

IC Joint Duty Swap Pilot Featuring Tapioca:

Tapioca Quick Start User's Guide



What is Tapioca?

Tapioca is an inter-agency collaboration tool that allows users within the DoD Intelligence Enterprise and across the Intelligence Community to communicate with one another on professional topics and is available on all three security systems. The application is a forum for both employees and managers to explore potential Joint Duty Swap assignments and establish lines of communication for future Joint Duty opportunities. Working to re-create success seen with NSAs use of *Tapioca* as a collaboration tool, ODNI and the Intelink Office launched a community-wide, unclassified version of *Tapioca* which is now available through Intelink. It can be accessed via Intelink Passport by any personnel with a valid CAC card. *Tapioca* also allows users to find new colleagues, learn what's new in professional communities, and discover opportunities for professional collaboration and development.

What will Tapioca do for me?

It will help you expand your professional community. *Tapioca* allows users to post topics that are of interest to them in a message board that is called a *Pebble*. The system automatically identifies important topics within posts, and can notify you when people discuss topics you're interested in, such as joint duty swap positions. You can create a topic-based discussion area called a *Tributary*, or even host a real-time "virtual town hall" through a feature we call *Tributary Events*. *Tapioca* will analyze the *Pebble* and automatically match it up with relevant experts, sending them an e-mail to invite them into the conversation. Being able to view user profiles, you can more easily expand your professional network, including finding Joint Duty swap possibilities.

What goes into a Tapioca profile?

The *Tapioca* user profile includes information such as: professional biography, papers written, various duty locations, and conferences attended or plan to attend. Additionally, the use of keywords help to focus searches. For the Joint Duty Swap pilot, ensure you use keywords such as Joint Duty, swap, joint, and detail to make your profile easily found. Creating a profile is like planting a seed for future collaboration.

You can quickly list your professional areas of expertise and anonymously assess the expertise of your peers. These areas of expertise are additional methods by which other IC employees can search for potential joint duty swap matches. You can also see what areas of expertise are found within a specific organization, or find out which organizations have expertise in a specific area. This expertise system can save hours and hours of time -- with a few keystrokes you can find peer-reviewed experts from across the community.

Getting Started

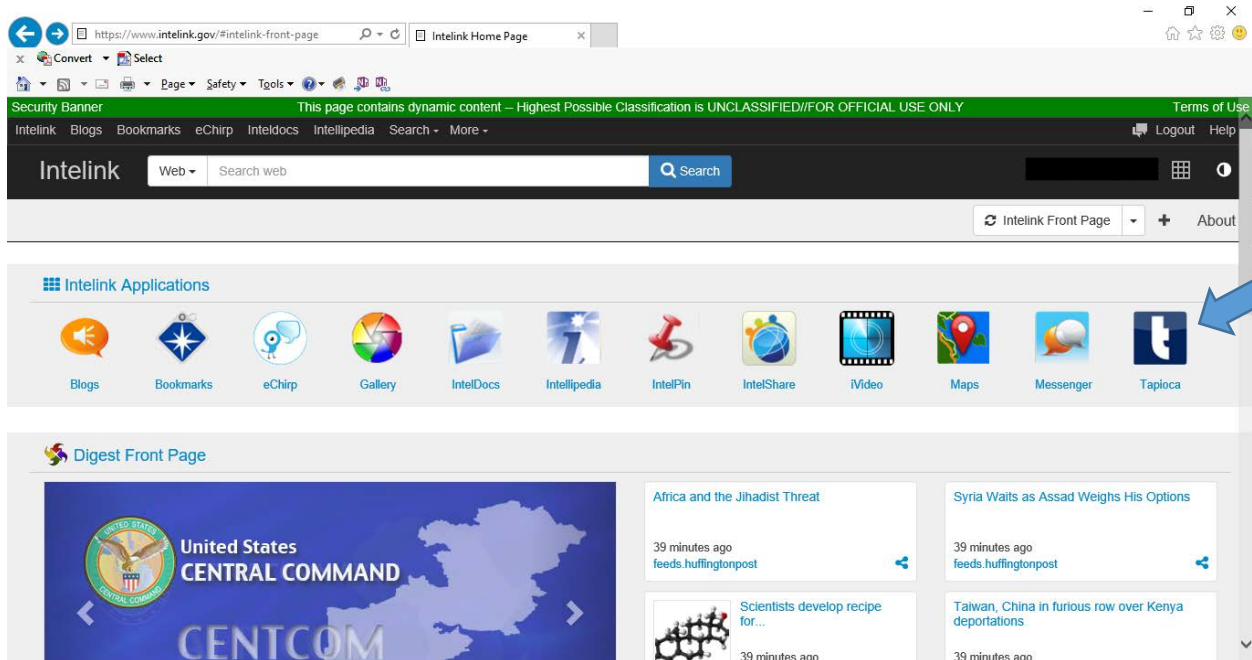
Tapioca usage for Joint Duty Swaps should be used only on NIPR through an Intelink Passport account. Users can access Passport by going to the link below and logging in with their CAC card credentials. The unclassified IC version of *Tapioca* will be the primary method of coordination for joint duty swap positions; once communication is established, users can continue conversations on classified networks to gather more information when necessary.

Intelink: <https://www.intelink.gov/my.policy#intelink-front-page>

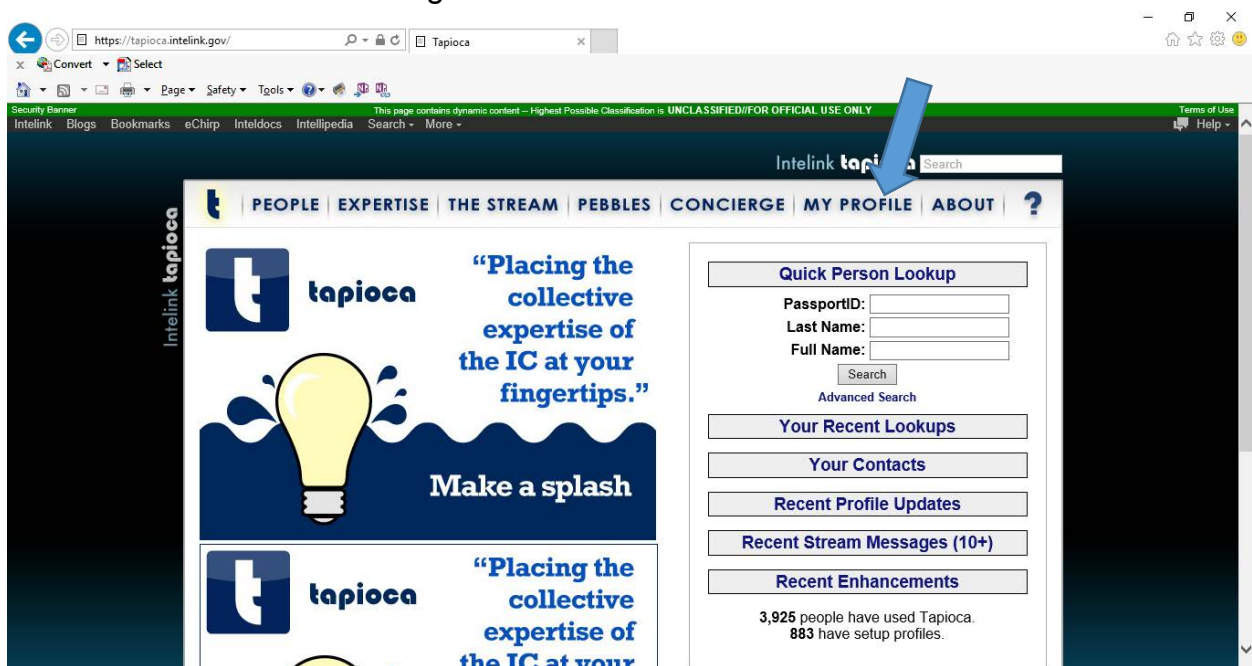
*Note: it is important to use keywords such as joint, joint duty, and swap throughout *Tapioca* so that profiles and application postings can be easily accessed.

Let's Get Started!

Once logged in the following web page will appear. The *Tapioca* button is located on the Intel Application menu on the far right side. Click on the icon.



Once the *Tapioca* home page opens, click on the "My Profile" tab at the top to set up your personal profile. Having a completed profile is the most effective way to utilize the application because it enables other users to search for and collaborate with each other based on associated knowledge and skillsets.



Your profile summary page will then open up which gives a snapshot of the profile information saved in the application. To complete your profile or update information, navigate through the individual profile tabs as shown below and select “Save Changes” at the bottom of each individual page upon completion.

Intelink tapioca

PEOPLE EXPERTISE THE STREAM PEBBLES CONCIERGE MY PROFILE ABOUT ?

My Profile Basics Bio Career Photo Lists Stats Prefs Export

Please make changes to your profile below. Be sure to click the "Save Changes" button.

Key Details

Official Name
Full: JOHN A SMITH First: JOHN Middle: A Last: SMITH

Display Name
How Tapioca will display your name.
This should be the same as your official name, or slightly modified if you go by Jon instead of Jonathan, for example.
You must use your real name.
Full: JOHN A SMITH First: JOHN

Organization
Agency: DOD
Organization: INSCOM
Personnel Type: CON

Location
Timezone: (UTC-5:00) Eastern Time (US & Canada)
Building:
Room Number:
Suite Number:

Contact
E-mail Address:
Unclassified E-mail Address: JOHN.A.SMITH.CIV@MAIL.M
SIPRnet E-mail Address:

Once the “Basics” tab has been completed, select “Bio” and fill in the box with your professional or military biography and then select “save changes.”

Intelink tapioca

PEOPLE EXPERTISE THE STREAM PEBBLES CONCIERGE MY PROFILE ABOUT ?

My Profile Basics Bio Career Photo Lists Stats Prefs Export

Please make changes to your bio below.
Please do not forget to portion mark.

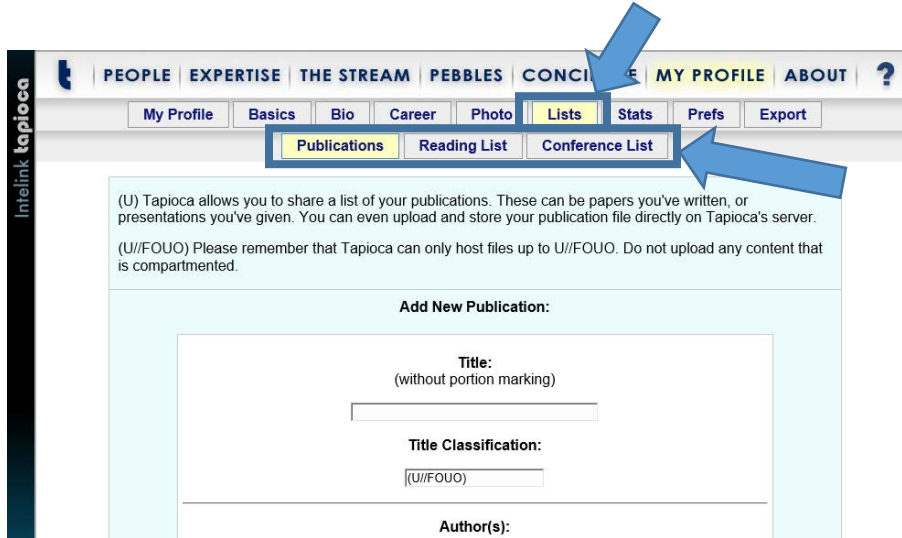
Bio:

Include information such as duty positions, areas of expertise, military experience, deployment history, positions you are interested in, and formal education.

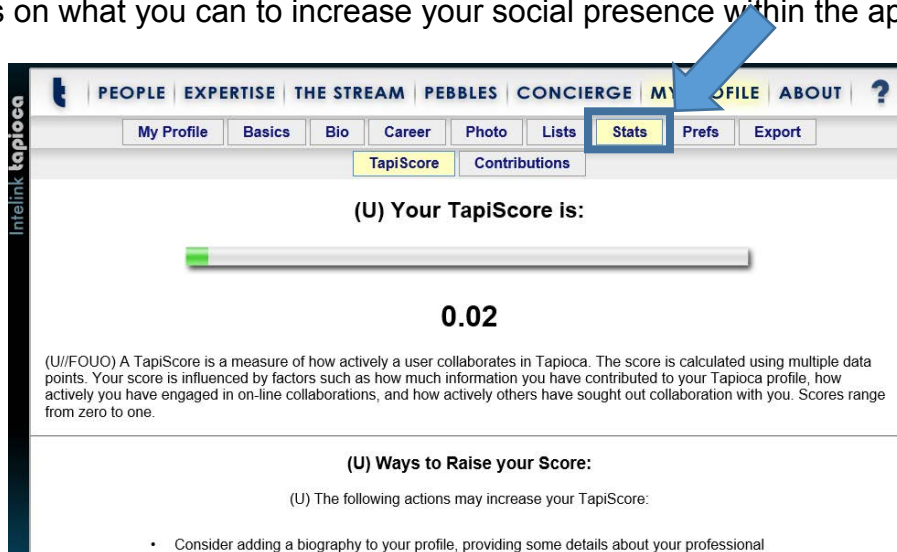
Save Changes

Up to U//FOUO.

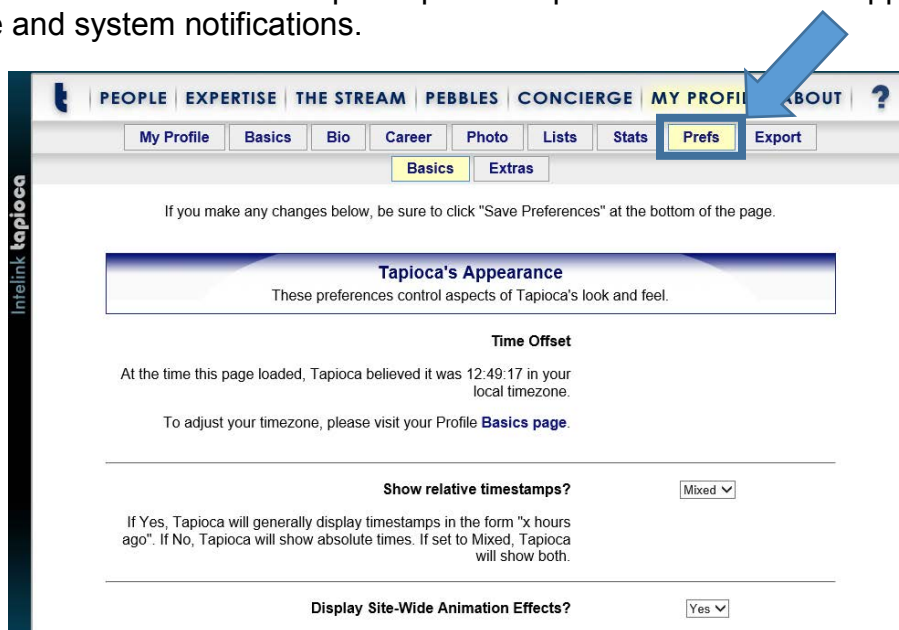
As you navigate through the individual tabs of your profile, you will see subtabs open up under “Lists.” Under the “publications” tab, you can attach presentations and publications that you have created. The “reading list” tab allows you to insert a list of books that you have found to be beneficial to your career. In the “conference list” tab, you can insert a list of conferences that you have previously been to or are interested in attending.



After your profile is completed, select the “Stats” tab to view your associated TapiScore. This is a measure of how actively the user collaborates in *Tapioca* and gives suggestions on what you can do to increase your social presence within the application.



Select the “Prefs” tab to view and update personal preferences such as application appearance and system notifications.



Intelink **tapioca**

PEOPLE | EXPERTISE | THE STREAM | PEBBLES | CONCIERGE | **MY PROFILE** | ABOUT | ?

My Profile | Basics | Bio | Career | Photo | Lists | Stats | **Prefs** | Export

Basics | Extras

If you make any changes below, be sure to click "Save Preferences" at the bottom of the page.

Tapioca's Appearance

These preferences control aspects of Tapioca's look and feel.

Time Offset

At the time this page loaded, Tapioca believed it was 12:49:17 in your local timezone.

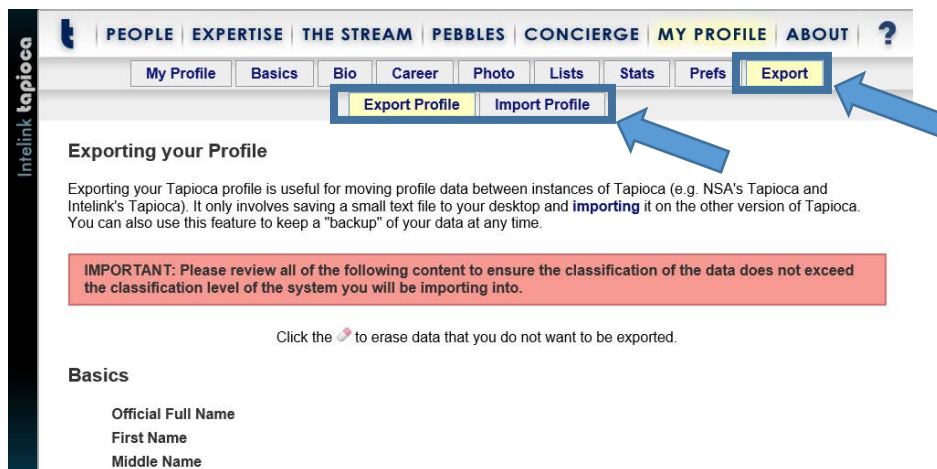
To adjust your timezone, please visit your Profile [Basics](#) page.

Show relative timestamps? Mixed ▾

If Yes, Tapioca will generally display timestamps in the form "x hours ago". If No, Tapioca will show absolute times. If set to Mixed, Tapioca will show both.

Display Site-Wide Animation Effects? Yes ▾

Once your profile has been created and saved, you can export it in order to insert your data into another instance of *Tapioca* such as within NSA. Click the “Export” tab to review your profile and save the data locally as a text file. Once logged in to your secondary *Tapioca* instance, you can select the “Import Profile” subtab under “Export” and your information will be ingested into the system automatically.



Intelink **tapioca**

PEOPLE | EXPERTISE | THE STREAM | PEBBLES | CONCIERGE | **MY PROFILE** | ABOUT | ?


My Profile | Basics | Bio | Career | Photo | Lists | Stats | Prefs | **Export**

Export Profile | Import Profile

Exporting your Profile

Exporting your Tapioca profile is useful for moving profile data between instances of Tapioca (e.g. NSA's Tapioca and Intelink's Tapioca). It only involves saving a small text file to your desktop and **importing** it on the other version of Tapioca. You can also use this feature to keep a "backup" of your data at any time.

IMPORTANT: Please review all of the following content to ensure the classification of the data does not exceed the classification level of the system you will be importing into.

Click the  to erase data that you do not want to be exported.

Basics

Official Full Name

First Name

Middle Name

Searching for people

Under the “People” tab a user has the ability to search for people through their Intelink or *Tapioca* account profiles. If you are unsure whether or not a person has a *Tapioca* profile, conduct a name search via the Intelink “Search All” query shown in the screen below. When viewing your search results, any names shown that are in bold have active *Tapioca* profiles. If they do not have a current profile you can select “Invite” and an automated email message will be sent to them to start their *Tapioca* account.

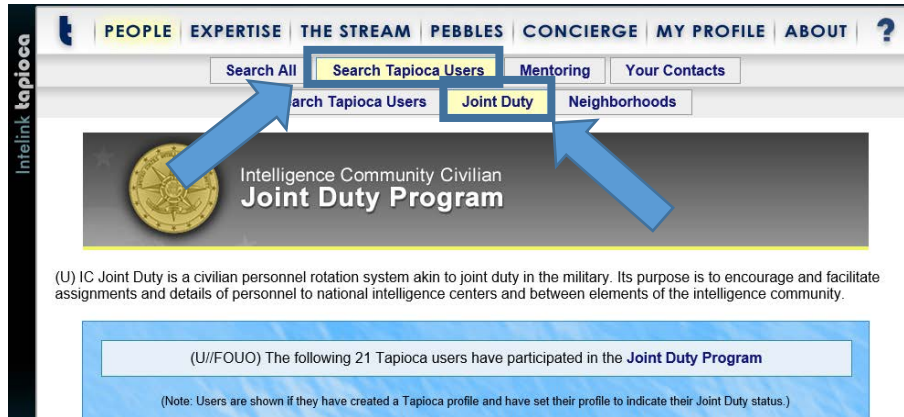
Select “Search *Tapioca* Users” to be able to conduct a more detailed search of current users’ profiles.

As depicted in the image below, you can conduct the following searches for current *Tapioca* users:

- Full Search function: This allows the user to search all users with an active profile in *Tapioca*
- Search by Org function: This allows the user to search for a user belonging to a certain organization
- Career Search function: This allows the user to search for the career history of a *Tapioca* user to include Joint Duty and Internship
- Structured Search: This allows the user to enter search parameters to search for a *Tapioca* user



The “Joint Duty” tab allows users to search for civilian personnel that have indicated current or previous participation in the Joint Duty swapprogram. You can filter through search results and access contact information for personnel listed.



The “Neighborhoods” tab allows a user to view a list of people who many have similar interests or areas of expertise and is generated by the application based on information in your profile.



The “Mentoring” tab allows users search for other personnel that are either looking for someone to mentor or are looking for a mentor themselves.

Intelink **tapioca**

PEOPLE EXPERTISE THE STREAM PEBBLES CONCIERGE MY PROFILE ABOUT ?

Search All Search Tapioca Users **Mentoring** Your Contacts

Everyone is a Mentor

Tapioca makes it easy to find a mentor. Learn more [here](#).

I'm looking for someone to **mentor me** from any agency :

Only show: Joint Duty Participants

Find by: **Expertise** Organization Military Affiliation Name or Keyword Matchmaking

Tapioca will find matches who have expertise in a specific area.

Step 1: Enter an area of expertise below:

Area of expertise: Find

The “Your Contacts” tab lets the user search through their personal contact directory to locate personnel. In addition, the application will let you know if they have suggestions for additional contacts based off of office location or areas of expertise. This tab will also let you know the *Tapioca* users that have you listed as one of their contacts,

Intelink **tapioca**

PEOPLE EXPERTISE THE STREAM PEBBLES CONCIERGE MY PROFILE ABOUT ?

Search All Search Tapioca Users Mentoring **Your Contacts**

Snapshot Suggestions You are a Contact of...

A quick summary of your Contacts is shown below.

You can add notes about any Contact by clicking on the notes icon (📝).

You do not have any Contacts yet.

Don't know where to start? Tapioca may be able to **suggest** contacts for you.

Adding contacts in Tapioca makes it easy to follow the activity of people you're interested in. Adding a contact is instant and easy as it doesn't require confirmation by the person you're adding. You can add one by clicking the Add Contact button (👤) on a user's profile, in the **Stream**, or other places in Tapioca.

Searching Expertise

Expertise is a feature in *Tapioca* that allows you to quickly find people from across the enterprise who may be able to help with problems on specific topics based on their area(s) of expertise noted in their user profile.

This feature has been designed to be very powerful and adaptive, yet simple to use.

****Note that some of the features described in this section are only available to users who have created a *Tapioca* profile.**

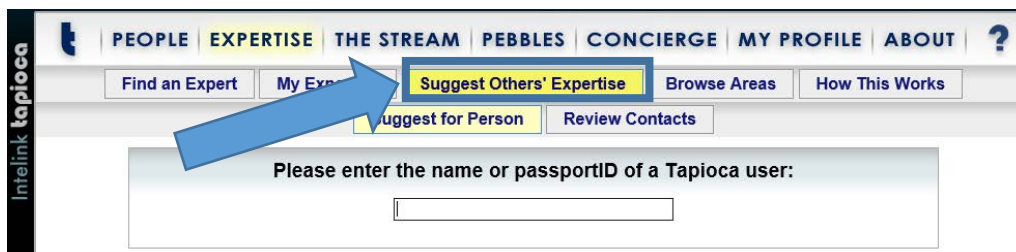
To search for experts within the Intelligence Community select “Expertise” and then type the specific discipline area you are looking for. The application will then populate a list of *Tapioca* users that you may contact for questions, collaboration, and support.



If you would like to see the list of disciplines to determine what areas you want to search through you can either click on the “Discipline” link at the bottom of the main “Expertise” screen or simply select “Browse Areas.”



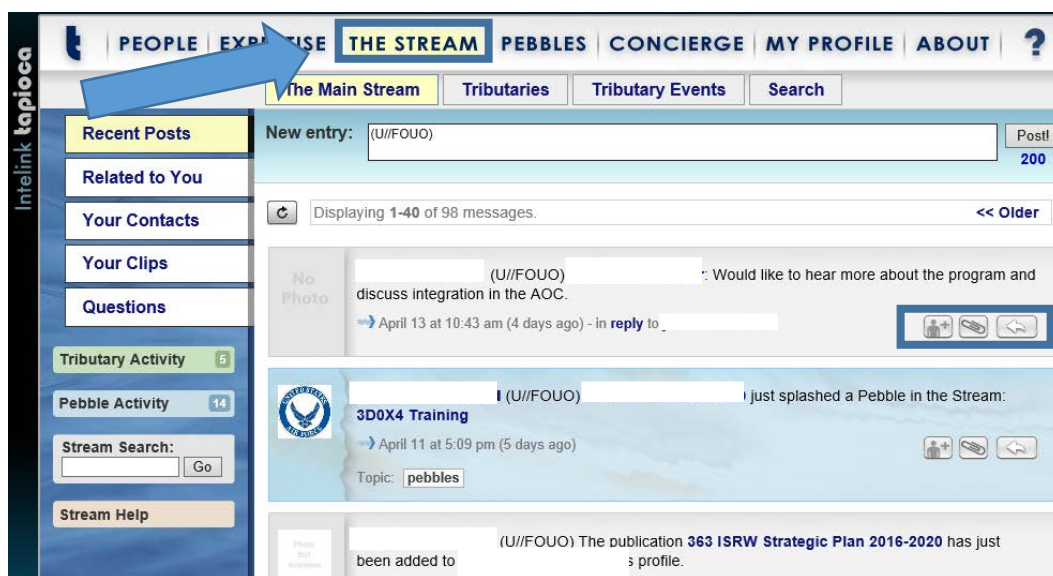
Tapioca also allows users to nominate areas of expertise for their colleagues. To do this, select “Suggest Others’ Expertise” and search by name or Passport ID. Once the results list populates, click on “suggest expertise” next to their name and the system will notify the user of your suggestion.



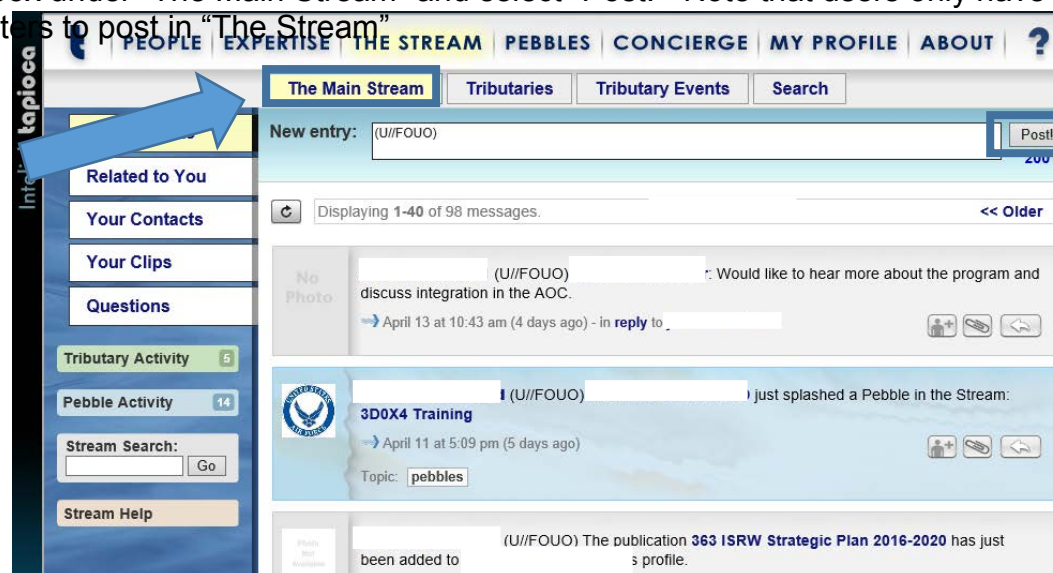
Using The Stream

The Stream is an interactive messaging environment that makes it easy for employees to share information with each other or ask quick questions. *Tapioca* automatically identifies important topics within posts, and can notify you when people discuss topics you're interested in. You can create a topic-based discussion area called a Tributary, or even host a real-time "virtual town hall" through a feature we call Tributary Events.

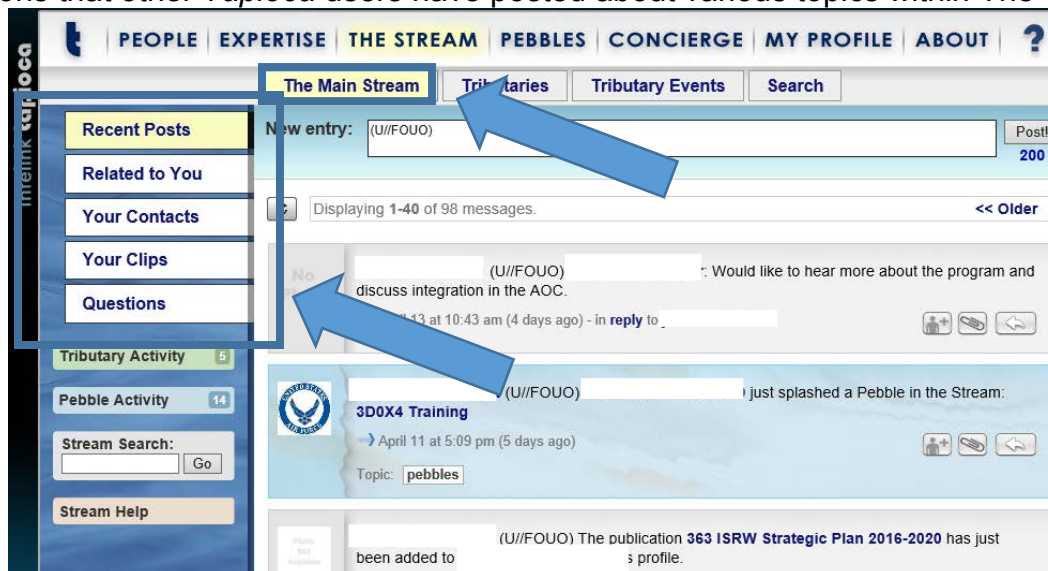
Click on "The Stream" to view the current discussion board and message activity. As seen in the image below, you can reply to the user, clip the message to save for later, or add the author as a contact.



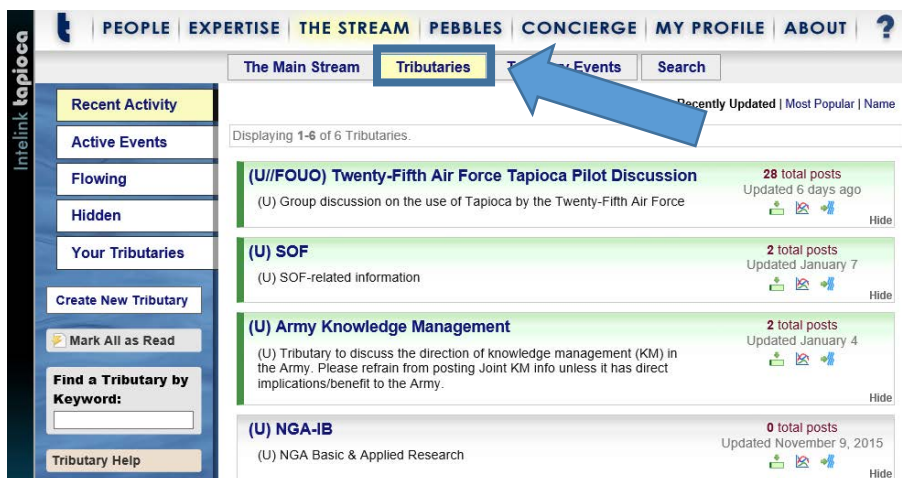
In order for users to create their own post within "The Stream.," insert comments in the blank box under "The Main Stream" and select "Post." Note that users only have 200 characters to post in "The Stream."



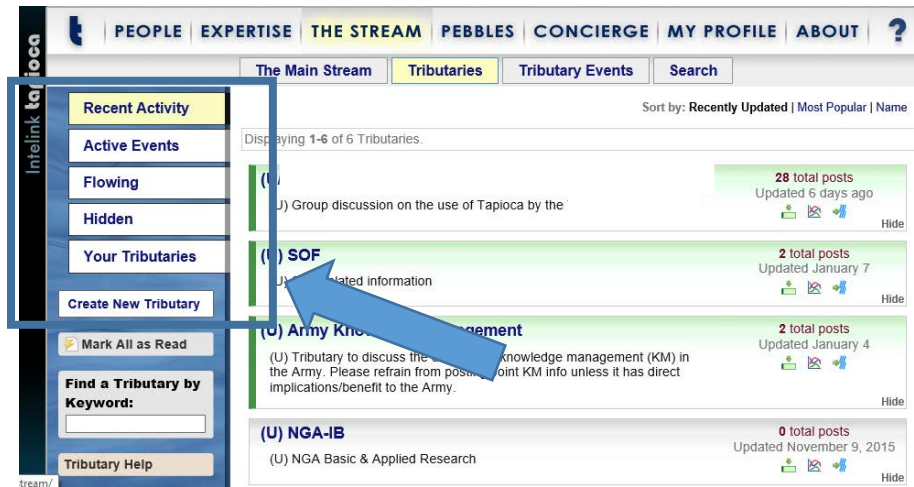
Use the menu bar on the left side of the screen to navigate through “The Stream.” This will allow you to search through Streams that are related to areas you have identified in your profile, locate discussions that you have previously clipped to save, and view questions that other *Tapioca* users have posted about various topics within The Stream.



Select “Tributaries” within “The Stream” to locate the topic based discussions. The menu items located on each post allow you to view the most current discussions within the tributary, view the statistics related to that tributary, and insert the tributary topic in to your Main Stream for quicker access and viewing.



Use the menu bar on the left side of the screen to navigate through “Tributary” links. These links will allow you to locate any active tributary events, view tributaries that have been selected to flow back to the user’s Main Stream page, those that you have selected to be hidden, and a quick link to tributaries that you have previously posted.



Click on the “Search” subtab under “The Stream” to open a new query searching through all of all comments made in “The Stream.” Users can search by message content, names of participants, dates of postings, location of post within *Tapioca* application, and type of posting.

Navigating Pebbles

If you'd like to put out a question or call for brainstorming to the community, you can publish something called a "Pebble." *Tapioca* will analyze the Pebble and automatically match it up with relevant experts, sending them an e-mail to invite them into the conversation.

Select "Pebbles" to view the open Pebbles in the application. The menu on each pebble posting allows you to view the unread postings first, subscribe to the pebble, or hide it if you are no longer interested in it.

Use the menu bar on the left side of the screen to navigate through Pebble activity and view Pebbles that you have written, hidden, or subscribed to.

Getting Help

The *Tapioca* Concierge is the location for the summaries of all activity within the application. The Concierge monitors all activity within *Tapioca* and allows you to quickly view all recent discussions and activity, various topic trends, and suggestions for the best place within the application to look for the solution to your problem.

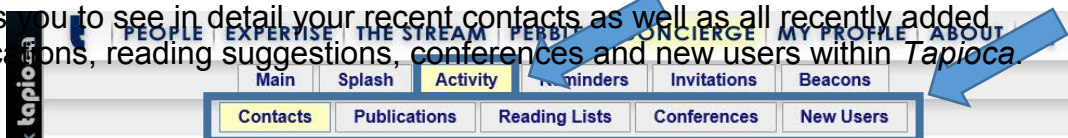
Click the “Concierge” tab at the top of the screen to open the menu.



Click the “Splash” subtab under Concierge to search the summary pages for various Intelligence agencies. The splash pages will detail how many users each organization has in *Tapioca*, a summary of the organization, publications listed by *Tapioca* users at each organization, and links to organizational areas of expertise.



The "Activity" subtab gives the user a rundown of all of the recent *Tapioca* activity. It allows you to see in detail your recent contacts as well as all recently added publications, reading suggestions, conferences and new users within *Tapioca*.



(U) You do not currently have any Contacts.

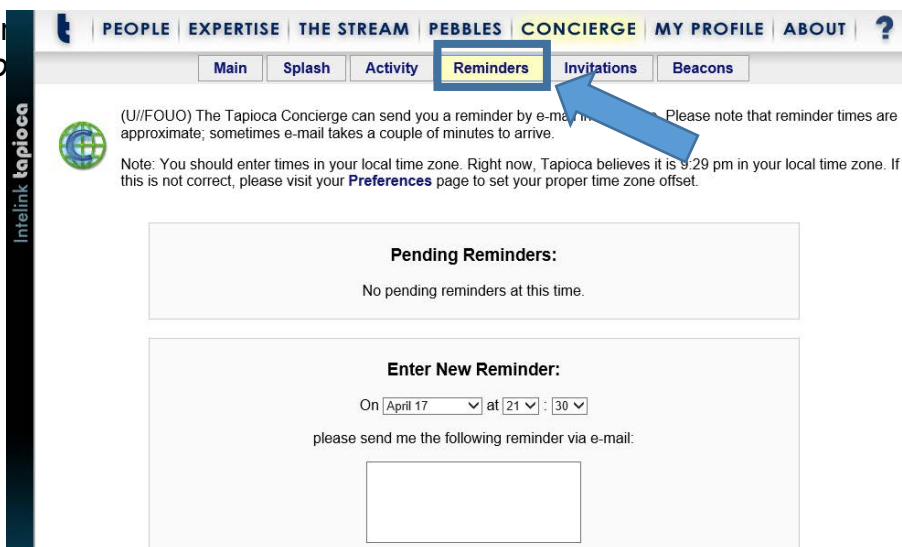
(U) Contacts are easy to add. When viewing a user's Tapioca Profile page, look for the "Add Contact" option. It looks like this:

[Add Roger as a Contact](#)

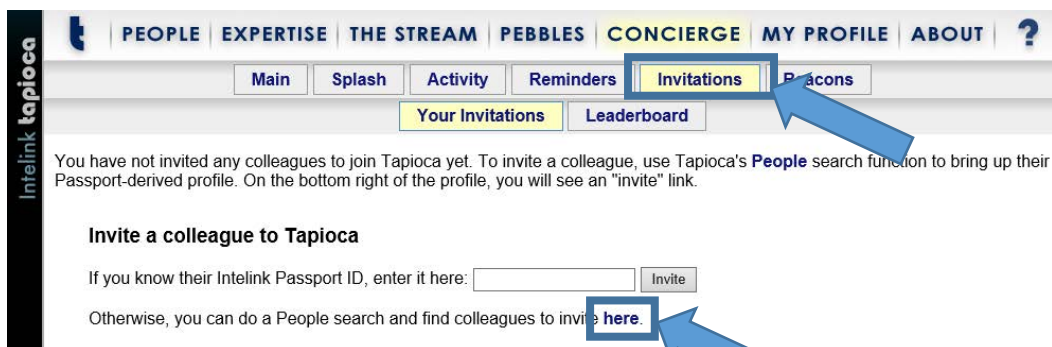
(U) You can only add someone as a Contact if they have already created a Tapioca profile.

(U) You can also have Tapioca [Suggest Possible Contacts](#).

Click "Reminders" to view reminder within *Tapioca*



Select "Invitations" to view invitations you have sent for Intelink users to join *Tapioca*. If you do not know their Intelink Passport ID, you can search for it by using the link shown below.



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