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Joint Staff Antiterrorism Level I Training Application Trains 5 Million Personnel

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In August 2001, the Joint Staff Deputy Directorate for Antiterrorism/Homeland Defense (DDAT/HD) launched the Antiterrorism (AT) Level I training application to assist the Services, combatant commands (COCOM), and Defense Agencies with training personnel in the fundamentals of personal protective measures to counter the terrorist threat. Shortly thereafter, the dramatic events of 11 September 2001 forced the United States into a new era of combating terrorists and the nations that support them. Since then, the AT Level I training site has become a standard resource for units to use to ensure their personnel have a basic level of AT awareness. In addition, the AT Level I Help Desk has supported a dialogue with the field that has provided the Joint Staff with another forum for discussing AT policy, tactics, and procedures.

Over the last 5 years, antiterrorism officers (ATO) have increasingly relied on this resource for meeting the training requirements specified in Department of Defense Instruction (DODI) 2000.16, and the AT Level I training application has become an integral part of numerous AT programs throughout the Department of Defense (DOD). In November 2006, a significant training milestone was achieved: more than 5 million DOD service members, civilians, contractors, and family members had received training using the AT Level I training application.

Background: Development and Structure of the AT Level I Training Application

In 1999, the Joint Staff DDAT/HD sponsored an investigation of the effectiveness of AT Level I training as it was then provided by unit ATOs. Although individual ATOs performed superbly, there were simply not enough AT Level II, school-trained instructors to meet the need. Furthermore, defense policy was moving in the direction of increasing the frequency and content of training and expanding the training

population. Other issues included lack of uniformity in the training presented and inaccessibility of training for users in remote areas — especially members of the Reserve Component preparing for deployment. The study examined potential computer-based solutions and concluded that Web-based training offered the greatest economy, extensibility, and flexibility. At the completion of the study, the Joint Staff leadership decided to oversee and fund the development of an online AT Level I training application.

To assist in its development and to ensure the application supported the widest audience possible, DDAT/HD formed a users group with the Services and elicited survey responses from COCOM ATOs and other AT subject matter experts. The users group validated the objectives, themes, and teaching points and provided inputs for instructional design. After careful consideration, the users group formulated six primary themes (see Figure 1) to guide the development of training content:

- **Be Anonymous** — Blend in; do not be an easily identifiable target
- **Plan Ahead** — Think ahead and choose safer options
- **Be Aware** — Look for suspicious persons and activities
- **Control Access** — Prevent crime; maintain security
- **Be Unpredictable** — Change routes, routines, times, and speeds
- **Be a Team Player** — Cooperate with unit security measures.



Figure 1. Six AT Awareness Themes Reinforced by Training

These six themes were continuously woven into each of the three sections of the application. The first section of the application provides an introduction to

terrorism and presents the six AT themes. This section also presents general information about several subjects of which all DOD personnel should be aware, including how terrorists choose their targets, common attack methods, how to determine the terrorist risk in a particular area, how to recognize suspicious behavior, Force Protection Condition (FPCON) security measures they may observe at DOD installations, and actions they may wish to take as changes are made to the Department of Homeland Security (DHS) threat level system.

The second section of the training application consists of four scenarios tailored to the four types of users: service members serving in the continental United States (CONUS), service members serving overseas, DOD civilian employees and contractors, and DOD family members. By requiring the user to select the best response to various situations, these scenarios emphasize the six AT themes in airline security, ground security, hotel security, residential security, security at a government installation, and hostage survival. In the scenario section, the AT Level I training application's Smart Interactive feature automatically adjusts the content level to each user's level of knowledge and experience. If users select correct courses of action in response to scenario situations, the level of difficulty in the subsequent screens increases. If users select an incorrect course of action, the level of difficulty decreases. Regardless of the level of difficulty applied during completion of each scenario section, all users are ultimately exposed to the same content through a series of remediation screens that discuss the reason users' choices were or were not the most appropriate course of action.

The third section of the training provides numerous historical examples for users to select based on their individual interests and the environment in which they serve. As with the scenario section, the historical examples are designed to reinforce the six AT themes of the training. The historical examples are composed primarily of past events involving US service personnel; however, recently, these examples have been expanded to include other types of terrorist incidents relevant to deployment environments.

In addition to the online training described above, users receive mandatory documents, including CJCS

Guide 5260, "Antiterrorism Personal Protection Guide: A Self-Help Guide to Antiterrorism," and CJCS Pocket Card 5260, "Antiterrorism Individual Protective Measures." Users also receive a list of links to sources of additional information on the terrorist threat and information about how they can better protect themselves, their family, and their units. Once the three sections of the training are completed, each user receives a certificate of completion with his or her name and the completion date of the training. The certificates also contain a user-unique certificate number that ATOs can use to facilitate tracking of AT Level I training completion.

Continued Develop and Enhancements

The initial development in 2001 provided two tracks of content for service members serving in CONUS and outside the continental United States (OCONUS). Subsequently, a major engineering expansion of the site in 2002 added additional tracks

for DOD civilians, contractors, and dependents. All scenario tracks, including the original service member tracks, were then augmented with additional levels of difficulty as part of the Smart Interactive implementation. Smart Interactive earned the AT Level I training application the E-Learning Award for Government Programs in 2002.

The second major reengineering effort occurred in 2004, when the AT Level I content was transferred to the WorkForce Connections application software. The transfer of the content to the WorkForce Connections application allowed the Joint Staff to meet new requirements for Shareable Content Object Reference Model (SCORM) compliance and compliance with the Americans with Disabilities Act (Section 508). The transfer to WorkForce Connections also allowed the Joint Staff to migrate AT Level I training application hosting from the original commercial server architecture to a military server operated and maintained by the Defense Technical Information Center.

To keep content as fresh and relevant as possible, DDAT/HD updates the site a minimum of three times annually. Updates are designed to incorporate changes in AT Level I training requirements, recommendations from users in the field, changes in the international security environment, and publication of other training resources that can be integrated into the course curriculum. DDAT/HD's ability to



Figure 2. Potential Surveillance



Figure 3. Khobar Towers: One of the Historical Examples

quickly update content was demonstrated by the publication of new airline security content within 1 week of 11 September 2001, the integration of several new teaching points derived from the Joint Personnel Recovery Agency's Hostage Survival Training Program, and the inclusion of improvised explosive device situation and information screens in the scenario framework. For the upcoming content update, due to be published in January 2007, DDAT/HD will strengthen the chemical, biological, radiological, nuclear, or high-yield explosives (CBRNE) content to reflect the newly published DODI 2000.16. In addition, at the request of participants at the recent J-34 AT Training Forum, content will be developed to address the vulnerability of CONUS-based DOD facilities located outside an installation perimeter.

Other enhancements to the site were considered but found impractical. For example, ATOs asked whether a means existed for confirming training results by unit or organization. Such confirmation has numerous technical and cost implications that make it infeasible. In addition to these practical issues, this training resource was not intended to replace customary ATO reporting and tracking up the chain of command. However, ATOs may confirm individual training records with the user's last name, first name, and last four digits of his or her Social Security number. They may also instruct users to submit their training results by entering a designated e-mail address on the certificate screen.

AT Level I Support to Services, COCOMs, and Defense Agencies

DDAT/HD's primary goal in developing the AT Level I training application was to support the AT training needs of the Services, COCOMs, and defense agencies. Before the application's development, Level I training was a requirement that often went unmet or was a burden on an overtaxed ATO. The online AT Level I training application provides a standardized curriculum that meets AT training requirements, allows users at remote locations to take the training without the presence of an AT Level II-qualified instructor, and enables ATOs to concentrate on other aspects of their AT programs without having to conduct frequent AT Level I training sessions.

Conclusion

Although it is subject to constant development and enhancement, the AT Level I training application has been a tremendous success since its inception—possibly the most successful online training application within the Federal Government. Currently training more than 100,000 DOD members monthly and over 1.3 million annually, the AT Level I training application has unquestionably enhanced knowledge of personal protection measures to counter the terrorist threat.

The DDAT/HD is always exploring ways to enhance training content for the AT Level I training application. All users are invited to submit recommendations for additional teaching points or historical examples. Recommendations should be forwarded to at.trainingfeedback@tbe.com.



Figure 4: AT/FP Personnel Training