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>> Hello everyone and welcome to the welcome -- webinar. Let me introduce the presenters. Adam Frey from Wikispaces and Vanessa Scanfeld and David Stern from MixedInk and without further a due here is Adam Frey.

>> Thank you and welcome to GSA. This is a privilege for us and we are more than happy to help. We have about 15 minutes today so not much time to cover I will give you an overview. Wikispaces is a company from San Francisco who has been providing wiki's for about five years now. A quick sense of who we are, we are about simplicity. The simpler we can make it for people to collaborate on a wiki. If we can make it easier for a person to get their work done. That also means making technology accessible so meeting it is weekly started and not obligated area -- complicated. It is easy to get started in a matter of seconds. And we want to provide excellent service and if you contact us with questions or the details on your screen I will get back to you quickly. I hope that you find that as you go forward looking for solutions. I am one of the cofounders of the company. I have a working with wiki's for a about five years. I am trying to help you work better and this is an exciting time for us because we are doing a lot of that now. A sense of the scale. We have 3 1/2 million users and in the last five years as a service to the community and a way for us to grow we have given away almost 1/4 of 1 million. If we can serveteachers and the teacher community has been Erie local. -- very local. It is a good way to feel good about what we do for people. If we continue to do that I think we will do airy well. At this point I asked people to introduce themselves. Apparently, I can see the chat room. If you have a specific things that you want me to cover please feel free to ask them in the chat room. If you would like to introduce yourself briefly and tell me why you are here and what you are interested in. Feel free also to drop us a an e-mail. We can communicate with you later with any questions. Let's get down to the text. If you have not used it I wiki before. It is a webpage that is something you read area and. You do not need any special training you go to the page, click edit at right. I will switch over to a web browser and -- Web browser and show you. Here is the edit this page button, I will click it and enter it mode. I can select text make it bold and click save. The changes made during? On the page it is delivered simply. It is a very powerful concept. If you engage people who have not been involved in this before it is an accessible way. You can marry that with other key wiki features. The two key features are history and notifying. History shows every wiki page. Back to the original creation. I can go and see every version of the page and when it was changed, who changed it and when I click on the revision I can see in red and green and the text that was elated. -- deleted. If I open it up to a group and people make the stakes I can go back to a previous version. No one can ever damage the contents. I can see who has contributed. I can see who made which changes. Adding to that, the notify me Is where you can audit the changes. You can use and I -- RSS feed. Or an e-mail. So, if I am building a internal wiki for my communications department asking people to put all their knowledge about a particular topic I might on to be notified when someone changes the wiki so that I can add my comments. Editing, history, notification. These all make it very powerful. We can look at some of the other features. But let's go back to the slide so I can give you some examples that is being used in the government. This is an example of state of Utah using a wiki for a private-label technology. To manage technology standards. This is a wiki set up doable by the public but only editable by the team. You can see the complete history of the evolution of standards. They can just goes the standards in the discussion forum but they cannot edit. Wiki's can be opened or is closed as you like. People think of Wikipedia as being an open encyclopedia. That is one way to do things, but a

wiki does not have to be completely open. One is customizable in fields. They have ended which it's, which is a very powerful concept. You can follow on twitter. At the autumn, a Google calendar. You have the full services calendar on the wiki. Moving on, Mercy Hearst College has been working on a project a couple of years ago on a global infectious disease. This is an example of collaborating with outside stakeholders in government treated in this case, graduate students from the University working with a group in the intelligence community to explore topics of mutual interest. It is very simple wiki it very powerful and active. An example to easily collaborate who do not have an infrastructure, but there is some alley you in collaborating -- value in the liberating. -- collaborating. An example, the national labor of military aid research group this is a example of the wiki to coordinate their activities. They put their administrative meetings, different ways for a group to post your information and collaborate on arguments they are working on. Nothing fancy, nothing to illogically technic logically. This make the group more effective. I want to point out it is not just cutting edge, but what we are here to do is not right to with technology that will change the world but will provide you with technology so simple that when you have a project it is appropriate you can get it up and running very quickly and you don't have to invest a lot of time and money you can just focus on getting your work done. Use cases for wiki's. Their are in ways you can use -- a number of ways you can use wiki's. Knowledge bases. There are knowledge within every organization that sits inside lows, people's heads, people's laptops and the key to getting that information out is making it it very easy to post the information. Not saying you have to go through a the keeper him a but just making it trivial. A lot of organizations use this to get internal knowledge up for everyone to use. Traditional intranet, the Internet -- information goes stale. As mentioned a calendar keeps people up to date and people don't have to jump through hoops to get involved. The lack of very intrigued makes it easy to use. In a lot of cases the heavyweight project manager is simply overkill. A program can be overkill when people simply want to put up simply what I am working on and does not require people to link to new technology. If you can write on a white board you can write on a wiki. That is a very simple way to explain it to your people. Touching on the Utah example a wiki is a great place to bring together all the different resources that you use in your group. You have videos, local calendars, a chat room which it -- which it widget. You want people constantly looking right around. Since wiki enables you to embed widgets directly onto a page you can bring all the resources together on one page so people can find them easily. A couple of tips, there are some good decisions you can make early on when developing wiki's to help you make use more successful. I will cover a couple of them now. The first and I touched on this before, you can make it public or private. It is up to you. People, often think that wiki's have to be public am a that is not true. If you want it to be entirely probably -- private, you can. There is no point in telling people that you are starting a wiki, so they can have a wiki. It is no more value than a whiteboard. Especially, when you people are being engaged, you have to give them a reason to be working on a wiki. Please pose your daily updates for this project on this page. Please get some work done that you need to get done and we will make it easier for you through the wiki. The projects are successful are motivated by getting a task done not just by the inherent value of the technology. People will want to visit your wiki if that is where they can find your content. So rather than e-mailing or putting them in documents or websites that they do not have access to, nature the content does to one place on the wiki. There is no better way to encourage someone to use your wiki into keep it updated. This is somewhat controversial in some environments, instead of thinking about the wiki is something to design and build a front, let your structure involve people to get engaged with it. Rather than 60 pages of a hierarchy, but a small amount of important information on the

wiki and allow people to engage in an -- he falls over time. Be supportive of people. There were obese got the schism on -- there will be skepticism on the new technology. If you make a mistake it is okay, it can be fixed. So help them more learn. A couple administrative things to get through you for I finish up, those of you who have or have not worked with I model. You need to have it signed, we have a document for you to sign with legal the. You can e-mail us and we will send a document. So once that is done in wiki takes seconds. You have the rights to have advertising removed for he it is the government -- free and the government use. Feel free to play around with it. We do support creative eye since he as well as other licensing you will like to do was. -- like to use. We do have free services available for collaboration and we have paid services which have different persons -- different options. Example is if a university wants to provide to all the staff and students. If you are interested we don't have time today but feel free to contact us and find out more. One final thing, we do pretty well and it is assessable as a full compliance project. I think I am out of time so I am looking forward to answering questions and once this is over please reach out to us and ask us your questions and let us know how we can help. There was one question in the chat room about hosting our tech elegy on your servers rather with us. The answer is you cannot do that, you can contact us and find out more about a private label service. It is believed a separate environment. There are pros and cons but we'll talk about that later. My time is up and thank you.

>> Thank you Adam. There are some questions. Jim would like to know if Wikispaces has the ability to notify others with an e-mail subscription list.

>> Yes. On our wiki service we have a couple ways to do that you can, there is a mail system that is built into Wikispaces. If you have the settings set appropriately people will get e-mail notifications of messages. If you have members in the wiki that need notifications you can do that. Also you can change subscribers. And make the changes directly on the wiki. I can send out specific instructions but the short answer is yes.

>> John wants to know he currently uses Google sites which has Google ads running in the background. As Wikispaces allow embedded analytics to get stats.

>> If you go to the setup section of the wiki there is a place where you can enter analytics and Google analects will track. There are some places to show wiki specifics, but you can use both of them and it works really well.

>> Great. One more before we move on. Is there a way to use Wikispaces to create a wiki with a.of domain. .gov Domain.

>> This wiki is hosted at PO.life. po.live. For an example. You can also use .gov domains. If you hosted a wiki at wiki.whitehouse.gov they would never know that they were leaving the website. It is fairly trivial to set up.

>> Think you. -- thank you. Now let's pass this to David Stern.

>> Hello my name is David Stern and I am a founder of MixedInk. I am here with my Parker -- partner Vanessa Scanfled who will talk later. First of all make you -- thank you for the invitation to speak today. We are excited about the possibilities between government and citizens. As well as the roles that they play. To get started MixedInk's provides a democratic collaborative writing tool that lets groups of people we've their ideas, opinions into single text. For example, hundreds of thousands of citizens can collaborate to draft the policy together or a rule, or they can collaborate to express collective comments on a rule that is being considered. He can make arguments in favor or against of a particular policy under consideration. So, anyone who has tried to reach out to the public to get input, you understand how much energy is out there and how much of citizens and industry groups help shape the process. Sometimes it is impossible to open doors to let hundreds of thousands of people actually collaborate. And let them help and influence policy. So, next Inc. allows -- MixedInk allows to pick up the pen to develop safe policy language. Using a democratic process. It works like this. It invites the public to participate.

They can write an original version of text. And they can edit and remix pieces to make new versions. All the while, anyone can rate the collaborated versions on a five-star scale. At the end, the top-rated version, the version of the text with the highest average rating can be incorporated into policy decisions. I will show a demonstration of a project we did that happened in January. Slate magazine in the inauguration helped craft and in Ault doggerel -- in all girl speech. -- inaugural speech. They added a wrinkle to the usual mixing process and the start they put all the previous presidential speeches so people could not only collaborate with each other, they could also collaborate be a language and ideas with FDR and JFK. So they sent people to our rating interface to it next Inc. -- MixedInk. At the top it says addressed by the people. There are four tabs on the top and I will work through them. The info tab at first shows an overview, there is a text introduction inviting people to participate in giving them a few ways to do that. He can see the organizer, a start and end date, a video and 400 and 450 people contributed to this. This shows the current highest average rated speech of all speeches submitted to. The front page of a wiki instead of being the most recent submission, this is the highest rated version. At any given point, as new versions come in, this text can change. I am clicking on the browse area and you can see the list of all the different submissions that have come in on the list. If you click on a row you can see the text of the speech on the right. Now you can go through and rage -- rate each version. I will give it nine stars out of 10. If I don't like this one very much I will give it free stars -- three stars. This is the information used to tell what the community thinks, what they like best or is what were, in area -- common area. JFK Ammann LBJ, George Bush. This person borrowed. There is a range of styles. This shows you that the collaborative part. I will create text, clicking on the right tab. And put in a title for a speech and this is president Obama so he might say something like, governments can often provide solutions. As I type extinct -- MixedInk searches and provides suggestions to use. So I found the word government as I was writing and this word was highlighted. So if I like this I can click add. I will edit it a bit. This will make it flow and there is another way I can borrow language from ideas. If I come across a text that I like or a paragraph or sentence, I can take it and add it to my draft. So, I like this paragraph so I can take it and stick it in my draft and I get a confirmation notice, and there it is when I come back. So, cut this last sentence and a that this speech doesn't this is fairly -- necessarily is very good. Here is the top with the list of senators. -- submissions. The highlight is the same color as the need username. So people get credit. This is the process used. They publish a speech before the day before inauguration and with that I will finish and turn over to Vanessa, she is going to talk about some other projects and other ways to use MixedInk.

>> MixedInk was used for the third phase of the open government initiative. It ran from June 22 through July 6 and was managed by the White House offices designed policy. It asked the public to come together to write recommendations at of how to make the government more open and more transparent and more collaborative and more participative area. The ideas will be incorporated into the directive and signed I president Obama. Other use cases that it would be great for agencies and others to think about would be to ask citizens to write arguments for and against policy options that are being considered. Or to come together to write a collective comments on rules or be drafted internally. Or to generate key principles that can form the basis for new policies. You can also consider making participation within a single government agency or among trusted experts. I will just make quick points about the platform. It is easy to use just takes a couple minutes. Just like David demonstrated area. The usability and experience remains very comfortable for the user as the community continues to grow. It is very efficient, you are collecting you want this from a big group of people and end up with a cohesive text. It is the easy for you at the end of

the day to process what people are thinking. This is Democratic we empowered a community to judge their own work and decide on monks themselves the want you to see at the end. We have an advanced moderation. I will go over that. As David engined -- mentioned you can provide input from within the own site. Also, we negotiated the federal friend will -- friendly which can be fined -- found on the website. One thing I want to mention is that we are currently not sanctioned by the late compliance but it is a priority to make the site accessible in the near future. We will offer a simple industry. Let us know, and hopefully we can fast-track it so it is ready for when you need it. We have a three tiered system for protecting the Trinity. First, a community moderations system. Anyone participating can report content that is inappropriate area. Also the organizer has advanced moderation features so it is easy to remove inappropriate content themselves. Or to remove off to -- off content. Finally, automatic controls. A curse word filter is built-in. An algorithm protects abusive behavior. We also don't allow direct link submissions. So no one can submit abusive links to an e-mail list. So we are very happy to be included in the wiki tools talk but we are not quite a wiki. So we thought it was useful to explain what is most useful to use a wiki and when it is useful to use MixedInk. Also if writing a document you can use a wiki for that or if you want David went -- document so for a wiki it is for a topic that is not controversy over. Controversial. If you have are the written something and you want to compile, edit or just a couple people to send around to get feedback then, a wiki would be appropriate. Use MixedInk for a larger group of participants. Also if there is a time frame. As opposed to a wiki has an open timeframe. MixedInk is for short text. A wiki changes automatically if you go to the front page, MixedInk goes straight through to evaluations of the community. MixedInk also makes it easier to avoid at worse. - - edit wars. It welcomes a range of opinion. Finally, along the same lines MixedInk makes it easy to capture a consensus that is Democratic. As we start getting are thinking about using MixedInk here is the best practice you can think about. First, it is important to take an approachable content for the community. If you have something long it is not a problem just contact us and we will help you divided up into subsections which are linked together. It is important to make sure how the project ties into the policy at the end. Keep in mind if people are working on the nights and weekends or free time, it is good for them to know that it is not an exercise in that you are actually listening. Again, they note you are engaged and want to know what they are saying. If possible, it is great to use simple text so it is not an empty quiet space, it already feels vibrant. Promotion is very important so promote the link to your website or via traditional press. Such as twitter. Also use outside groups who have the same side issues. When you are ready to get started you can go and find me next think service agreement and then go and register at MixedInk and register@MixedInk.com and set up your topic. We will remove the ads and cookies. We will take them off area. And then you can get started. It is an easy process. We also offer premium features and customization options so contact us if you have questions and we are happy to discuss any requirements to meet your specific agencies needs. So, thank you for having us and listening and we look forward to your questions. [ Silence ]

>> David and Vanessa, I am sorry there are a few questions. How does MixedInk address plagiarism issues.

>> Basically MixedInk is encouraging people to use and build upon the words other people have written. So, when someone uses the interface to copy something from someone else's text we provide, the original author of those words credit. It is definitely theoretically possible that someone could take something elsewhere. And they can just put it into their own words and we would not be able to track that Tom obviously. That is true with any comments or any user comments anywhere. When we are notified about that we deal with it immediately.

We don't, there is no other way for us to find out about it other than the leading us know.

>> Rate, thank you -- great. Is there some way to keep people from dominating a topic. Question Mark --?

>> In big public objects it has not been a problem. But we have a number of ways, first of all community reports it or rates it down. They would be able to be controlled by the community itself and the organizer also has controls to remove inappropriate content or move off the site or elsewhere, off-topic submissions. So they can remove them from the states so it is not cluttering -- space so it is not cluttering. In terms of, like I was saying. We have this under the net notes of abusive he hated her. So if someone is doing something that is clearly trying to push up the inappropriate text and pushed down the communities best tax -- text this would be picked up by the algorithm.

>> I want to add, I think that you can also prevent a single large advocacy group singing the out -- sending out a massive note area and --. So, no one can dominate but all of them will in effect serve and help in recruiting participants. So, they reflect actual interest of the whole as a society not just on particular advocacy group that happens to pick this up and run with it.

>> Okay, great. Can MixedInk the hopes hosted on agency sites?

>> We, the difference is we don't provide software keys to run a firewall so contact us and we can discuss it area --. We just encourage you to use our embeddable widget or get a code to put on your website and then you will be loading our interface within a frame so people don't have to leave your site to view all that content area --.

>> It would still be hosted by MixedInk.

>> A few questions for both Wikispaces and MixedInk. Anna Montoya wants to know if they individual member of a governmental Agee see using a wiki can know whether a member -- another member is looking at a document on the wiki. Let's start with Adam.

>> That is a good question. One thing that we are serious about it Wikispaces is the privacy. We never show the personal information in fact we don't collect personal information. We never show any mail address. So you can see other people or aggregate information about your content and if you have a private wiki you can control never ship and determined who could said or who does not. As far as the public wiki and know exactly who is doing it we don't have a mechanism that issue insight to that. I am interested in hearing the use case, but the privacy is certainly an thing.

>> On our and also we do not track who views different pages.

>> Other popular wiki sites such as to case basis and MixedInk allow for pre-draft and do they meet federal requirements.

>> The short answer is yes. The long answer is we work with very large conscious companies and organizations and government agencies. So we take expensive measures to make sure if you decide, only these five people can see your content then we make sure that they are the only ones that see your content. As far as compliance with particular I guess standards, we have to look at those individually. In my own experience a lot of that tends to be just paperwork rather than getting anything official done. The short answer is, when you are working with third-party or when you are working with one who was day in and day out, in many cases you will get a pre--- pretty high-level of security.

>> David and Vanessa?

>> The security that we provide is just that you can set up a password for your site and I will only be visible, will only be assessable tube to people who share the password with. If you're interested in more than that, we will add software layer of protection. I imagine we can work with you to comply with whatever your needs are in a short timeframe.

>> To add a specific, we do have encrypted traffic and we do have full backups of your data offsite so you have insurance on the data as well.

>> Praia wants to know can the information in the wiki be effected -- extracted or exported?

>> Yes you have the ability to export in HTML or a PDF area --.

>> Actually part of the terms of service this is available your data is exportable SN FML file or it text file with a click of a button.

>> We have time for a few more questions. If you have a Word document that you want to edit collaboratively what is the best way to post on a wiki. Question Mark

>> Adam

>> The best way is not to start with a Word document but if you do have to and many people do you have a couple of options. You can simply copy the content of the Word document and paste it into a wiki page and collaborate that way. You can upload the document and have people downloaded and reuploaded. You can export it to HTML and convert it to a wiki page. I will be frank and say if you have a complex word document with formatting and a lot of Word features you might want to look at a service like Google docs. These are specifically designed for import export. But basic text if you want to turn it into a wiki just copy and paste.

>> David and Vanessa you want to add?

>> Basically is similar just copy and paste. Set up a project document and submit it under the idea of the user idea. -- user ID. People then can borrow language from that document.

>> Jonathan asks we created an office which he to help keep whole keep people aware, the problem is it's not working. Focusing on task for people to accomplish, and do you have suggestions on how to do this in a large department. Adam he asked this during your presentation so please start.

>> There's a couple answers. So I can talk directly to you but here are a few highlighting points. There are actually different wiki technologies. Some around since mid-1900s 1990s. Such as Wikipedia is designed with powerful features. But not user-friendly people have to yearn -- learn the layout and integrity with dedication systems might take -- communication systems might take a long time. Wikispaces is generally user-friendly. We don't obviously think we are the -- for the rest of the picture it really does come down to assess ability and support so you want to make sure people can access the wiki quickly and easily. So what does require them to go through some -- you don't require them to go through some third party you make it easy for them. That situation, you make it part of what they do. It's not coming to work on this optional project on the wiki if you feel like it. This is where the content to be -- will be. You make sure that there is enough support and direction. I am talking generalities it is hard to know what it vice will work well for you O but, but I don't think -- I think it is something that is very easy and I hope that is somewhat useful but if there were specific concerns I will talk to you individually.

>> I think the particular use case of updating people a is specific to a wiki, generally speaking choosing a topic or project or assignment our task something that people are interested in or is important to people. So that is not just a mother task -- another task. Especially until it becomes second nature. It is getting used to a new project -- process. I would tend to second what Adam said in terms of dividing support and help.

>> One more question. How do Wikispaces or MixedInk work with government firewalls?

>> That is a broad question again. The short answer is we do everything we can to be friendly with firewall technology. At the same time, if a firewall is being used to block certain types of websites or addresses you may need to have it unblocked. In our experience it is not a technology issue but a policy it to -- issue.

>> David question mark.

>> We have not had troubles so far we have government agencies working from behind a firewall so as far as we know there have not been issues. If you do have issues let us know and I'm sure we can address it pretty easily.

>> We do have some other questions but I know we do not have time but we will get them answered off-line and we can let all the attendees know that the e-mail. Also the webinar was recorded and you will receive the link to the recorder webinar as well as the slide recitation -- presentation and a copy of the transcript. Again, Vanessa, and David and Adam I would like to thank you for taking time to provide this excellent information and this was so great. I think it gives government agencies information to get started so late a will e-mail you with more questions and get out there. So again, thank you to everyone who attended and this is the end of the webinar.[ Event Concluded ]