Promoting Innovation at State

US Coast Guard Innovation Expo
Tampa, FL
November 3, 2010
60,000+ employees worldwide
Make and execute foreign policy
Provide consular and passport services
Manage official U.S. presence abroad
Catalysts for culture of transparency and collaboration
US Department of State


NEED TO KNOW

1. Employees begin professional blogging with Communities @ State
2. eDiplomacy launches Diplopedia wiki
3. eDiplomacy classified publishing program significantly increases interagency information sharing
4. The first Virtual Foreign Service students collaborate with US embassies
5. The public asks Secretary Clinton via text message
6. Hillary Clinton becomes Secretary, launches The Sounding Board
7. President Obama issues Open Government memorandum
8. Senators Clinton and Obama use social media in their presidential campaigns

RESPONSE

1. Overseas Presence Advisory Panel recommends State improve communication and IT infrastructure
2. Secretary Powell creates eDiplomacy task force
3. State makes eDiplomacy a permanent office

EVENT

1. Terrorists bomb US embassies in Kenya and Tanzania
2. Al Qaeda attacks US on Sept. 11

U.S. DEPARTMENT of State
The Sounding Board will allow all State Department employees to have an ongoing conversation on new, smarter, and more effective ways of enabling our nation’s foreign policy goals. This is your space to start this conversation. This is your forum to submit concrete ideas for reforms and improvements to transform the way we do business. Share your ideas here with Secretary Clinton, with other Department senior leaders and with your peers. Your ideas will be reviewed to determine their potential to widely impact efficiency, effectiveness and productivity.

Recent Sounding Board Ideas

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<tr>
<th>Most Recent</th>
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See all items...
Trends in Participation, 09-10

Visitors
27,000 unique visitors per month

Commenters
10,000 comments

Contributors
1800 ideas submitted

The Sounding Board (OpenNet) Dashboard
Mar 9, 2009 - Jun 11, 2010
Comparing to: Site

Site Usage
1,054,041 Visits
2,148,155 Pageviews
2.04 Pages/Visit

62.96% Bounce Rate
00:02:07 Avg. Time on Site
15.08% % New Visits
Three Things Challenge

Domestic vs. Overseas

Job Function (Top 6)

Rank

Employment Type

Senior Level

Executive - SES/SFS

Entry Level

WAE

Other

Civil Service

Locally Employed Staff

Foreign Service

Contractor

Information Technology

Consular/Passport

Political

Security
Communication Challenge

What capability, process, or practice should we employ to improve communication within our organization?

The Three Things Challenge, a Sourcing Board initiative, was launched in July 2009 with a video from Secretary Clinton challenging US Department of State personnel to list the top three things they need to be more effective and efficient in their jobs. Approximately 1500 employees submitted 4261 “things,” which were broken down into eight areas of interest.

Most “things” had to do with what employees need to achieve their immediate job objectives. All employee types and job ranks mentioned the importance of Communication (between management and staff, between agencies, and between posts and Washington). We therefore decided to use the new software to follow-up on the 3 Things Challenge to narrow down action items in this area.

The Communication Challenge will close December 1, 2010.

Tag Cloud

alert amateur ans asec biding blackberry briefings memos budget bus businessprocess cable cables clearance process client collaboration communication countries crisis management customer service diplomacy distribution document security extranet efficiency emergency preparedness evaluation extension fan feedback goals green hr hrline human resources improvement index information information management internet intranet it knowledge management logistics mail management mail mission morale notifications office supplies paper phone phone number plaintext language portal project ed vacations bureau public diplomacy purchase card reporting self-awareness shuttle simply smart social networking sort staffing pattern suspend account technology telegram training travel vacancy was weather web wedgram workflow yellow pages
Contact and Reference Materials

Tiffany Smith Licciardi
SMITHTL7@STATE.GOV
@tiffanysmith

More information:
http://www.state.gov/m/irm/ediplomacy
@eDipAtState