Connecting with Diplomacy:
Knowledge and Collaboration at the U.S. Department of State

Connecting with the Feds
Washington, DC
June 29, 2010
Basic Roles
- Make and execute foreign policy
- Provide consular and passport services
- Manage official U.S. presence abroad

60,000+ employees worldwide

Produces high volume of knowledge
Knowledge Leadership Initiative

- Knowledge often hard to access
- Knowledge Leadership: Access and contribute knowledge anywhere, anytime
- How we’re pursuing it:
  - Self-forming, self-managing online communities
  - Central repository for knowledge
  - Connecting to expertise
  - Integrating with enterprise search
  - Keeping it simple through social media that make knowledge-sharing part of the daily workflow
Welcome to Diplopedia
Currently there are 9,407 articles.
View archive statistics.

Features of the Week

World Usability Day is November 12, 2009
World Usability Day® is an annual event highlighting the importance of good design and ease-of-use in everyday products and services, including government websites. Last year’s celebration included over 200 activities in 43 countries. The theme for World Usability Day 2009 is "The Importance of Usability + Plain Language." Click here for more information on Diplopedia and plain language.

New on Diplopedia: A Rich Text Editor!
Diplopedia's latest innovation is a rich text editor. Designed to simplify the editing process, the editor provides an easy to use screen with clickable buttons for formatting - no need to look at wiki markup any more! Just click on "Rich Editor" after you click edit, and you'll see the screen below.

[Rich text editor]
As of June 2010

- 11,000 articles
- 3,300 registered contributors
- More than 2,000 visits per day
Sounding Board Phase 2
Submitted by Kelly O'Connor on 3 November 2009

In the 6 months since the site went live, we've seen what the Department can achieve from the grassroots. The Global Financial Center in Charleston pitched up two ideas to work on: setting up of paper travel card statements and DEDs deductions from payroll. The Fleet Management Division considered employee concerns and suggestions about shuttle buses when making changes to services, while employees rallied around a suggestion on more training on military matters to create a Diplipedia resource directing colleagues to training resources already available.

A process to upgrade internet browsers is in the works by IRM. Greening initiatives to support biking and reduce waste among others are also underway. One of the most active conversations (in terms of number of comments received and page views), Provide equal opportunity in the foreign service for employees with disabilities coincided in timing with a disability awareness workshop sponsored by the Department's Disability Action Group and the Office of Civil Rights. The Sounding Board team has even heard anecdotes of FSOs finding onward assignments through their contributions to the site.

Read more →

all messages about The Sounding Board | about the site editors

Recent Features
Sounding Board Phase 2  3 November 2009

It was a dark and stormy night...  22 October 2009

Green inspiration  27 October 2009

New! Status Icons
tell you whether an idea is...

already at State  3 ideas
in the works  17 ideas
under consideration  2 ideas
uncovering an urban legend  2 ideas
not feasible  7 ideas

3 things challenge
What are the top three things you need to be more effective and efficient in your job?

No longer accepting submissions.
See who took the challenge...
Virtual Student Foreign Service

Virtual Student Foreign Service

The Virtual Student Foreign Service (VSFS) program, announced by Secretary Clinton at the 2009 New York University commencement speech, is part of a growing effort by the State Department to harness technology and a commitment to global service among young people to facilitate new forms of diplomatic engagement. The VSFS program will be developed through its 2008-2009 pilot year and will seek to harness the energy of a rising generation of citizen diplomats.

Working from college and university campuses in the United States, American students are partnered with our embassies abroad to conduct digital diplomacy that reflects the realities of our networked world. By combining the talents of young people across America and the right technology, we can forge the solutions that our century demands.
Using IT for Diplomacy
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