

## Twitter Procedures

### Timeline:

August: Memo to Office Directors -- Done  
August 17: Communication Council Meeting Done  
August 17: NRC reporter article on Twitter Done  
August 22: Network Announcement Done  
August 24: Press release issued; blog post about Twitter posted Done  
August 24: Twitter account activated; first tweets sent; logos go live on webpage and blog Done

### OPA Procedures Related to Twitter

1. All new content OPA posts on the web or on the blog will generate a tweet. As part of the press release dissemination procedure, the Twitter account manager in OPA will be notified of the release and the URL, and will issue a tweet. Tweets will automatically be sent by the Twitter account manager when new blog posts go up. In all other instances, anyone in the NRC can ask OPA for a tweet via email to [opa.resource@nrc.gov](mailto:opa.resource@nrc.gov) for any new material of interest, including FRNs, public meetings, reports etc. Emails must supply the content, including a URL if appropriate, and a contact person.
2. All draft or pending tweets will be saved in the G drive Twitter folder; once used/sent they'll be moved to a "used" folder within the general Twitter folder. The "used" folder content will be uploaded by the Twitter account manager to public ADAMS every other month (same schedule as the blog) for records management and accessibility purposes. Each "used" tweet needs to include the date it was sent. Note: To get posted in public ADAMS, send the file as a PDF via email to: [opspem.resource@nrc.gov](mailto:opspem.resource@nrc.gov) with the subject line: NRC Tweets xxx through xxxx.
3. Content of tweet goes in the What's Happening box. URLs are automatically shortened if you use http:// format. Use #nuclear after all tweets. When ready to send, lick on the "tweet" button on the right of the character count. If entered a second tweet immediately, click on the "new tweet" icon on the upper right near the link to the blog.
4. Twitter must be accessed only by NRC computers. Username is nrcgov. Password is the same for all those authorized to use the account. (See Holly or Edwin)
5. The NRC will not "follow" anyone on Twitter nor re-tweet information nor sent a direct message to a user nor mention a user. Do not click on the geo location button.
6. Holly Harrington is the Twitter account manager for OPA, with Ivonne Couret as back-up. Edwin Leong of OIS, with Sally Hardy of OIS as back-up, is the Twitter account technical point of contact.

7. OPA will forward to the Office of Small Business and Civil Rights (SBCR) any requests for translation services made by members of the public in connection with the content posted by OPA on Twitter.

SBCR Contact: [OCCPrograms.Resources@nrc.gov](mailto:OCCPrograms.Resources@nrc.gov) or 301-415-4085

#### Procedure for decentralized Twitter accounts after Oct. 3

Each program/office wanting their own account will be notified by memo that they have to do the following:

1. Office director must send a memo to Eliot Brenner providing the name of the individual(s) responsible for creating and maintaining the account. OPA must approve the individual(s).
2. Holly Harrington will train the individuals on using Twitter per NRC requirements and on records management associated with Twitter, ensure the naming convention i.e. [www.twitter.com/NRCgov\\_security](http://www.twitter.com/NRCgov_security) or [www.twitter.com/NRCgov\\_newreactors](http://www.twitter.com/NRCgov_newreactors) is followed and provide the office with the "approved" masthead for Twitter. Individual offices may substitute photos more specific to their mission if they wish, in the masthead. OPA will need to approve what information they use in their "profile" section, and it must differentiate the account from the main NRC Twitter account.

#### Access Authorization to the Twitter accounts

1. Only the Twitter account managers and Twitter technical point of contacts have administrator access to NRC-sponsored Twitter accounts. Account administrator (a.k.a. account owner) has the ability to post and remove tweets, and modify account profile/configuration.
2. Each Twitter account has one administrator user login identifier and password shared by its Twitter account manager and its technical point of contact.
3. If the Twitter account manager or technical point of contact personnel changes, the administrator password of the affected Twitter account must change. The new password must contain at least 10 characters with a combination of letters and numbers.
4. In an event that the Twitter.com site or the NRC-sponsored Twitter account is compromised, or unauthorized privileged activities, such as unexpected posting of tweets, are detected, the technical point of contact the Twitter account must report the incident to CSO/CSAART within 24 hours of detection.