## Wikis Across Government Agencies

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> ... with lots of advice from others ...not representing the agency, just the named author



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Outline: wikis across government agencies

Three big internal wikis in US government
 Intellipedia, Diplopedia, OMB's MAX
 Many other wikis in government
 Some design differences
 Purposes



## Intellipedia

- In 2004 the U.S. intelligence agencies reviewed their communication tools and processes (Andrus, 2005; Burton, 2005)
- They added web tools and work spaces to their network
  - Intellipedia wiki across agencies starting 2006
  - Blogs, tagging, search, messaging, videos

→easier search across 16 agencies



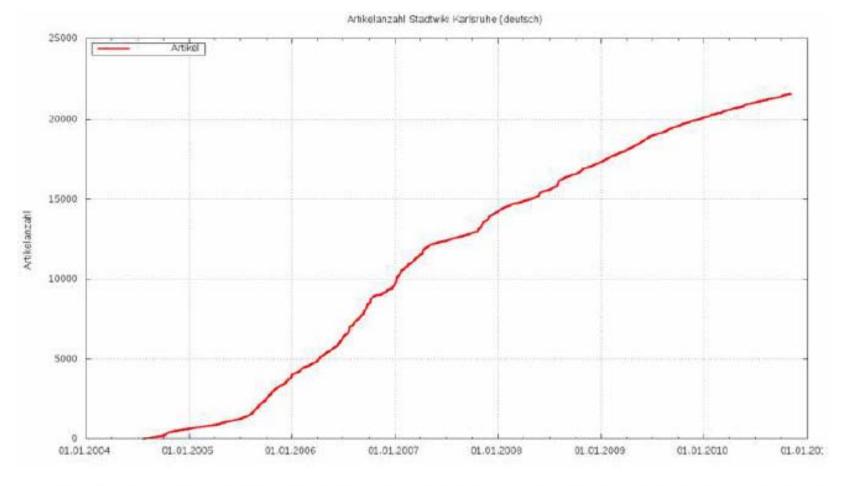


## Diplopedia

# Intended for sharing procedures (Bronk and Smith 2010) E.g. for staff at new posts Article count grew linearly with time after 2006 start

	page discussion edit history delete move unprotect	watch	
DIPLOPEDIA The Encyclopedia of	Welcome to	Contribute Make a comment	12000 Total Articles
the Department of State     Main Page     About Diplopedia	Diplopedia Currently there are 6,282 articles. View archive statistics. Get help d		10000 - 8000
<ul> <li>Content Guidelines</li> <li>Start Contributing!</li> </ul>	Guidelines   Problems   About Terms: Abbreviations and Acronyms   Definition		
<ul> <li>Recent changes</li> <li>Random page</li> </ul>	Features of the Week	Start Contributing!	<u> </u>
Search Go Search Toolbox	Secretary Clinton's First Town Hall Meeting: Participate by Blog! Thanks to live-blogging technology, State Department colleagues around the globe, as well as those of you who cannot make the meeting, can still participate in Secretary Clinton's first Town Hall meeting without being physically present. Staff from IRM's Office of eDiplomacy will be hosting a live-blogging session during Secretary Clinton's Town Hall. At the end of	Here's where you can jump in: • Fix errant HR links • Update links to State's new website • Assign categories to uncategorized articles For help, please contact Diplopedia assistance 6.	
What links here     Related changes     Upload file     Special pages     Printable version     Printable version	the Secretary's speech, the Secretary will invite questions from the audience. You can use the Comments feature on the blog site 4 to submit your questions, and we will read some of your questions to the Secretary during the Q&A period. You may post your questions before the event starts, as well as during the meeting itself.	Isam how to contribute edit@ Popular Pages Check out Diplopedia's most popular pages! • Foreign Affairs Professional Reading List • Deskipadia Portal • CMI: Playbook • Diploquiz	
	The Town Hall will begin at 12:45 p.m. EST and will last one hour. Periodic updates on this site will be posted during the Town Hall. You can also follow along by watching Bitet <i>P</i> . recommend a feature * archive educt		0 Mar-Jun-Jul-Aug-Sep-Oct-Nov-Dec-Jan-Feb-Mar-Apt-May-Jun-Jul-Aug-Sep-Oct-Nov-Dec-Jan-Feb-Mar-Apt-May-Jun-Jul-Aug-Sep-Oct-Nov-Dec- Mar-Jun-Jul-Aug-Sep-Oct-Nov-Dec-Jan-Feb-Mar-Apt-May-Jun-Jul-Aug-Sep-Oct-Nov-Dec-Jan-Feb-Mar-Apt-May-Jun-Jul-Aug-Sep-Oct-Nov-Dec-
	DiploQuiz	Microsoft Home Use and Employee Purchase Programs     more popular pages	
	The position of Assistant Secretary of State was created in 1853. From 1853 to 1913, the Assistant Secretary of State served as the second highest ranking official in the Department. Which position was the precursor to the Assistant Secretary of State? a. Chief Clerk	edec	Figure 5. Total Articles

## Page growth is often roughly linear over time





#### Articles in the Karlsruhe, Germany wiki (Stadtwiki Karlsruhe) over time

Source: http://ka.stadtwiki.net/Datei:Artikelwachstum.png (Hauke Löffler)

# **OMB's MAX Federal Community**

- Intended first for budget then other groups
- Runs Conflence software
- Can recognize NASA computers on login
  - A key capability for the future

X
25 YEARS
BIS

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Welcome to the Budget Community!	
BGAC	Budget Community Frequently Used Pages
Budget Data Calls and Exercises Budget Lone of Business Budget Reports Colencor of Events Collaborations Documents and Guidance Human Capital Media on Budget Shared Information (Documents, Resources, etc.) Budget Community-Highlights	ONB Circular No. A: 11 (August 2009)     Budget Data Requests (RDRs)     Budget Procedure Memorandum (BPNs)     Budget Reports     Vacancies, Rolations, & Temporary Assignments     BELOB Sponsared Trainings     Request an Online Meeting     Hande:on MAX Endersit Community Training     April 2009 BudgetSolutions Update
FY 2010 NId-Session Review (August 2009)	Recently Updated
OMB Circular No. A-11 (August 2009)     FY 2011 Agency Budget Guidance	Home (Budger Community) by EMELY PORT (OME) (a Trinute apr)
FY 2011 OMB Budget Season Temporary Recruitment Letter &	BFELOB Task Force Meeting Summarias (Bedjet Community) Br Sastan Hishbats (52) (17 Boors op)
Application     FY 2009 BFELoB IAA Processing: Due August 3	TEST BER OF Main Page (Budget Community) by Lauren Huthibate (ED) (23 hours apr)
BFELoB June 10 Forum Presentation Materials     Best Ever Basic Budget Class: August 20	MAX A-11 Data Entry Class on Oct. 7, (Budget by <u>CASA FARLEY CAHILI (DMB</u> ) (23 hours op) Community)
(Click.here to Watch the Budget Community Highlights page to get notified of	MOX_A-11 Data_Entry class on OCL_1, 2008 from hyter(APARLEY-CAMLL(OMS) (23 hours ego) 930am-12pm (BudgetCommunity)
significant activities.)	MAX A-11 Data Entry Class on Sept. 30, 2008 by SAMA PARLEY CARLLIGHE) (23 hours op) from 2pm-430pm (Bacgat Community)
Other Government. Wide Federal Communities *	Collaboration Workgroup (the Community & Online No <u>Largen Harkbare (EB</u> ) (10 hours sps) Meetings] (Budget Scientinity)

## Many other examples

**US federal govt** DoDTechipedia FBI's Bureaupedia **EPA** wikis DOL wiki **OSHApedia** NITRD's wiki **PowerPedia** Statipedia NIH's several wikis

**Others doing governance** GCPEDIA (Canadian civil svc) GovDex (Australia) Wikiprogress (OECD) Statistics Explained (Eurostat) City wikis Katrina Help Wiki **OpenWetWare** GovLoop



## Different wiki designs & uses (1)

All-government versus focused knowledge pool

GCPedia available across Canadian civil service

Not all US federal staff have a wiki available & allowed
If so, it's not visible across most of government
Or requires frequent login



Key usability issue: **emailing a hyperlink** – will it work?

Cost/complexity of many wikis, admins, namespaces<sup>8</sup>

# Different wiki designs & uses (2)

#### Storing documents versus wiki-text

- Documents are self-contained, often finished binary files
  - may be hard to search for; authored; dated; formatted; may have intro, conclusion; may have focused audience; may be official; updates require coordination or permission; common on SharePoint & Confluence
- Wikitext is searchable and open
  - fragmentary; multi-authored; unlikely to be official or definitive; can be updated and link to latest sources; open format; can manipulate with extensions, import/export



Both needed ; some mismatch in what's used/available

## Different wiki designs & uses (3)

### Reference works vs. Project/team-orientation

- Reference works (like Wikipedia) tend to be
   Open, descriptive, scientific, for broad audience
- Groups/teams may require
  - Fine-grained security
  - Dashboard or project status summaries



## Reference work example: Statipedia

#### Past or comparative cases

2004 Economic Census of China Hungarian Central Statistical Office Hungarian industry classification TEÁOR History of BLS Mass Layoff Statistics Other wikis (to learn from)

#### **Events**

#### New technical subjects

Wikidata Data.gov Dataset Publishing Language Semantic Mediawiki July 2012 Events Conference submission due dates Notes on presentations

#### **Critiques and FAQs**



Agency practices & policies

Editing Wikipedia for work

Source code

# **Rhetorics for wikis in govt**

- Openness, transparency (translucency)
  - Overcoming stovepipes/silos
  - Reduce duplication of effort
  - Clarify & unify procedures
  - Ease training, turnover, emergency management

## **Rhetorics against**

- System's insecure or uncertified
- Organizational culture doesn't fit
  - Wiki would encourage sloppy or undignified handling of info
  - "Knowledge base" is not our job



## **Other purposes & imagined futures**

"Management visions often do not match the benefits delivered by successful wikis." -- Grudin & Poole (2010)

## Citizens get their information from wikis

- And we in govt are in the information services business
- It's relevant to know the science and practice
- Writing for Wikipedia meets our mission directly

### Empowerment

- Benefit to our personnel e.g. in enabling to publish good work
- Users find specialists, who then serve larger audience
- Together, agencies have vast, diverse resources, expertise, capability, and economies of scale and scope



## More purposes and futures

### Efficient scientific communities (knowledge management)

- Support references to evidence 
   cultural change
  - Shared source material, reference points, mutual awareness, peer review (reduce fiefdoms)
- Support tools development by our own staff
- Info on platforms "discoverable" not "disseminated"
  - Could reduce email strain

### Support bottom-up and outside-in innovation

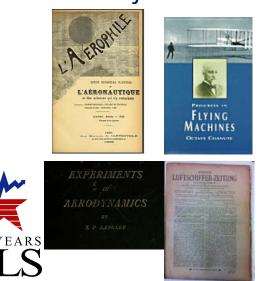
- Compare practices between agencies
- Give workers broad opportunity/right to wikis
  - like IG's office; like freedom of speech
- Emergent or open-source type innovation



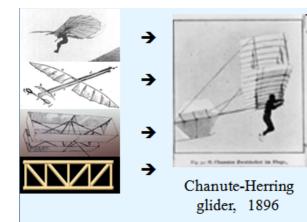
# Analogous open source invention process

#### Literature, source examples $\rightarrow$ imitation and progress

1860s-1890s aeronautics: 1000s of articles; 100s of patents; 10s of clubs and journals



Shared experiments led to design synthesis Design was adopted by others A version of the invention worked and an industry began



+

Wright brothers 1900 kite, 1901-2 glider

Wilbur Wright's first letter to Chanute in 1900 says "the apparatus I intend to employ . . . is very similar to [your] "double-deck" machine [of] 1896-7 . . . [. . . with these changes] "

# If we want innovation and improvement in government . . .

# It'll help to have a wiki that says what governments do.



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