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Guides (1)



Designing social media policy for government: Eight essential elements

May 2010

Government agencies are increasingly looking to leverage social media to improve the quality of government services and elicit greater citizen engagement. Developing a social media policy can be an important first step for government agencies considering using social media and can ultimately serve as a key enabler for responsibly and effectively leveraging social media tools. Yet, many governments are struggling with what such a policy should encompass and convey. This report outlines the different reasons government employees engage in social media use and begins to answer the question, what are the core elements of a government social media policy? Our analysis identified eight essential elements for a social media policy: 1) employee access, 2) account management, 3) acceptable use, 4) employee conduct, 5) content, 6) security, 7) legal issues, and 8) citizen conduct. The report closes with brief guidance on strategies for getting started.

Reports (1)



Information and Technology: Improving Public Sector Capability to Address Societal Challenges

Oct 2010

This paper argues for a dedicated, social science-based research program to address the question “How do the societal context and institutional character of government interact with emerging information and communication technologies to shape the capabilities and performance of the public sector?” The ability to answer this question can only result from non-domain specific research that studies the societal context of government and the information resources and technologies affecting government. Because of government’s inherent complexity and unique role as the leader in addressing the world’s grand societal challenges, there is an urgent need to understand the practice context of government and how it influences the policy, management, and organizational political, and public factors that shape information use and IT applications. Currently there is a lack of research on the public sector and while there are devoted resources to government areas there is little scientific attention to the government organizations and processes that are both the sources and customers of the programs. With focus on this cross-cutting research, government can improve its capacity to serve society and researchers can seek opportunities for new theory development that links government context to the fundamental questions of organizational and technical action.

Journal Articles and Conference Papers (1)



Information and Transparency: Learning from Recovery Act Reporting Experiences.

(Forthcoming) Proceedings of the Eleventh Annual International Conference on Digital Government Research: (dg.o 2010), May 2010, pp.1-10

The American Recovery and Reinvestment Act (2009) promised strict accounting of all funds spent and the publication of that information to the public in relative real-time. The federal requirements for reporting Recovery Act funds relied heavily on the ability of recipients, primarily state governments, to capture, manage, and deliver the data required. This paper presents the experience of one state agency, in particular how they leveraged the reporting mandate to improve real-time informational capability for transparency and openness. The case, together with insights from a Recovery Act Knowledge Network, provides five recommendations to guide decision makers who seek to increase the capability of government to use information to further transparency agendas.