



### Social Media: Federal Agencies Need Policies and Procedures for Managing and Protection Information They Access and Disseminate

By United States Government Accountability

Createspace, United States, 2015. Paperback. Book Condition: New. 274 x 214 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Federal agencies have been adapting commercially provided social media technologies to support their missions. Specifically, GAO identified several distinct ways that 23 of 24 major agencies are using Facebook, Twitter, and YouTube. These include reposting information available on official agency Web sites, posting information not otherwise available on agency Web sites, soliciting comments from the public, responding to comments on posted content, and providing links to non-government sites. For example, agencies used Facebook to post pictures or descriptions of the activities of agency officials and to interact with the public. Agencies used Twitter to provide information in an abbreviated format and to direct the public back to official agency sites. YouTube was used to provide alternate means of accessing videos available on official agency sites, share videos of agency officials discussing topics of interest, or to solicit feedback from the public. The use of these services can pose challenges in managing and identifying records, protecting personal information, and ensuring the security of federal information and systems. However, the 23 major agencies that GAO identified as using social media...



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