Open Government, Transparency, and Social Media

GSA Office of General Counsel Annual Conference, Chicago, IL April 1, 2009

Bev Godwin, GSA/OCSC & White House New Media Mike Ettner, GSA/OGC Seth Greenfeld, GSA/OGC



USA.gov and Whitehouse.gov



January 21 President's Memo to Agencies

- Open Government Directive in 120 Days (CTO, OMB, GSA)
- Government should be Transparent
- Government should be Participatory
- Government should be Collaborative

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

SUBJECT: Transparency and Open Government

My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government.

Government should be transparent. Transparency promotes accountability and provides information for citizens about what their Government is doing. Information maintained by the Federal Government is a national asset. My Administration will take appropriate action, consistent with law and policy, to disclose information rapidly in forms that the public can readily find and use. Executive departments and agencies should harness new technologies to put information about their operations and decisions online and readily available to the public. Executive departments and agencies should also solicit public feedback to identify information of greatest use to the public.

Government should be participatory. Public engagement enhances the Government's effectiveness and improves the quality of its decisions. Knowledge is widely dispersed in society, and public officials benefit from having access to that dispersed knowledge. Executive departments and agencies should offer Americans increased opportunities to participate in policymaking and to provide their Government with the benefits of their collective expertise and information. Executive departments and agencies should also solicit public input on how we can increase and improve opportunities for public participation in Government.

Government should be collaborative. Collaboration actively engages Americans in the work of their Government. Executive departments and agencies should use innovative tools, methods, and systems to cooperate among themselves, across all levels of Government, and with nonprofit organizations, businesses, and individuals in the private sector. Executive departments and agencies should solicit public feedback to assess and improve their level of collaboration and to identify new opportunities for cooperation.

I direct the Chief Technology Officer, in coordination with the Director of the Office of Management and Budget (OMB) and the Administrator of General Services, to coordinate the development by appropriate executive departments and agencies, within 120 days, of recommendations for an Open Government Directive, to be issued by the Director of OMB, that instructs executive departments and agencies to take specific actions implementing the principles set forth in this memorandum. The independent agencies should comply with the Open Government Directive.

This memorandum is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by a party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

This memorandum shall be published in the Federal Register.

BARACK OBAMA

What is Social Media (Web 2.0)? Content, Conversation, Communication

- User-Generated Content
- Users Want to:
 - Create and Co-Create Content
 - Edit Content
 - Rate Content
 - Comment on Content
 - Discuss Content
 - Tag and Organize Content
 - Mash Content with other Content
 - Personalize Content
 - Share Content

Our Discussion Today

- What are the Web 2.0 tools?
- Why should you care?
- Why is government using social media?
- Government examples of those leading the way
- Government opportunities and legal challenges



Government Putting Social Media to Work What are the Tools?

- RSS Feeds
- Blogs
- Micro-blogging
- Wikis
- Video & Photo Sharing, Podcasting
- Social Networking Sites

- Social Bookmarking Sites
- Mashups
- Widgets
- Virtual Worlds
- Social Media Releases
- Social News Rooms



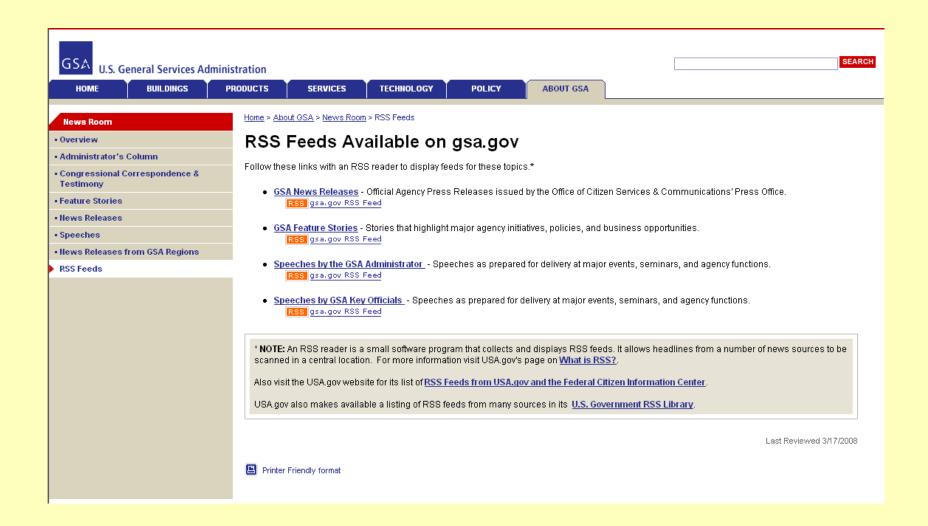
RSS Feeds and Government

- Automated notifications of frequently updated content
- Users subscribe to your feeds which they then read them where they want to:
 - their RSS feed reader
 - their personalized websites
- You can syndicate (share) your frequently updated content to other websites

Why Government Uses RSS

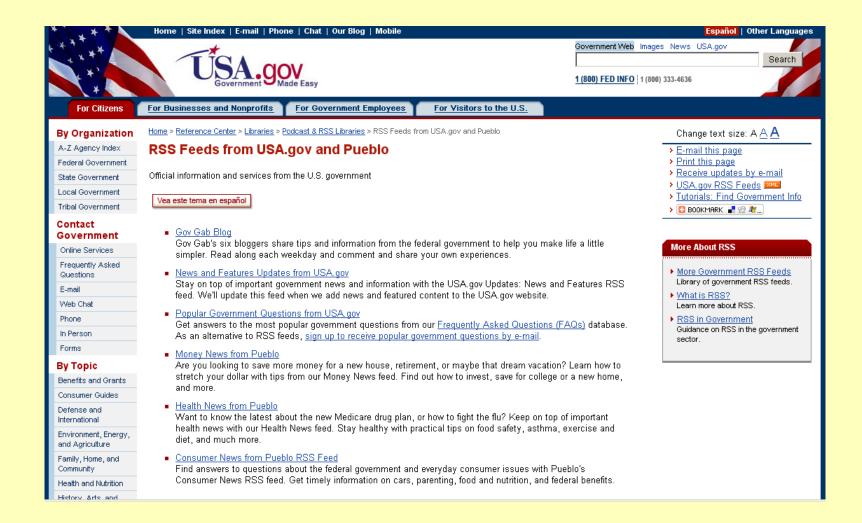
- Expand reach of government information and service
- Authoritative source develops content, used many places
- Allow users to choose to consume content where they want to
- Reduce duplication
- Can aggregate similar content across government

GSA RSS Feeds



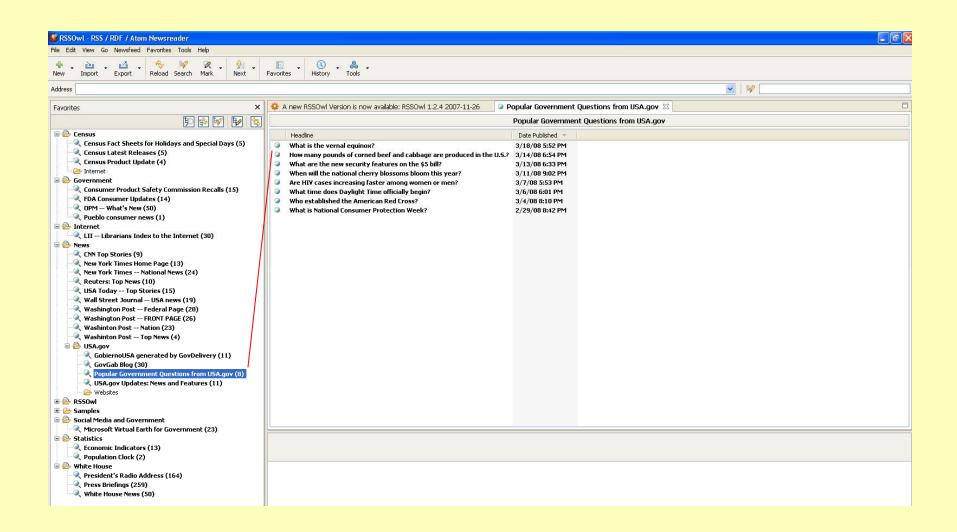


GSA Office of Citizen Services RSS Feeds



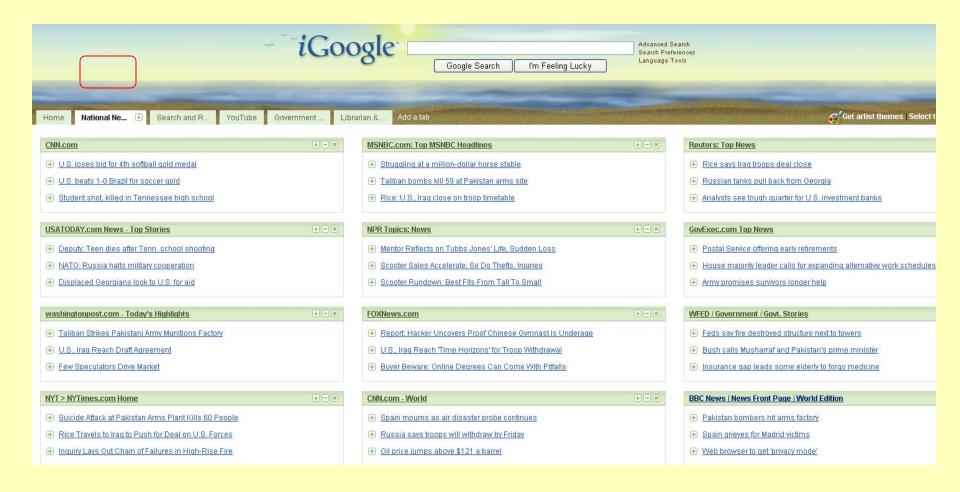


Sample RSS Reader

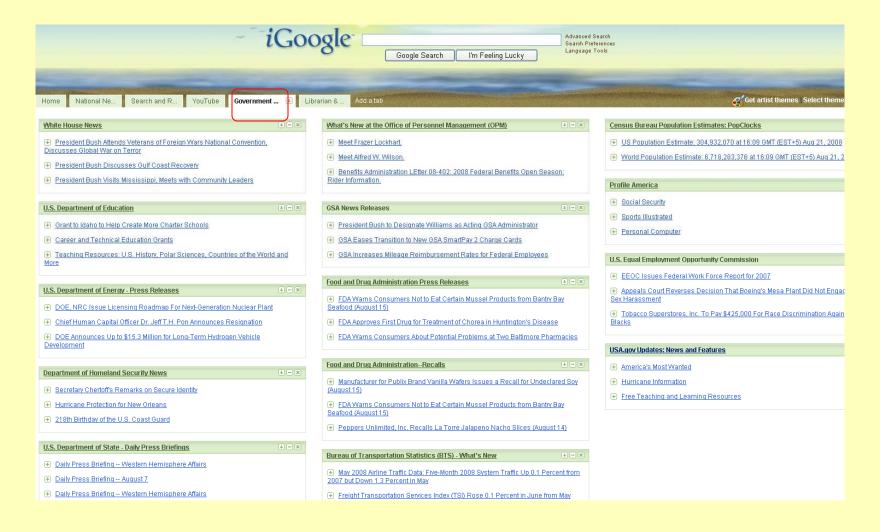




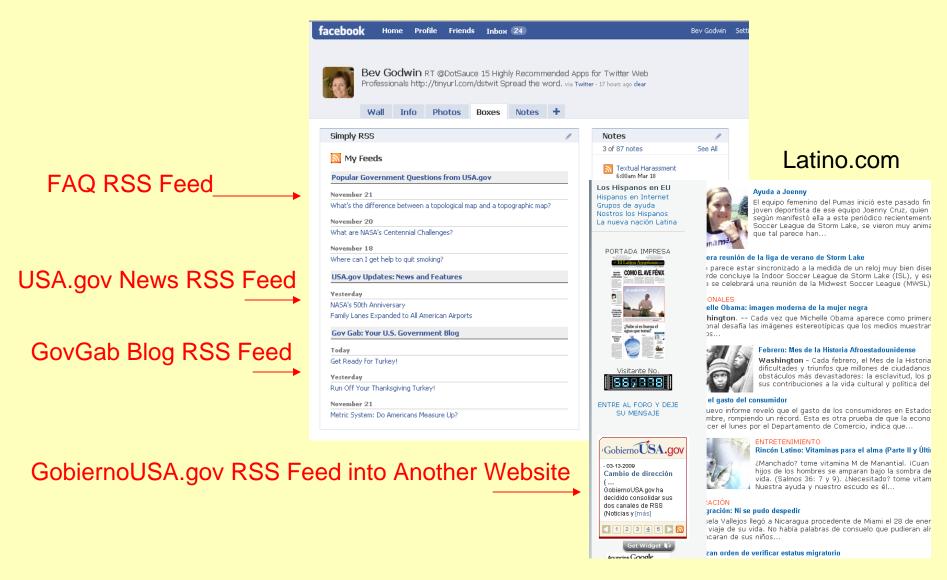
Now Even Easier RSS Feeds via Personalized Websites



And More Personalization via RSS Free and Easy to Use



Automate Your RSS Feeds onto Other Sites





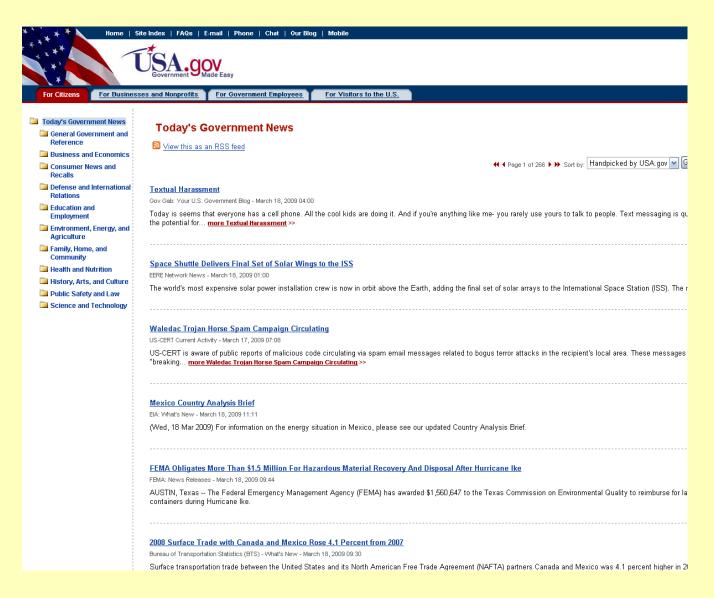
RSS Feeds Widely Used in Government

- Widely used in government
- USA.gov library of federal RSS feeds
- http://www.usa.gov/Topics/Ref erence_Shelf/Libraries/RSS_Lib rary.shtml





Aggregating Feeds Across Government





Blogs

Web log

 Online journal or diary with social collaboration (comments)



Why Government Blogs

Reach new audiences for government information and service

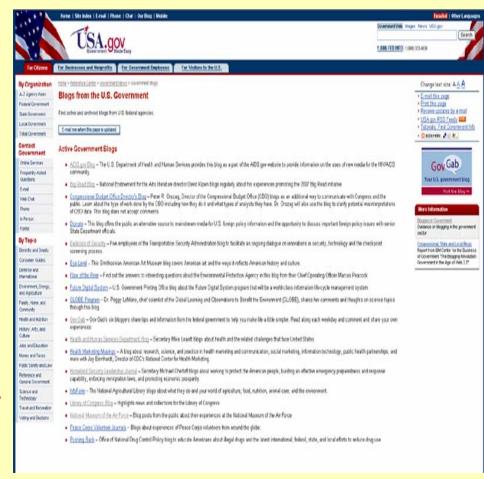
Put a human face on government

Open up a conversation

Surface issues and solve them

Blogs and Government

- >40 Active Federal Agency Public-Facing Blogs & growing
 - http://www.usa.gov/Topics /Reference_Shelf/News/blo g.shtml
- Elected Official Blogs at All Levels
 - http://www.businessofgove rnment.org/pdfs/WyldRepo rtBlog.pdf



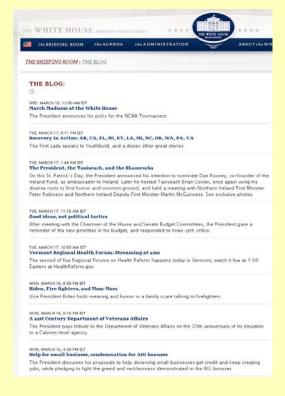


Blogs for Different Purposes



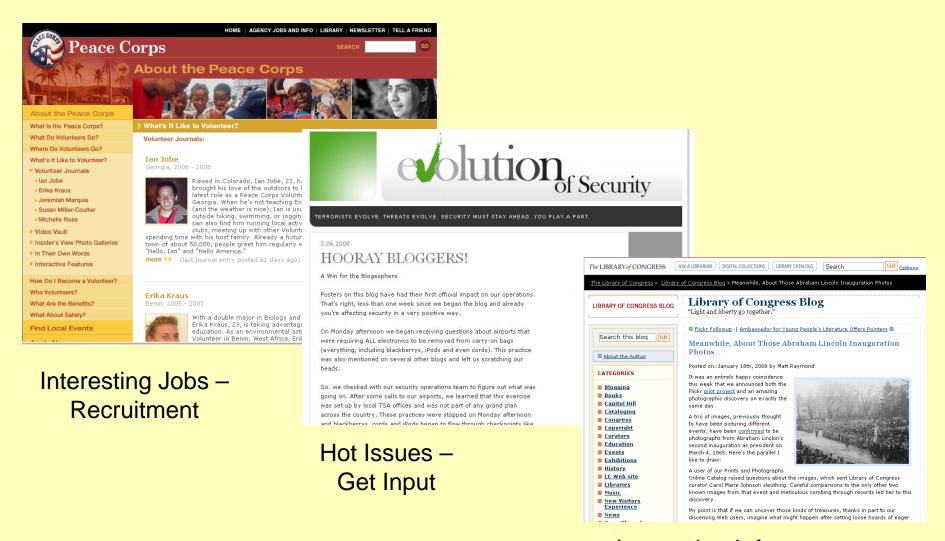
Top Officials Speak







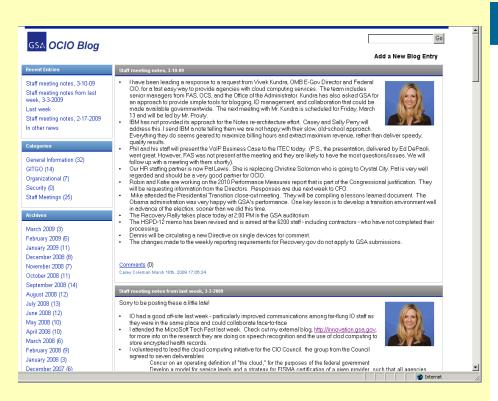
Blogs for Different Purposes





Interesting Info – Spread the word

GSA CIO Blog Internal and External



Internal to GSA/OCIO

Around the Corner Home About Casey Coleman Using Casey's Blog About Casey Coleman's Innovations in Conservation Around the Corner Published by Casey Coleman on March 16th, 2009 under Emerging technology, Innovation, Productivity, As an extension to my speaking engagements and participation in I wrote a few weeks ago about cloud computing and its promise to reduce energy the Federal CIO Council, I'm consumption in data centers. That research got me thinking about other natural resources, pleased to share my perspectives and our quest to conserve and use those resources more efficiently. Take water, for here on Around the Corner. I instance, one of our most critical natural resources. Farming is the largest single consumer welcome your thoughts on my of water nationwide. I grew up on a farm and have been amazed to see how technically posts where topics typically range sophisticated every element of farming, including irrigation, has become. Technology from innovation to information innovations have radically reshaped the farm industry. Nowadays, farmers use GPS to resource management pursuant to the Clinger/Cohen Act of 1996 create straight furrows and to tell them where to apply fertilizer. They harvest crops using highly mechanized methods that do the same work in a fraction of the time. And nowhere has there been more innovation that in the use of groundwater for irrigation My Social Networks For example, the state of the art 30 years ago was to flood the space between rows of crops, where most of the water was wasted due to evaporation. Later came sprinkler systems, coupled in 20-foot long sections of aluminum pipe along the ground, each with a sprinkler on the end. This method required unhooking each section, lifting and draining the water, moving it over 30 or so feet, and reattaching the sections before restarting the irrigation. This method was more efficient in conserving water but very labor intensive, to which I can personally attest! If you have ever flown over farms in the Midwest you have no doubt seen green circles on Casey Coleman the ground below, reflecting the modern circular pivot irrigation systems. Farmers today General Services frequently grow their crops in circles and station a rolling sprinkler system in the center, Administration (GSA) which sweeps around the field like a minute hand on a watch. This method is even more Today we are visiting the Ford Theater--I've... efficient, because the sprinklers are just above the top of the plants and very little water flies through the air to be lost to evaporation. Each of these developments has meant that each bale of cotton or wheat is sent to market more efficiently than the one before, with less water required to produce it. And the innovation has not halted; many farmers today are installing tubes below the ground to run water directly to the crops' root systems, View my profile on reducing irrigation requirements even further.

Public

Of course, like electricity, we may be conserving more at an individual level but overall consumption has not declined. The need for further innovation to get ahead of our

Linked in

GSA OCS Blog



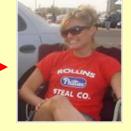


Great Example of Putting a Human Face on Government

7 GovGab.gov Bloggers at USA.gov



Colleen – Consumer information specialist → Newbie bureaucrat



Jake – Frequently Asked Questions

Rocker



Joanne – Web content manager Mom, lives on farm



Nancy – TV, print and radio PSAs

Media whiz





— Sommer – Web content manager Midwesterner





Wikis

Collaborative authoring and editing

Project management and knowledge sharing



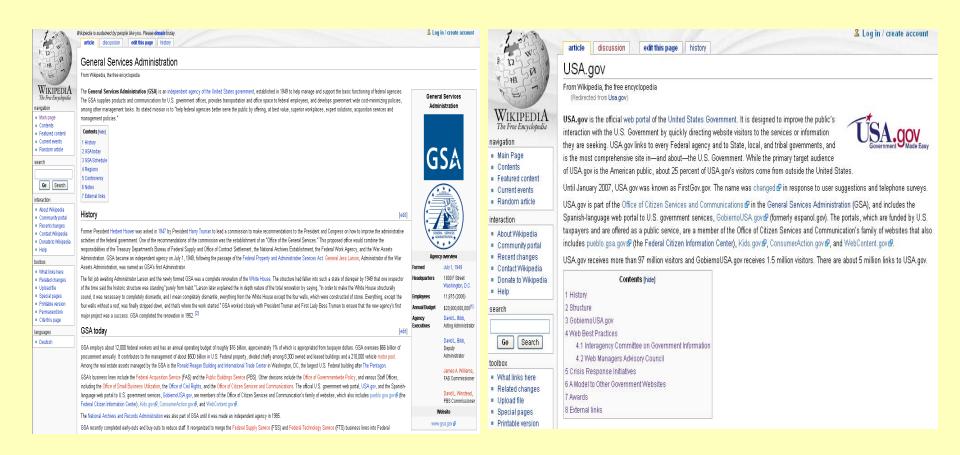
Why Government Uses Wikis

- Wikis purpose is collaboration
 - Project management
 - Knowledge management

- Create a better work product across boundaries
- Government examples mostly enterprise wikis for restricted communities of practice rather than public wikis

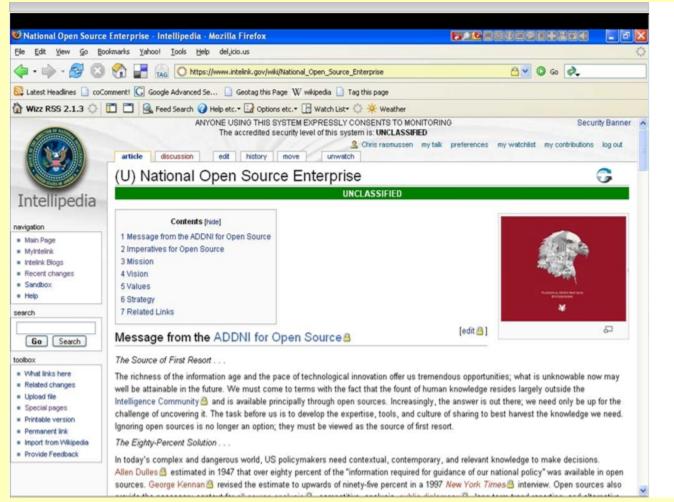


Don't Forget Wikipedia



Intellipedia For Their Eyes Only





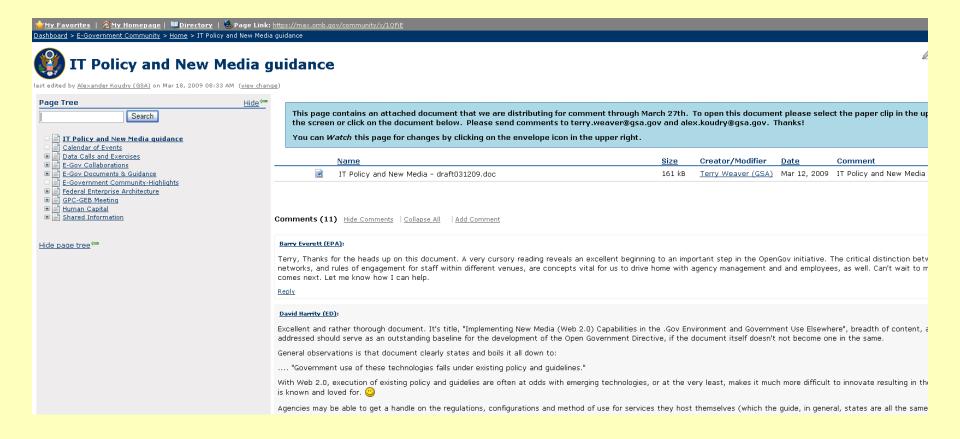
Diplopedia U.S. Foreign Service Using Worldwide



The wiki provides so much flexibility that several offices throughout the community are using it to maintain and transfer knowledge on daily operations and events. Anyone with access to read it has permission to create and edit articles after registering and acquiring an account with Diplopedia (there are no anonymous edits allowed). Since Diplopedia is intended to be a platform for expressing the various points of view of the the Department, Diplopedia does not enforce a pure neutral point of view policy. Instead, viewpoints are attributed to the offices and individuals participating, with the hope that a consensus view will emerge. Positions or views in an article that do not fairly represent the consensus of the relevant community of interest are to be clearly marked with the author, office, or agency whose views they represent. [4]

Diplopedia has a unique categorization of abbreviations and acronyms (pervasive in government). Each is placed in Category: Abbreviation and most point to articles on the topic the abbreviation represents. Information is also grouped by categories familiar to diplomats and lay people alike such as Missions Abroad, Offices, Information Technology, and Security. [4] Diplopedia also contains non-encyclopedic content including notes and items of internal, administrative interest. Diplopedia uses the same categorization for frequent users as Wikipedia, namely a number of mythical creatures representing types of editors.

OMB's MAX Wiki Being Used by GSA and Other Agencies



Wiki Tools Available for Government Use

- OMB's MAX Federal Community Executive Branch only
- GSA's Collaborative Work Environment Incubator space only, for intergovernmental communities exploring public-facing or closed collaborative work environments. Supports 20+ communities.
 - http://colab.cim3.net/cgi-bin/wiki.pl/
- GSA's Core.gov Collaborative Tool wiki-like, collaborative environment for developing federal enterprise architecture components

Multimedia and Government Video Sharing, Photo Sharing, Podcasting

- Government has lots of multimedia
- Underutilized and not coordinated
- Not reaching some users
- Not meeting expectations



http://www.usa.gov/Topics/Multimedia.shtml



Why is Government Sharing Video

- Multimedia makes compelling content
- New audiences
- Public outreach
- Education and training
- How To videos & audios to improve service & achieve mission
- Cost savings



YouTube Launched in December 2005

- 200M+ Worldwide unique monthly visitors; 68M+ U.S.
- #6 largest site in the U.S., ahead of Wikipedia, eBay, Amazon
- Hundreds of millions of videos viewed daily
- Hundreds of thousands of videos uploaded daily
- Every age group
- Every geographic region
- Loyal users. 51% go to YouTube weekly or more
- 52% of 18-34 year-olds share videos with friends

Source: comScore Video Metrix, Oct 2007; YouTube User Profile Study, June 2007; Nielsen/NetRatings, Dec 2007

Debunking the Myth

YouTube Demographics

Users (M)

57.1

11.0

11.1

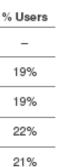
12.3

11.9

10.9

29.8

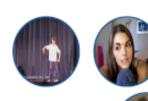
27.3



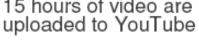
19%

52%

48%



In 1 minute... 15 hours of video are



#6 Largest site in the US 66%>35

40%>45

Source: Nielsen/NetRatings (October 2007) - US audience.





Gender

Age All

<18

18-34

35-44

45-54

55+

Male

Female























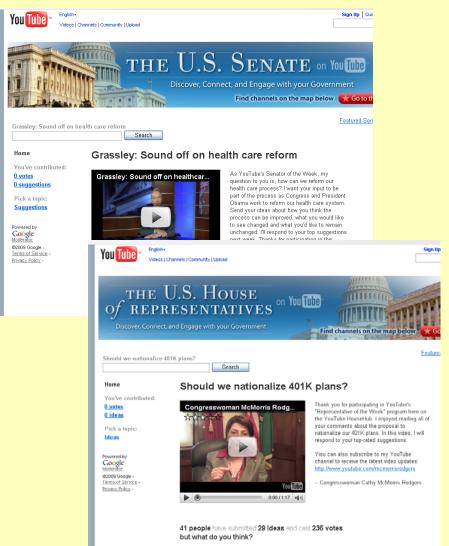


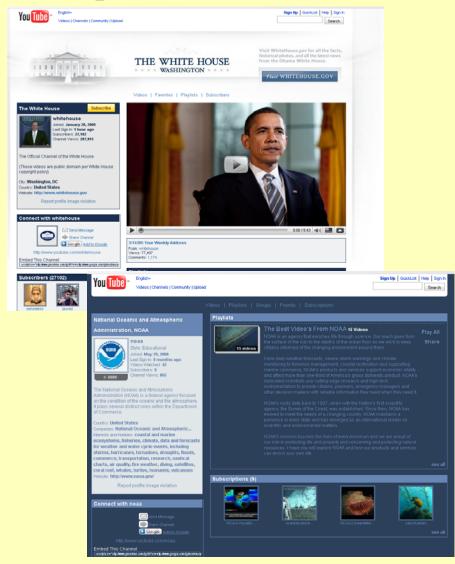


YouTube Confidential and Proprietary



Share Your Videos Where People Watch Videos

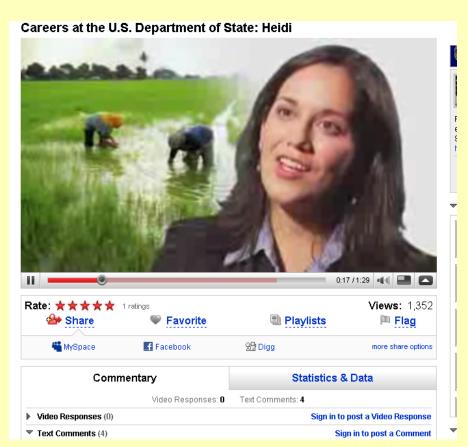




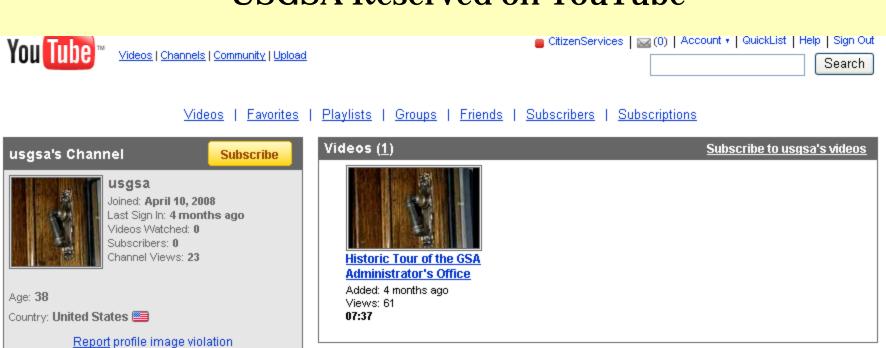


It's Not Just About Watching Video It's Social..it's Viral

- On YouTube, Users Can:
 - Rate videos (5 stars)
 - Rank videos (by views)
 - Share videos
 - Favorite videos
 - Add videos to their playlists
 - Comment on videos
 - Reply to videos (send message)



USGSA Reserved on YouTube





hannel Comments		
	There are no comments for this user.	
	Add Comment	

GSA -- USAgov



GSA OCS – U.S. Government Channel



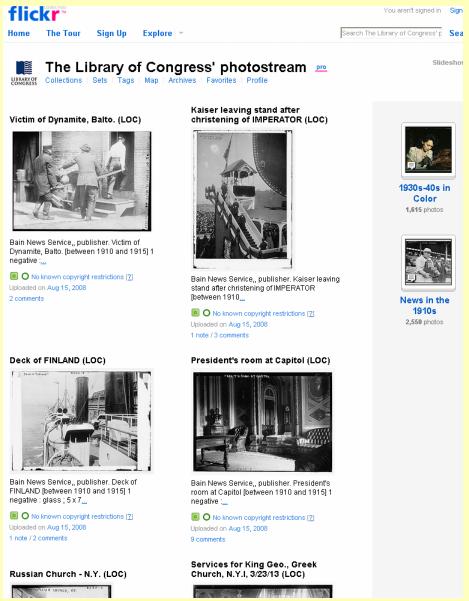
Why is Government Sharing Photos

- LOTS of really great photos in the public domain
 - Federal photos http://www.usa.gov/Topics/Graphics.shtml
 - State photos http://www.usa.gov/Topics/Graphics_State.shtml
- New audiences
- Awareness

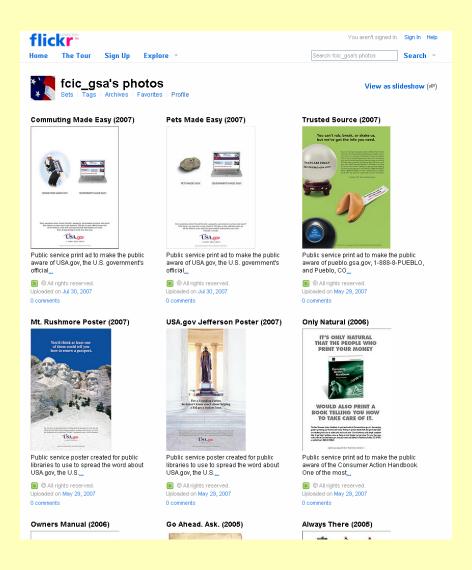
Cost savings



Library of Congress on Flickr

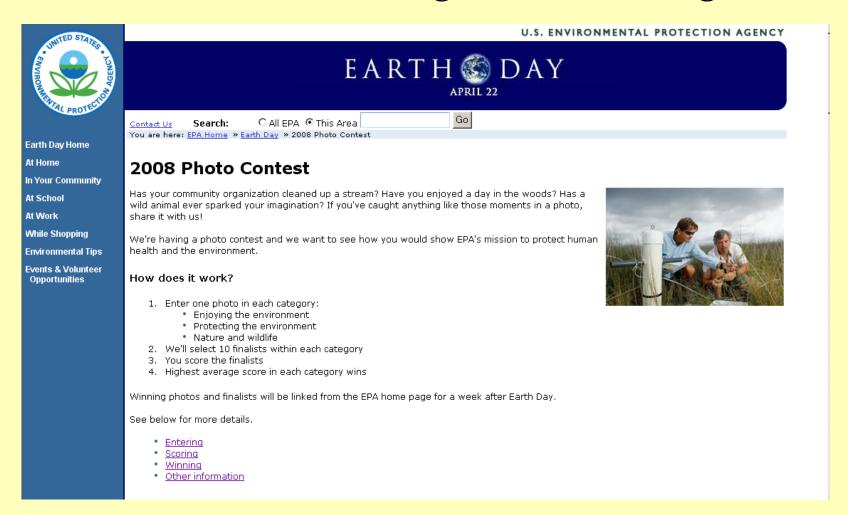


Bring Your Photos to the People





Build on Social Marketing of Photo Sharing Sites



http://www.epa.gov/earthday/photocontest/



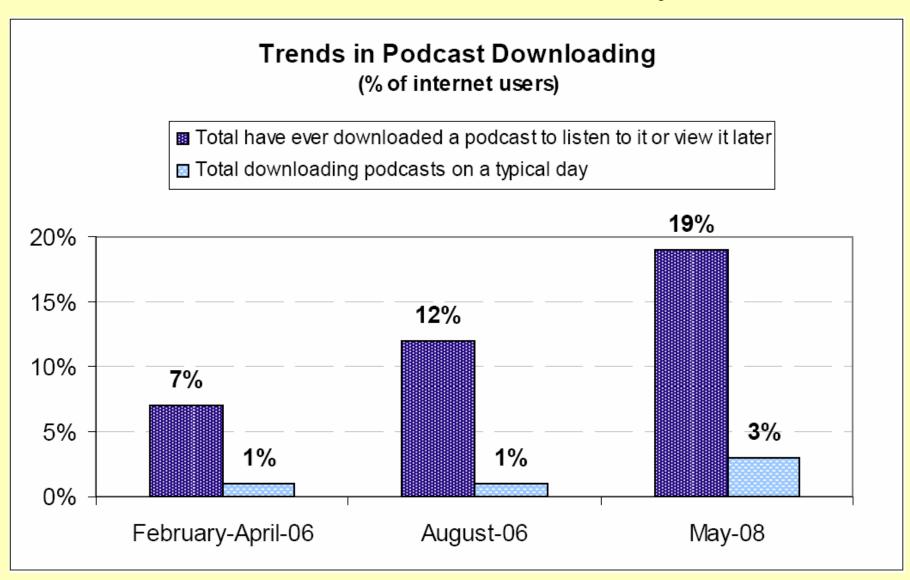
Podcasting

- Multimedia content (audio, video) syndicated over the Internet via a Web feed
- For use on portable media players (iPod, Mp3 players) and personal computers
- Not just an audio or video file, podcasts are:
 - Syndicated via RSS or Atom
 - subscribed to
 - downloaded automatically when new content is added using an aggregator or reader



Use of Podcasts Increasing

Source: Pew Internet & American Life Project



Why is Government Podcasting

- New audiences
- Effective way to convey message
- Build trust with conversational voice
- Updates, live deliberations, how-to messages, emergencies

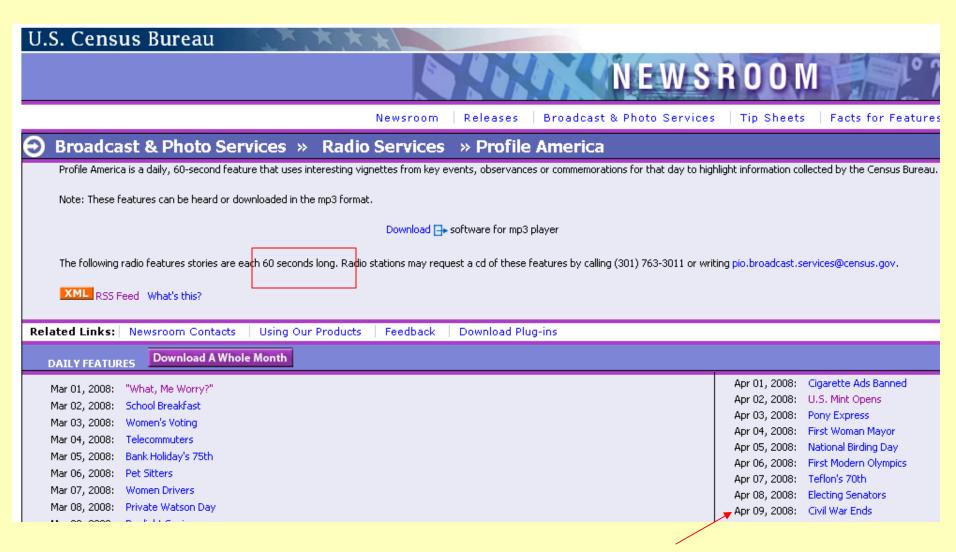




Government Can Be Useful

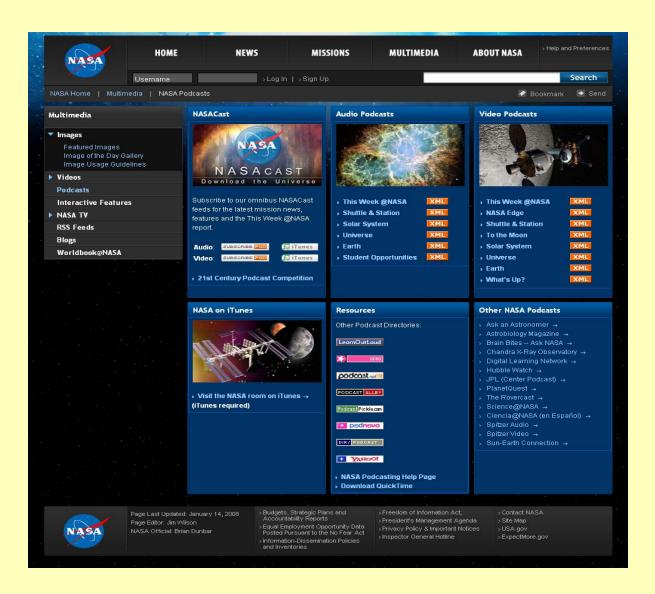


Government Can Be Really Interesting



http://www.census.gov/pubinfo/www/radio/audio/pa080409.mp3

Government Can be Cool



Social Networking

 Connecting people globally -- most include personal profiles, find friends, and communities

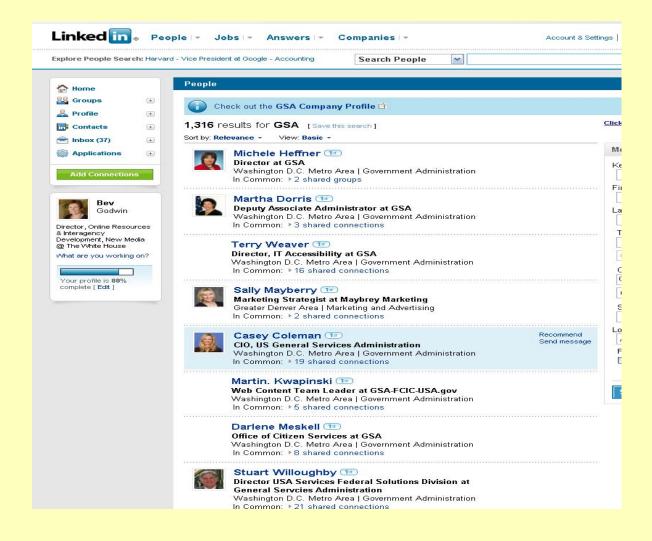
 MySpace and Facebook most widely used in North America

LinkedIn popular for professional networking

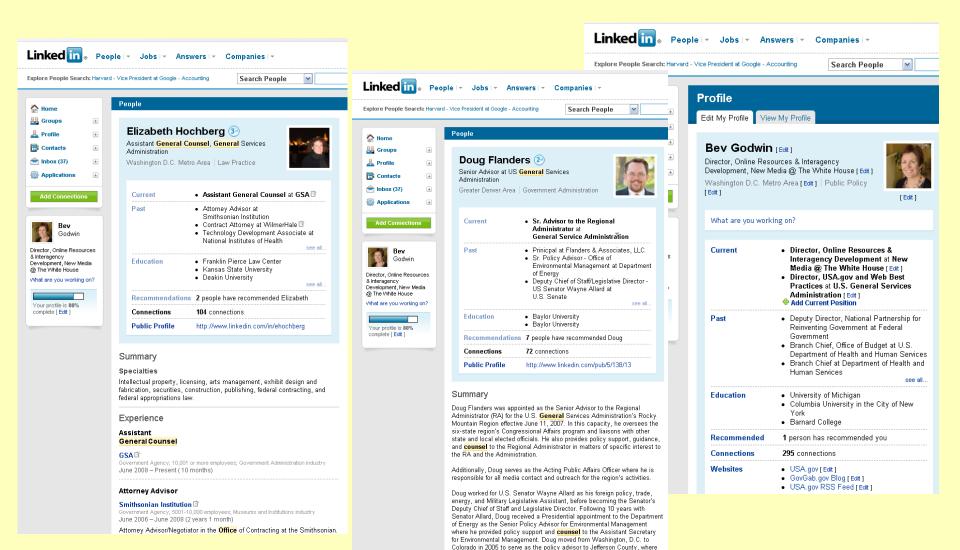
Why is Government in Social Networks

- Intranet use to address stovepipes within agencies
- Cross government coordination
- Join Public communities
- Event invitations and product/program announcements
- Potential viral impact

>1,316 GSA Employees LinkedIn



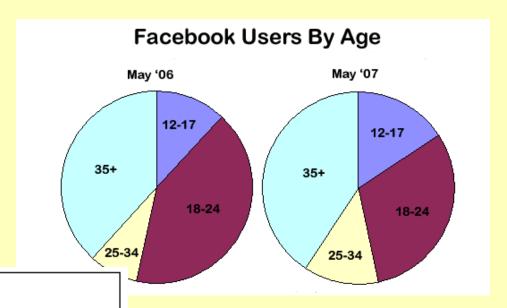
Are You Linked In?



Facebook Now Outpaces MySpace Worldwide



Debunking the Myth



Facebook.com Demographic Profile Unique Visitors (000)

May 2007 vs. May 2006

Total U.S. - Home/Work/University Locations

Source: comScore Media Metrix

Source: comscore ricaia ricaix					
	Facebook.com				
Age Segment	May-06 (000)	May-07 (000)	Percent Change		
Total Audience Unique Visitors					
(000)	14,069	26,649	89%		
Persons: 12-17	1,628	4,060	149%		
Persons: 18-24	5,674	7,843	38%		
Persons: 25-34	1,114	3,134	181%		
Persons: 35+	5,247	10,412	98%		

Fast growing group: Women > 53

People Spend Time in Social Networking Sites

Average Time Spent per Visitor to the Top Five Social Networking Sites* among US Internet Users, December 2006 & December 2007 (mins:secs and % change)

	December 2006	December 2007	% change
1. MySpace	30:05	29:36	-2%
2. Facebook	09:56	19:51	100%
3. Bebo	29:19	30:24	4%
4. BlackPlanet.com	22:26	25:16	13%
5. Club Penguin	12:00	13:27	12%

Note: *ranked by market share of visits

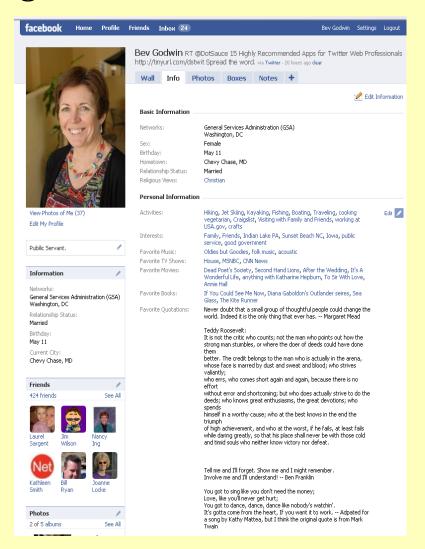
Source: Hitwise as cited in press release, January 16, 2008

091524

www.eMarketer.com

Social Networking & Government







GSA Network on Facebook

facebook Bev Godwin Settings Logou Home Profile Friends Inbox 24 Found over 500 people matches 1 2 3 Next Name: Barbara Walton Send a Message Networks: General Services Administration (GSA) View Friends Washington, DC Friends: 31 mutual friends Warren Snaider Send a Message General Services Administration (GSA) Networks: View Friends Washington, DC Friends: 46 mutual friends Carolyn Cihelka Name: Send a Message General Services Administration (GSA) Networks: View Friends Washington, DC 5 mutual friends Friends: Name: Stan Kaczmarczyk Send a Message General Services Administration (GSA) Networks: View Friends Washington, DC 74 mutual friends Friends: Robert Smudde Send a Message General Services Administration (GSA) Networks: View Friends Washington, DC 18 mutual friends Karen Walls Trebon Send a Message Network: General Services Administration (GSA) View Friends Friends: 45 mutual friends Nancy Tyler Send a Message General Services Administration (GSA) Network: View Friends Friends: 33 mutual friends Darlene Meskell Name: Send a Message

Over 500 Members

USA.gov on Facebook





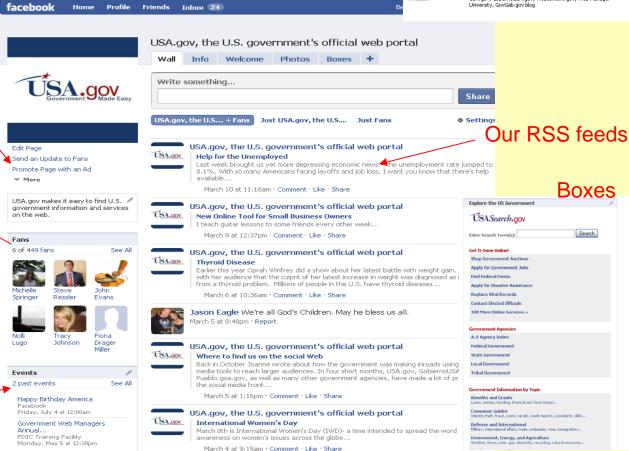


Invite fans to events

Call out other — government pages

Favorite Pages

See All



Photos

USA.gov, the U.S. government's off

I know that good vision is something I take fo is Save Your Vision Week, a time to think abou recently had my annual eye exam along with

Save Your Vision Week



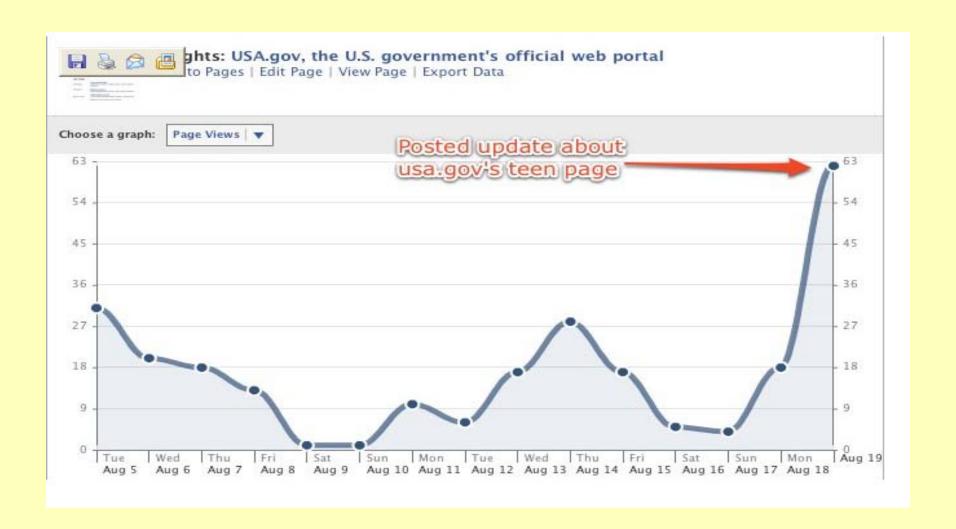
49 photos



USA.

USA.gov at work 24 photos Profile Pictures
3 photos

Viral Marketing at Work



Boss to Web Manager

What the heck are mash ups?

A really important question...because government has the data

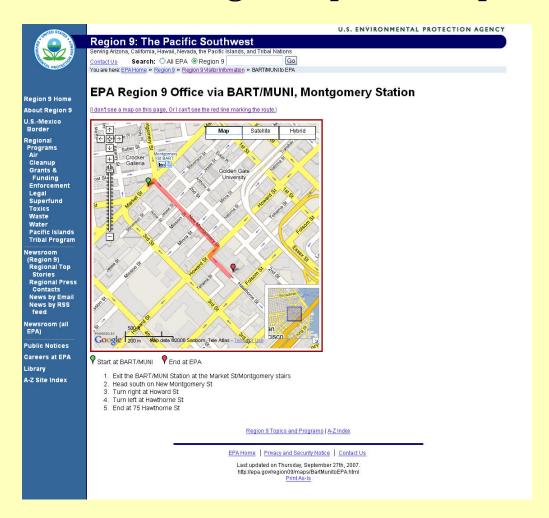


Mashups

Combine content from multiple sources for an integrated experience

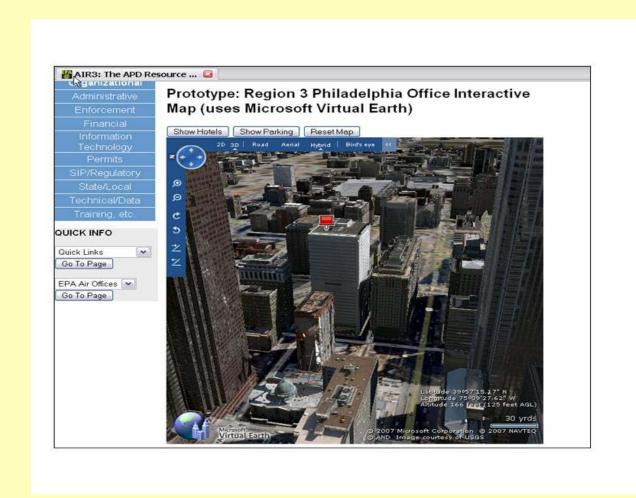
 Early examples use mapping: Microsoft Virtual Earth, Google Earth, Google maps

EPA -- Google Maps Mashup



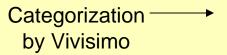


EPA -- Microsoft Virtual Earth Mashup

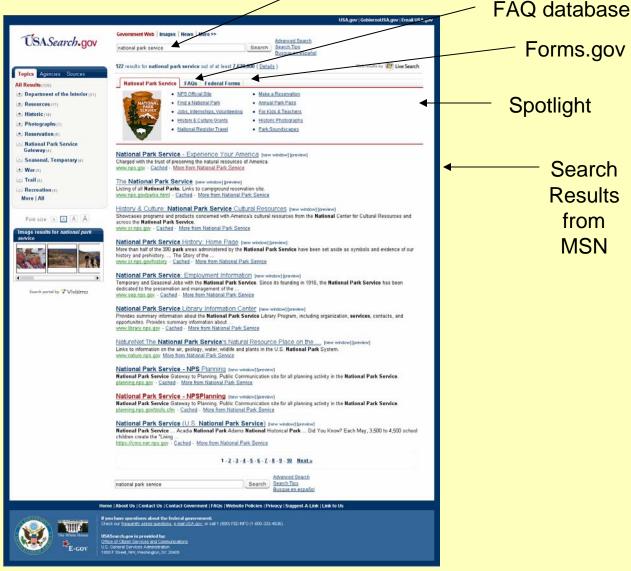




USA Search Mashup Search "national park service"



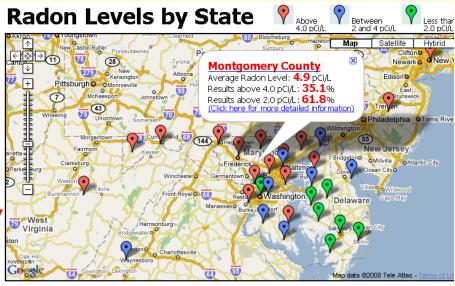
Images ______ from NPS





Others Mashup Government Data





Mouse over the pointers for more information

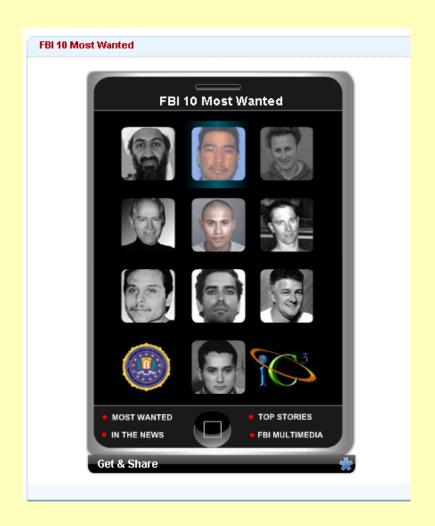
Widgets, Gadgets, Pipes and Government

Small applications and code in Web pages or for desktop use

Huge Opportunity



Widgets – FBI and EPA





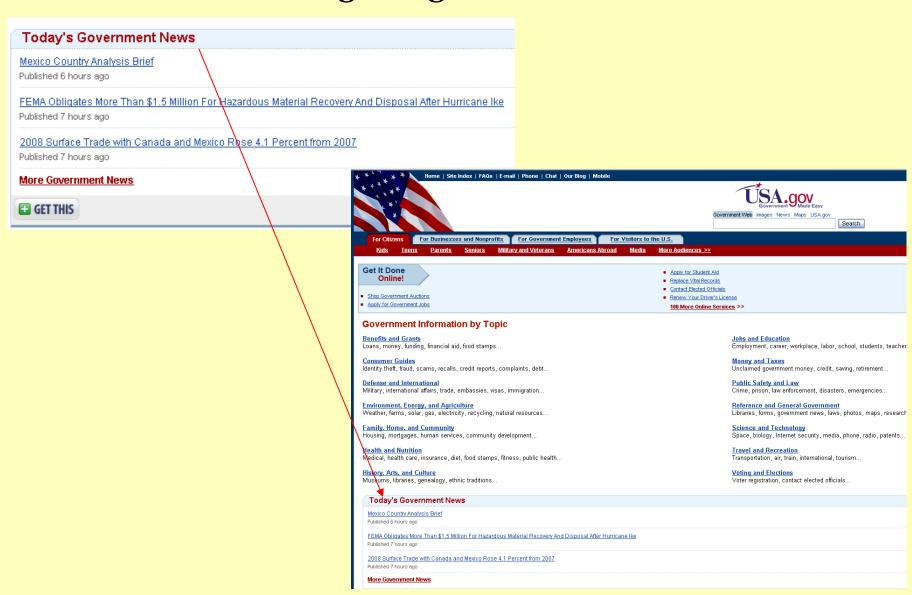
GSA Office of Citizen Services Widgets



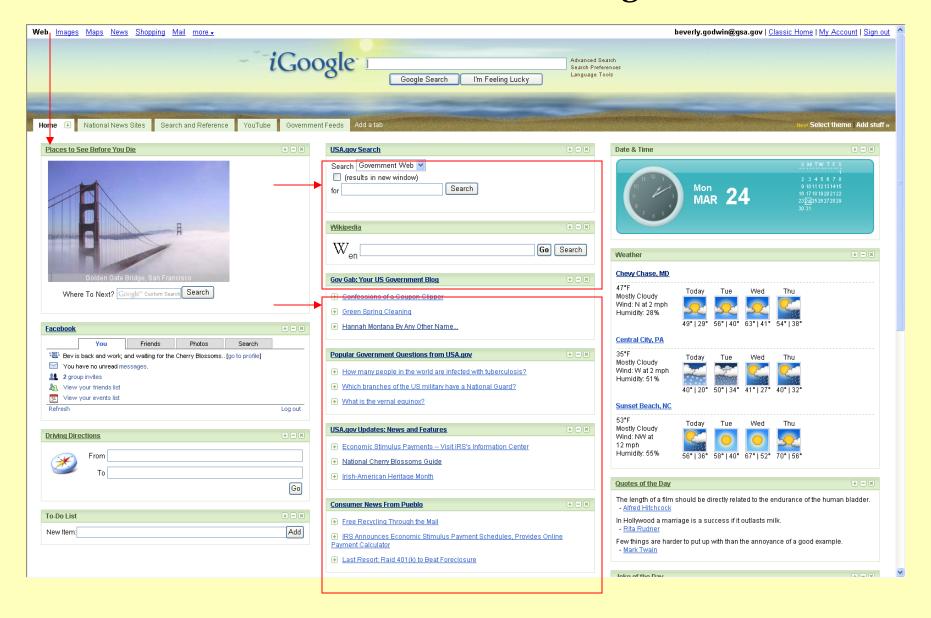




Using Widgets in Websites



What Users Do With Widgets



What Websites Do with Widgets From DHS to New Orleans, MySpace, More

Federal Hurricane Response Widget

🔀 Get e-mail updates when this information changes

Here are a few sample widget placements with their accompany

Federal Hurricane Response

- How to Get Help
- Finding Friends & Family
- Health & Safety
- Donate & Volunteer
- Hurricane Tracking
- En español
- What Government is Doing

Put these links on your

Ochsner Search NOLA.com: Town, Keyword, Local Businesses, Web ID Home News Weather Sports Entertainment Living Interact Jobs Autos Real Estate Classifieds Place an Ad GUSTAV Hurricane Center | News and Storm Tracking | Survival Guide | Submit Your News, Photos, Videos, Stories **DESPITE LACK OF POWER, RESIDENTS HAPPY TO RETURN HOME** <iframe width="130" height="280" src="http://www.dhs.gov/incidentlar INFORMATION BY PARISH: ORLEANS | JEFFERSON | WEST JEFFERSON | PLAOUEMINES | ST. BERNARD | ST. JOHN | ST. TAMMANY | ALL METRO OPENINGS Latest View the latest storm images from the Times-Picayune Times-Pic Check out more photos and videos from the TP and NOLA.com Whether you stayed or evacuated, we Photos NOLA photos | NOLA vids | T-P photos | T-P videos | All moltimedia want to experience Hurricane Gustav through your eyes. Share it here: Submit Your guide to coming home The latest re-entry information for evacuated citizens heading home Get RSS feed 🔝 | Join Twitter group 💜 southeast Louisiana Updates by topic How to Get Help Power restoration
 Cleanup/Garbage · Finding Friends & Family • K-12 |College/Univ • Recovery assistance · Health & Safety · Donate & Volunteer Updates by parish · Hurricane Tracking • St. Charles En español East Jefferson • Plaquemines . What Government is Doing West Jefferson · St. John

GSA Creates Government Gadget Gallery



Government Gadget Gallery

These government gadgets (or widgets) are online applicate maintenance—the original source of the information will up

Business and Economics Gadgets

Business and Economics Gadgets

Defense and International Gadgets

Thank the troops...

Energy, Environment, and Agriculture Gadgets

Environmental tips, Earth Day countdown...

Family, Home, and Community Gadgets

U.S. Postal Service Track and Confirm...

Health Gadgets

Drug safety, drug recalls, drug search, medical products...

Public Safety and Law Gadgets

FBI's most wanted fugitives, FBI news, predators, missing

Reference and General Government Gadgets

Breaking government news, GovGab blog...

Science and Technology Gadgets

Planet counter, science accelerator, space weather, solar v

Travel and Recreation Gadgets

National Parks, Glacier National Park webcams, National F

Health Gadgets

These government gadgets (or widgets) are online applications built by one website that can be displayed on another v of the information will update the content. If you'd like to view this content in an accessible format, please visit our Acces



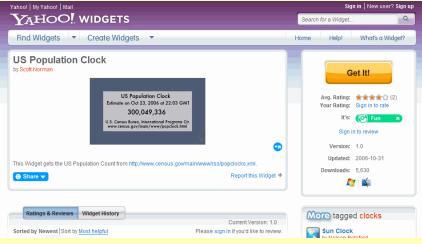






Public Using Government Data to Create Widgets



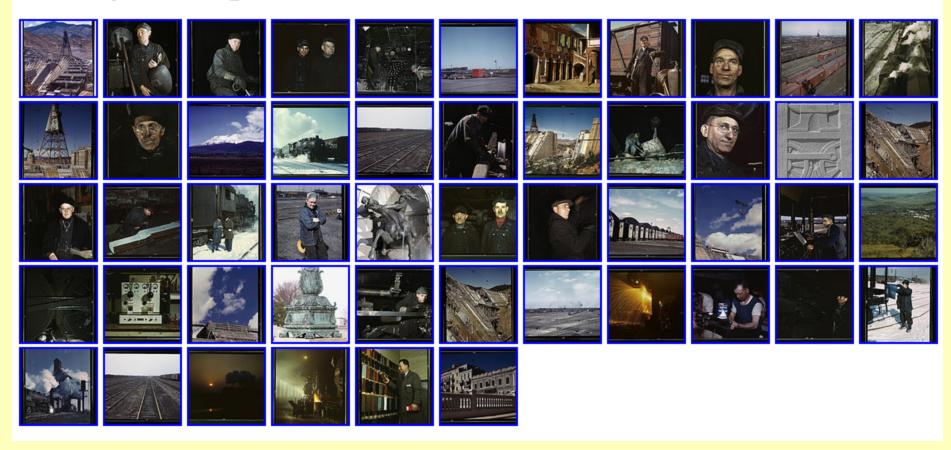






Future Government Widgets

Library of Congress on Flickr



Micro-blogging (Presence networks)

- A form of blogging that allows users to post very brief text updates (Instant Message size)
- Twitter, Jaiku, Cromple, aggregators
- Can choose to publish them for the public or to a restricted group
- Subscribers can read posts via web, through instant messaging, or via an SMS text message on a mobile device

Government Tweeters

- NASA (RSS feeds)
- HHS, Office of Women's Health (RSS feeds and updates to their website)
- US Geological Survey (earthquake alerts)
- Office of Personnel Management (RSS feeds on government status and latest news)
- UK St. Helens Council (RSS feed updates about the latest community news)
- Rhode Island and Utah governments (RSS feeds from RI.gov and Utah.gov)
- GSA, OCS -- GovGab, USA.gov, GobiernoUSA.gov, Pueblo81009 (latest news and posts via RSS feeds)
- Many others have a presence but are not active

Why Government Micro-blogs

- Reach new audiences
- Seek input
- Recruiting
- Real time reporting
- Transparency
- Broadcast messages: news, announcements
- Emergencies -- COOP

Micro-blogging Potential Uses

- Emergency updates (fires, earthquakes, floods..)
- Status updates (office status...)
- News updates/breaking news alerts
- Security situations
- Weather information
- General website updates
- Local government fires, crime watches, fugitive alerts, AmberAlerts, utilities interruptions, traffic, road construction
- Reminders (file your taxes, Medicare application deadlines, other government benefit deadlines)
- Event invitations

GSA Office of Citizen Services on Twitter Reach New Audiences





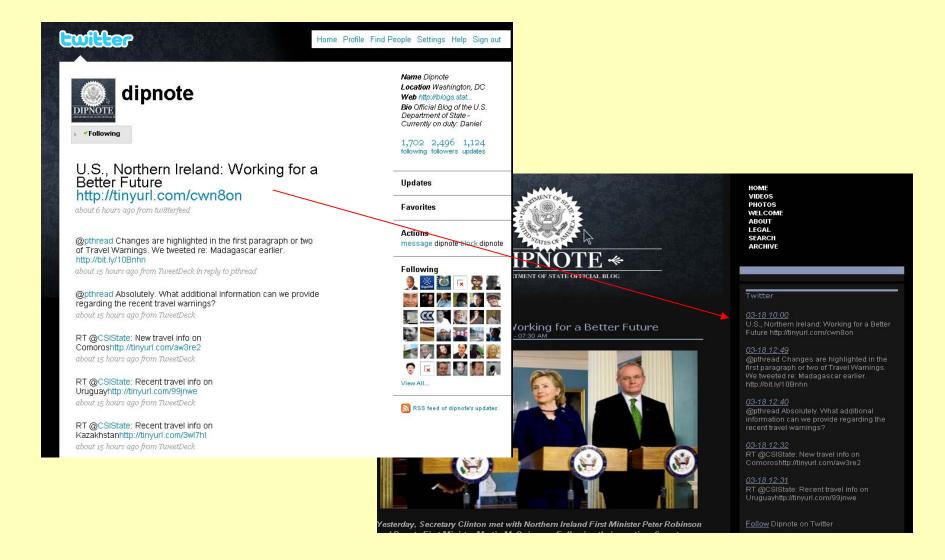




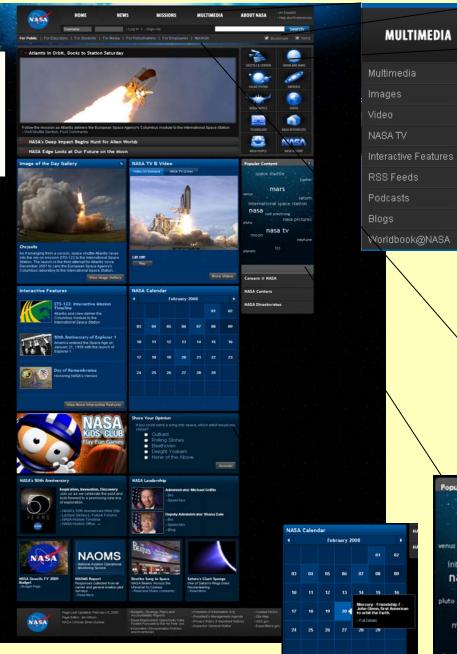
GSA – Real-time Reporting



State Department – Real Time Reporting

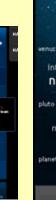












Share Your Opinion







Why Should Government be in Social Media?

- Increase dissemination, awareness, use, usefulness, and potential impact of government information and services
 - Be where people are. Increasing public use of social media.
 - Expand reach to new and diverse audiences
 - Viral impact
- Facilitate interactive communication & community.
 - Put human face on government.
- Knowledge sharing improves quality.
 - Cross boundaries within and outside agencies
 - Reduce duplication. Save time and money.
- Leverage unique characteristics of emerging channels

Specific Government Applications of Social Media

- Outreach, education, training
- Public input to surface issues and help solve them
- Workgroup or public collaboration for project management and knowledge sharing
- Live government deliberations, virtual town halls, meetings, lectures
- Emergency news and announcements. Real time reporting from public. Civil society helping government.
- Recruitment
- Event announcements
- Correct mis-information. Authoritative source.

Further Questions or Comments:

Bev Godwin

Online Presence:

Email: <u>beverly.godwin@gsa.gov</u>

AIM: BevGodwinUSA

Facebook, Linked In, FriendFeed: Bev Godwin

Del.icio.us: BevUSA

Phone: 202-501-1794

