Government and Social Media

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Social Media for Communicators Conference March, 2008



The U.S. Government's Official Web Portal







Government Policy Issues

Sample conversation between government web manager and legal counsel



Our Discussion Today

Government examples of those leading the way

Government opportunities and challenges

Steps and resources to move ahead

Working together across government

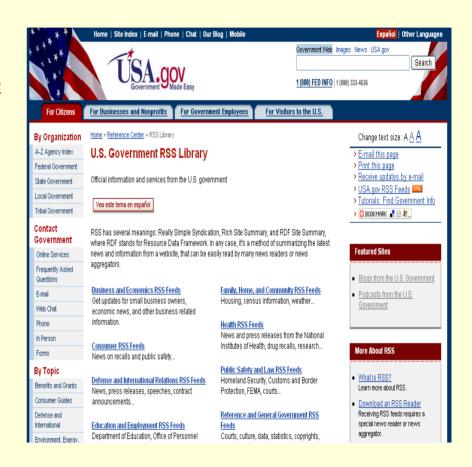
Government Putting Social Media to Work

- Syndicated Web Feeds
- Blogs
- Wikis
- Multimedia: Video &,Photo Sharing, Podcasting
- Social Networking Sites
- Social News Sites
- Mashups
- Widgets
- Virtual Worlds



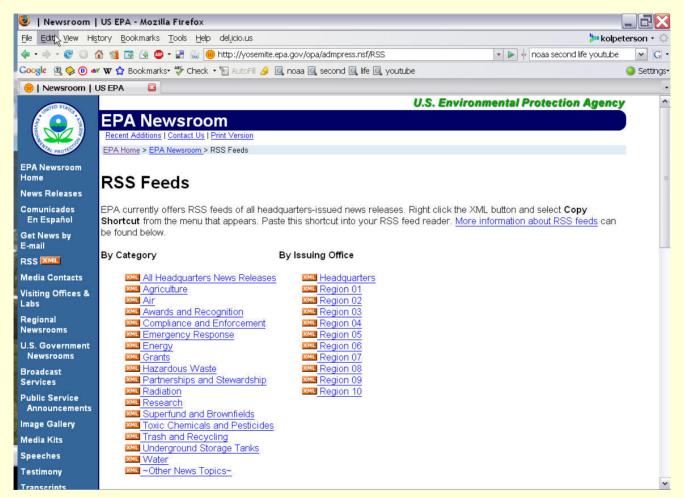
Syndicated Web Feeds and Government

- USA.gov library of federal RSS feeds
 - http://www.usa.gov/Topics/Refere nce_Shelf/Libraries/RSS_Library.s html
- Webcontent.gov offers RSS advice
 - http://www.usa.gov/webcontent/t echnology/rss.shtml
- USGS guidance on creating RSS feeds
 - http://www.usgs.gov/corecast/do cs/rss_cheatsheet.pdf





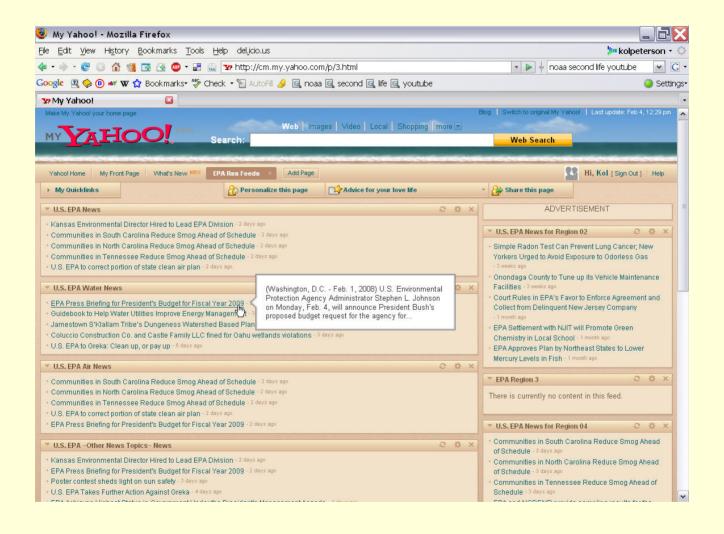
EPA RSS Feeds



http://yosemite.epa.gov/opa/admpress.nsf/RSS



Sample RSS Reader



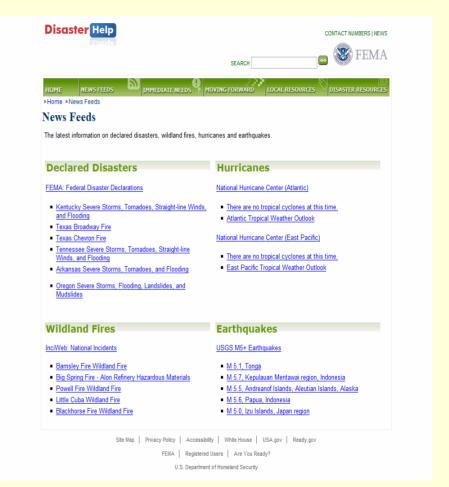


What You Can Do

- Use RSS reader
- Promote use of RSS
- Get regularly updated content out
- Link back to authoritative source
- Tie feeds to e-mail alerts
- Use your feeds and others in your websites

Go Further Reach Across Government





http://www.noaawatch.gov/

http://www.disasterhelp.gov/news-feeds.shtm



Blogs -- So Why Blog in Government?

Attracts new audiences for government information and service

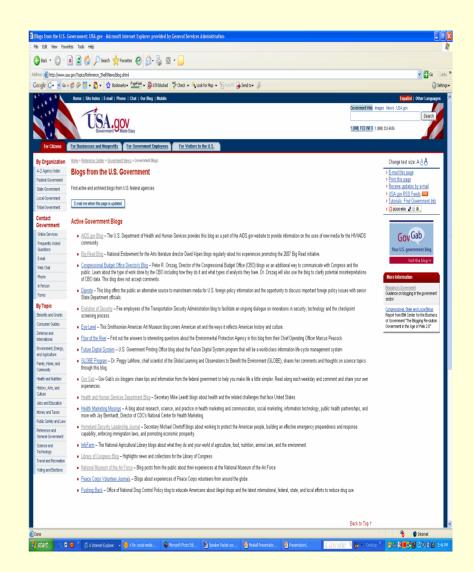
Puts a human face on government

Opens up a conversation



Blogs and Government

- 20 Active Federal Agency Public-Facing Blogs
 - http://www.usa.gov/Topics/R eference_Shelf/News/blog.sht ml
- Elected Official Blogs at All Levels
 - http://www.businessofgovern ment.org/pdfs/WyldReportBlo g.pdf
- Webcontent.gov provides advice on government blogs
 - http://www.usa.gov/webconte nt/technology/blogs.shtml





Top Officials Speak



Secretary Mike Leavitt's Blog

Dealing With Medicare

I suppose the compulsion I feel to get people's attention on the plight of the Medicare Trust Fund can be attributed to my current close association with it. Medicare is part of HHS and I'm also a Trustee.

This week, I released <u>our budget proposal</u> for the next five years. Medicare makes up 56 percent of the \$737 billion we spend. I said at a news conference our proposal should be viewed as a stark warning. Medicare, on its current course, is just 11 years from going broke.

Eleven years is going to fly by. Here's a perspective builder. The Fourth of July last year seems like yesterday. In 20 times that time, left on autopilot, Medicare will be broke.

Systems as big and complex as Medicare don't turn on a dime. We need to start dealing with this.

I'm certainly not the first person to warn of this. Part of the problem is that the entire country has been desensitized, numbed actually, by a repeated cycle of alarms and inaction.

Dire warnings on Medicare insolvency have become a seasonal



BLOG HOME

ABOUT THIS BLOG

COMMENT POLICY

Comments submitted after hours or on weekends will be posted as early as possible the next business day

FREQUENTLY ASKED

http://secretarysblog.hhs.gov/my_weblog/



Really Interesting Jobs



http://www.peacecorps.gov/index.cfm?shell=learn.whatlike.voljournal



Topics of Great Public Interest



http://www.tsa.gov/blog



Really Interesting Information



http://www.loc.gov/blog/



Really Useful Information



http://blog.usa.gov/roller/



Putting a Human Face on Government

6 GovGab.gov Bloggers at USA.gov



Colleen – Consumer information specialist → Newbie bureaucrat





Joanne – Web content manager – Mom, lives on farm





Sam – Media specialist Southern belle, shopper









Are You Ready to Blog?

- Issues to Consider
 - Who can write/represent the agency?
 - Enough content of interest?
 - Long-term commitment?
 - What content? Who reviews?
 - Comments?
- Either way, communicate with bloggers



Government and Wikis





Related changes

Special pagesPrintable version

Upload file

7 Awards

8 External links

Wikis and Government

- Wikis purpose is collaboration
 - Project management
 - Knowledge management

- Create a better work product across boundaries
- Government uses mostly enterprise wikis, restricted communities of practice

Federal Government Wikis

- GSA Collaborative Work Environment supports 20+ communities
 - http://colab.cim3.net/cgi-bin/wiki.pl/
- Intellipedia for 16 intellligence agencies
 - http://en.wikipedia.org/wiki/Intellipedia
- U.S. Court of Appeals, 7th Circuit for Members of the Bar
 - http://www.ca7.uscourts.gov/wiki/index.php?title=Practitioner%27s_Ha ndbook
- NASA wiki for object oriented data terminology
 - http://oodt.jpl.nasa.gov/wiki/homepage.action



Are we ready for Govipedia?



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

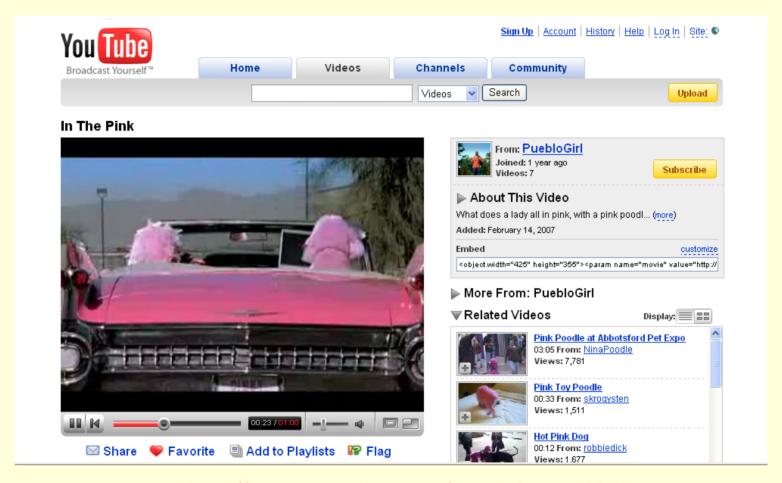


Video Sharing And Government

If You Build It
NO



Share Your Videos Where People Watch Videos



http://www.youtube.com/watch?v=muNJVe861no

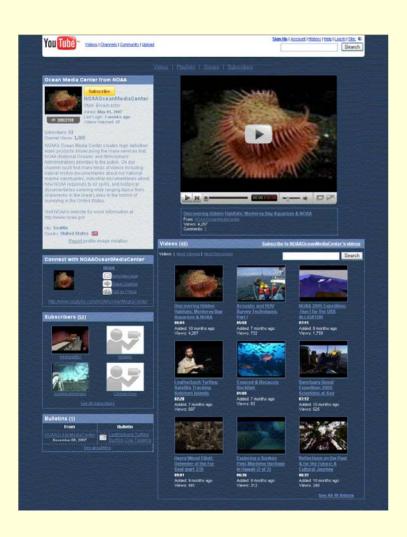


Official Source





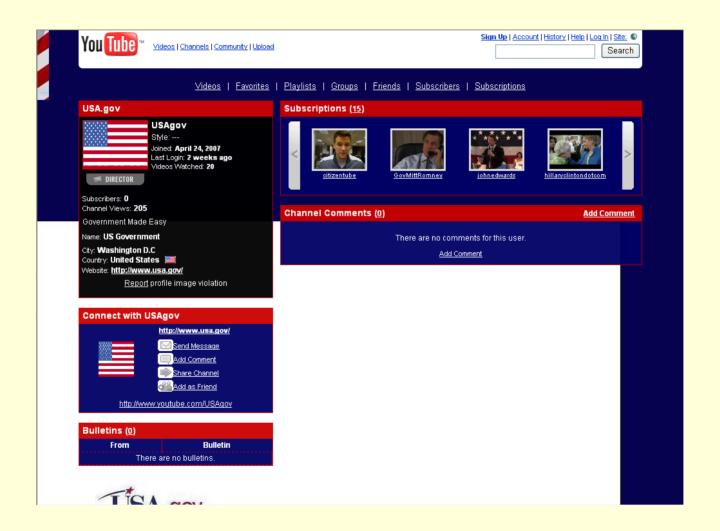
Your Agency's Name on YouTube







Uh Oh





Virginia

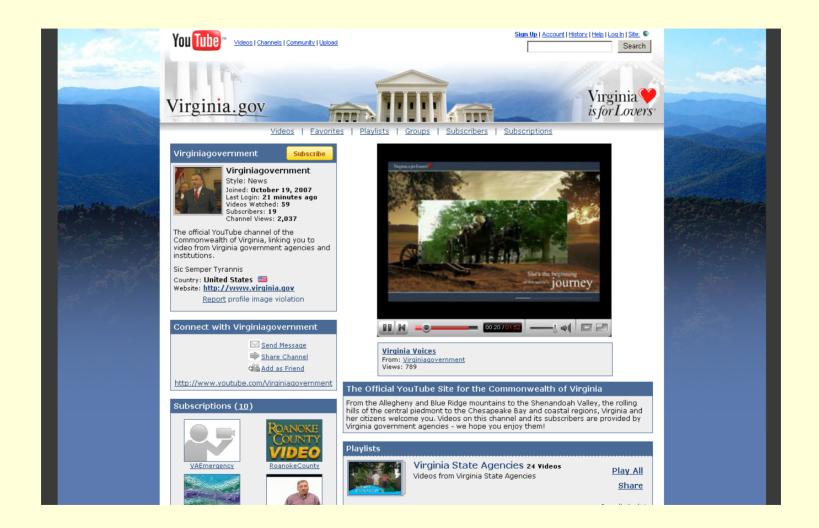


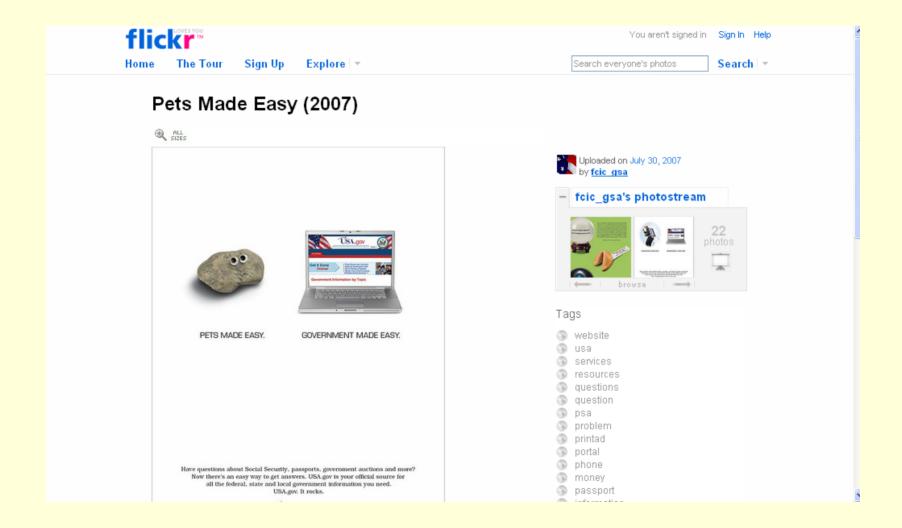


Photo Sharing and Government

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



Bring Your Photos to the People





Audio and Podcasting and Government

Lots of public podcasting in government

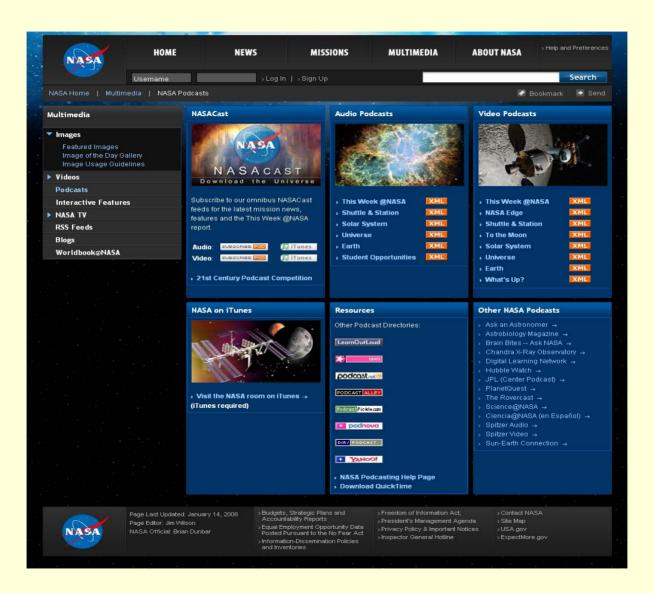


Government Can be Presidential





Government Can be Cool



So, We're Not All NASA



http://www.usa.gov/Topics/Reference_Shelf/Libraries/Podcasts.shtml



Podcasting More Untapped Opportunity

- Start where you are already recording
- Get your podcasts to the listeners (iTunes government category)
- Consider more: What lends itself to this format/frequency



Podcasting Resources

- Webcontent.gov
 - helps government web managers



http://www.usa.gov/webcontent/technology/podcasting.shtml



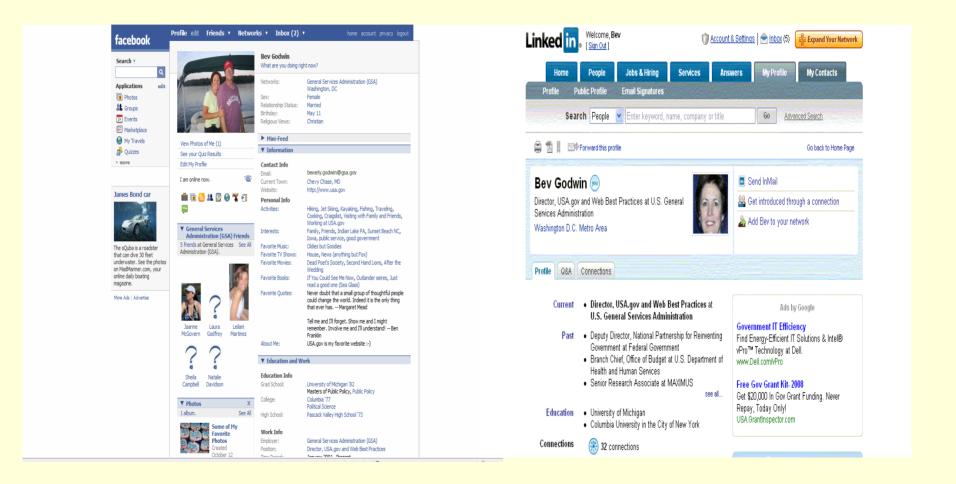
Multimedia Content Unleash What You Have & Create More



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



Social Networking & Government



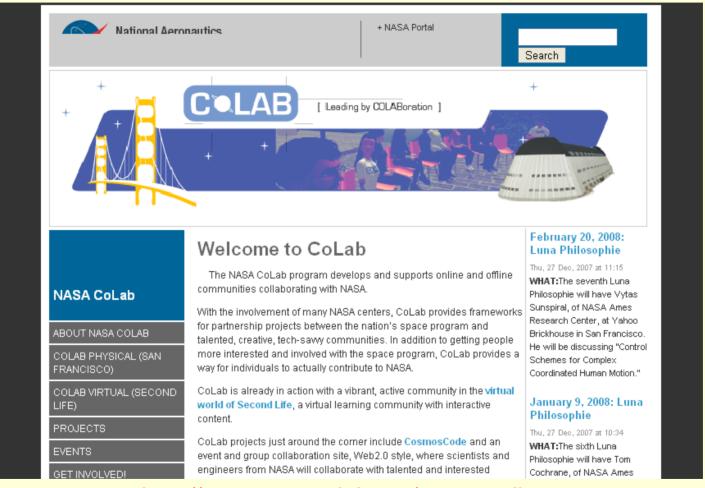


Create and Join Social Networking Groups





Build Your Own? NASA Community Building Site



http://www.nasacolab.org/groups_directory



Social News Sites and Government

Is government content eye-catching, fun, engaging, and useful enough to become viral?



Encourage Your Visitors to Share







Neutral, Inclusive, Comprehensive





De.liciou.us Rank – New Metrics?



.gov site	bookmarks	pages > 1 save
USA.gov	296	150
IRS	161	16
NASA	75	41
NOAA	31	12
NPS	28	9
CDC	24	15
EPA	18	7
USGS	16	9
USDA	16	9



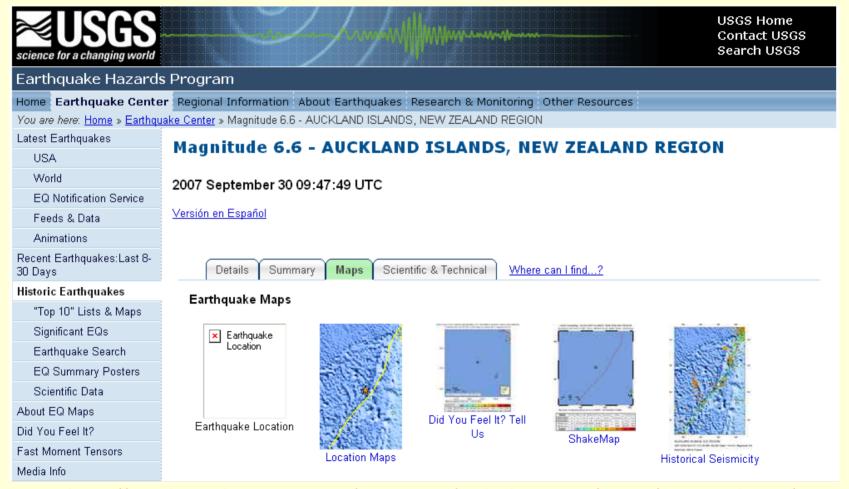
Boss to Web Manager

What the heck are mash ups?

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



USGS Spatial Data Mash Up with Maps and APIs



http://earthquake.usgs.gov/eqcenter/eqinthenews/2007/us2007hxax/#maps



NASA-related Data Mashups on Astrolicio.us

Astrolicio.us- A continuous mashup for astronomy and space researchers and hobbiests. Get the latest photos from the Hubble Space Telescope, the latest astronomy reports from news sources, and the most popular stories from the space category of Digg. We also list the top astronomy videos from Google and YouTube and we list sites tagged with astronomy from del.icio.us. Save This Page to del.icio.us

Our innovation brings *magic* to the screens of your life.

To learn more, click here.



Star Wars TM & @ 2008 LFL.

Astronomy Video









Digg on Space

Satellite Shoot Down: How It Will Work

A new computer model shows a missile fired at an errant U.S. spy satellite will intercept its target with much of the rubble falling out and burning up upon re-entering the Earth's atmosphere.



It could be that there are objects of Earth-mass in the Oort cloud (a band of debris surrounding our planetary system) but they would be frozen at these distances. They would look like a frozen Earth. It's all we need to do is haul one of those babies into our orbit, defrost it, and start populating. Earth 2, here I come!

Columbus Laboratory Installed on Space Station
 Installation of the Columbus Laboration on the International Space
 Station by the Shuttle Atlantis

Future Tense

A section of the International Space Station is featured in this image photographed by the STS-122 crew aboard space shuttle Atlantis while docked with the station. The blackness of space and Earth's airglow provide the backdrop for the scene.

· Milestones In Space Photography [Nat Geo]

Gallery includes: 1st view of earth from moon (1996); 1st full view of earth ("blue marble" shot, 1972); 1st view of Martian surface; 1st photo of sun (1845); 1st color photo of surface of Venus...

'Hundreds of worlds' in Milky Way

Rocky planets, possibly with conditions suitable for life, may be more common than previously thought in our Solar System, a study has found.

Titan's Surface Organics Surpass Oil Recented on Earth .NASA

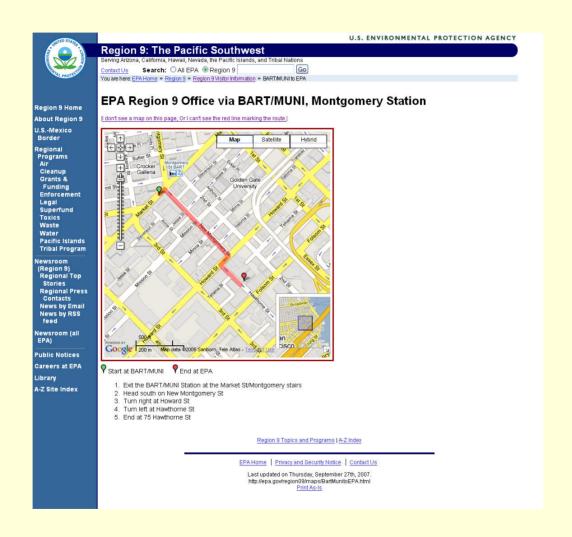
Astronomy News

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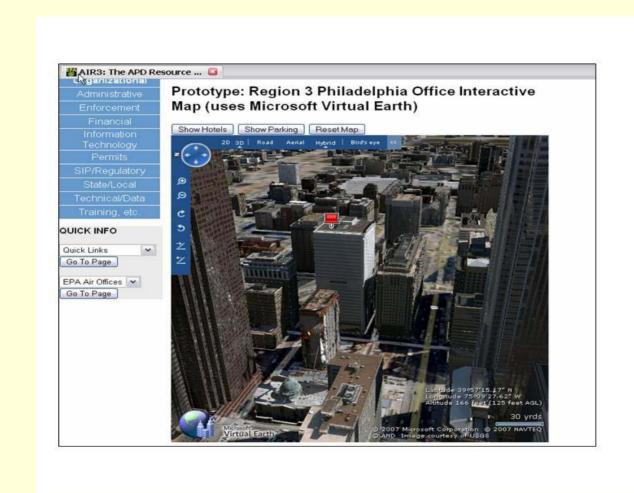


EPA -- Google Maps Mashup



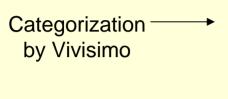


EPA -- Microsoft Virtual Earth Mashup

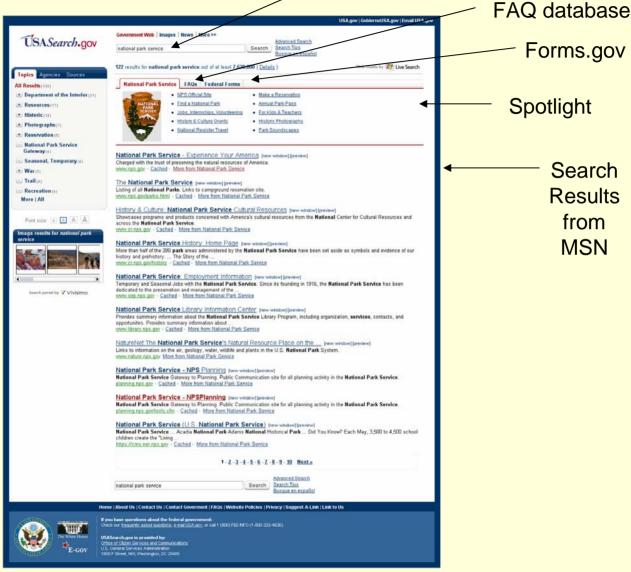




USA Search Mashup Search "national park service"



Images ______
from NPS





Widgets, Gadgets, Pipes and Government

Huge Opportunity



Widgets -- FBI



http://www.fbi.gov/widgets.htm



Widgets – Veterans Affairs

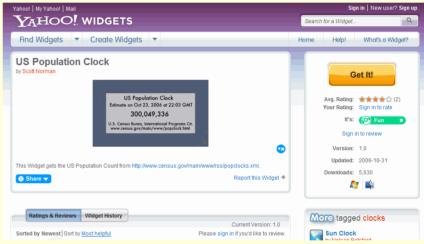


http://www.webpilot.va.gov/webpilot/page.cfm?pg=7



Desktop Widgets – NASA, Census





Widgets and Government What Can You Do?

- Embed others web widgets into your website
- Create widgets to expand reach & functionality
- Encourage developers to create widgets with your data
- Support your widgets

Virtual Worlds and Government

We have some pioneers



Experience NOAA's Virtual Island



http://www.youtube.com/watch?v=is8YX32GAyQ

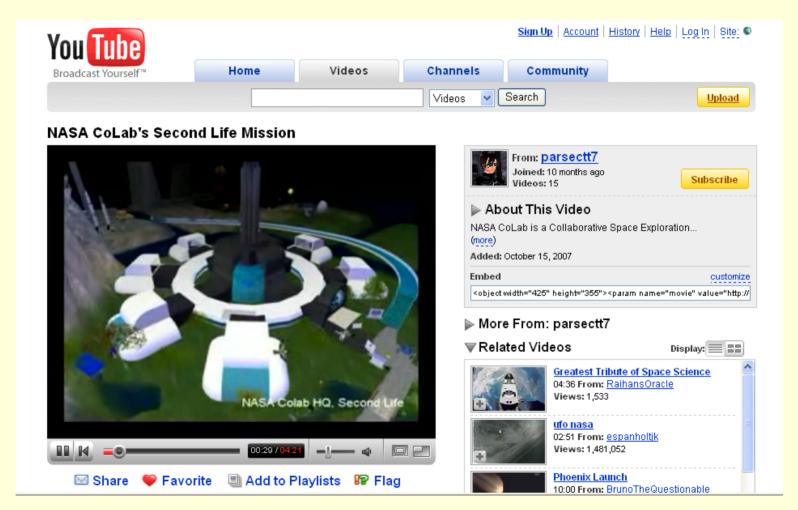


CDC in Second Life Hygeia Philo





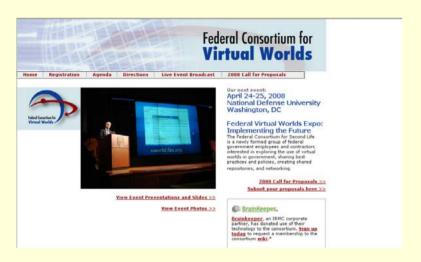
NASA in Second Life



http://www.youtube.com/watch?v=kr3vXuxEPB8



Help Across Government





- Share space with others
- Federal Consortium for Virtual Worlds, National Defense University and 20+ agencies
 - http://www.ndu.edu/irmc/fedconsortium.html
- Real Life Government in Second Life: NOAA Sponsored Google Group
 - http://groups.google.com/group/real-life-government-in-second-life

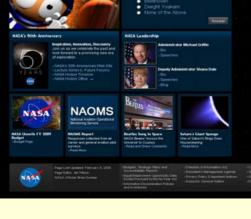














MULTIMEDIA

Multimedia

NASA TV

RSS Feeds

Podcasts

Interactive Features

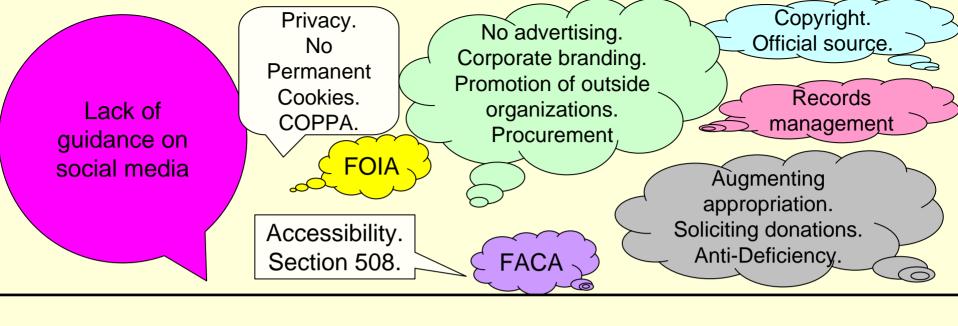
Worldbook@NASA



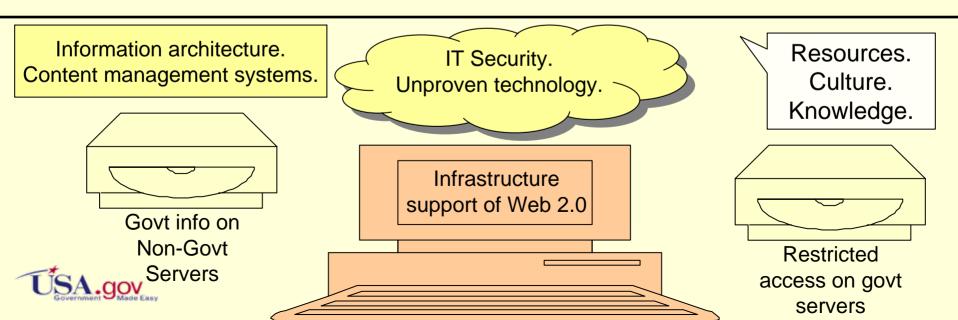


Government Policy Can't Keep Pace with the Changes





Many Questions re: Web 2.0 in Government



So What to Do?

- Use these technologies yourself
- Start where you can
- Use examples to show it can be done
- Develop interim policies. Borrow others. Keep flexible
- Proceed
- Think outside your organizational box



Think Outside the Organizational Box Work Across Government for All

Share Best Practices and Policies

Share Tools, Data, Code

Form and Join Communities

Partner, partner, partner



Result

The public is better served



Be Ready









Be Ready



http://www.techpresident.com/



Further Questions or Comments

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