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One Platform; Many Missions

Role-based AI Fluency at Scale

August 24, 2026

Agenda

What we'll cover today:

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01 Introductions & Table Setting

02 Who’s In the Room? - Quick Survey

03 AI Cheat Code

04 Steps 1–5 · Laying the Foundation

05 Steps 6–10 · Leveraging Technology

06 Q&A and Close

Why Are We Here?

NATIONAL SECURITY PRESIDENTIAL MEMORANDUM/NSPM-11

Presidential Memoranda | June 5, 2026

*"Within 120 days of the date of this memorandum, the DNI and the Secretary of War, in coordination with the OMB Director and IC elements, shall develop and implement an AI for National Security Curriculum, coordinated with existing Federal AI and cyber training programs. This initiative shall ensure that relevant **personnel** across the national security enterprise are **trained** to employ **AI systems** in accordance with applicable guidance and **maintain literacy** on the current **AI frontier**, including its capabilities, limitations, and implications for national security."*

Why Are We Here?

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01

AI Is Everywhere

Every Airman and Guardian is being asked to use AI — often without a training path or shared vocabulary.

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AI Trainings Have a Short Shelf Life

Technology is transforming so rapidly that discrete trainings can't keep up.

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03

AI Readiness is Context Dependent

A cyber operator, a program manager, and a staff officer use AI differently. Trainings must match the work.





Cryptologic Language Analyst

Ground & Airborne · MSgt, USAF (Ret.)

- Serbian-Croatian
- Persian-Farsi

Literacy Isn’t Fluency

Literacy is what a book can teach.
Definitions, capabilities, limits, safe use. Necessary. Not sufficient.

Fluency is what only the work can teach.
A linguist gets fluent by talking to people. Your team gets fluent by using AI on the mission in front of them.

Context is the curriculum.
Who you're talking to, what they need, and why it matters right now — that's the leap from literacy to fluency.

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AI Readiness

Five things that make a workforce genuinely AI-ready:

01

General Knowledge

Fluency in prompts, models, and how modern AI tools work.

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How to apply AI tools to your specific professional context.

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Specialized Knowledge

How to apply AI tools to your specific professional context.

03

Ethical Knowledge

Where the guardrails are, and why they matter.

04

Sound Judgment

When to trust AI output — and when to verify.

05

Continual Improvement

A demonstrable openness to keep learning as the field moves.

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Designing Role-based AI Readiness Trainings

Date / Additional Detail

AI Survey

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Question 1

Be honest — how often do you use an AI tool?

- **A** Never. This is my first look.
- **B** I've tried it once or twice.
- **C** A few times a month.
- **D** Most days. It's part of my routine.

AI Survey

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Question 2

The #1 reason people say they don't try AI is...

A "I'm already good at the internet."

B "I don't trust it — it just makes stuff up."

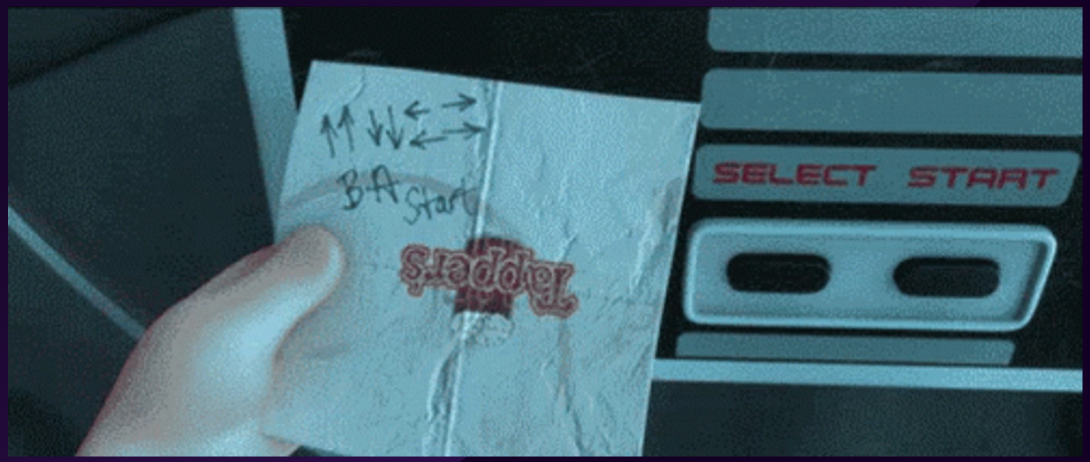
C "I'm afraid I'll do it wrong."

D "Honestly, I have no idea where to start."

AI Tips & Tricks

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AI Cheat Code



Five really good tips for AI beginners

AI Tips & Tricks

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1. Write Effective Prompts with CRAFT

- **CONTEXT**:
- **ROLE**:
- **ASK**:
- **FORMAT**:
- **TONE**:

AI Tips & Tricks

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1. Write Effective Prompts with CRAFT

- **CONTEXT**: Our proposal team drafted the executive summary below for a $12M Air Force logistics-software bid. Our win theme is "faster sustainment at lower cost," and the evaluators weigh past performance and schedule risk most heavily. We want a tough internal review before we submit.
- **ROLE**: You are a Red Team reviewer who was not involved in writing this draft.
- **ASK**: Review our executive summary and flag where it fails to support the win theme or leaves schedule-risk and past-performance concerns unanswered.
- **FORMAT**: Create a prioritized, concise list of issues — each one a single line naming the problem and a suggested fix. No preamble.
- **TONE**: Be concise and get straight to the problems.

AI Tips & Tricks

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AI Tips & Tricks

2. Don’t Generate Until: “Saladito!”

Create a magic word. Any word !!!

Write a prompt like: *“I'm going to write a whole bunch of information in a bunch of messages. Don’t respond until I type “Saladito”*

Keeps it from jumping in before you've finished loading context. Fantastic live demo.



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AI Tips & Tricks

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3. Create “Skills” for Recurring Tasks:

01

Trainers

Build lesson outlines in one fixed format

02

Proposal Managers

Format executive summaries for every RFP

03

Program Leads

Turn status notes into weekly briefings

04

HR Managers

Create job descriptions in a similar format

AI Tips & Tricks

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3. Create “Skills” for Recurring Tasks:

What is it?

A “skill” is a saved set of instructions and examples that teaches the AI one of your repeatable tasks. You set it up once; from then on the AI loads it automatically whenever a request matches

Why is it important?

By spending time up front, your best template stops living in your head and start being something the AI reliably reuses.

Steps:

1. Name it for one specific job, so the AI knows when to use it.
2. Write the instructions — steps, format, and rules to follow every time.
3. Add an example, if format or voice matters.
4. Note boundaries — what it shouldn't do or when it doesn't apply.
5. Save it wherever your platform stores custom instructions.
6. Test it on a real case and refine.

AI Tips & Tricks

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4. Don’t Accept AI’s First Response

01

Show, Don't Tell

Paste a couple ‘exemplars’ as models

AI Tips & Tricks

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4. Don’t Accept AI’s First Response

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Paste a couple ‘exemplars’ as models

02

Refine Mediocrity

“Shorter.”
“Write for a 5th grader.”
“Don’t use any dashes!”

AI Tips & Tricks

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03

Play the Devil’s Advocate

“Stop Agreeing with me”
“Poke holes in this argument.”

AI Tips & Tricks

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4. Don’t Accept AI’s First Response

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Show, Don't Tell

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“Stop Agreeing with me”
“Poke holes in this argument.”

04

“Act as...”

Act as a skeptical safety officer as you review this plan...

AI Tips & Tricks

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5. Organize Your AI Game

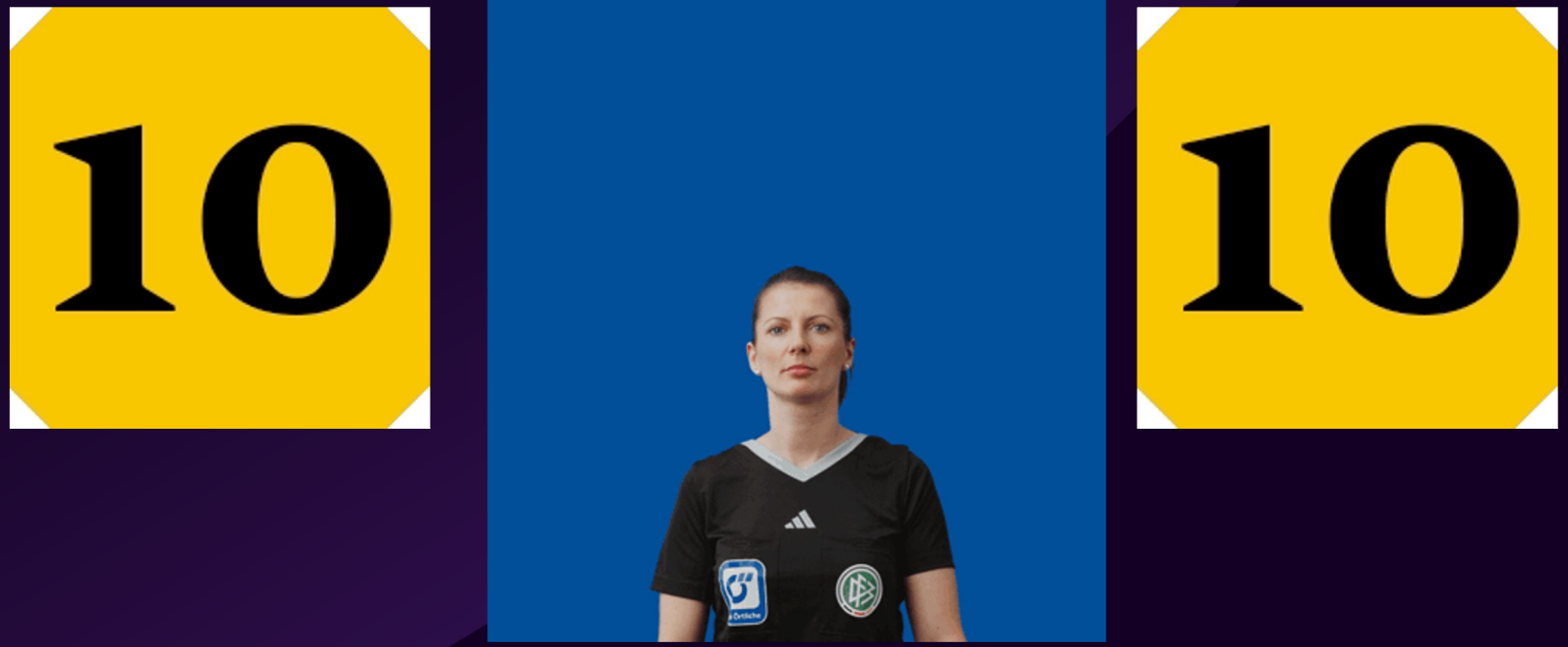
A.
Create Projects. Use Them!

B.
Title Chats w/ Consistent Format

C.
New Chat for Each New Task

AI Training in 10 Steps

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1. Know the Rules & Requirements

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What is it?

Be clear on the AI models your workforce must use (if any), which models that are not allowed.

Be clear on budget, token limits and costs guardrails

Why is it Important?

The wrong tool with the wrong data ends careers.

Next Steps/Resources:

- NSPM-11 · DoDD 8140.03 · your org's AI policy
- Approved tools (ChatGPT, Claude, Gemini, GovCloud)
- Data handling boundaries & licensing
- Confirm Your Budget



2. Know/Group Your Learners

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What is it?

Cluster your workforce by role, workflow, and current AI fluency — not by rank or org chart.

Why is it Important?

One course for everyone fails everyone. Role-based only works if you actually know the roles.

Next Steps/Resources:

1. **Determine your groupings**
   a. **Varying levels of AI readiness?**
   b. **What roles are they in?**
   c. **Where are they located?**



3. Know *Their* Why

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What is it?

For each group, name the mission problem AI can actually help them solve.

Why is it Important?

Without a real problem, training is theater. With one, learners engage immediately.

Next Steps/Resources:



Ask each group one question:
What part of your work would you actually **want** AI to help with?

- Their answer becomes your Why
- Their answer sequences your content
- Their answer measures your success

4. Write Training Goals

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What is it?

Turn each group's “Why” into **observable behaviors.**

Why is it Important?

Measurable goals take the subjectivity out of success.



Next Steps/Resources:

Goal test — can a supervisor see it?
- Bad: "Understands prompt engineering."
- Good: "Drafts a first-pass briefing in <15 min."

Verbs that work: drafts · summarizes · classifies · reviews · flags

5. Real Numbers Win

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What is it?

Baseline the workforce **before** training launches. Measure the same thing **after**.

Why is it Important?

You can't prove impact without a **before**. Real numbers survive an audit — anecdotes don't.

Next Steps/Resources:

Three metrics that hold up:

- Backend Data: i.e., Time-on-task before vs. after
- Self Report: (Agree/Strongly Agree: “I know how to write a strong prompt for AI.")
- Assessment



HALFTIME

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Steps 1–5:
Foundation Complete.

You've named the problem, learned the tool, mapped the rules, defined the users, and designed the measure.

Now the platform does the heavy lifting.

6. Choose the right platform(s)

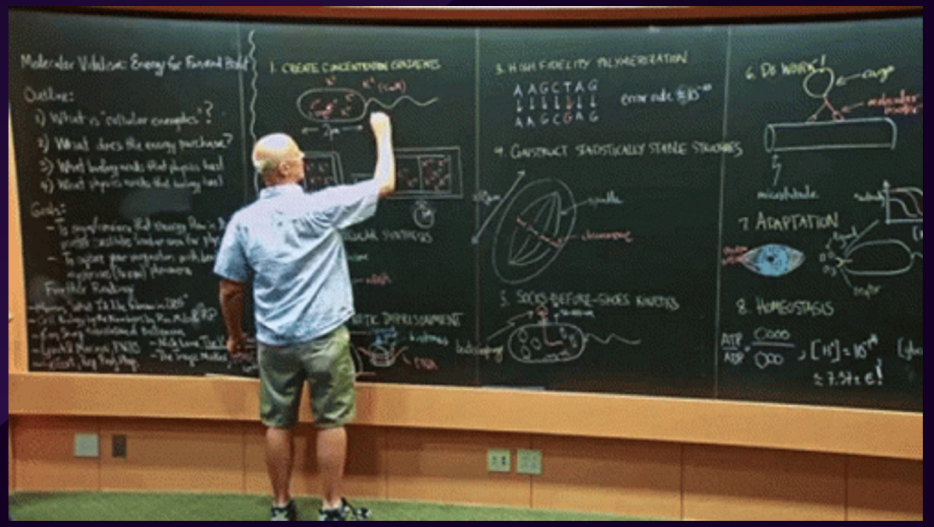
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What is it?

Pick a delivery platform that meets your learners at their workflow — not another silo.

Why is it Important?

The wrong platform kills adoption before the first course runs. The right one becomes invisible.



Next Steps/Resources:

Four questions to ask

- Is it already accredited (IACET, ANAB, CEU-eligible)?
- Does it deliver anytime, anywhere — including from work?
- Can leaders see readiness at role level?
- Does it curate best-in-class content or make you build it?

7. Identify Germane Trainings

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What is it?

Pick the training that fits each group — **role-appropriate, level-appropriate, time-appropriate.**

Why is it Important?

Wrong content wastes hours. Right content builds capability the workforce actually uses.

Next Steps/Resources:

coursera udemy datacamp Pluralsight UDACITY Part of Accenture HACKTHEBOX

Workera FedLearn QA SECURITY JOURNEY Google Skills

Case Study #1

A working example of Step 7, at enterprise scale.

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The Platform

+



The Organization

STEP 7a · BES

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Issue: Need Organization Upskilled in AI

BES had a familiar problem:

A workforce being told to "use AI" — with no consistent training, no shared vocabulary, and no way to prove people were ready.

They needed a solution that respected the different roles across the enterprise, moved at the speed of the mission, and could be measured.

STEP 7a · BES

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Challenge: Multiple different roles

01

Leaders

Directors, PMs, senior decision-makers

02

Technical Staff

Engineers, Developers, data & cyber professionals

03

Functional Staff

General workforce, business operations

Same enterprise. Same mission. Three different job tiers. **One training can't fit all.**

STEP 7a · BES

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Solution: Create role-based learning pathways on DU

3	~ 30 hrs	3
role-based tracks	Per role-based learning track	unique outcomes based on role

A common baseline of AI fluency, delivered role-by-role.

Solution: Create role-based learning pathways on DU

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Leadership

GenAI foundations for Leaders

Enterprise AI strategy

Ethical/Responsible AI governance

Data-driven decision-making

Technical Staff

GenAI fundamentals and ethics

Prompt engineering and optimization

Secure scalable GenAI architectures

Trustworthy AI practices

Non-technical Staff

AI basics and terminology

Responsible AI use at work

Practical GenAI productivity

Understanding AI limitations

A common baseline of AI fluency, delivered role-by-role.

Case Study #2

A working example of Step 7, at enterprise scale.

ACCREDITED IACET PROVIDER

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The Platform

+

FedLearn

The Content Provider

STEP 7b · NSPM-11

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Issue: A Presidential directive. A 120-day suspense.

On June 5, 2026, **NSPM-11 Sec. 5(c)** directed the DNI and Secretary of War to train and maintain every national security professional on AI capabilities, limitations, and implications — inside 120 days.

No off-the-shelf curriculum. No enterprise measurement. And no time to build from scratch.

STEP 7b · NSPM-11

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Challenge: Three moving pieces.

01

The Clock

120-day suspense from date of memorandum — no runway to develop original content.

02

The Context

Generic AI training doesn't work. Must be DoD/IC-flavored, mission-relevant, and defensible.

03

The Audit

Completion + proficiency must be trackable and reportable across the enterprise.

Speed. Context. Auditability. **Pick three.**

STEP 7b · NSPM-11

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Solution: A live, accredited NSPM-11 supporting pathway.

21	6	1.7
FedLearn courses	AI literacy domains	IACET CEUs at completion

Deployable on Day 1. Trackable at scale. Aligned to the directive.

8. Launch Trainings; Track Progress

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What is it?

Deliver the training. Watch what happens in real time.

Why is it Important?

Silent launches fail. Visible progress and timely nudges keep the workforce moving.

Next Steps/Resources:

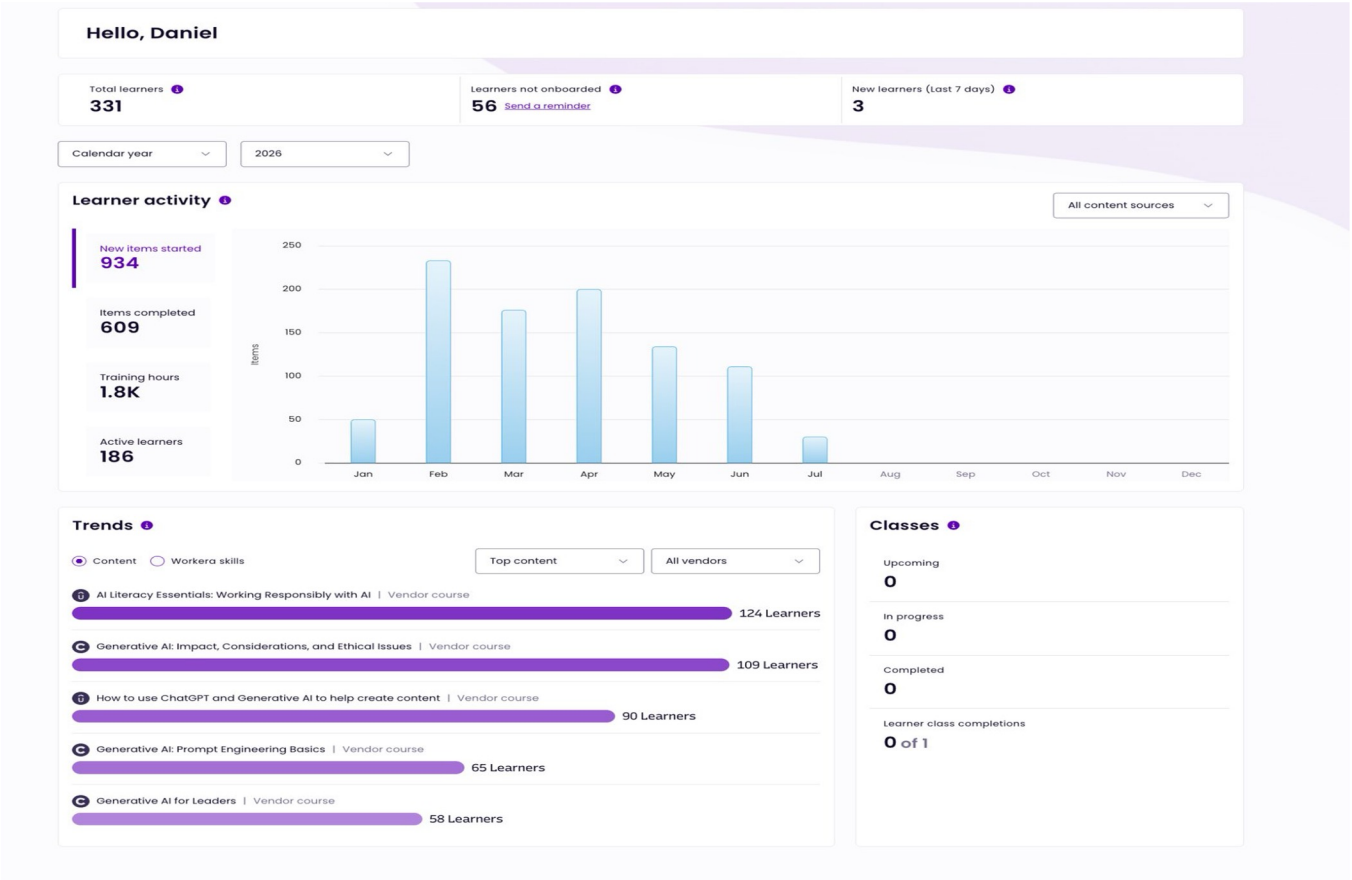
What DU shows the admin:

- Completion in *real time*, by learner and by cohort
- Digital breadcrumbs — who's on-task, who's stalled
- Automated nudges before people fall behind

Leaders act on the trend, not just the checkbox.

Admin View of Student Progress

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9. Demonstrate Results at scale

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What is it?

Move past "who completed the course." Show proficiency against role.

Why is it Important?

Completion is a checkbox. Proficiency is what leaders can defend at a workforce audit.

Next Steps/Resources:

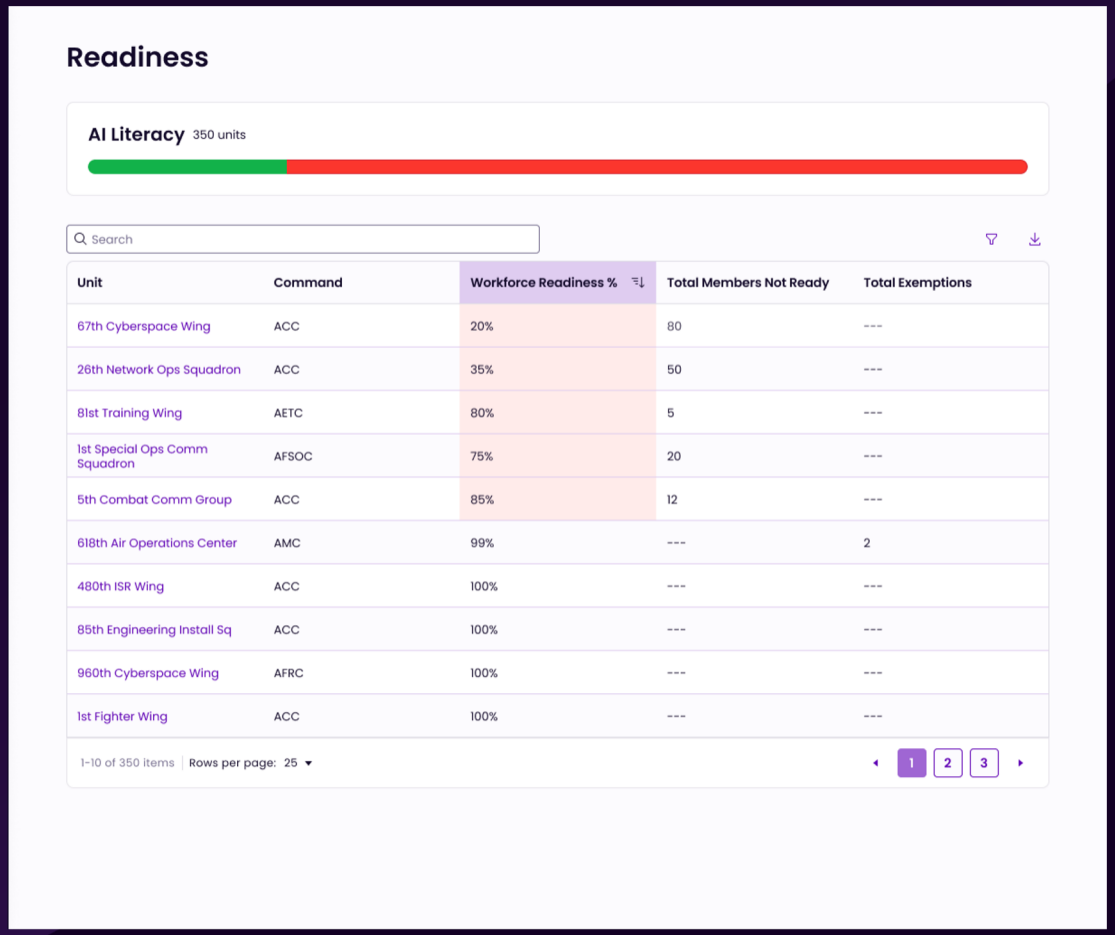
What DU delivers to leaders

- Role-level proficiency dashboards
- AI-driven assessments — verified, not self-reported
- DoD 8140.03 qualification credit where applicable

Ready to defend. Ready to audit. Ready to act.

At a Force Level…

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Readiness

AI Literacy 350 units

Search

Unit	Command	Workforce Readiness %	Total Members Not Ready	Total Exemptions
67th Cyberspace Wing	ACC	20%	80	---
26th Network Ops Squadron	ACC	35%	50	---
81st Training Wing	AETC	80%	5	---
1st Special Ops Comm Squadron	AFSOC	75%	20	---
5th Combat Comm Group	ACC	85%	12	---
618th Air Operations Center	AMC	99%	---	2
480th ISR Wing	ACC	100%	---	---
85th Engineering Install Sq	ACC	100%	---	---
960th Cyberspace Wing	AFRC	100%	---	---
1st Fighter Wing	ACC	100%	---	---

1-10 of 350 items | Rows per page: 25

1 2 3

...or the Unit Level

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AI Literacy

20 total learners | Oriented: 12 | Novice: 3 | Proficient: 2 | Advanced: 2 | Expert: 1

Search

Learner name	Role	Skill Level	Score	Attempts
Smith, John	1D711 (Cyber Def Ops)	Expert	88	2
Johnson, Emily	1D711A (Network Sys Ops)	Advanced	75	3
Williams, Michael	1D711B (System Ops)	Advanced	65	4
Jones, Sarah	1D7X1M (Mission Def Activities)	Proficient	82	5
Brown, David	1D7X1W (XComm)	Proficient	92	1
Davis, Laura	1D711 (Cyber Def Ops)	Novice	98	2
Miller, James	1D731D (Security Ops)	Novice	62	3
Wilson, Jessica	1D731 (Cyber Def Ops)	Novice	82	4
Moore, Robert	1D771 (Cyber Def Ops)	Oriented	66	5
Taylor, Emily	1D7X1P (Data Ops)	Oriented	93	1

1-25 of 80 items | Rows per page: 25

1 2

READINESS REPORTING

Three Views. One Record.

Completion is a checkbox. Readiness is what a commander can defend.

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01 The Learner Sees

Pathway progress, diagnostic and summative scores, CEUs earned, and a certificate retrievable on demand.

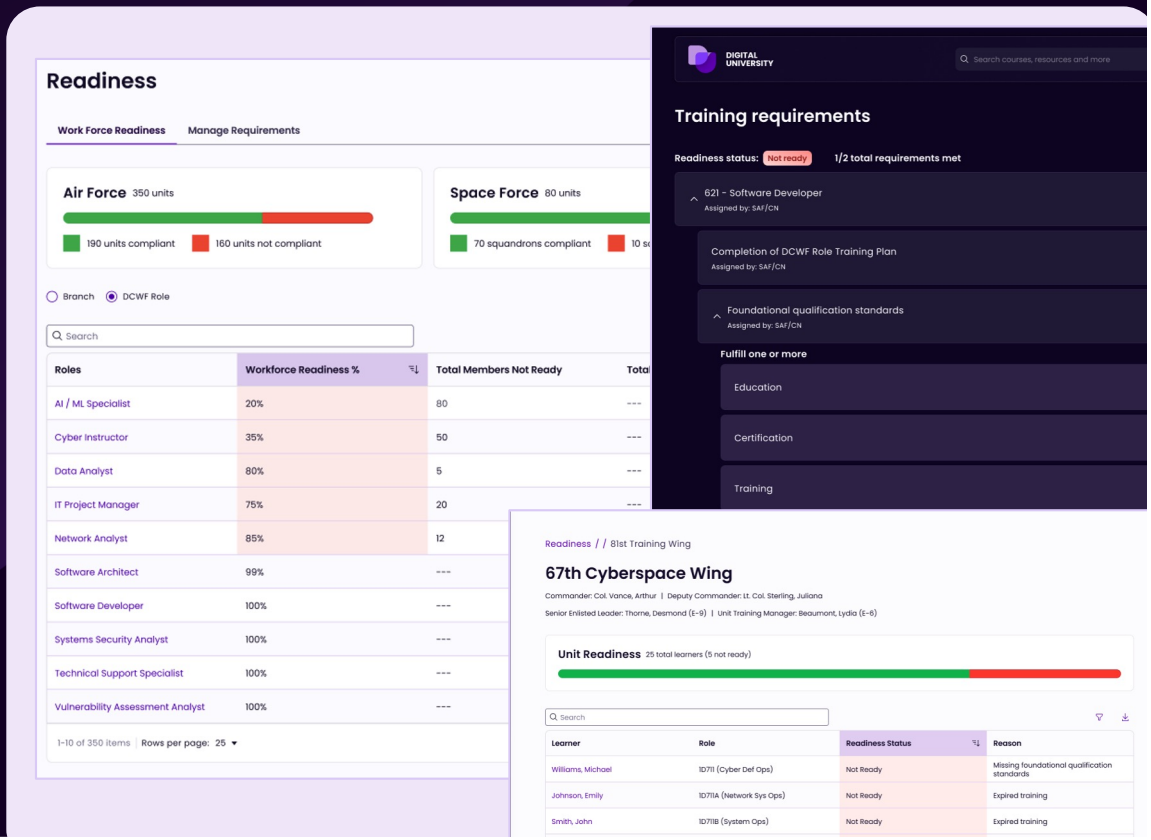
02 The UTM/CFM Sees

Real-time completion and progress by individual and by unit, with the breadcrumbs to nudge who's stalled.

03 The Enterprise Sees

Role-level readiness rollups, exportable for 8140 reporting rather than reassembled by hand.

Same data. Three altitudes.



10. Celebrate, Learn, Redesign

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What is it?

Get feedback. Iterate. Update how you use AI too — closing back to Step 2.

Why is it Important?

The framework is a cycle, not a line. Skip this step and next year's training is last year's.

Next Steps/Resources:

Three feedback loops to run

- Learner survey — what worked, what didn't
- Supervisor check — did behavior actually change?
- Your own use — are you still learning too?

Celebrate the wins. The workforce is watching.



Fielded. Government Owned. Ready to Scale.

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Trusted by:

U.S. AIR FORCE · U.S.ARMY · USCG · USMC · USN · USSF

Digital University is fielded, government-owned, and extensible by design. Ready to scale for 8140 Mission Success.

232,000+
Learners across the DoW

35+
Organizations Onboarded

Capability	Digital U
8140 QUALIFICATION MISSION	
Foundational qualification	✓
Residential / OJT qualification (mission-specific)	✓
Readiness: individual -> unit -> enterprise	✓
CONTENT & TRAINING	
8140 learning paths / playlists	✓
Hands-on cyber range	✓
New content in weeks - evolves with the mission	✓
Multi-modal delivery	✓
DATA & READINESS	
Full SIS - one record per user (all data)	✓
Readiness dashboards (UTM / CFM / leaders)	✓
Feeds HR systems of record	✓
Open API + nightly system-of-record sync	✓
OWNERSHIP, SECURITY & RMF (GOTS)	
Government-owned (GOTS / SBIR III)	✓
Owns all data & content; updated bi-weekly	✓
Government validates content	✓
Cloud One IL4 cATO + IL6 / JWICS classified	✓
Acquisition	
Platform and Vendor Content License IDIQ	✓



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