

Diplopedia and other Federal Government Wikis

Powerpedia 10th birthday celebration
Jan 27, 2020

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eDiplomacy



Any opinions and conclusions expressed herein are those of the authors and do not necessarily represent the views of the Bureau of Labor Statistics.



Overview

- History
- Principles
- Organization and Content
- User Engagement
- Support and Technical Challenges

About eDiplomacy & Diplopedia

- Office created in 2002 as a task force, became a regular office in 2003
- Promote knowledge sharing and collaboration
- eDiplomacy projects serve domestic and overseas users at over 275 posts in nearly 200 countries, including more than 100,000 users on desktop and mobile devices.
- Diplopedia started in September 2006; seeded with 100 articles and debuted to 10 users
- Main goal: the ability to share knowledge online and collaborate so anyone, anywhere, could edit anytime

Diplopedia Today



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TOOLBOX

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Main Page

Welcome to the *Diplopedia Main Page!*

There are currently 30,900 articles.

Diplopedia Guide to Acronyms

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In the Spotlight

"How Do I?" Portal Helps You Navigate Department Resources

Have you been at work and wondered, "How do I...?" about a task you're rushing to finish at the moment? If so, the Office of eDiplomacy is here to help you! We're pleased to announce the launch of the 'How Do I?' Portal, a resource on Diplopedia that aims to answer these types of questions. The portal brings together both new and existing Diplopedia articles from many sources into a 'How Do I?' format to help employees more readily locate useful information and get things done at the Department.



Perhaps you need to know how to [replace a lost ID badge](#) or [ship a pet overseas](#). Or you would like to [get involved in mentoring](#) or learn how to collaborate online with colleagues across offices to [co-draft a document](#). Or maybe it's another question for which you cannot find the answer or remember where you saw it, or don't know who is responsible for the subject. In summary, the 'How Do I?' Portal helps bridge the gap between you and the information you seek to complete a task or navigate a process. ([See full article here.](#))

Note: This article was contributed by IRM/eDiplomacy Business Practices Advisor [Brandon Huck](#).

Getting Started

Welcome!

Have a look at these resources for your best Diplopedia experience:

-  [Learn about Diplopedia](#)
-  [Contribute - Quick Start Guide](#)
-  [Find Information - Knowledge Resources at State](#)

Knowledge Management

Knowledge Management

What if the State Department knew ... what it already knows? Do you always find the information you need on the OpenNet? When you have created materials of use to others, do you always put them in a place they can be easily found?

Diplopedia can help you find information on both the form and substance of your work at State and allow you to share your knowledge with others. With Diplopedia, other OpenNet resources, and training, you will better understand the concepts of Knowledge Management (KM). Check out Knowledge Resources at State to fully explore all available content, and below are a few key resources with KM principles.

- Join the [KM community of practice in O365 Teams](#) for the latest KM projects and discussions.
- The [Diplopedia KM@State Portal](#) links you to a wide variety of resources on Diplopedia to help

Top Contributors and Articles

What's the Latest on Diplopedia?



- [Latest Statistics on Diplopedia](#)
- [Top Contributors of the Week and Month](#)
- [Most Popular Pages](#)

Diplopedia Today

- Steady growth since 2006
- 30,900 content pages
- Total pages, incl. talk, special pages, etc.: 91K
- 89,000 registered users
- 1,000-1,500 daily users (Jan, 2020)
- Migrated to Linux in Sept. 2016
- Total staff: about 2 FTEs

Principles

- **Authorship:** Anyone who can access Diplopedia is encouraged to contribute experience, knowledge and expertise in the form of articles, discussion or editing material submitted by others.
- **Accountability: Single sign-on, but everyone who contributes articles, discussion or edits to Diplopedia is identifiable by email address.**
- **Neutral or Attributed Points of View:** Diplopedia requires articles be written from a neutral point of view, or if not representing a consensus, be marked with office, or agency whose views they represent.
- **Nature of Content:** Diplopedia articles are not "final products, " and are considered informative but not necessarily authoritative. Readers are expected to contribute to make articles more accurate and informative, or contact the original contributor directly.

Current Content

- Simple Wiki Structure – Pages, Portals and Categories
- The most popular content has been administrative guidance and resources
- Management designated certain official uses
- Technical assistance mainly for highly-customized portals
- Visual Editor has assisted adoption

Page Example – Post Reports

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Brazil Post Report

The Host Country [\[Edit \[beta\] | edit source \]](#)

Area, Geography, and Climate [\[Edit \[beta\] | edit source \]](#)

Brazil, with a land area of 3.3 million square miles, is slightly larger than the continental US and is the fifth largest country in the world. It occupies nearly 50% of South America and extends from the Amazonian equatorial plains at latitude 4 degrees N. to cool uplands at 30 degrees S., where frost frequently occurs. Brazil borders all South American countries, except Chile and Ecuador. To the east, the Brazilian coastline extends 4,600 miles along the Atlantic Ocean.

Brazil is characterized by the extensive low-lying Amazon Rainforest in the north and a more open terrain of hills and low mountains to the south, which is home to most of the Brazilian population and its agricultural base. Several mountain ranges are also found along the Atlantic seacoast, the highest peak of which is 9,735 feet. Major rivers include the Amazon, the largest river in the world in flowing water volume and the second-longest in the world; the Paraná and its major tributary, the Iguazu River, where the impressive Iguazu Falls are located; and the Negro, São Francisco, Xingu, Madeira and the Tapajós rivers.

Brazil has five principal ecosystems: Amazonian rain forest, which accounts for 42% of Brazil and covers nearly all of the country's northern region plus parts of Mato Grosso and Maranhão states and more in neighboring countries; Atlantic rain forest, located on the southeastern coast in pockets of extreme biodiversity; the Caatinga, or semi-arid land notable for extreme heat and

Contents [\[hide\]](#)

- 1 The Host Country
 - 1.1 Area, Geography, and Climate
 - 1.2 Population
 - 1.3 Public Institutions
 - 1.4 Arts, Science, and Education
 - 1.5 Commerce and Industry
 - 1.6 Transportation
 - 1.6.1 Automobiles
 - 1.6.2 Regional Transportation
 - 1.7 Communications
 - 1.7.1 Telephones and Telecon
 - 1.7.2 Wireless Service
 - 1.7.3 Internet
 - 1.7.4 Mail and Pouch
 - 1.7.5 Radio and TV
 - 1.7.6 Newspapers, Magazines
 - 1.8 Health and Medicine
 - 1.8.1 Medical Facilities
 - 1.8.2 Community Health
 - 1.8.3 Preventive Measures

Portal - Basic

Portal:OMS

Office Management Specialists Portal

Selected Article

[edit](#)

News

- Recently added: [OMS Resources and Links](#)
- Recently updated: [OMS Rover Programs](#) page
- Join the "OMS Portal in Diplopedia" Development Team to improve the OMS knowledge management portal.
- Share *What Your OMS Can Do For You* with your colleagues.
- Searching for a cable? Check out this article that helps you navigate through different ways to find a cable.
- Be prepared before a crisis develops, check out the [Office Emergency Preparedness Tips](#) shared by OMS Lindsay Barber
- Featured: Ever wonder if you are eligible for local holidays when traveling outside the host country? Find the answer and add your own knowledge to the [Local Holidays](#) article

Introduction

Welcome to the [OMS](#) website portal in Diplopedia, the Department Encyclopedia. This is your first stop for functional administrative information. If you don't find the information you seek, let us know so we can add it. Diplopedia is a Wiki – an online collaborative encyclopedia modeled after [Wikipedia](#). You can create new articles as well as add to and improve existing articles without seeking permission or clearance.

- Content is developed collaboratively. Anyone can [create](#) or [edit](#) your colleagues!

Training

Online Resources Training for OMSs

- An Overview of Knowledge Management Resources for OMSs
- [eDiplomacy Tools Lab Session for OMSs](#)
- [Teach Yourself Training to eDip Tools: Collaboration Tools Learning and Collaboration Training in Action](#)

FSI, SAIT & OMT Training Resources

- [OMS Training Toolkit](#)

OMS Community

[edit](#)

- Visit the [OMS Communications Hub](#)
- Join the [OMS Roundtable](#) group on Corridor!
- [OMS Archive of Activities](#) :: Photos of Conferences, Embassy Events
- [OMS Photo Gallery](#) :: Meet the Office Management Team Members
- [State Dept. Office Manager's Professional Listserv](#)

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Portal - Custom

Portal | Discussion | Edit [beta] | Edit source | History | Delete | Move | Protect | Watch

Rmwatts Talk Preferences Watchlist Contributions

Search

EMPLOYEE GUIDE TO HR

<http://hr.state.sbu>

INFORMATION BY EMPLOYEE TYPE

| | | |
|--------------------------------|----------------------------------|-------------------------------|
| CIVIL SERVICE EMPLOYEES | FOREIGN SERVICE EMPLOYEES | LOCALLY EMPLOYED STAFF |
|--------------------------------|----------------------------------|-------------------------------|

[Missing Info?](#) DGHRStrategicCommunicationsUnit@state.gov

NEW HR POLICIES & INITIATIVES

| | | | | |
|--------------------|---------------------|---------------------------------|----------------------------|-----------------------------|
| HR WEBINARS | DG SPOTLIGHT | The Disability Dashboard | WORKFORCE DIVERSITY | CIVIL SERVICE REFORM |
|--------------------|---------------------|---------------------------------|----------------------------|-----------------------------|

ABOUT THE HR BUREAU



Arnold Chacón

Led by the Director General of the Foreign Service and Director of Human Resources, the Bureau of Human Resources is the human capital arm of the State Department.

Front Office

- [HR Leadership](#)
- [Email DGDirect](#)
- [HR Staffers](#)

Bureau

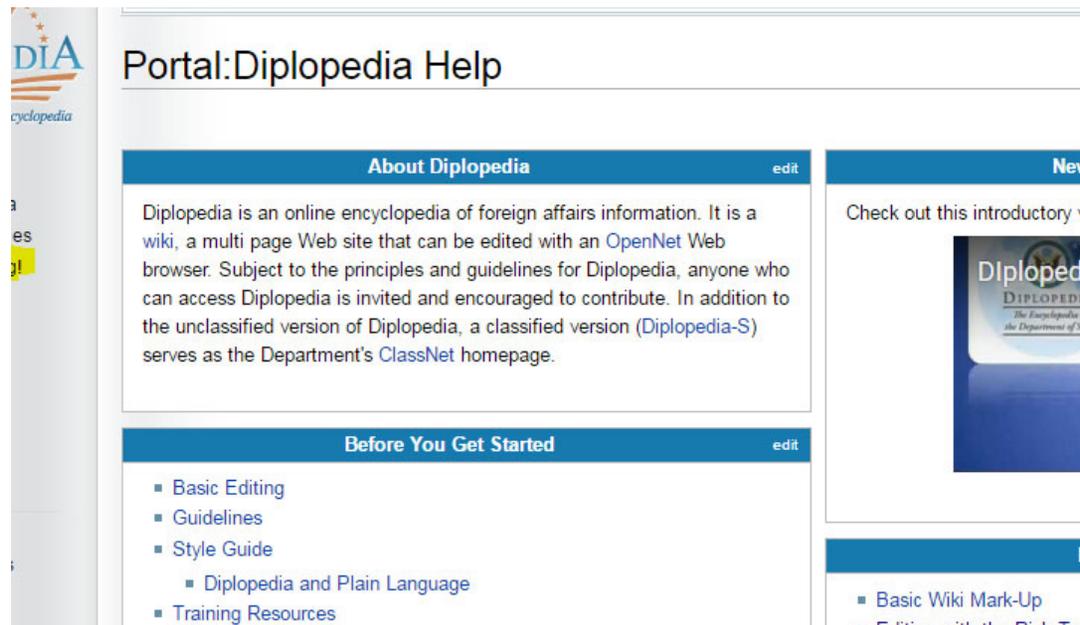
- [View Org Chart](#)
- [HR Offices](#)

Intranet (SharePoint)

- [HR Portal](#)

Users – Training & Outreach

- Enterprise Search results
- Written guides
- Briefings in orientation, other classes (new KM Foundations class)
- Single events – conferences, etc.



Portal:Diplopedia Help

About Diplopedia edit

Diplopedia is an online encyclopedia of foreign affairs information. It is a [wiki](#), a multi page Web site that can be edited with an [OpenNet Web browser](#). Subject to the principles and guidelines for Diplopedia, anyone who can access Diplopedia is invited and encouraged to contribute. In addition to the unclassified version of Diplopedia, a classified version ([Diplopedia-S](#)) serves as the Department's [ClassNet](#) homepage.

Before You Get Started edit

- [Basic Editing](#)
- [Guidelines](#)
- [Style Guide](#)
 - [Diplopedia and Plain Language](#)
- [Training Resources](#)

New

Check out this introductory vi



E

- [Basic Wiki Mark-Up](#)
- [Editing with the Disk Text](#)

Support Issues

- Keeping content current in a global environment in which personnel change positions frequently
- Need for mechanism for user feedback
- User friendly templates, portals
- Direct customer support by eDiplomacy

Many wikis at government agencies

- WikITA at International Trade Administration
- Dept. of Labor wiki
- OSTP/NITRD interagency wiki for info tech R&D
- Gcpedia – across civil service of Canada

- Nuclear Regulatory Commission's Nuclepedia
 - Just started Jan 14th on OPM's USA Learning platform

- Wikipedians in Residence at National Archives, CDC/NIOSH, and Smithsonian museums



Technical leadership

- DOE/NREL's OpenEI (<https://openei.org>)
 - Public participation in creating Linked Open Data
 - Semantic MediaWiki tags enable reports about other pages
- NASA
 - ISS wiki about International Space Station
 - NASA merged several wikis into one
 - Robotics, maintenance, and extravehicular activity
 - 60,000 articles and hundreds of editors monthly
 - Developed Meza, a package of MediaWiki plus extensions
 - Multiple centers coordinate at meetings



Efficient knowledge management

- **Share source material** and reference points
 - Enables mutual awareness & peer review & less duplication
 - Compare, clarify & unify procedures
 - Support bottom-up, outside-in, emergent innovation
- **Put info on platforms**, not always email
 - “discoverable” not “disseminated”
- **Empower staff to discover** ways of doing things **and be recognized** for sharing useful information
 - **Ease training**, turnover, emergency management
- Powerpedia is a good model for other agencies



Visions of future

- **Large scale**
 - Recurring choice: one big wiki or many small wikis
 - Big gives scale and efficiency ; small gives focus and control.
 - Many means more cost, more logins, admins, namespaces
 - Even so at least share designs, templates, wikitext
- **For usability, single-sign on**
 - If I send a hyperlink, can recipient quickly use it?
 - Does one have to log in to the wiki?
- **These enable useful specialization**
 - Large, easy-to-use wikis means users can find experts, who thus serve larger audiences → efficiency
- **Together**, agencies have vast and diverse capabilities



Federal Enterprise MediaWiki calls monthly

- For U.S. Federal government staff
 - Usually 2nd Thursdays from 1-2pm Eastern time
- Discussion and demonstrations from the wiki world and Federal government implementations
- Email list – EnterpriseWiki@listserv.gsa.gov
- We're a digital.gov Community of Practice
- Contact Tom O'Neill or me



Thank you for your attention!

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