

Diplopedia

Knowledge sharing through an enterprise wiki
at the U.S. Department of State

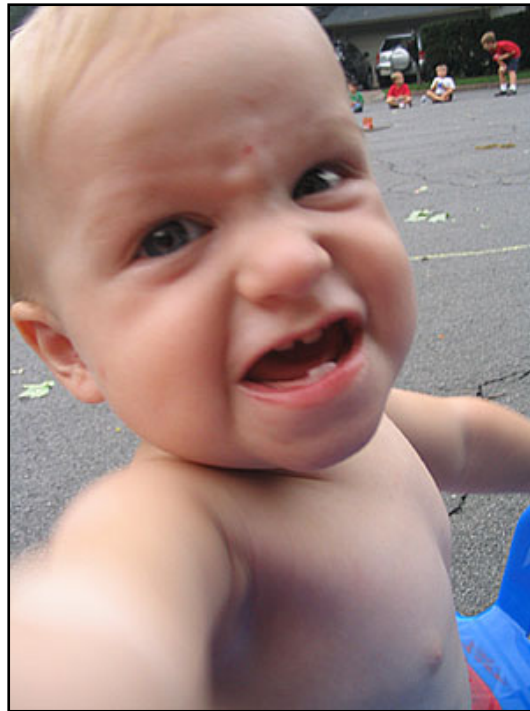


EPA Environmental Information Symposium
November 14, 2007



The Problem

Users were dissatisfied with their limited ability to publish and share their knowledge



← A typical dissatisfied user.



One solution



Provide an easily usable, central place for State personnel to find and share knowledge and expertise



Benefits of an enterprise wiki

- Centralized place for an organization's knowledge
- Decentralized writing and editing - anyone on the intranet can create and edit articles, with proper attribution
- Familiar concept, thanks to Wikipedia
- Visible, easy-to-explain product



The tool: MediaWiki

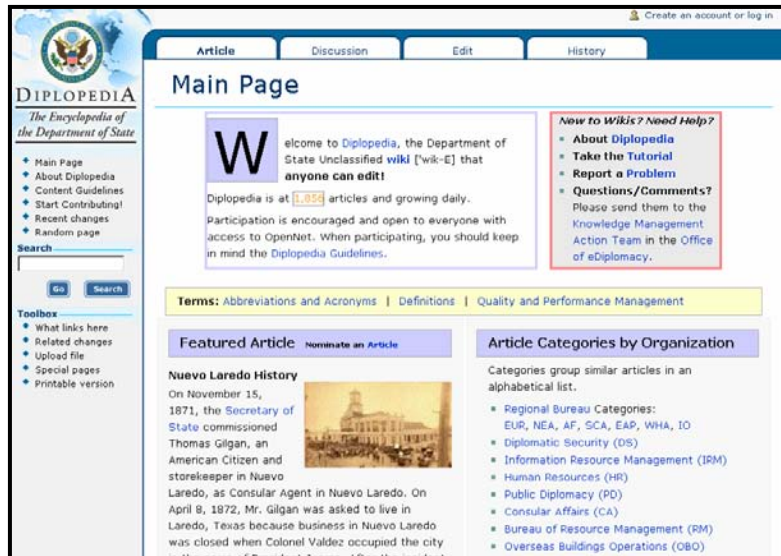
- Same software that powers Wikipedia
- Robust, powerful
- Used in NSA, CIA, DIA, other agencies
- Markup language widely known
- Free and open-source



Wikis are two-thirds planning,
and the rest is a leap in the dark.
Napoleon Bonaparte



Diplopedia facts



- Launched in September 2006
- 2,000 articles
- Almost 400 registered editors
- 170,000 page views

(as of November 12, 2007)



Ingredients to a successful wiki

- Cultural change
- Marketing & training
- Governance
- Gardening



Cultural change management

- Gain visible support from the top
- Recruit contributors from the working level
- Fight the phobias:
 - “Clearance Culture”: people are reluctant to publish independently
 - Stovepipes: wikis help eliminate “information hoarding” – and that’s scary, too



Marketing & training

- Find the early adopters
- Provide training where necessary
- Tell lots of people about the wiki, or they won't use it or contribute to it.
- Repeatedly explain why benefits (large) outweigh risks (small)
- Integrate with enterprise search

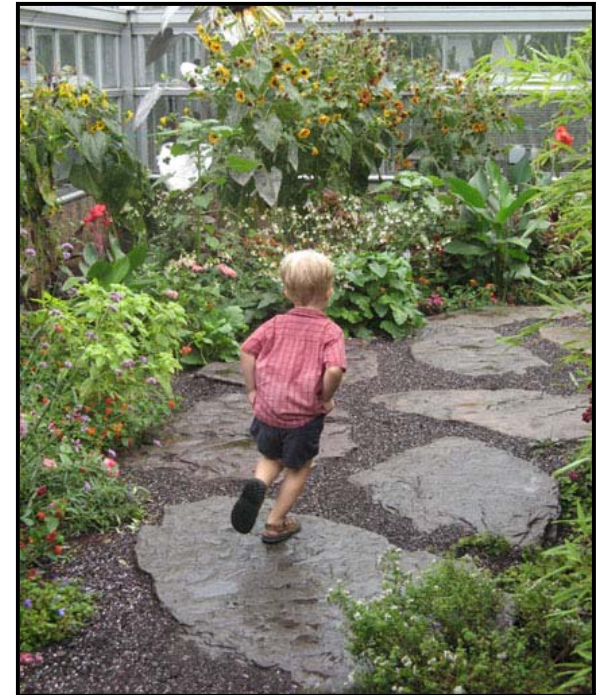


- Central initiative and oversight with decentralized contribution of content
- Key tenets:
 - Informative and deliberative, not authoritative
 - General guidance for conduct and content
 - Anyone can read but contributors must register
 - Don't over-govern, but ...
 - ...Have mechanism to adjudicate disputes



Gardening

- Gardeners provide the right environment for content to grow
- Gardeners assist the growth of the wiki by organizing content
- Gardeners also help contributors with their articles, including scope and length



Measurable successes

- **Clusters by Subject**
 - Abbreviations and Acronyms (360 articles)
 - Embassies (171 articles)
- **Clusters by Organization**
 - Bureau of Diplomatic Security (260 articles)
 - Office Descriptions (17 subcategories)
- **Cross-Pollinated Clusters**
 - Information Technology (~200 articles)



Main Page

Address http://diplopedia.state.gov/index.php?title=Main_Page Go Links » Contribute Edit in Contribute Post to Blog

SmithTL7 My talk Preferences My watchlist My contributions Log out

Article Discussion Edit History Move Watch

Main Page

Welcome to Diplopedia, the Department of State Unclassified wiki ['wik-E] that **anyone can edit!**

Diplopedia is at 1,870 articles and growing daily.

Participation is encouraged and open to everyone with access to OpenNet. When participating, you should keep in mind the Diplopedia Guidelines.

New to Wikis? Need Help?

- **About Diplopedia**
- **Take the Tutorial**
- **Report a Problem**
- **Questions/Comments?**


Please send them to the Knowledge Management Action Team in the Office of eDiplomacy.

Terms: [Abbreviations and Acronyms](#) | [Definitions](#) | [Quality and Performance Management](#)

Featured Article [Nominate an Article](#)

Nuevo Laredo History

On November 15, 1871, the Secretary of State commissioned Thomas Gilgan, an American Citizen and storekeeper in Nuevo Laredo, as Consular Agent in Nuevo Laredo. On April 8, 1872, Mr. Gilgan was asked to live in Laredo, Texas because business in Nuevo Laredo was closed when Colonel Valdez occupied the city in the name of President Juarez. After the incident, things were back to normal until the Indian Raid of 1880. More . . .



Article Categories by Organization

Categories group similar articles in an alphabetical list.

- Regional Bureau Categories:
EUR, NEA, AF, SCA, EAP, WHA, IO
- Diplomatic Security (DS)
- Information Resource Management (IRM)
- Human Resources (HR)
- Public Diplomacy (PD)
- Consular Affairs (CA)
- Bureau of Resource Management (RM)
- Overseas Buildings Operations (OBO)
- Foreign Service Institute (FSI)
- Logistics Management (A/LM)
- Foreign Service Institute (FSI)
- Family Liaison Office (FLO)

Articles of Interest [Add to the list](#)

PRESS 7/30: Another Article on Diplopedia at FCW.com
PRESS 7/25: Article on Diplopedia at FCW.com

- Diplopedia New Article Tips
- New Category: Deskpedia
- GATT and WTO, category: ECON
- Secretary of State

Article Categories by Subject

- Embassies, Consulates, & Missions
- Virtual Presence Posts (VPPs)
- American Presence Posts (APPs)
- Consular Agencies
- List of US Missions by City and by Country
- Recognitions

Search

Go Search

Toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version

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The Encyclopedia of the Department of State

- Main Page
- About Diplopedia
- Content Guidelines
- Start Contributing!
- Recent changes
- Random page



Deskpedia Portal

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Article Discussion Edit History Move Watch

Deskpedia


Deskpedia Portal
The information reference for State Department Desk Officers

Introduction edit

The Deskpedia Portal aims to provide unofficial guides to coping with the myriad challenges facing State Desk Officers, as well as to be a central repository for hot links to key information—a one-stop-shop for desk officers. To learn more about Deskpedia, see History of Deskpedia.

If you don't see what you're looking for, try Category: Deskpedia for a complete index of Deskpedia articles.

Deskpedia edit



2007/2008 Deskpedia Champions:
Valda Vikmanis Keller
and Carol Volk

Please feel free to edit and add information to Deskpedia as you discover new resources. If you're new to Diplopedia, take a look at the start page.

Hot Links edit

- Country Desks -- finding the phone number
- State Telephone Directory
- Foreign Service Info: Link to Key Officers List, Abbreviations and Symbols, IVG Prefixes, Local Holidays, more
- State Department Organization Chart - Principal Officer Biographies
- Foreign Service Info: Link to Key Officers List, Abbreviations and Symbols, IVG Prefixes, Local Holidays, more
- Bureaus and Offices in the State Department

Reference edit

- The Previous Deskpedia Blog Site
- Ralph Bunche Library
- Ralph Bunche Virtual Library
- Econ Information-Finding
- Maps
- Post Management Guidebook
- Translation of a Document
- Leahy Amendment Human Rights Vetting

Practical Advice edit

- New Desk Officer Checklist/Timeline
- Keeping Your Principals Informed
- Reading in, Trolling for Information, and Pushing It Out
- DARs: How to write a Daily Activity Report
- How to Get Things Done at State
- Guide to 7th Floor Meetings
- Escorting
- Visits
- Press Guidance: Public Affairs Procedures
- Background Notes
- Congress--correspondence, QFRs, etc.
- New Ambassadors
- Consular Issues
- Drafting
- Clearances

Topics of Discussion edit

- "Dipnote" Blog at State.gov

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The Encyclopedia of the Department of State

- Main Page
- About Diplopedia
- Content Guidelines
- Start Contributing!
- Recent changes
- Random page

Search


Go Search

Toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version



Example article: Embassy Athens

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- ◆ Main Page
- ◆ About Diplopedia
- ◆ Content Guidelines
- ◆ Start Contributing!
- ◆ Recent changes
- ◆ Random page

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Toolbox

- ◆ What links here
- ◆ Related changes
- ◆ Upload file
- ◆ Special pages
- ◆ Printable version

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Athens

(Redirected from [Embassy Athens](#)) Embassy Athens is the permanent US mission to Greece. The embassy is joined by Consulate General [Thessaloniki](#) in forming the US Missions to the Hellenic Republic.

Hours of Operation: Monday - Friday, 8:30 AM - 5:00 PM (Washington +7)

[\[edit\]](#)

Post Information [\[edit\]](#)

History and Events [\[edit\]](#)

The United States and Greece have longstanding historical, political, and cultural ties based on a common heritage, shared democratic values, and participation as Allies during World War II, the [Marshall Plan](#), the Korean conflict, the Cold War, and [NATO](#) ([Picture](#)).

For recent history see [Athens Events](#).

[\[edit\]](#)

Staffing

The U.S. Mission has over 170 authorized American positions. The Mission employs approximately 300 [Foreign Service Nationals](#) countrywide. In addition,

Telephone Numbers


Working Hours	+30 (210) 721-2951
After Hours	+30 (210) 729-4301/4444
FAX	+30 (210) 645-6282
IVG	869+extension
Duty Officer	+30 6946-79-1788

Contacts

Street Address 91 Vas. Sophias Avenue
10160 Athens, Greece ([Map](#))

Pouch Address 7100 Athens Place
Dulles, VA 20189-7100

APO Address PSC 108
APO, AE 09842



The American Embassy Chancery
Athens, Greece



What's next

- Improving tutorials and documentation
- Expanding content through internal outreach efforts
- Refining categorization
- Portal pages for better subject organization
- “Mirrored” copy for interagency readers



Questions?

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