## The MITRE Corporation

Collaborating In A Trusted Environment

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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.

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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.
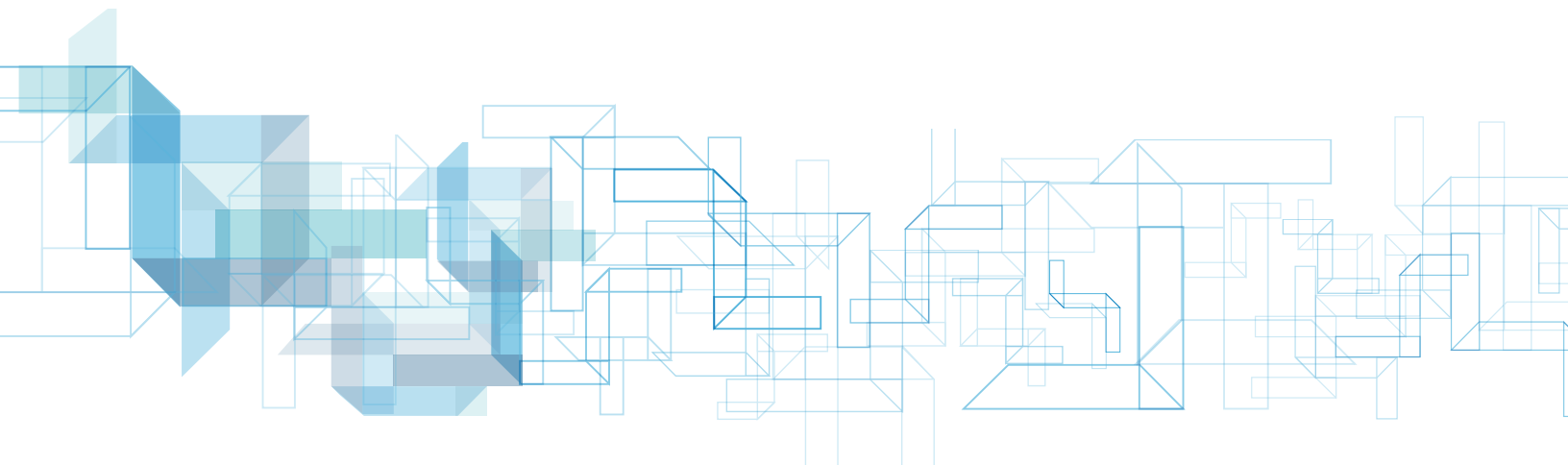
Partnering for Growth outside the Firewall

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

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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.

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