

Broadcasting Board of Governors Open Government Plan 2013

TRANSPARENCY | PARTICIPATION | COLLABORATION

“My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government”

— President Obama, 1/21/09

**Respectfully submitted in compliance with the requirements of the
Office of Management & Budget’s Open Government Directive**

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Overview

The Broadcasting Board of Governors (BBG) strongly supports the Open Government Partnership, the Open Government Directive and its goals of providing greater transparency, public participation and collaboration as directed under the Obama Administration's Open Government National Action Plan.

As the independent federal agency supervising all U.S. government-supported civilian international broadcasting, the BBG is dedicated to, and built upon, openness – our agency broadcasts its activities to audiences spanning the globe. The BBG's authorizing legislation, the U.S. International Broadcasting Act of 1994 (22 U.S.C. § 6202), as amended, charges it with providing:

1. News which is consistently reliable and authoritative, accurate, objective, and comprehensive;
2. A balanced and comprehensive projection of United States thought and institutions, reflecting the diversity of United States culture and society;
3. Clear and effective presentation of the policies of the United States Government and responsible discussion and opinion on those policies;
4. Programming to meet needs which remain unserved by the totality of media voices available to the people of certain nations;
5. Information about developments in each significant region of the world;
6. A variety of opinions and voices from within particular nations and regions prevented by censorship or repression from speaking to their fellow countrymen

By providing objective reporting and informed coverage of the issues and events at home and abroad, the BBG provides its overseas audiences with transparent information about events in their own countries and a greater understanding of the United States and the American people.

By engaging with audiences and creating dialogue through interactive programs and social networking, the BBG promotes participation by, and collaboration with, its overseas viewers and listeners.

At the core of its mission, the BBG's Strategic Plan for FY 2012 – 2016 also incorporates the principles of transparency, participation and collaboration by pursuing a strong agenda toward openness in communications, including employing leading-edge communication techniques and technologies and providing platforms to engage global publics in conversation about America.

The cornerstones of the Open Government Directive Initiatives are **transparency**, **participation**, and **collaboration**.

This Open Government Plan details how the BBG will incorporate these principles into its core mission objectives. This plan reflects the input of key senior policy, legal, technology leaders at the BBG, as well as contributions from the American public to

elevate and expand open media relations. Specific actions the BBG has taken in order to meet the President's charge, as well as future steps it intends to take to increase the openness with which it operates will follow in detail. This plan will be a living document, changing in response to the feedback and suggestions provided by the American people.

I. Transparency

The BBG works to enact transparency across the organization through inventorying high-value information, publishing additional data, engaging in high-quality reporting on agency activities, holding public programs to inform the public about its activities, responding to public and congressional requests for information in a timely manner, and making research data available.

A. Inventory of High Value Information

The BBG maintains a significant collection of high-value information available for download by the general public. In reference to the Open Government Initiative of Transparency, those available for download from the agency's website are:

- **Annual Reports:** By law, the BBG is required to submit an annual report to Congress on its activities and spending. The BBG maintains an electronic library of its annual reports, from FY 1997 onward, online at <http://www.bbg.gov/about-the-agency/research-reports/annual/>
- **FOIA Act Reports:** The Freedom of Information Act provides the public with access to official agency information previously restricted from public review. The BBG maintains an electronic library of its annual FOIA Act reports, from FY 2005 onward, online at <http://www.bbg.gov/about-the-agency/research-reports/foia-annual-reports/>
- **Performance and Accountability Report:** The BBG's annual Performance and Accountability Report (PAR) presents the agency's consolidated performance and financial information and is intended to assist Congress, the President and the public in assessing the BBG's performance in achieving its mission and its stewardship of the resources entrusted to it. The BBG maintains an electronic library of its annual PAR reports, from FY 2004 onward, online at <http://www.bbg.gov/about-the-agency/research-reports/performance-accountability/>
- **Budget Submissions:** The BBG maintains a digital library of its current and past budget requests to Congress, online at <http://www.bbg.gov/about-the-agency/research-reports/budget-submissions/>

- **Civil Rights Reports:** The BBG is committed to providing Equal Employment Opportunity and provides regular reporting on its progress. <http://www.bbg.gov/about-the-agency/research-reports/eo/>
- **FAIR Act:** The BBG complies with the Federal Activity Inventory Reform Act and makes available relevant information on its compliance with the Act. <http://www.bbg.gov/about-the-agency/research-reports/fair-act/>
- **No FEAR Act:** The BBG posts quarterly updates on its compliance with the Notification and Federal Employee Anti-Discrimination and Retaliation Act of 2002. <http://www.bbg.gov/about-the-agency/research-reports/no-fear-act/>
- **Privacy Reports:** Numerous resources within the BBG are responsible for advising the agency on issues relating to privacy. <http://www.bbg.gov/about-the-agency/research-reports/privacy-reports/>
- **Federal Employee Viewpoint Surveys:** Results of the OPM administered survey of agency employees from 2007 onward. <http://www.bbg.gov/about-the-agency/research-reports/federal-employee-viewpoint-surveys/>
- **PART Report:** This report evaluates four areas of agency program performance. <http://www.bbg.gov/about-the-agency/research-reports/part/>
- **Strategic Plans:** These plans feature the global impact of U.S. international broadcasting through innovation and integration. <http://www.bbg.gov/about-the-agency/research-reports/strategic-plan/>
- **Technology, Services, and Innovation (TSI) Annual Performance Report:** TSI distributes content from the BBG broadcasters to audiences around the world. Its Annual Performance Reports summarize progress against goals laid out in the Strategic Plan. <http://www.bbg.gov/about-the-agency/research-reports/tsi/>
- **Other Reports:** At the request of the Administration and Congress, the BBG conducts reports on other issues of national interest. <http://www.bbg.gov/about-the-agency/research-reports/other/>

B. Ongoing and Future Reporting

Regular Reporting: As part of its reporting requirements, the BBG is responsible for publishing the documents listed below to its website on a regular basis.

Document	Frequency	Release Date	Contact	Web Location
Annual Report	Annual	June	Tish King	http://www.bbg.gov/about-

Budget Submission	Annual	February	Jeff Trimble	the-agency/research-reports/annual/ http://www.bbg.gov/about-the-agency/research-reports/budget-submissions/
FOIA Act Report	Annual	March	Andrew Krog	http://www.bbg.gov/about-the-agency/research-reports/foia-annual-reports/
NO FEAR Act Report	Quarter	February, May, August, November	Delia Johnson	http://www.bbg.gov/about-the-agency/research-reports/no-fear-act/
Performance and Accountability Report	Annual	November	Theresa Beatty	http://www.bbg.gov/about-the-agency/research-reports/performance-accountability/

C. Compliance with Transparency Initiative Guidance

The BBG has actively complied with OMB’s guidance on the following transparency initiatives:

- **Data.gov:** On January 22, 2010, the BBG registered on Data.gov three high-value data sets never before available online or in a downloadable format: A machine-readable agency FOIA report; a machine-readable version of the monthly “BBG Highlights” report of agency activities and accomplishments; and a new interactive organizational chart providing detailed contact information for specific BBG offices and divisions.
- **Recovery.gov:** The BBG did not receive any funding from the American Recovery and Reinvestment Act of 2009 and thus has not contributed any data to the Recovery.gov website established to track Recovery Act-related spending.
- **USAspending.gov:** The BBG regularly submits details on procurements over the micro-purchase threshold to FPDS. Because of the BBG’s small size, its spending is typically aggregated with the spending for “all other small agencies.” The BBG reports similar financial data to the Catalog of Federal Domestic Assistance (available online at <http://www.CFDA.gov>).
- **eRulemaking:** Because the BBG is not a regulatory agency (it is listed as a nonparticipating agency), its use of the

Regulations.gov Web site is necessarily limited. However, the BBG works to ensure that notice of all relevant BBG business is posted to the site.

- **IT Dashboard:** As part of its annual budget request, the BBG submits to OMB completed Exhibit 53 and Exhibit 300 forms detailing its estimated spending for IT investments. Due to the small size of the BBG's IT spending relative to larger federal agencies, the BBG's spending is not typically included on the IT Dashboard.
- In April 2011, the Office of Human Resources implemented the Electronic Official Personnel Folder (eOPF), which greatly expands employees' access to their own Federal records. An Official Personnel File (OPF) is created when an employee begins Federal service and is maintained throughout an employee's career; it contains all official records and documents related to the employee's Federal career. The eOPF system provides secure, Web-enabled access for employees to view OPF documents from their workstations. The system also notifies employees electronically whenever any new information is added to their OPF and provides employees with information on who has accessed their files.

D. Actions to Inform the Public of Agency Actions and Business

The BBG regularly hosts public programs on issues of interest to the American public centered on topics related to U.S. international broadcasting. BBG Board meeting dates are posted as soon as the dates are established by Board vote. Public notices of the details on meeting times and locations and opportunities for public participation and/or observation are posted and circulated at least one week in advance of the meeting.

Other programmatic events are typically driven by news and current affairs, so upcoming programs that have not yet been scheduled will be announced well in advance to encourage public participation and collaboration. It is always our objective to provide programs online through live and on-demand streaming as well as include public participation as subject matter experts and through audience participation. A listing is available on the BBG website events page at <http://www.bbg.gov/blog/category/event/>

Public facing events include Board meetings, research briefings, workshops, and other events.

E. Records Management Requirements

The BBG is committed to the values of transparency, public participation and collaboration in order to provide a more open government. The agency's enabling statute, the U.S. International Broadcasting Act of 1994, as amended in 1998, makes clear that the agency's programming is intended for an audience outside the United States. The National Defense Authorization Act that was signed by President Obama on January 2, 2013 included a provision that reduces restrictions under the Smith Mundt provision on the dissemination of broadcast materials within the United States. The new law goes into effect July 2, 2013. Although the websites and broadcasts are primarily for international

audiences that access the agency's programming, domestic requestors may now have more access to the agency's programming, which has been created for its international audiences.

The BBG is also working with the National Archives and Records Administration (NARA) to update its records retention schedules based on the new guidelines amending the Smith Mundt Act. After full programs are removed from the agency's websites, programs designated as permanent under the agency's records schedule will be transferred to the NARA.

F. Responding to FOIA Requests

At the BBG, Freedom of Information Act and Privacy Act (FOIA/PA) requests are managed by the FOIA Office, which currently resides in the Office of General Counsel. The FOIA Office is the agency's single point of contact for all FOIA/PA requests and handles all FOIA/PA correspondence with the public. The FOIA Office coordinates all FOIA/PA processing within the agency, from the initial receipt and acknowledgment of requests, to the search and retrieval of agency documents, to the final review and delivery of releasable documents to requesters. Members of the public may request any official records within the agency's possession, and certain frequently-requested records are proactively made available for on-demand access on the agency's public website. All FOIA/PA requests must be made in writing and delivered to the FOIA Office by mail, fax, or in person.

The BBG is committed to conducting its operations as openly and transparently as possible, and the FOIA Office strives to meet all public expectations of access under the FOIA and guidance provided by the President of the United States and the Attorney General. In March of 2012, the BBG received a grade of "B" on the FOIA Report Card from the Congressional Committee on Oversight and Government Reform. The agency's grade was superior to both the average for cabinet level agencies (C-) and the entire Executive Branch as a whole (B-), and it reflects the dedication of the BBG and its FOIA professionals to keeping the public informed and involved in the agency's activities.

The BBG maintains an online guide to the FOIA process and a library of annual FOIA reports on its website at <http://www.bbg.gov/about-the-agency/research-reports/foia-annual-reports/>

G. Responding to Congressional Requests for Information

Congressional requests for information about the BBG and its programs are forwarded to the agency's Congressional Coordinator. This position resides within the agency's Office of Communications and External Affairs. The Congressional Coordinator receives and processes information requests related to the agency's federal components (the Board, the International Broadcasting Bureau, Voice of America, Office of Cuba Broadcasting) as well as to the agency's corporate grantees (Radio Free Europe/Radio Liberty, Radio Free

Asia, and Middle East Broadcasting Networks), and works directly with each agency element to respond to requests in a timely manner.

H. Declassification Programs

While the BBG does make use of Classified government information, it relies almost entirely on Classified materials sourced from other government agencies. As the BBG does not author these materials, it lacks the authority to declassify them.

I. Increasing Access to Publicly Funded Research

Language Service Review

The U.S. International Broadcasting Act's requirement that the BBG review services for deletions and additions "at least annually" is one of the most important and, at the same time, most public duties of the Board. It is in this process that broadcast language priorities are set or modified, and then used as the basis to guide resource allocation decisions. The annual process involves detailed analyses that look carefully at priorities, local markets and current performance impact.

The agency holds its Language Service Review process each spring. Criteria for the language service assessment include statutory factors that center on freedom, democracy, press freedom, and U.S. Government national security interests. Given the importance of the management process, there is tremendous interest in it and its outcomes, which are incorporated into the agency's budget requests. The BBG publishes performance and select media research data in the yearly Language Service Review briefing books, which are available to the public online at <http://www.bbg.gov/about-the-agency/research-reports/language-service-review-briefing-books/>

In an unprecedented move, the agency has made the information and research collected during the Strategic Review available online at www.bbgstrategy.com.

BBG Research Series

The Broadcasting Board of Governors (BBG) and Gallup partnered on the BBG Research Series, which examines how people use radio, television and digital media in key developing countries. At the time of publication, data and briefing papers have been issued on Indonesia, Zimbabwe, Burma, Nigeria, Tibet and Iran. The public may access the relevant data, as well as video of the public presentations online at <http://www.bbg.gov/about-the-agency/research-reports/bbg-research-series/>

II. Participation

A. Current and Future Activities

To create more informed and effective policies and programs, the BBG and its broadcasters actively work to create opportunities for the public to participate in, and comment on programs across the BBG network.

Board Overview

The Broadcasting Board of Governors is both the name of the independent federal government agency that oversees all U.S. civilian international broadcasting, and the name of the Board that governs those broadcasts. Throughout 2012, the BBG Board has sought to improve Board operations, Agency structure, and coordination among the elements of U.S. international broadcasting.

In 2011, the Board adopted the Agency's first By-Laws to codify procedures for governing the conduct of Board operations. The Board increased transparency by opening Board meetings to the public through live webcasting, in person observation as seating allows and a period for public comments.

Among the numerous activities the BBG is pursuing to foster participation from its audiences worldwide are:

- The BBG established the Office of Digital and Design Innovation, which plays a key role in the development and implementation of innovative projects, programs, and services across U.S. international media. It focuses on expanding the use of the best core technology platforms, as well as assisting entities in executing global digital and brand strategies to promote engagement and participation, but also build out the next generation of digital products that present the BBG's content in an increasingly complex media landscape. They publish comprehensive details about their innovation initiatives can be found on their website here, <http://www.innovation-series.com/>
- In September 2012, the Office of Digital and Design Innovation piloted a mobile application to deliver relevant news content to users based on their location called News On Location (NOL). Through the use of geo-targeting, users can participate in the 24-hour news cycle with this application from anywhere in the world on their mobile device. As of April 2013, this application is still in development.
- Broadcasters across the BBG network aim to increase audience participation in their work. One way is through the use of new digital collaboration tools, including Google+ Hangouts. In February 2013, the RFE/RL's Armenian Service held a Google+ Hangout that offered an election rundown, and a live blog that kept Armenian voters and election watchers updated with up-to-the-minute reporting, videos, graphics, and insight from the Armenian Service, and social media.
- On January 21, 2013 VOA created an interactive map for a firsthand look at the inauguration celebrations. By tweeting with a specific hashtag, news accounts,

photographs, and videos were automatically added to the map.
<http://www.voanews.com/content/join-obama-inauguration-at-capitol/1581169.html>

- Numerous BBG broadcasters host call-in shows and online features where viewers and listeners can share their opinions on topics of interest. The Language Services of the BBG's broadcast networks carry out interactive radio, TV and Internet programming to Africa, Latin America, the Middle East, Eurasia, South, East and Central Asia etc.

Contacting Broadcasters

VOA has published contact information for each of its offices and regional divisions to field inquiries from the public about VOA programming, as reflected on http://www.voanews.com/info/contact_us/1360.html and copied below.

VOA Public Relations: (202) 203-4959
 Human Resources:(202) 382-7500
 English website: (202) 203-4757
 News coverage requests: (202) 203-4302
 Development & Media Training: (202) 382-7164
 Africa Division: (202) 203-4019
 East Asia & Pacific Division: (202) 382-5867
 Eurasia Division: (202) 382-5300
 Latin America Division: (202) 382-5933
 Near East & Central Asia Division: (202) 203-4817
 Persian News Network: (202) 203-4940
 South Asia Division: (202) 203-4167

The Office of Cuba Broadcasting invites public comment through a form on their website, located at http://www.martinoticias.com/info/contact_us/47.html

The non-profit grantees, RFE/RL, RFA, and MBN have avenues for audience feedback as well.

External Communication

While most of the current opportunities to participate are available to our overseas audiences via radio, television and online broadcasts, the BBG also works to provide opportunities for the American public to contribute its opinion on BBG activities via several key media to the extent allowed by applicable laws.

The BBG has launched several external facing blogs to promote openness and to enhance engagement with the broader public in strategic agency initiatives.

- **ViewPoint** is a BBG blog by International Broadcasting Bureau Director Richard

Lobo. Its goal is to promote discussion of the BBG, its broadcast entities, its strategies and issues surrounding international broadcasting in general.

<http://viewpoint.bbg.gov/>

- **BBG Strategy Blog** is dedicated to discussion of the BBG Strategic Plan for 2012-2016 and its implementation, to communicate about the process, allow for greater transparency, provide background information on BBG broadcasters, and allow for the input of ideas and comments from the public.

<http://www.bbgstrategy.com/>

- **Notebook** offers a behind-the-scenes look at the day-to-day work in U.S. international broadcasting. Here one may find stories from U.S. international broadcasting history, stories and photos from the field, profiles of individuals working at the agency, and other behind-the-scenes looks at the BBG.

<http://notebook.bbg.gov/>

Open Government Input

The BBG created a feedback mechanism in response to the Open Government Directive: An email drop-box, OpenGov@BBG.gov, for members of the public to contribute their suggestions for activities the agency should pursue as part of its Open Government Plan.

III. Collaboration

A. Internal Collaboration

The BBG is constantly searching for ways to increase collaboration across the Agency by leveraging new technologies. Examples of initiatives include, but are not limited to:

- The Office of Technology, Services, and Innovation (TSI), along with the VOA Video Library and TV Enhancement Team, launched Agency-wide access to the enterprise archive. This is a significant step forward in empowering the production units to search for and retrieve legacy assets for use in more current productions.
- A strategic accomplishment with widespread benefits was the agency's migration of all but one of its broadcast organizations to a common content management system, Pangea. This move allows greater coordination and inter-operability among BBG broadcasters, results in costs savings of \$250,000 annually, reduced systems duplication, expanded in-house capability, and capitalized on the home-grown Radio Free Europe/Radio Liberty's Pangea system that is a best-in-class service.
- To accommodate the geographic distances and time-zone disparities, the agency has webcast several "Town Hall" events, in which senior leaders field questions submitted live and via the Web.

- The BBG is currently utilizing the Microsoft SharePoint Intranet platform to act as an internal portal for information about agency initiatives, as well as an internal data repository. Offices and working groups utilize SharePoint to help share information across various offices and divisions.
- To facilitate internal collaboration across the agency, the BBG sponsored a contest, Pitch Fest, to identify ideas for future programming and to tap internal talent and creativity. The contest was open to all individuals working across the agency and its grantee organizations. Four winners were chosen among nearly 100 entries; the winning ideas were developed into pilots for potential future development.
- In 2013, the BBG launched a new internal communications platform called Launchpad. Launchpad is an internal platform for individuals across the organization to exchange ideas, ask questions, and collaborate. Launchpad opens the conversation to everyone who is interested. This allows for interactive dialogue and a community of ideas where employees can share thoughts and best practices.

B. External Collaboration

New technology platforms have proven crucial to the BBG's efforts to improve the quality of collaboration with its outside audiences, other federal agencies, the American public and non-profit organizations. Collaboration with other government agencies, as well as non-governmental organizations, is a crucial component of the BBG's operations. By leveraging tools like interactive and on-demand webcasting, the BBG has been able to foster collaboration across a number of spheres:

- **Studio 7:** The BBG works with USAID on funding Studio 7, including a reporting center in Zimbabwe. The funding provides money to pay for rental space in the regional media hub of in the local offices of MISA (Media Institute of Southern Africa) in Harare. "Studio 7" is a popular program broadcast in three languages (English, Shona and Ndebele). Throughout the many years of the program VOA has implemented various training sessions on a wide range of topics in South Africa.
- **Visiting Groups:** The BBG regularly hosts briefings with groups of students and professionals from across the country. Groups are invited to learn more about the BBG's operations and ask questions that pertain specifically to their fields of interest.
- **Media training:** As part of its work, the BBG trains journalists, editors and media executives in sales and marketing, basic journalism, ethics, investigative, health and business reporting. One recent training event was a four-day workshop in Moldova on citizen journalism and ethics. More information regarding about the BBG's media development activities, can be found on <http://www.bbg.gov/partnerwithus/media-development/>
- **Mali 1 Mobile Interactive Voice Response (IVR):** The BBG partnered with the U.S. Embassy in Mali to install an interactive voice response system pilot, which

will allow citizens to receive news from Voice of America by dialing a local number. Citizens can also leave news tips by dialing the number.

- DG5: The BBG collaborates with other international broadcasters on global audience research as well as efforts to counter jamming (deliberate electronic interference), that intermittently disrupts satellite signals. This collaboration is through the “Directors General” 5 known as the DG5 and includes the BBG, Great Britain's British Broadcasting Corporation (BBC), Germany's Deutsche Welle, France's Audiovisual Exterieur de la France (AEF), and Holland's Radio Netherlands Worldwide (RNW).

Internet Anti-Censorship

The BBG actively collaborates with a broad community of researchers within and outside of the government to circumvent blockage of online broadcasting content by hostile foreign governments.

- The BBG also works with the Tor Solutions Group to significantly increase the number of high-speed Tor exit relays and bridges to improve the speed of the Tor network.
- In 2012, the BBG and Freedom House partnered on a study of mobile use and mobile security risks in 12 countries: Azerbaijan, Belarus, China, Egypt, Iran, Libya, Oman, Saudi Arabia, Syria, Tunisia, Uzbekistan, and Vietnam. The report, entitled “Safety on the Line: Exposing the Myth of Mobile Communication Security,” reviews and tests the technology stack of each country's most-used devices, networks, operating systems, and applications. To view the report, click here: <http://www.bbg.gov/wp-content/media/2012/07/Safety-on-the-Line.pdf>
- Radio Free Asia, one of the grantee broadcasters of the BBG, has created the Open Technology Fund (OTF) to support Internet freedom projects. OTF has worked with a number of external collaborators to implement projects. More information can be found in their annual report at this link: https://www.opentechfund.org/files/reports/otf_2012_annual_report_final_public.pdf

C. Methods to Increase Collaboration with Private, Non-Profit and Academic Communities

The BBG is interested in exploring potential contests inviting people to solicit innovative mobile phone applications that BBG broadcasters might use to grow and engage their audiences in the developing world. Given the reach of mobile phones in even the poorest corners of the world, the BBG is eager to explore new mobile strategies and welcomes ideas from non-traditional sources. We have reviewed OMB's guidance on the use of challenges and prizes to promote open government and are eager to utilize the Web-based platform it promises to develop in the coming months for managing prizes and challenges. Per OMB's guidance, the BBG is studying potential legal issues that may arise from any contest we offer.

D. Flagship Initiatives

Global News Dashboard: As part of its ongoing efforts to provide information that is accessible to the public and showcase the depth and width of our operations, the Broadcasting Board of Governors has launched the Global News Dashboard, which pulls together the English-language news from the more than 50 bureaus, production centers and offices supported by the agency's staff journalists and more than 1500 stringers around the globe. Before development of the Dashboard, people interested in the work of the BBG would have to visit the websites of five separate broadcasters. This tool, built on the Pangea content management system developed by RFE/RL and used by the majority of BBG's broadcasters to power their websites, makes that search easier. The Global News Dashboard promotes the sharing, collaborative production, and distribution (within and beyond USIB and its affiliates) of high-quality original content.

BBG Commission on Innovation: Another flagship initiative of the BBG is the BBG Commission on Innovation. Formed in 2011, the Commission on Innovation draws leaders from the commercial, academic, nonprofit and philanthropic sectors that have proven success in digital media to help shape world-class platforms to reach U.S. international broadcasting's unique overseas environments. The Commission on Innovation is a key example of how the BBG invites collaboration and participation from external stakeholders to think through the unique challenges of U.S. international broadcasting.

International Broadcasting Bureau Remote Monitoring System: The BBG's International Broadcasting Bureau (IBB) provides the public with online access to its global network of more than 70 remote monitoring systems (RMS) for determining the audibility of BBG radio broadcasts. The website is available at <http://monitor.ibb.gov>. Comprised of an antenna, a radio and a computer connected to the Internet, each RMS takes regular sound and frequency band samples of all local AM, FM and shortwave programs by the BBG and other international broadcasters. The site also includes special pages highlighting recent instances of jamming of BBG programming and a Web monitoring system that tracks the online availability of BBG and other news websites in several Asian countries where online censorship is common. IBB engineers use the RMS database to determine the technical effectiveness of the BBG's broadcasting network in reaching its target audiences and to identify jamming of BBG programming. However, the database is also useful to radio hobbyists and members of the public interested in monitoring the quality of the BBG's broadcasting signals. The site includes detailed instructions for visitors an additional video guide to using the site is available on YouTube at <http://www.youtube.com/watch?v=GI9IPVTCGUE>.