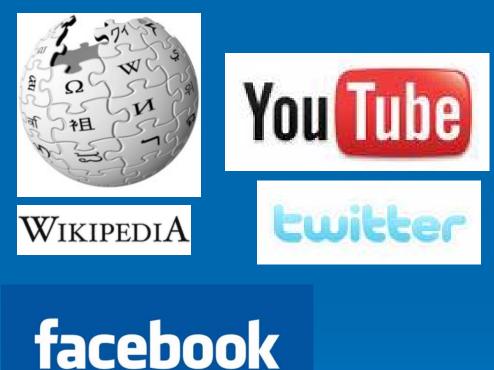
Collaborative Technology: Guidance for Federal Agencies





By: Beth Moore, U.S. DOE & Executive StEPPs Team For: National Academy of Public Administration Federal Remediation Technology Roundtable, May 20, 2009

What Is Collaborative Technology?

Software designed to help people involved in a common task achieve their goals

Common examples

- Wikis
- Blogs
- Smashups
- Social networking
- Social voting

Wiki is a collaborative website whose content can be edited by anyone who has access to it, such as Wikipedia.

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Current events	comprise about 30 runestones	at least 28 people and
Random article	containing information related	injures 57 others in
search	to voyages made by	Baghdad, Iraq.
	Norsemen to "Greece", which	Two British soldiers
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Go Search	made during the Viking Age and until c. 1100.	Regiment are fatally
interaction	The stones were engraved in the Old Norse	shot in County Antrim, Northern
About Wikipedia	language with Scandinavian runes. All of the	Ireland.
 Community portal 	stones were found in modern-day Sweden, and	NASA launches the Kepler
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Contact Wikipedia	and Södermanland (7 runestones). Most of the	a mission to search for Earth-like
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Social networking is a broad class of websites and services that support online communication for people who share interests and activities, such as facebook.

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Executive StEPPs Team

- Action learning team of nine federal employees working with the National Academy of Public Administration to analyze and document instances in which agencies used collaborative technologies to solve organizational challenges.
- Michael Clark, Citizenship and Immigration Services
- Julett Denton, Department of Agriculture, Forest Service
- Phil Golinski, Marine Corps
- Roy Greene, Department of State
- Craig Johnson, National Nuclear Security Administration
- Beth Moore, Department of Energy
- Dana Richey, Department of Agriculture
- Susan Senkeeto, Department of Education
- David Weingart, Federal Aviation Administration

Project Sponsor

- National Academy of Public Administration
 The Collaboration Project
 - Established by a forum of leaders to share ideas, examples, and the benefits of collaborative technology to solve complex challenges within government
 - www.collaborationproject.org

www.Collaborationproject.org

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an independent community powered by the national academy of public a

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Problem Statement

When, and in what circumstances, should agencies use collaborative technology to solve organizational challenges?

Method of Analysis

> Analysis of case studies

- Successful and less successful cases used
- Cases from federal, state, local, international, nonprofit and private sectors
- Facilitated interviews and web surveys used to create a project data base

 Statistical analysis of the project data base performed on 4 elements: the business challenge, approach taken, results achieved, and lessons learned



> Organizational Culture
 > Policy and Governance
 > Science, Engineering, and Technology
 > Business Case

Science, Engineering, & Technology

Optimizes technical transfer, support, and education to connect experts and provide solutions to those in need

- Promotes the formation of self-initiated groups around similar data or projects to undertake analysis and solve challenges
- Catalyzes innovation and process improvement, for example, public peer review and input
- Improves internal and external communication, as well as better delivery of services for stakeholders and clients

Technical Transfer, Support, & Education



March 2009

February 2009

January 2009

December 2008

November 2008

October 2008

September 2008

August 2008

July 2008

<u>June 2008</u>

Good Business = Green Business



There is a lot of talk out there about "going green" and not only for individuals, but for businesses too. So, what does that mean exactly? Well, it doesn't have to be as complicated as some might think. In fact, the

benefits and values that businesses gain from going green are often quite similar to those gained from running a good business. So, what do you have to lose? About This Blog

Welcome from County Chairman

Subscribe to this blog's feed

CONTACT US

AIRE Website

Visit Arlington's Website

Send us email

Fresh "AIRE:" Arlington Initiative to Reduce Emissions

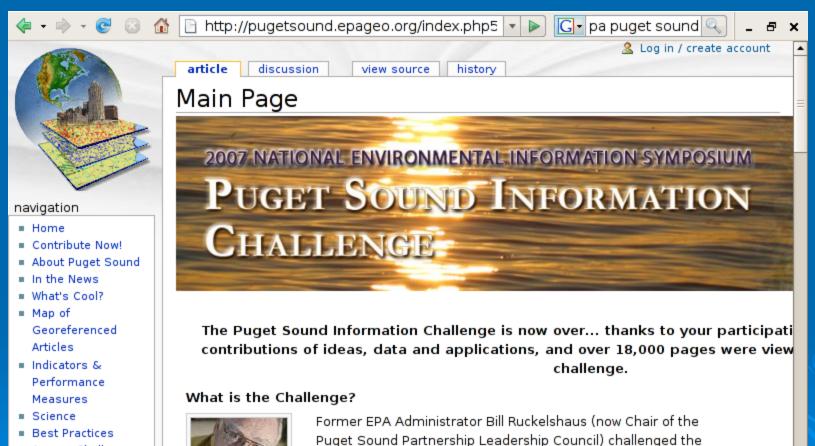
- Arlington County website and blog allows partnering with community and businesses to reduce air emissions and energy use, promote recycling, and use of innovative technologies
- Keeps community updated with progress toward emission goals on website
- Advertises free energy audits, best practices, incentives, initiatives, science tips, videos, and articles
- Promotes community feedback and innovation through blog and website updates
- "Think locally, think globally:" website model that other counties are using to design theirs

Technical Transfer, Support, & Education

http://www.arlingtonva.us/portals/topics/Cl G - arlington aire More Information RELATED RESOURCES Arlinaton Recyclina KEY ELEMENTS OF FRESH AIRE Programs Energy Star Reduce Arlington County government's greenhouse gas emissions 10% from 2000 to EPA Climate Change Home **2012.** Arlington is already a recognized leader on environmental issues, but realizes Page more must be done. Arlington set this ambitious target for emissions reduction with full Finding Expert Help understanding of the challenge it represents. We will build upon our current success Local Energy Audit (reducing emissions 2.6% from 2000 to 2005) and innovative programs with new Providers initiatives, confident of achieving this emissions reduction goal. Here are the key elements of the AIRE program, in addition to the strategies the County will use to lower Fact Sheets: emissions from government activities: AIRE Overview Recognize, assist and encourage businesses to reduce emissions and energy Green Power needs. Partner with the federal Energy Star™ program and other resources to Arlinaton's Proaress With help businesses cut energy use, and offering 5 free energy audits for small Emissions businesses. Arlinaton's Proaress With Energy Reduction Encourage residents to reduce their energy usage, through a limited number of free residential energy audits, case studies on energy saving practices, free Compact Fluorescent Lighting - En Español CFL light bulbs, and more. Mercury in CFLs Reduce Arlington County government's greenhouse gas emissions, through Disposal of CFLs energy saving retrofits, addition of hybrid and clean fuel vehicles to the County fleet, installation of LED traffic lights, tree planting, and more. Increase recycling in County facilities, homes, and businesses. Making products from recycled materials use 50 - 90% less energy than using raw materials.

• Work with other localities around the region and nation.

Self-Initiated Groups for Analysis and Problem Solving



National Environmental Information Symposium participants

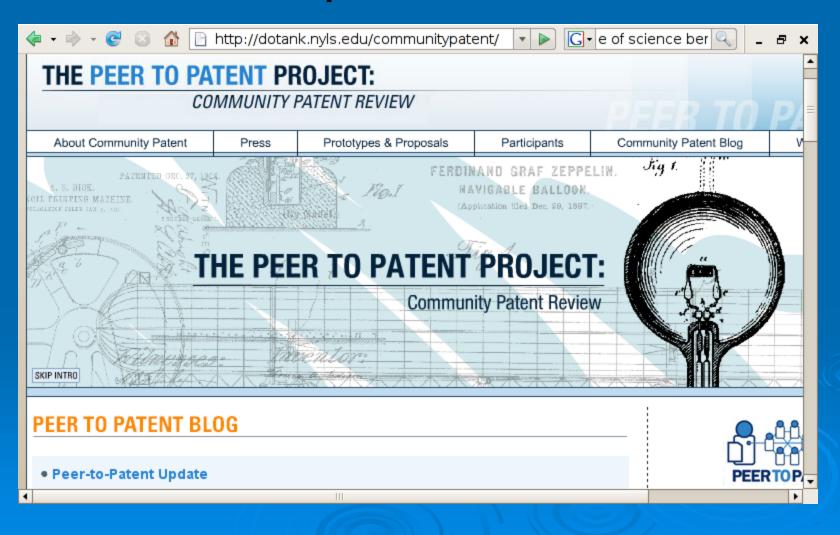
- Access Challenges
- Help

How Can 🖵

EPA Puget Sound Information Challenge

- 36-hour demonstration of wiki technology to solve a regional environmental problem more quickly and efficiently
- IT professionals used Web 2.0 software to post environmental information, share data, and collaborate about techniques and methods to cleanup Puget Sound
- Teams formed in virtual space linking those in need to those with solutions
- Users can communicate any where, any time toward a common solution
- Procedures and regulations under development to accommodate CT for public comment on rule-making, enforcement cases, etc.

Catalyzes Innovation and Process Improvement



Peer-to-Patent Project : Community Patent Review

- Uses social software to allow the public to participate online in an open patent evaluation process
- Conceived by NYLS and paid for by corporate sponsors
- Reduced patent application backlog
- Uses USPTO labor resources more effectively
- Speeds up processing time for patents
- > Patents more robust, reducing litigation burdens

Improves Communication & Delivery of Services

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Human Subjects	 Understand relationships between climate change and Earth's ecosystems, and assess options for carbon sequestration 	NEWS
User Facilities	 Predict fate and transport of subsurface contaminants 	DOE Report on New Frontiers of Science in Radiochemistry and Instrumentation for
Advisory Committees	 Develop new tools to explore the interface of biological and physical sciences 	Radionuclide Imaging
Congre ss and BER	Organizational Structure	organized a workshop to discuss new paradigms for its Radiochemistry and
Budget	 Biological Systems Science Division (BSSD) - supports fundamental research and technology 	Radionuclide Imaging Instrumentation research that
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DOE Office of Science Blog

- Internal blog as an open portal for staff to share ideas for a new organizational structure
- Organizational improvement to reduce stove-piping, update management practices, and incentivize employees to improve service and advance science
- Self-organized teams formed to solve research barriers and improve workflow
- More productive supervisor to employee relationship due to spontaneous teaming
- Open and transparent communication incorporating all staff members and personality types

Summary of Recommendations

Officially obtain senior leadership backing
 Find a champion, ideally outside of IT
 Define a clear vision of direction and

purpose

Be realistic about how collaborative technology fits into the organization

> Utilize sound project management practices

Dedicate financial resources and staff

Summary of Recommendations

Classify criteria for success and failure Measure return on investment (ROI) Create adequate, but not excessive, security Design the site to be simple to use Integrate into regular employee workload Include incentives to keep audience engaged > Account for the culture of the stakeholders