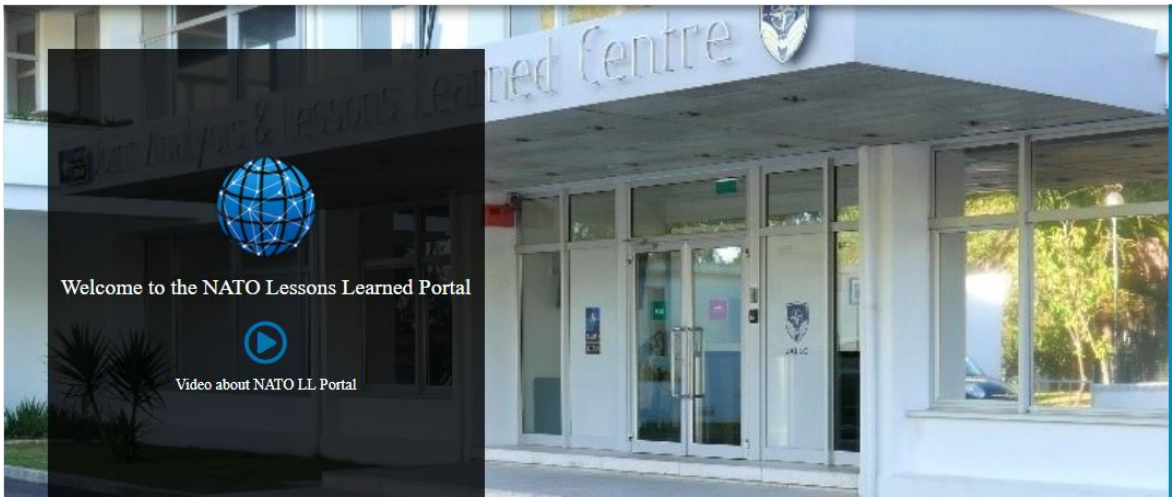
It includes two options:

- Access to *Sign in* form: for User who already have a username and password,

- Access to *Register* form: to request a username and password

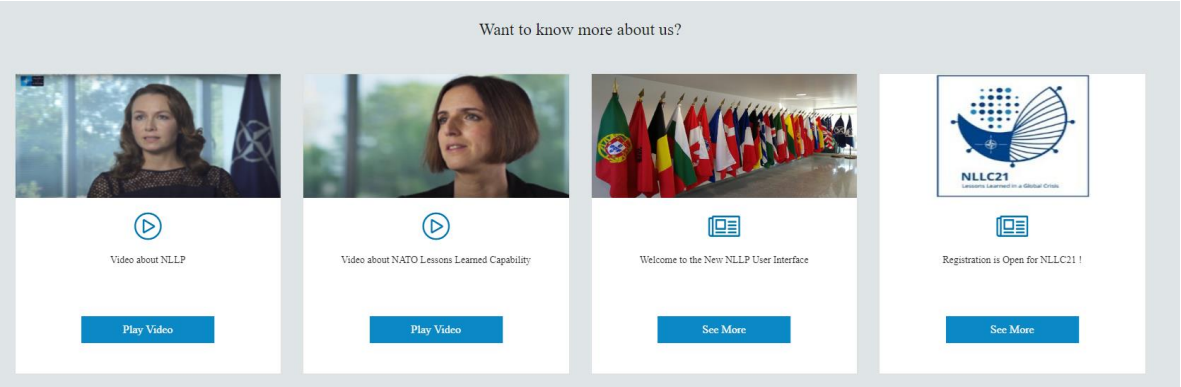
You will find more information in Section 2.3;

d. *Welcome video* <AU>



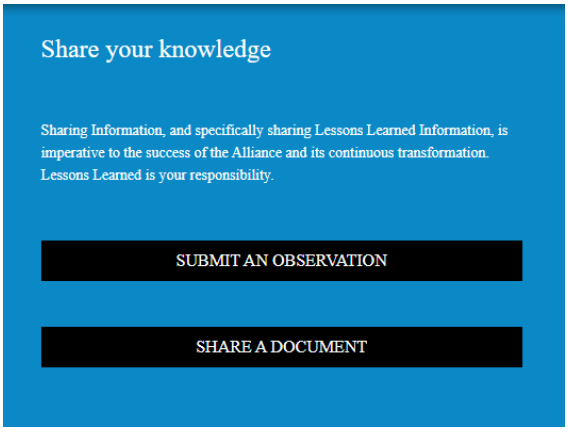
Click on the video icon to watch an interesting video related to the NLLP;

e. *Want to know more about us?* module <AU>



You will find interesting videos, articles, events, news, etc.

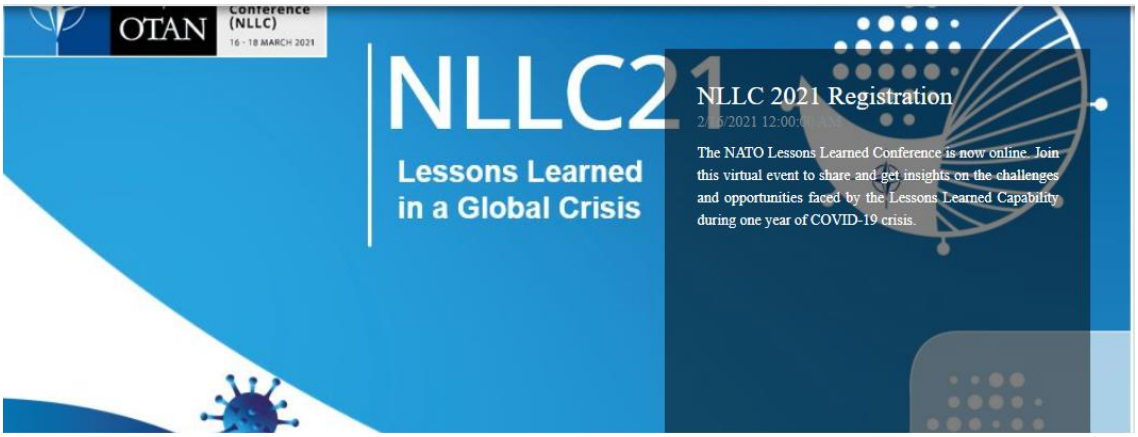
f. *Share your knowledge* module <SU>



You can find two shortcuts to:

- *Submit an Observation* (see Section 4.2);
- *Share a Document* (see Section 5.1).

g. *Highlights* banner <SU>



NLLP Managers, on behalf of the JALLC, will update the User on the most relevant issues. The User can click on the title to get more information;

h. *Upcoming Events* module <SU>

Here the User will find information about Courses, Conferences, Workshops, etc.

NATO LL CoI Managers can also use this feature, just ticking the *Highlight* option when creating an event in their calendars (see Section 6.2 to know more about NATO LL CoI Management)

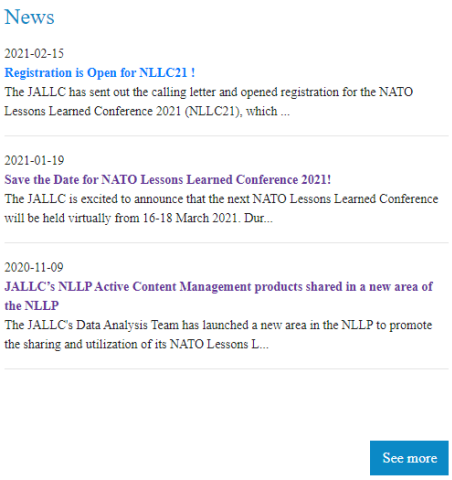
The number of showed events is limited, closest ones are prioritized;

i. *Dashboards* link <SU>

If the User wants to access the *Dashboards* feature, just click on the *See More* blue button.

More information about this module is in Section 7.3;

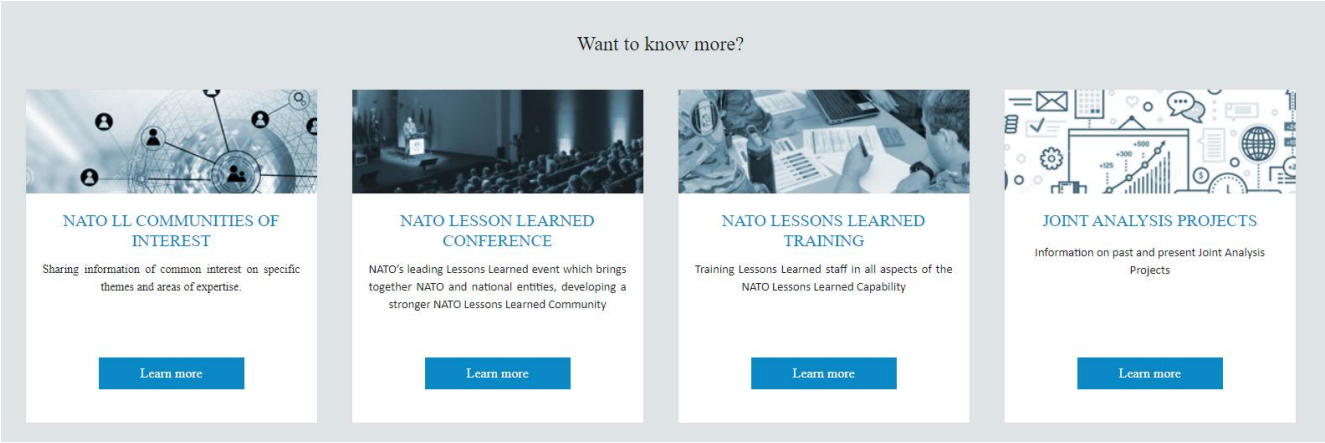
j. *News* module <SU>



The latest news will be shown in this module

If the User wants to enter the News Room to see all of them, just click on *See More*;

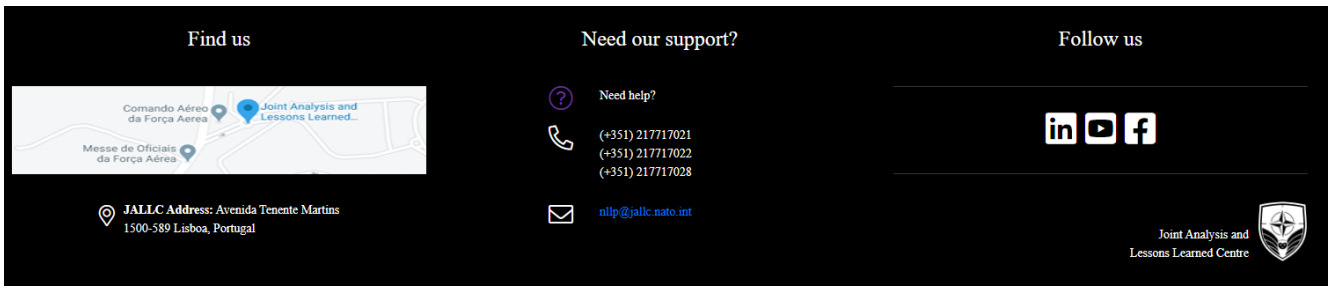
k. *Want to know more*? module <SU>



In this module, the User will find several shortcuts to outstanding features. It can be tailored by the NLLP Managers, so the aspect might be different from the picture.

NATO LL CoI are described in Chapter 6 below;

l. *Footer* <SU>



(1) *Find us*: picture (linked to Google Maps only in the NU NLLP) and the JALLC's address;

(2) *Need our support*: NLLP Manager's Points of Contact. *Need help?* icon linked to *Contacts* webpage;

(3) *Follow us*: linked to social media (only in the NU NLLP);

(4) *JALLC Logo*: Linked to the JALLC's Home Page (in CLASSIFIED to JALLC NIP).

2.2 Registration

There are two different ways to access the NLLP:

a. *AIS DOMAIN* enter: only in NSWAN, for AIS Domain Users. Users can just click on the button and the system will detect the User;
b. *Manual* enter: with username and password. In NU for everyone and NSWAN for Non-AIS Domain Users.

There is an important difference for each access procedure: in *AIS Domain* enter, the URL will be *http* instead of *https*.

IMPORTANT NOTE:

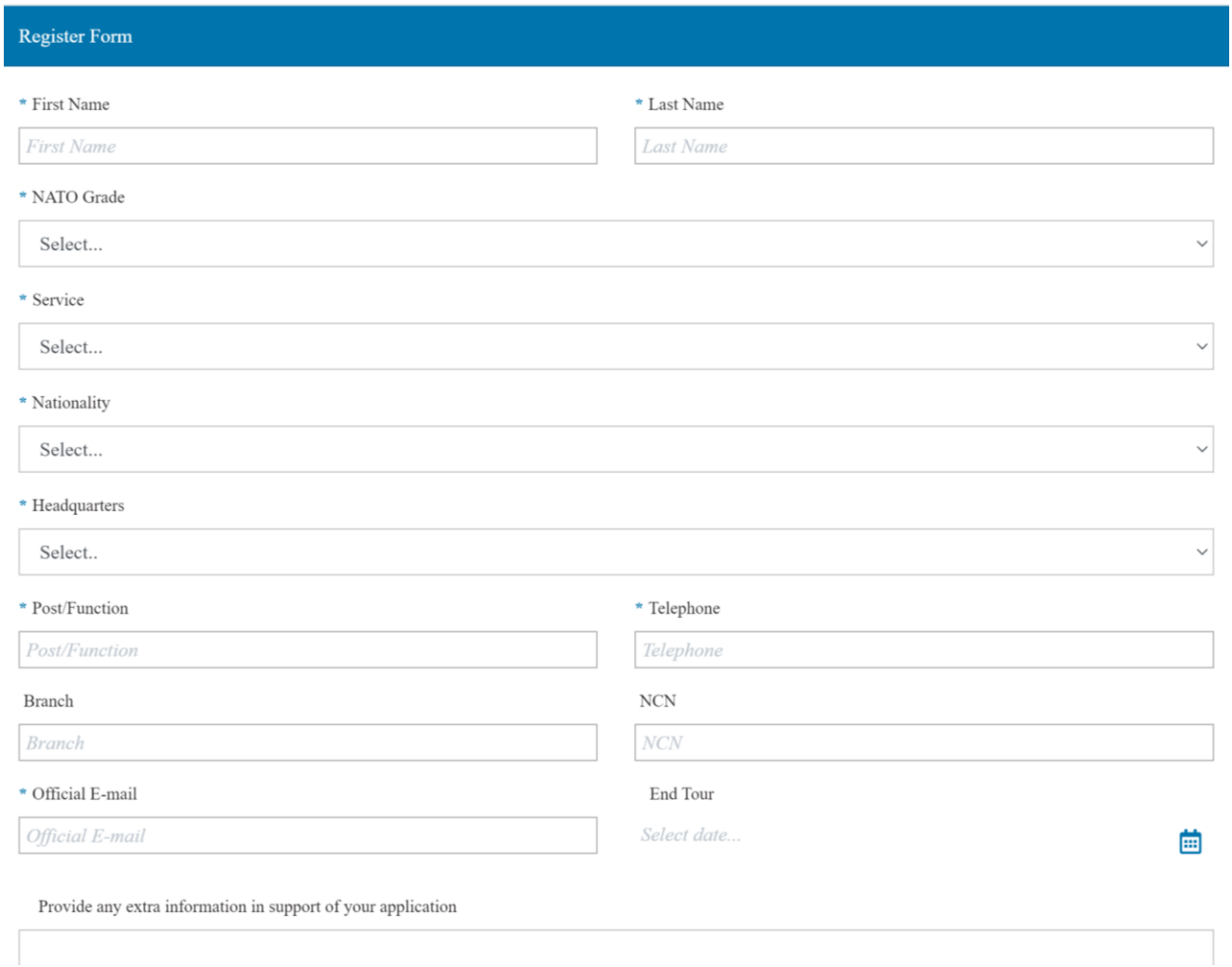
The NLLP might show different information based on the User's Nationality due to Classification constraints. Therefore, double check nationality before saving your *Register Form*.

2.2.1 Manual Registration

The policy for becoming a NLLP User is described in the "Procedure to Access the NLLP. CHANGE 01 (March 2020)".

The process described below applies to the both the NU and NS versions of the NLLP, except with regard to email addresses, which should be the correct NS/NU official military email. **Personal accounts** (Hotmail , Gmail etc.) **are not accepted**.

After clicking on the register button the next window will open:



Mandatory fields to be completed (marked with asterisks *):

a. First and Last Name;
b. NATO Grade (from expandable options),
c. Service (from expandable options);
d. Nationality (from expandable options);
e. HQ (from expandable options);
f. Post/Function (especially in case of LL related posts);
g. Telephone number (full number with prefix);
h. Official email (**military official email**, no commercial/private ones are allowed).

Additional fields:

a. Branch;
b. NATO Common User Network (NCN);
c. End of Tour (if not provided expiration will be set in accordance with Procedure to access NLLP);
d. Any information in support of application (such as course attendee, exercise related etc.).

Users should also accept receiving NLLP emails and the general terms and conditions.

☐ Accept receiving nllp e-mails ☐ Accept Terms and Conditions

It is possible to support the request by providing additional information, such as *course attendance*.

Make sure when filling in the fields that **content does not contain any special characters**: accents, symbols, etc. Additionally, please refrain from using non-English characters (ñ, ç, Ö, etc.).

The Users should carefully read all the "Additional Information" in the right panel before clicking on *Register*.

User request are processed during normal office hours on working days (holidays based on Lisbon and ACT calendar). Once processed, the system automatically sends the username and password, which must be changed the first time the User logs in using the official email. The password can be changed in *My Account (Edit → Change Password → Update User*)

IMPORTANT NOTE:

Use only NSWAN compatible email addresses when registering the NSWAN NLLP. Otherwise, the password notification will not be received.

2.2.2 Automatic registration

Users logging in to the NS version of the NLLP via the AIS Domain[1] don't have to create an account manually. Although some fields are automatically detected, some others are not. Therefore, after the first sign in, the system will request to update the User's data.

2.2.3 Extend account after expiration

User can request account extension:

a. Any time, at My NLLP → My Account (see Section 7.2);

Extend Account

b. If the account has expired, the User can request an extension from the *Sign in* page.

Request an extension

[1] They are mainly the Users from the NCS, NATO HQ, NATO School Oberammergau, and a few others.

2.3 Sign-in procedure

In order to become an SU, the User must sign in, following the procedures described below.

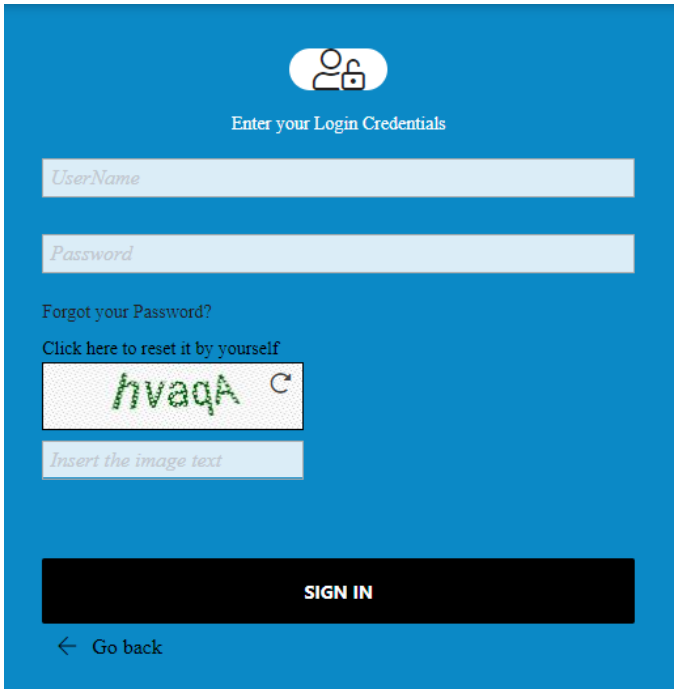
This authentication will remain even when the User shuts down all the browser's tabs and windows, and the account will remain signed-in. In case the same browser is opened again, the User will be automatically authenticated.

TIP:

Users sharing a workstation can sign-in two different accounts simultaneously by using two different browsers.

2.3.1 Users in NATO Unclassified Network

To sign in to the NLLP the User must access the sign-in form, enter access credentials, and click the sign in button. Remember that to access the NLLP, the User must be previously registered.

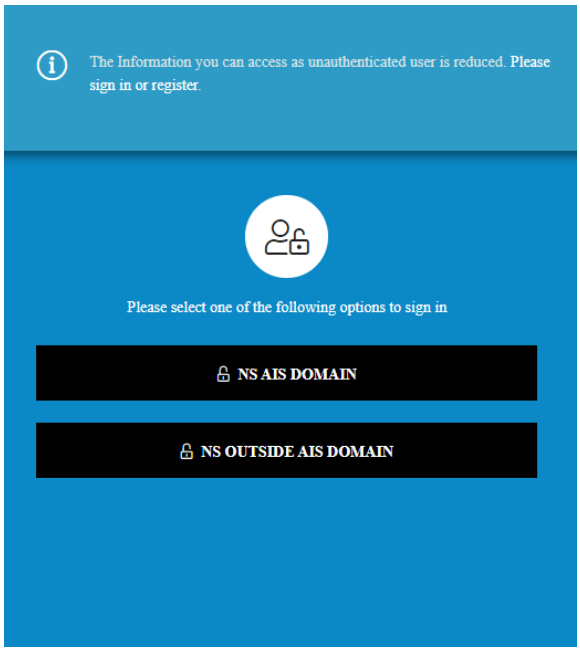


An option *Forgot your Password?* is available for resetting the password without contacting the NLLP Managers. The associated email account will be required to use this function

If the account is blocked, the User may unlock it.

In case the account is expired, see Section 2.2.3 above.

2.3.2 Users on NATO Secret Network



There are two options:

a. Users in the *AIS Domain*[2] will automatically be detected when clicking on the *NS AIS DOMAIN* button. **They don't need to register first!!**

b. Users who are outside the *AIS Domain* need to register following the same procedure as for the NU, and access using username and password. Section 2.3.1 above is applicable for these User.

An **official** NSWAN email address is required!!

IMPORTANT NOTE:

Although *AIS DOMAIN ENTER* function will automatically detect some User's information, other User's account fields will remain blank.

For that reason, upon first sign in, Users will need to update their data in *My Account* (Section 7.2 below).

2.3.3 Sign out

Open the drop down menu on the top right corner (Display Name) and select *Sign Out*

2.4 Main Menu

All the main functionalities of the NLLP are in the Main Menu located in the top left corner of the site.

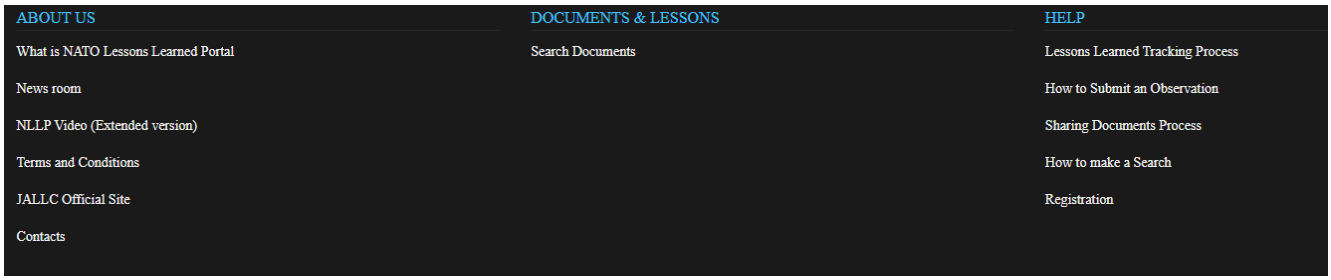
[2] The "Automated Identification System (AIS) Domain" refers to the NCS NS Security Domain (network). Only NCS and some other NATO bodies are connected to this network.

The Main Menu will be different depending on the permission level, following a *What you see is only what you can get* policy. The Menu can be modified by the NLLP Managers, and will be routinely updated in this Manual.

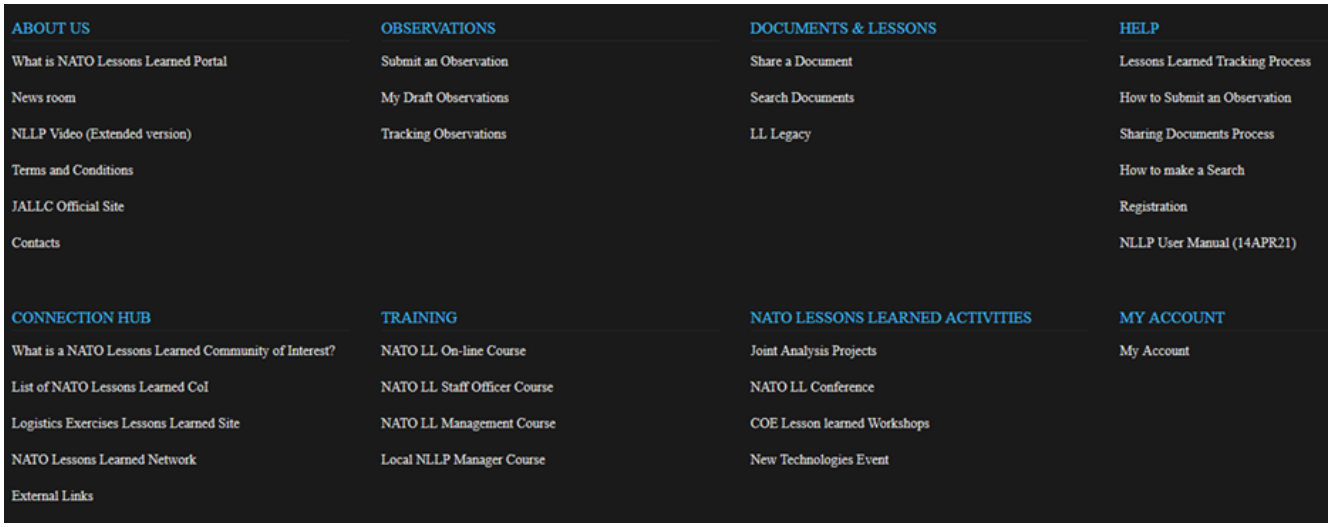
To hide the Main Menu the User can either click again on the Menu button, *Esc* on the Keyboard or on the X button.

See below the different Main Menus (NU):

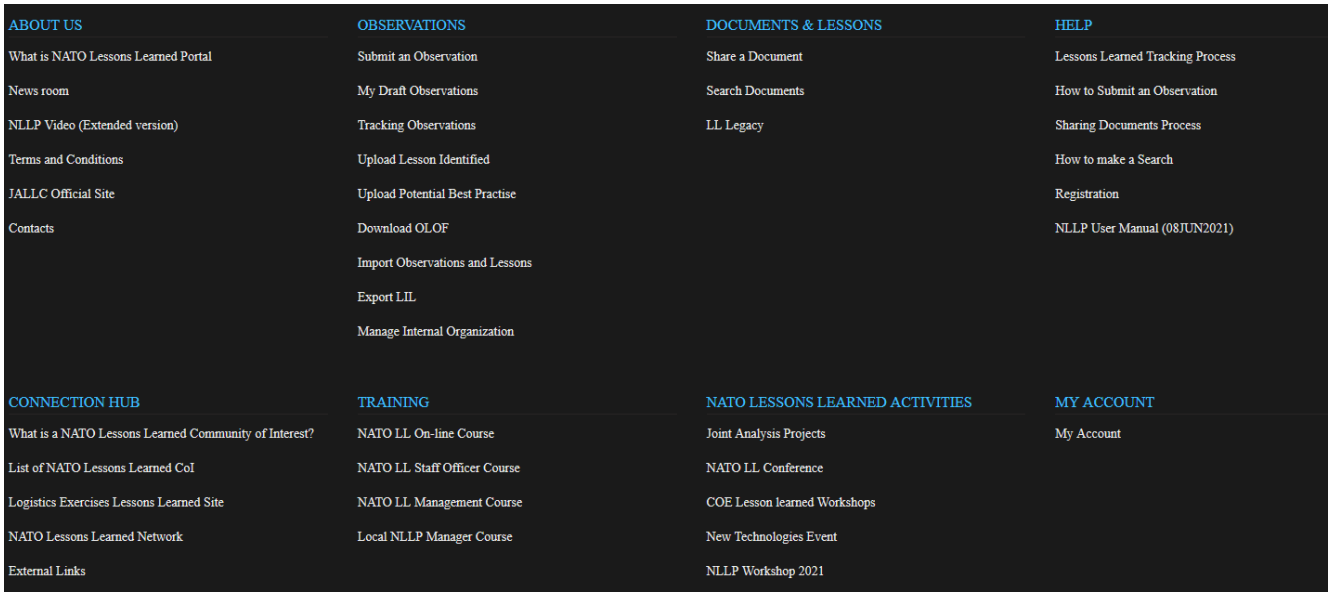
a. Main Menu (for <AU>);



b. Main Menu (for <SU>);



c. Main Menu (for <LNM>).



The main features of the Main Menus are:

a. *About us*: Information about the NLLP and the JALLC;

b. *Observations*: formally the “Staffing Area," the functionalities of the features under this heading will be different between the NU and NS NLLPs.;

c. *Documents and Lessons*: sharing and searching NLLP documents;

d. *Help*: Help Webpages with FAQ;

e. *Connection Hub*: how to get connected with other stakeholders, NATO LL CoI, and Links;

f. *Training*: webpages about LL-related courses;

g. *NATO Lessons Learned Activities*: linked to the event-related webpages;

h. *My Account*: link to the User Details webpage;

i. *Contact your NLLP Manager*: click here to send an email to your LNM.

TIP:

Click with the right mouse button on the Menu features, and select *Open in a New Tab* in order not to lose where you are in the NLLP.

You will find more information about each of these features in this Manual.

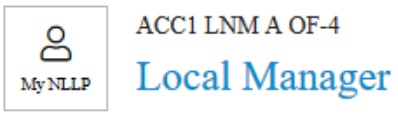
2.5 My NLLP

My NLLP area represents the working area of the User. To access the My NLLP Area, the User must be authenticated and access it from the icon below. The right panel will be hidden by clicking the X icon.

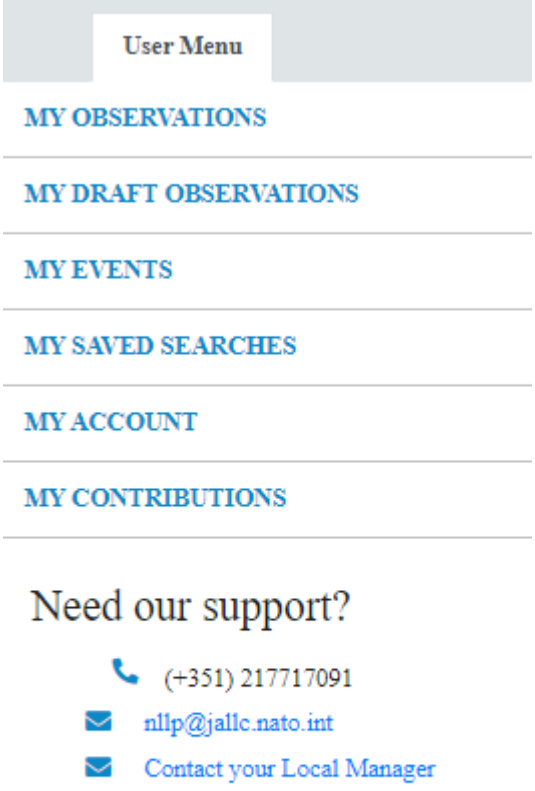
To expand :

To hide: ×

Although the information provided is the same, the LNMs will find a label with their function there:



My NLLP panel shows the following options:



a. *My observations*: A search in the tracking area for all observations originated by that User;

b. *My draft observations:* List of the saved Drafts observations and Templates. To learn how to save Drafts, visit Section 4.2;

c. *My events:* List of available events for subscriptions (Conferences, Workshops, LL Week, etc.). See Section 7.1;

d. *My saved searches:* List of all my saved searches. To learn how to save Searches, see Section 3.7;

e. *My account:* Form with the User's account's details. The User shall check that all the personal information is updated. If the User cannot modify a field, he should contact the NLLP helpdesk. See Section 7.2;

f. *My contributions:* List of the documents shared by the User. To learn how to share documents, see Section 5.3; and

g. *Need our Support?* to contact NLLP Managers (JALLC) and the User's LNM (take note that LNM are only allocated in the NSWAN).

Direct engagement with the NLLP Managers is feasible by email at nllp@jallc.nato.int, or by telephone on the numbers displayed in the footer. Nevertheless, Standard Users are encouraged to get the information either from the standing help features or from their HQ's LNM.

2.6 Help features

The NLLP is fitted with different features to support the Users in real time, the main ones are:

a. *Help Pages* <AU>: accessible from the Main Menu;

b. *Item help*: a window will pop up with related information;

c. *Need help*: in some webpages Users will find an icon which will link them to a *help page* or a *help item*;

d. *Tooltips*: pop up when hovering the pointer over a specific area;

e. *Place holders*: help text in light grey which disappears when the User types something there.

3. Search feature

3.1 Generic information

There are different ways of accessing the Search tool:

a. From the Home Page *Search bar*;

b. From the Main Menu in the *Documents and Lessons column*;

c. From *My NLLP* > *My Saved Searches* by clicking on the saved research's title. This will load the Search tool with all previously saved parameters.

All of them will lead the User to the same tool and will access to the same database. The outcome will depend on the Options/Filters/Refiners the User has enabled.

In the dropdown on the left the User can select:

a. *Search All*: the results will include all the information in the NLLP <AU> <SU>;

b. *Documents*: only documents will be shown. There are different sources such as the NLLP Main Library, the NATO LL CoI Libraries (shared documents only), Legacy sites, etc. <SU>;

c. *Observations*: this term includes all items in the Tracking Area from *Observation Submitted* up to LL or BP <SU>.

The User can type a keyword for the Search. If it is blank, all the results will be provided.

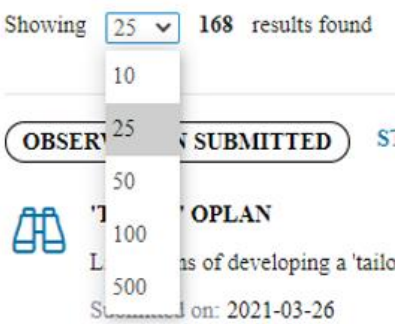
Please, note that the NU NLLP will show only unclassified information.

TIP:

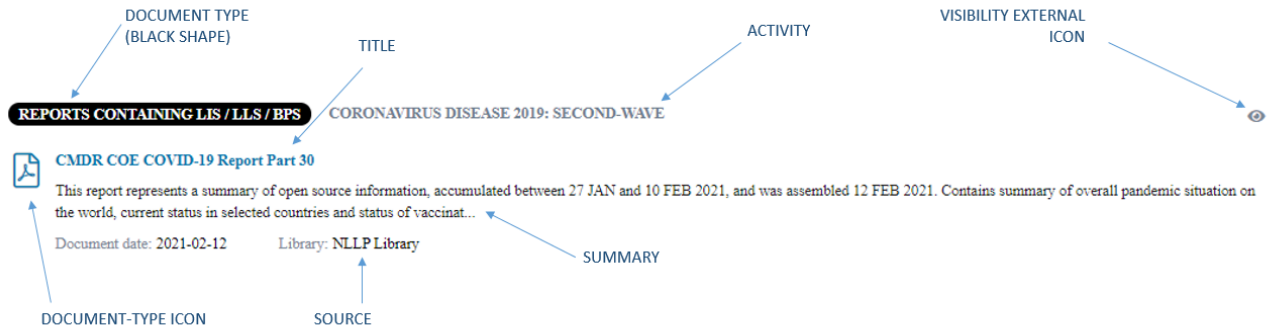
The User can start the Search clicking on the *Search* button or writing Keywords and pressing *Enter*

3.2 Description

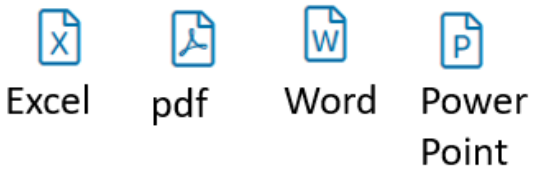
The User can select the number of results in the dropdown menu.



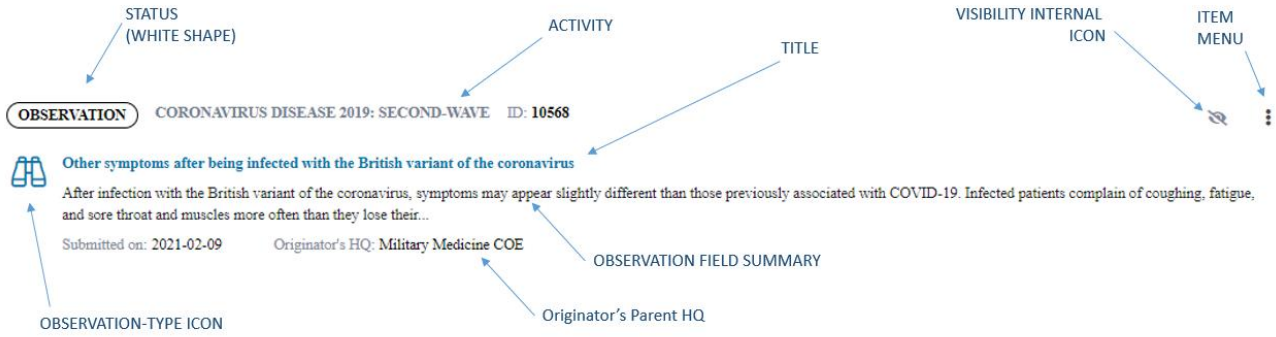
Find in the Figure below an example for a Document-type item.



There are the following document-type icons:



Find in the Figure below an example for an Observation-type item.



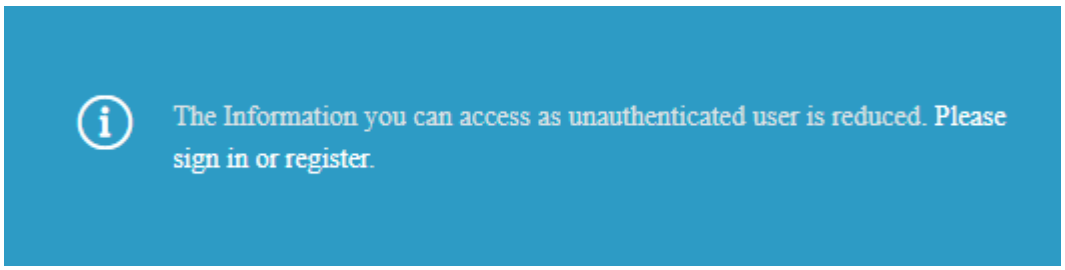
Note that observation-type attachments are shown as Document-type items.

3.3 Anonymous search <AU>

The anonymous search accepts keywords and will search in the existing documents and produce a list of documents and a list of Refiners that can be applied.

TIP:

This option is not recommended for NLLP Users, as the information will be very limited. In case the User wants to Sign in from the Search page, just click on the bold text “Please sign in or register”

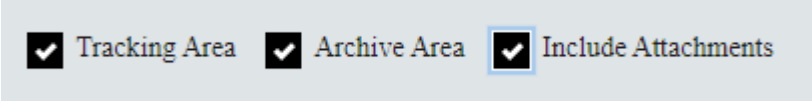


Observations are not accessible by AU: only Documents will be found.

3.4 Search Observations and Lessons <SU>

This section will show how to find Observations and Lessons. This will include only items submitted or uploaded in the NLLP, but not Documents containing Observations and Lessons.

On the top of the Search bar the User will find three different boxes:



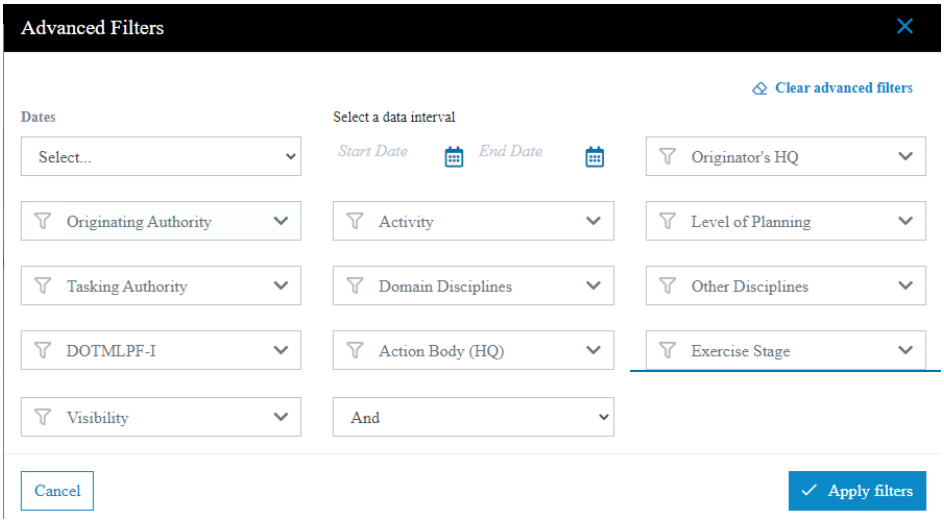
a. *Tracking Area*: items still ongoing. This includes all the status except the ones filed in the Archive Area;

b. *Archive Area*: items rejected, noted or completed who are no longer staffed in the NLLP. This includes ONLY the following status: Observation Rejected, Lesson Identified Noted, PoBP Noted, LL and BP; and

c. *Include Attachments*: this box will extend the Search results to the Attachments.

There are two different filters: *Advanced Filters* and *Status*. To disable the filters the User can click on *Clear All*.

A set of *Advanced Filters* will support Users to define the search query. If any of them is enabled, the User will find a blue line underneath the respective box. In case the User wants to disable them, just click on *Clear Advanced Filters*.

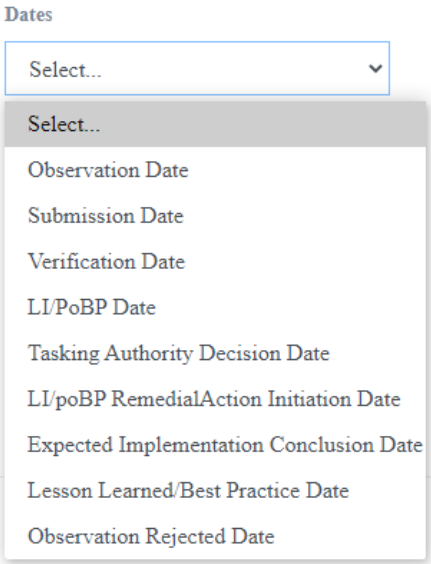


The User can use the following algorithms:

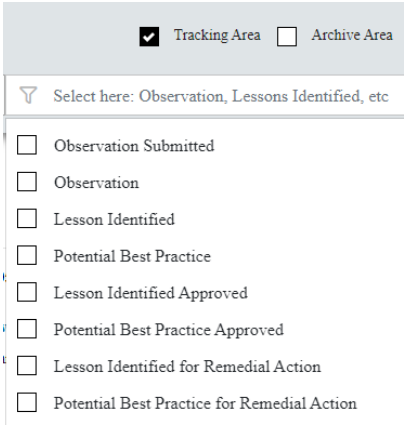
a. *And* (selected by default): the results will include ALL the filters

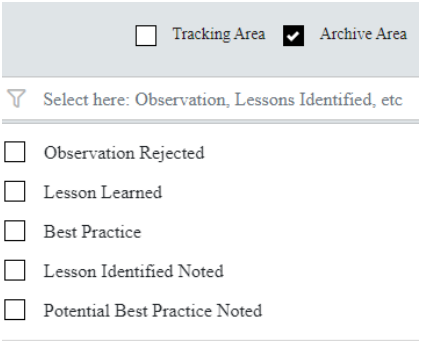
b. *Or*: the results will ANY of the filters.

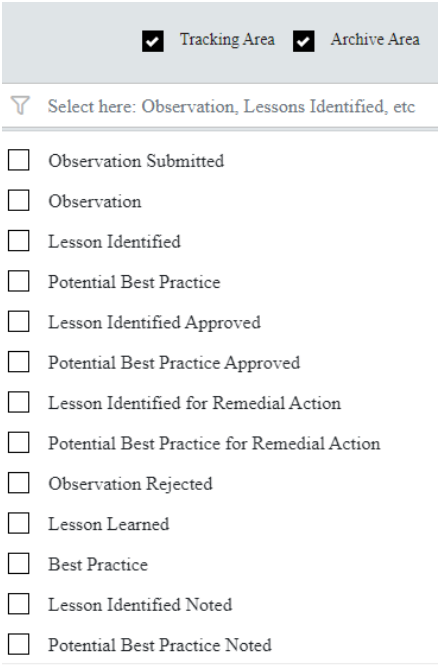
Date Filter can use different type of dates for the Search:



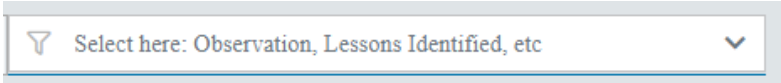
The User can also limit the Search by the status of the Observation/Lesson, by selecting one or multiple tick boxes. The dropdown list will change based on the Tracking Area/Archive Area selection:



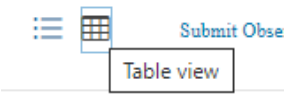


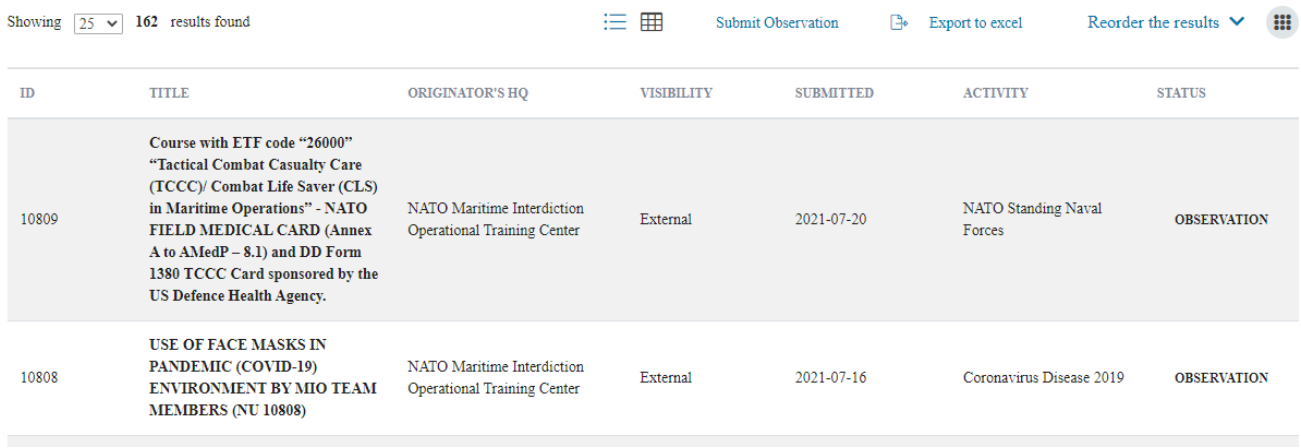


When the filter has been selected, the User will find a blue line on the bottom border:



The Tracking Area **table** view present in the previous NLLP interface is still available:





ID	TITLE	ORIGINATOR'S HQ	VISIBILITY	SUBMITTED	ACTIVITY	STATUS
10809	**Course with ETF code "26000" "Tactical Combat Casualty Care (TCCC)/ Combat Life Saver (CLS) in Maritime Operations" - NATO FIELD MEDICAL CARD (Annex A to AMedP – 8.1) and DD Form 1380 TCCC Card sponsored by the US Defence Health Agency.**	NATO Maritime Interdiction Operational Training Center	External	2021-07-20	NATO Standing Naval Forces	**OBSERVATION**
10808	**USE OF FACE MASKS IN PANDEMIC (COVID-19) ENVIRONMENT BY MIO TEAM MEMBERS (NU 10808)**	NATO Maritime Interdiction Operational Training Center	External	2021-07-16	Coronavirus Disease 2019	**OBSERVATION**

3.4.1 Visibility

The Search will show all the items available to the User, based on the **visibility** field:

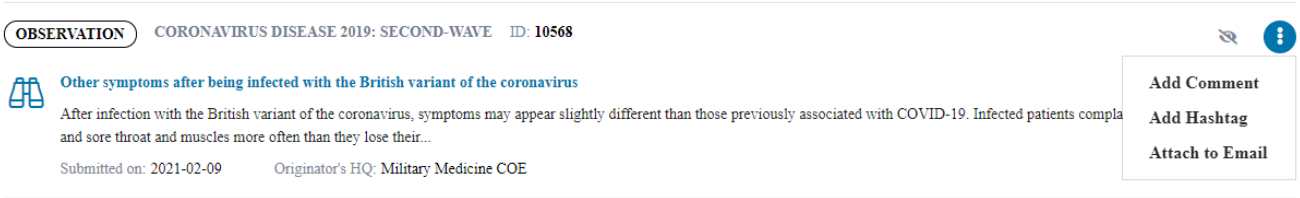
a. *External Visibility*: these items will be visible to all the NLLP Users;

b. *Internal Visibility*: these items will be visible to the NLLP Users from the entities involved in the LL process (OA, TA and AB).

For detailed information, see Chapter 4.

3.4.2 Item Menu (3-dots)

Different actions can be taken from the *item menu* in the *List view*:



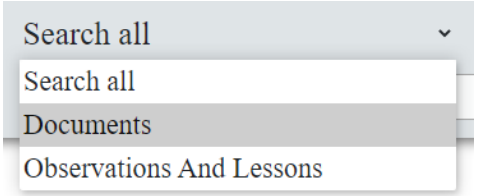
a. *Add Comment*: add a comment to the item by opening it (to add simultaneously to several items, see section 4.11.3 below);

b. *Add Hashtag*: add a hashtag to facilitate search (see section 3.6.5 below);

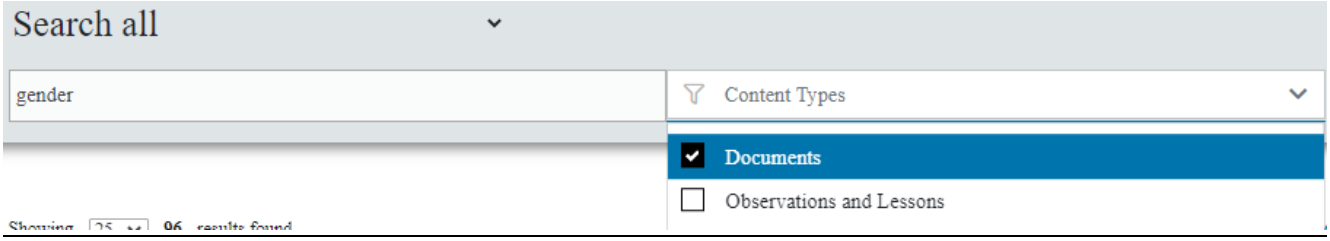
c. *Attach to email:* a new email will be opened with a link to the item.

3.5 Search Documents <AU> <SU>

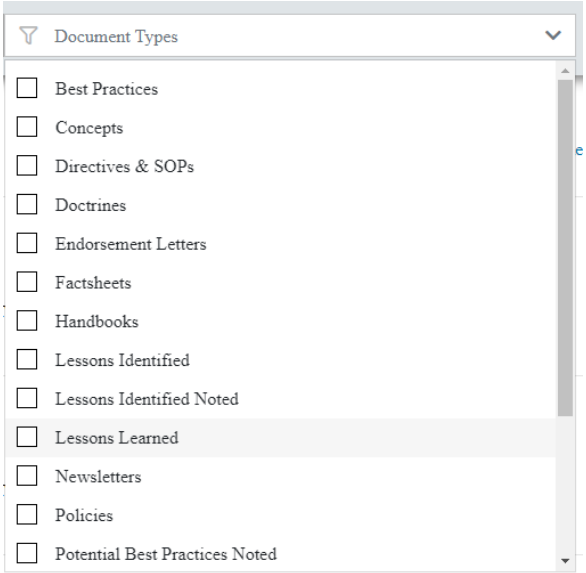
Searching documents can be started from the main Search Dropdown:



a. Choosing *Search all* option will show both *Documents* and *Observations and Lessons* Content Types. Nevertheless, the results can be reduced to Document Content Type only by ticking in the *Documents* box;

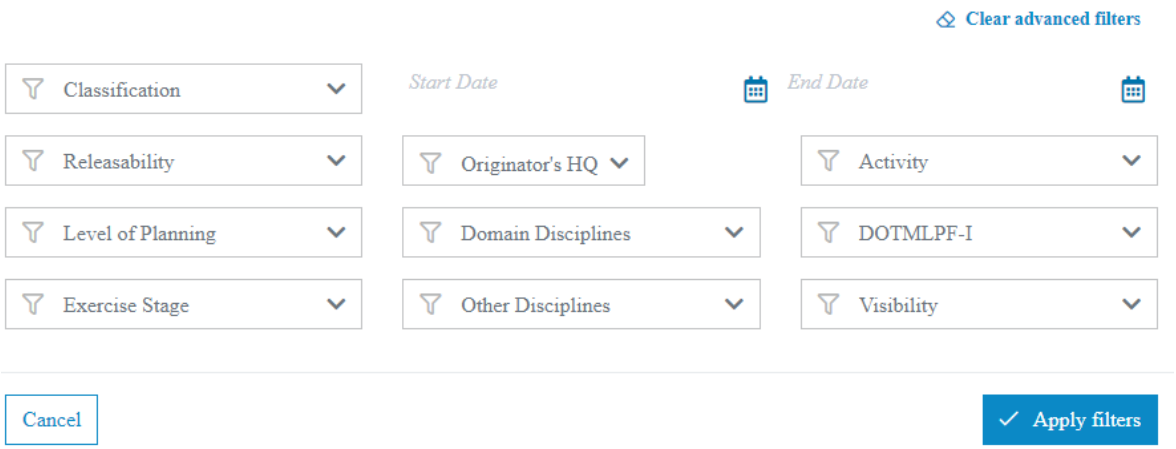


b. Choosing the *Documents* option will show only documents, and the Document Type dropdown will be enabled.



It is also possible to access from the Main Menu (Search Documents). The effects will be the same as described in the paragraph b) above.

The *Advanced Filters* for documents are:



In case *Search all* is selected, then the document will be automatically opened after clicking on the Title.

Nevertheless, if *Documents* is selected, the Document Details will be shown (summary, metadata, etc.). Then, to open the file just click on the Title:

Title: 20210407 JALLC COVID-19 27th Periodic Report (01-31 MAR 2021) - NU

3.5.1 Visibility

Documents do not have a "visibility" field as Observations have, although documents created by the NLLP as a part of the archiving process are inheriting their visibility. On the other hand, LL CoI's documents might be visible for their members only.

The result of a document search will show the following documents:

a) Tagged as internal visibility:

- LI/PoBP Noted, LL and BP archived with internal visibility
- LL CoI documents tagged with internal visibility

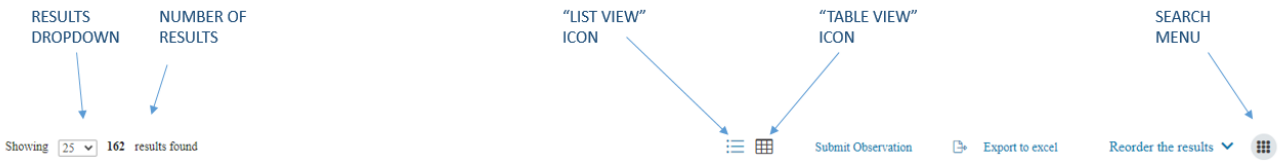
b) Tagged as external visibility:

- LI/PoBP Noted, LL and BP archived with external visibility
- Contributions from the NLLP Library
- LI CoI documents tagged with external visibility

3.6 Search results management

3.6.1 Search Header

The User will get the results of the Search by clicking on the *Search* button or pressing *Enter* on the keyboard. In the figure below the User will find the Search Results Bar:



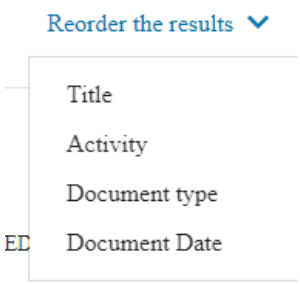
By default the User will get the results in a *List View* which can be changed into a *Table View* by clicking the respective icon.

Clicking on the item's Title, the User will open a new Tab.

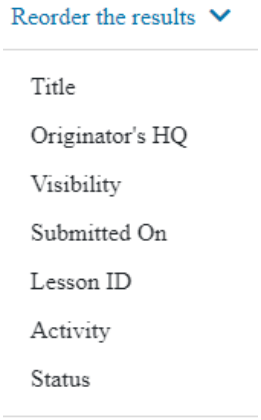
3.6.2 Reorder Results

In case the User wants to reorder the results, select one option.

DOCUMENTS



OBSERVATIONS AND LESSONS



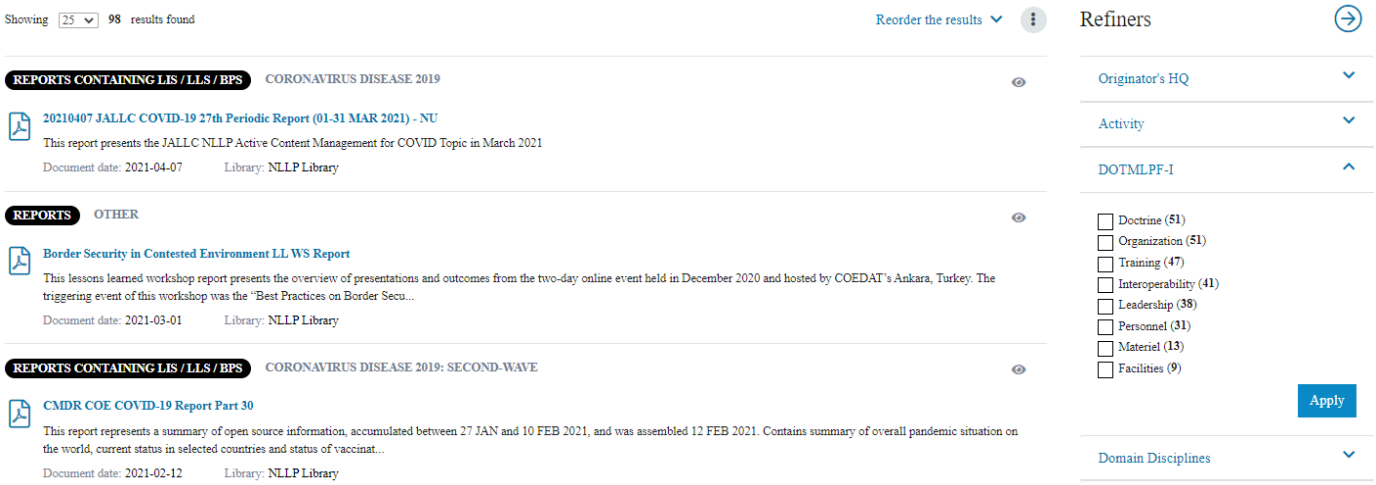
TIP:

If you want to reverse the order, select the same option again

3.6.3 Refining a search query

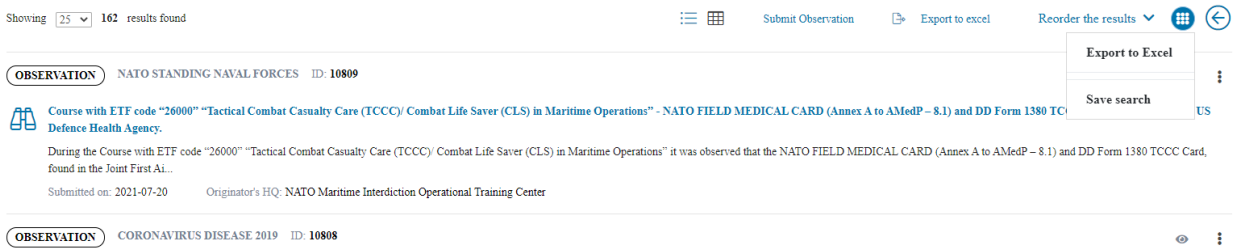
On the right of the results page, the User will find the refiners. The number of results is shown between parentheses. Tick the boxes to refine the search.

Then click on *Apply* to execute.



3.6.4 Export to Excel

The Search Results can be exported to Excel very easily. The User can also save the search query to be used later. This option can be found in the *Search results Menu* (9-dots):



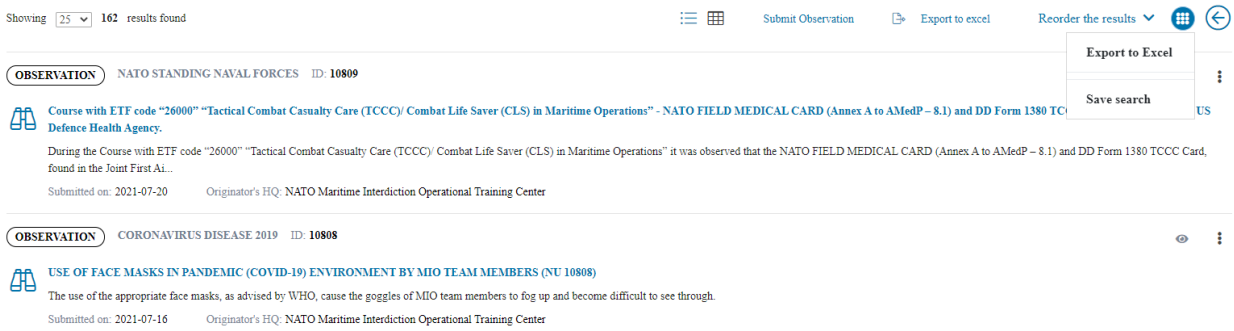
IMPORTANT NOTE:

The export to Excel option is available for unique Content Type (namely *Documents* or *Observations and Lessons*) searches, but it is disabled if *Search All* is selected

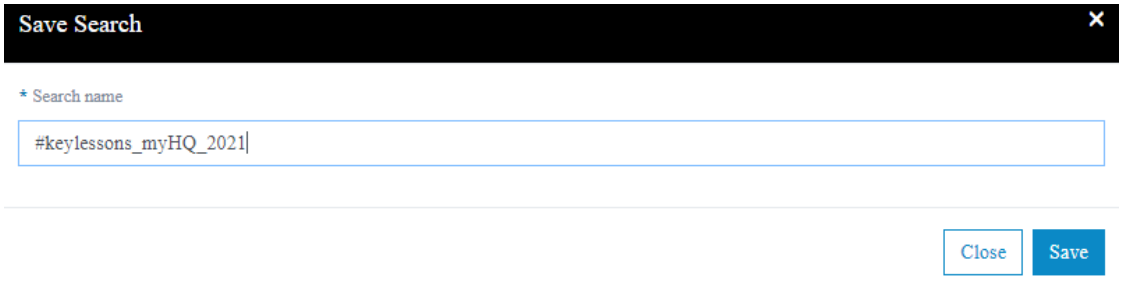
The filename will include the highest classification.

3.6.5 Save a Search

This option can be found in the *Search results Menu* (9-dots):



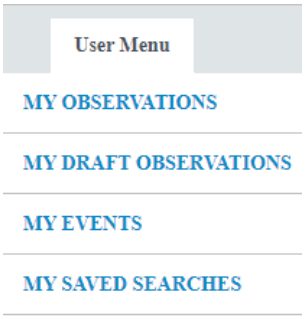
To save a search it is necessary to provide a name and click *Save*



3.7 My Saved Searches

The User may save searches as indicated in Section 3.6.5 above.

This feature is available in *My NLLP*



The User will find them listed in that webpage.

The *Saved Search* will applied the Advanced Filters and Refiners selected in the source search.

After clicking on the desired Saved Search, a new Search will be executed using the advanced filters and Refiners selected, but showing updated information.

The Saved Searches can be removed using the button on the right of the list

TIP:

Combine the use of hashtags in the Observation's *Keyword* field with the *Saved Searches* feature and you will achieve outstanding results.

4. Staff observations and lessons

IMPORTANT NOTE:

To understand the current chapter, the User needs a basic knowledge on the NATO LL Process (see References in Section 1.2).

The ETE-IT-22081 Lessons Learned Online Course (ADL 138) is recommended in order to improve the general knowledge of the NATO LL-process. Find information about this course in the Menu at Training>NATO LL online Course

There are several ways to access the Observations and Lessons, although all of them will use the same databases and Search engine:

a. Main Menu>OBSERVATIONS: *Tracking Observations* (all those which are visible to the User);

b. Home page, Search bar, type keywords, select filters and click *Search* (ad hoc);

c. My NLLP, in *My Observations* (limited view);

d. My NLLP, in *My Saved Searches* (limited view, see Section 3.7).

4.1 Generic Information

The NATO NU NLLP collects unclassified Observations. These cannot be managed locally, but only by the NLLP Managers.

The LNM will be able to manage Observations and Lessons only when these are under their responsibility. In general terms, the OA LNM are allowed to manage Observations, and the TA LNM are allowed to manage LI and PoBP. The AB LNM shall support the TA LNM, with very limited capability.

The NLLP reflects the NATO LL Process. The implementation of new features is constrained by the NATO policy, the Bi-SC Directives and other official doctrines.

The Observations and Lessons are saved in the following containers:

a. Tracking Area, for items (Observations, Lessons, etc.) still ongoing. This includes all the status except the ones filed in the Archive Area;

b. Archive Area, for items rejected, noted or completed which are no longer staffed in the NLLP. This includes ONLY the following status: Observation Rejected, Lesson Identified Noted, PoBP Noted, LL, and BP.

Find below a diagram with the staffing process:

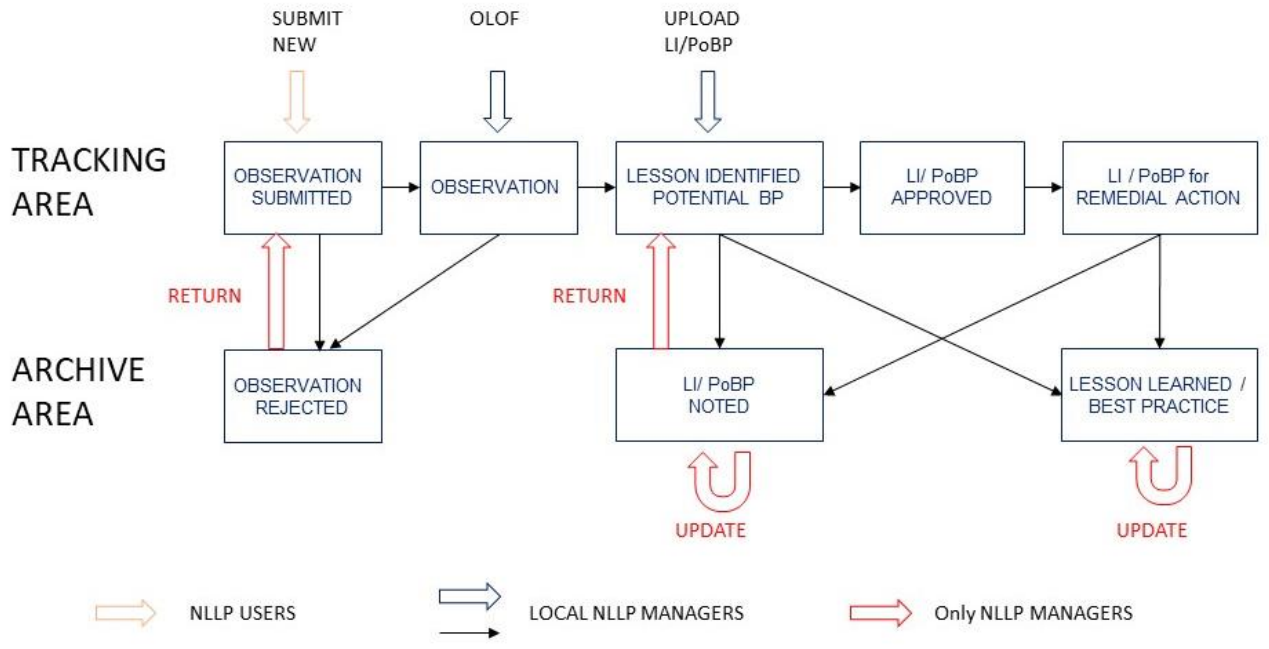


Figure 4.1. Staffing process

4.1.1 Visibility

Only the OA LNM are allowed to modify the Visibility:

a. *External visibility* Observations and Lessons will be shared with all the NLLP SU;

b. *Internal visibility* Observations and Lessons are, in general terms, visible for all the Users from OA, TA and AB HQ. In some status, this visibility could be extended.

Depending on the status, the action buttons could be visible or not. Furthermore, the Observation's fields will be set up as "Read" or "Write" depending on the User's rights, and LNM allocation (namely, OA, TA, and AB). This behavior will be described below for each status.

The NLLP Managers will have full visibility of the Tracking and Archive Areas. Furthermore, they can take any action as LNM, and even other special features such as: reverse the status of LI, return an item from the Archive Area to the Tracking Area, etc. NLLP Managers have full *Write* and *Delete* permissions in both the Observations and Lessons fields (including Comments, Attachments and links).

4.1.2 Automatic Notifications

The NLLP sends automatic notifications to the Originator, LNM, POC's, etc. in the following cases:

a. Change of status;

b. Change of LNM; and

c. Other special features.

In case a HQ selected as OA, TA or AB is not allocated with the LNM, the NLLP Managers will receive an automatic notification on its behalf.

TIP:

During exercises, LNMs might receive hundreds of automatic notifications, overflowing their “Inbox”.

LNM’s can provide the NLLP Managers with a generic account, so all the automatic notifications will be forwarded to that account instead of the LNM’s ones.

It is also an option to use MS Outlook “Rules” feature to save the emails in specific folders

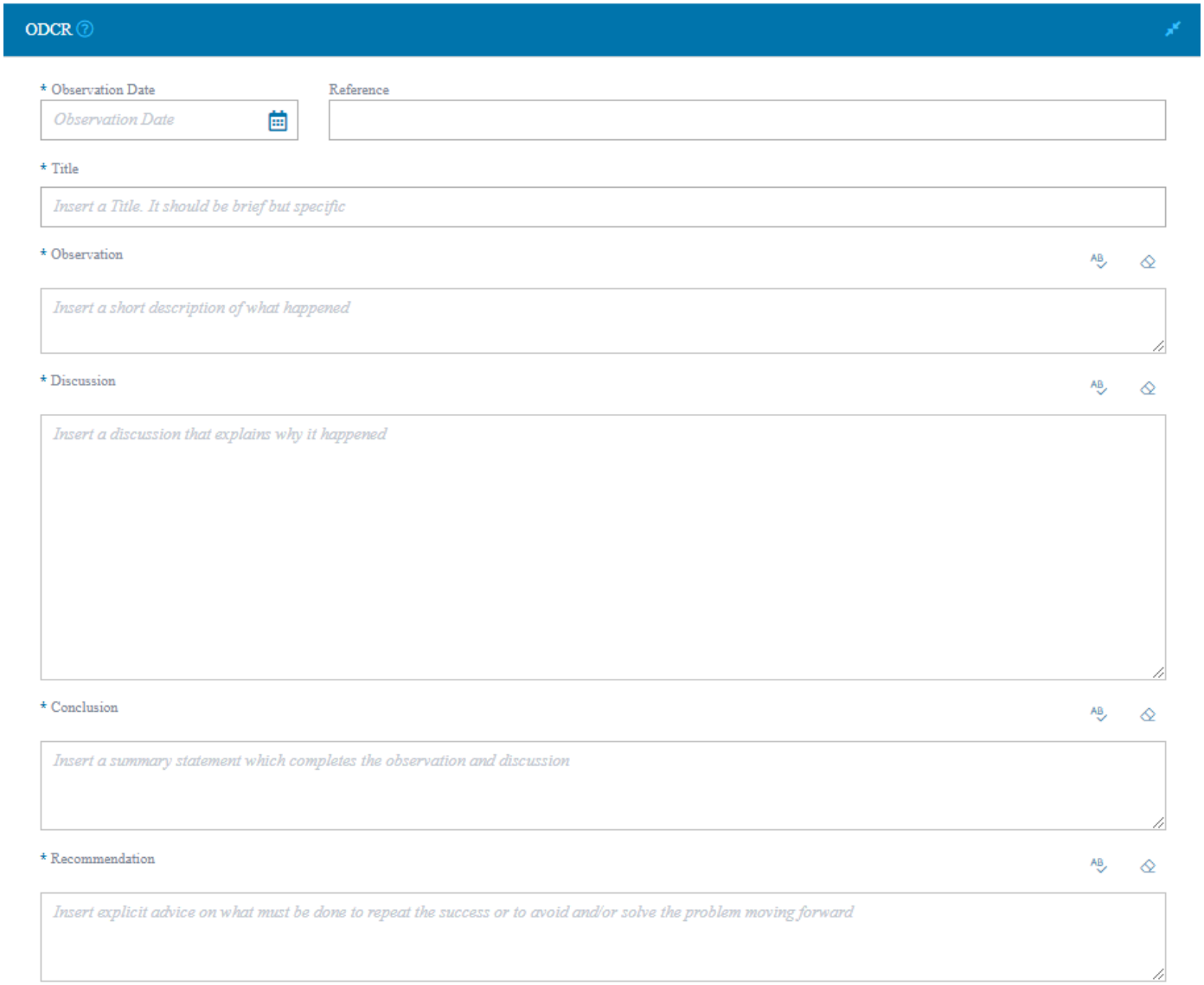
4.2 Submit an Observation <SU>

Any NLLP User is allowed to submit an Observation. It will be initially assigned to the User's parent HQ.

To submit an Observation the User must access the link in the main page, access the link from the Main Menu, or in the search results for tracking area. The submit Observation form will provide fields that must be filled to submit an observation. Fields marked with an asterisk (*) are mandatory.

The icon will hide the box content, and will expand it again.

4.2.1 ODCR Fields



Remarks:

a. Observation Date cannot be later than the current date;

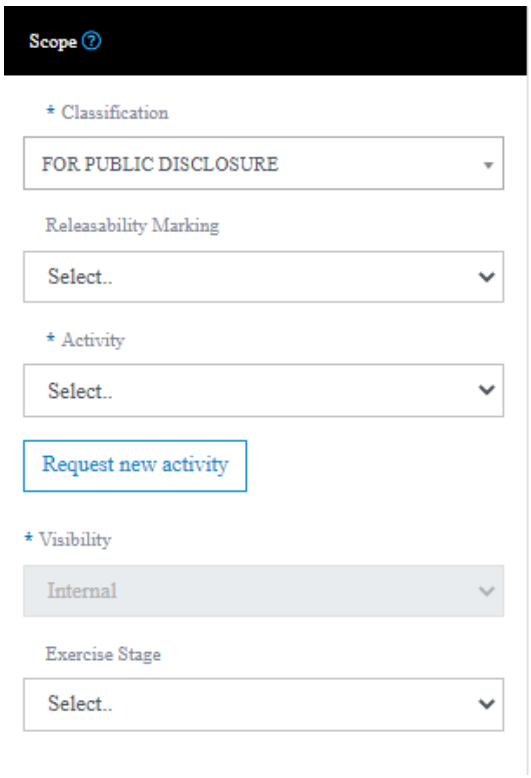
b. The Reference optional field will be populated with the publication or document that should be modified if the Observation is approved;

c. More information in the *Item Help* icon;

d. To expand the Observation, Discussion, Conclusion and Recommendation (ODCR) boxes, drag the right bottom corner; and

e. *Review Text* and *Delete all* options available in each field.

4.2.2 Scope Area

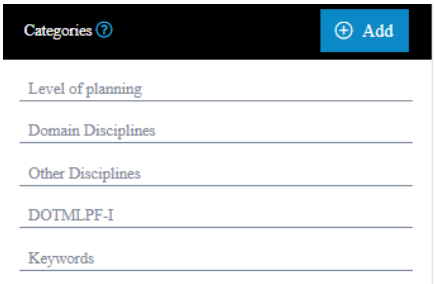


In case the User cannot find the appropriate *Releasability marking*, the User shall request the new marking to the NLLP Managers.
If the User cannot find the appropriate activity, the best solution is to request it by email to the NLLP Managers. Nevertheless, a new activity can be requested using the button *Request new Activity* and it will be created and included in the ongoing Observation Submitted.

IMPORTANT NOTE
In case a new Activity is requested, that new Activity will not be available in the Activity list for submitting new Observations until it is approved by the NLLP Managers.

Visibility is always internal, meaning that it will be visible only to the Users from the OA HQ.

4.2.3 Categories



To provide the categorization, the User shall click on *Add*.

Observations may be submitted without Categorization, although it must be selected before achieving the status LI or PoBP.

NLLP Users are encouraged to select the categories as soon as possible.

IMPORTANT NOTE:

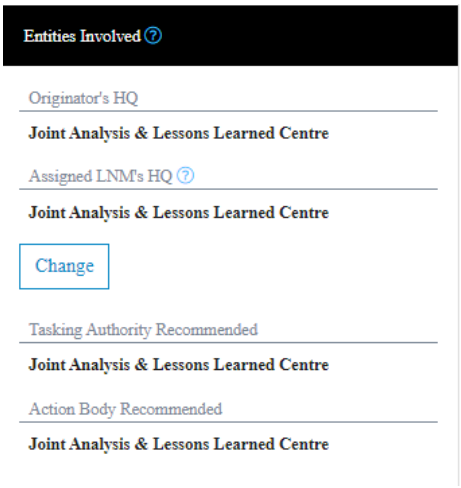
Categories will be annually adapted to the NATO official Categorization list, which could imply some changes to the initial Originator's choice

The *Keywords* field supports the Search process.

TIP:

Create your own hashtags and use them in the Keywords field. Search for them very easily. Use the *Save Search* feature for day-to-day use.

4.2.4 Entities Involved



By default, the Observation will be assigned to the Originator's parent HQ. Nevertheless, augmentees might have the need to assign the Observation to the Exercise/Operational HQ. In that case, the User can *Change* the HQ whose LNM will be responsible for approving that Observation.

The system will automatically modify the TA and the AB to the Assigned LNM's HQ

IMPORTANT NOTE

If either the Command Name/Abbreviation is not correct or it is not in the Command list, please, send an email to the NLLP Managers.

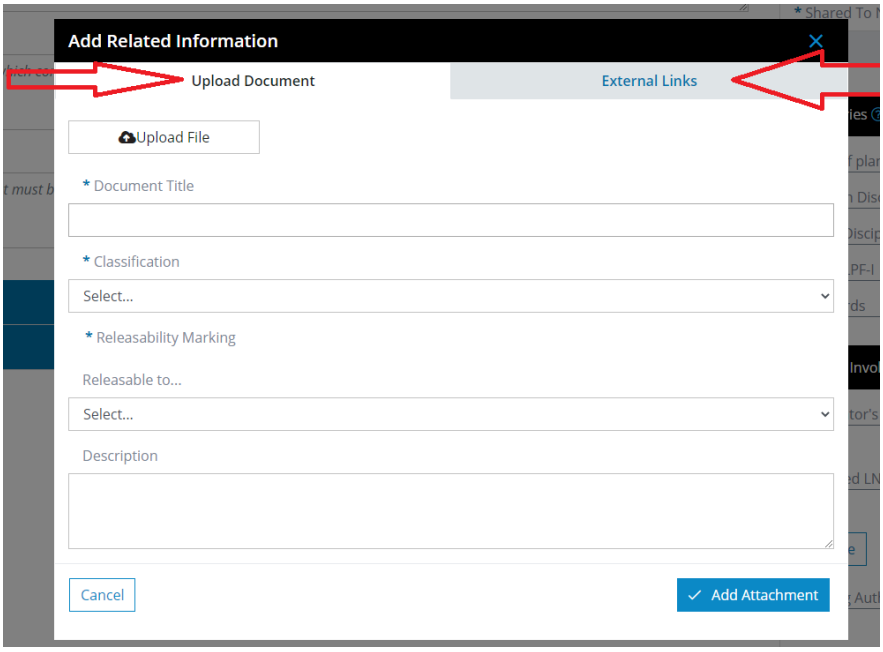
4.2.5 Related Information

In this section the User can add attachments and links to an Observation.

To add an attachment or a link a User shall access the form using the button *Add* at the Section *Related Information*.

To add an attachment or a link the User selects a tab and fills up the fields.

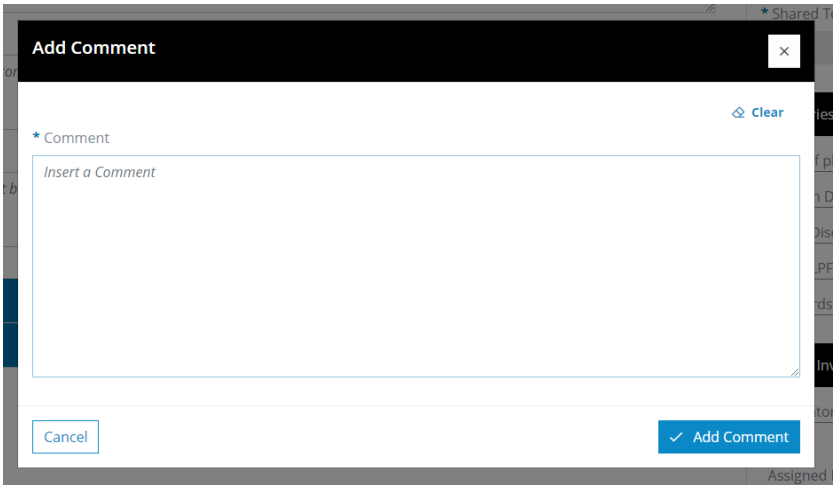
The maximum size for attachments is 15 MB.



4.2.6 Comment

The insert comments option is available during the whole process. Comments are added even if changes to the Observation/Lesson are not saved.

The User can insert a comment in the following screen and select the button *Add Comment*



4.2.7 Completion

The User can Submit the Observation to the LNM for its approval, or Save it as Draft to be used later (My NLLP > My Draft Observations).

The option *Cancel* will exit without saving the Observation.

4.2.8 Visibility

Only the Originator can read the draft Observations

4.2.9 Notifications

When a new Observation is submitted, an automatic notification is sent to the User and the assigned LNM

4.3 Submit an Observation using OLOF <SU>

The *Online Observation Form* (OLOF) allows asynchronous use of the NLLP in the following cases:

a. Users without access to the Network hosting the NLLP or the Exercise Portals;

b. Units without permanent link (naval units, especially submarines); and

c. Units without temporary link (under deployment, maintenance, technical problems, etc.).

Nevertheless, the OLOF is an outstanding tool for drafting Observations, sharing them by email with other stakeholders, getting higher approval etc., without using the NLLP. It is also very useful to collect Observations in Exercise/Mission networks and, on completion, make a bulk transfer to the NLLP.

The LNM (on behalf of the LLSO) is responsible for making the OLOF available for Users, as well as providing them with instructions for their internal storage and management. They are also responsible for transferring the files to the final network and their upload into the NLLP.

Observations uploaded using the OLOF will automatically achieve the status *Observation*, as it requires an implicit approval from a LNM.

The Classification and Releasability Marking in Footer and Header are automatically updated from the one selected.

For information about creating a custom OLOF and uploading them in the NLLP, read Section 4.11 below.

The OLOF was designed to facilitate easy hard-copy filing, with two specific sides:

a. Front side: main information, ODCR and metadata;

NATO UNCLASSIFIED

OFF-LINE OBSERVATION FORM

Internal ID :

Title : Access to NATO Unclassified Portals (NU 10426)

Classification : NATO UNCLASSIFIED

Releasability Marking :

Activity : Command, Control, Communication and Info

Exercise Stage : N/A

Observation Date : 2020-05-19 Format "yyyy-mm-dd"

Reference :

Observation : Access to NATO Unclassified Portals

Discussion : Difficulty to access NATO's portals such as Transnet and NSO

Conclusion : NATO COE needs to have quick access to NATO Unclassified Portals in order to be constantly updated on news, issues or whatever concerns NATO's ACT activities, standardization processes, doctrine and concept development working groups.

Recommendation :
1. for Portal providers, consider making access easier from remote users.
2. consider having one portal IOT facilitate the access to UNCLASS news

NATO UNCLASSIFIED

Back to Index

b. Back side: supplementary information, such as addressing/contact data, comments, attachments and action buttons.

NATO UNCLASSIFIED

Originator's Area

First Name : Stefano
Last Name : Baranovich
Originator's HQ : Security Force Assistance COE
Post : Cultural Awareness and GAP Analysis
NSWAN Email : cwgapstaff@nsfacoe.org
EXER Email :
User's Phone : 3200438237
EXER Phone :

Comments :

Originator's Attachment : Add Attachment
Document Title :
Classification :
Releasability Marking :
Description :

Addressing Information

Originating Authority : Security Force Assistance COE
EXER/OP POC Email : LLSO@Exercisenet.mil
Local Manager NSWAN Email : Nikica.Miljak@jallc.nato.int

Local Manager Area

Comments :

POC/Local Manager's Attachment : Add Attachment
Document Title :
Classification :
Releasability Marking :
Description :

Save As | Validate Form | Submit to POC | Print

Version : 1.1

NATO UNCLASSIFIED

IMPORTANT NOTE:

As the OLOF might be transferred from one network to another, it is paramount to fill up the originator's information including correct email accounts (both the unclassified/exercise address and the classified one) in order to facilitate traceability of the Observation at the NLLP. In case the originator is registered in the NLLP, the system will automatically associate the Observation to his/her NLLP account using the email address.

The mandatory fields for an Observation are included in the OLOF even though some optional fields (namely Categorization) are not included.

Fields with a red border are mandatory. It means that the NLLP will validate those fields and the non-approved Forms will not be uploaded. However, the OLOF can be saved even when any mandatory field is blank. The originator and the LNM can *validate form* using the green button at the bottom of the back page.

The *Internal ID* number is not imported in the NLLP, but it is useful to allow the LLSO to identify the Observation prior to the final import.

Attachments will be embedded in the pdf.

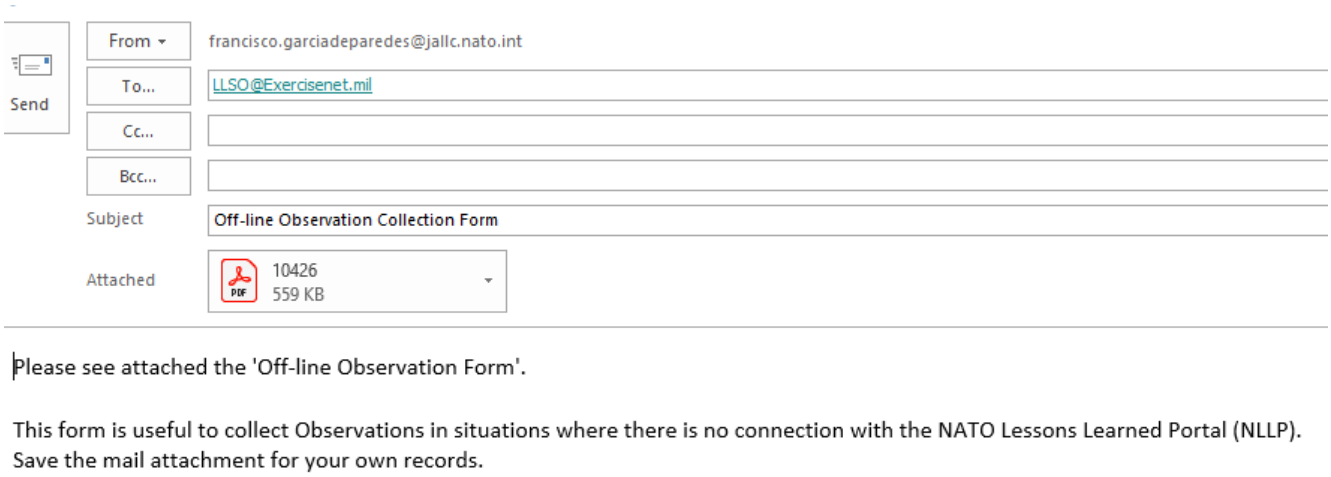
Submit to POC green button will:

a. Open the email app;

b. Add the OLOF as attachment;

c. Add "EXER/OP POC Email" as addressee; and

d. Add a default text.



Users must get in contact with either their LNM or LLSO if the OLOF does not fit their needs.

IMPORTANT NOTE:

Originators, LNMs, POCs and LLSOs are encouraged to adhere to the NATO security policy. In particular, OLOF containing a classified tag shall be never stored or migrated to lower classified networks or devices.

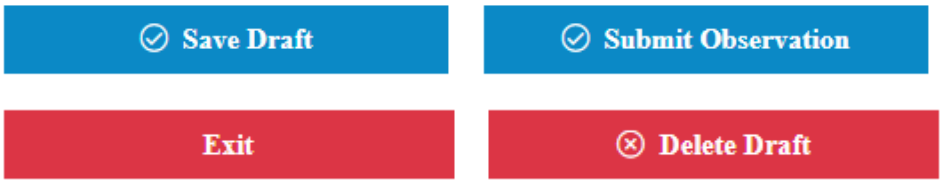
Neither the JALLC nor the NLLP Managers will be accountable to Users for breaking the security measures.

4.4 Submit an Observation using "My Draft Observations"

Users can save a draft Observation as in Paragraph 4.2.7 above. They are available in My NLLP.

The Draft is a Template that can be used as many times as the User desires, unless it is explicitly deleted. *Exit* button does not save last changes.

The Draft Observations can also be modified and either saved or submitted. In this second case, the outcome is the one described in Section 4.2 above.



4.5 Manage "Observation Submitted" status <LNM>

4.5.1 Initial actions

The Assigned LNM will proceed in accordance with the NATO LL Process, on the behalf of the LLSO, with an analysis of the Observation in order to determine whether it is valid or not (at this stage, it is not necessary to refine the ODCR yet). For that purpose, the Originator's information is available at the *entities involved* Area.

The Originator can modify the ODCR at this stage, based on the LNM's comments.

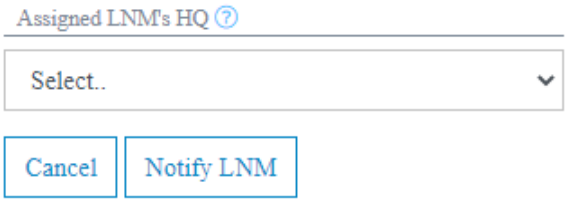
TIP:

To send an email to the Originator, click on the envelope icon

The Assigned LNM can also:

a. Recommend TA and AB;

(1) Assign the Observation to another LNM. In this case, the Observation submitted will be saved and closed, and the initial LNM will lose the edit capability and other rights.



b. Add Categories, Comments, Links or Attachments;

c. Modify the ODCR and Scope;

d. Save changes (and keep on working) or Exit (without saving the latest changes).

4.5.2 Tracking steps

A new area is now available on the bottom of the page, known as *Tracking Steps*. Every change in the status will be logged in this area. The User will find the following information:

a. Status:

b. Date of execution: and

c. Responsible (tooltip).

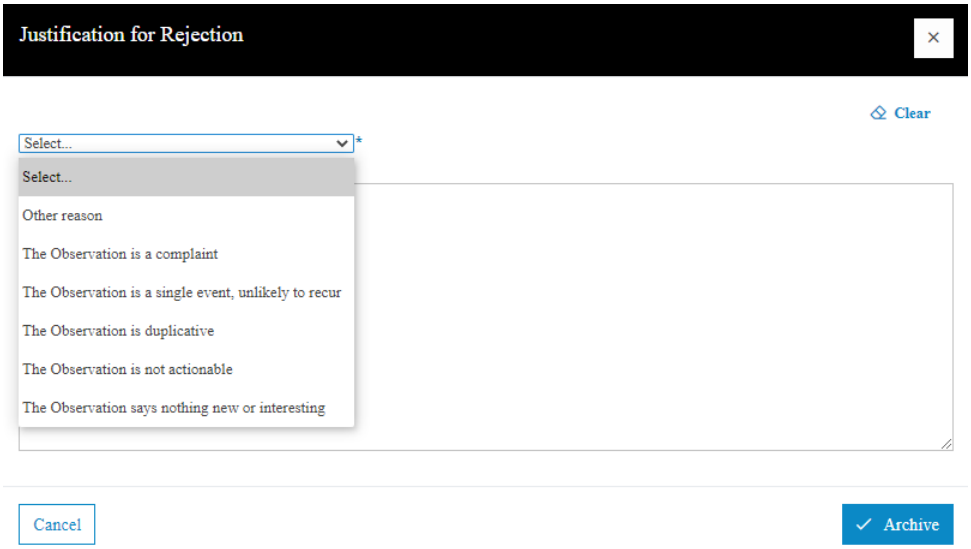
4.5.4 Completion

Finally, the LNM must decide whether:

In case it is approved, then the Status will change to *Observation*.

In case the Observation Submitted is Rejected:

a. the LNM shall select a justification. Free text is optional;



b. The rejected Observation will be transferred to the *Archive Area*. Take note that the NLLP Managers can restore rejected Observations into the *Tracking Area* again.

4.5.5 Visibility

In this Status all Submitted Observations remain as *Internal*

4.5.6 Automatic notifications

The following notifications are sent:

a. If the “Observation submitted” is reassigned, to: Originator and new LNM;

b. If the “Observation submitted” is approved, to: Originator and LNM OA;

c. If the “Observation submitted” is rejected, to: Originator and Assigned LNM.

4.6 Manage “Observation” status <LNM>

4.6.1 Initial actions

As mentioned above, there are two ways to achieve the *Observation* status:

a. Observations approved by a LNM, either from the originator’s HQ or from another HQ; and

b. An OLOF was uploaded by a LNM.

TIP:

If an Observation was originated by an OLOF, the *Observation submitted* step will not be visible. Otherwise, there will be two of them.

In order to refine the Observation, the Originator's information is available at the *entities involved* Area.

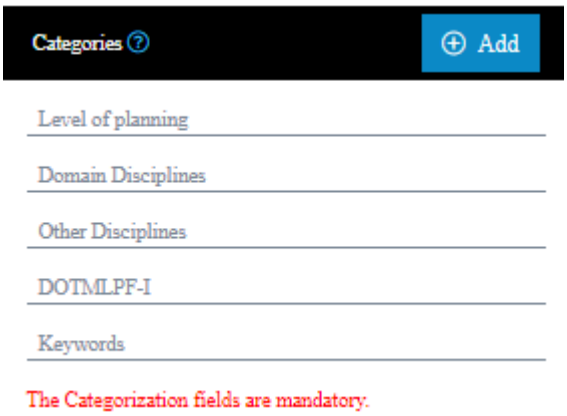
The OA (the Assigned LNM's HQ) will analyze the Observation, requesting support to SME, as well as details from the Originator. The ODCR will then be modified.

The other information from the previous status can also be modified. Be aware that the Originator cannot modify the Observation, only the LNM.

4.6.2 New features

The Observation form allows/requires new field management:

a. The categorization is now mandatory. In case any mandatory field is blank a warning will be visible after trying to modify the status to LI/PoBP. It is not possible to save if the categorization is blank;



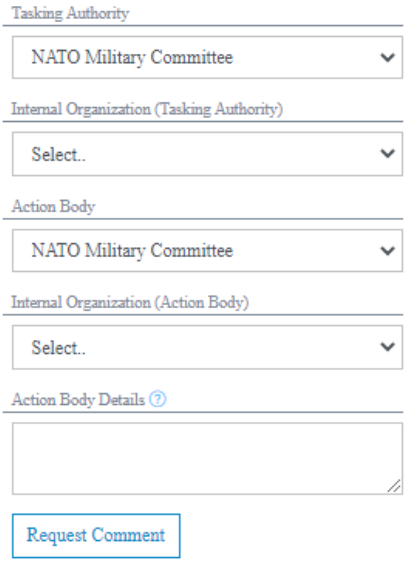
b. Export to pdf: This new feature is now available above the scope area:

c. In the “Entities Involved” panel, other actions can be taken:

(1) Modify *Tasking Authority* and *Action Body* (this action will also alter visibility in “Internal” Observations);

(2) New *Internal Organization* (TA/AB) fields: select a POC. The dropdown menu is managed by the LNM (see Section 4.12 below);

(3) New *Action Body Details* field: in this field the OA LNM can extend the information related to the AB (for example, in case there is more than one) and initial guidance from the OA to the TA about the Remedial Action (RA).



d. “Request Comment” to a SME. A draft email will be opened in the User’s email. The LNM will modify the text at will. See below the template for these emails:

IMPORTANT NOTE

By default, the OA, TA and AB are the Originator’s HQ

In case the TA is changed, the AB will be automatically deleted

Subject: Request for Comments on NLLP - "Evaluation criteria" (ID:10558)

Classification: NATO UNCLASSIFIED

You are requested to comment on the following “Lesson Identified”:

https://nllp.jallc.nato.int/lessonlearned/Pages/TrackingArea.aspx?key==gTN1ATM

Please click “comments” and “add comment”

LLSO instructions:
- Add your comments before ddmmyyyy
- You can also attach documents and links
- Please, reply to this email on uploading your comments
-

Very respectfully.

e. The Observation can be downloaded in pdf (above the *Scope* Area); Download pdf

f. Originator, OA/TA LNM and OA Users can add Comments. OA LNM can add new Links and Attachments, as well as Remove and Modify existing Comments, Links and Attachments. All of them are saved immediately (although the Observation itself is not).

TIP:

LNMs can create their own hashtags and use them in the Keywords fields (for example "#MyHQ_PendingCOS", or "#MyHQ_KeyObservations2021)

Then just create a "My Saved Searches" based on those hashtags, and manage them easily.

4.6.3 Visibility

The OA LNM can now modify the visibility to *External*.

4.6.4 Completion

Finally, the OA LNM must decide whether:

Reject | Lesson Identified | Potential Best Practice

a. Reject, as paragraph 4.4.4 above. The Observation will be then transferred to the Archive Area;

b. Approved to LI or PoBP. The TA LNM will take control of the issue.

IMPORTANT NOTE

If the TA is different to the OA, the use of the NLLP does not substitute the procedure established at the Bi-Strategic Command Directive 075-003, "Collective Training & Exercise Directive" (dated 28 January 2020) para 6-5-e-2-c (page 96) ("The OA will forward the LI to the TA via signed letter") and Annex S ("All LI's that have an external TA are to be sent to the nominated TA separately with a covering letter following the chain of command"), what shall be carried out

4.6.5 Automatic notifications

If the Observation is approved to LI/PoBP, a notification is sent to the Originator, OA LNM, TA LNM and OA POCs (Internal Organization)

If the Observation is rejected, a notification is sent to the Originator and the LNM OA

4.7 Upload "Lessons Identified/Potential Best Practices" <LNM>

LI and PoBP can be uploaded directly. This procedure shouldn't replace the standard procedure as it was created for those LI/PoBP inserted in Reports or other documents which do not require analysis (Phase 1 in the NATO LL Process).

The LNM can find a link in the Main Menu.

Notifications are described in paragraph 4.5.5 above.

The only difference between a LI/PoBP uploaded by this system and another one which followed the standard procedure, will be in the Tracking steps.

4.8 Manage "Lesson Identified/Potential Best Practice" status <LNM>

4.8.1 Initial actions

The main goal of this stage is to:

a. determine if the TA has accepted the endorsement of LI/PoBP or not;

b. refine the AB Details;

c. confirm the AB.

4.8.2 New features

The LI/PoBP forms have the following changes:

a. In this status, TA LNM takes control of the process, although the OA still keeps a minor capability;

b. TA POC (Internal Organization) are also allowed to modify the fields Keywords, AB POC and AB Detailed;

c. The ODCR, Categorization and other main fields are blocked. Main Classification and Releasability Marking can still be modified by the OA LNM;

d. OA/TA LNM and SU can add Comments. TA LNM and TA POC can Add, Write and Remove Attachments and Links;

e. In case the TA endorses the LI to another Command, a new button will be visible afterwards.

It is recommended to modify the AB too. After clicking on *Notify TA*, the current TA will lose control of the LI/PoBP (see IMPORTANT NOTE above, point 4.6.4)

4.8.3 Visibility

Only the OA LNM can modify the visibility.

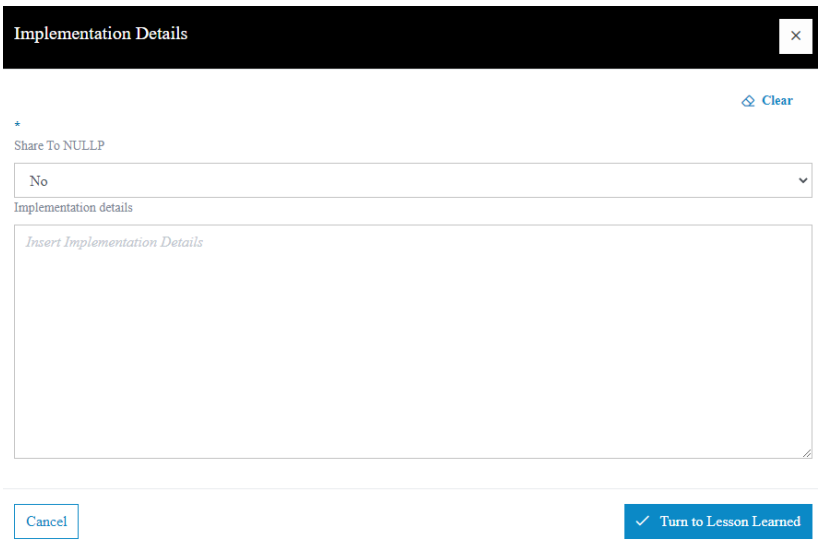
4.8.4 Completion

Finally, the TA LNM or the POC (Internal Organization) must decide whether:

a. Note the LI/PoBP. It will be transferred to the Archive Area and a new pdf document will be uploaded in the NLLP Library. NLLP Managers can return LI/PoBP Noted to LI/PoBP again;

b. Turn to Lesson Identified Approved or PoBP *Approved*. Note that the AB cannot be modified after the approval of the LI/PoBP;

c. Turn directly to LL or BP: the LNM can fill up the Implementation details (optional) and the LI/PoBP will achieve the status LL/BP (see Section 4.10.4 below).



IMPORTANT NOTE:

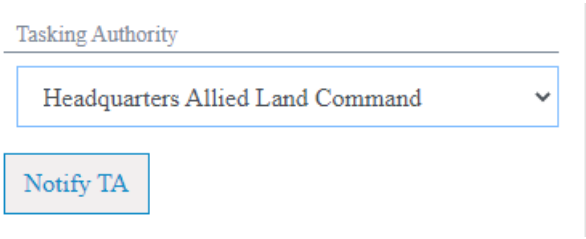
The *Approved & Lesson Learned* shortcut does not follow the NATO LL Process.

It was created for special cases (internal endorsement, quick RA implementation, etc.) once the Lesson is already Learned, in order to save steps to the LNM.

In case the Lessons required an Evaluation during an Exercise or another activity, the standard procedure must be followed.

The TA LNM can also decide to modify the TA. In that case, select a new one in the menu.

And click on *Notify TA*. The LI/PoBP will be closed and the new TA's LNM will have control of it.



4.8.5 Automatic notifications

If the LI/PoBP is *approved*, a notification is sent to the Originator, OA/TA/AB LNM, and TA/AB POCs (Internal Organization).

If the LI/PoBP is *noted*, a notification is sent to the Originator, OA/TA LNM and TA POC.

If the LI/PoBP TA is *changed*, a notification is sent to the Originator, OA, new/old TA LNM and POC.

4.9 Manage "LI/PoBP Approved" status <LNM>

4.9.1 Initial actions

During this stage the AB is responsible for the development of an Action Plan to implement the approved RA. The AB cannot be altered at this status.

The AB will inform the TA that the action plan is ready for implementation.

4.9.2 New features

The LI/PoBP form has the following changes:

a. TA and TA POC are blocked;

b. Main Classification and Releasability Marking can be also modified by the TA LNM;

c. OA/TA LNM and SU can add Comments. TA LNM and TA POC can Add, Write and Remove Attachments and Links.

4.9.3 Visibility

Only the OA LNM can modify the Visibility.

4.9.4 Completion

Finally, the TA LNM or the POC (Internal Organization) must decide to initiate the RA:

4.9.5 Automatic notifications

If the RA is initiated, a notification is sent to the Originator, OA/TA/AB LNM, and TA/AB POCs (Internal Organization)

If the LI/PoBP is noted, a notification is sent to the Originator, OA/TA LNM and TA POC.

4.10 Manage "LI/PoBP for Remedial Action" status <LNM>

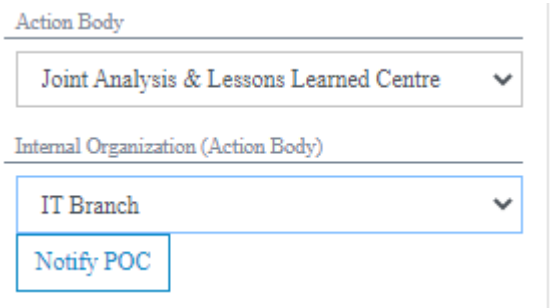
4.10.1 Initial actions

The AB starts the implementation of the Action Plan.

4.10.2 New features

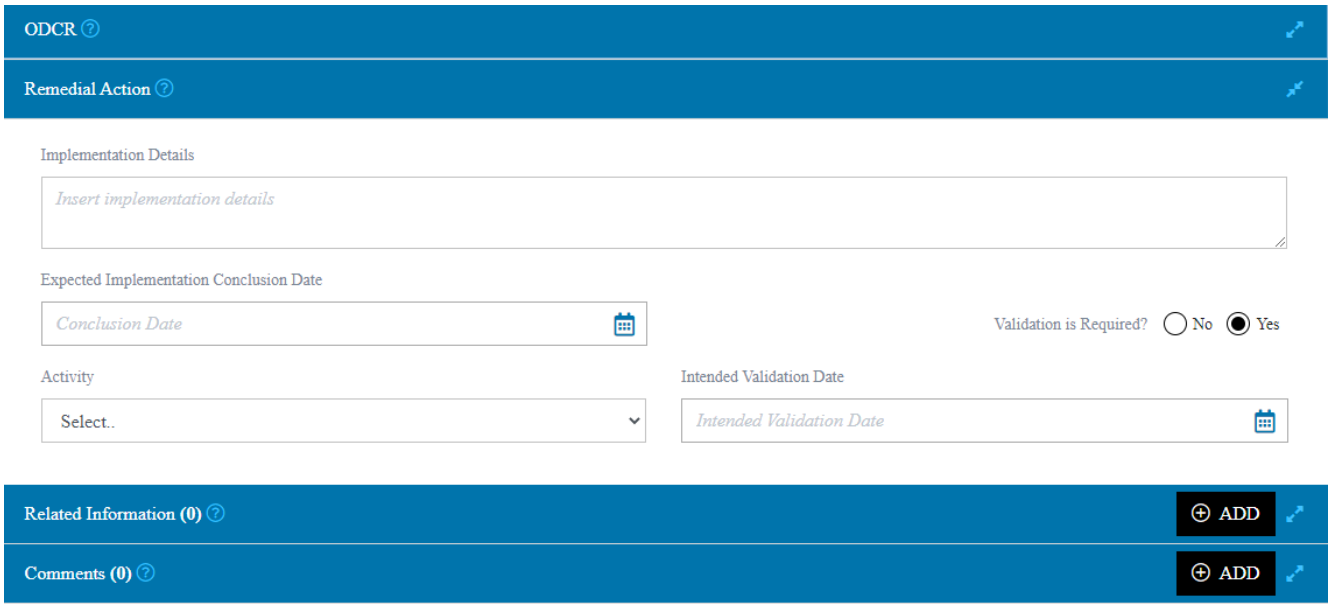
The option "Share to NU NLLP?" is now enabled. This will inform the NLLP Managers that the LL/BP shall be transferred to the NU NLLP Library.

The TA can modify the AB POC (Internal Organization). In that case, the new POC shall be notified using the *Notify POC* button. Nevertheless, if the LI for RA is saved, the AB POC will be updated.



AB LNM can modify again the AB POC.

A new *Remedial Action* box will pop up between the ODCR and the Related Information ones



TA/AB LNM and TA/AB POC are allowed to write in that *Remedial Actio*n box:

a. *Implementation details*: AB will insert the implementation details;

b. *Expected Implementation Conclusion Date*: the AB will update this field based on the real ETC;

c. *Validation required?* The TA will decide whether it is necessary to validate it or not. If so, the TA LNM/POC will select an Activity and an *Intended Validation Date*;

d. Main Classification and Releasability Marking can be modified by the OA/AB LNM; and

e. OA/TA LNM and SU can add Comments. TA/AB LNM and TA/AB POC can Add, Write and Remove Attachments and Links.

The AB LNM will find a new button to notify the TA that the RA has been completed. This way, the TA LNM and POC will receive an automatic notification.

4.10.3 Visibility

Only the OA LNM can modify the Visibility.

OA LNM are encouraged to modify the visibility to *External* in order to facilitate other Users to learn from their experience.

4.10.4 Completion

As a reference, the AB LNM can *Notify Remedial Action Completed* to the TA, although it is not a mandatory step. The TA can decide to turn the LI into LL without notification.

The options available for the TA LNM are:

a. Note the LI/PoBP. It will be simultaneously sent as a PDF file to NLLP library and transferred to the Archive Area;

b. End the LL Process, by clicking on *Turn Lessons Learned* (or *Turn Best Practise* instead). The LL/BP will be transferred to the Archive Area, and a new pdf document will be uploaded in the NLLP Library.

In case the validation of the Lesson Identified for Remedial Action (LIfRA)/PoBPfRA fails, the whole process should be restarted from the Observation status, analyzing again the root causes and finding new recommendations. In this case, get in contact with the NLLP Managers.

4.10.5 Automatic notifications

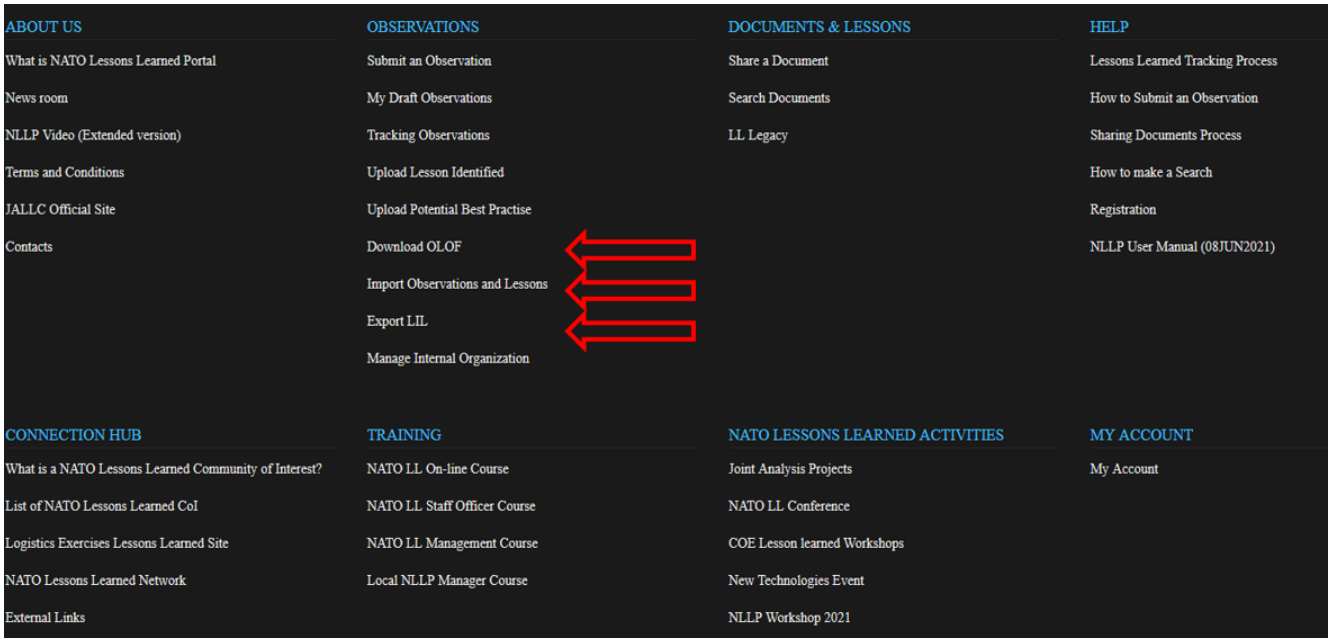
If the RA is *Initiated*, a notification is sent to the Originator, OA/TA/AB LNM, and TA/AB POCs (Internal Organization).

If the LI/PoBP is *Noted*, a notification is sent to the Originator, OA/TA LNM and TA POC.

If the RA is *Completed*, a notification is sent to the Originator, the OA/TA/AB LNM and the TA/AB POC.

4.11 Import/Export OLOF and LIL <LNM>

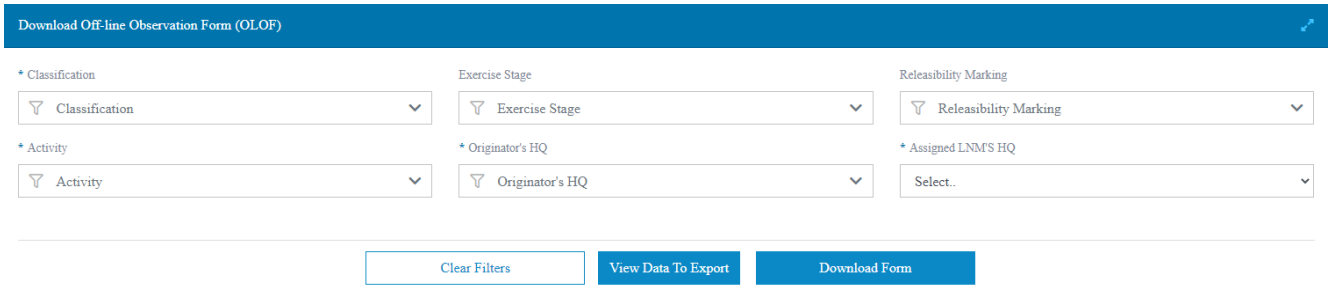
To import or export OLOF and export Lesson Identified List (LIL) the LNM shall access these functionalities from the Main Menu.



4.11.1 Download OLOF

Only LNM are allowed to download a pdf. This function might be disabled in the NU NLLP.

The OLOF should be prepared and distributed well in advance before the Exercise or Operation starts.



Procedure:

STEP 1: Select choices from the drop down menus:

a. Classification: only the Classifications allow for the working network are available. Therefore, in the NU NLLP the LNM will not find the classified options;

b. Releasability Marking: in case a new one is required, LNM should get in contact with the NLLP Managers;

c. Activity: LNM shall select a number of activities that will be supported by OLOF;

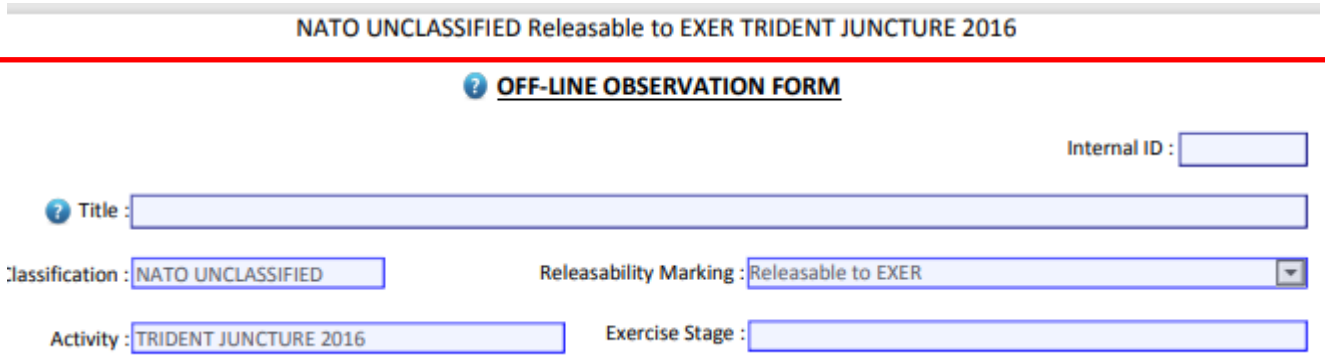
d. Originator's HQ: it is recommended a short list of Headquarters. If necessary, LNM should download different custom Forms; and

e. Assigned LNM's HQ: only one choice is allowed. This field will generate the future OA when the OLOF is uploaded in the NLLP.

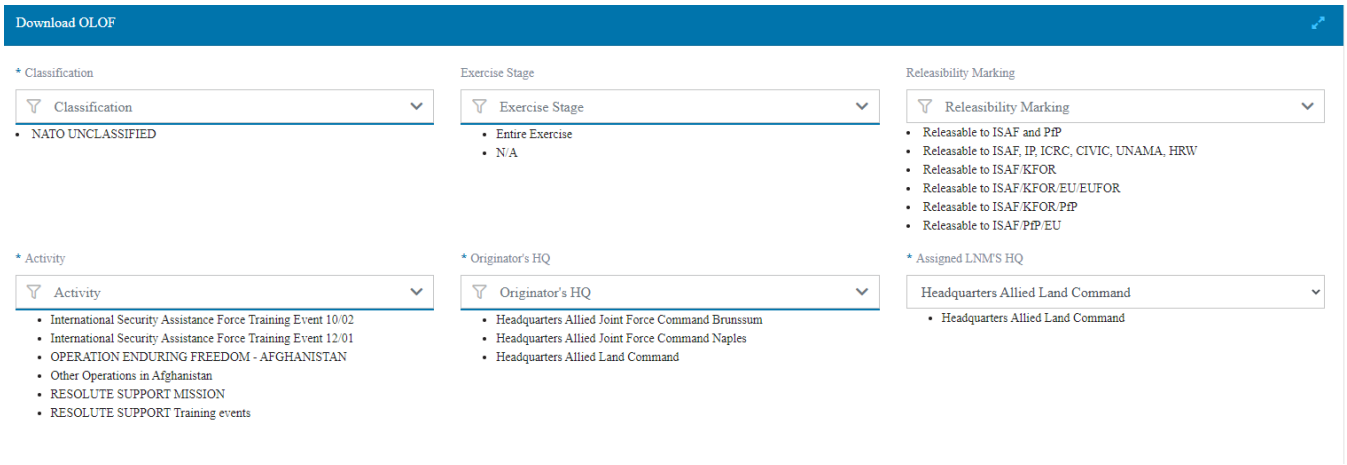
IMPORTANT NOTE:

OLOF might lose some functionalities if it is open using a browser. In case it is set up as default option, using the right buttom, select "Open with" and select Acrobat Reader or another pdf-reader.

Some of the features/buttons could not work in case the javascript is disabled. In that case, the User shall enable Acrobat javascripts in Edit -> Preferences-> javascript



STEP 2: *View Data to Export*. double check the choices selected and modify if necessary



IMPORTANT NOTE:

Assigned LNM's HQ selection is available for all LNM.

STEP 3: Download form;

STEP 4: Select default choices. Add *Local Manager NSWAN Email*. Save the changes.

IMPORTANT NOTE:

In case the NSWAN address is not associated to a real LNM, the validation will fail.

STEP 5: Send to POCs and request them to fill the *EXER/OP POC Email*.

STEP 6: Manage the OLOF flow in accordance with the Exercise/Operation instructions.

IMPORTANT NOTE:

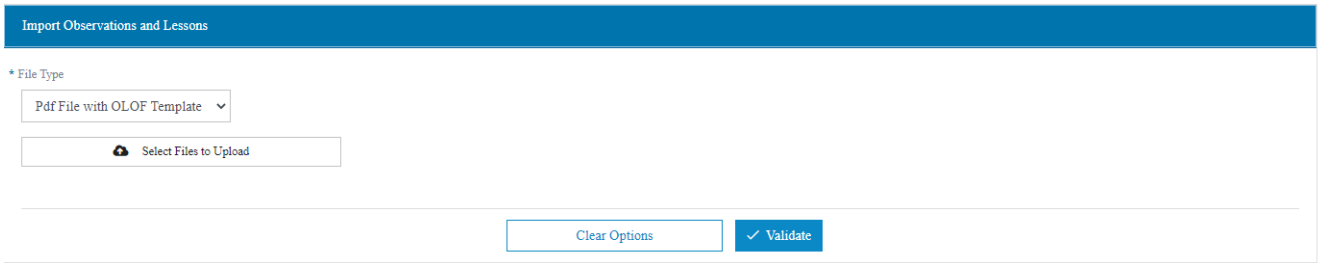
The Users might experience some issues when using the “Acrobat Reader” app to draft a new Observation if the use of javascripts is not enabled. In that case, it shall be enabled on Edit>Preferences>javascript

4.11.2 Upload OLOF (Import Observations and Lessons)

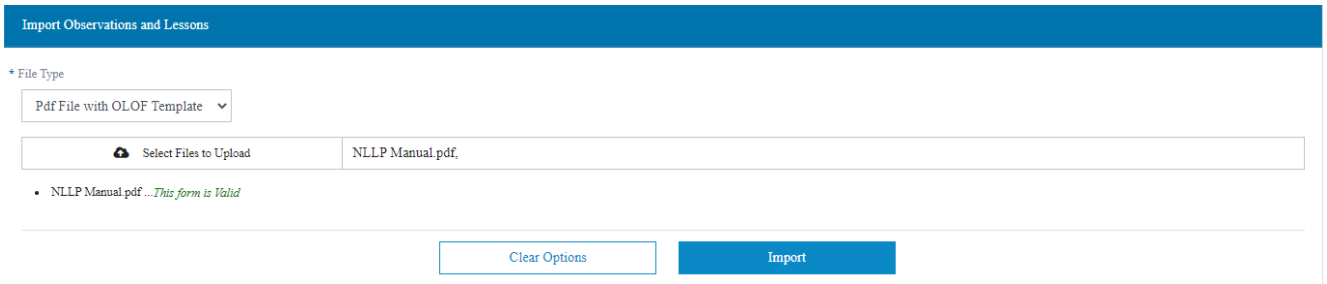
Only LNM are allowed to upload OLOF Observations. This function might be disabled in the NU NLLP.

STEP 1. Collect the OLOF files and transfer them to the NS network.

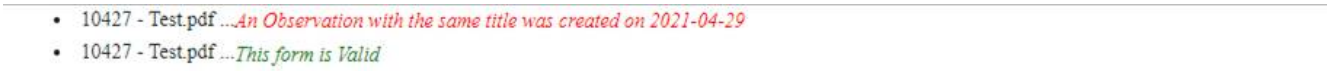
STEP 2. Select the OLOF files.



STEP 3. Validate Forms.

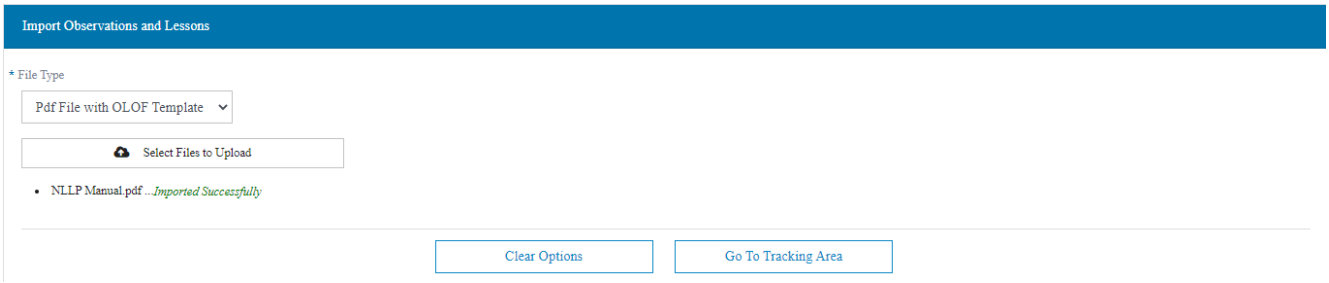


The system will detect if any OLOF's Title already exists in the Tracking Area, to prevent the LNM from duplicating Observations already uploaded. A warning will be shown, but the OLOF's will be uploaded anyway if the form is valid:



STEP 4. Decide if:

a. Import Valid Forms;



b. Modify invalid forms or upload more OLOF's: click on *Clear Options* and return to STEP 2.

4.11.3 Export LIL

The Export LIL function was developed to facilitate the migration from the NLLP to a preformatted MS Word Document, in accordance with the Final Exercise Report template (BiSC Directive 075-003, Annex S). It is only available for LNM. Procedure:

STEP 1. Select Activity filter and Search.

STEP 2. Select the Observations and Lessons.

STEP 3. Click on

An initial MS Word draft will be automatically created, for further refinement:

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ANNEX to FIR/FER

LESSON IDENTIFIED LIST

Activity: EXERCISE Coronavirus Disease 2019

NLLP ID	Originating Authority	Title	Observation	Recommendation	Proposed Tasking Authority
10608	Air Component Command 1 - Exercise	UTest JSON External	The use of the appropriate face masks, as advised by WHO, cause the goggles of MIO team members to fog up and become difficult to see through.	In order to recommend the proper type of mask in the MIO operator TTP and to have a final solution to the problem of foggy goggles, research regarding the various types of masks, goggles, and other materials (liquids etc) that may reduce the impact of this effect is recommended to take place. Recommended Tasking Authority: ACT Recommended Action Body: NSO	Air Component Command 3 - Exercise
10607	Air Component Command 1 - Exercise	Evaluation Reporting (#1 LNMC3)	The SITREP format provided in Annex Q to ASF Volume VII is not suitable for daily SITREPs.	Include additional SITREP format in the ASF Volume VII to be used for daily SITREPs.	Air Component Command 1 - Exercise
10606	Air Component Command 1 - Exercise	Not Applicable/Not Evaluable Agreement (#1 LNMC4)	During the evaluation, and after the NA/NE Agreement had been signed, it was found out that in a few cases	Have the evaluation team cross-check the declared criteria with the unit to make sure all NA/NE criteria are included in the Agreement and	Air Component Command 1 - Exercise

1
NATO UNCLASSIFIED

Remarks:

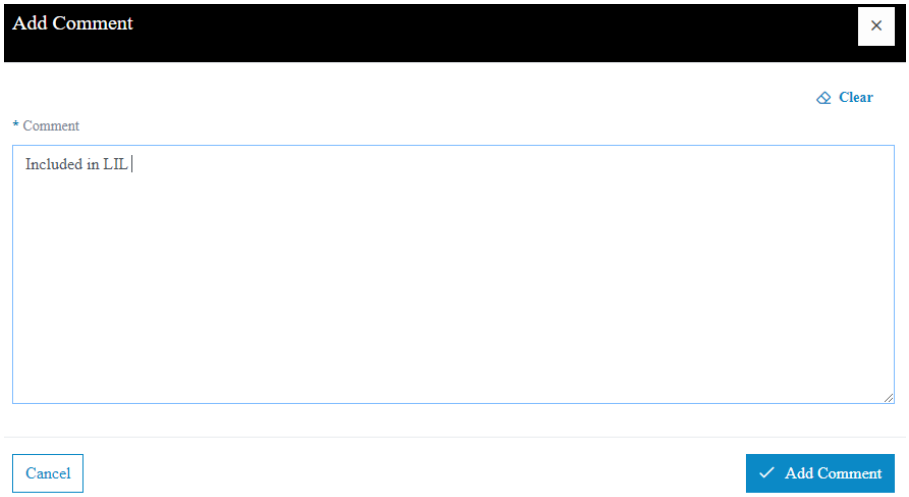
a. The highest Classification will be included in the document (header and footer) and file name;

b. Font Arial;

c. Activity downloaded to the Title.

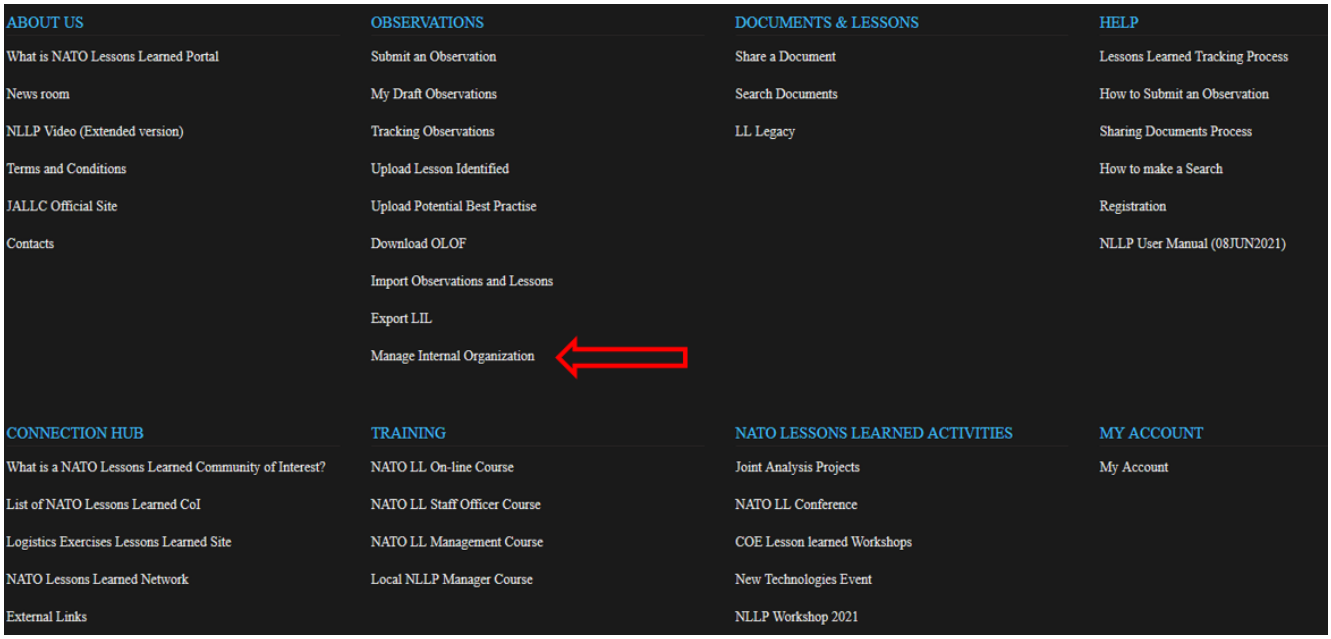
Export to LIL page is fitted with an option to add comments to several items simultaneously. Select the items and click on the button

Type the comment to be added, and click on the button "*Add Comment*".



4.12 Manage Internal Organization <LNM>

LNM can access the Internal Organization from the Main Menu.

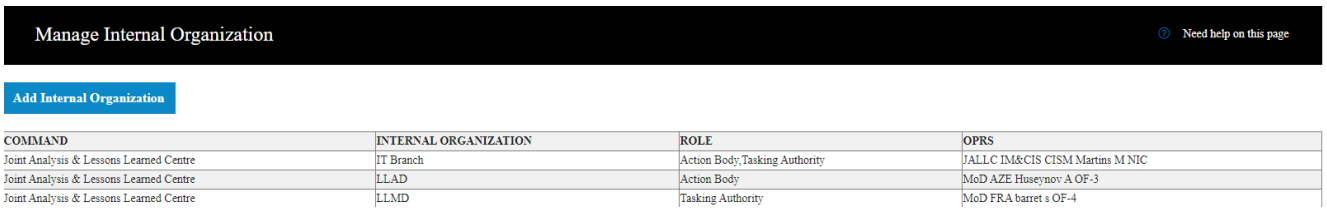


Each Internal Organization item (Section, Branch, etc.) can be assigned to an Internal POC, who will receive the automatic notifications and who also is also allocated with special permissions, in accordance with the features described throughout this Chapter.

IMPORTANT NOTE:

All LNMs are encouraged to review and update their respective organization on a regular basis, as well as updating POCs after the summer rotations.

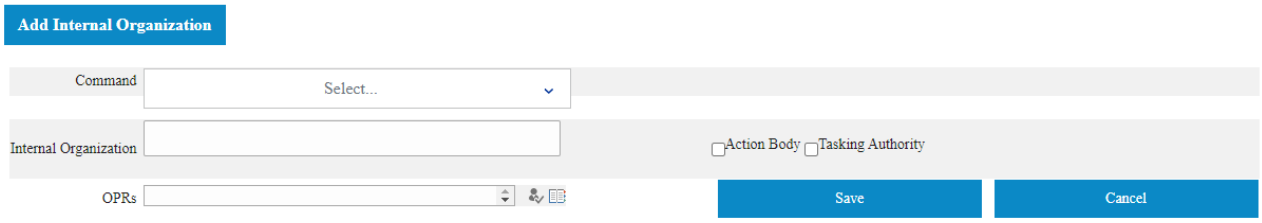
a. To modify one row, the LNM shall click on the Internal Organization column value, and click *Update* on completion;



COMMAND	INTERNAL ORGANIZATION	ROLE	OPRS
Joint Analysis & Lessons Learned Centre	IT Branch	Action Body,Tasking Authority	JALLC IM&CIS CISM Martins M NIC
Joint Analysis & Lessons Learned Centre	LLAD	Action Body	MoD AZE Huseynov A OF-3
Joint Analysis & Lessons Learned Centre	LLMD	Tasking Authority	MoD FRA barret s OF-4

b. To delete a row, the LNM shall click on the Internal Organization column value, and click *Delete*;

c. To add a new row, click on *Add Internal Organization*.



By ticking *Action Body* and *Tasking Authority* boxes, that option will be available in their respective dropdown menus.

TIP:

To add the Internal Organization for new Headquarters, the LNM can send an Excel table to the NLLP Managers, including the columns *Internal Organization* and *Role*.

The NLLP Managers can easily copy-paste the Excel table using Share Point back office features, saving several hours of work. The LNM shall allocate the POC afterwards.

4.13 NLLP Managers

The NLLP Managers at the JALLC are empowered to take any LNM action described in this chapter. Furthermore, they can also take actions in the Archive Area items such as:

a. Return Lesson Identified/Potential Best Practice (LI/PoBP) Noted: the LI/PoBP Noted will be restored as LI/PoBP;

b. Restore *Observation Rejected* to *Observation Submitted* status;

c. *Delete LL/BP*: delete the item from the database; and

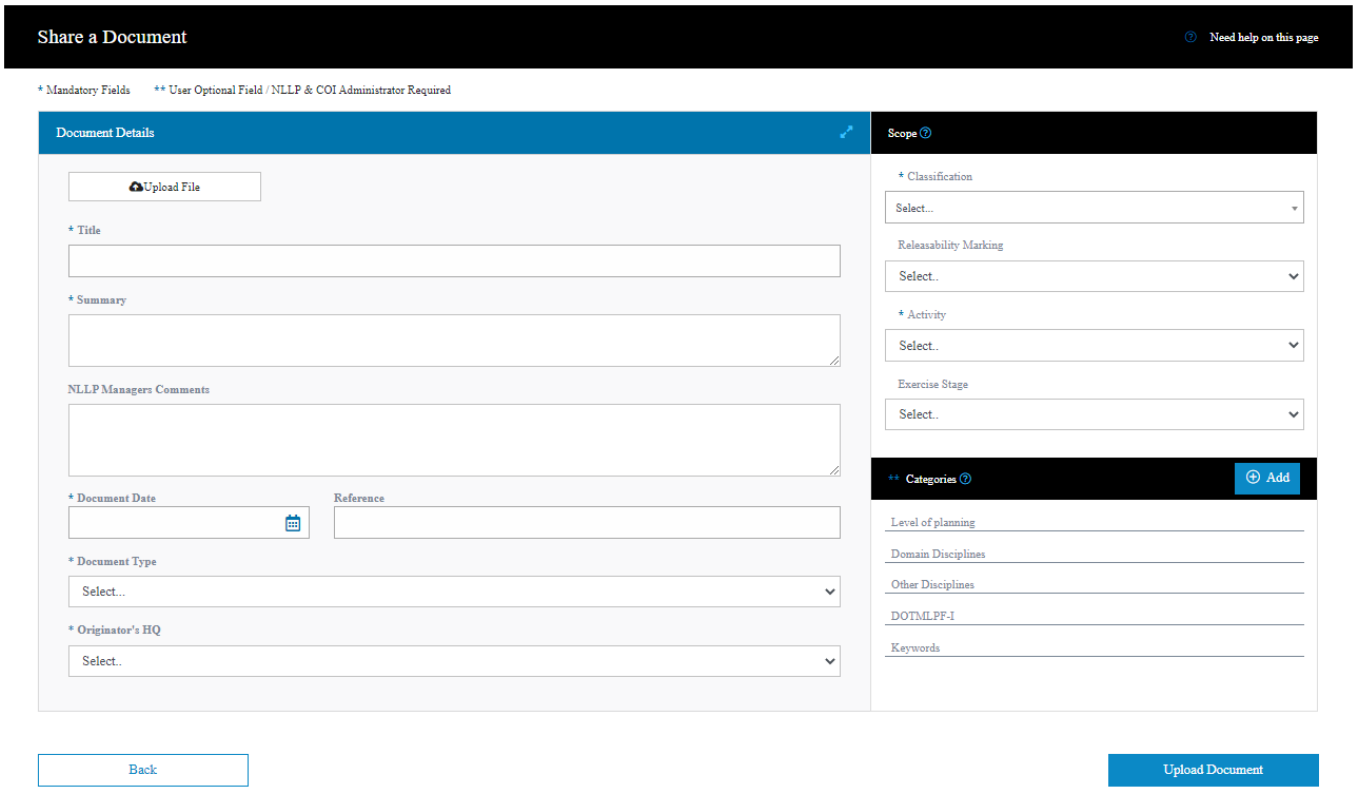
d. *Update LL/BP*: the information will also be updated in the NLLP Library document.

5. Share a Document/Add Contributions <SU>

5.1 Share a document

Users can share documents in the NLLP through this feature reachable in the Main Menu:

After clicking on that item, the next template will be shown.



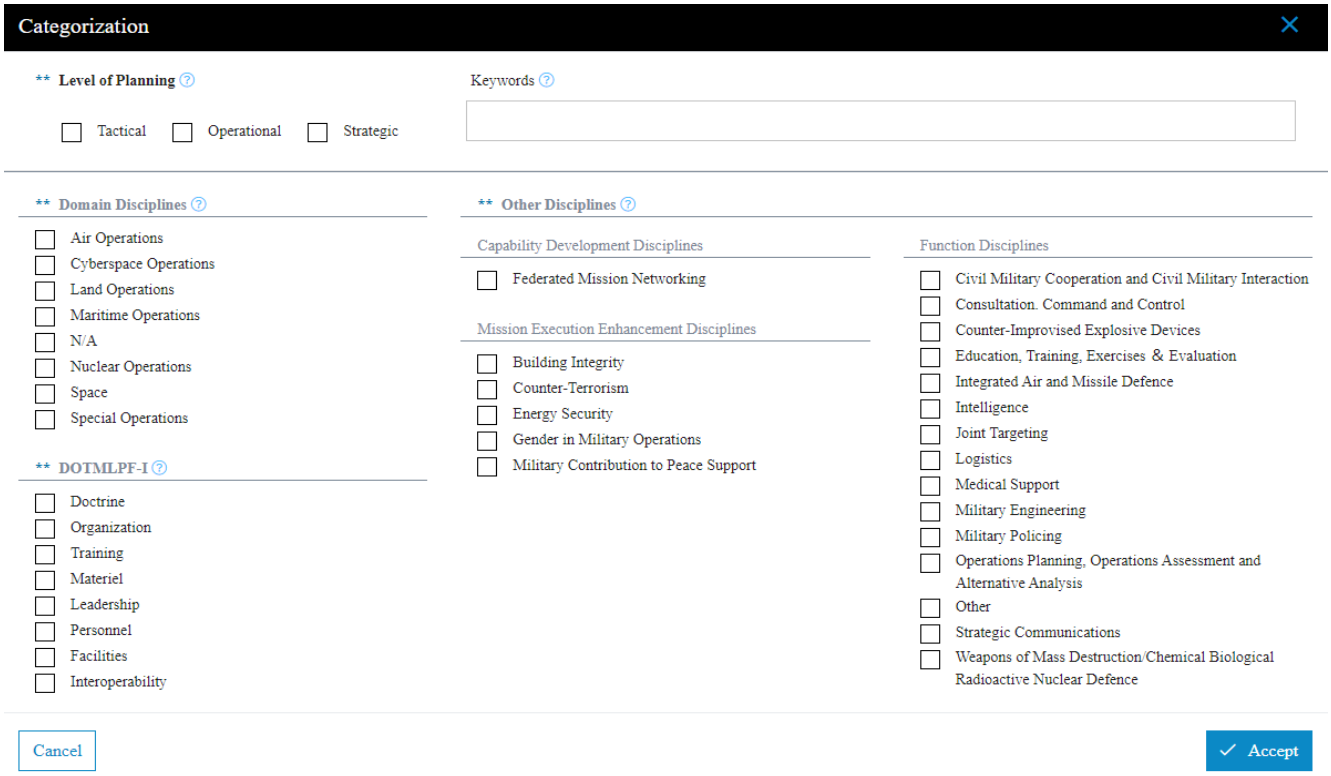
Mandatory fields (*) to be filled in by User. Fields with two asterisks are optional for contributors and mandatory for NLLP Manager and NATO LL CoI Administrators:

a. Title (limit: 100 characters);
b. Summary (limit: 250 characters);
c. Document date (Date of release/publication of the document by the Originator);
d. Document type (publications, newsletters, doctrine, report, etc.) from the dropdown menu;
e. Originator HQ (the Nation or International Organization under whose authority the information has been produced or released to NATO);
f. Classification (in accordance with "The Management of Non-Classified NATO Information" C-M(2002)60. July 2002);
g. Activity (specific exercises, operations, Hot Spots, etc.).

Other additional fields:

a. Reference (document registration number or another numbering that can facilitate the search for documents);
b. NLLP Managers comments: to be filled only by NLLP Managers;
c. Releasability marking (releasable to Partner Nations, NATO forces, organizations, Internet transmission….). New markings shall be requested to the NLLP Managers;
d. Exercise stages.

It is very important to categorize the document to share with the following fields:



a. Level of Planning (strategic, operational or tactical levels in accordance with AAP-6, NATO Glossary of Terms and Definitions, Edition 2016);
b. Domain disciplines (those characterized by the military environment in which they are. 2018 Bi-SC Comprehensive List of Disciplines);
c. Doctrine, Organization, Training, Materiel, Leadership, Personnel, Facilities and Interoperability (DOTMLPF-I);
d. Other Disciplines (Capability Development Disciplines, Function Disciplines and Mission Execution Enhancement Disciplines);
e. Keywords: can be used to better define/categorize the entry and easily to find. Each word or expression should be separated by a semicolon and a space. Ex: Space; GPS; Environment. Acronyms and abbreviations can be used if fully expanded in the entry (#TRJE18_AIRCOM_A3 for instance….).

IMPORTANT NOTE

The file to be uploaded must have a size less than 15 Mb.

5.2 Approval procedure

Once a document is uploaded it must be approved by NLLP Managers before being published.

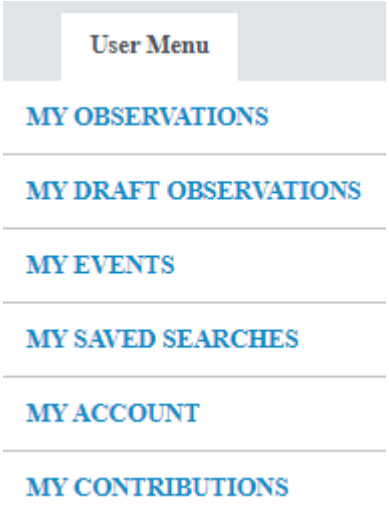
NLLP Managers will check that all the metadata is correct, as well as the appropriate Classification marking has been allocated.

On approval, the system will automatically send a confirmation email to the Originator.

The NLLP Managers will transfer the document from the NU to the NS NLLP and vice versa in accordance with the Classification of the document.

5.3 Manage your contributions

The User will easily find their documents in My NLLP > My Contributions.



The Contribution list will be opened, showing a list with the User's contributions.

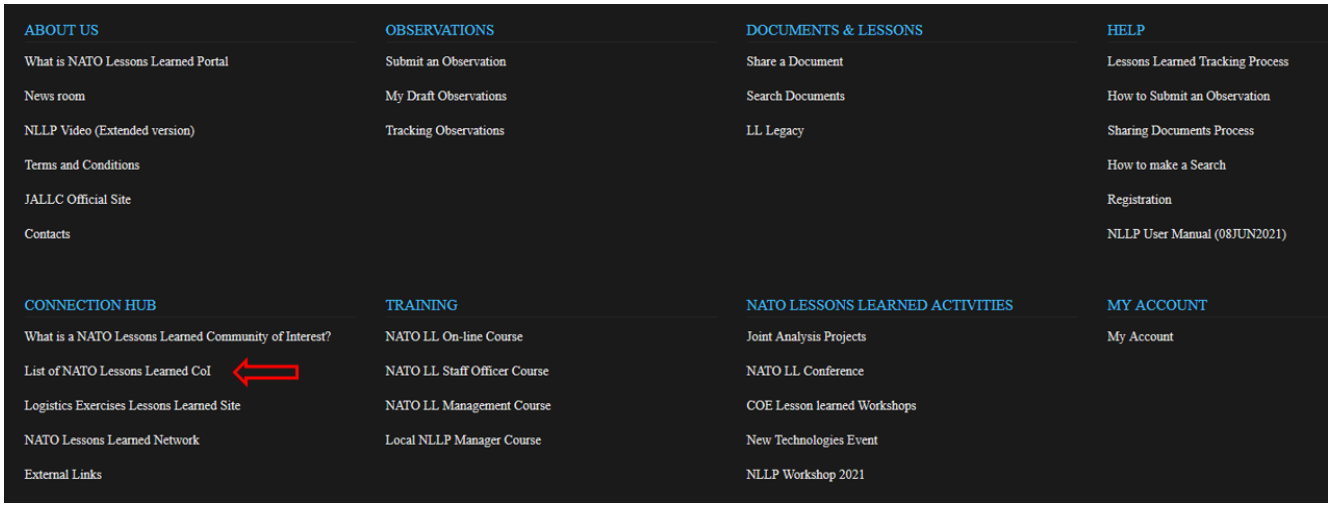
New documents can be shared from this page, clicking on the button

6. NATO Lessons Learned Communities of interest <SU>

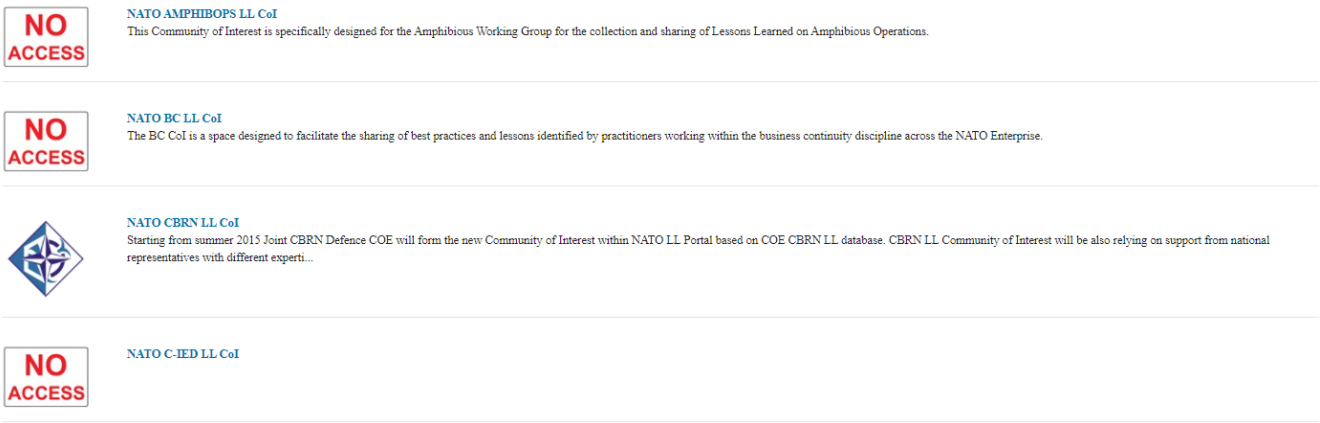
6.1 Standard NATO LL Communities of Interest

6.1.1 Access

From the Main Menu.



The LL CoI will list all the communities



If the User can see the LL CoI logo, then it is accessible (either the LL CoI is public or the NLLP User is a member). In case the User is interested in participating in the LL CoI, click on the No Access Logo, and send the request to the LL CoI Administrator.

Users will find explanatory information about NATO LL CoI in the Main Menu (*What is a NATO Lessons Learned Community of Interest?*).

The Process to create a new NATO LL CoI and other related information are described in the document Procedure to Access the NLLP.

6.1.2 NATO LL CoI Users

Each NATO LL CoI is organized in User groups. There are three of them:

a. *Owners* (Full Control permissions) – Have rights to do everything on the site. The Users belonging to this group are the administrators of the site. Only they can add or delete other Owners. Owners approve the documents shared by the Members. The Owners' procedures are described in Section 6.2 below;

b. *Members* (Contribute permissions) – Can read, download documents, but also contribute (upload) documents to the library and items to the other site lists. Owners manage the membership;

c. *Visitors* (Read permissions) – Can only read and download documents. It is possible to include all NLLP Users in this group, in which case the NATO LL CoI would be accessible by all <SU>.

In this chapter, the features will be tagged with:

a. <VI>: Visible for Visitors, and implicitly by Members and Owners;

b. <ME>: Visible for Members, and implicitly by Owners;

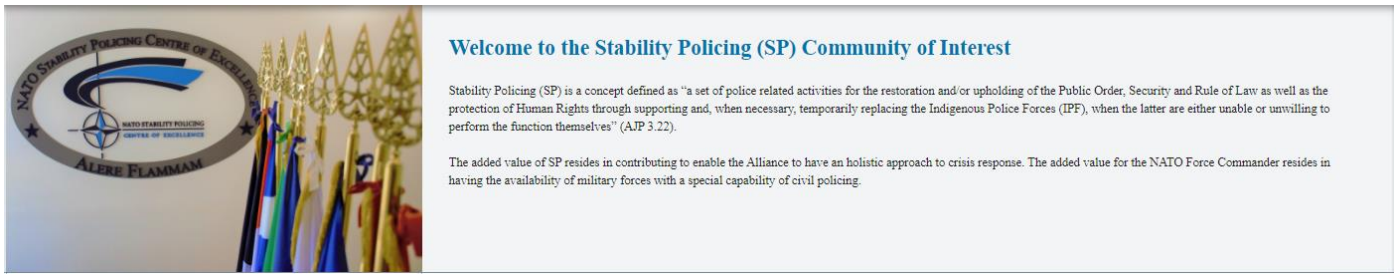
c. <OW>: Visible only by Owners.

6.1.3 NATO LL CoI Details

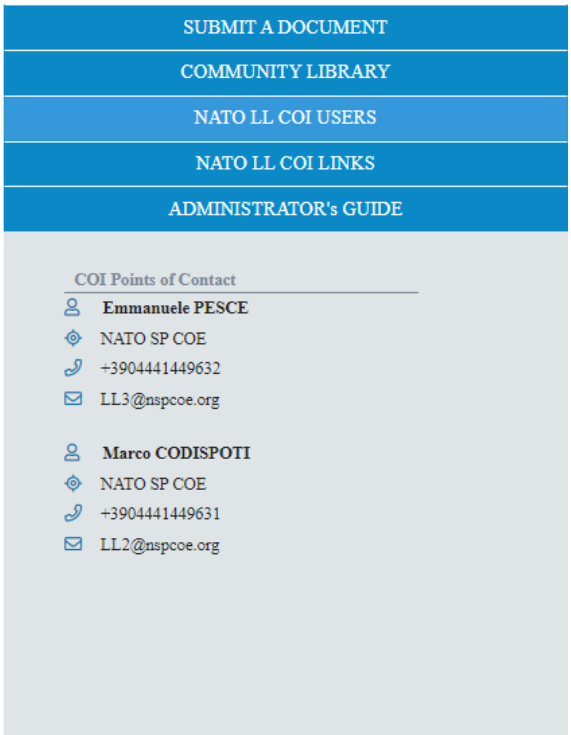
The CoI page detail shows the following information:

a. NATO LL CoI Search tool <VI>;

b. Welcome banner <VI>;



c. Left pannel, the User will find here:



(1) *Submit a Document* <ME>: to share a document;

(2) *Community Library* <VI>: opens a new tab with the LL CoI's private documents;

(3) *NATO LL CoI USERS* <VI>: opens a new Tab to find out who is who in that NATO LL CoI;

(4) *NATO LL CoI LINKS*" <VI>: opens a new Tab with the Links shared within this NATO LL CoI;

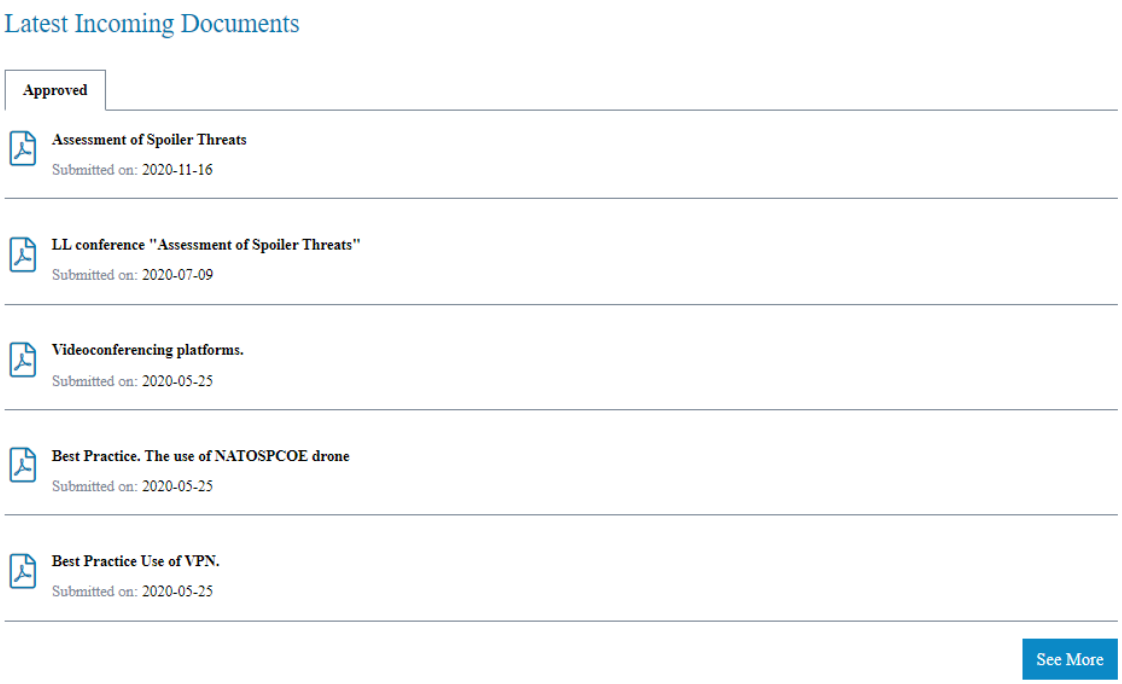
(5) *Administrator's Guide*<OW> : ampliying info;

CoI_Admin_Guide.pdf (nato.int);

(6) *CoI Points of Contact* <VI>: the LL CoI Users will find here information about the NATO LL CoI Owners;

d. Latest Incoming Documents <VI>;

The NATO LL CoI Users will find the private documents recently approved:

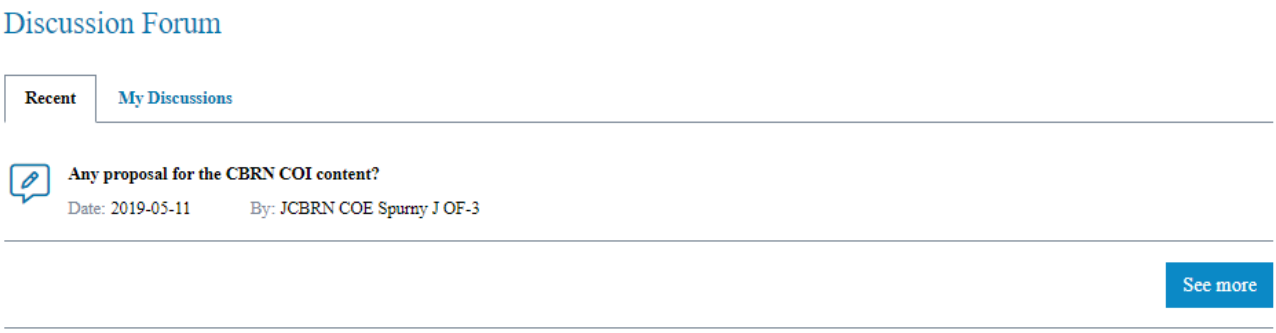


e. *Announcements and News* <VI>

NATO LL CoI Users will find the information originated by the Owners;

f. *Discussion Forum* <VI>

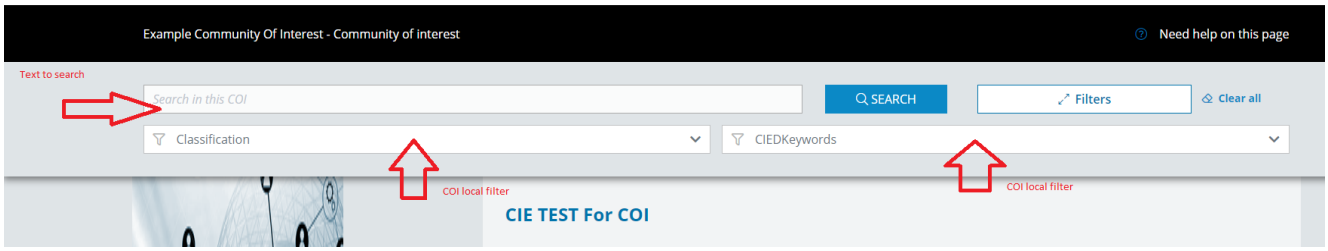
In the NATO LL CoI home page you will find the Discussion topics. If you click on them you will find the complete Discussion.



6.1.4 Search in the CoI <VI>

In the CoI, the User can search for text in Approved documents and can also apply local filters. The search for text is only applied for Approved documents.

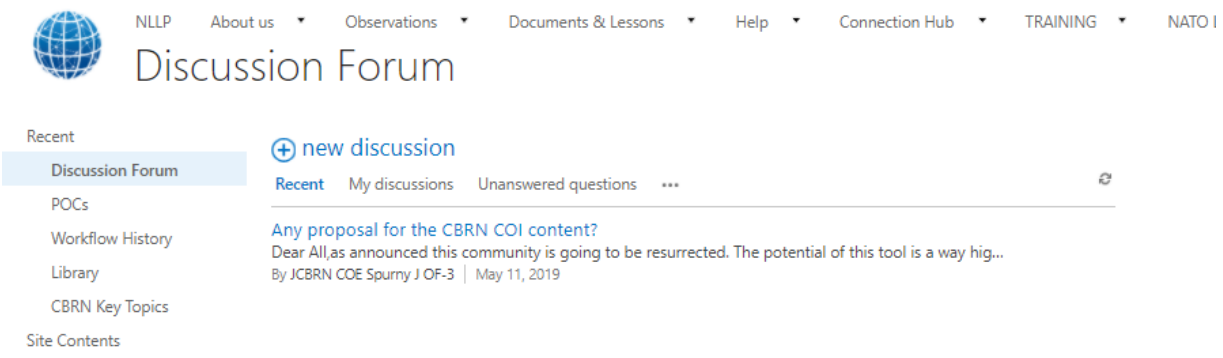
Additionally, it is possible to use filters to find documents based on the NATO LL CoI special metadata associated with the documents. Expand *Filters* and select your choices.



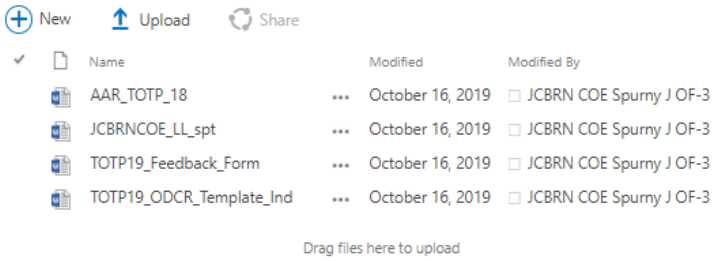
6.1.5 NATO LL CoI Discussion Forum Management <ME>

NATO LL CoI Members can use the following Discussion Forum features:

a. Create new discussion: click on *Discussion Forum*. Then click on "*new discussion*";



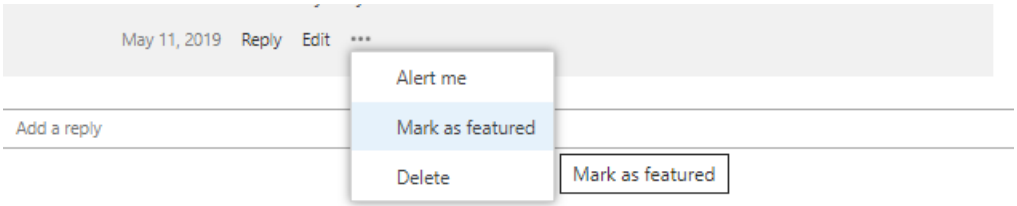
b. Documents can be uploaded in each Discussion. Just click on *Upload* or drag files onto the library;



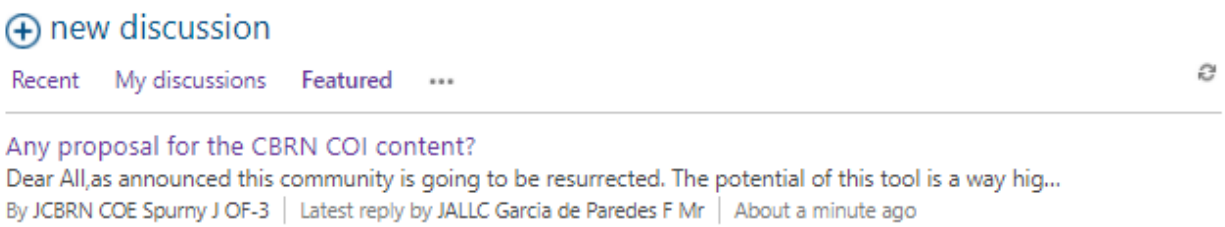
c. Discussions are organized in replies. Any Member can reply on the available discussions. Replies can be deleted by the Originator and by the Owners;

d. The Discussions created by the Member will be shown in *My Discussions* Tab;

e. Featured Discussions: click on *Mark as feature*. In case the NATO LL CoI Member is not interested in that discussion anymore, click on *Unmark as feature*



There is a special view for the Featured Discussions. Click on the *Discussion Forum*. If it is not visible, click on the three-dots icon:



f. Alerts: Members can create an alert on each discussion by clickingon *Alert me*;

g. *Delete*: the full discussion can be deleted by the Owners or the Originator.

6.2 NATO LL CoI Management

6.2.1 Submit a document <ME>

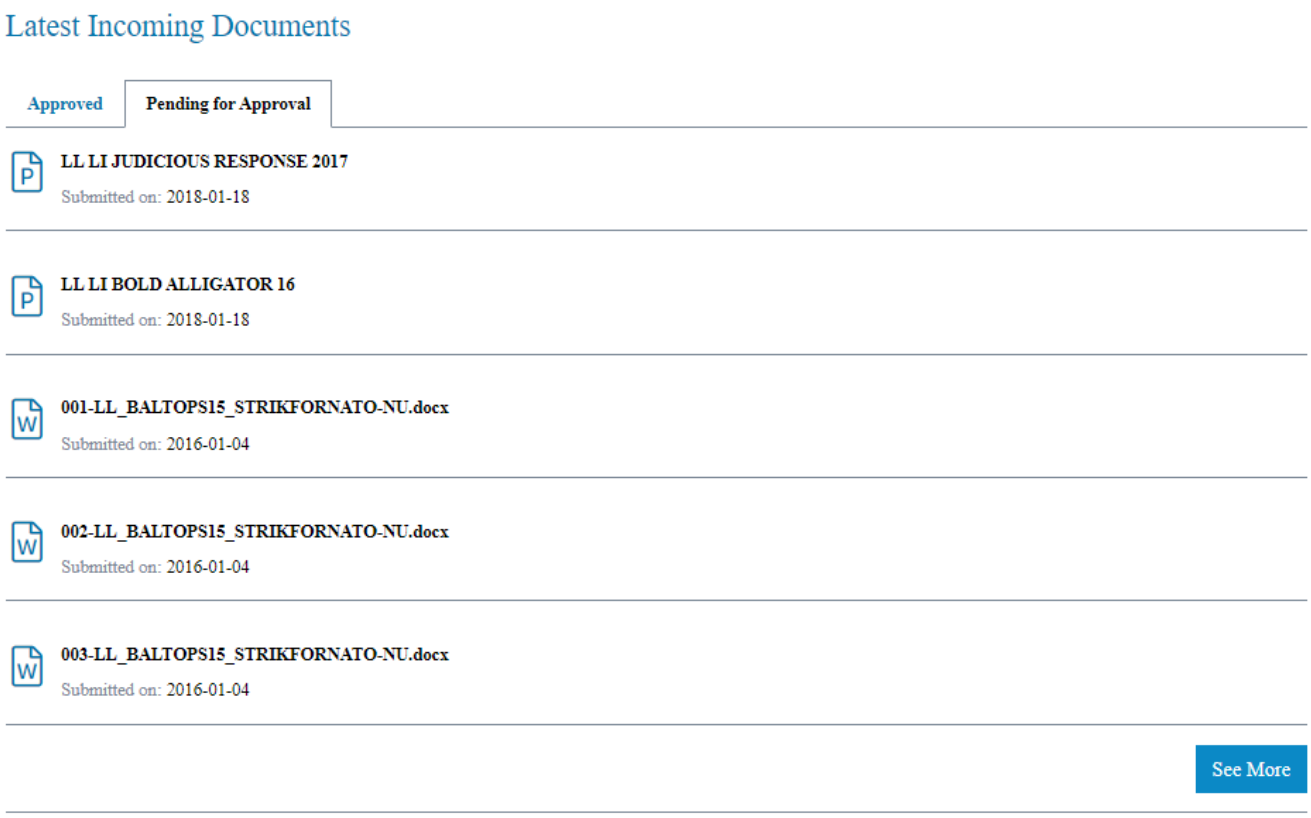
NATO LL CoI Members can submit Documents using the left panel (first blue box).

They must be approved by the Owners, before being shared with the NATO LL CoI and, eventually, the NLLP Main Library.

The NATO LL CoI are created with special metadata to facilitate the management of the Documents. This metadata can be altered by the NLLP Managers.

6.2.2 Management of documents <OW>

The NATO LL CoI Members can submit new documents, which must be approved by the NATO LL CoI Owners. For that purpose, they have a special *Pending for Approval* Tab.



Based on their criteria, the NATO LL CoI Owners have the following Options:

a) *Back*: Exit to the NATO LL CoI home page;

b) *Edit*: Edit the document metadata. Then owners can either “Save” changes or “Exit”;

c) *Share to Main Library*: the document is shared in the NATO LL CoI and also a copy of the document will be filed in the NLLP Main Library. The special metadata might be lost in the Main Library copy;

d) *Share to CoI*: the document is shared only within the NATO LL CoI;

e) *Delete Document*: the document will disappear from the NATO LL CoI Library.

Documents can be also managed using the Community library, using the options provided by Share Point, and based on the User’s permissions

6.2.3 Share Point features <OW>

The NLLP is developed on Microsoft Share Point 2016. There is a tree-design architecture where the root site contains sub-sites, with a configurable set up. These sub-sites can also contain other sub-sites, and so on.

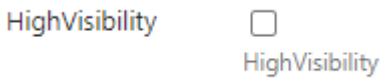
Under the NATO LL CoI sub-site, each NATO LL CoI is developed under one independent sub-site. The Owners, under their own responsibility, can use their sub-sites and develop Share Point features, for example:

a. Create new webpages, with custom structure, pictures and text, and add the URL at the NATO LL CoI Link webpage;

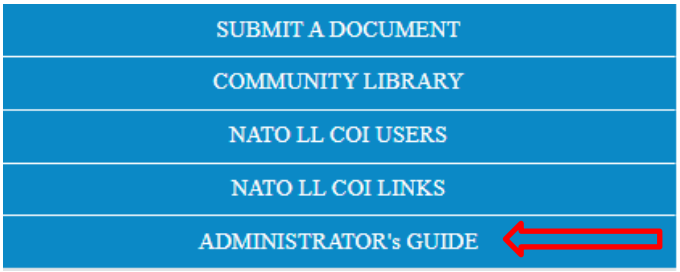
b. Create Surveys, creating a webpage for browsing them;

c. Create lists and libraries;

d. Use the site calendar (already available on the Share Point back-office). Create new Events. Use of the box *High visibility* will show the event in the NLLP Home Page (*Upcoming Events* feature).



Share Point training is not the JALLC’s responsibility, but Owners can find useful information about Share Point use in the *Administrator’s Guide*.



6.3 Special LL Communities of Interest

6.3.1 EXTRA

Exercise, Training, Reporting and Analysis (EXTRA) is a hub of Exercise related links, Exercise related library, and also a place to exchange ideas, announce events and share information. It is available only at the NSWAN NLLP.

The EXTRA CoI is managed by SHAPE TREX. The POC is available in the EXTRA Home Page.

The EXTRA Users can submit an Observation directly in the NLLP using any *Submit Observation* icons. EXTRA CoI is neither a collecting nor a staffing tool.

6.3.2 Logistics Exercises Lessons Learned Site

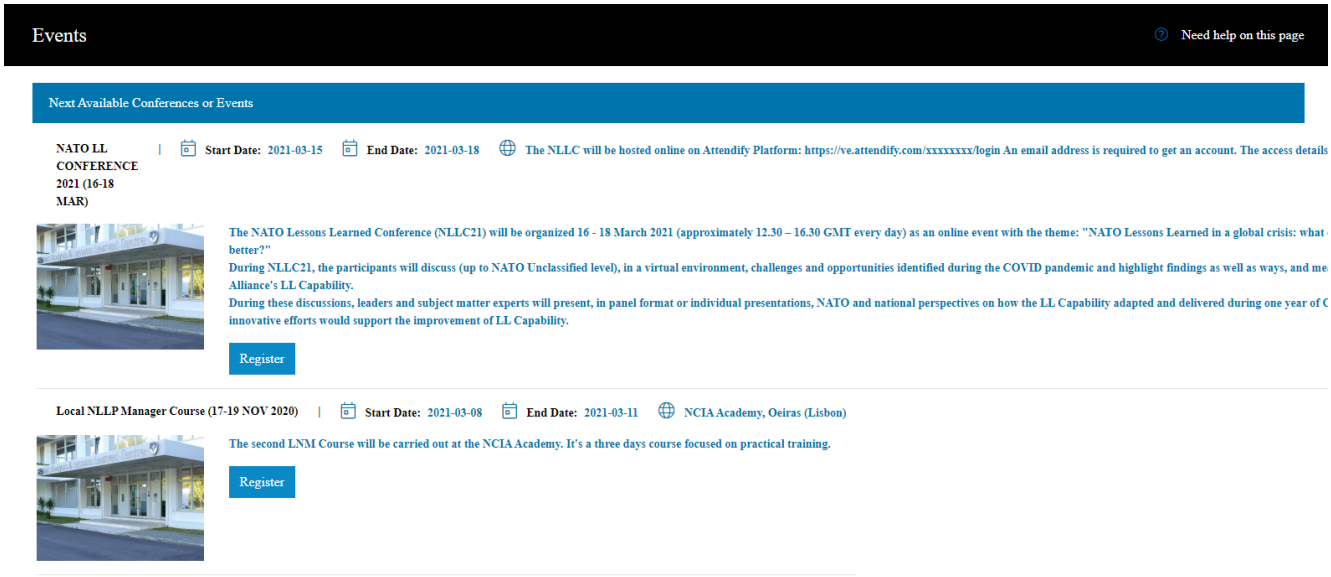
This LL CoI is located in the NU Network, and it is used to collect and analyse Observations from different Logistic Exercises.

This site is managed by the JALLC in collaboration with the MLCC.

7. Other features

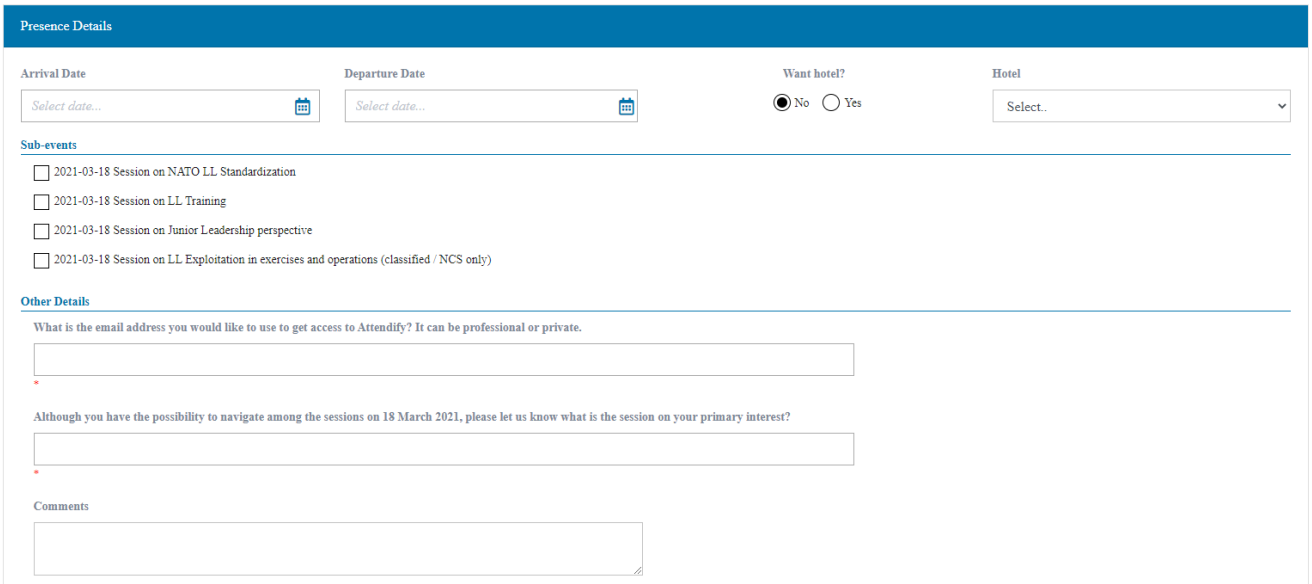
7.1 My Events <SU>

Under My NLLP, the User can find LL-related events, managed using the NLLP.



The User can register in the events between the dates allocated by the Event Owner.

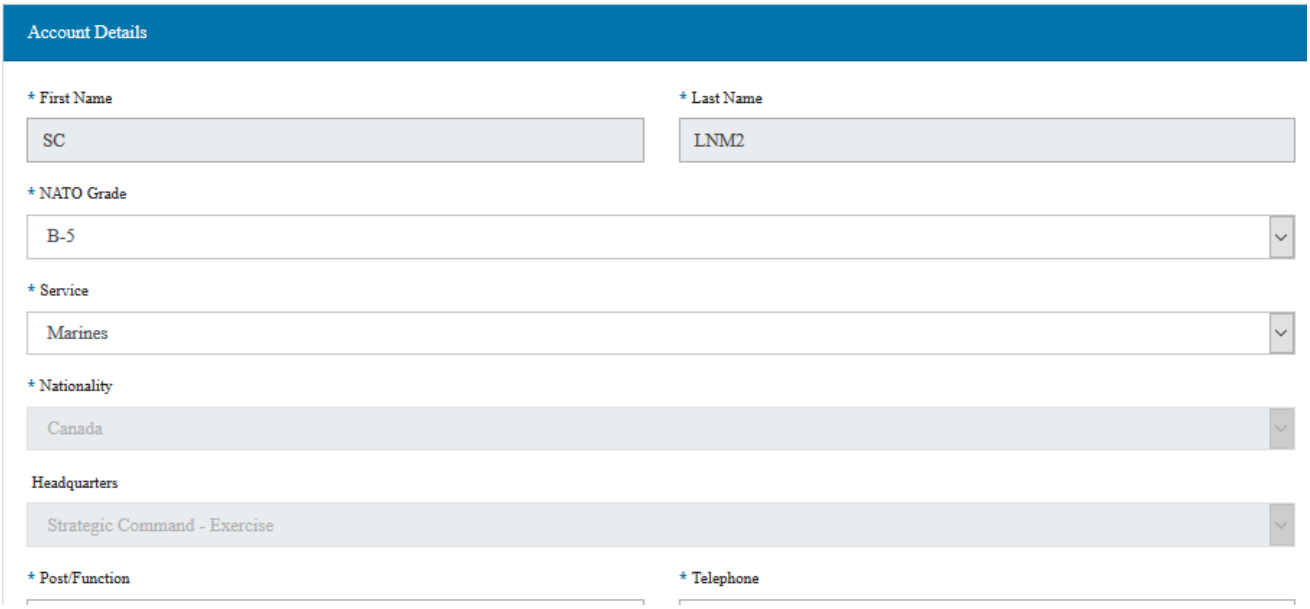
Presence details and other information will be required.



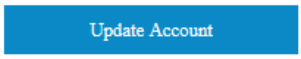
Once all the required info is provided, Users will click on the button

7.2 My Account <SU>

Under My NLLP, the User can update account details. The layout is similar to the one described in Section 2.2 above (Registration Form), although the shadowed fields (in grey) cannot be updated.



If any details has been changed, then click on *Update Account*:



The User can also change the password and request an extension

7.3 NLLP Data Visualization: Dashboards and Storyboards

The JALLC has developed a number of interactive tools that enable NLLP Users to quickly access tailored and relevant NLLP data to support reporting, monitoring and information sharing. These tools include **dashboards** and **storyboards,** which cover all NLLP data or focus on specific topics of interest.

The dashboards and storyboards can be accessed from the NLLP Home Page.

Dashboards

See more

Due to differences in the content, the dashboards and storyboards found on the NU and NS versions of the NLLP will show different results. The following sections provide more detail on what the dashboards and storyboards show and how to use them.

7.3.1 Dashboards

The dashboards contain data graphics that visualise NLLP data in different ways. The majority of dashboard elements are interactive, allowing Users to explore and filter data, as well as create custom visualisations to support their LL monitoring and reporting activities.

The JALLC has developed dashboards for different topics and audiences, including a general dashboard (for all NLLP Users), and a dashboard specifically for LNM. Other topic or activity specific dashboards may be made available, as was the case with the COVID-19 Pandemic dashboard, which was available for one year on both the NU and NS NLLP.

Guidance on how to operate the dashboards is included on the front page of each dashboard. Some of the main/common dashboards elements are described below.

a. *NLLP item type filter*: this option allows the User to view NLLP items that are still under staffing in the LL Process (in the Tracking Area), or final products that have either finished the LL Process or have been uploaded to the Main Library directly. It is possible to view both types of NLLP items at the same time using the *Select All* option;

b. *Time filter*: this allows the User to filter the NLLP items by the submission date (items in the Tracking Area) or document date (items in the Main Library). The start and end dates can be entered directly in the boxes on the left hand side of the time filter, or adjusted by dragging the circles at either end of the bar;

c. *Number of NLLP items*: this shows the total number of NLLP items resulting from the filters applied in the dashboard. When no filters are applied, this will show the total number of NLLP items. There are different dashboards for the NU and NS versions of the NLLP, so it will show the total number of items in the respective version of the NLLP;

d. *Clear all filters*: this button removes all active filters in the dashboard (resets the dashboard);

e. *Search box*: Users can enter text to filter the data by keyword, title or description, depending on the location of the search box. For example, entering “Delta” into the search box in the Activities graph above would filter the graph to show only activities that contain “Delta” in the name. In this case, only one bar would be presented;

f. *Category filters*: this allows the User to filter the data by one or more categories, such as DOTMLPF-I categories, by clicking on the boxes;

g. *Charts*: the dashboards contain a variety of chart types, including stacked bar charts, column charts and pie charts. Charts update automatically when filters are applied. Clicking on a particular series/category in a chart will filter the other charts in the dashboard to show results relating to that series/category.

IMPORTANT NOTE

The numbers in the dashboard reflect current status, i.e. the status of items on the last update. The date is simply a filter to select items submitted on a certain date or during a specific period of time.

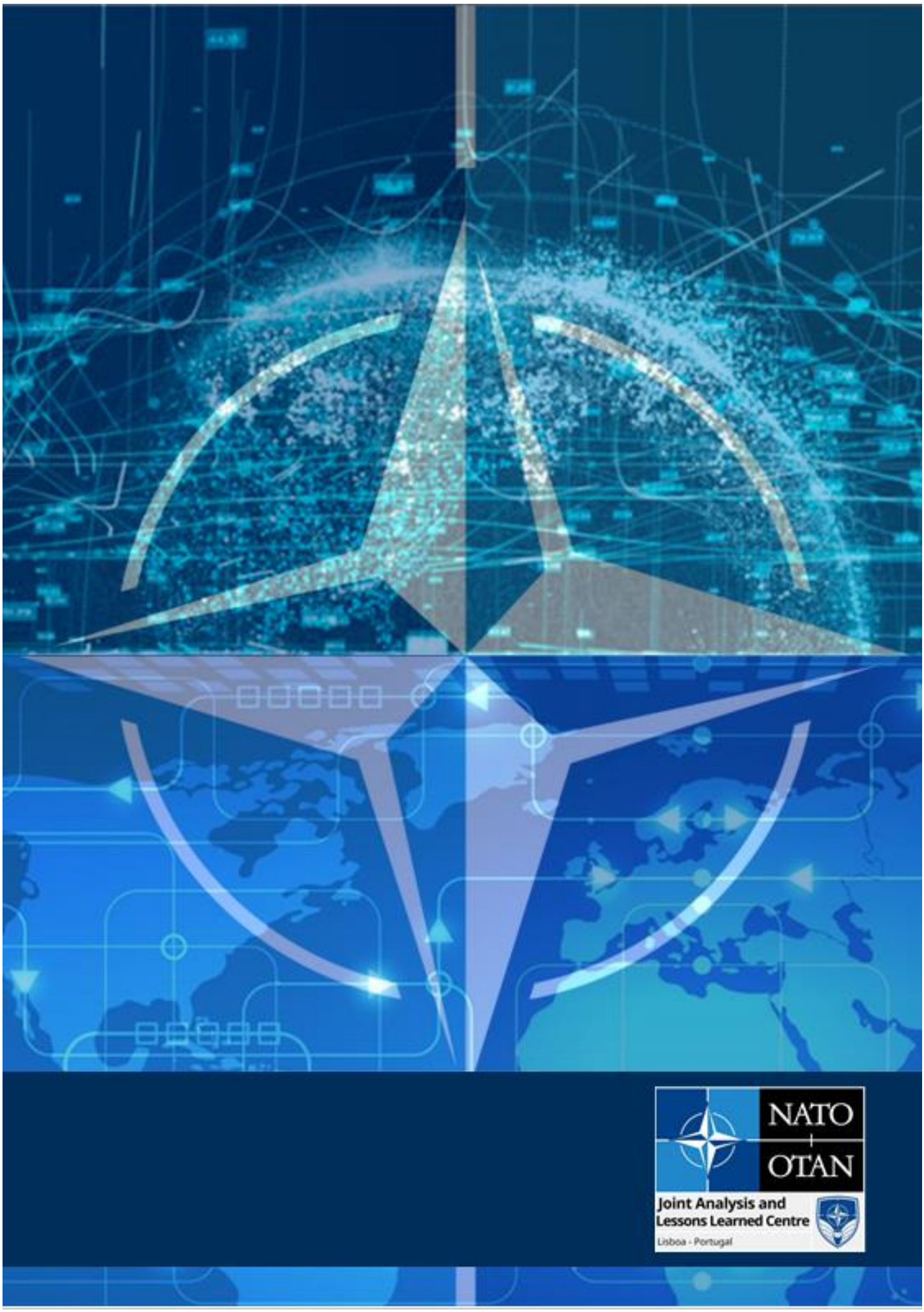
7.3.2 Storyboards

The storyboards present a series of interactive visualizations accompanied by a narrative, providing the audience with an overview on a particular NLLP topic, such as the COVID-19 Pandemic. A screenshot taken from the COVID-19 Pandemic storyboard is shown below.

a. *Navigation bar*: this allows the User to navigate through the different visualisations in the storyboard by clicking the title box - there is one title box per visualisation. The active title box is highlighted in blue, as shown in the screenshot above;
b. *NLLP data visualisation*: these visualise NLLP data related to topic of interest, such as the COVID-19 Pandemic. Some visualisations are interactive, enabling the User to explore the data and produce tailored views. Different types of visualisations are used to present the data in different ways, e.g. interactive maps, Sankey diagrams, word clouds, tree maps, etc.;
c. *Narrative and description of data visualisation*: most visualisations contain text explaining what the visualisation shows and how to interact with it.

Annex A – Acronym Glossary

AB: Action Body
AIS: Automatic Identification System?
AU: Anonymous Users
BP: Best Practice
CoI: Communities of Interest
ETC: Estimated Time of Completion
EXTRA: Exercise, Training, Reporting and Analysis
LI: Lesson Identified
LIL: Lesson Identified List
LL: Lessons Learned
LIfRA: Lesson Identified for Remedial Action
LLSO: Lessons Learned Staff Officer
LNM: Local NLLP Managers
ME: Visible to Members
MLCC: Multinational Logistic Coordination Centre
NCN: NATO Common User Network
NCS: NATO Command Structure
NIP: NATO Information Portal
NLLP: NATO Lessons Learned Portal
NSWAN: NATO Secret Wide Area Network
NU: NATO Unclassified
OA: Originating Authority
ODCR: Observation, Discussion, Conclusion and Recommendation
OLOF: Off-Line Observation Form
OW: Visible by Owners
POC: Point of Contact
PoBP: Potential Best Practice
PoBPfRA: Potential Best Practice for Remedial Action
RA: Remedial Action
SHAPE: Supreme Headquarter of the Allied Powers in Europe
SME: Subject Matter Experts
SU: Standard User
TA: Tasking Authority
TREX: Training and Exercises
VI: Visible for Visitors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