

Introduction

This report summarizes results from two workshops held by the Center for Technology Government at the University at Albany, with government professionals from New York State (NYS) as part of the Exploratory Social Media project. The report begins with a brief introduction to the overall project and the aim of the workshops. The following two sections provide summaries of the results from workshops and a concluding section that describes the next steps in the project. Finally, the appendices provide detailed results from our workshops.