
The MITRE Corporation

The logo for The 2.0 Adoption Council is a red speech bubble with a white outline. Inside the bubble, the text "The 2.0 Adoption Council" is written in a white, serif font. The bubble has a tail pointing to the left.

The 2.0
Adoption
Council

The DachisGroup logo consists of a blue square icon with a white geometric shape inside, followed by the text "DachisGroup" in a blue, sans-serif font.

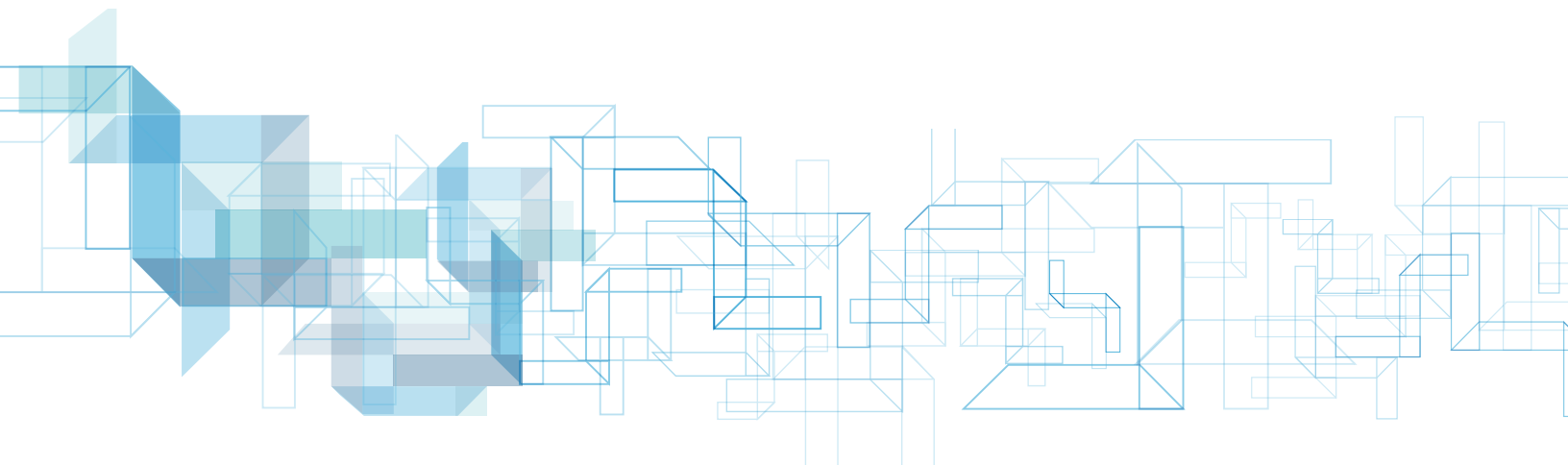
DachisGroup

Collaborating In A Trusted Environment

Donna Cuomo, Chief Information Architect, Center for Information and Technology

The MITRE Corporation is a not-for-profit organization that operates five Federally Funded Research and Development Centers, (FFRDCs) which partner with government sponsors to support their crucial missions. Because it supports many highly-sensitive United States government departments — including the Department of Defense, the Internal Revenue Service, and the Department of Homeland Security — MITRE faces unique challenges with Enterprise 2.0 (e2.0) implementations. But its success in implementing these tools can serve as a lesson for even the most conservative organizations.

"Still, it is necessary to remind people about the nature of social tools and provide simple checks and balances that prevent the accidental sharing of it." MITRE is an organization where most employees are used to dealing with sensitive information. Still, it is necessary to remind people about the nature of social tools and provide simple checks and balances that prevent the accidental sharing of it. Before accessing the newly deployed partnership network/social business networking application called Handshake, employees must pass through a "reminder" page. And before posting content, they are prompted again to consider the privacy and security level of the information being shared. For example, on almost every page, there is a link to report inappropriate content for removal. Additionally, all posted information is clearly labeled to indicate the level of access required to view it. If necessary, groups can be closed off so that only certain individuals can access information after it has been posted. While it is ultimately the employee's responsibility to ensure sensitive information is not shared inappropriately, these reminders and roadblocks provide an additional safeguard.



Partnering for Growth outside the Firewall

MITRE's strategy going forward is to build as many collaboration and knowledge-sharing systems to be as "outside partner accessible" as possible. It is MITRE's hope the company can bring the broader outside community to bear on the sponsor problems of national importance — the MITRE team knows they can't just lock collaboration behind a firewall. The need is clear to acquire or build collaboration systems capable of controlling privacy and access settings on multiple levels based on personal trust, organizational trust, and contractual relationships. Supporting a cross-organizational collaboration work mode while maintaining a trusted environment is a huge challenge that Cuomo will have to overcome — but one that will open a whole new arena of collaboration and sharing possibilities for MITRE and its partners.

"The need is clear to acquire or build collaboration systems capable of controlling privacy and access settings on multiple levels based on personal trust, organizational trust, and contractual relationships."

“ *Social networking should revolutionize how we bring the broader community to bear.* **”**



This case study series is brought to you courtesy of IBM Social Collaboration Software. Market leaders are using social software to get closer to customers and to transform how work gets done, to accelerate innovation and more easily locate expertise. Organizations that establish a social business environment across their internal and external relationships are outpacing their competitors. IBM Collaboration Software empowers individuals within organizations to stay connected, current, and creative any where, any time, so great thinking doesn't stay locked behind closed doors. IBM offers the broadest, innovative set of secure Social Software and Unified Communications services for creating Web communities, locating subject matter expertise, project collaboration, content and idea sharing. Quickly locate the expertise you need, no matter where it exists inside or outside of your organization to get the job done faster. **Smarter Software for a Smarter Planet.**



Founded in 1999, the MIT Center for Digital Business (MIT CDB) is the world's largest center for research focused on the digital economy. MIT CDB has worked with more than 50 corporate sponsors, funded more than 60 faculty and performed more than 75 research projects. The center's faculty and sponsors represent the leaders in Digital Business research, analysis and practice worldwide. Together with its partners, MIT's Center for Digital Business is inventing the future of Digital Business.



Dachis Group is the world's leading social business advisory firm. With offices in five countries worldwide, Dachis Group helps large scale enterprises capture value from trends in technology, society, and the workplace. The firm's proprietary framework of Social Business Design drives insight across three main practice areas: Customer Participation and Engagement, Workforce Collaboration, and Business Partner Optimization. The future of business lies in socially calibrated, dynamic business cultures and Dachis Group shows leaders how to make the future a reality.