

INSIDE THE CIA WIKIS IN GOVERNMENT

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What is the idea behind Wikis?

- Peer production
- Multiple authorships
- “Collective intelligence” / crowdsourcing
- Changes are reversible
- No hierarchies
- Emergent regulatory system
- Transparency

Challenges to Wikis

- Privacy
- National security
- Hierachy
- Regulatory environment
- Time constraints

Intellipedia in a nutshell

- To share information between 16 U.S. intelligence agencies
- Hosted and supported by the Director of National Intelligence, CIO Office
 - Located in geographically distributed data centers for fail-over capabilities
- Avoid overclassifying content and small group (email-type) information sharing
- Three security access levels:
 - Unclassified but protected: 26.000+ users / 137.000+ pages
 - Secret: 52.000+ users / 403.000+ pages
 - Top Secret: 63.000+ users / 485.000+ pages

Features & principles

- Intellipedia - Wiki
- Intelink - Blogs
- Tags
- Inteldocs – Shared documents (DMS)
- Intellivideo – Videos
- Picture sharing

Intellipedia

The screenshot shows a web browser window displaying the National Open Source Enterprise website. The browser's address bar shows the URL: <http://www.intel.gov/About/About%20Open%20Source%20Enterprise>. The page title is "(U) National Open Source Enterprise".

The website features a navigation menu on the left with the following items:

- Home
- MyIntellipedia
- About Us
- Recent Changes
- Search
- Help

The main content area is titled "(U) National Open Source Enterprise" and includes a table of contents:

- 1 Message from the ADDNI for Open Source
- 2 Imperatives for Open Source
- 3 Mission
- 4 Vision
- 5 Values
- 6 Strategy
- 7 Related Links

The first section, "Message from the ADDNI for Open Source", is expanded. It contains the following text:

The Source of Fear Recast

The richness of the information age and the pace of technological innovation offer us tremendous opportunities; what is unknowable now may well be attainable in the future. We must come to terms with the fact that the front of human knowledge resides largely outside the intelligence Community, and is available principally through open sources. Increasingly, the answer is out there, we need only be up for the challenge of uncovering it. The task before us is to develop the expertise, tools, and culture of sharing to best harvest the knowledge we need. Harvesting open sources is no longer an option; they must be viewed as the source of that meat.

The Eighty-Percent Solution

In today's complex and dangerous world, US policy makers need contextual, contemporary, and relevant knowledge to make decisions. Allen Dulles estimated in 1947 that over eighty percent of the "information required for guidance of our national policy" was available in open sources. George Ferman estimated the estimate to upwards of ninety-five percent in a 1997 *New York Times* interview. Open sources also

Source: Ines Mergel (Maxwell School)

Tags

The screenshot shows a web browser window with the Intelink Bookmarks interface. The browser's address bar shows 'Social Software 101 - Intellipedia' and 'MyIntelink'. A security banner at the top states 'The accredited security level of this system is: Unclassified Security Banner'. The Intelink logo and 'Bookmarks' text are visible. Navigation links include 'Home', 'Community', 'Your tag|Connect', and 'Tag an item'. The user is logged in as 'Chris K. Rasmussen'. The main content area displays 'Items Tagged to: "intellipedia"' with a list of five items. Each item includes a title, author, date, and a list of associated tags. A 'Related Tags' sidebar on the right lists various tags with their respective counts.

Items Tagged to: "intellipedia" Items 1 to 25 of 401 | [Next 25 >>](#)
Order by: [date](#) | [rating](#)

ODNI Intellipedia - Case Library - Collaboration Project [\[collaborationproject.org\]](#) ☆☆☆☆
by [Sean Dennehy](#) on 22 Jun 2008 18:06:09 [case study](#) | [collaboration](#) | [intellipedia](#) | [project](#)
[\(options\)](#) [\(comments\)](#)

Stinson's Summaries: PP 12 :: 06/15/2008 - 06/21/2008 [\[civempsum4pas.blogspot.com\]](#) ☆☆☆☆
by [Don H Burke](#) on 22 Jun 2008 16:39:38 [2008](#) | [adoption](#) | [coast guard](#) | [blogs](#) | [intellipedia](#)
Blog by coast guard person that documents a move to Intellipedia by them
[\(view cached\)](#) [\(options\)](#) [\(comments\)](#)

e-Clippings (Learning As Art): OMG... There are spies everywhere sabotaging our organizations!! [\[blogohliert.typepad.com\]](#) ☆☆☆☆
by [Don H Burke](#) on 21 Jun 2008 22:05:16 [2008](#) | [e2.0 conference](#) | [blogs](#) | [intellipedia](#)
another blog in the viral explosion of the OSS Simple Sabotage manual
[\(view cached\)](#) [\(options\)](#) [\(comments\)](#)

Ross Mayfield's Weblog: Enterprise 2.008 [\[ross.typepad.com\]](#) ☆☆☆☆
by [Don H Burke](#) on 21 Jun 2008 21:59:22 [2008](#) | [sean dennehy](#) | [e2.0 conference](#) | [don burke](#) | [blogs](#) | [intellipedia](#)
Ross gives us props and links to his 2006 blog when he attended the Wiki/Blog conference as a consultant

Related Tags **Related People**

- 10740 (+) [open source work](#)
- 843 (+) [nuclear](#)
- 612 (+) [dprk](#)
- 461 (+) [north korea](#)
- 388 (+) [india](#)
- 346 (+) [pakistan](#)
- 312 (+) [government](#)
- 281 (+) [media](#)
- 264 (+) [south korea](#)
- 246 (+) [blog](#)
- 222 (+) [culture](#)
- 204 (+) [open source](#)
- 203 (+) [energy](#)
- 194 (+) [blogs](#)
- 163 (+) [reference](#)
- 163 (+) [2008](#)
- 163 (+) [policy](#)
- 142 (+) [e2.0 conference](#)
- 136 (+) [web 2.0](#)
- 112 (+) [collaboration](#)
- 92 (+) [foreign relations](#)

Source: Ines Mergel (Maxwell School)

Inteldocs

The screenshot shows the Intelink web application interface. The browser address bar shows "Browse — chris_rasmussen | Kno... MyIntelink". The Intelink logo and "Home" link are visible. The navigation bar includes "Dashboard" and "Browse Documents", with the current user "Chris Rasmussen (chris_rasmussen)" and links for "Preferences", "About", and "Logout".

The breadcrumb trail indicates the current location: "you are here: [browse](#) » [folders](#) » [users](#) » [c](#) » [chris_rasmussen](#)". A search bar is present with the text "Enter search criteria..." and a "search" button.

On the left side, there are two panels:

- About this folder:** Includes "Display Details" and "Folder transactions".
- Actions on this folder:** Includes "Add Document", "Add a Folder", "Allocate Roles", "Bulk Download", "Bulk Upload", and "Permissions".

The main content area displays a table of documents:

Title	Created	Modified	Creator	Workflow State
audio	—	—	Chris Rasmussen (chris_rasmussen)	—
Could PowerPoint Kill You NASA study (73Kb)	2007-09-29 16:22	2007-09-29 16:22	Chris Rasmussen (chris_rasmussen)	—
E 2.0 The Dawn of Emergent Collaboration (444Kb)	2007-09-22 15:42	2007-09-22 15:42	Chris Rasmussen (chris_rasmussen)	—
Economist Intelligence Unit Study on Bus... (270Kb)	2008-04-05 17:39	2008-04-05 17:39	Chris Rasmussen (chris_rasmussen)	—
executivebiz interview ras_Oct 2007 (279Kb)	2007-10-26 03:40	2007-10-26 03:40	Chris Rasmussen (chris_rasmussen)	—
fed tech magazine feb 2008 (184Kb)	2008-01-14 02:51	2008-01-14 02:51	Chris Rasmussen (chris_rasmussen)	—
FedTech Magazine: Moving Beyond Corporat... (42Kb)	2008-01-09 01:21	2008-01-09 01:21	Chris Rasmussen (chris_rasmussen)	—
Galileo 2006 (77Kb)	2007-08-30 03:02	2007-08-30 03:02	Chris Rasmussen (chris_rasmussen)	—
Gettysburg Address in PowerPoint (33Kb)	2008-02-05 21:55	2008-02-05 21:55	Chris Rasmussen (chris_rasmussen)	—
Moving beyond websites (26Kb)	2007-09-08 03:30	2007-09-08 03:30	Chris Rasmussen (chris_rasmussen)	—
The illusion of group productivity: A re... (161Kb)	2007-06-18 23:05	2007-06-18 23:05	Chris Rasmussen (chris_rasmussen)	—
The State of Enterprise 2.0 (252Kb)	2007-10-24 20:37	2007-10-24 20:37	Chris Rasmussen (chris_rasmussen)	—
Wikipedia is good for academia (34Kb)	2007-06-18 22:55	2007-06-18 22:55	Chris Rasmussen (chris_rasmussen)	Submitted Test

At the bottom of the table, it says "13 items, 25 per page". A "25 per page" dropdown menu is visible.

The browser status bar shows "Done" and the URL "www.intelink.gov".

Source: Ines Mergel (Maxwell School)

iVideo

The screenshot shows a web browser window displaying the Intelink iVideo interface. At the top, there is a navigation bar with links for 'Intelink', 'Intel Spaces', 'MyPages', and 'MyMedia'. A security banner indicates the system is 'Unclassified'. The user 'Chris K Rasmussen' is logged in, with a 'Sign Out' link. Below the navigation, there is an 'Upload' button and a search bar labeled 'Search Media'. The main content area is divided into two sections. On the left, a video player is titled 'GeoCMG Press Support to Midwest Flood' and shows a black screen with a play button. Below the player is a 'Click here for details' link. On the right, a list of video uploads is displayed under the 'Intel' category. Each entry includes a thumbnail, a title, a description, tags, and metadata such as the uploader, date added, views, and comments. The entries are: 'China Flight Test Establishment promotional video', 'Water Power', 'Somalia fighters exclusive 9 Feb 08 (Al Jazeera)', 'Fitaa Video', and 'Tibet Unrest Spreads to Neighboring Provinces'.

GeoCMG Press Support to Midwest Flood

Intel

Title	From	Added	Views	Comments
China Flight Test Establishment promotional video	mark_miller	4/25/2008	52	1
Water Power	Thomas_Gelar	4/24/2008	66	2
Somalia fighters exclusive 9 Feb 08 (Al Jazeera)	Adam_Rogers	4/7/2008	65	0
Fitaa Video	michelez	3/28/2008	33	0
Tibet Unrest Spreads to Neighboring Provinces	michelez			

Source: Ines Mergel (Maxwell School)

Picturesharing

The screenshot shows a Mozilla Firefox browser window displaying a photo sharing page on intelink.gov. The browser's address bar shows the URL: <https://www.intelink.gov/mediacenter/ImageDetails.aspx?mediaId=57e586cb-5011-46c4-a761-82136161a776>. The page content includes:

- scale of sharing**: A diagram illustrating the progression from individual to collaborative work. It is divided into three levels:
 - Individual**: Focuses on personal goals and information. Key points include: high level of trust in the individual; building relationships between individuals; limited or no sharing; openness to share information; high trust implies potentially high risk; individual work allows trust to develop slowly; long time consumed to create work; information is shared as needed; trust is not enough to overcome risk.
 - Co-operation**: Focuses on shared information and resources. Key points include: some collaboration; group work is planned; resources are shared when needed; processes are shared when needed; trust is not enough to overcome risk.
 - Collaboration**: Focuses on shared information and resources. Key points include: addition of related to both individual efforts; collaborative trust, e.g. information is shared more "openly"; focus on the transparency; positive and explicit collaborative goals; focus on the common good; processes are shared when needed; focus on the transparency.
- File Attributes**:
 - Title: scale of sharing
 - Added: May 08, 2008
 - From: Chris Rasmussen
 - Description: contrast between coordination, co-operation, and collaboration
 - Tags: coordination, co-operation, collaboration, trust
 - URL: https://www.intelink.gov/Photos/c/chris_rasmussen/1359b8b6-158d-4-
 - Embedded: https://www.intelink.gov/Photos/c/chris_rasmussen/1359b8b6-158d-4-
 - Classification: UNCLASSIFIED
 - Visibility: Public
- Related Photos**:
 - scale of sharing**: From: Chris Rasmussen, Added: 5/8/2008, Views: 62, Comments: Not rated.
 - NCTAMS**: From: renee_b.papakiretis, Added: 2/27/2006, Views: 481, Comments: Not rated.

Source: Ines Mergel (Maxwell School)

Principles

- Topical thinking is key
- No agency ownership
- Avoiding cut & paste of otherwise existing content
- Content is key (no fancy webdesign)
- Knowledge tree

Principles contd.

- Links to contributors make knowledge keepers visible
- Links to higher classified material (“bread crumbs”)
- Living / emergent knowledge
- 80/20 accuracy rule

Getting started

- Lots of training
- Contributions to Intellipedia are part of a government employees performance plans
- Marketing & promotion material
- Top-down emails

The latest scoop?

- Every agency wants to have a Wiki
- Some users are not happy about the general user interface (GUI)
- Still perceived as a waste of time and counterproductive

What about Germany?

- Can Wikis work in Germany?
 - Group said: yes in many areas
- How is collaborative content creation happening at the moment?
 - Group said: it is happening in the respective circles
- In which areas of federal government would they make sense?
 - Group said: BND (Intelligence), Stadtwiki (towns, e.g. Friedrichshafen), between all federal ministries
- What about the issues of GGO §12 / RegR; Ressort principle, political crossfire?
 - Group said: we need pilot projects

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