

Handshake: Open Source Social Networking Platform for the Enterprise

Donna L. Cuomo, PhD

dcuomo@mitre.org

Chief Information Architect

Laurie Damianos, Lead Engineer

The MITRE Corporation

Gilbane Conference, San Francisco

May 2010

The MITRE Corporation

- MITRE is a private, independent, not-for-profit organization, chartered to work in the public interest
- Founded in 1958 to provide engineering and technical services to the U.S. Air Force
- Currently manages 4 Federally Funded Research and Development Centers
 - Department of Defense
 - Federal Aviation Administration
 - Internal Revenue Service/Department of Veterans Affairs
 - Department of Homeland Security
- Supports a broad and diverse set of sponsors within the U.S. government, as well as internationally



Vision for Next MII

Sponsors and partners exploit all relevant mission information and services



Unified Business Portal



Delivery by identity, role, location, credential, network, modality



My status
Messages
Blogs/wikis
Photos
Bookmarks
Podcasts

Teams
Communities
Networks
Relationships

Voting
Rating
Expertise

Co-develop
Cloud services

Anticipatory
Awareness
Relevant
Secure



Partner



Sponsor



Public



Alumni



Employee

Business Goals for Social Networking

- **Capture relationships of MITRE staff with partners, sponsors, industry, and academia**
 - Leverage these relationships
- **Improve cross-organizational collaboration and networking**
- **Bring broader segments of the community to bear on important sponsor problems**
 - Vetting position papers/benchmarking with broad audiences
 - Enable new business models and federal processes
 - Deliver information to sponsors and partners
- **Support internal social networking**
- **People tracking**
 - Retirees, alumni, students/coops, consultants
- **Improve situational awareness around relationships, activities and groups**

Solution Criteria

- **Deploy a social networking *research* platform**
 - Fully customizable, extensible, measurable, integrate-able
 - Investigate the business value of cross organizational collaboration
 - What will make the capability successful?
- **Single platform for internal and partner networking**
 - Fine-grained access control model available
 - Easy to use/walk up and use
 - No licensing costs for unlimited number of partner participants
- **Meet MITRE's InfoSec and OpSec requirements**
 - Most commercial internet systems do not
 - Secure and easy invitation model
 - Minimize sharing errors
- **Initial low cost solution**

Extending MITRE's Reach with Handshake

Home Profile My Tools [8] Search Go

Handshake
A MITRE Research Prototype

My Connections: Everybody

My Groups: All Groups

What are you working on? Thinking?

Post an update 140 characters left

Laurie Damianos:
Web users spend 69% of their time viewing the left half of the page and 30% viewing the right half. - Nielsen
Posted Apr 6, 2010

All Connections Mine

Stevie is now a member of DHS S&T Collaboration (3 minutes ago)

Laurie Damianos posted on Jack's message board (6 minutes ago)

Stevie posted "Returned today to and the Requirements Division." (7 minutes ago)

Social Networking Research Platform, powered by Elgg

Laurie Damianos is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (30 minutes ago)

Rebecca is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (32 minutes ago)

Kim posted on Don's message board (35 minutes ago)

Kim posted on Jeffrey's message board (36 minutes ago)

Gregory wrote a new page titled IT Governance Blog (45 minutes ago)

Group membership EDIT

- OpenSocial Development**
Share code, tools, tips and tricks
- MITRE Second Life**
Implementation and use of Second Life at MITRE.
- Social Media Communications Strategies**
Community of practice centered on effective use of social media in government

Connections EDIT

Tag cloud EDIT

help, cmu, **handshake**, social media, cloud, Carnegie Mellon University, tool, discussion topic, data, feedback, Development, user manual, Web 2.0, Group, user guide, blogs, social software, blog, evaluation, group discussion, tools, groups, messages, profile, help pages, alerts, MITRE, notifications, profile page, Metrics

Files EDIT

My files | Upload a file

- Factors Impeding Wiki Use in the Enterprise: A Case Study**
Jan 11, 2010
- Onomi: Social Bookmarking on a Corporate Intranet**
Sep 14, 2009
- Exploring the Adoption, Utility, and Social Influences of Social Bookmarking in a Corporate Environment**
Sep 14, 2009

Blog posts EDIT

- Thoughts on a MITRE Brand Narrative** (1)
Jan 7, 2010
- Project Management Body of Knowledge (PMBOK) changes**

Recent bookmarks EDIT

My bookmarks | Add a new bookmark

- Action Streams: A New Idea for Social Networks**
Mar 1, 2010

Home page provides access to... connections

...peripheral awareness of activity

This screenshot shows a vertical feed of social network activities. At the top, there are tabs for 'All', 'Connections', and 'Mine'. The feed contains several entries, including membership updates and posts. A large blue arrow points from the central text area to a post by Kim [redacted] posted on Jeffrey [redacted]'s message board (36 minutes ago).

- Stevie [redacted] is now a member of DHS S&T Collaboration (3 minutes ago)
- Laurie Damianos posted on Jack [redacted]'s message board (6 minutes ago)
- Stevie [redacted] posted "Returned today to [redacted] and the Requirements Division." (7 minutes ago)
- Annie [redacted] wrote a new page titled [redacted] page (11 minutes ago)
- Annie [redacted] uploaded a file (15 minutes ago)
- Laurie Damianos is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (30 minutes ago)
- Rebecca [redacted] is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (32 minutes ago)
- Kim [redacted] posted on D [redacted]'s message board (35 minutes ago)
- Kim [redacted] posted on Jeffrey [redacted]'s message board (36 minutes ago)
- Gregory [redacted] wrote a new page titled IT Governance Blog (45 minutes ago)
- Gregory [redacted] updated a page titled IT Governance and Portfolio Management (47 minutes ago)
- Gregory [redacted] wrote a new page titled IT Governance and Portfolio Management (48 minutes ago)
- Kim [redacted] posted "Glad weep works in 1F605 today!" (51 minutes ago)
- Gregory [redacted] made a profile update (53 minutes ago)
- Gregory [redacted] posted a new profile icon

This screenshot shows a 'My Groups' section. It features a search bar at the top with a 'Go' button. Below the search bar, there are three yellow group icons and the text 'All Groups'. A 'Tag cloud' is visible below, with tags including 'help', 'cmu', 'handshake', 'social media', 'cloud', 'Carnegie Mellon University', 'tool', and 'discussion'.

This screenshot shows a 'Connections' section. It features a grid of user profile pictures. Some profiles are visible, including 'MITRE Second Life' and 'Social Media Communications Strategi'. The grid is partially obscured by a blue arrow pointing from the central text area to a specific profile.

This screenshot shows a 'Connections' section with a grid of user profile pictures. A blue arrow points from the central text area to a specific profile in the grid. The grid contains several profiles, some of which are partially obscured by a blue arrow pointing from the central text area.

This screenshot shows a 'Recent bookmarks' section. It features a search bar at the top with an 'EDIT' button. Below the search bar, there are two bookmark entries: 'Action Streams: A New Idea for Social Networks' (Mar 1, 2010) and 'Thoughts on a MITRE Brand Narrative' (Jan 7, 2010).

This screenshot shows a 'Recent bookmarks' section. It features a search bar at the top with an 'EDIT' button. Below the search bar, there are two bookmark entries: 'Thoughts on a MITRE Brand Narrative' (Jan 7, 2010) and 'Project Management Body of Knowledge (PMBOK) changes'.

Home page provides access to... ...groups & communities

Handshake
A MITRE Research Prototype

Everybody

What are you working on? Thinking?

Post an update 140 characters left

Laurie Damianos:
Web users spend 69% of their time viewing the left half of the page and 30% viewing the right half. - Nielsen
Posted Apr 6, 2010

All Connections Mine

Stevie is now a member of DHS S&T Collaboration (3 minutes ago)

Laurie Damianos posted on Jack's message board (6 minutes ago)

Stevie posted "Returned today to and the Requirements Division." (7 minutes ago)

Annie wrote a new page titled page (11 minutes ago)

Annie uploaded a file (15 minutes ago)

Laurie Damianos is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (30 minutes ago)

Rebecca is now a member of Internal MITRE Fusion Center TEM 26 May 2010 (32 minutes ago)

Kim posted on Don's message board (35 minutes ago)

Kim posted on Jeffrey's message board (36 minutes ago)

Gregory wrote a new page titled IT Governance Blog (45 minutes ago)

Group membership EDIT

- OpenSocial Development**
Share code, tools, tips and tricks
- MITRE Second Life**
Implementation and use of Second Life at MITRE.
- Social Media Communications Strategies**
Community of practice centered on effective use of social media in government

Connections EDIT

Recent bookmarks EDIT

My bookmarks | Add a new bookmark

- Action Streams: A New Idea for Social Networks**
Mar 1, 2010

Group membership EDIT

- OpenSocial Development**
Share code, tools, tips and tricks
- MITRE Second Life**
Implementation and use of Second Life at MITRE.
- Social Media Communications Strategies**
Community of practice centered on effective use of social media in government
- Innovation at MITRE**
Discussions about what we're doing to improve innovation in IT, KM and business processes through the institutionalization of an agile innovation management process and customer engagement.
- All Things Agile**
For development teams interested in using and sharing knowledge of agile development methodologies
- Elgg for the Enterprise**
a group to collaborate on using Elgg as a business networking platform in the enterprise
- Human Computer Interaction Interest Group**
interest group for human-computer interaction
- SIKM Leaders Boston**
- Getting Things Done**

Home page provides access to... ...tagged content

The screenshot shows a social networking interface with a dark header. At the top left, it says "Handshake A MITRE Research Prototype". On the right, there are sections for "My Connections" (Everybody) and "My Groups" (All Groups). A search bar is in the top right corner.

The main content area is divided into several panels:

- Update Panel:** "What are you working on? Thinking?" with a text input field and a "Post an update" button. Below it is a post by Laurie Damianos: "Web users spend 69% of their time viewing the left half of the page and 29% viewing the right half." Posted Apr 11, 2010.
- Group membership:** Lists groups like "OpenSocial Development" (Share code, tools, tips and tricks), "MITRE Second Life" (Implementation and use of Second Life at MITRE.), and "Social Media".
- Tag cloud:** A panel titled "Tag cloud" with an "EDIT" button. It contains a list of tags: help, cmu, handshake, social media, cloud, Carnegie Mellon University, tool, discussion topic, data, feedback, Development, user manual, Web 2.0, Group, user guide, blogs, social software, blog, evaluation, group discussion, tools, groups, messages, profile, help pages, alerts, MITRE, notifications, profile page, Metrics.
- Files:** A panel titled "Files" with an "EDIT" button. It shows "My files | Upload a file" and lists documents: "Factors Impeding Wiki Use in the Enterprise: A Case Study" (Jan 11, 2010), "Onomi: Social Bookmarking on a Corporate Intranet" (Sep 14, 2009), and "Exploring the Adoption, Utility, and Social Influences of Social Bookmarking in a Corporate Environment" (Sep 14, 2009).
- Recent bookmarks:** A panel titled "Recent bookmarks" with an "EDIT" button. It shows "My bookmarks | Add a new bookmark" and lists "Action Streams: A New Idea for Social Networks" (Mar 1, 2010).
- Blog posts:** A panel titled "Blog posts" with an "EDIT" button. It lists "Thoughts on a MITRE Brand Narrative" (Jan 7, 2010) and "Project Management Body of Knowledge (PMBOK) changes".

A blue callout box with a blue arrow pointing to it from the right is overlaid on the Tag cloud panel. The callout box contains the same text as the Tag cloud panel, listing the tags: help, cmu, handshake, social media, cloud, Carnegie Mellon University, tool, discussion topic, data, feedback, Development, user manual, Web 2.0, Group, user guide, blogs, social software, blog, evaluation, group discussion, tools, groups, messages, profile, help pages, alerts, MITRE, notifications, profile page, Metrics.

Home page provides access to... files, blogs, wiki pages, bookmarks, photos



Home | Profile

Handshake
A MITRE Research Project

What are you working on?

Post an update

 **Laurie**
Web use time vs. the part right half. - N...
Posted Apr 6, 2010

All | Connections

Stevie S&T Collaborator



Files EDIT

My files | Upload a file

-  **Factors Impeding Wiki Use in the Enterprise: A Case Study**
Jan 11, 2010
-  **Onomi: Social Bookmarking on a Corporate Intranet**
Sep 14, 2009
-  **Exploring the Adoption, Utility, and Social Influences of Social Bookmarking in a Corporate Environment**
Sep 14, 2009
-  **Edge article on onomi**
Sep 2, 2009
-  **The MITRE Map Navigation Experiment**
Sep 14, 2009



Tag cloud EDIT

help, cmu, handshake, social media, cloud, Carnegie Mellon University, ...



Blog posts EDIT

-  **Thoughts on a MITRE Brand Narrative** (1)
Jan 7, 2010
-  **Project Management Body of Knowledge (PMBOK) changes**
Nov 12, 2009
-  **Census prepares for a large scale load test** (1)
Nov 9, 2009



Recent bookmarks

My bookmarks | Add a new bookmark

-  **Action Streams: A New Idea for Social Networks**
Mar 1, 2010
-  **Handshake: Factors Impeding Wiki Use in the Enterprise: A Case Study** (1)
Oct 8, 2009



Grid of user profile pictures including a blue 'M' icon.



Recent bookmarks EDIT

My bookmarks | Add a new bookmark

-  **Action Streams: A New Idea for Social Networks**
Mar 1, 2010



 Exploring the Adoption, Utility, and Social Influences of Social Bookmarking in a Corporate Environment
Sep 14, 2009



Blog posts EDIT

-  **Thoughts on a MITRE Brand Narrative** (1)
Jan 7, 2010
-  **Project Management Body of Knowledge (PMBOK) changes**



Kim posted on Jeffrey's message board (36 minutes ago)

Gregory wrote a new page titled IT Governance Blog (45 minutes ago)

Profile page lets you share with others

[Go](#)**Handshake**

A MITRE Research Prototype

**My Connections**

Everybody

**My Groups**

All Groups

[Remove connection](#)[Profile](#)

Donna Cuomo - MITRE

[Edit profile](#)

"doing a handshake demo" (posted Mar 19, 2010)

Organizational affiliation: MITRE

Job title: Chief Information Architect in the Center for Information and Technology

Location: Bedford, MA

Contact email: dcuomo@mitre.org

Telephone: ~~XXXXXXXXXX~~

Website: <http://www.linkedin.com>

[/my-profile/](#)

Personal interests: golf, cross country skiing

Professional interests: innovation, social networking, social and collaboration tools, enterprise information architecture, knowledge management, strategy

Education: State University of New York at Buffalo, Industrial Engineering/Human Computer Interaction, PhD, MS

About me

I am presently the Chief Information Architect in CI&T, working on social networking and media, defining the strategy for our next intranet, collaboration, and knowledge management processes and tools. I am currently deploying a social networking prototype to support cross-organizational collaboration and the capture of MITRE staff's professional relationships. I have been employed at MITRE for over 20 years. I worked in the MITRE Air Force Center for 12 years before joining MITRE's information technology organization.

Message board

[EDIT](#)

Post



Jen ~~XXXXXXXXXX~~ Mar 31, 2010

I am indeed! I was just in another meeting and remembered that I wanted to email you to tell you!!!!

[Reply on Jen ~~XXXXXXXXXX~~'s message board](#)



Marie ~~XXXXXXXXXX~~ Feb 12, 2010

Donna
You might want to join the Social Media Communications Strategies Group

[Reply on Marie ~~XXXXXXXXXX~~'s message board](#)



Patrick ~~XXXXXXXXXX~~ Jan 14, 2010

Donna, that is great. Who do I contact if I want to submit a module? I am not sure I am that ambitious but I would like to explore the possibility...

Re:

Pat, Handshake is based on open source code so we can build, enhance, or add any functionality we want to it, such as image files where

Each profile field is access controlled

You choose what you share with whom

Groups provide a forum for collaboration



All Things Agile

has non-MITRE members

- Edit group
- Leave group
- Add new members
- Group discussion
- Group files
- Group pages
- Group blog
- Group albums

- Subscribe to feed
- Bookmark to Handshake
- Report potentially inappropriate content

Group members



See all members (69 total)

Message board

Post

All Things Agile



Owner(s): Donna Cuomo
Matt [F...](#)
Bill [C...](#)

Description:

For project development teams interested in using and sharing knowledge of agile development methodologies. A currently "hot" agile development topic is the Scrum agile software development framework which many teams at MITRE are exploring. The use of this development framework plus other agile methodologies are appropriate for sharing through this group.

Interests: program management, Scrum, agile development, Software Development

Website: [http://en.wikipedia.org/wiki/Scrum_\(development\)](http://en.wikipedia.org/wiki/Scrum_(development))

[all Handshake members](#)

Edit

Latest discussion

Group discussion | Add a topic



Agile with Remote Team Members (7)

Apr 21, 2010 by Matt [F...](#)



What does a Manager do in Scrum or any Agile process (4)

Apr 16, 2010 by Bill [C...](#)



Is it "Agile" or "agile" ?!?! (8)

Mar 26, 2010 by Carlton [M...](#)



Waterfall Manifesto - April Fools! (3)

Apr 1, 2010 by Kathleen [M...](#)

Group blog

Group blog | Write a group blog post

1 | 2 | Next »



Thu, Apr 8th Bedford: One-Hour Experiential Introduction to Agile (1)

Mar 19, 2010 by David [C...](#)



Learn Scrum in 10 minutes (video)

Group activity

Patrick [C...](#) is now a member of All Things Agile (Apr 21, 2010)

James [C...](#) has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

James [C...](#) has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Ryan [C...](#) has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Rick [C...](#) posted a comment on a file Simple High level Tracking for Agile Teams (Apr 21, 2010)

Matt [C...](#) has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Group files

Group files | Upload a file



Simple High level Tracking for Agile Teams (2)

Jan 11, 2010 by Bill [C...](#)



Scrumbutts - Ken Schwaber presentation

Jan 8, 2010 by Bill [C...](#)



Session on characteristics on

All Things Agile
has non-MITRE members

- Edit group
- Leave group
- Add new member
- Group discussion
- Group files
- Group pages
- Group blog
- Group albums

- Subscribe to feed
- Bookmark to Handshake
- Report potentially inappropriate content

Group members



See all members (69 total)

Message board

Post

Quickly catch up with what's been going on

All Things Agile

Description:

all Handshake members

Latest discussion

Group discussion | Add a topic

Agile with Remote Team Members (7)
Apr 21, 2010 by Matt Franklin

What does a Manager do in Scrum or any Agile process (4)
Apr 16, 2010 by Bill

Is it "Agile" or "agile" ?!?! (8)
Mar 26, 2010 by Carlton

Waterfall Manifesto - April Fools! (3)
Apr 1, 2010 by Kathleen

Group blog

Group blog | Write a group blog post

1 | 2 | Next »

Thu, Apr 8th Bedford: One-Hour Experiential Introduction to Agile (1)
Mar 19, 2010 by David

Learn Scrum in 10 minutes (video)

Group activity

Patrick is now a member of All Things Agile (Apr 21, 2010)

James has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

James has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Ryan has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

posted a comment on a file High level Tracking for Agile Teams (Apr 21, 2010)

Matt has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Stan has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Jon has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

James has posted a new comment on a discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

Matt has started a new discussion topic titled Agile with Remote Team Members (Apr 21, 2010)

« Previous

Jan 11, 2010 by Bill

Scrumbutts - Ken Schwaber presentation
Jan 8, 2010 by Bill

Session on characteristics on

Engage in discussions, share resources, collaborate on wiki pages, post to blogs...

Add new members

- Group discussion
- Group files
- Group pages
- Group blog
- Group albums

Subscribe to feed
Bookmark to Handshake
Report potentially inappropriate content

Latest discussion

Group discussion | Add a topic

-  **Agile with Remote Team Members** (7)
Apr 21, 2010 by Matt
-  **What does a Manager do in Scrum or any Agile process** (4)
Apr 16, 2010 by Bill
-  **Is it "Agile" or "agile" ?!?!** (8)
Mar 26, 2010 by Carlton
-  **Waterfall Manifesto - April Fools!** (3)
Apr 1, 2010 by Kathleen

Group files

Group files | Upload a file

-  **Simple High level Tracking for Agile Teams** (2)
Jan 11, 2010 by Bill
-  **Scrumbutts - Ken Schwaber presentation**
Jan 8, 2010 by Bill
-  **Session on characteristics on successful SCRUM adoption**
Jan 6, 2010 by Timothy
-  **Session on characteristics on successful SCRUM adoption**
Jan 6, 2010 by Timothy

Group pages

Group pages | Create a new page

-  **Handshake Data Capture & Analysis**
Dec 16, 2009 by Laurie
-  **Current Known Constraints & Limitations**
Aug 21, 2009 by Laurie
-  **User Guide**
Aug 17, 2009 by Laurie

Group blog

Group blog | Write a group blog post

1 2 Next »

-  **Thu, Apr 8th Bedford: One-Hour Experiential Introduction to Agile** (1)
Mar 19, 2010 by David
-  **Learn Scrum in 10 minutes (video)**
Jan 25, 2010 by Kathleen
-  **Nice video on challenges of transitioning from Waterfall to Agile**
Jan 20, 2010 by Kathleen
-  **When Failure is "Not an Option" for Your Agile Project - Free Webinar Jan 20 @ 3:30**
Jan 13, 2010 by Bill
-  **Share your agile resources**
Jan 8, 2010 by Kathleen

Description:

For project development teams interested in using and sharing knowledge of agile development methodologies. A currently "hot" agile development topic is the Scrum agile framework which many teams at the use of this development agile methodologies are appropriate s group.

MITRE Customizations: Permissions & Trust

- MITRE Identity model with single sign on



- Authenticated email-based invitation model for inviting participants
- “Box Model” for group permissions
 - Restricts contents to group permission level ceiling
 - Ensures that information is not inadvertently exposed

- Visualized permissions & access

- Every group
- Each piece of content
- Customized access levels

access level
only me
access list
connections only
group only
MITRE members of a group
all MITRE
all Handshake members

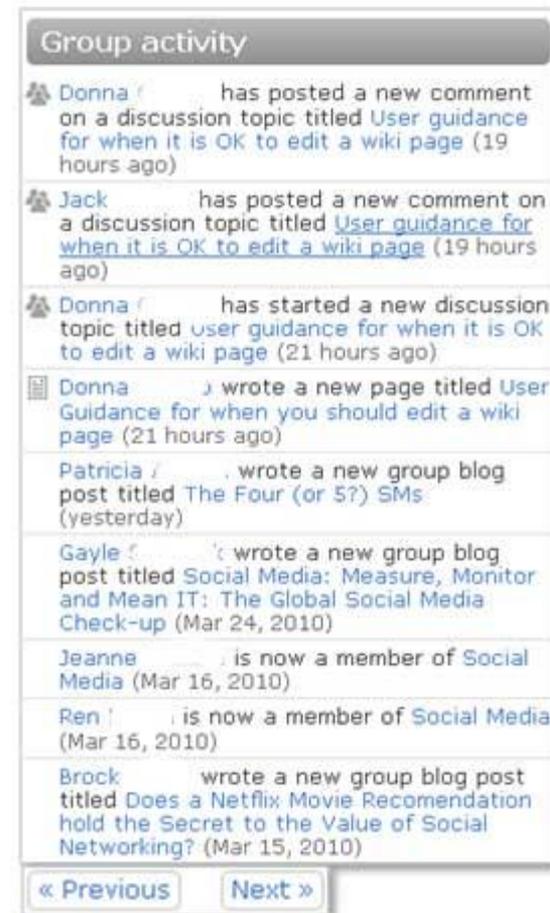


MITRE Customizations: Awareness

- Created group activity river
 - Scrollable access to activity history
- Enhanced email notifications to activity
 - Clearer subject headings
 - Cleaner formatting
 - Hyperlinks to content, sender's profile
 - Daily email digests
 - Full email integration *in progress*



Released to open source community



MITRE Customizations: Groups

- Ability to restore accidentally deleted groups
- Ability to “remove” group members
- New group widgets
 - Group activity widget
 - Group Information widget – HTML form for lists, hyperlinks, images
- Multiple group owners



MITRE Customizations: End User Experience

- Improved search Released to open source community
- Streamlined navigation
- Activity logging & data visualization for end users
- Affiliated organizations model
- Connections recommender – based on digital footprint

Abigail Gertner & Justin Richer, MITRE

The screenshot displays a web application interface with two main panels. The left panel, titled "Recommended Contacts", lists several contacts: Daniel, Abigail, Patricia, Christopher, Cheryl, and David. Each contact entry includes a profile picture, name, a five-star rating, and various icons representing different digital footprints. The right panel, titled "Recommended Contact Details", shows the details for Daniel (@mitre.org). It features a five-star rating, a "Friend of a Friend" relationship with a "Details" button, a "Listserv" membership with a "Details" button, and an "Onomi Tags" section. The "Onomi Tags" section lists 41 shared tags such as "social networking", "social software", "web 2.0", "facebook", "google", "collaboration", "usability", "search", "microsoft", "visualization", "wikipedia", "social bookmarking", "ibm", "knowledge management", "enterprise", "ia", "onomi", "social computing", "baby boomers", "contextual design", "delicious", "design", "eapi", "gartner", "internet", "iphone", "linkedin", "mea", "mea news", "mit", "myspace", "outlook", "security", "semantic", "social media", "technology", "twitter", "user experience", "user research", "wiki", "windows". The tags section is updated 11 hours ago. There is also a "Details" button for the Onomi Tags section.

Social Media



**IBM, DISA, APL,
P3CG
STRATCOM,
Aerospace,
Gilbane, TraceLink,
DNI**

MITRE Alumni



Owner(s): Donna
George

**MITRE
Retirees**

**Early Responder Forum
Handshake Group**

**- 100+ leaders from 45
States and 2 Territories**

Student Program



OLIN Scope Team



DoD Medical Simulation Community



Description

A community
improving tra
innovative u
discussion g

Reference fo

Please note: t
posted on this

Owner(s): Lawrence f

**High-level DoD medical
simulation decision
makers**

Public Interest Network Inter



**Aerospace, JHU/A
Lincoln Lab
Sandia, CAN
SEI**

All Things Agile

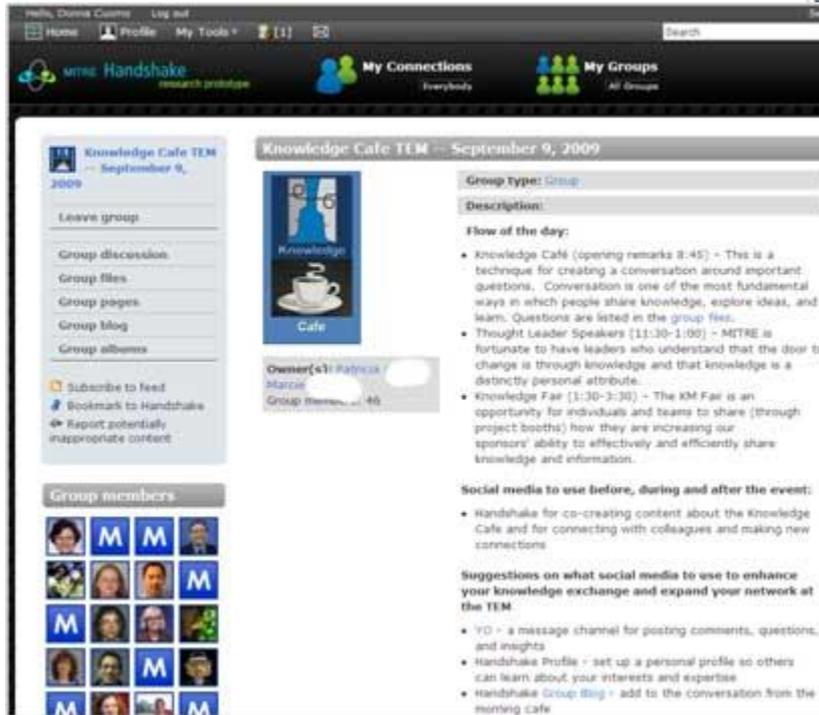


- **People tracking**
- **Cross-organizational teams/consortia**
- **Communities of interest**
- **Govt/acquisition processes**
- **Internal teams and departments**
- **Social networking research**

Distributed Knowledge Café using Social Tools

Morning speakers broadcast via VTC

Speakers had Handshake profiles

Participants in Bedford, MA and Wash. DC



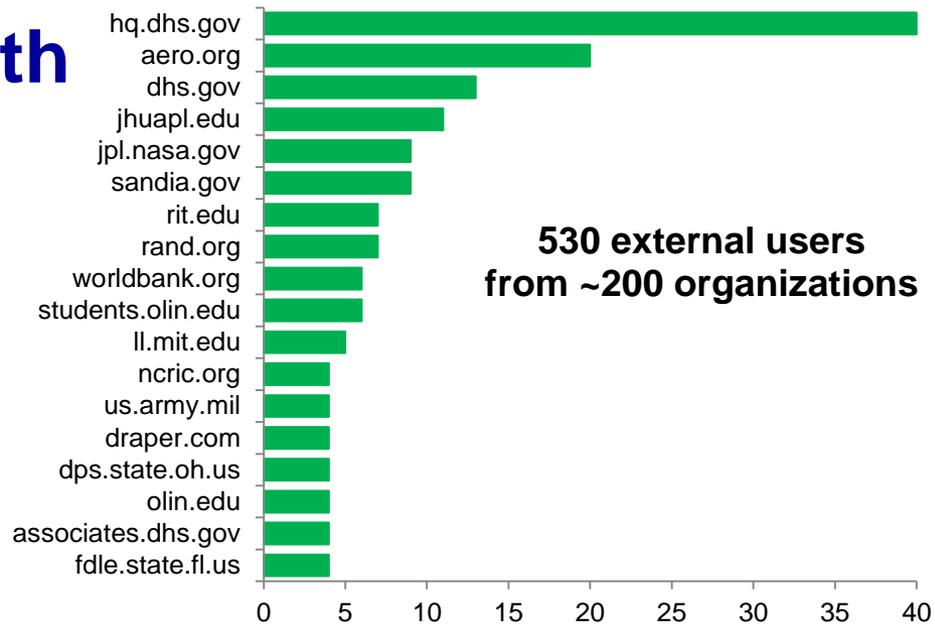
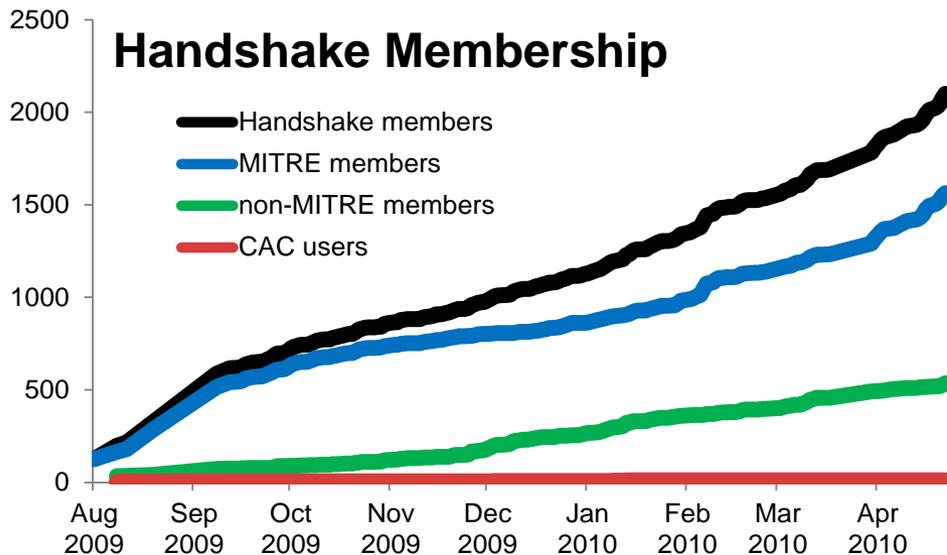


Face-to-face demonstrations in afternoon on both sides

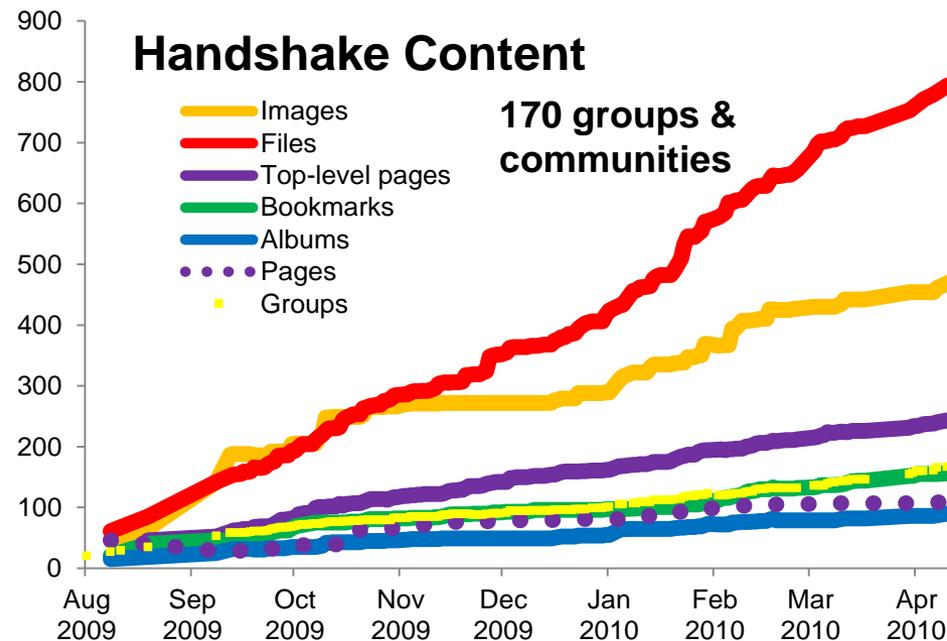
Blogging and discussions throughout the day

User Adoption & Growth

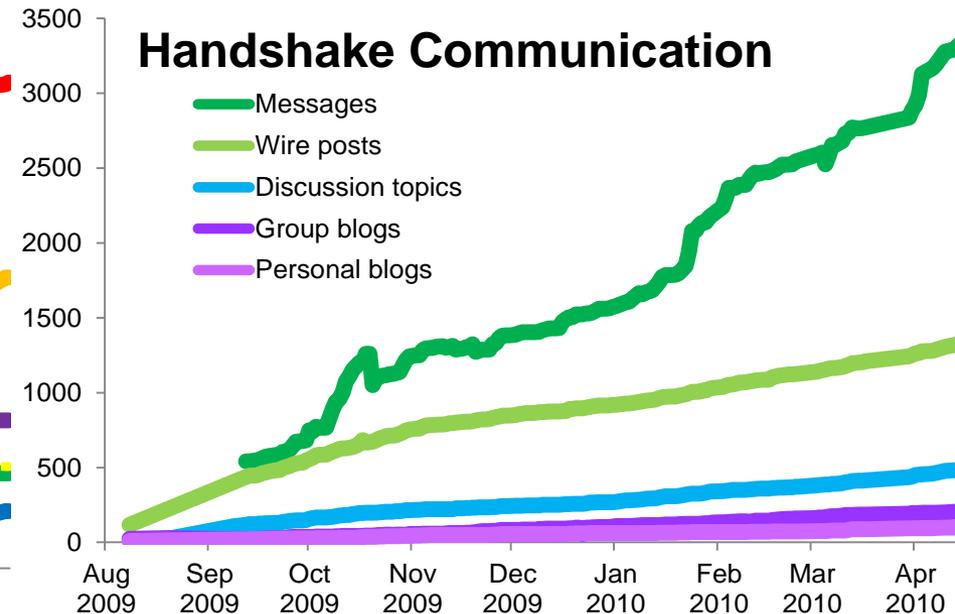
Handshake Membership



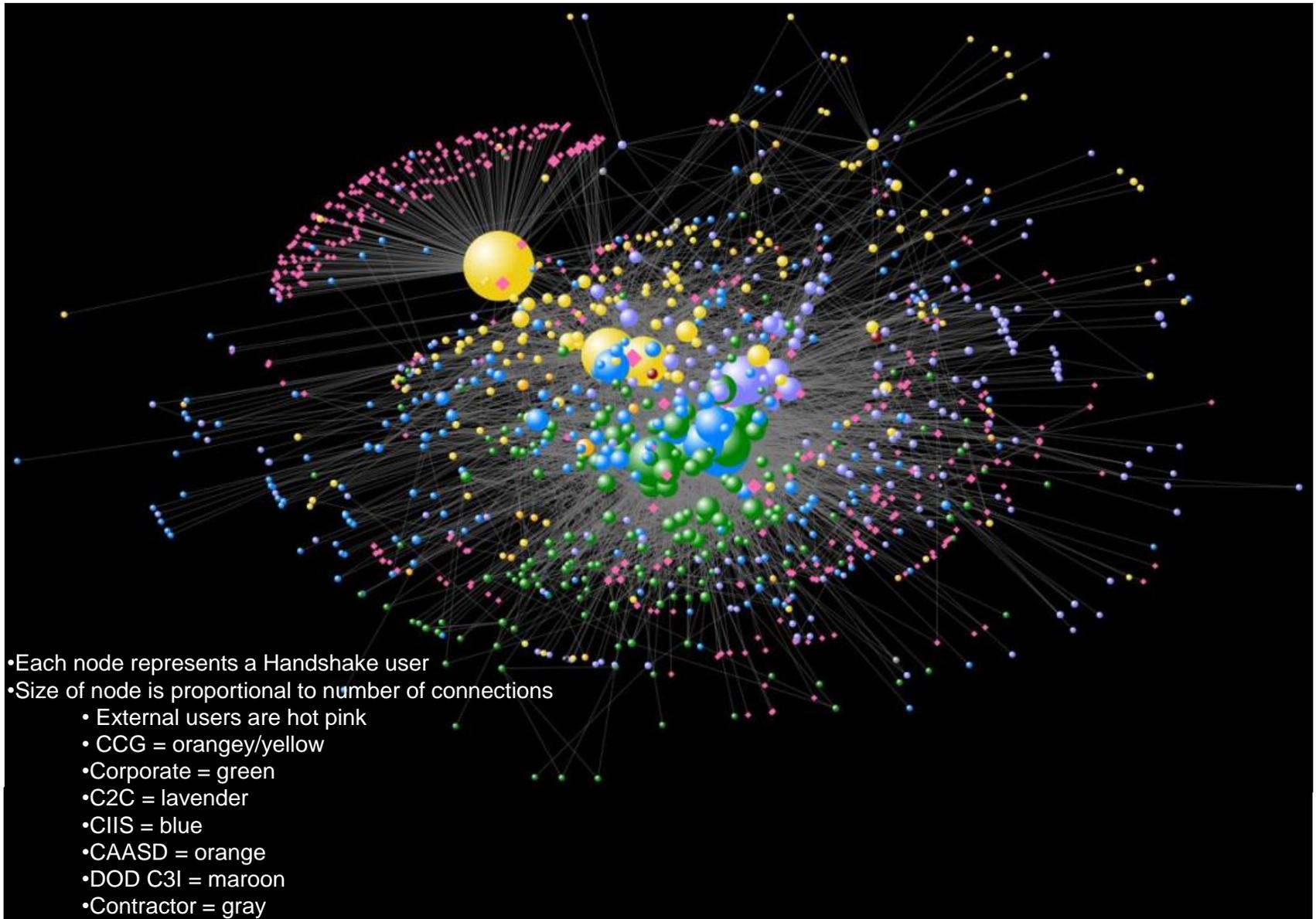
Handshake Content



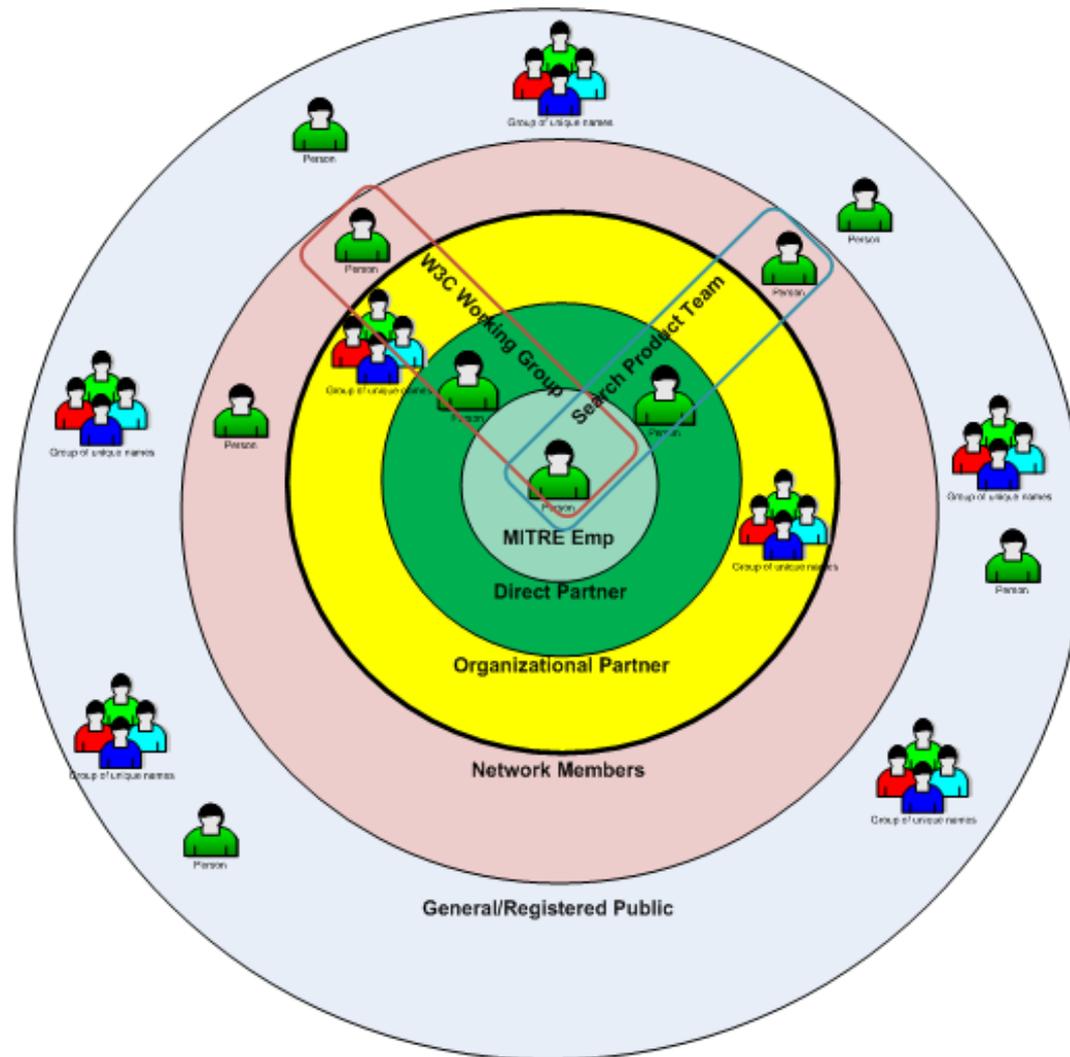
Handshake Communication



MITRE-Partner Social Graph



Identity, Privilege and Access Model - in Progress



Organizational partners are users from established partner organizations.

Organizational partners can “self join” – invitation from MITRE employee not required.

Direct partner (explicitly granted to individuals) – can be co-group owners, invite others from their own organization.

Advantages of Open Source for Research

■ Price

- No software purchase cost
- No initial investment solution
- No licensing costs based on # of users

■ Met our InfoSec requirements

- Internal hosting on our own servers

■ Extensible & modifiable

- We change what we want (e.g., usability, invitation model)
- We set our own priorities (e.g., enterprise enhancements, permissions)
- We build what we want (e.g., Affiliated Partners)
- We can integrate (e.g., single sign on, email, contact recommender system)
- We instrument for evaluation & research

■ Access to community

- We leverage others' contributions & plug-ins
- We share back changes for use by “friends” (e.g., Aerospace, JHU/APL, World Bank, etc)

But ...

We wish more code modifications were shared back

We worry about the vitality of the open source dev community

Advantages of Using Elgg

■ Key features already built in

- Plug-in model allows for extensibility without modifying core
- Granular access control model supports a critical requirement
- “Social networking” functionality is important to our model
- New release 1.7.1 provides API access to social graph

■ Strong open source community

- Good community traction
- MITRE has developed relationship with core Elgg developers
 - Elgg developers are responsive to our needs & concerns
 - Our contributions to code base give us “street cred

But ...

Not polished product

- Not enterprise focused
- Not security focused
- Inconsistent user experience
- Lacks full-text search
- (Some of this is being addressed)

Little support, training, or documentation

- Hard to get input into roadmap
- (Curverider will provide some consultancy)
- (Hosted service to be launched in May)

Our Next Steps

■ Enhancements

- Upgrade to Elgg 1.7.1, provides APIs for My MII v2 integration.
- Improve browsing/searching/filtering for users & groups

■ Development

- **Pulse of Handshake** – what's new, what's happening, what's big
- **Ability to customize groups**
- **Extend permissions model**

■ Assessing Business Value

- **Finalize evaluation plan**
- **Complete instrumentation of Handshake for data collection**
- **Track activities and analyze logs**

■ **Any questions?**

Team-Community-Network-Public Continuum



Teams: Product responsibility

Communities: Influencers & Participants

Networks: Relationships and Knowledge Pool

Public

Worker Productivity	Leveraging Broadly	“Colleagues” Engagement	
Project Support	Enable Participation	Enable Connecting	Awareness
Essential Capabilities: Document management, access control, work flow and calendar support, Collaborative authoring and interaction	Essential Capabilities: Self serve, access control, identity management, Collaborative interaction, Social validation	Essential Capabilities: Relationship management; Profile management	Essential Capabilities: Information awareness and presentation; customized view; recruiting interaction
Collaborative Work and Activity			
Information Availability & Delivery through Unified Business Portal			
Bringing the Network Expertise to Bear			
Infrastructure Enablers: Trusted Capability and Information Access by Identity and Affiliation			

*Adapted from Gartner, Drakos, 2009

User Feedback

It's a very lightweight way to share information with my project team and department. It's frictionless and effective.

I had to transition what I was doing with my sponsor and lost connection with all these people. Now I have a way to keep in contact with them, and it's been great.

I have an excuse to "talk" to people I would otherwise not have the opportunity to.

Handshake provides the only way we can collaborate with our sponsor and our sponsors' stakeholders – other than email and phone.

People come up to me and say, "Hey, I've seen you on Handshake." Handshake has been useful for growing my cross-center network.