

(b)(6)

<b>From:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	[Redacted] <IIPSMS@state.gov>
<b>Subject:</b>	RE: Mission Nigeria Instagram Account on AF CrowdTangle Dashboard
<b>Date:</b>	Mon, 4 Mar 2019 16:09:28 +0000

(b)(6)

Hello [Redacted]

We initially only added it to the DOS State Department dashboard only. It has now been added to this list as well. Thank you!

(b)(6)

[Redacted] Digital Support & Training



(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

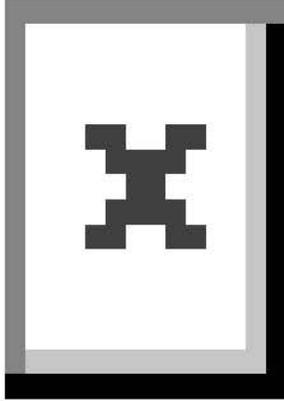
---

**From:** [Redacted]  
**Sent:** Monday, March 04, 2019 6:09 AM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Mission Nigeria Instagram Account on AF CrowdTangle Dashboard

Hello [Redacted]

Post Instagram account is yet to show up on the AF dashboard.

Please advise.



(b)(6) Pardon me if this concern is unnecessary. Thanks for your support.

(b)(6) [Redacted]  
New Media Specialist  
Public Affairs Section  
U.S. Embassy Abuja Nigeria  
Tel: [Redacted]



(b)(6) **Official**  
**UNCLASSIFIED**

(b)(6) **From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Friday, March 1, 2019 9:01 PM  
**To:** [Redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Mission Nigeria Instagram Account on AF CrowdTangle Dashboard

Hello [Redacted]

I have completed this request. Thank you!

(b)(6)

[Redacted]

Digital Support & Training



(b)(6)

**Official  
UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Wednesday, February 27, 2019 7:03 AM

**To:** IIP Social Media Support <IIPSMS@state.gov>

**Subject:** Mission Nigeria Instagram Account on AF CrowdTangle Dashboard

Hello [Redacted]

Please add Mission Nigeria Instagram account (@USinNigeria) to AF CrowdTangle dashboard.

Thanks for assisting with the account verification and removal of imposter accounts last week.

And for the training today, thanks again.

(b)(6)

[Redacted]

New Media Specialist  
Public Affairs Section  
U.S. Embassy Abuja Nigeria

[Redacted]



(b)(6)

**Official  
UNCLASSIFIED**

<b>Sender:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	[Redacted] IIP Social Media Support <IIPSMS@state.gov>

(b)(6)

<b>From:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	[redacted] GPA Social Media Support <IIPSMS@state.gov>
<b>Subject:</b>	RE: Re: State Dept. Analytics - Best of the Week
<b>Date:</b>	Tue, 25 Jun 2019 21:30:47 +0000

Great, happy to how about we connect early next week? Feel free to provide a few time slots that work on your end ☺.

(b)(6)

Best,

[redacted]

(b)(6)

**Official - Transitory  
UNCLASSIFIED**

---

**From:** [redacted]  
**Sent:** Tuesday, June 25, 2019 3:13 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

Hello Support Team,  
Thank you for clarifying the information, re CrowdTangle's analytics. I would appreciate a more in-depth analysis into the page's monthly engagement to see how we can get our posts to be over performing. Oftentimes, we have posts with high engagement but not being featured. The information provided was helpful.

(b)(6)

Kind regards,

[redacted]

(b)(6)

---

**From:** GPA Social Media Support  
**Sent:** Monday, June 24, 2019 5:39 PM  
**To:** [redacted] GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** [redacted]  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

(b)(6)

Hi

Hope all is well. Going off of your example of the TrueBlue post versus the Father's Day post the reason you are seeing the TrueBlue post on the Best of the Week digest is because CrowdTangle compares the stats/data from each page separately. To keep it fair, CrowdTangle is not comparing the data/stats from a potentially smaller audience/Page to another Pages audience who might be bigger numerically (if that makes sense).

So the Embassy Bridgetown photo received more engagement compared to other photos on Embassy Bridgetown's page that week.

The Embassy Jamaica post, while it did have high engagement, wasn't considered over performing compared to the other photos on Embassy Jamaica's Facebook Page.

Let me know if you'd like to take a deeper dive into your Page's monthly engagement.

(b)(6) Hope this clarifies the Best of the Week analytics.

(b)(6) Best,

(b)(6)

---

**From:** (b)(6)  
**Sent:** Friday, June 21, 2019 4:59 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

(b)(6) Hello (b)(6)  
Thanks for your email. Looking forward to your response.

(b)(6) Kind regards,

(b)(6)

---

**From:** GPA Social Media Support  
**Sent:** Thursday, June 20, 2019 5:33 PM  
**To:** (b)(6); GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

(b)(6) Hi (b)(6)

(b)(6) Conferring with our Analytics team on this and will circle back shortly.

(b)(6) Best,

(b)(6)

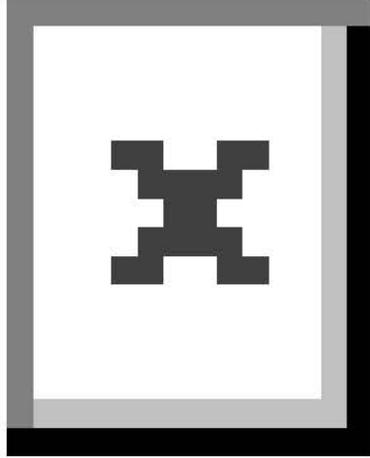
(b)(6) **Official - Transitory**  
**UNCLASSIFIED**

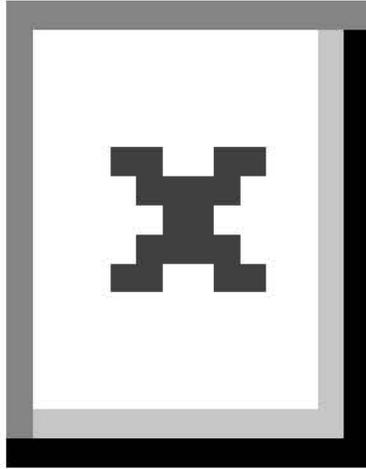
---

**From:** (b)(6)  
**Sent:** Thursday, June 20, 2019 12:29 PM  
**To:** (b)(6) GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

Good day IIP Support,  
I am still concern about the CrowdTangle weekly 'Best of the Week' posts. Regarding the explanation stated in the email below on the posts' interaction and overperformance, I would like to compare two recently posts on Embassy Bridgetown and Embassy Kingston.

I noticed that only the TrueBlue post on Embassy Bridgetown was mentioned this week although it was dated June 14<sup>th</sup> with 124 likes, 3 comments and 9 shares. However, the Father's Day post on Embassy Kingston dated June 16<sup>th</sup> was not mentioned, although it had over 300 likes , 34 comments and 11 shares. I am seeking clear explanation on how these posts are selected to appear on Best of the Week.





(b)(6)

Kind regards,

(b)(6)

Social Media Assistant  
US Embassy Kingston

(b)(6)

**From:** [redacted]

**Sent:** Monday, May 13, 2019 9:52 AM

**To:** IIP Social Media Support <IIPSMS@state.gov>; [redacted]

**Subject:** RE: Re: State Dept. Analytics - Best of the Week

(b)(6)

Yes, [redacted] is right. These emails are still nice guides, but the fact is that many of them now are boosted posts. I hope soon CT will let me sort them out so it's easier to make that clear.

Did you see that you had a post featured in the attached? For that I try to make sure not just boosted content makes it in.

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Friday, May 10, 2019 3:00 PM  
**To:** (b)(6)  
**Cc:** IIP Social Media Support <IIPSMS@state.gov>; (b)(6)  
**Subject:** RE: Re: State Dept. Analytics - Best of the Week

(b)(6)

Hi (b)(6)

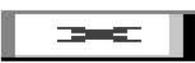
Adding in (b)(6) as well. This doesn't mean that your content didn't perform well! This is an automated email from Crowdtangle. The content in the email is ranked using Crowdtangle's unique "overperforming posts" metric.

Overperformance is calculated by benchmarking how many interactions that account's posts usually get at each point in time (5 minutes old, 30 minutes old, 5 hours old, etc.) and by post type (link post, image post, etc.). When a new post comes in from that account, it is compared to that corresponding time and average engagement for that post type. So if you have a photo post that has an overperformance metric of 11, you can say "This post performed 11 times better than the average for photo posts in the same time frame."

Please don't feel like this ranking reflects poorly on you or the content that you're posting. You should only boost your posts if it'll help you achieve your objectives for your Facebook page.

(b)(6)

(b)(6) IIP Digital Support & Training



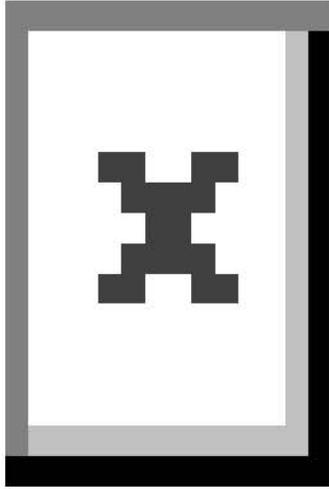
(b)(6)

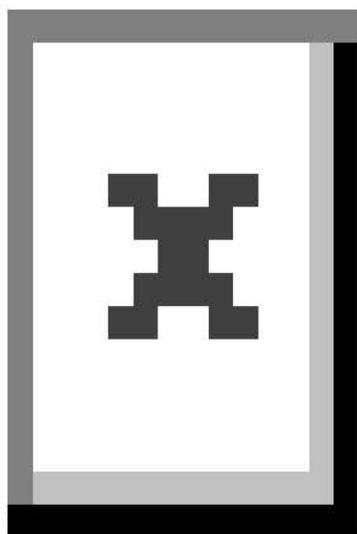
----- Forwarded Message -----  
**From:** (b)(6)  
**Sent:** 5/9/2019 4:17 PM  
**To:** [iipsupport@state.gov](mailto:iipsupport@state.gov)  
**Subject:** Re: State Dept. Analytics - Best of the Week

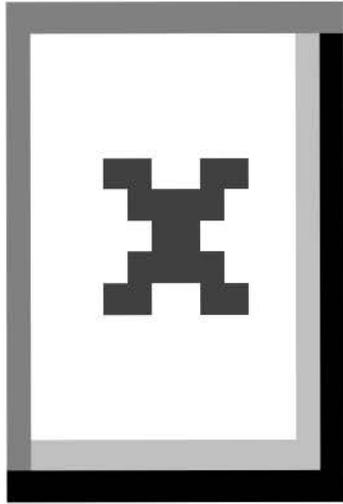
Good day IIP Support,  
 I have a concern regarding the Social Media Best of the Week – Fb and Twitter weekly posts. I notice there are some Posts that are featured every week while US Embassy Kingston had posts with high engagements and not included in the weekly digest.  
 Is there a criteria for a post to be featured? If so, kindly explain. Should we boost posts for them to be featured?

Kindly note of some of posts below with high engagements...

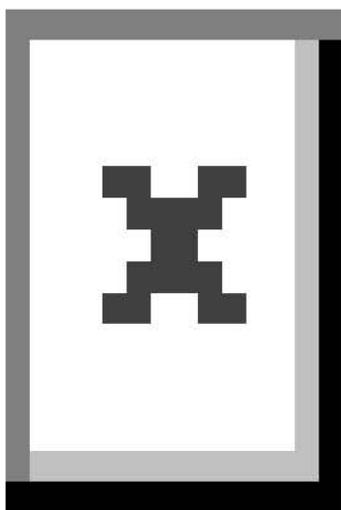
**April 2019**

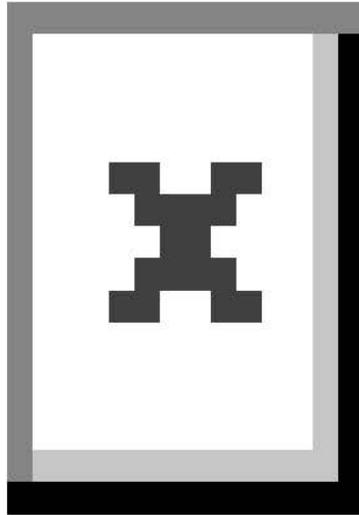






**May 2019**





(b)(6)

[Redacted]

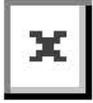
(b)(6)

*U.S. Embassy Kingston  
142 Old Hope Road  
Kingston 6*

[Redacted]

*Website: [jm.usembassy.gov](http://jm.usembassy.gov)*

**Official  
UNCLASSIFIED**



ref: 00D30mqyv.\_500t0Ig7l4:ref



**Official**  
**UNCLASSIFIED**

(b)(6)

<b>Sender:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	<div data-bbox="441 846 907 888" style="border: 1px solid black; width: 287px; height: 20px; margin-bottom: 5px;"></div> GPA Social Media Support <IIPSMS@state.gov>

(b)(6)  
(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>
<b>Subject:</b>	RE: Recording of CrowdTangle Virtual Training
<b>Date:</b>	Tue, 21 May 2019 18:57:28 +0000

(b)(6)

Hey,

I slacked you the MP4 😊

[Redacted]

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

---

**From:** [Redacted]  
**Sent:** Tuesday, May 21, 2019 1:17 PM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** Recording of CrowdTangle Virtual Training

Hi All,

(b)(6)

Would someone be able to add the recording from the CrowdTangle training last night to YouTube and send me the link?

Thank you!

[Redacted]

(b)(6)

Digital Media Coordinator  
Office of Public Diplomacy  
Bureau of East Asian and Pacific Affairs (EAP)  
U.S. Department of State

(b)(6)

[Redacted]

<b>Sender:</b>	[Redacted]
<b>Recipient:</b>	IIP Social Media Support <IIPSMS@state.gov>

(b)(6)

(b)(6)

<b>From:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>; [Redacted]
<b>Subject:</b>	RE: Request for Access to CrowdTangle Analytics
<b>Date:</b>	Fri, 31 May 2019 20:31:03 +0000

(b)(6)

Hi [Redacted]

(b)(6)

Please accept the email invite you received from Crowdtangle to join the DOS Main Team. As a member of this team, you will see that you have access to multiple dashboards. We ask that you only access and edit your ECA specific lists and live displays in the main State Department Analytics Facebook, Twitter and Instagram dashboards.

(b)(6)

I think [Redacted] can likely help you figure out most things but for additional resources and guidance please visit the [Social Media Hub](#) or give us a shout!

[Redacted]

Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs



(b)(6)

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Thursday, May 30, 2019 11:31 AM

**To:** IIP Social Media Support <IIPSMS@state.gov>; [Redacted]

[Redacted]

**Subject:** Request for Access to CrowdTangle Analytics

(b)(6)

Hi There--

[Redacted] CC'd) is a new team member in PASC. Would it be possible to please give him access to the CrowdTangle and its analytics functionalities?

(b)(6)

Thanks,

[Redacted]

Digital Communications Analyst  
Kenjya-Trusant Group Contractor  
Bureau of Educational and Cultural Affairs  
U.S. Department of State  
SA-05 Suite 04Z03  
2200 C Street, NW  
Washington, DC 20522-0504

**Official**  
**UNCLASSIFIED**

<b>Sender:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	IIP Social Media Support <IIPSMS@state.gov>;

(b)(6)

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>
<b>CC:</b>	[Redacted]
<b>Subject:</b>	RE: Request to add accounts to Crowdtangle dashboard
<b>Date:</b>	Wed, 23 Jan 2019 21:59:56 +0000

(b)(6)

(b)(6)

Many thanks [Redacted] will let you know if we have any questions!

[Redacted]

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>

**Sent:** Wednesday, January 23, 2019 1:59 PM

**To:** [Redacted] IIP Social Media Support <IIPSMS@state.gov>

**Cc:** [Redacted]

**Subject:** RE: Request to add accounts to Crowdtangle dashboard

(b)(6)

Hi [Redacted]

Please find the link to your posts updated CrowdTangle dashboard with the requested radio, tv, and outlet lists.

Link: <https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/missionguatemala>

Let me know if you need additional assistance.

Thanks!

Best,

[Redacted]  
 Digital Support and Training (DST)  
 Bureau of International Information Programs (IIP)  
 Email: [Redacted]

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** [redacted] (b)(6)

**Sent:** Wednesday, January 23, 2019 10:11 AM

**To:** [redacted] IIP Analytics <IIPAnalytics2@state.gov>; IIP Social Media Support <IIPSMS@state.gov>

**Cc:** [redacted]

**Subject:** RE: Request to add accounts to Crowdtangle dashboard

(b)(6) Thanks [redacted] and team—please let me know if you all need any more info to complete this request—

(b)(6) Thanks,  
[redacted]

(b)(6)

**Official UNCLASSIFIED**

(b)(6)

**From:** [redacted] (b)(6)

**Sent:** Tuesday, January 22, 2019 1:42 PM

**To:** [redacted] IIP Social Media Support <IIPSMS@state.gov>

**Cc:** [redacted]

**Subject:** Re: Request to add accounts to Crowdtangle dashboard

(b)(6) Looping in our colleagues in DST - they should be able to help you.

(b)(6)

**From:** [redacted]

**Sent:** Tuesday, January 22, 2019 1:46:29 PM

**To:** [redacted]

**Cc:** [redacted]

**Subject:** RE: Request to add accounts to Crowdtangle dashboard

(b)(6) Thanks [redacted] and greetings Analytics team--

(b)(6) If possible we'd like them split into separate columns: radio, TV, print (analog/digital). Analytics team—is this something that can be done during the shutdown or needs to wait?

(b)(6) Thanks,  
[redacted]

(b)(6)

**Official UNCLASSIFIED**

**From:** [redacted]

**Sent:** Tuesday, January 22, 2019 10:45 AM

(b)(6)  
 (b)(6)  
 (b)(6)  
 (b)(6)

**To:** [redacted] IIP Analytics <IIPAnalytics2@state.gov> [redacted]  
 [redacted]  
**Cc:** [redacted]  
**Subject:** RE: Request to add accounts to Crowdtangle dashboard

(Noting that in the shutdown this may be something that needs to wait...)

The analytics team runs the CT dashboards and should be able to add those no problem. Looping them in. Do you want them all added to the media section? Depending on what makes the most sense, you may want/be able to split up the media type into separate columns.

(b)(6)  
**Official**  
**UNCLASSIFIED**  
 (b)(6)

---

**From:** [redacted]  
**Sent:** Tuesday, January 22, 2019 11:39 AM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** Request to add accounts to Crowdtangle dashboard

Hi [redacted], hope you guys are hanging in there—

Quick question about adding accounts to our local (Guatemala) Crowdtangle dashboard. Is there a formal process by which we can request to add? The list below has been identified by our LES as ones we'd like to track, but not sure what the protocols or limitations are for the number of accounts one can add. Any help?

Thanks!  
[redacted]

- TV
- [@Canales3y7](#)
  - [@TN23NOTICIAS](#)
  - [@Noti7Guatemala](#)
  - [@TelediarioGT](#)
  - [@Guatevision tv](#)
  - [@AztecaGuate](#)
  - [@CanaldeGobierno](#)

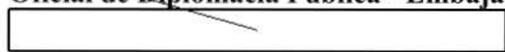
- Radio
- [@EmisorasUnidas](#)
  - [@Lared1061](#)
  - [@stereo100xela](#)
  - [@sonora969](#)
  - [@NuevoMundoGT](#)

Outlets

- [@AGN\\_noticias](#)
- [@contrapodergt](#)
- [@cronicagt](#)
- [@TGWdigital](#)
- [@elPeladero\\_eP](#)
- [@diariodigitalgt](#)
- [@republicagt](#)
- [@PrensaComunitar](#)
- [@AztecaNoticiaGT](#)

(b)(6)

(b)(6)

 **Public Diplomacy Officer • U.S. Embassy Guatemala**  
**Oficial de Diplomacia Pública • Embajada EU en Guatemala**  
 | <https://gt.usembassy.gov>

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

<b>Sender:</b>	
	IIP Social Media Support <IIPSMS@state.gov>
<b>Recipient:</b>	

(b)(6)

<b>From:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	[redacted] GPA Social Media Support <IIPSMS@state.gov>
<b>Subject:</b>	RE: Request to add D to Crowd Tangle search function
<b>Date:</b>	Mon, 1 Jul 2019 19:43:33 +0000

(b)(6)

Hi [redacted]

Unfortunately not! I can't think of a tool that would help aggregate this for you but hopefully Crowdtangle will give you visibility into content missions are posting about D that you can include in your other reporting materials.

(b)(6)

[redacted]

Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs



(b)(6)

**Official**  
**UNCLASSIFIED**

---

**From:** [redacted]  
**Sent:** Friday, June 28, 2019 12:18 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Request to add D to Crowd Tangle search function

(b)(6)

This is wonderful! Thank you so much! One question—is there any way to pull reports related to a specific trip or event that D participated in or overall stats, etc.?

(b)(6)

[redacted]

Office of the Deputy Secretary of State

[redacted]

**Official**  
**UNCLASSIFIED**

---

**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Friday, June 28, 2019 11:15 AM

(b)(6)

(b)(6)

**To:** [redacted]; GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Request to add D to Crowd Tangle search function

Hi [redacted]

Here's a live display that pulls mentions of the Deputy Secretary's name across Department Facebook, Twitter and Instagram accounts:  
<https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/deputysecretarysullivan>

Because of the character counts on Twitter, there seemed to be a lot of variance in how people refer to him and his title. For that column I pulled any mentions of "Sullivan" which may result in some occasional tweets about other Sullivans. Let me know if you have any additional questions!

(b)(6)

[redacted]

Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs



(b)(6)

**Official**  
**UNCLASSIFIED**

---

**From:** [redacted]  
**Sent:** Wednesday, June 26, 2019 6:27 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Request to add D to Crowd Tangle search function

Hi there! Yes, that would be great to track mentions of his name across Department-run accounts, to include a live display that pulls that information. We would be most grateful to have that capability.

(b)(6)

Thank you!!

(b)(6)

[redacted]

Office of the Deputy Secretary of State

[redacted]

**Official**  
**UNCLASSIFIED**

(b)(6)  
**From:** GPA Social Media Support <IIPSMS@state.gov>

(b)(6)  
**Sent:** Tuesday, June 25, 2019 4:48 PM

(b)(6)  
**To:** [redacted]; GPA Social Media Support <IIPSMS@state.gov>

(b)(6)  
**Subject:** RE: Request to add D to Crowd Tangle search function

Hi [redacted]

Can you give me some background on what type of content you're looking for?

The Live Display you linked below displays the performance of Department-run accounts. The Deputy Secretary isn't listed because he doesn't maintain a standalone Twitter account. That said, if you're interested in tracking mentions of his name across Department-run accounts, we can set up a live display that pulls that information for you.

(b)(6)  
[redacted]

Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs



(b)(6)  
**Official**  
**UNCLASSIFIED**

---

**From:** [redacted]  
**Sent:** Tuesday, June 25, 2019 12:21 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** Request to add D to Crowd Tangle search function

Hi there—

Can you please add "Deputy Secretary Sullivan" to the list of saved searches to monitor in the crowdtable dashboard? He doesn't currently appear to be listed.

(b)(6)  
[https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/dos?ignoreEdit=true&utm\\_source=iip&utm\\_medium=analytics&utm\\_campaign=hubarticle](https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/dos?ignoreEdit=true&utm_source=iip&utm_medium=analytics&utm_campaign=hubarticle)

Many thanks,

(b)(6)  
[redacted]

Office of the Deputy Secretary of State

[redacted]

(b)(6)

[Redacted]

**Official**  
UNCLASSIFIED

(b)(6)

**Official**  
UNCLASSIFIED

<b>Sender:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	[Redacted] GPA Social Media Support <IIPSMS@state.gov>

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	GPA Social Media Support <IIPSMS@state.gov>
<b>Subject:</b>	RE: Twitter-Crowdtangle
<b>Date:</b>	Fri, 13 Sep 2019 00:15:50 +0000

(b)(6)

Wow  
I hope not crowdangle is a great tool.  
Best

[Redacted]

(b)(6)

---

**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Date:** September 12, 2019 at 5:00:58 PM PDT  
**To:** [Redacted], GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Twitter-Crowdtangle

You're welcome!

(b)(6)

Yes, for now. That may change in the near future. I'll keep you updated.

(b)(6)

Best.

[Redacted]

---

**From:** [Redacted]  
**Sent:** Thursday, September 12, 2019 7:49 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Twitter-Crowdtangle

(b)(6)

Thanks  
At least we have Facebook  
Best

[Redacted]

(b)(6)

---

Unclassified  
**From:** GPA Social Media Support <IIPSMS@state.gov>

(b)(6)

**Sent:** Thursday, September 12, 2019 4:47 PM  
**To:** [Redacted] GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Twitter-Crowdtangle

Hi

[Redacted]

Thanks for reaching out! Yes, CrowdTangle will stop sending Twitter digests at the end of the month. And yes, CrowdTangle will still work with Facebook. However, CrowdTangle will no longer allow governments to access the depth of information within the tool as we have in the past. CrowdTangle however will work with us to continue to have access to Live Displays. In the coming weeks we will send out official guidance on this change.

(b)(6)  
Hope this info. is helpful.

(b)(6)  
Sincerely,  
(b)(6)

---

**From:** (b)(6)  
**Sent:** Thursday, September 12, 2019 7:43 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** Twitter-Crowdtangle

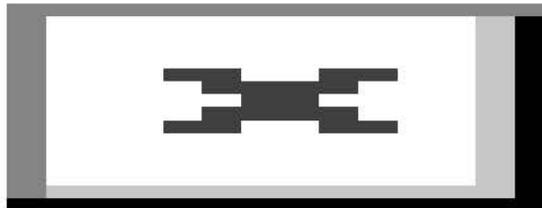
Hi,  
Do you know if crowdtangle will stop sending Twitter digest?

(b)(6)  
Crowdtangle will still work with Facebook?

(b)(6)  
Best  
(b)(6)

(b)(6)  
Coordinador de Programas / Program Support Specialist  
Oficina de Asuntos Publicos / Public Affairs Office  
Consulado General de los Estados Unidos en México / US Consulate General | Tijuana, BC

(b)(6)  
  
x x x x x



(b)(6)

Unclassified

<b>Sender:</b>	[Redacted]
<b>Recipient:</b>	GPA Social Media Support <IIPSMS@state.gov>

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	Social Media Community Managers – WHA <SocialMediaCommunityManagersWHA@state.gov>
<b>Subject:</b>	RE: You've been added to [Redacted]
<b>Date:</b>	Tue, 17 Sep 2019 18:35:24 +0000

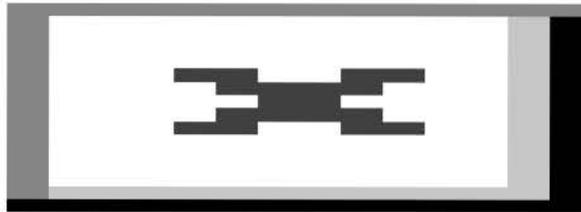
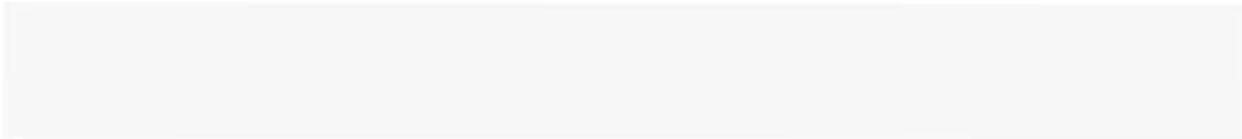
(b)(6)

No action here, just fooling around on the backend of CT...

Unclassified

(b)(6)

**From:** CrowdTangle <noreply@crowdtangle.com>  
**Sent:** Tuesday, September 17, 2019 2:31 PM  
**To:** Social Media Community Managers – WHA <SocialMediaCommunityManagersWHA@state.gov>  
**Subject:** You've been added to [Redacted]



(b)(6)

(b)(6)

Hi there! [Redacted] signed you up for a CrowdTangle email called [Redacted]. If you would like to receive these emails, please confirm below. If you don't, you can simply ignore this.



**Confirm**

[Wait, what's happening? Tell me more](#)

CrowdTangle © 2019 All Rights Reserved.

[Terms of Service](#) | [Privacy Policy](#)

(b)(6)

<b>Sender:</b>	[Redacted]
<b>Recipient:</b>	Social Media Community Managers – WHA <SocialMediaCommunityManagersWHA@state.gov>

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>
<b>CC:</b>	[Redacted]
<b>Subject:</b>	THANKS FROM CONSULATE TIJUANA
<b>Date:</b>	Fri, 12 Apr 2019 17:53:20 +0000

(b)(6)

Hello [Redacted] et all

Thank you so much for all of your help!

I just joined!

Have a great weekend everybody.

(b)(6)

[Redacted]

Coordinadora de Medios | Media Specialist  
 Consulado General de los Estados Unidos en Tijuana | U.S. Consulate General Tijuana | Tijuana, BC

(b)(6)

[Redacted]

☒ ☒ ☒ ☒ ☒

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

**Sent:** Thursday, April 11, 2019 4:25 PM

**To:** [Redacted] IIP Social Media Support <IIPSMS@state.gov>

**Subject:** RE: FROM CONSULATE TIJUANA

(b)(6)

Hey there [Redacted] great to hear from you. Looping in our IIP social media gurus, who should be able to assist.

(b)(6)

**From:** [Redacted]

**Sent:** Thursday, April 11, 2019 12:36 PM

**To:** [Redacted]

**Subject:** FROM CONSULATE TIJUANA

Greetings from Consulate Tijuana, [Redacted]

Hope you're doing great and that you remember me from training in CDMX last year 😊

(b)(6)  
(b)(6)

Sorry to bother you, but noticed [redacted] is out...is it through you that I can get access to Crowd Tangle? Could use it with my [redacted] account.

(b)(6)

Appreciate your guidance.

Thanks, take care.

(b)(6)

Coordinadora de Medios | Media Specialist  
Consulado General de los Estados Unidos en Tijuana | U.S. Consulate General Tijuana | Tijuana, BC

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Thursday, April 11, 2019 9:03 AM  
**To:** [redacted]  
**Subject:** Fwd: CrowdTangle

Link: <https://www.facebook.com/facebookmedia/solutions/crowdtangle>

## How do I get access?

Thank you for your interest in CrowdTangle! If you have a partnerships contact at Facebook, please reach out to request full access.

--  
-----

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**Sender:** [redacted]  
**Recipient:** IIP Social Media Support <IIPSMS@state.gov>; [redacted]

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	[Redacted]
<b>Subject:</b>	@DOTArabic performance since year beginning
<b>Date:</b>	Wed, 31 Jul 2019 12:11:55 -0400

I just checked Crowdtangle for over-performing posts. Here's what I got. From Jan 1st to July 31st, 2019, there were about 900 tweets posted on @DOTArabic, nearly half of them over-performed. Almost 200 of them over-performed five times the average. I did the count manually, so unfortunately, I can't back it up with a screenshot. For what's it worth.

(b)(6)

--

[Redacted]

Digital Outreach Team, Arabic

(b)(6)

Global Engagement Center

U.S. Department of State

State SA-4 Desk:

[Redacted]

(b)(6)



<b>Sender:</b>	[Redacted]
<b>Recipient:</b>	[Redacted]

**GPA next steps:**

## 1. Facebook talking points:

Hello,

We have updated our policy on access criteria following Facebook's CrowdTangle acquisition and subsequent refocus on the audience of the tool.

CrowdTangle is refocusing its efforts as a media and research tool and we are eliminating access that would provide preferential treatment to any government or political entity. Instead, in an effort to provide more transparency into content and metrics on the platform, we will be offering support in the form of public live displays that will be published on [facebook.com/gpa](https://facebook.com/gpa).

From today, in order to access our product, you must:

- Currently work for a media company, publisher, content creator or research organization; CrowdTangle access is granted at the company level and we can't support individuals at this time.
- Represent and be currently employed at the company you say you work for.
- Not use CrowdTangle and any of our features for personal gain, including any activities where you or your company directly sell or profit from your access to CrowdTangle.

We apologize for the inconvenience this may cause. We're committed to partnering with your organization to make sure that you continue to have access to the information you had before in a manner that is transparent and public. Thank you for your patience as we transition to this new process.

We are always looking for ways to expand our support, so we'll be sure to update you if that changes. In the meantime, you can check out and keep using our most popular publicly available product: it's our Link Checker Chrome Extension. It makes it really easy to see how often a link has been shared, who shared it and even what they said. You will still be able to access this feature after your account is disabled as it is a public tool.

## 2. Stop issuing new Crowdtangle accounts

- a. Tell anyone who asks: "We're not adding new accounts at this time."

3. Draft announcement message ([see below](#))

4. Review lists/live displays to see we're comfortable with being public.

(b)(6)

a. Do we let posts decide what to keep? If so, what's the most efficient way to have them communicate to us what should go/stay? Google form?

i. Per [redacted] we need some level of data from posts to figure out live display usage.

b. What needs to be exported from CT? What should be deleted from CT?

i. Media lists - consensus seems to be we will delete these at scale. Give people instructions on how to export lists if they have accounts + how to ask us to export lists if they don't.

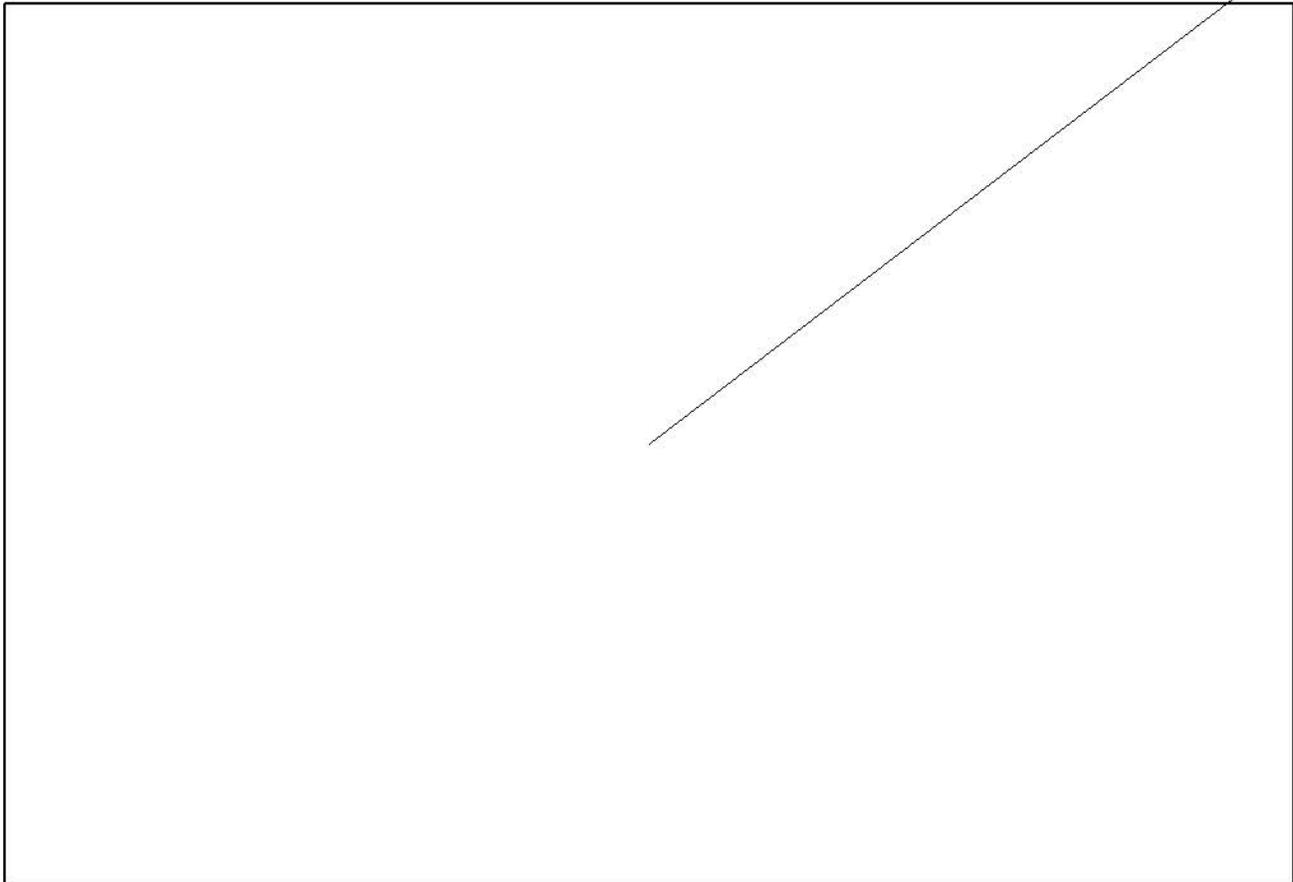
(b)(6)

c. What are CT competitors?

i. Point from [redacted] - clear outline on how this should be implemented at post. R/PPR and digital coordinators need to figure out the training piece + contractual/budgeting piece.

5. Draft SMH post(s?)

(b)(5)



## Notes from CrowdTangle meeting

Sept 6, 2019

**Attendees:** reps from GPA Global Social Media, GPA Analytics, R/PPR, SCA, NEA, WHA and EAP

### Summary of the issue:

We wanted to convene social media leads from R and the regional and functional bureaus to discuss next steps related to the upcoming changes to CrowdTangle. Starting Sept. 29, CrowdTangle will stop offering Twitter data on its dashboard, seriously reducing our ability to monitor social media activity. The decision is related to an API change Twitter announced in March.

The impact is that it will be difficult for HQ and posts to report data on their social media activity, including their top influencers on Twitter. There aren't any known solutions that provide similar functionality to CrowdTangle. Crimson Hexagon provides some comparable functionality, but is more costly and may be harder to administer.

Although the open source and social media community has voiced serious concerns to Facebook/CrowdTangle, there is little chance the decision will be reversed. We don't have enough leverage with the vendor to change the decision -- it's much larger than DoS.

### Suggested next steps:

1. **See what other agencies are doing:** Reach out to the Federal Social Media Managers listserv (managed by GSA) to ask if there are other agencies impacted and if so, what alternate platforms they plan to use. ACTION: (b)(6) offered to send a message.
2. **Conduct market research on alternate platforms:** R/PPR could do this on behalf of the PD community, but not sure if there is the knowledge yet to do this. GPA Analytics currently owns the CrowdTangle licenses, so we want to see what options they've been exploring as alternatives. Are media.twitter.com or TweetDeck possible options? Also, could (b)(6) who leads the FSI PY364 social media class, provide some expertise? ACTION: (b)(6) will discuss with (b)(6) if R/PPR and GPA Analytics can partner on some basic market research.
3. **See if GPA Analytics can do some interim dashboards:** As a short-term, interim solution, explore if GPA Analytics team can perform some of the same analysis as CrowdTangle, for high priority analysis needs, in a pinch. Would be very limited, but might one more thing we could offer. ACTION: (b)(6) will discuss with Luke if this is possible.
4. **Communicate guidance to the field (including saving data):** We need to let the field know about this upcoming change and offer some short-term guidance. One possible task would be to recommend posts export their Twitter lists to Excel so they don't lose all their CrowdTangle data. ACTION: (b)(6) and perhaps (b)(6) could craft a short email or Social Media Hub article and share on Slack (once we have more info on some alternate solutions)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Thu, 28 Mar 2019 05:30:39 +0000  
**To:** [redacted]  
**Subject:** FW: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

(b)(6)

(b)(6)

**From:** Kent, George P [redacted]  
**Date:** March 27, 2019 at 10:42:10 PM GMT+0  
**To:** [redacted]  
**Subject:** FW: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

Pam – FYI. When I read “maximizing efficiencies,” I thought: minimal effort, minimal result. I am not confident we will get the result we need stateside, but will keep pushing.

George

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(5)

**From:** Kent, George P  
**Sent:** Wednesday, March 27, 2019 4:17 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

[redacted] key thing is to get up to ramming speed from the get go,

(b)(5)

[Large redacted block]

(b)(6) Thanks for helping!

(b)(6) George

(b)(6) From: [Redacted]

Sent: Wednesday, March 27, 2019 3:57 PM

To: [Redacted]

Cc: Kent, George P [Redacted]

Subject: RE: monitoring developing U.S. social media narratives on Ukraine

Agree- and while surprising they didn't have the tools already set up to maximize efficiencies in monitoring- that's why we are all here and I'm learning myself about all these high-tech apps!

(b)(6) It takes a village. ☺

(b)(6) Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

[Redacted]

Official  
UNCLASSIFIED

(b)(6) From: [Redacted]

Sent: Wednesday, March 27, 2019 3:54 PM

To: [Redacted]

Cc: Kent, George P [Redacted]

Subject: RE: monitoring developing U.S. social media narratives on Ukraine

Great! As you know, Post has set a high bar in recent days.

(b)(6) Director, EUR/EE (Ukraine, Moldova, and Belarus)  
U.S. Department of State

[Redacted]

Official  
UNCLASSIFIED

(b)(6) From: [Redacted]

Sent: Wednesday, March 27, 2019 3:50 PM

To: [Redacted]

Subject: FW: monitoring developing U.S. social media narratives on Ukraine

[Redacted] just so you all are aware-

(b)(6)

Both [redacted] and I have talked with our fantastic social media team in our PD shop and they are familiarizing the team with our existing tools that will give them the reports they want and set this all up for them.

I'm happy to discuss more about these tools at our next meeting too.

(b)(6)

This should greatly improve their ability to track and monitor stories/tweet, etc as it's all automated these days.

(b)(6)

Thanks!

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Wednesday, March 27, 2019 3:31 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Thanks very much, [redacted] Would be great to start getting those reports.

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Date:** March 27, 2019 at 9:11:46 PM GMT+2  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Great! Thanks so much. So I set up a Hootsuite Dashboard (which I can share with the team) and will have CrowdTangle searches set up that I can have sent to your inbox if you'd like.

Just let me know.

Best,

(b)(6)

(b)(6)

Digital Media Associate | EUR/PD

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Wednesday, March 27, 2019 2:26 PM  
**To:** [redacted]  
**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Thank you! Below are some of the Twitter users with large followings whom we've seen tweeting on (and/or discussing on TV) Ukraine related issues over the past several days. They all have verified Twitter accounts that should be pretty easy to spot.

- Sean Hannity
- Laura Ingraham
- Rudy Giuliani
- Dan Bongino
- Sebastian Gorka
- John Solomon (of The Hill)
- Jack Posobiec
- Ryan Saavedra
- Sara A Carter
- Donald Trump Jr
- Michael McFaul
- Lou Dobbs

Pamela Geller

(b)(6)

Thanks again very much,

(b)(6)

(b)(6)

(b)(6)

**From:** [Redacted]

**Date:** March 27, 2019 at 8:07:34 PM GMT+2

(b)(6)

(b)(6)

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Would you be able to add those high-profile usernames with us too? Would be good to have as I set things up.

(b)(6)

Best,

(b)(6)

Digital Media Associate | EUR/PD  
Kenya Trusant Group

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Wednesday, March 27, 2019 12:17 PM

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

[Redacted] <[Redacted]@state.gov>

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Thanks very much for your notes. The English-language Twitter search phrases we're currently using for this issue are:

- Yovanovitch
- Yovanovich (*common misspelling*)
- Ukraine Ambassador
- Ukrainian Ambassador
- Ukraine Soros

We are also monitoring the tweets of roughly 10 high-profile U.S.-based social media users (verified accounts with large numbers of followers) who have already commented on this particular issue before, either on social media or television, to see if they have posted something new relevant to this issue that does not directly align with our search terms.

Happy to pass along that list of Twitter users if DC wishes, but even just keeping an eye on the search terms above during DC afternoon business hours would be a huge help so that Kyiv/Washington team members don't miss out on new online narratives that are likely to generate new media inquiries.

I'm going to send around one more evening batch of social media content to Desk and Post colleagues in a few minutes on this topic.

(b)(6)

Thanks

[Redacted]

(b)(6)

**Official  
UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Wednesday, March 27, 2019 5:50 PM

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)  
(b)(6)

(b)(6)

(b)(6)

(b)(6)

Hi

Quick question, is your hootsuite set up to track mentions? That's probably the best way to do this after hours. We are happy to help your team set this up.

(b)(6)

And, just share your search phrases with us, so we can track as well.

Best,

**Official  
UNCLASSIFIED**

**From:**

**Sent:** Wednesday, March 27, 2019 11:41 AM

**To:**

**Cc:**

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Thanks

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(5)

(b)(5)

(b)(5)

[Large redacted area]

(b)(5)

(b)(6)

[Redacted]

[Redacted]

Press Attaché  
U.S. Embassy Kyiv

**Official  
UNCLASSIFIED**

(b)(6)

**From:**

[Redacted]

(b)(6)

(b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM

**To:**

[Redacted]

(b)(6)

(b)(6)

**Cc:**

[Redacted]

(b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

H

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

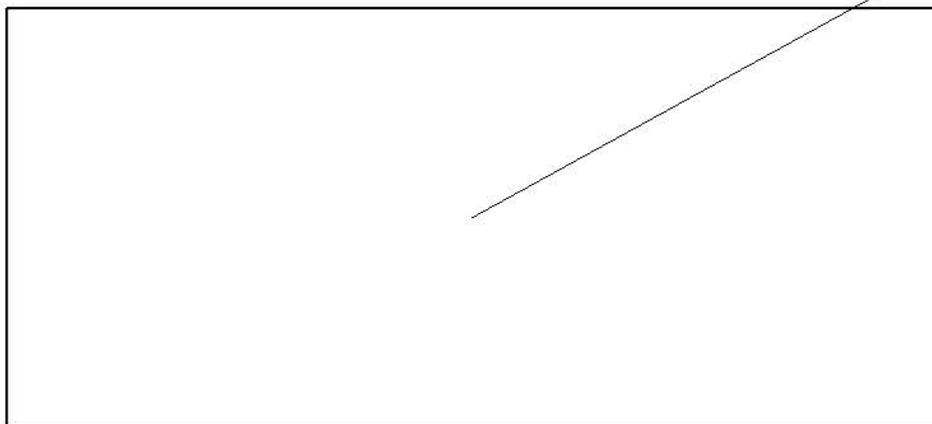
We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.

(b)(5)

- [Redacted]

(b)(5)



Bottom line- we are here for you and will continue to support you all as we always have.

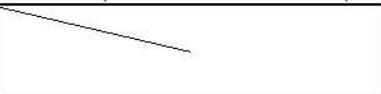
(b)(6)

(b)(6)

Thanks,

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs



**Official  
UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Tuesday, March 26, 2019 5:32 AM

(b)(6)

**To:** [Redacted]

(b)(6)

(b)(6)

[Redacted]

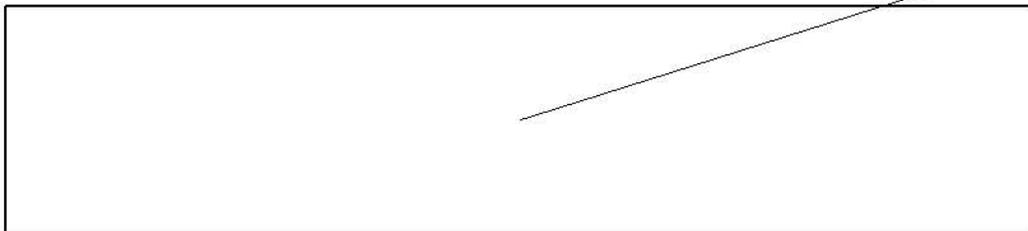
**Cc:** [Redacted]

[Redacted]

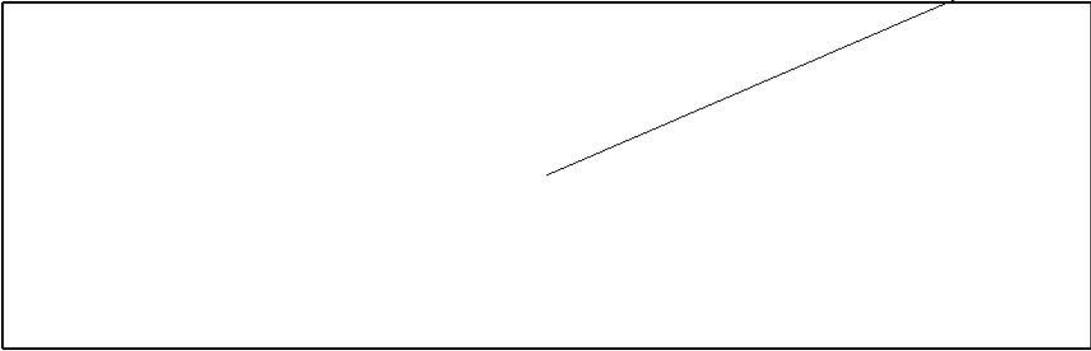
**Subject:** monitoring developing U.S. social media narratives on Ukraine

(b)(5)

Hi Desk colleagues,



(b)(5)



(b)(6)

Thanks very much for considering this request,

[Redacted signature]

SBU/Sensitive But Unclassified

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Fri, 29 Mar 2019 12:33:17 +0000  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** FW: Monitoring U.S. based media on Ukraine

Hi

Just keeping you up to date on the latest, as you/George/Desk were removed. It seems pretty clear that PD colleagues in EUR do not have the resources to help track this issue (beyond an automated report that generally needs to be combed through for nuggets of useful information) during their afternoon business hours (our evening hours). The PAS Kyiv team will do our best to keep on top of any significant developments on this issue in the evenings, to ensure AMB, George, etc. have timely info without having to wait 12 hours between the end of our work days and the start of the next one.

Thanks,

(b)(6)

(b)(6)

**Official - SBU**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted] (b)(6)  
**Sent:** Friday, March 29, 2019 1:48 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: Monitoring U.S. based media on Ukraine

Removing the non-PD folks

[redacted] why don't you call me today to discuss? I'm very confused about this ask, and it will help if you could explain to me what exactly is going on there.

Why I am confused is that every Post I have been at has had an LES who comes in very early and puts together a summary of U.S. media that s/he sends out to the mission/DC interested parties and the digital LES monitors social media mentions of Post/the Ambassador/ etc. I'm surprised to learn you haven't been doing that up until this point and don't have a way to do this at Post. Kyiv is one of the very best staffed and funded Posts in EUR. We are having a hard time understanding why you don't have the LE staffing to do this in house or the money to contract this out, particularly when much smaller Posts do this same thing every day and while in crisis.

We have numerous crises in Europe [redacted] and cannot do detailed monitoring for each and every Post. We are not staffed for that nor is it useful or feasible for us to do so (we don't have the languages, can't pay our teams overtime, etc).

(b)(6)

(b)(5)

We are happy to help you troubleshoot what is going on...but this email chain is not conveying sufficiently what the problem is keeping you from doing this at Post with the resources you have.

**Official - Transitory**  
**UNCLASSIFIED**

**From:** [redacted] (b)(6)

**Sent:** Friday, March 29, 2019 5:04 AM (b)(6)

**To:** [redacted] (b)(6)

[redacted] (b)(6)

[redacted] (b)(6)

**Cc:** [redacted] (b)(6)

[redacted] (b)(6)

Kent, George P

[redacted] (b)(6)

**Subject:** RE: Monitoring U.S. based media on Ukraine

Dear [redacted] and team

Thank you very much for all of your help. (b)(6)

We appreciate the crowd Tangle reports you have sent us. Can you confirm this tool in tracking content from the full list of influential social media users that [redacted] flagged (which included George's suggestions as well)? Does this also track their posts if it does not include our key word "Ukraine?" We have seen some of these people comment obliquely without using the key words. (b)(5)

We appreciate the RSS suggestion but we already have an effective automated search tool.

[redacted]

- US diplomats in Kyiv Yovanovitch and Kent + NABU;
- Clinton campaign and Manafort 2016;
- Biden-Burisma 2020;
- Soros (ANTAC).

Thanks again for all the help!

[redacted]

[redacted]

Press Attaché  
U.S. Embassy Kyiv

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Thursday, March 28, 2019 8:02 PM

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

[Redacted] Kent, George P [Redacted]

[Redacted]

**Subject:** RE: Monitoring U.S. based media on Ukraine

[Redacted]

And, you have a copy of the social media report (I sent it out separately). It is a very manageable report for you to share with relevant stake holders at Post. Let us know if you think it needs to be tweaked. Once you give us the go ahead, we'll have them go to the distros you recommend below.

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Thursday, March 28, 2019 1:02 PM

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

[Redacted] Kent,

George P [Redacted]

[Redacted]

**Subject:** RE: Monitoring U.S. based media on Ukraine

Dear [Redacted]

(b)(5)  
(b)(5)

Thank you. That is great. We have a similar process here but

[Redacted]

(b)(5)

For the next few days,

[Redacted]

We truly appreciate EUR Press and EUR PD's support while this these high-profile narratives remain in the news and hope that the need goes away soon.

(b)(6)  
(b)(6)

Thank you.

[Redacted]

Press Attaché  
U.S. Embassy Kyiv

(b)(6)

**Official  
UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Thursday, March 28, 2019 5:58 PM

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

[Redacted] Kent.  
George P [Redacted]

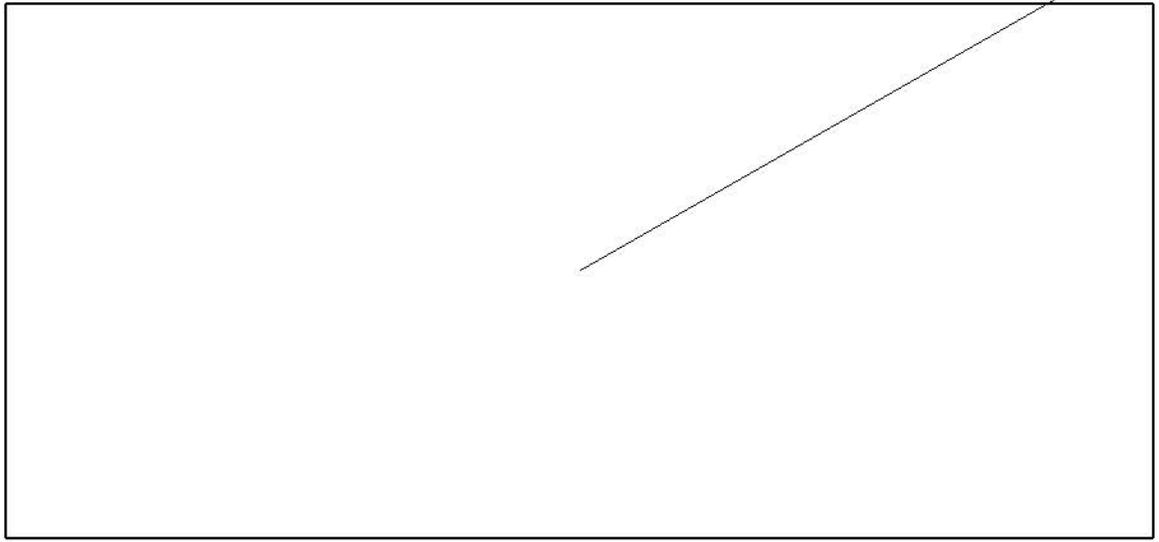
**Subject:** Monitoring U.S. based media on Ukraine

(b)(6)  
(b)(6)

(b)(6)  
(b)(6)

First, I just want to assure everyone that we understand the strain Embassy Kyiv and Ambassador Yovanovitch are under. We definitely want to support Post and the EUR Front Office's needs at this time. Full stop.

(b)(5); (b)(6)



(b)(6)  
(b)(6)

[Redacted] Deputy Director, EUR/PD | U.S. Department of State  
[Redacted]

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Tue, 2 Apr 2019 14:01:16 +0000  
**To:** [redacted]  
**Subject:** FW: Ukraine Twitter Report

Dear [redacted]

(b)(5)

Thanks once again. We have briefed our front office and discussed the issue with the Management Counselor.

[redacted]

(b)(6)

Also, feel free to forward to me any guidance that may exist on this topic.

(b)(6)

Sincerely,

[redacted]

[redacted]

Press Attaché  
U.S. Embassy Kyiv

(b)(6)

**Official - SBU**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Monday, April 1, 2019 6:14 PM  
**To:** [redacted]

(b)(6)

(b)(6)

**Cc:** [redacted]

(b)(6)

**Subject:** RE: Ukraine Twitter Report

(b)(5)

Dear [redacted]

Thank you so very much for alerting everyone to this issue. We appreciate you shutting down the automated report.

[redacted]

We do not have, and have not had, any separate automated monitoring tools tracking specific individuals. We will continue to follow Ukraine-related news and commentary via simple internet searches.

(b)(6) Trust me when I say, we very much appreciate your expertise on this matter.

Sincerely,

[Redacted Signature]

Press Attaché  
U.S. Embassy Kyiv

(b)(6) **Official - SBU**  
(b)(6) **UNCLASSIFIED**

(b)(6) **From:** [Redacted]

**Sent:** Monday, April 1, 2019 4:54 PM

**To:** [Redacted]

(b)(6) **Cc:** [Redacted]

**Subject:** RE: Ukraine Twitter Report

Thanks, [Redacted]

All,

(b)(5); (b)(6)

[Large Redacted Area]

(b)(6)

(b)(6)

[redacted] and I will be happy to advise on further action to assist in any manner possible. We understand the importance of it and are happy to help in any way possible.

All the best,

[redacted]

(b)(6)

**Official - SBU**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Monday, April 01, 2019 8:45 AM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: Ukraine Twitter Report

(b)(6)

Hi all,

(b)(6)

Plussing in [redacted] now that he's back.

Best,

(b)(6)

[redacted]

Digital Media Associate | EUR/PD  
Kenjya-Trusant Group

[redacted]

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Friday, March 29, 2019 10:38 AM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** FW: Ukraine Twitter Report

(b)(5); (b)(6)

[redacted]

You'll see for example this morning- there were ZERO tweets with words like 'Yovanovitch', 'Soros', etc. It's a report that would come directly to your box as frequently as you want (or once a day).

FYI- These are the kinds of tools ALL our PD shops have at post available to them as these apps can monitor the entire twitter-sphere vs. having a human miss something from a random twitter handle we didn't catch.

We are in the process of setting it up for Kyiv from here as you saw in the other chains they don't seem to be using these tools for some reason.

(b)(6) Let us know if you want to be added.

(b)(6) Thanks!

(b)(6)  
Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

(b)(6)  
**From:** State Department Analytics (Twitter) <feedback@crowdtangle.com>  
**Sent:** Friday, March 29, 2019 10:09 AM  
**To:** [Redacted]  
**Subject:** Ukraine Twitter Report

**Sorry, there were no tweets matching your criteria!**

Top 5 tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the best performance

Account	Tweets	Performance	Subscribers
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878
<a href="#">Verdad Teller</a> X	1	7.4x	1,941
<a href="#">SUSAN S. MOSS&amp;#128330;&amp;#127482;&amp;#127480;</a>	1	5.6x	15,813
<a href="#">Christopher Miller</a>	1	2.2x	90,365
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222

Top 5 accounts for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the most tweets

Account	Tweets	Performance	Subscribers
<a href="#">Jay Yovanovich</a>	4	-3.1x	1,054
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878

<a href="#">Annie</a>	2	-16.0x	3,381
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222
<a href="#">Periódico La Voz</a>	1	-4.0x	2,743

All tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) ranked in order of size

<b>Account</b>	<b>Tweets</b>	<b>Performance</b>	<b>Subscribers</b>
<a href="#">Dan Bongino</a>	1	-20.4x	954,428
<a href="#">Jack Posobiec &amp;#127482;&amp;#127480;</a>	1	1.2x	447,419
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222
<a href="#">Sen. Jeanne Shaheen</a>	1	-1.9x	102,800
<a href="#">Christopher Miller</a>	1	2.2x	90,365
<a href="#">Radio Free Europe/Radio Liberty</a>	1	-1.8x	73,280
<a href="#">DrScott</a>	1	1.5x	61,631
<a href="#">UNIAN (English)</a>	1	--	44,683
<a href="#">National Democratic Institute</a>	1	1.2x	34,337
<a href="#">IREX</a>	1	-16.0x	29,739
<a href="#">Don Pewtress</a>	1	-0.8x	29,174
<a href="#">IRI</a>	1	1.7x	28,657
<a href="#">The Bankova</a>	1	-1.4x	28,622
<a href="#">Anders Åslund</a>	1	-1.2x	24,347
<a href="#">SUSAN S. MOSS&amp;#128330;&amp;#127482;&amp;#127480;</a>	1	5.6x	15,813
<a href="#">Billie Schaeffer</a>	1	-1.7x	15,000
<a href="#">Hromadske Int.</a>	1	-0.8x	14,370
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878
<a href="#">Viktor Kovalenko</a>	1	-0.8x	4,838
<a href="#">RWagenX</a>	1	--	4,493
<a href="#">Stoutx2</a>	1	1.1x	4,176
<a href="#">Jon Barsanti Jr.</a>	1	1.9x	3,678
<a href="#">Robert Francis O'Rourke's Hands</a>	1	-8.0x	3,670
<a href="#">Daniel Twining</a>	1	1.3x	3,446
<a href="#">Annie</a>	2	-16.0x	3,381
<a href="#">Periódico La Voz</a>	1	-4.0x	2,743
<a href="#">Utah Deplorable</a>	1	-8.0x	2,742
<a href="#">UNIAN.info</a>	1	-8.0x	2,398
<a href="#">Verdad Teller X</a>	1	7.4x	1,941
<a href="#">Jay Yovanovich</a>	4	-3.1x	1,054
<a href="#">Shelly Lopes</a>	1	-8.0x	769
<a href="#">expatua.com</a>	1	-0.7x	740
<a href="#">Ukrinform-EN</a>	1	-8.0x	714
<a href="#">BarneyX</a>	1	-0.8x	375

Tweets ranked by Total Interactions in Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search)

[Unsubscribe from this digest](#)

Copyright © 2019 CrowdTangle. All rights reserved.

(b)(6)

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	GPA Social Media Support <IIPSMS@state.gov>; [Redacted]
<b>CC:</b>	[Redacted]
<b>Subject:</b>	RE: Crowd Tangle
<b>Date:</b>	Wed, 24 Jul 2019 06:46:54 +0000

(b)(6) Thanks, GPA!

---

(b)(6)

(b)(6) **From:** GPA Social Media Support <IIPSMS@state.gov>

(b)(6) **Sent:** Tuesday, July 23, 2019 9:23 PM

(b)(6) **To:** [Redacted] GPA Social Media Support <IIPSMS@state.gov>

(b)(6) **Cc:** [Redacted]

(b)(6) **Subject:** RE: Crowd Tangle

(b)(6) Hello [Redacted]

(b)(6) Here are the links to the dashboards for the Netherlands:  
<https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/missionnetherlands?ignoreEmit=true> Both [Redacted] will be able to access their dashboard with this link. Please let me know if there are any updates or changes that need to be made. Thank you!

[Redacted] Global Social Media



(b)(6) **Official - Transitory**  
**UNCLASSIFIED**

---

(b)(6) **From:** [Redacted]

(b)(6) **Sent:** Tuesday, July 23, 2019 12:37 PM

(b)(6) **To:** GPA Social Media Support <IIPSMS@state.gov>

(b)(6) **Cc:** [Redacted]

(b)(6) **Subject:** RE: Crowd Tangle

(b)(6) Hi SMS friends,

(b)(6) Could you please help in getting access for [Redacted] (PAO) and [Redacted] (APAO) to the crowdangle dashboards for the Netherlands? Thanks!

[Redacted]

(b)(6)

(b)(6)

Public Diplomacy Desk Officer for Western Europe  
Office of Public Diplomacy | Bureau of European and Eurasian Affairs

[Redacted]

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Tuesday, July 23, 2019 11:38 AM

(b)(6)

**To:** [Redacted]

**Cc:** [Redacted]

**Subject:** Crowd Tangle

[Redacted]

Hello from The Hague. A quick social media question:

We are starting to take a look at our social media, and would like to step up our efforts to track, capture, and analyze social media related to issues we feel are important. I understand that it is possible to get access to Crowd tangle via the department. Do you know how or where I might do that?

(b)(6)

Many thanks,

[Redacted]

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

<b>Sender:</b>	[Redacted]
<b>Recipient:</b>	GPA Social Media Support <IIPSMS@state.gov>; [Redacted]

(b)(6)	<b>From:</b> "IIP Social Media Support" <IIPSMS@state.gov>
	<b>To:</b> IIP Social Media Support <IIPSMS@state.gov>;
	<b>CC:</b> [Redacted]
	<b>Subject:</b> RE: CrowdTangle presentation
	<b>Date:</b> Fri, 1 Mar 2019 19:58:40 +0000

Hello All,

I checked on your request and the Ambassador, London Embassy, and your consulates in Belfast and Edinburgh are included in the Live Display. Please contact us if you have additional questions. Thank you!

(b)(6)

[Redacted] Digital Support & Training



**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

---

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Wednesday, February 27, 2019 3:40 PM  
**To:** [Redacted] IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** RE: CrowdTangle presentation

Hello All,

This is the current link for the United Kingdom. I will make sure the accounts you specified are added in Crowdtangle. I'm not sure if the Ambassador's account is included in the reports. I will have to check on that and get back to you. Please let me know if you have any questions or updates. Thank you!

<https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/missionunitedkingdom?ignoreEdit=true>

(b)(6)

[Redacted] Digital Support & Training



(b)(6) **Official**  
**UNCLASSIFIED**

(b)(6) **From:** [Redacted]  
**Sent:** Wednesday, February 27, 2019 6:51 AM  
(b)(6) **To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** CrowdTangle presentation

(b)(6) Hi [Redacted]

Thank you for the CrowdTangle presentation – it was super helpful.

Is it possible to get our country-specific link for the UK? (including stats & accounts for our Ambassador, London Embassy, and our consulates in Belfast and Edinburgh).

I did see our Ambassador (@USAmbUK) on the twitter column, so he must be included! Is his account also included in the statistics from the weekly over performing reports that you send out?

(b)(6) Many thanks in advance,

(b)(6) [Redacted]  
(b)(6) [Redacted]

Digital Media Specialist | Press Office | U.S. Embassy London

[Redacted]



**Official**  
**UNCLASSIFIED**

(b)(6) **Sender:** "IIP Social Media Support" <IIPSMS@state.gov>  
**Recipient:** IIP Social Media Support <IIPSMS@state.gov>; [Redacted]

(b)(6)

(b)(6)

(b)(6)

<b>From:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>;
<b>CC:</b>	
<b>Subject:</b>	RE: Crowdtangle Team Member access for Bosnia and Herzegovina
<b>Date:</b>	Fri, 17 May 2019 20:45:31 +0000

(b)(6)

Hello [redacted]

(b)(6)

I have added your Instagram account to the Live Display. Thank you!

[redacted] Digital Support & Training



(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

<b>From:</b>	[redacted]
<b>Sent:</b>	Wednesday, May 15, 2019 10:37 AM
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>; [redacted]
<b>Cc:</b>	[redacted]
<b>Subject:</b>	RE: Crowdtangle Team Member access for Bosnia and Herzegovina

[redacted] - thanks! I'll have the list of influencers to be added ready by tomorrow morning and will send it to you.  
In the meantime, if you could add our Instagram account (@usembassybih) that would be great.

(b)(6)

Thanks,

[redacted]

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Wednesday, May 15, 2019 4:31 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Re: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6)

Hello [Redacted]

(b)(6)

We would have to add the Instagram account for you. In regards to the adding the influencers, we would need to add that as well. If you could also send a list of influencers and their social media accounts (Twitter, Facebook, etc) I'd be happy to have those added for you as well. Please let me know if you have any additional questions. Have a great day!

(b)(6)

[Redacted] Digital Support & Training



(b)(6)

(b)(6)

(b)(6)

---

**From:** [Redacted]  
**Sent:** Wednesday, May 15, 2019 9:39 AM  
**To:** [Redacted]  
**Cc:** [Redacted] IIP Social Media Support  
**Subject:** RE: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6)

[Redacted] - thank you so much. And now worries, I thought I have heard somewhere that that doesn't apply to non-U.S. citizens, but wasn't 100% sure, so thank you again for checking that for us.

I just went to our live display page and I don't have any possibility of changing anything on it. The only option it's giving me is to switch to Dark Interface 😊

Is there a way for someone to guide me through the process of adding the IG to our live display, and also, how to create the list adding the influencers we already know, which are not U.S. citizens?

And on the media outlets – I'll get the list ready and send it to you.

(b)(6)

Again, thank you so much for helping us get all of this fixed/resolved/updated!

Best,  
 [Redacted]

(b)(6) **Official**  
**UNCLASSIFIED**

(b)(6)  
 (b)(6)  
 (b)(6)  
**From:** [redacted]  
**Sent:** Wednesday, May 15, 2019 3:29 PM  
**To:** [redacted]  
**Cc:** [redacted]  
 [redacted] IIP Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6) Hi [redacted],

I created the list with your Instagram account but can't seem to add it to your Live Display. That might be something you need to do on your end.

Absolutely – just let us know which media outlets you feel appropriate to add to those sections and we can update the lists to reflect that.

Also, I'd like to correct something I said previously. Turns out I was incorrect on the influencers list. You can create lists of them so long as they are not U.S. Citizens. Happy to assist with that if you need and my apologies for giving you incorrect information.

(b)(6) Best,

(b)(6) [redacted]

Digital Media Associate | EUR/PD  
Keniva-Trusant Group

(b)(6) [redacted]

**From:** Nakas, Naida <NakasN@state.gov>  
**Sent:** Wednesday, May 15, 2019 12:50 AM

(b)(6) **To:** [redacted]

(b)(6) **Cc:** [redacted]  
 [redacted] IIP Social Media Support <IIPSMS@state.gov>

**Subject:** RE: Crowdtangle Team Member access for Bosnia and Herzegovina

Thank you [redacted] - it would be great if you could add our IG account. I do have one more question about Crowdtangle - going back to FB/media and Twitter/media displays. A very limited number of media outlets is included in those sections, is it possible to add more?

(b)(6) Thanks  
 [redacted]

(b)(6) --- (b)(6)  
Sent from Workspace ONE Boxer

On 14 May 2019 at 22:35:31 CEST, [redacted] > wrote:  
Hi [redacted]

Going to chime in here – so regarding the influencers, there are some legal implications of making a list of Facebook influencers or Twitter influencers since they are technically private citizens (even though they’re publicly on the internet) and we cannot compile them into a list and monitor what they are saying using a third-party application without their knowledge. To see what they’re saying, you unfortunately need to use the old school way and manually go to their feeds and view that way. Cumbersome but it’s in compliance with the Privacy Act of 1974.

Regarding automated emails, I’m not sure if you can set up feedback reports, I’ll look into that for you.

And on Instagram, shouldn’t be a problem to add the IG account. We would just need to create it as a separate list, which can then be added into the display.

I can take care of that for you if you’d like! On hashtags and influencers, I don’t believe CT has that capability unfortunately.

Please let me know if you have any questions.

Best,

[redacted]  
Digital Media Associate | EUR/PD  
Keniva-Trusant Group  
[redacted]

**Official**  
**UNCLASSIFIED**

**Official**  
**UNCLASSIFIED**

**From:** [redacted]  
**Sent:** Tuesday, May 14, 2019 11:19 AM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [redacted]

**Subject:** RE: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6)

Hi [redacted]

Thank you very much for your prompt reply! Our live display needs certain updates, but primarily, we are looking for ways on how to discover trending topics/stories among social media users/influencers in BiH and neighboring countries who are mentioning BiH. For example, I see on our live display sections FB/media and Twitter/media, but was wondering would it be possible to also do FB/influencers or Twitter/influencers, etc. Also, we would be interested in possibly getting regular e-mail summaries/reports on how are we doing with performances on our social media channels, what topics are trending in our host country, etc.

And, we do have an Instagram account, and would like it to be included in our live display (@usembassybih). When it comes to Instagram, we were wondering if we could use Crowdtangle to discover the trending hashtags, Instagram influencers, etc.

So, if this is something that is feasible and we don't need the Team member access to do it, and you can help us set it up – perfect!

(b)(6)

Thank you so much!

[redacted]

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Tuesday, May 14, 2019 5:06 PM  
**To:** [redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [redacted]

(b)(6)

**Subject:** RE: Crowdtangle Team Member access for Bosnia and Herzegovina

Hello [redacted]

What are you trying to do/see or acquire within Crowdtangle? Most posts use their link to get information and stats and usually do not need or use the Team Member accounts. Is there a specific use case you had in mind? I have provided you with a link to your team's existing live display. Please let me know if you're looking for more information than this or if the information provided in the link needs to be updated. Thank you!

Bosnia Crowdtangle Live Display

(b)(6)  
[Redacted]  
[Redacted] Digital Support & Training  
[Redacted]

(b)(6)  
**Official  
UNCLASSIFIED**

(b)(6)  
(b)(6)  
**From:** [Redacted]  
**Sent:** Tuesday, May 14, 2019 9:19 AM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** Crowdtangle Team Member access for Bosnia and Herzegovina

Dear IIP Social Media Support –

I am the social media/strategic content manager and media assistant with the U.S. in Bosnia and Herzegovina, responsible for managing Embassy’s Facebook, Instagram and Twitter account and Embassy web site. I found this article on Social Media Hub (<http://cas.state.gov/socialmedia/crowdtangle-user-features/>) and I’m not sure whether we have the Team member account, but would definitely like to explore a possibility of acquiring one. Could you please let us know if we can get the Team Member Access and what should we do to be able to get it.

Thank you so much,

(b)(6)  
(b)(6)  
(b)(6)  
[Redacted]  
[Redacted]  
*Press/Information Assistant*  
Office of Public Affairs, U.S. Embassy Sarajevo  
[Redacted]

Fax: +387 33 704-432

*Stay connected with the U.S. Embassy Sarajevo:*



**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

<b>Sender:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	[Redacted] IIP Social Media Support <IIPSMS@state.gov>; [Redacted]

(b)(6)

<b>From:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	(b)(6) GPA Social Media Support <IIPSMS@state.gov>
<b>Subject:</b>	RE: Digital Consultation Follow Up - Vietnam
<b>Date:</b>	Tue, 6 Aug 2019 12:00:37 +0000

(b)(6)

No worries at all, that's a big help! Appreciate you!!!

(b)(6)

Foreign Affairs Officer | Global Social Media  
 U.S. Department of State  
 Bureau of Global Public Affairs

(b)(6)



(b)(6)

**Official**  
**UNCLASSIFIED**

---

**From:** (b)(6)  
**Sent:** Monday, August 05, 2019 4:44 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** Re: Digital Consultation Follow Up - Vietnam

Sounds good, thanks! Sorry I didn't get a chance to tell you with the merger mayhem and your trip.

(b)(6)

Look forward to catching up tomorrow.

Thanks,

(b)(6)

Get [Outlook for Android](#)

(b)(6)

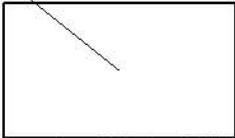
---

**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Monday, August 5, 2019 2:29:48 PM  
**To:** (b)(6); GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

Did not know you were adding people – good to know and thank you! If you'd like to train her, go for it, and feel free to add her. The main thing, in addition to showing them the tool, is to ensure they don't delete other people's work.

Thanks!

(b)(6)



(b)(6)

Foreign Affairs Officer | Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs



(b)(6)

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

(b)(6)

**Sent:** Monday, August 05, 2019 1:38 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** Re: Digital Consultation Follow Up - Vietnam

Hey [Redacted] since the EAP CrowdTangle training I've been adding people by request (only to the EAP team) and making it clear they should only work on their mission-specific dashboards and should review the training recording and Hub articles. (b)(6)

I could be misremembering but I think some of [Redacted] colleagues at post attended the CrowdTangle training so they could also help her.

(b)(6)

Is this OK or is there a new procedure I should follow?

Thanks



(b)(6)

[Get Outlook for Android](#)

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Sunday, August 4, 2019 9:35:19 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

Hi [Redacted]

(b)(6)

I did IO training but nothing more specific on CrowdTangle. I think I also have to do the Hootsuite training. Let me know how I can set both up!

Thank you,



(b)(6)  
 (b)(6)  
**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Friday, August 2, 2019 10:02 PM  
**To:** [redacted]; GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** [redacted]  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

Hi [redacted]

That's also managed by GPA (Social Media + Analytics teams). Have you already completed a CrowdTangle training? I don't think we've talked about it before, but could be mistaken. We do a short virtual training before adding new users.

(b)(6) Thank you!

Sincerely,

[redacted]

(b)(6)  
**Official**  
**UNCLASSIFIED**

(b)(6)  
**From:** [redacted]  
**Sent:** Thursday, August 1, 2019 11:33 PM  
**To:** [redacted] GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

(b)(6) [redacted] - could you please also add me to crowdangle? Thank you!

(b)(6)  
**From:** [redacted]  
**Sent:** Thursday, August 1, 2019 5:22 PM  
**To:** [redacted]; GPA Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

(b)(6) Thank you both! [redacted] I was able to get into Hootsuite. Thanks again,

(b)(6)  
**From:** [redacted]  
**Sent:** Thursday, August 1, 2019 12:21 AM  
**To:** GPA Social Media Support <IIPSMS@state.gov> [redacted]  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

(b)(6) Thanks all!

(b)(6) I've deleted the SharePoint forms for [redacted] and [redacted]

Cheers,

[redacted]

(b)(6)

(b)(6)

(b)(6)

[Redacted]

(b)(6)

Digital Media Coordinator  
Office of Public Diplomacy  
Bureau of East Asian and Pacific Affairs (EAP)  
U.S. Department of State

[Redacted]

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** GPA Social Media Support <IIPSMS@state.gov>

**Sent:** Wednesday, July 31, 2019 11:47 AM

(b)(6)

**To:** [Redacted]; GPA Social Media Support <IIPSMS@state.gov>

**Cc:** [Redacted]

**Subject:** RE: Digital Consultation Follow Up - Vietnam

(b)(6)

Hi [Redacted]

Nice to meet you! I've added you to Hootsuite. The two names below were removed from Hootsuite some time ago. [Redacted] please remove them from the directory when you have time. In the recent past, your mission asked to have members added to both posts Hootsuite teams, so you'll have access to both once you setup your account. You should receive an email from Hootsuite in a moment.

(b)(6)

Thank you!

Sincerely,

[Redacted Signature]

(b)(6)

Foreign Affairs Officer | Global Social Media  
U.S. Department of State  
Bureau of Global Public Affairs

[Redacted]



(b)(6)

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Tuesday, July 30, 2019 9:36 PM

**To:** GPA Social Media Support <IIPSMS@state.gov>

**Subject:** FW: Digital Consultation Follow Up - Vietnam

(b)(6)

Thank you very much

(b)(6)

I submitted my info as a social media practitioner. I'm emailing you because I would like to get access to Hootsuite. I noticed there are two members of our team that are Hootsuite enabled who have departed post:

(b)(6)

(b)(6)

Many thanks,

(b)(6)

**From:** [redacted]  
**Sent:** Wednesday, July 31, 2019 5:07 AM  
**To:** [redacted]  
**Subject:** RE: Digital Consultation Follow Up - Vietnam

(b)(6)

Hi

I hope you're settling in and enjoying Vietnam! Den's email reminded me to follow up with you to see if you have any questions on any of the info I provided in my previous email.

I just added you to the 3 distros I mentioned below ([SocialMediaCommunityManagersEAP@state.gov](mailto:SocialMediaCommunityManagersEAP@state.gov), [SocialMediaCommunityManagersASEAN@state.gov](mailto:SocialMediaCommunityManagersASEAN@state.gov), [SocialMediaCommunityManagersLowerMekong@state.gov](mailto:SocialMediaCommunityManagersLowerMekong@state.gov)) so you should start getting my emails with content to amplify, digital policy guidance, ideas to steal from other posts, etc.

When you get a chance, can you please fill out a [form on this SharePoint site](#). If you'll need a [Hootsuite license](#) to directly manage Vietnam's social media platforms, please check the "Hootsuite Enable" box at the bottom and then email me and [IIPSMS@state.gov](mailto:IIPSMS@state.gov) so we can give you the license and training.

(b)(6)

Let me know if you have any questions or if there's any way I can help improve Ho Chi Minh City's digital presence.

Cheers,

[redacted signature]

(b)(6)

Digital Media Coordinator  
Office of Public Diplomacy  
Bureau of East Asian and Pacific Affairs (EAP)  
U.S. Department of State

(b)(6)

**Official  
UNCLASSIFIED**

**From:** [redacted]  
**Sent:** Tuesday, June 11, 2019 9:30 PM

(b)(6)

(b)(6) **To:** [redacted] (b)(6)

(b)(6) [redacted] (b)(6)

(b)(6) **Cc:** [redacted]

(b)(6) **Subject:** RE: Digital Consultation Follow Up - Vietnam

+ [redacted]

**Official  
UNCLASSIFIED**

(b)(6) **From:** [redacted] (b)(6)

(b)(6) **Sent:** Tuesday, June 11, 2019 8:48 PM

(b)(6) **To:** [redacted] (b)(6)

(b)(6) [redacted]

(b)(6) **Cc:** [redacted]

(b)(6) **Subject:** Digital Consultation Follow Up - Vietnam

Hi All,

Just realized I never sent a follow up email for our consultation so thanks for your patience! I know it's a lot of info but hopefully it's helpful to have it all in one place. I'm also adding in [redacted] who I recently had a consultation with as well.

Let me know if you have any questions. I look forward to working with you all!

Below are:

- [Things We Discussed](#) (these items came up during my conversation with Shannon and Juan)
- [Resources & Requests](#)
- [Vietnam Audience Research](#)

Things We Discussed

- [17 DHAKA 442 - Secret Sauce: Dhaka's Weekly Strategic Communications Meeting](#)
  - Showing the importance of high-level buy in for strategic communications and regular coordination meetings which are especially useful for multi-post missions.
- [Good example of a persona account](#) - how to make high-level meetings more personal/human.
- [Example of a weekly roundup](#) - so we don't have to have an individual post about each small meeting/event.

Resources & Requests

- Please fill out a [form on this SharePoint site](#). We use this site to keep track of how many people are working on social media across the Department, even if you're solely a content contributor or supervisor of a social media team.
  - Only check the "Hootsuite Enable" box at the bottom if you'll need a [Hootsuite license](#) to directly manage Vietnam's social media platforms. Each post gets 2 free licenses paid for by DC but let me know if you'd like to request more.
- Email [IIPSupport@state.gov](mailto:IIPSupport@state.gov) if you'd like to request Slack and America.gov licenses so that you can get them before the IIP-PA merger potentially slows down the process. We use these tools to collaborate across the social media, and broader public diplomacy, community in EAP. Happy to provide training once you're at post.
- Please let me know who needs to be added to the following distros (those who will focus most on social media) and when (I'll wait until you're at post so I don't clog your inbox now):
  - [SocialMediaCommunityManagersEAP@state.gov](mailto:SocialMediaCommunityManagersEAP@state.gov) - where I send emails on social media updates and opportunities, such as our monthly virtual training series on digital diplomacy best practices.
  - [SocialMediaCommunityManagersASEAN@state.gov](mailto:SocialMediaCommunityManagersASEAN@state.gov) - we currently use this for content related to ASEAN and YSEALI, though soon I'll be creating a new separate distro for YSEALI since the content and audience for ASEAN and YSEALI don't always overlap.
  - [SocialMediaCommunityManagersLowerMekong@state.gov](mailto:SocialMediaCommunityManagersLowerMekong@state.gov) - we're trying to use this more as we increase our promotion of the [Lower Mekong Initiative](#).
- I recommend all social media practitioners take FSI's [PY363 Social Media Practitioners' Workshop](#) and feel free to sign up for it again if you've already taken it since FSI recommends social media managers take it every few years since the course material changes so frequently (as social media changes rapidly).
- Two sites to bookmark are the [Digital Media Resources SharePoint](#) for EAP where you can find social media strategies, crisis communications plans, and analytics reports from all EAP posts as examples and the [Social Media Hub](#) is an amazing intranet site with nearly all the social media resources and policies you need to know.
  - The SharePoint also includes slide decks for our EAP social media virtual training series as well as [this slide deck](#) with info on my role, our digital priorities, etc.

## Vietnam Audience Research

- We use We Are Social to learn about the internet, social media, and mobile landscape in a country, region, or the world as a whole.
  - [Digital in 2019: Vietnam](#)
  - [Digital in 2018 in Southeast Asia Part 1 - North-West](#) – Vietnam statistics start on slide 104.
  - [Digital in 2017: Southeast Asia](#) – Vietnam statistics start on slide 165.
- We use [statistics from Social Bakers](#) to get a sense of which organizations and individuals are popular in a country to find potential partners and learn what kind of content the local population is interested in. You can set up your Hootsuite dashboard to follow some of these accounts to get inspiration for your own content.
  - [Most popular Facebook pages in Vietnam](#)
  - [Most popular Twitter accounts in Vietnam](#)
  - [Most popular YouTube Channels in Vietnam](#)

- R/PPR Research is part of the R Bureau's Evaluation and Measurement Unit and creates reports that help the Department decide the best use of public diplomacy funds within a country based on target audience and topic.
  - [All of R/PPR Research's Reports](#) (Diplopedia page, OpenNet only)
  - [PD Analysis Report for Vietnam \(2017\)](#)
  - [Chinese Diaspora in Vietnam \(2018\)](#)
- IIP's Analytics office creates Media Landscape Reports to analyze the traditional and social media penetration in a country
  - [All Media Landscape Reports](#) (Diplopedia page, OpenNet only)
  - [Media Landscape Report for Vietnam \(2016\)](#)

(b)(6)

(b)(6)

Cheers.

(b)(6)

Digital Media Coordinator  
Office of Public Diplomacy  
Bureau of East Asian and Pacific Affairs (EAP)  
U.S. Department of State

(b)(6)

**Official**  
**UNCLASSIFIED**

<b>Sender:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	GPA Social Media Support <IIPSMS@state.gov>

(b)(6)

**From:** "IIP Social Media Support" <IIPSMS@state.gov>

**To:** [Redacted]

(b)(6)

**CC:** IIP Social Media Support <IIPSMS@state.gov>;  
 IIP Analytics <IIPAnalytics2@state.gov>;  
 IIP Analytics Zendesk <iipanalytics@america.gov>;  
 [Redacted]  
 IIP AF <IIPAF2@state.gov>

**Subject:** RE: DRC question

**Date:** Mon, 13 May 2019 19:18:17 +0000

(b)(6)

Hello [Redacted]

I'm happy to assist? Have you used Crowdtangle before? I can set up a time to speak with you to go over the platform with you. As of right now, here are links to your Crowdtangle live display which shows your individual mission as well as the state department stats overall. Please let me know if you need more information than what is listed below or any updates you may need. Thank you!

[State Department Stats](#)  
[DRC](#)  
[AF Region](#)

(b)(6)

[Redacted] Digital Support & Training



(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

**Sent:** Friday, May 10, 2019 8:59 AM

**To:** [Redacted]

(b)(6)

**Cc:** IIP Social Media Support <IIPSMS@state.gov>; IIP Analytics <IIPAnalytics2@state.gov>; IIP Analytics Zendesk <iipanalytics@america.gov>; [Redacted]; IIP AF <IIPAF2@state.gov>

(b)(6)

**Subject:** RE: DRC question

Hi [Redacted]

Thanks so much for the kind words! I believe our Analytics and Social Media teams can help you with what you need. I've copied them here and they should get back to you shortly.

(b)(6)  
Best regards,

[Redacted signature]



(b)(6)  
**Official**  
**UNCLASSIFIED**

(b)(6)  
**From:** [Redacted]  
**Sent:** Friday, May 10, 2019 6:44 AM  
**To:** [Redacted]  
**Subject:** DRC question

(b)(6)  
Hi, [Redacted]

Thanks for all the great IIP resources you send.

I'm curious about our post's output and wonder if some smart IIP person could send any analytics to show how Emb. Kinshasa twitter and Facebook ranks compared to all other AF posts, big and small: # of posts per week or month, etc. amount of traffic generated. Whatever the standard indicators are.

(b)(6)  
Anything to give us some context would help. Let me know if you have any questions, and thanks.

(b)(6)  
Best, [Redacted]

(b)(6)  
[Redacted]  
Attaché de Presse  
Ambassade des Etats-Unis d'Amérique  
498 Avenue Colonel Lukusa  
Gombe - Kinshasa, D.R. Congo

(b)(6)  
[Redacted]  
[x] [x] [x] [x]

(b)(6)  
**Sender:** "IIP Social Media Support" <IIPSMS@state.gov>  
**Recipient:** [Redacted]  
IIP Social Media Support <IIPSMS@state.gov>;  
IIP Analytics <IIPAnalytics2@state.gov>;  
IIP Analytics Zendesk <iipanalytics@america.gov>;  
[Redacted]  
IIP AF <IIPAF2@state.gov>

(b)(6)

(b)(6)

(b)(6)

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>
<b>CC:</b>	[Redacted] iipanalytics@america.gov <iipanalytics@america.gov>; [Redacted]
<b>Subject:</b>	RE: EAP Virtual Training: CrowdTangle
<b>Date:</b>	Fri, 31 May 2019 00:37:28 +0000

Hi [Redacted]

(b)(6)

Thanks for your quick reply. I got it now, no worries, we definitely can check later after the data migration done. Have a nice weekend team!

Regards,

[Redacted]

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)  
(b)(6)  
(b)(6)  
(b)(6)

---

**From:** [Redacted]  
**Sent:** Friday, May 31, 2019 3:23 AM  
**To:** [Redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]; iipanalytics@america.gov [Redacted]  
**Subject:** RE: EAP Virtual Training: CrowdTangle

(b)(6)

(b)(6)

Hey [Redacted]

(b)(6)

I just added [Redacted] and I sent a separate email with info to him.

Your live display and URL should not change, but let us know if you notice anything becomes broken or if you'd like to make any edits to the display.

(b)(6)

We're in the process of moving over all the lists to the right dashboards this week. Let us know next week if there are specific lists you'd like that aren't on there.

Thanks!

[Redacted]

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Wednesday, May 29, 2019 11:34 PM

**To:** [redacted] IIP Social Media Support <IIPSMS@state.gov>

**Cc:** [redacted]  
[redacted] iipanalytics@america.gov

**Subject:** RE: EAP Virtual Training: CrowdTangle

(b)(6)

Hi [redacted]

Thanks [redacted] for your prompt reply. [redacted] and I can now access, and do you mind to grant the same to our American Manager, [redacted] as well? Thanks in advanced.

Add on, we have 2 quick questions:

- 1) Will the old URL be sunset moving forward?
- 2) Are the old lists/ data i.e. public figures already implemented onto the new dashboards accordingly? Since we saw some are still there but not all. Or we simply have to create a new set of lists?

(b)(6)

Thanks IIP!

Cheers,

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Friday, May 24, 2019 10:20 PM

**To:** [redacted]

IIP Social Media Support <IIPSMS@state.gov>

**Cc:** [redacted]  
[redacted] iipanalytics@america.gov

**Subject:** RE: EAP Virtual Training: CrowdTangle

Hi [redacted]

I'm sorry you're experiencing difficulties. I've resent invitations to you and [redacted]. Can you try clicking on the link in the invitation email once more? Once you do, you should have access to all the dashboards in the EAP team including the three dashboards below.

(b)(6)

Regards,

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Friday, May 24, 2019 2:09 AM

**To:** [redacted]; IIP Social Media Support <IIPSMS@state.gov> [redacted]

(b)(6)  
(b)(6)  
(b)(6) **Cc:** [redacted]  
**Subject:** RE: EAP Virtual Training: CrowdTangle

(b)(6) Thanks [redacted] for following up at your night, yes we already logged on to our Facebook when we tried to go to CrowdTangle dashboard. Hence we don't know why.  
Regards.  
[redacted]

(b)(6) **Official UNCLASSIFIED**  
(b)(6)  
(b)(6) **From:** [redacted]  
(b)(6) **Sent:** Friday, May 24, 2019 12:03 PM  
(b)(6) **To:** [redacted]; IIP Social Media Support  
(b)(6) <IIPSMS@state.gov>  
(b)(6) **Cc:** [redacted]  
(b)(6) **Subject:** Re: EAP Virtual Training: CrowdTangle

(b)(6) [redacted] on the IIP/Analytics team  
(b)(6) [redacted], the key is to be logged into Facebook. Have you tried going to CrowdTangle.com after you're already logged into Facebook?  
(b)(6) [redacted] can correct me if I'm wrong but you shouldn't have to log into anything besides Facebook to access CrowdTangle once you've been invited (there's no separate password for CrowdTangle).

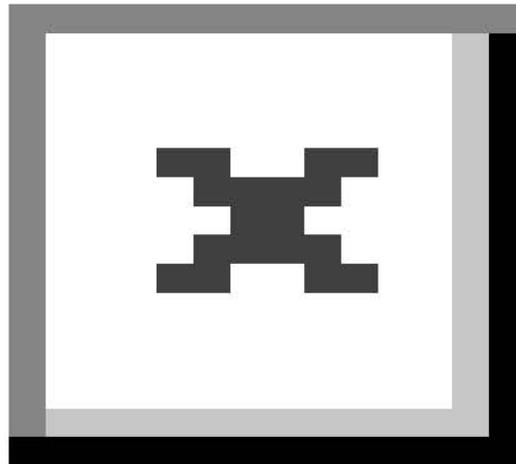
(b)(6) **Cheers**  
[redacted]  
(b)(6) [Get Outlook for Android](#)

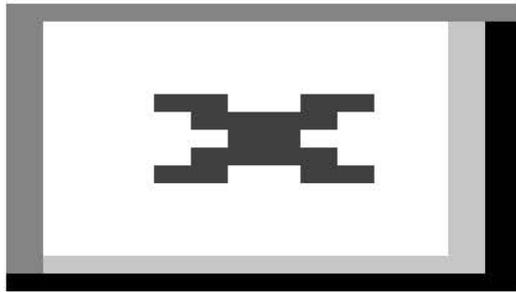
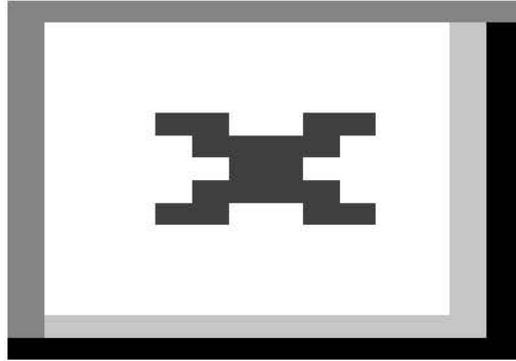
(b)(6)  
(b)(6) **From:** [redacted]  
(b)(6) **Sent:** Thursday, May 23, 2019 10:57:03 PM  
(b)(6) **To:** [redacted]; IIP Social Media Support  
(b)(6) **Cc:** [redacted]  
(b)(6) **Subject:** RE: EAP Virtual Training: CrowdTangle

(b)(6) Hi [redacted] IIP,  
Thanks for it, [redacted] and I can tried to log in w the CrowdTangle's invitation email, it drives us to the 1<sup>st</sup> screen shot below. But then when we tried to log into the 3 links below (screen shots 2-3), it doesn't allow us so unless. See if your team can help. Thanks [redacted] in advanced!

Hong Kong and Macau (named Twitter <https://apps.crowdtangle.com/consulatehongkongtwitter>)

"Consulate Hong Kong")		
Hong Kong and Macau (named "Consulate Hong Kong")	Facebook	<a href="https://apps.crowdtangle.com/consulatehongkongfacebook">https://apps.crowdtangle.com/consulatehongkongfacebook</a>
Hong Kong and Macau (named "Consulate Hong Kong")	Instagram	<a href="https://apps.crowdtangle.com/consulatehongkonginstagram">https://apps.crowdtangle.com/consulatehongkonginstagram</a>





(b)(6)

Regards,

(b)(6)

**Official**

**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** (b)(6)

**Sent:** Tuesday, May 21, 2019 10:09 AM

**To:** (b)(6)  
**Cc:** (b)(6)

(b)(6)

[Redacted]

**Subject:** RE: EAP Virtual Training: CrowdTangle

Thanks, I just added you to CrowdTangle!

Please accept the email invite you'll receive from CrowdTangle to join the EAP Regional Team (don't forget to check your spam folder if you can't find it). You have to use your Facebook profile to authenticate your access. As a member of this team, you have access to dashboards from across the region but please only access and edit the dashboards for your post which are listed below.

You now have the ability to create lists, saved searches, and update your live displays via your three dashboards:

Hong Kong and Macau (named "Consulate Hong Kong")	Twitter	<a href="https://apps.crowdtangle.com/consulatehongkongtwitter">https://apps.crowdtangle.com/consulatehongkongtwitter</a>
Hong Kong and Macau (named "Consulate Hong Kong")	Facebook	<a href="https://apps.crowdtangle.com/consulatehongkongfacebook">https://apps.crowdtangle.com/consulatehongkongfacebook</a>
Hong Kong and Macau (named "Consulate Hong Kong")	Instagram	<a href="https://apps.crowdtangle.com/consulatehongkonginstagram">https://apps.crowdtangle.com/consulatehongkonginstagram</a>

Additional resources and guidance below:

- Read these Hub articles:
  - [CrowdTangle: How this Social Media Monitoring & Analytics Tool Helps You](#)
  - [CrowdTangle Features](#)
- View and bookmark some of the [EAP CrowdTangle Live Displays from our NEW master list](#).

(b)(6)

Cheers,  
[Redacted]

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Wednesday, May 15, 2019 8:54 PM

(b)(6)

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

**Subject:** FW: EAP Virtual Training: CrowdTangle

(b)(6)

Hi [Redacted]

Trust you're well. Here are the users email address from HK:

[Redacted]

Best,

(b)(6)

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

**From:** [redacted]

**Sent:** Thursday, May 16, 2019 4:01 AM

**To:** Social Media Community Managers – EAP <SocialMediaCommunityManagersEAP@state.gov>; EAP-PD-IO-DL <EAP-PD-IO-DL@state.gov>

(b)(6)

**Cc:** [redacted]

[Large redacted content block]

(b)(6)  
(b)(6)

[Redacted content block]

**Subject:** RE: EAP Virtual Training: CrowdTangle

Friendly reminder about this session next week and the pre-training requirements listed below. **Please complete the 1<sup>st</sup> action item by this Friday, May 17<sup>th</sup>** so that we don't have to spend time adding people to the system during the training.

(b)(6)

- **If your post wants access to CrowdTangle, send [redacted] the list of email addresses of users at your post so I can add them to the system.**
  - This tool is easy to use, but it can take time to get comfortable with it so while everyone can get access I'd recommend **1 lead per post who will block off time each week to use it.**
- Read these Hub articles:
  - [CrowdTangle: How this Social Media Monitoring & Analytics Tool Helps You](#)
  - [CrowdTangle Features](#)
- View and bookmark some of the [EAP CrowdTangle Live Displays from our NEW master list.](#)

(b)(6)

(b)(6)

(b)(6)  
(b)(6)

-----Original Appointment-----

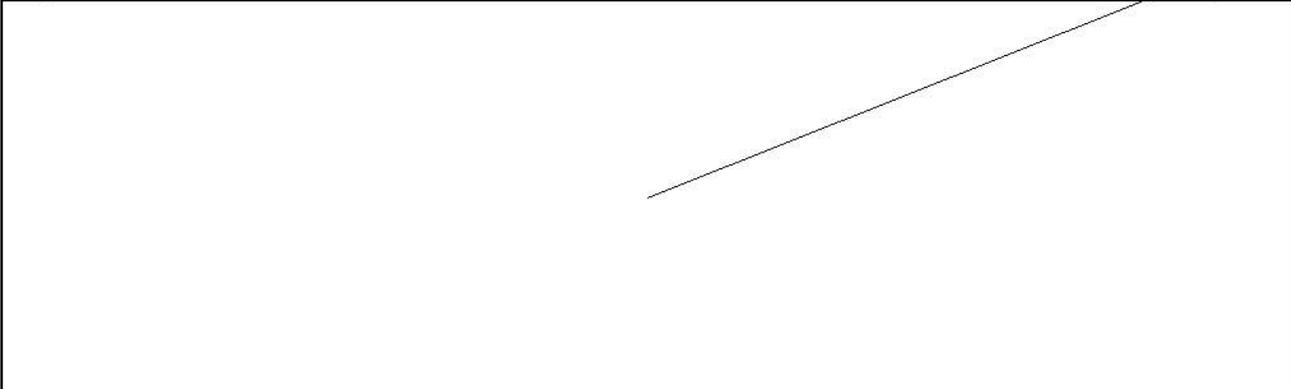
**From:** [redacted]

**Sent:** Thursday, May 9, 2019 4:15 PM

**To:** [redacted] Social Media Community Managers – EAP; EAP-PD-IO-DL; [redacted]

**Cc:** [redacted]

(b)(6)  
(b)(6)



**Subject:** EAP Virtual Training: CrowdTangle

**When:** Monday, May 20, 2019 10:00 PM-11:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** Join.me

Colleagues,

(b)(6)

Please join our next virtual training session on **Tuesday, May 21, AM in Asia / Monday, May 20 at 10PM EST in Washington, DC.**

(b)(6)

The presenters for this training will be [redacted] from the IIP/Analytics team, [redacted] and myself. We'll teach you how to create your own live displays and alerts using CrowdTangle so that you can easily monitor key words and accounts on social media, whether from your own pages or other organizations.

(b)(6)

**Pre-training Requirements**

- If your post wants access to CrowdTangle, send [redacted] the list of email addresses of users at your post so I can add them to the system.
  - This tool is easy to use, but it can take time to get comfortable with it so while everyone can get access I'd recommend **1 lead per post who will block off time each week to use it.**
- Read these Hub articles:
  - [CrowdTangle: How this Social Media Monitoring & Analytics Tool Helps You](#)
  - [CrowdTangle Features](#)
- View and bookmark some of the [EAP CrowdTangle Live Displays from our NEW master list.](#)

**Who Should Join**

Anyone from your post who has the time and interest to use CrowdTangle actively to monitor key words and accounts on social media.

**How to Join**

- Visit <https://join.me/IIPDigitalSupportandTraining> (works on OpenNet and DINs) on your computer.

(b)(4); (b)(5); (b)(7)(E)

- [Redacted]

(b)(6)

Cheers,

(b)(6)

U.S. Department of State

(b)(6)

[Redacted]

**Sender:**

[Redacted]

(b)(6)

**Recipient:**

TIP Social Media Support <TIPSMS@state.gov>:  
[Redacted]

(b)(6)

iipanalytics@america.gov <iipanalytics@america.gov>;

[Redacted]

(b)(6)

<b>From:</b>	[Redacted]
<b>To:</b>	[Redacted]
<b>Subject:</b>	RE: GEC Twitter Leaderboard
<b>Date:</b>	Thu, 18 Oct 2018 16:12:35 +0000

(b)(6)



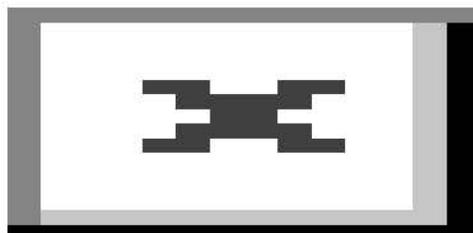
I've checked Crowdtangle. It seems that *Interaction Rate* is not exactly the same as *Engagement Rate* that Twitter provides in the database. The *Interactions*, by Crowdtangle definition, are retweets and Likes only (see snapshots below, first two images). That's a very narrow measure. Twitter gives you all sort of engagements, like replies, media views, hashtag clicks, link clicks, profile clicks media engagement and others.

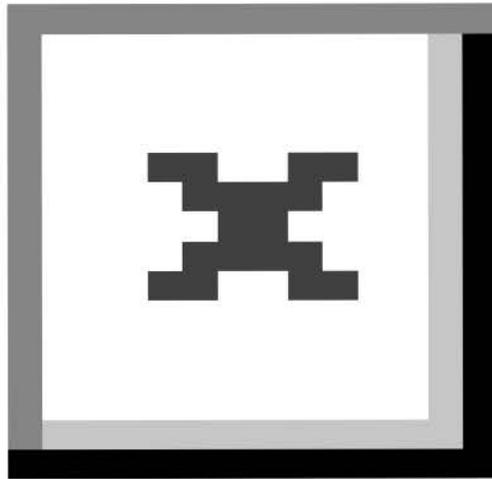
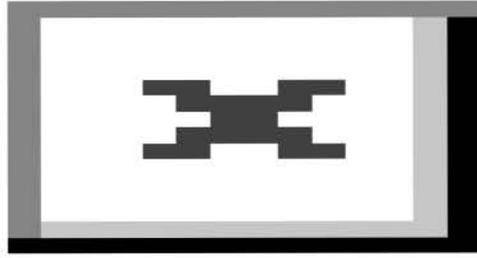
However, doing further investigation on Crowdtangle for the week of Oct 11-17, I discovered there's discrepancy in the app. When you hover the mouse over the interaction number shown by the account name, it provides different description than when you do the same action at the top of the table (see the third image).

I'm also attaching the Twitter database for the time period Oct 11-17, as a PDF file. I highlighted the column of the Engagement rate, and calculated the average (shows at the end of document). It was 3.58%.

Thanks.

(b)(6)





(b)(6)

**Official  
UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Thursday, October 18, 2018 8:19 AM

(b)(6)

To: [Redacted]

Subject: FW: GEC Twitter Leaderboard

Here is the document I referred to about the engagement rate.



Global Engagement Center  
Deputy Director, Content Production  
Muscofee International, LLC

Gentleman Adventurer



(b)(6)

(b)(6)

From: State Department Analytics (Twitter) <feedback@crowdtangle.com>

Sent: Wednesday, October 17, 2018 1:05 AM

To: [Redacted]

Subject: GEC Twitter Leaderboard



### Weekly Twitter Leaderboard

GEC (List)



	NAME	INTERACTION	TOTAL	AVG DAILY
	FOLLOWERS (GROWTH)	RATE	INTERACTIONS	TWEETS
	<b>TOTAL</b>	-	<b>8,340</b>	<b>170</b>
1st	<b>هن</b> 2,295 +9	0.349%	163	2.71
2nd	<b>...فريق</b> 100,995 +800	0.108%	8,098	10.57
3rd	<b>DOTUSStateDept</b> 10,395 +37	0.019%	56	3.57

4th	<input type="checkbox"/>	<b>DOS فريق...</b> 15,095 +51	—	13	5.29
5th	<input type="checkbox"/>	<b>USDOTSomali</b> 5,790 +22	—	10	2.14
6th	<input type="checkbox"/>	<b>الحصاد المر</b> 511	—	—	—

(b)(6)

[Go to your dashboard](#) | [Unsubscribe from this digest](#)  
Copyright © 2018 CrowdTangle. All rights reserved.

<b>Sender:</b>		
<b>Recipient:</b>		

Tweet id	Tweet permalink	Tweet text	time	impressions	engagements	engagement rate	retweets	replies	likes	user profile clicks	url clicks	hashtag clicks	detail expands	permalink clicks	follows	email tweet	media views	media engagements
10526995	https://twitter.com/	قوات التحالف تسيطر على مدينة الموصل العراقية بعد تحريرها من داعش يوتيوب: <a href="https://t.co/HhRps1047m">https://t.co/HhRps1047m</a> التلفزيون العربي	2018-10-17 23:1	4447	228	5.13%	3	0	7	9	3	3	7	0	0	0	196	196
10526882	https://twitter.com/	عزم مجلس علي تحرير الموصل العراقية من تنظيم داعش التلفزيون العربي CoalitionAR <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 22:3	4565	240	5.26%	2	0	8	7	0	4	4	0	0	0	219	219
10526769	https://twitter.com/	كبرياء الشعب والتضامن في شتات الأعداء " شيه سيه يقول أمير "قد تعيد الناس من الحروب، وأنا أعلم ذلك" التلفزيون العربي <a href="https://t.co/1ArFH3vOf">https://t.co/1ArFH3vOf</a>	2018-10-17 21:4	5427	146	2.69%	4	1	13	18	103	0	7	0	0	0	0	0
10526658	https://twitter.com/	خمس خطة للتكويبة لتفويض الدعم للفرق من أجل التحرير يوتيوب: <a href="https://t.co/2wSqmNCC">https://t.co/2wSqmNCC</a> التلفزيون العربي	2018-10-17 21:0	6126	152	2.48%	18	1	29	19	0	2	15	0	0	0	1288	68
10526607	https://twitter.com/	تفويض التفويضات من الجانبين لبدء عملية التحرير <a href="https://t.co/YX24qVh">https://t.co/YX24qVh</a>	2018-10-17 20:0	11795	658	5.58%	113	5	77	62	356	1	44	0	0	0	0	0
10526429	https://twitter.com/	خلال اجتماعات في بغداد والعمارة والتخطيط للتحرير <a href="https://t.co/DKy9Qn9Hv">https://t.co/DKy9Qn9Hv</a>	2018-10-17 19:3	5985	129	2.16%	5	2	15	9	82	0	16	0	0	0	0	0
10526281	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش التلفزيون العربي <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 18:3	11820	434	3.67%	116	8	104	28	2	9	28	0	0	0	2756	139
10526203	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 18:0	5310	81	1.53%	7	0	14	9	1	2	8	0	0	0	1189	40
10526052	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 17:0	18946	800	4.22%	215	2	164	57	3	11	52	0	0	0	5617	296
10525938	https://twitter.com/	كبرت شركة تصنيع الاسلحة، الأعداء، لها سلاح يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 16:1	6552	174	2.66%	22	6	43	15	72	0	15	1	0	0	0	0
10525825	https://twitter.com/	الفرقة العراقية التي تقاتل داعش في الموصل العراقية يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 15:3	44219	3510	7.94%	181	6	131	262	26	25	227	1	0	0	2651	2651
10525712	https://twitter.com/	مجلس النواب العراقي يوافق على خطة التحرير <a href="https://t.co/Y5oRtJIS">https://t.co/Y5oRtJIS</a>	2018-10-17 14:4	5697	83	1.46%	15	1	18	11	32	0	6	0	0	0	0	0
10525600	https://twitter.com/	تواصلت "يوتيوب" في إنقاذ لثة كريمة على <a href="https://t.co/VeLULAKAo">https://t.co/VeLULAKAo</a>	2018-10-17 14:0	5105	84	1.65%	22	4	21	10	12	0	15	0	0	0	0	0
10525450	https://twitter.com/	قبل أربعة أشخاص أعدم نائب مرشح للانتخابات <a href="https://t.co/kslyq4aMOE">https://t.co/kslyq4aMOE</a>	2018-10-17 13:0	4749	32	0.67%	4	1	10	1	7	3	6	0	0	0	0	0
10525296	https://twitter.com/	مجمع نائب وزير الخارجية سويلان يرافقه السفير يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-17 12:0	4936	97	1.97%	3	1	7	11	0	3	5	0	0	0	67	67
10523335	https://twitter.com/	المشيد باسم التحالف الذي حشد المقاتلين يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 23:0	9282	1200	12.93%	15	7	37	42	7	3	29	0	0	0	1060	1060
10523185	https://twitter.com/	فرقت وزارة الخارجية العراقية قوات جديدة على الفرقة العراقية التي تقاتل داعش في الموصل العراقية يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 22:0	45140	1041	2.31%	136	5	105	207	12	8	114	0	0	0	454	454
10523069	https://twitter.com/	قال الرئيس دونالد ترامب في الاستجابة للاكبر <a href="https://t.co/4yDfADbIqS">https://t.co/4yDfADbIqS</a>	2018-10-16 21:1	8500	148	1.74%	18	1	35	32	26	4	32	0	0	0	0	0
10522903	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 20:0	30820	2098	6.81%	271	31	203	156	17	15	126	0	0	0	8472	1279
10522731	https://twitter.com/	قال نائب وزير الخارجية سويلان يرافقه السفير يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 19:0	18580	454	2.44%	105	4	76	61	4	5	57	0	0	0	142	142
10522616	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 18:1	40835	2618	6.41%	68	5	58	194	13	12	88	2	0	0	2178	2178
10522541	https://twitter.com/	السلام بين المقاتلين، وقدم تفويضات التحرير يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 17:4	7288	93	1.28%	8	3	23	5	3	3	6	0	0	0	1278	42
10522390	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 16:4	12074	507	4.20%	98	5	76	25	2	2	27	0	0	0	3050	272
10522276	https://twitter.com/	يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 16:0	5572	57	1.02%	4	0	17	3	2	0	9	0	0	0	863	22
10522127	https://twitter.com/	تفويضات التحرير من داعش في الموصل العراقية يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 15:0	9909	327	3.30%	65	1	50	32	2	3	19	0	0	0	155	155
10521974	https://twitter.com/	قد تكون التفويضات بحاجة لتكثيف من الدعم من كل الجانبين يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 14:0	5707	160	2.80%	5	0	16	9	1	0	10	0	0	0	119	119
10521825	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 13:0	7959	300	3.77%	33	5	44	47	118	11	42	0	0	0	0	0
10521641	https://twitter.com/	مجمع نائب وزير الخارجية سويلان يرافقه السفير يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 11:4	5806	158	2.72%	3	0	13	29	2	3	7	0	0	0	101	101
10519936	https://twitter.com/	قوات القيادة العراقية في الفيلق التي تقاتل داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 00:3	7306	201	2.75%	6	0	14	31	2	5	11	0	1	0	131	131
10519861	https://twitter.com/	تفويضات التحرير من داعش في الموصل العراقية يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-16 00:0	7330	113	1.54%	9	0	18	24	57	1	4	0	0	0	0	0
10519748	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-15 23:1	7841	195	2.49%	6	1	11	22	0	3	10	0	0	0	1754	142
10519672	https://twitter.com/	إشهاداً على تحرير الموصل العراقية من داعش يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-15 22:4	6606	188	2.85%	3	0	13	8	6	1	1	0	0	0	156	156
10519560	https://twitter.com/	السعي من أجل خطة التحرير والفرق المجهدة بالتحرير يوتيوب: <a href="https://t.co/3aQp8BvAT">https://t.co/3aQp8BvAT</a>	2018-10-15 22:0	8705	264	3.03%	27	2	41	21	102	7	64	0	0	0	0	0

10519483	https://twitter.com/	قامت وزارة دفاع إسرائيل، التي يبلغ عدد قواتها ما بين 160 ألف جندي، بالتحرك في مناطق شمال سيناء، في محاولة لتأمين الحدود مع مصر. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 21:3	8252	166	2.01%	10	1	16	17	1	1	14	0	0	0	106	106
10519408	https://twitter.com/	عملت إسرائيل على قصف عدة مواقع في قطاع غزة، مما أسفر عن مقتل عدد من الفلسطينيين. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 21:0	8858	158	1.78%	7	2	18	22	2	3	15	0	0	0	1896	89
10519294	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 20:1	233597	6148	2.63%	875	45	687	1439	36	36	511	3	1	0	73612	2515
10519219	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 19:4	7144	276	3.86%	3	1	10	31	3	7	7	0	0	0	214	214
10519106	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 19:0	7897	151	1.91%	36	3	30	33	37	2	10	0	0	0	0	0
10518955	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 18:0	40791	1611	3.95%	268	13	223	219	8	9	67	0	0	0	10877	804
10518805	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 17:0	27570	1958	7.10%	74	19	78	301	17	115	462	0	0	0	892	892
10518656	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 16:0	7045	1006	14.28%	5	0	18	17	12	4	20	0	0	0	930	930
10518514	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 15:0	17662	1071	6.06%	123	1	92	54	3	9	38	0	0	0	4985	751
10518351	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 14:0	5187	81	1.56%	1	1	5	5	1	3	11	0	0	0	54	54
10518201	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 13:0	6448	164	2.54%	5	0	17	8	0	7	5	0	0	0	122	122
10518073	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-15 12:0	6805	208	3.06%	13	1	11	18	0	0	6	0	0	0	159	159
10508839	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 23:0	8248	321	3.89%	1	0	17	11	0	2	10	0	0	0	280	280
10508763	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 22:3	9171	152	1.66%	9	4	20	20	0	4	17	0	0	0	1590	78
10508649	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 21:4	7708	45	0.58%	2	0	11	4	21	1	6	0	0	0	0	0
10508537	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 21:0	15324	237	1.55%	31	1	23	51	16	2	22	1	0	0	90	90
10508423	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 20:1	8815	301	3.41%	7	5	20	5	2	0	5	0	0	0	257	257
10508310	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 19:3	9939	347	3.49%	25	2	16	19	0	4	10	0	0	0	271	271
10508236	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 19:0	7925	534	6.74%	4	2	13	17	5	3	26	0	0	0	464	464
10508084	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 18:0	46790	1956	4.18%	274	13	260	231	5	28	81	0	0	0	13557	1064
10507930	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 16:5	6750	65	0.96%	3	1	21	3	0	1	6	0	0	0	1088	30
10507784	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 16:0	11722	327	2.79%	43	0	36	32	5	7	15	0	0	0	189	189
10507632	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 15:0	9845	110	1.12%	3	1	22	36	0	1	7	0	0	0	1594	40
10507366	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 13:1	9434	414	4.39%	18	4	23	73	8	30	104	0	0	0	154	154
10507222	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-12 12:1	6149	59	0.96%	4	0	9	9	2	2	4	0	0	0	29	29
10505290	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 23:3	10819	856	7.91%	3	2	22	28	2	2	17	0	0	0	780	780
10505216	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 23:0	7678	118	1.54%	4	1	13	13	0	6	10	0	0	0	1273	71
10505139	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 22:3	8203	320	3.90%	4	3	12	29	0	3	7	0	0	0	262	262
10504988	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 21:3	8064	148	1.84%	26	3	25	21	13	0	7	0	0	0	53	53
10504913	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 21:0	7508	244	3.25%	11	2	14	19	3	0	11	0	0	0	184	184
10504799	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 20:1	7411	135	1.82%	14	5	17	26	38	3	32	0	0	0	0	0
10504686	https://twitter.com/	أعلنت إسرائيل عن مقتل عدد من الفلسطينيين في قطاع غزة. <a href="https://twitter.com/FAKSHIRI">https://twitter.com/FAKSHIRI</a>	2018-10-11 19:3	20781	1182	5.69%	55	3	90	64	3	9	67	1	0	0	5704	890



(b)(6)

(b)(6)

<b>From:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>
<b>CC:</b>	IVLPEOE <IVLPEOE@state.gov>;
<b>Subject:</b>	RE: Hootsuite/CrowdTangle for OIV
<b>Date:</b>	Thu, 23 May 2019 15:29:42 +0000

(b)(6) I'll send you an invitation now with location. Thank you!

(b)(6), Digital Support & Training



(b)(6) **Official UNCLASSIFIED**

**From:** (b)(6) (b)(6)  
**Sent:** Thursday, May 23, 2019 10:52 AM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** IVLPEOE <IVLPEOE@state.gov>; (b)(6)  
**Subject:** RE: Hootsuite/CrowdTangle for OIV

Works for me! Where should we meet?

Sent from my iPhone

(b)(6)

---

(b)(6) **From:** IIP Social Media Support <IIPSMS@state.gov> (b)(6)  
**Date:** May 20, 2019 at 10:47:18 AM EDT  
**To:** (b)(6) IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** IVLPEOE <IVLPEOE@state.gov>; (b)(6)  
**Subject:** RE: Hootsuite/CrowdTangle for OIV

Hello (b)(6)

(b)(6) Would Thursday, , May 30<sup>th</sup> 2PM work for you? Please let me know. Thank you!

(b)(6), Digital Support & Training



(b)(6)

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]  
**Sent:** Friday, May 17, 2019 5:09 PM  
**To:** IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** IVLPEOE <IVLPEOE@state.gov>; [Redacted]  
**Subject:** RE: Hootsuite/CrowdTangle for OIV

(b)(6)

That'd be great. I'm free on the following days:

1. Tuesday, May 28<sup>th</sup> before 12:30pm and after 2pm
2. Wednesday, May 29<sup>th</sup> all day
3. Thursday, May 30<sup>th</sup> before 12pm and after 1:30pm
4. Friday, May 31<sup>st</sup> after 11am

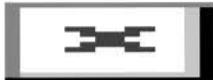
(b)(6)

Have a nice weekend!



Office of International Visitors  
Bureau of Educational and Cultural Affairs (ECA)  
U.S. Department of State  
2200 C St., NW, SA-5

(b)(6)



**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Friday, May 17, 2019 4:54 PM  
**To:** [Redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Cc:** IVLPEOE <IVLPEOE@state.gov>; [Redacted]  
**Subject:** RE: Hootsuite/CrowdTangle for OIV

(b)(6)

(b)(6)

Hello [redacted]

To bypass this error, uncheck the Hootsuite enable box and save the form. In regards to Crowdtangle account, we don't issue accounts in cases such as this mainly because you're requesting notifications. I'd be happy to meet with you to go over all of the options available. Please let me know what dates and times work for you. Thanks!

(b)(6)

[redacted] Digital Support & Training



(b)(6)

**Official  
UNCLASSIFIED**

**From:** [redacted]

(b)(6)

**Sent:** Friday, May 17, 2019 4:28 PM

**To:** IIP Social Media Support <IIPSMS@state.gov>

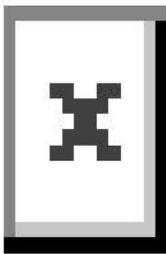
(b)(6)

**Cc:** IVLPEOE <IVLPEOE@state.gov>; [redacted]

**Subject:** RE: Hootsuite/CrowdTangle for OIV

Hi [redacted]

Thank you! I filled out the form and it gave me the following notice:



I was wondering, could we get access to CrowdTangle Intelligence? Having viral alerts and leaderboard stats would also be great – would it show IVLP stats compared to other ECA programs?

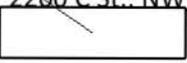
Best wishes,

(b)(6)



(b)(6)

Office of International Visitors  
Bureau of Educational and Cultural Affairs (ECA)  
U.S. Department of State  
2200 C St., NW, SA-5



**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** IIP Social Media Support <IIPSMS@state.gov>

(b)(6)

**Sent:** Friday, May 17, 2019 4:06 PM

**To:** [Redacted]; IIP Social Media Support <IIPSMS@state.gov>

(b)(6)

**Cc:** IVLPEOE <IVLPEOE@state.gov>; [Redacted]

**Subject:** RE: Hootsuite/CrowdTangle for OIV

Hello [Redacted]

I'd be happy to set up a Hootsuite account for you. In order to get you setup, you would need to fill out this [form](#). Once that is complete, I will create the account for you. In regards to the Dashboard/Live Display, I'd be happy to set up the notifications for you. What information were you interested in? You'd have the option to see viral alerts and Leaderboard stats. I look forward to hearing from you soon. Thank you!

(b)(6)

[Redacted] Digital Support & Training



(b)(6)

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

(b)(6)

**Sent:** Tuesday, May 14, 2019 10:55 AM

**To:** IIP Social Media Support <IIPSMS@state.gov>

**Cc:** IVLPEOE <IVLPEOE@state.gov>; [Redacted]

**Subject:** Hootsuite/CrowdTangle for OIV

Hi IIP Social Media Support,

Nice to e-meet you! I have been helping the Office of International Visitors manage their social media accounts ([Facebook](#) and [Twitter](#)) and was wondering if we could (1) get a Hootsuite so we schedule our tweets and (2) gain access to our CrowdTangle analytics. Currently we can only see the [dashboard/live display](#). I am doing monthly analytics reports and would love to include analytics from CrowdTangle.

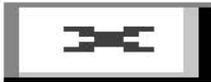
Let us know what steps we should take for both accounts.

Thank you,

[Redacted signature]

Office of International Visitors  
Bureau of Educational and Cultural Affairs (ECA)  
U.S. Department of State  
2200 C St., NW SA-5

[Redacted contact information]



**Official  
UNCLASSIFIED**

<b>Sender:</b>	"IIP Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	IIP Social Media Support <IIPSMS@state.gov>; IVL PEOF <IVLPEOF@state.gov>:

(b)(6)

(b)(6)

<b>From:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>To:</b>	(b)(6) GPA Social Media Support <IIPSMS@state.gov>
<b>CC:</b>	(b)(6)
<b>Subject:</b>	RE: Question About CrowdTangle
<b>Date:</b>	Thu, 22 Aug 2019 18:10:23 +0000

(b)(6)

Hello (b)(6)

This has been updated. Thank you!

(b)(6)

(b)(6) Global Social Media



(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

**From:** (b)(6)

**Sent:** Tuesday, August 20, 2019 11:18 AM

**To:** GPA Social Media Support <IIPSMS@state.gov>

**Cc:** (b)(6)

**Subject:** RE: Question About CrowdTangle

Thanks (b)(6)

(b)(6) Is it possible to add in the Live Display, EUR Instagram profiles' performance as well? Right now we can only see Mission Spain's IG performing.

(b)(6) Thanks!

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Information Resource Center - Public Diplomacy  
Consulate General of the United States of America  
Pg. Reina Elisenda de Montcada, 23 - 08034 Barcelona

(b)(6)

Follow us on [Twitter](#) | [Facebook](#) | [Flickr](#) | [Instagram](#)



(b)(6)  
 (b)(6)  
 (b)(6)

---

**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Wednesday, July 31, 2019 10:59 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Re: Question About CrowdTangle

Hello All,

I have updated the US Mission Spain Dashboard to include the Barcelona accounts. Also, Madrid and Barcelona Instagram accounts have been added to the Live Display as well. Please let me know if you need anything else. Thank you!

**Mission Spain Live Display**

<https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/missionspain?ignoreEdit=true>

(b)(6)

[Redacted] Global Social Media



(b)(6)  
 (b)(6)  
 (b)(6)

---

**From:** [Redacted]  
**Sent:** Tuesday, July 30, 2019 5:02 AM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** [Redacted]  
**Subject:** RE: Question About CrowdTangle

(b)(6)

Hi,  
 Our IG handle is [@usconsulatebarcelona](#)  
 Thanks,  
 [Redacted]

**Official  
UNCLASSIFIED**

---

**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Monday, July 29, 2019 4:43 PM

(b)(6)  
(b)(6)

(b)(6) **To:** [redacted]  
**Cc:** [redacted]  
**Subject:** Re: Question About CrowdTangle

Hello [redacted]

I can add the EUR IG Stream. What is the name of the handle? I will create a new Barcelona dashboard and send you the link. Thank you!

(b)(6)

[redacted] Global Social Media



(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Wednesday, July 24, 2019 3:20 AM  
**To:** GPA Social Media Support <IIPSMS@state.gov> [redacted]  
**Cc:** [redacted]  
**Subject:** RE: Question About CrowdTangle

(b)(6)

Hello [redacted]

If I may chime in, is it possible to have the EUR IG stream, as well?

Regarding the possibility of having an account for AmConGen Barcelona, is it possible to have a separate account from Embassy Madrid? The FB an TW streams on CrowdTangle, under Mission Spain, only reflect the content posted by the Embassy.

(b)(6)

Thanks for your help!

(b)(6)

Best,  
[redacted]

(b)(6)

[redacted]  
Information Resource Center - Public Diplomacy  
Consulate General of the United States of America  
Pg. Reina Elisenda de Montcada, 23 - 08034 Barcelona  
[redacted]

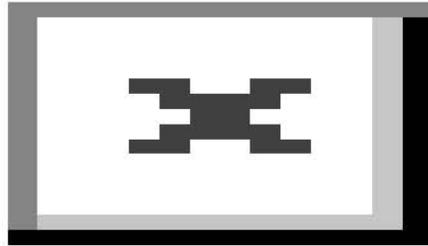
Follow us on [Twitter](#) | [Facebook](#) | [Flickr](#) | [Instagram](#)



(b)(6)  
 (b)(6)  
**From:** GPA Social Media Support <IIPSMS@state.gov>  
**Sent:** Tuesday, July 23, 2019 7:18 PM  
**To:** (b)(6); GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** (b)(6)  
**Subject:** RE: Question About CrowdTangle

Hello (b)(6),

The default for the Facebook Mission Spain stream is set to **Last 24 hours** and the Twitter feed is set to **Last 6 hours**. In order to see more results, you would need to click on this symbol  and select a broader timeframe. In the screenshot below, I selected **Last 3 Months**. Please note that Facebook countdown videos will not populate into Crowdtangle. Let me know if you have any additional questions. Thank you!



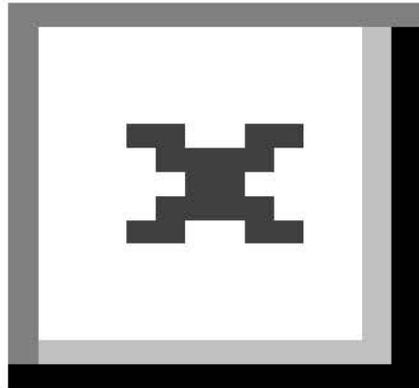
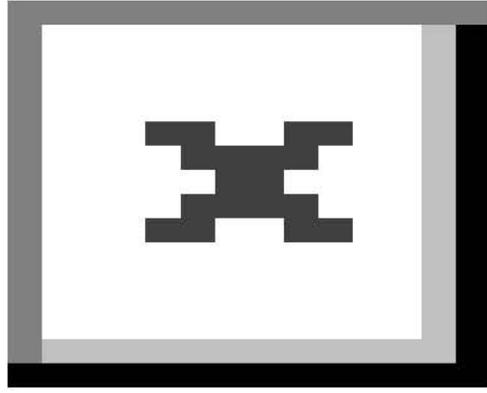
(b)(6)  
 (b)(6) Global Social Media  


(b)(6)  
**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)  
**From:** (b)(6)  
**Sent:** Tuesday, July 23, 2019 12:38 PM  
**To:** GPA Social Media Support <IIPSMS@state.gov>  
**Cc:** (b)(6)  
**Subject:** RE: Question About CrowdTangle

Hi (b)(6)

We tried the dashboard link but some of the feeds won't populate.



Best,

(b)(6)

(b)(6)

Digital Media Associate | EUR/PD  
Keniva-Trusant Group

**Official - Transitory**

**UNCLASSIFIED**

(b)(6)

(b)(6)

**From:** GPA Social Media Support <IIPSMS@state.gov>

**Sent:** Tuesday, July 23, 2019 11:59 AM

(b)(6)

**To:** [redacted] GPA Social Media Support <IIPSMS@state.gov>

**Cc:** [redacted]

**Subject:** RE: Question About CrowdTangle

Hello [redacted]

This usually happens when you don't have an account. What is the name of the dashboard she's trying to access? Is it this link:

<https://apps.crowdtangle.com/statedepartmentanalyticsfacebook/boards/missionspain?ignoreEdit=true>

Please let me know. Thank you!

(b)(6)

[redacted] Global Social Media



(b)(6)

**Official - Transitory**

**UNCLASSIFIED**

(b)(6)

**From:** [redacted]

**Sent:** Tuesday, July 23, 2019 10:03 AM

**To:** GPA Social Media Support <IIPSMS@state.gov>

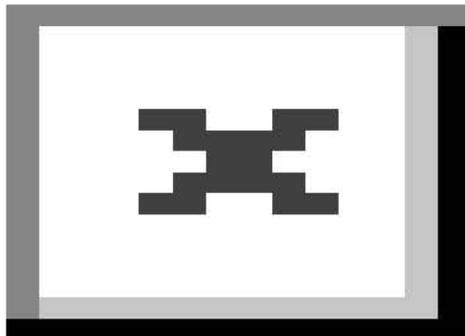
**Cc:** [redacted]

**Subject:** Question About CrowdTangle

Hello GPA colleagues!

(b)(6)

Have a question for you on CrowdTangle. (cc'ed) has been having some issues accessing CrowdTangle. When she tries to access the CT dashboard, she's prompted for a password (see below). Any ideas on how she might be able to restore her access? Or should we go to CT's support desk?



Appreciate your help with this!

Best,

Digital Media Associate | EUR/PD  
Kenjya-Trusant Group

**Official - Transitory**  
**UNCLASSIFIED**

<b>Sender:</b>	"GPA Social Media Support" <IIPSMS@state.gov>
<b>Recipient:</b>	GPA Social Media Support <IIPSMS@state.gov>;

(b)(6)

(b)(6)

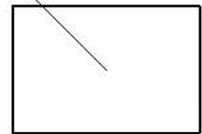
<b>From:</b>	[Redacted]
<b>To:</b>	IIP Social Media Support <IIPSMS@state.gov>; [Redacted] IIP Analytics Zendesk <iipanalytics@america.gov>
<b>Subject:</b>	RE: Request CrowdTangle account
<b>Date:</b>	Tue, 12 Mar 2019 21:15:23 +0000

(b)(6)

(b)(6)

Sure, I cover EUR issues, econ issues, and women & girls' issues. I'm not completely sure how CrowdTangle works, but if you need more info, I can check with my colleague [Redacted] about it.

(b)(6)



[Redacted] | Regional Policy Officer – EUR, EB, S/GWI  
Office of Regional & Functional Strategy  
Bureau of International Information Programs (IIP/PR/RFS)  
[Redacted] SA-5 2-Z17



**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

---

**From:** IIP Social Media Support <IIPSMS@state.gov>  
**Sent:** Tuesday, March 12, 2019 5:09 PM  
**To:** [Redacted]; IIP Analytics Zendesk <iipanalytics@america.gov>  
**Cc:** [Redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Subject:** RE: Request CrowdTangle account

Hi [Redacted]

(b)(6)

There are a few different ways we have CrowdTangle configured - can you tell me more about what you're trying to do in the tool so I can set you up correctly?

[Redacted] IIP Digital Support & Training



(b)(6)

**From:** [Redacted]  
**Sent:** Tuesday, March 12, 2019 9:27 AM  
**To:** IIP Analytics Zendesk <iipanalytics@america.gov>

(b)(6)

(b)(6)

**Cc:** [redacted]; IIP Social Media Support <IIPSMS@state.gov>  
**Subject:** Re: Request CrowdTangle account

Hi [redacted]

(b)(6)

Someone from DST will reach out to get you set up.

Best,  
[redacted]

(b)(6)

On Monday, March 11, 2019 at 2:22:47 PM UTC-4, [redacted] wrote:

Hi team,

How can I request a CrowdTangle account?

(b)(6)

Thanks,

(b)(6)

[redacted]

Regional Policy Officer – EUR, EB, S/GWI  
Office of Regional & Functional Strategy  
Bureau of International Information Programs (IIP/PR/RFS)  
[redacted] SA-5 2-Z17



**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

**Sender:** [redacted]  
**Recipient:** IIP Social Media Support <IIPSMS@state.gov>;  
IIP Analytics Zendesk <iipanalytics@america.gov>

**From:**

[Redacted]

(b)(6)

**Sent:**

Wed, 27 Mar 2019 15:40:32 +0000

**To:**

[Redacted]

**Cc:**

**Subject:**

RE: monitoring developing U.S. social media narratives on Ukraine

Thanks

[Large redacted block]

[Redacted signature block]

U.S. Embassy Kyiv

**Official  
UNCLASSIFIED**

**From:**

[Redacted]

(b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM

**To:**

[Redacted]

**Cc:**

[Redacted]

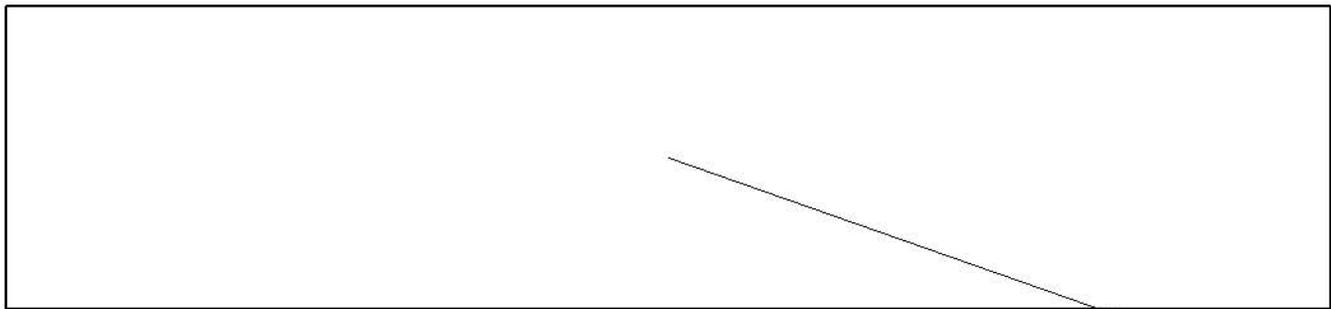
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.



Bottom line- we are here for you and will continue to support you all as we always have.

Thanks,

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

**Official  
UNCLASSIFIED**

**From:** [Redacted]  
**Sent:** Tuesday, March 26, 2019 5:32 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** monitoring developing U.S. social media narratives on Ukraine

Hi Desk colleagues,

Just wanted to check in to see if someone on the Desk and/or in EUR/PD might be available to continue keeping a close eye on developing narratives in U.S. social media relating to Ukraine, as I've been doing since the weekend.

If there is any bandwidth available on the U.S.-based team to take on that task, it would be extremely appreciated by the Embassy Kyiv team, as we're trying to keep up with the flood of local media and Ukrainian-language content relating to elections and other priority issues. (Obviously Post will continue producing the Western Media Roundup included in the daily Kyiv Bullets product, but that may not adequately reflect some of the narratives developing in American social media that would be useful for everyone working on Ukraine issues to be aware of.)

Thanks very much for considering this request,  
Kristin

SBU/Sensitive But Unclassified

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Wed, 27 Mar 2019 16:29:54 +0000

**To:** [redacted]

(b)(6)

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Great. Let's talk when things calm down about how you guys can track without such a labor intensive process.

(b)(6)

**Official  
UNCLASSIFIED**

**From:** [redacted]

**Sent:** Wednesday, March 27, 2019 12:17 PM

**To:** [redacted]

(b)(6)

(b)(6)

(b)(6)

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Thanks very much for your notes. The English-language Twitter search phrases we're currently using for this issue are:

- Yovanovitch
- Yovanovich (*common misspelling*)
- Ukraine Ambassador
- Ukrainian Ambassador
- Ukraine Soros

We are also monitoring the tweets of roughly 10 high-profile U.S.-based social media users (verified accounts with large numbers of followers) who have already commented on this particular issue before, either on social media or television, to see if they have posted something new relevant to this issue that does not directly align with our search terms.

Happy to pass along that list of Twitter users if DC wishes, but even just keeping an eye on the search terms above during DC afternoon business hours would be a huge help so that Kyiv/Washington team members don't miss out on new online narratives that are likely to generate new media inquiries.

I'm going to send around one more evening batch of social media content to Desk and Post colleagues in a few minutes on this topic.

Thanks [redacted]

**Official  
UNCLASSIFIED**

**From:** [redacted]

**Sent:** Wednesday, March 27, 2019 5:50 PM

**To:** [redacted]

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Quick question, is your hootsuite set up to track mentions? That's probably the best way to do this after hours. We are happy to help your team set this up.

And, just share your search phrases with us, so we can track as well.

Best,

[redacted]

**Official  
UNCLASSIFIED**

**From:** [redacted]

**Sent:** Wednesday, March 27, 2019 11:41 AM

**To:** [redacted]

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Thanks [redacted]

[Large redacted block]

Ray

[redacted]

(b)(6)

(b)(5)

(b)(6)

U.S. Embassy Kyiv

(b)(6)

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted] (b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM (b)(6)

**To:** [Redacted] (b)(6)

**Cc:** [Redacted] (b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.

(b)(5)

- [Redacted]
- [Redacted]

Bottom line- we are here for you and will continue to support you all as we always have.

Thanks [Redacted]

[Redacted]

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

[Redacted]

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:**

[Redacted]

(b)(6)

**Sent:** Tuesday, March 26, 2019 5:32 AM

(b)(6)

**To:**

[Redacted]

(b)(6)

(b)(6)

**Cc:**

[Redacted]

**Subject:** monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Hi Desk colleagues,

[Large Redacted Block]

(b)(6)

Thanks very much for considering this request,

[Redacted]

SBU/Sensitive But Unclassified

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Thu, 28 Mar 2019 01:38:24 +0000  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** Re: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Hi [redacted]

I have the report set up for you and [redacted] right now but will add the rest of the team in the morning. I'm still working out a few kinks so please bear with me but do let me know if this is what you're looking for.

(b)(6)

Best,  
 [redacted]

(b)(6)

Get [Outlook for iOS](#)

(b)(6)

---

**From:** [redacted]  
**Sent:** Wednesday, March 27, 2019 3:31 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Thanks very much, [redacted] Would be great to start getting those reports.

(b)(6)

(b)(6)

(b)(6)

(b)(6)

---

**From:** [redacted]  
**Date:** March 27, 2019 at 9:11:46 PM GMT+2  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Great! Thanks so much. So I set up a Hootsuite Dashboard (which I can share with the team) and will have CrowdTangle searches set up that I can have sent to your inbox if you'd like.

(b)(6)

Just let me know.

(b)(6)

Best,  
 [redacted]  
 Digital Media Associate | EUR/PD  
 Keniva-Trusant Group  
 [redacted]

(b)(6)  
**Official  
UNCLASSIFIED**

(b)(6) (b)(6)  
**From:** [redacted]  
**Sent:** Wednesday, March 27, 2019 2:26 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)  
Hi [redacted]

Thank you! Below are some of the Twitter users with large followings whom we've seen tweeting on (and/or discussing on TV) Ukraine related issues over the past several days. They all have verified Twitter accounts that should be pretty easy to spot.

- Sean Hannity
- Laura Ingraham
- Rudy Giuliani
- Dan Bongino
- Sebastian Gorka
- John Solomon (of The Hill)
- Jack Posobiec
- Ryan Saavedra
- Sara A Carter
- Donald Trump Jr
- Michael McFaul
- Lou Dobbs
- Pamela Geller

Thanks again very much,

(b)(6)

(b)(6)

---

(b)(6) **From:** [redacted]

(b)(6) **Date:** March 27, 2019 at 8:07:34 PM GMT+2

(b)(6) **To:** [redacted] (b)(6)

(b)(6) **Cc:** [redacted]

(b)(6) **Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Would you be able to add those high-profile usernames with us too? Would be good to have as I set things up.

Best,

(b)(6)

Digital Media Associate | EUR/PD  
Kenjya-Trusant Group

[redacted]

(b)(6) **Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

---

(b)(6) **From:** [redacted]

(b)(6) **Sent:** Wednesday, March 27, 2019 12:17 PM

(b)(6) **To:** [redacted]

(b)(6) [redacted]

(b)(6) **Cc:** [redacted]

(b)(6) **Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Thanks very much for your notes. The English-language Twitter search phrases we're currently using for this issue are:

- Yovanovitch

- Yovanovich (*common misspelling*)
- Ukraine Ambassador
- Ukrainian Ambassador
- Ukraine Soros

We are also monitoring the tweets of roughly 10 high-profile U.S.-based social media users (verified accounts with large numbers of followers) who have already commented on this particular issue before, either on social media or television, to see if they have posted something new relevant to this issue that does not directly align with our search terms.

Happy to pass along that list of Twitter users if DC wishes, but even just keeping an eye on the search terms above during DC afternoon business hours would be a huge help so that Kyiv/Washington team members don't miss out on new online narratives that are likely to generate new media inquiries.

I'm going to send around one more evening batch of social media content to Desk and Post colleagues in a few minutes on this topic.

(b)(6) Thanks

(b)(6) **Official  
UNCLASSIFIED**

**From:** (b)(6)

**Sent:** Wednesday, March 27, 2019 5:50 PM

**To:** (b)(6)

(b)(6) **Cc:** (b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6) Hi

Quick question, is your hootsuite set up to track mentions? That's probably the best way to do this after hours. We are happy to help your team set this up.

(b)(6)

And, just share your search phrases with us, so we can track as well.

Best,

[Redacted signature]

**Official  
UNCLASSIFIED**

(b)(6)

**From**

[Redacted]

(b)(6)

(b)(6)

**Sent:** Wednesday, March 27, 2019 11:41 AM

**To:**

[Redacted]

(b)(6)

[Redacted]

(b)(6)

**Cc:**

[Redacted]

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(5)

Thanks Lillian

[Large redacted block]

(b)(6)

[Redacted]

Press Attaché  
U.S. Embassy Kyiv

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM

(b)(6)

**To:** [Redacted] A

(b)(6)

[Redacted]

(b)(6)

**Cc:** [Redacted]

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Hi [Redacted]

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.

(b)(5)

- [Redacted]

(b)(5)

• [Redacted]

Bottom line- we are here for you and will continue to support you all as we always have.

(b)(6)

(b)(6)

Thanks.

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Tuesday, March 26, 2019 5:32 AM

(b)(6)

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

(b)(6)

**Subject:** monitoring developing U.S. social media narratives on Ukraine

(b)(5)

Hi Desk colleagues,

[Redacted]

(b)(6)

Thanks very much for considering this request,

[Redacted Signature]

SBU/Sensitive But Unclassified

(b)(6)  
**From:** [redacted]  
**Sent:** Tue, 26 Mar 2019 17:07:49 +0000  
(b)(6)  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)  
(b)(6) So I called [redacted] and we chatted. He seemed to think it reasonable. He compared it to when a task force ends and the work devolves back to the desk (I guess you are a one-woman task force...)

(b)(6) He said that [redacted] would be responding and that she said they have the tools to do this. I gather she also suggested that I set up a rotation so that [redacted] did not have to do it all.

(b)(6) Anyway, I will wait with baited breath.

[redacted]  
(b)(6) **Official - SBU**  
**UNCLASSIFIED**

(b)(6)  
(b)(6) **From:** [redacted] (b)(6)  
**Sent:** Tuesday, March 26, 2019 11:32 AM (b)(6)  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** monitoring developing U.S. social media narratives on Ukraine

Hi Desk colleagues,

(b)(5)  
[Large redacted block]

(b)(6) Thanks very much for considering this request,

[redacted]

SBU/Sensitive But Unclassified

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Thu, 28 Mar 2019 10:10:49 +0000  
**To:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

Yeah. That's why I didn't send around the Newsweek coverage last night, to see if they might step in to help. (Sadly, they didn't.) Anyway, I'll stick to evening coverage only of urgent Ukrainian-language stuff that they won't be able to find/understand otherwise.

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**From:** [redacted]  
**Sent:** Thursday, March 28, 2019 12:09 PM  
**To:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

If you don't, you'll just be enabling them...

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**From:** [redacted]  
**Sent:** Thursday, March 28, 2019 12:07 PM  
**To:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

And I'll try to mostly comply with the after 7 pm rule. ☺

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

**From:** [redacted]  
**Sent:** Thursday, March 28, 2019 12:06 PM  
**To:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

Thank you.

(b)(6)

**Official - Transitory**  
**UNCLASSIFIED**

**From:** [redacted]  
**Sent:** Thursday, March 28, 2019 12:04 PM

(b)(6)

**To:** Kent, George P

[Redacted]

(b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

Great to have these "tools" almost all of which PAS was already using, despite [Redacted]'s claims, but the point is they shouldn't have to be looking at them at 11pm at night when Washington is still in the office anyway.

(b)(6)

We'll continue to monitor the press during our business hours, but I'm instructing our PAS team to put the "blackberries" down after 7pm. Twelve hours of work a day is plenty.

[Redacted]

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

**From:** Kent, George P

[Redacted]

**Sent:** Wednesday, March 27, 2019 10:42 PM

**To:** [Redacted]

**Subject:** FW: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

(b)(6)

[Redacted] - FYI. When I read "maximizing efficiencies," I thought: minimal effort, minimal result. I am not confident we will get the result we need stateside, but will keep pushing.

George

(b)(6)

**From:** Kent, George P

(b)(6)

**Sent:** Wednesday, March 27, 2019 4:17 PM

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine/Lutsenko-gate

(b)(6)

[Redacted] - key thing is to get up to ramming speed from the get go [Redacted]

[Redacted]

[Redacted]

(b)(5)

[Redacted]

(b)(6) Thanks for helping!

(b)(6) George

(b)(6) **From:** [Redacted]

**Sent:** Wednesday, March 27, 2019 3:57 PM

**To:** [Redacted]

**Cc:** Kent, George P [Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6) Agree- and while surprising they didn't have the tools already set up to maximize efficiencies in monitoring- that's why we are all here and I'm learning myself about all these high-tech apps!

(b)(6) It takes a village. ☺

(b)(6) [Redacted]  
Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

[Redacted]

(b)(6) **Official**  
**UNCLASSIFIED**

(b)(6) **From:** [Redacted]

**Sent:** Wednesday, March 27, 2019 3:54 PM

**To:** [Redacted]

**Cc:** Kent, George P [Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6) Great! As you know, Post has set a high bar in recent days.

(b)(6) [Redacted]  
Director, EUR/EE (Ukraine, Moldova, and Belarus)  
U.S. Department of State

[Redacted]

(b)(6) **Official**  
**UNCLASSIFIED**

**From:** [Redacted]

**Sent:** Wednesday, March 27, 2019 3:50 PM

(b)(6)

To:

[Redacted]

**Subject:** FW: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

(b)(6)

[Redacted] just so you all are aware-

Both [Redacted] and I have talked with our fantastic social media team in our PD shop and they are familiarizing the team with our existing tools that will give them the reports they want and set this all up for them.

I'm happy to discuss more about these tools at our next meeting too.

This should greatly improve their ability to track and monitor stories/tweet, etc as it's all automated these days.

(b)(6)

Thanks!

[Redacted]

[Redacted]

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

(b)(6)

[Redacted]

**Official  
UNCLASSIFIED**

(b)(6)

**From:**

[Redacted]

**Sent:** Wednesday, March 27, 2019 3:31 PM

**To:**

[Redacted]

**Cc:**

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Thanks very much, [Redacted] Would be great to start getting those reports.

(b)(6)

**From:**

[Redacted]

**Date:** March 27, 2019 at 9:11:46 PM GMT+2

**To:**

[Redacted]

**Cc:**

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Great! Thanks so much. So I set up a Hootsuite Dashboard (which I can share with the team) and will have CrowdTangle searches set up that I can have sent to your inbox if you'd like.

(b)(6)

(b)(6)

Just let me know.

Best,

(b)(6)

[Redacted]

Digital Media Associate | EUR/PD  
Keniva-Trusant Group

[Redacted]

**Official**

**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** Hawkins, Kristin K (Kyiv) <HawkinsKK@state.gov>

**Sent:** Wednesday, March 27, 2019 2:26 PM

**To:** [Redacted]

**Cc:** [Redacted]

(b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Thank you! Below are some of the Twitter users with large followings whom we've seen tweeting on (and/or discussing on TV) Ukraine related issues over the past several days. They all have verified Twitter accounts that should be pretty easy to spot.

Sean Hannity

Laura Ingraham

Rudy Giuliani

Dan Bongino

Sebastian Gorka

John Solomon (of The Hill)

Jack Posobiec

Ryan Saavedra

Sara A Carter

Donald Trump Jr

Michael McFaul

Lou Dobbs

Pamela Geller

(b)(6)

Thanks again very much,

[Redacted]

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]

**Date:** March 27, 2019 at 8:07:34 PM GMT+2

**To:** [redacted]

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Would you be able to add those high-profile usernames with us too? Would be good to have as I set things up.

Best,  
[redacted]

Digital Media Associate | EUR/PD  
Keniva-Trusant Group

[redacted]

**Official - Transitory**

**UNCLASSIFIED**

**From:** Hawkins, Kristin K (Kyiv) <HawkinsKK@state.gov>

**Sent:** Wednesday, March 27, 2019 12:17 PM

**To:** [redacted]

[redacted]

**Cc:** [redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi Anneliese and Lillian,

Thanks very much for your notes. The English-language Twitter search phrases we're currently using for this issue are:

- Yovanovitch
- Yovanovich (*common misspelling*)
- Ukraine Ambassador
- Ukrainian Ambassador
- Ukraine Soros

We are also monitoring the tweets of roughly 10 high-profile U.S.-based social media users (verified accounts with large numbers of followers) who have already commented on this particular issue before, either on social media or television, to see if they have

(b)(6)

(b)(6)

(b)(6)

(b)(6)

posted something new relevant to this issue that does not directly align with our search terms.

Happy to pass along that list of Twitter users if DC wishes, but even just keeping an eye on the search terms above during DC afternoon business hours would be a huge help so that Kyiv/Washington team members don't miss out on new online narratives that are likely to generate new media inquiries.

I'm going to send around one more evening batch of social media content to Desk and Post colleagues in a few minutes on this topic.

Thanks

Official

UNCLASSIFIED

From: [Redacted]

Sent: Wednesday, March 27, 2019 5:50 PM

To: [Redacted]

[Redacted]

Cc: [Redacted]

[Redacted]

Subject: RE: monitoring developing U.S. social media narratives on Ukraine

Hi

Quick question, is your hootsuite set up to track mentions? That's probably the best way to do this after hours. We are happy to help your team set this up.

And, just share your search phrases with us, so we can track as well.

Best

Official

UNCLASSIFIED

From: [Redacted]

Sent: Wednesday, March 27, 2019 11:41 AM

To: [Redacted]

[Redacted]

Cc: [Redacted]

[Redacted]

Subject: RE: monitoring developing U.S. social media narratives on Ukraine

Thanks

To be more specific, we are not requesting support round the clock or on weekends.

[Redacted]

(b)(6)

(b)(5)

(b)(5)

(b)(6)  
(b)(6)

[Redacted]

Press Attaché  
U.S. Embassy Kyiv

(b)(6)

**Official**

**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM

(b)(6)

**To:** [Redacted]

(b)(6)

[Redacted]

**Cc:** [Redacted]

(b)(6)

[Redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.

(b)(5)

[Redacted]

(b)(6)

Bottom line- we are here for you and will continue to support you all as we always have.  
Thanks.

[Redacted]

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

(b)(6)

[Redacted]

(b)(6)

**Official**  
**UNCLASSIFIED**

**From:** [Redacted]

(b)(6)

**Sent:** Tuesday, March 26, 2019 5:32 AM

(b)(6)

(b)(6)

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

(b)(5)

[Redacted]

**Subject:** monitoring developing U.S. social media narratives on Ukraine  
Hi Desk colleagues,

[Large Redacted Block]

(b)(6)

Thanks very much for considering this request,

[Redacted]

SBU/Sensitive But Unclassified

(b)(6)

**From:** [redacted] (b)(6)

**Sent:** Thu, 28 Mar 2019 22:03:12 +0000 (b)(6)

**To:** Kent, George P; [redacted] (b)(6)

**Cc:** [redacted] (b)(6)

**Subject:** RE: Monitoring U.S. based media on Ukraine - substance and audience

Happy to add more people once we get the feed set up correctly. We will add Sara Carter and Guiliani to the list for monitoring.

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** Kent, George P [redacted] (b)(6)

**Sent:** Thursday, March 28, 2019 1:19 PM (b)(6)

**To:** [redacted] (b)(6)

**Cc:** [redacted] (b)(6)

**Subject:** RE: Monitoring U.S. based media on Ukraine - substance and audience (b)(5)

[redacted] – thank you very much for moving forward on this.

To be clear, [redacted] are not the only primary audience for the social media content.

[redacted] (b)(6)

I would suggest the direct recipient social media audience here includes [redacted] and me in the front office, for starters, as well as the desk. The attaboy (or attagirl) tweets in support of what we are doing are less of an issue to track, frankly, than the attacks.

The indirect recipients, to remind, are AAS Reeker (I have been forwarding to him), and through him to P and C – not staff, but David Hale and Ulrich directly.

The list of tweeters has many of the heavy hitting amplifiers we need to be aware of; Sara Carter should be added, since she often acts as an amplifying vanguard for issues that then get picked up on Hannity. Giuliani too.

[redacted] (b)(5)

(b)(5)

(b)(6)

[Redacted]

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Thursday, March 28, 2019 12:03 PM

**To:** [Redacted]

[Redacted]

[Redacted]; Kent, George P [Redacted]

**Subject:** RE: Monitoring U.S. based media on Ukraine

P.s. Here is a sample of the monitoring report for U.S. social media (scroll down for specific tweets and photos). Make sure to click the link at the top to show photos.

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Thursday, March 28, 2019 11:58 AM

**To:** [Redacted]

[Redacted]

**Cc:** [Redacted]

[Redacted]

George P <[Redacted]>

**Subject:** Monitoring U.S. based media on Ukraine

First, I just want to assure everyone that we understand the strain Embassy Kyiv and Ambassador Yovanovitch are under. We definitely want to support Post and the EUR Front Office's needs at this time. Full stop.

Yesterday, we were asked to assist monitoring for U.S.-based social media, but understand that Post would like to broaden that to news stories.

To do so, please send a list of everyone who would like Ukraine-based stories to be sent directly to their inbox. Please send me key words you want alerts to cover (Ukraine, Yovanovitch, etc). I will set up alerts for everyone (like the ops alerts), so you get them directly as they come out. This will provide instantaneous 24/7 monitoring. I expect the first round will send out more than things than you want. Provide feedback and I can tweak it for you until we hit the right spot. I recommend fewer recipients as we start out.

(b)(6)

(b)(6)

For social media monitoring, [Redacted] is setting up something for [Redacted]. Once they work out the kinks, we can include more recipients for that report.

(b)(6)  
(b)(6)

[Redacted]

Deputy Director, EUR/PD/ILS, Department of State

**Official**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Tue, 2 Apr 2019 14:13:08 +0000  
**To:** [redacted]  
**Subject:** RE: Ukraine Twitter Report

Hi [redacted]

(b)(6)

I already sent a few emails out to our colleagues in L/PD specializing on social media. Still waiting for their response, but I'll make sure to pass it on to you all.

(b)(6)

In the meantime, I want to give you a heads up concerning a call [redacted] and I had with [redacted] yesterday. We definitely don't want to have [redacted] or you waste your time continuously checking social media accounts for mentions of the topic – it's definitely not worth your time. We still have a tracker set up through CrowdTangle which should be useful. It's designed around search terms applied to no specific target list. This gives you access to the tool, while still being consistent with the current privacy protection policies [redacted] More news on that forthcoming!

(b)(5)

(b)(6)

All the best,

[redacted]

(b)(6)

**Official - SBU  
UNCLASSIFIED**

(b)(5); (b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Tuesday, April 02, 2019 10:01 AM  
**To:** [redacted]  
**Subject:** FW [redacted]

Dear [redacted]

(b)(5)

Thanks once again. We have briefed our front office and discussed the issue with the Management Counselor.

[redacted]

(b)(6)

Also, feel free to forward to me any guidance that may exist on this topic.

Sincerely,

[redacted]

Press Attaché  
U.S. Embassy Kyiv

(b)(6) **Official - SBU**  
**UNCLASSIFIED**

(b)(6) **From:** [redacted] (b)(6)

(b)(6) **Sent:** Monday, April 1, 2019 6:14 PM

(b)(6) **To:** [redacted]

(b)(6) [redacted]

(b)(6) **Cc:** [redacted]

(b)(6) [redacted]

**Subject:** RE: Ukraine Twitter Report

(b)(5) Dear [redacted] (b)(5)

(b)(5) Thank you so very much for alerting everyone to this issue. We appreciate you shutting down the automated report. [redacted]

[redacted]

We do not have, and have not had, any separate automated monitoring tools tracking specific individuals. We will continue to follow Ukraine-related news and commentary via simple internet searches.

(b)(6) Trust me when I say, we very much appreciate your expertise on this matter.

Sincerely,

[redacted signature box]

Press Attaché  
 U.S. Embassy Kyiv

(b)(6) **Official - SBU**  
**UNCLASSIFIED**

(b)(6) **From:** [redacted] (b)(6)

(b)(6) **Sent:** Monday, April 1, 2019 4:54 PM (b)(6)

(b)(6) **To:** [redacted]

[redacted]

(b)(6) **Cc:** [redacted]

(b)(6)

(b)(6)

[Redacted]

**Subject:** RE: Ukraine Twitter Report

Thanks, [Redacted]

(b)(5)

All,

[Large redacted block]

(b)(6)

[Redacted] and I will be happy to advise on further action to assist in any manner possible. We understand the importance of it and are happy to help in any way possible.

(b)(6)

All the best,

[Redacted]

(b)(6)

**Official - SBU**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Monday, April 01, 2019 9:45 AM

(b)(6)

**To:** [Redacted]

[Redacted]

[Redacted]

(b)(6)

**Subject:** RE: Ukraine Twitter Report

Hi all,

(b)(6)

Plussing in [Redacted] now that he's back.

Best,

[Redacted]

Digital Media Associate | EUR/PD  
Kenya-Trusant Group

(b)(6)

[Redacted]

(b)(6)

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [Redacted]

**Sent:** Friday, March 29, 2019 10:38 AM

**To:** [Redacted]

**Cc:** [Redacted]

(b)(5); (b)(6)

**Subject:** FW: Ukraine Twitter Report

[Redacted]

You'll see for example this morning- there were ZERO tweets with words like 'Yovanovitch', 'Soros', etc. It's a report that would come directly to your box as frequently as you want (or once a day).

FYI- These are the kinds of tools ALL our PD shops have at post available to them as these apps can monitor the entire twitter-sphere vs. having a human miss something from a random twitter handle we didn't catch.

We are in the process of setting it up for Kyiv from here as you saw in the other chains they don't seem to be using these tools for some reason.

Let us know if you want to be added.

(b)(6)

Thanks!

(b)(6)

[Redacted]

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

(b)(6)

[Redacted]

**From:** State Department Analytics (Twitter) <[feedback@crowdtangle.com](mailto:feedback@crowdtangle.com)>

**Sent:** Friday, March 29, 2019 10:09 AM

**To:** [Redacted]

**Subject:** Ukraine Twitter Report

### Sorry, there were no tweets matching your criteria!

Top 5 tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the best performance

Account	Tweets	Performance	Subscribers
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878
<a href="#">Verdad Teller</a> X	1	7.4x	1,941
<a href="#">SUSAN S. MOSS</a> &#128330;&#127482;&#127480;	1	5.6x	15,813
<a href="#">Christopher Miller</a>	1	2.2x	90,365
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222

Top 5 accounts for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the most tweets

Account	Tweets	Performance	Subscribers
<a href="#">Jay Yovanovich</a>	4	-3.1x	1,054
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878
<a href="#">Annie</a>	2	-16.0x	3,381
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222
<a href="#">Periódico La Voz</a>	1	-4.0x	2,743

All tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) ranked in order of size

Account	Tweets	Performance	Subscribers
<a href="#">Dan Bongino</a>	1	-20.4x	954,428
<a href="#">Jack Posobiec</a> &#127482;&#127480;	1	1.2x	447,419
<a href="#">Ryan Saavedra</a>	2	2.0x	206,222
<a href="#">Sen. Jeanne Shaheen</a>	1	-1.9x	102,800
<a href="#">Christopher Miller</a>	1	2.2x	90,365
<a href="#">Radio Free Europe/Radio Liberty</a>	1	-1.8x	73,280
<a href="#">DrScott</a>	1	1.5x	61,631
<a href="#">UNIAN (English)</a>	1	--	44,683
<a href="#">National Democratic Institute</a>	1	1.2x	34,337
<a href="#">IREX</a>	1	-16.0x	29,739
<a href="#">Don Pewtress</a>	1	-0.8x	29,174
<a href="#">IRI</a>	1	1.7x	28,657
<a href="#">The Bankova</a>	1	-1.4x	28,622
<a href="#">Anders Åslund</a>	1	-1.2x	24,347
<a href="#">SUSAN S. MOSS</a> &#128330;&#127482;&#127480;	1	5.6x	15,813
<a href="#">Billie Schaeffer</a>	1	-1.7x	15,000
<a href="#">Hromadske Int.</a>	1	-0.8x	14,370
<a href="#">Nina Jankowicz</a>	3	11.0x	5,878

<u>Viktor Kovalenko</u>	1	-0.8x	4,838
<u>RWagen</u> ✕	1	--	4,493
<u>Stoutx2</u>	1	1.1x	4,176
<u>Jon Barsanti Jr.</u>	1	1.9x	3,678
<u>Robert Francis O'Rourke's Hands</u>	1	-8.0x	3,670
<u>Daniel Twining</u>	1	1.3x	3,446
<u>Annie</u>	2	-16.0x	3,381
<u>Periódico La Voz</u>	1	-4.0x	2,743
<u>Utah Deplorable</u>	1	-8.0x	2,742
<u>UNIAN.info</u>	1	-8.0x	2,398
<u>Verdad Teller</u> ✕	1	7.4x	1,941
<u>Jay Yovanovich</u>	4	-3.1x	1,054
<u>Shelly Lopes</u>	1	-8.0x	769
<u>expatua.com</u>	1	-0.7x	740
<u>Ukrinform-EN</u>	1	-8.0x	714
<u>Barney</u> ✕	1	-0.8x	375

Tweets ranked by Total Interactions in Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search)

[Unsubscribe from this digest](#)

Copyright © 2019 CrowdTangle. All rights reserved.

(b)(6)

**From:** State Department Analytics (Twitter)  
**Sent:** Fri, 29 Mar 2019 16:03:44 +0000  
**To:** [Redacted]  
**Subject:** Ukraine Noon Twitter Report



## Rolling Five-Hour Twitter Digest

Tweets ranked by Total Interactions in Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search)



[Go To Tweet](#)  
**USAIDUkraine**

@USAIDUkraine 1 hour ago

U.S. Ambassador Marie Yovanovitch at the @ENEMOnetwork briefing "The United States is proud to support ENEMO's election observation Mission to Ukraine at this critical time in the country's history, as it continues its transformation to a modern and prosperous European democracy" <https://t.co/WMwCFgmnzO>

RETWEETS 0    LIKES 1

[Go To Tweet](#)  
**Jay Yovanovich**

@yovanovich 59 minutes ago

Seattle is alive and beautiful today

RETWEETS 0    LIKES 0

Unsubscribe from this digest

Copyright © 2019 CrowdTangle. All rights reserved.

(b)(6)

**From:** State Department Analytics (Twitter)  
**Sent:** Thu, 28 Mar 2019 14:09:21 +0000  
**To:** [Redacted]  
**Subject:** Ukraine Twitter Report

Rolling Five-Hour Twitter Digest

Top 5 tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the best performance

Account Tweets Performance Subscribers  
Nina Jankowicz 4 8.6x 5,845  
Verdad Teller ? 1 7.4x 1,944  
AntAC 1 6.0x 1,874  
SUSAN S. MOSS???<?ú? 1 5.6x 15,816  
UKR Embassy in LVA 1 4.6x 1,286

Top 5 accounts for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) with the most tweets

Account Tweets Performance Subscribers  
Jay Yovanovich 4 -4.4x 1,052  
Christopher Miller 4 1.1x 90,351  
Nina Jankowicz 4 8.6x 5,845  
Ukrinform-EN 3 -24.0x 713  
Annie 2 -16.0x 3,376

All tweets for Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search) ranked in order of size

Account Tweets Performance Subscribers  
Dan Bongino 1 -20.3x 952,451  
Jack Posobiec ??ú?< 1 1.6x 446,618  
Ryan Saavedra 2 2.0x 205,111  
Sen. Jeanne Shaheen 1 -1.7x 102,777  
Christopher Miller 4 1.1x 90,351  
Radio Free Europe/Radio Liberty 2 -1.7x 73,250  
UNIAN (English) 1 -- 44,685  
National Democratic Institute 1 1.3x 34,319  
IREX 1 -16.0x 29,722  
Don Pewtress 1 -0.8x 29,133  
IRI 1 -0.2x 28,643  
The Bankova 1 -1.4x 28,619  
Ukrainian Updates 1 -0.5x 25,515  
Anders Aslund 1 -1.2x 24,338  
SUSAN S. MOSS???<?ú? 1 5.6x 15,816  
Billie Schaeffer 1 -1.7x 14,933  
Hromadske Int. 1 -0.8x 14,369  
I am Trumps Army 1 -8.0x 13,781

GorseFires Collectif 1 -0.3x 7,711  
 Ian Bateson 1 2.2x 5,896  
 Nina Jankowicz 4 8.6x 5,845  
 Viktor Kovalenko 2 -4.5x 4,839  
 RWagen? 1 -- 4,493  
 Stoutx2 1 1.1x 4,172  
 Jon Barsanti Jr. 1 1.9x 3,674  
 Robert Francis O'Rourke's Hands 1 -8.0x 3,672  
 Daniel Twining 1 1.4x 3,441  
 Annie 2 -16.0x 3,376  
 Michael Colborne 1 -1.3x 2,841  
 Periodico La Voz 1 -4.0x 2,743  
 Utah Deplorable 1 -8.0x 2,736  
 UNIAN.info 1 -8.0x 2,394  
 Verdad Teller ? 1 7.4x 1,944  
 AntAC 1 6.0x 1,874  
 UKR Embassy in LVA 1 4.6x 1,286  
 UKR Embassy in JOR 1 -0.5x 1,250  
 Jay Yovanovich 4 -4.4x 1,052  
 Shelly Lopes 1 -8.0x 764  
 expatua.com 1 -0.7x 740  
 Ukrinform-EN 3 -24.0x 713  
 Barney? 1 -0.8x 374

Tweets ranked by Total Interactions in Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search)

Go To Tweet

Daniel Twining  
 @DCTwining 2 hours ago

US Ambassador to Ukraine Yovanovitch: the fact that no one knows who will win Ukraine's election Sunday is a sign of genuine democracy—the people's choice is not foreordained. The same cannot be said about "elections" next door in Russia. ?@IRIglobal? ?@USEmbassyKyiv? <https://t.co/qlLMMb65C4>

RETWEETS

3LIKES

11

Go To Tweet

National Democratic Institute  
 @NDI 2 hours ago

U.S. Ambassador to #Ukraine Marie L. Yovanovitch addressed a joint meeting of the @IRIglobal-led and @NDI-led international election observation delegations ahead of the country's March 31 presidential election. #â€â€2019 <https://t.co/Xb67wawS8V>

RETWEETS

5LIKES

8

Go To Tweet

IRI

@IRIglobal 2 hours ago

Thank you to Ambassador Yovanovitch and the @USEmbassyKyiv for briefing the IRI and @NDI #Ukraine election observation delegation. <https://t.co/WZoNAcDioK>

RETWEETS

0LIKES

5

Unsubscribe from this digest

Copyright (c) 2019 CrowdTangle. All rights reserved.

(b)(6)

(b)(6)

**From:** [redacted]  
**Sent:** Thu, 28 Mar 2019 01:38:24 +0000  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** Re: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

I have the report set up for you and Ray right now but will add the rest of the team in the morning. I'm still working out a few kinks so please bear with me but do let me know if this is what you're looking for.

Best,

[Get Outlook for iOS](#)

---

**From:** [redacted]  
**Sent:** Wednesday, March 27, 2019 3:31 PM  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Thanks very much, Nina! Would be great to start getting those reports.

---

**From:** [redacted]  
**Date:** March 27, 2019 at 9:11:46 PM GMT+2  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Great! Thanks so much. So I set up a Hootsuite Dashboard (which I can share with the team) and will have CrowdTangle searches set up that I can have sent to your inbox if you'd like.

Just let me know.

Best,

Digital Media Associate | EUR/PD  
Kenya Trusant Group

[redacted]

**Official  
UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Wednesday, March 27, 2019 2:26 PM

**To:** [redacted]

**Cc:** [redacted]

[redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [redacted]

Thank you! Below are some of the Twitter users with large followings whom we've seen tweeting on (and/or discussing on TV) Ukraine related issues over the past several days. They all have verified Twitter accounts that should be pretty easy to spot.

- Sean Hannity
- Laura Ingraham
- Rudy Giuliani
- Dan Bongino
- Sebastian Gorka
- John Solomon (of The Hill)
- Jack Posobiec
- Ryan Saavedra
- Sara A Carter
- Donald Trump Jr
- Michael McFaul
- Lou Dobbs
- Pamela Geller

Thanks again very much,

(b)(6)

(b)(6)

(b)(6)  
(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]

**Date:** March 27, 2019 at 8:07:34 PM GMT+2

**To:** [redacted]

[redacted]

**Cc:** [redacted]

[redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Hi [redacted]

Would you be able to add those high-profile usernames with us too? Would be good to have as I set things up.

Best,

[redacted]

Digital Media Associate | EUR/PD  
Kenjya-Trusant Group

[redacted]

**Official - Transitory**  
**UNCLASSIFIED**

(b)(6)

(b)(6)

(b)(6)

**From:** [redacted]

**Sent:** Wednesday, March 27, 2019 12:17 PM

**To:** [redacted]

[redacted]

**Cc:** [redacted]

[redacted]

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)  
(b)(6)

(b)(6)

Hi [redacted]

Thanks very much for your notes. The English-language Twitter search phrases we're currently using for this issue are:

- Yovanovitch

- Yovanovich (*common misspelling*)
- Ukraine Ambassador
- Ukrainian Ambassador
- Ukraine Soros

We are also monitoring the tweets of roughly 10 high-profile U.S.-based social media users (verified accounts with large numbers of followers) who have already commented on this particular issue before, either on social media or television, to see if they have posted something new relevant to this issue that does not directly align with our search terms.

Happy to pass along that list of Twitter users if DC wishes, but even just keeping an eye on the search terms above during DC afternoon business hours would be a huge help so that Kyiv/Washington team members don't miss out on new online narratives that are likely to generate new media inquiries.

I'm going to send around one more evening batch of social media content to Desk and Post colleagues in a few minutes on this topic.

(b)(6) Thanks,

(b)(6)

(b)(6) **Official  
UNCLASSIFIED**

**From:** (b)(6)

**Sent:** Wednesday, March 27, 2019 5:50 PM

**To:** (b)(6)

(b)(6) **Cc:** (b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6) Hi

Quick question, is your hootsuite set up to track mentions? That's probably the best way to do this after hours. We are happy to help your team set this up.

(b)(6)

And, just share your search phrases with us, so we can track as well.

Best,

[Redacted signature]

**Official  
UNCLASSIFIED**

(b)(6)

**From:**

[Redacted]

(b)(6)

**Sent:** Wednesday, March 27, 2019 11:41 AM

(b)(6)

**To:**

[Redacted]

(b)(6)

(Kyiv)

[Redacted]

(b)(6)

**Cc:**

[Redacted]

(b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

(b)(6)

Thanks

[Redacted]

To be more specific, we are not requesting support round the clock or on weekends.

What we need is for someone to monitor U.S. social media (mainly twitter) about Ukraine – specifically focused on this story, which includes DAS Kent and Ambassador Yovanovitch – only after Kyiv business hours and while you are in the office.

That equates to noon – close of business EST.

Our apologies for not being more specific about the time requirement.

We are specifically focused on U.S. social media because that is where the media narratives are beginning and continuing while we sleep. The next morning, we get local inquiries or reporting on those themes.

We do not believe this needs to be part of the EUR press operations; they are also swamped.

We are also hopeful that this will not drag on for that long. This will help us while we are also crashing on elections and is specifically related to this story.

(b)(6)

(b)(6)

[Redacted]

[Redacted]

Press Attaché  
U.S. Embassy Kyiv

**Official**  
**UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Wednesday, March 27, 2019 5:24 PM

(b)(6)

**To:** [Redacted]

(b)(6)

**Cc:** [Redacted]

(b)(6)

[Redacted]

(b)(6)

**Subject:** RE: monitoring developing U.S. social media narratives on Ukraine

Hi [Redacted]

Thank you for your note and moreover thank you for the incredible work you and the entire team are doing to keep Washington apprised of all the latest news!

We know it's been an especially challenging time given the current news stories about post and can certainly appreciate the extra work it's creating.

Both PD/Press leadership (cced above), EE, and I have all discussed your request and have a few things to offer as suggestions and assistance as we all want to support your efforts.

(b)(5)

- [Redacted]

(b)(5)

• [Redacted]

Bottom line- we are here for you and will continue to support you all as we always have.

(b)(6)

(b)(6)

Thanks

[Redacted]

[Redacted]

(b)(6)

Public Diplomacy Desk Officer  
Ukraine, Moldova, and Belarus  
U.S. Department of State | Bureau of European and Eurasian Affairs

[Redacted]

**Official  
UNCLASSIFIED**

(b)(6)

**From:** [Redacted]

(b)(6)

**Sent:** Tuesday, March 26, 2019 5:32 AM

(b)(6)

**To:** [Redacted]

(b)(6)

[Redacted]

(b)(6)

**Cc:** [Redacted]

[Redacted]

**Subject:** monitoring developing U.S. social media narratives on Ukraine

Hi Desk colleagues,

Just wanted to check in to see if someone on the Desk and/or in EUR/PD might be available to continue keeping a close eye on developing narratives in U.S. social media relating to Ukraine, as I've been doing since the weekend.

If there is any bandwidth available on the U.S.-based team to take on that task, it would be extremely appreciated by the Embassy Kyiv team, as we're trying to keep up with the flood of local media and Ukrainian-language content relating to elections and other priority issues. (Obviously Post will continue producing the Western Media Roundup included in the daily Kyiv Bullets product, but that may not adequately reflect some of the narratives developing in American social media that would be useful for everyone working on Ukraine issues to be aware of.)

(b)(6)

Thanks very much for considering this request,

[Redacted]

SBU/Sensitive But Unclassified

(b)(6)

**From:** State Department Analytics (Twitter)  
**Sent:** Thu, 28 Mar 2019 16:06:14 +0000  
**To:** [Redacted]  
**Subject:** Ukraine Twitter Report



## Rolling Two-Hour Twitter Digest

Most Recent Tweets in Yovanovitch, Yovanovich, Ukraine Ambassador, Ukrainian Ambassador, Ukraine Soros (Saved Search)



 [Go To Tweet](#)  
**National Democratic Institute**

 @NDI 4 hours ago

U.S. Ambassador to #Ukraine Marie L. Yovanovitch addressed a joint meeting of the @IRIglobal-led and @NDI-led international election observation delegations ahead of the country's March 31 presidential election. #вибори2019 <https://t.co/Xb67wawS8V>



SCORE	RETWEETS	LIKES
1.8x	5(+1)	13(+7)

 [Go To Tweet](#)  
**IRI**

 @IRIglobal 4 hours ago

Thank you to Ambassador Yovanovitch and the @USEmbassyKyiv for briefing the IRI and @NDI #Ukraine election observation delegation. <https://t.co/WZoNACDioK>



SCORE	RETWEETS	LIKES
1.1x	0(-3)	8(+5)

 [Go To Tweet](#)  
**Daniel Twining**

 @DCTwining 4 hours ago

US Ambassador to Ukraine Yovanovitch: the fact that no one knows who will win Ukraine's election Sunday is a sign of genuine democracy—the people's choice is not

foreordained. The same cannot be said about “elections” next door in Russia. [@IRIglobal](#) [@USEmbassyKyiv](#)  
<https://t.co/qILMMb65C4>

SCORE	RETWEETS	LIKES
1.5x	5(+1)	12(+5)



Go To Tweet

### Utah Deplorable

[@utahdeplorable](#) 12 hours ago

US Ambassador Marie Yovanovitch gave the list. “And more than a half-dozen U.S. and Ukrainian sources confirmed to me the AntAC case wasn’t the only one in which American officials exerted pressure on Ukrainian investigators in 2016.” [@DonaldJTrumpJr](#) [@freedomcaucus](#)

SCORE	RETWEETS	LIKES
-8.0x	0(-2)	0(-2)



Go To Tweet

### Don Pewtress

[@pewdrdad](#) 14 hours ago

Could add quite a few more to this list: clintons, obammy, lynch, kerry and many more, including that b\*tch Ukraine ambassador still employed! But for most, I might suggest prison or BANISHMENT to someplace like Siberia? Although they would not want them, either, I suppose.

<https://twitter.com/dbongino/status/1111044646606647296>

SCORE	RETWEETS	LIKES
-0.8x	0(-3)	1(-2)



Go To Tweet

### Shelly Lopes

[@shellielopez](#) 19 hours ago

There was plenty of election meddling going on in 2016, but it wasn’t #Trump . US Embassy pressed Ukraine to drop probe of George Soros group during 2016 election

<https://thehill.com/opinion/campaign/435906-us-embassy-pressed-ukraine-to-drop-probe-of-george-soros-group->

during-2016 #Ukraine #Soros #WWG1WGA

SCORE	RETWEETS	LIKES
-8.0x	0(-2)	0(-2)



Go To Tweet

**Sen. Jeanne Shaheen**

@SenatorShaheen 21 hours ago

The U.S. plays a critical role in helping Ukraine stand against both external and internal threats. Ambassador Yovanovitch has been a strong voice for the U.S. in this effort & she is right to call those out who undermine efforts to combat corruption in Ukraine.

SCORE	RETWEETS	LIKES
-1.8x	8(+0)	16(-18)



Go To Tweet

**Viktor Kovalenko**

@MrKovalenko 1 day ago

New revelations: @USEmbassyKyiv in #Ukraine with Ambassador Mari Yovanovitch pressed #Ukrainian government to drop probe of George #Soros local group @Shabunin. #politics #geopolitics #NatSec [|       |          |       |
|-------|----------|-------|
| SCORE | RETWEETS | LIKES |
| -0.8x | 1\(-1\)    | 0\(-2\) |](https://thehill.com/opinion/campaign/435906-us-embassy-pressed-ukraine-to-drop-probe-of-george-soros-group-during-2016?fbclid=IwAR00XtrvTFzujBGTztWnkk4r2ui1ZW0GIQo1iGVHc>We1MJ9yG9VLoRQzV4</a> #diplomacy #nationalsecurity #corruption @thehill @StateDept</p>
</div>
<div data-bbox=)



Go To Tweet

**Robert Francis O'Rourke's Hands**

@NvrRyan 1 day ago

Lutsenko told me he was stunned when US Ambassador Marie Yovanovitch "gave me a list of people whom we should not prosecute." The list included a founder of the AntAC group and two members of Parliament <https://thehill.com/opinion/campaign/435906-us-embassy-pressed-ukraine-to-drop-probe-of-george-soros-group->

during-2016

SCORE	RETWEETS	LIKES
-8.0x	0(-2)	0(-2)



[Go To Tweet](#)

**Nina Jankowicz**

@wiczipedia  1 day ago

Please, I am begging you, let this excellent piece by @melindaharing put the "Ukraine-Clinton collusion" narrative that is now targeting Amb. Yovanovitch to bed.

<https://www.washingtonpost.com/opinions/2019/03/26/ukraine-just-showed-us-how-foreign-power-can-play-trump-its-own-ends/>

SCORE	RETWEETS	LIKES
7.8x	29(+25)	49(+43)



[Go To Tweet](#)

**IREX**

@IREXintl  2 days ago

**VIDEO:** Earlier this month, we organized 400 simultaneous media literacy lessons that reached over 7,900 participants across Ukraine. U.S. Ambassador Marie Yovanovitch kicked off the event at @AmHouseKyiv: <http://bit.ly/2TXRWUE> #LearnToDiscern @USEmbassyKyiv

SCORE	RETWEETS	LIKES
-16.0x	0(-3)	0(-5)



[Go To Tweet](#)

**Jay Yovanovich**

@yovanovich  2 days ago

"I think you need a lot of context to seriously examine anything." - The Wire, Season 5

SCORE	RETWEETS	LIKES
-10.0x	0(-3)	0(-2)

[Go To Tweet](#)**Stoutx2**[@PaulStout10](#) 2 days ago

Calls Grow To Remove Obama's U.S. Ambassador To Ukraine Calls to remove former President Barack Obama's U.S. Ambassador to Ukraine Marie Yovanovitch have intensified over the last week as a scandal in Ukraine surrounding the 2016 U.S. presidential...

SCORE

1.1x

RETWEETS

4(+2)

LIKES

4(+2)

[Go To Tweet](#)**Jay Yovanovich**[@yovanovich](#) 3 days ago

#mm steve hauschildt :: dissolvi

SCORE

-10.0x

RETWEETS

0(-3)

LIKES

0(-2)

[Go To Tweet](#)**Annie**[@AnnieBJackson](#) 3 days ago

The US Ukrainian Ambassador?

<https://twitter.com/charlesortel/status/1108442451604398080>

SCORE

-8.0x

RETWEETS

0(-2)

LIKES

0(-2)

[Go To Tweet](#)**Ukrinform-EN**[@Ukrinform\\_News](#) 3 days ago

U.S. Ambassador Yovanovitch urges Ukrainians to vote in presidential elections <https://www.ukrinform.net/rubric-elections/2666442-us-ambassador-yovanovitch-urges-ukrainians-to-vote-in-presidential-elections.html>

SCORE

-8.0x

RETWEETS

0(-2)

LIKES

0(-2)

[Go To Tweet](#)**Christopher Miller**[@ChristopherJM](#) 3 days ago

.@DonaldJTrumpJr suggests @USEmbassyKyiv Ambassador Marie Yovanovitch—a career diplomat who's worked for Republican & Democrat admins—should be fired over uncorroborated allegations. And the spokeswoman for Ukraine Prosecutor General Lutsenko, a @poroshenko appointee, retweets it <https://t.co/uswH6sA3cX>

SCORE

2.1x

RETWEETS

85(+62)

LIKES

65(+18)

[Go To Tweet](#)**Nina Jankowicz**[@wiczipedia](#) 3 days ago

This is ridiculous. Ambassador Yovanovitch is a career foreign servant who has served as Ambassador under Republicans and Democrats alike. She is not “Obama’s” Ambassador in Ukraine any more than she was President Bush’s in Kyrgyzstan or Armenia. <https://t.co/Z4Em2XXcMu>

SCORE

23.1x

RETWEETS

74(+70)

LIKES

203(+195)

[Go To Tweet](#)**Jon Barsanti Jr.**[@Anxie\\_TEA](#) 3 days ago

"Yovanovitch, who began serving in the role in 2016 after she was nominated by Obama, has reportedly undermined the Trump administration in Ukraine." (Why is this not surprising? More "flexibility.")

<https://www.dailywire.com/news/45035/calls-grow-remove-obamas-us-ambassador-ukraine-ryan-saavedra>

SCORE

1.9x

RETWEETS

5(+1)

LIKES

8(+5)

 [Go To Tweet](#)  
**Hromadske Int.**

 @Hromadske 3 days ago

I think Lutsenko shot himself in the foot by speaking against the US ambassador to #Ukraine Marie Yovanovitch in an interview with @thehill, - British journalist @BohdanNahaylo <https://en.hromadske.ua/posts/presidential-election-in-ukraine-one-week-countdown> <https://t.co/xxXBAjVuAR>



SCORE	RETWEETS	LIKES
-0.8x	1(-2)	0(-2)

Unsubscribe from this digest

Copyright © 2019 CrowdTangle. All rights reserved.



RETWEETS 9,983 LIKES 39,617



Go To Tweet

**Michael McFaul**

@McFaul 21 hours ago

I was there, waiting to testify. It was something.  
<https://twitter.com/funder/status/1111266602195009541>

RETWEETS 8,829 LIKES 36,377



Go To Tweet

**Dan Bongino**

@dbongino 18 hours ago

Adam Schiff is an intergalactic laughingstock. If you're taking this man seriously then you should seek the help of a qualified mental health professional.

RETWEETS 8,521 LIKES 34,561



Go To Tweet

**Sebastian Gorka DrG**

@SebGorka 22 hours ago

I am happy to confirm that @JudgeJeanine will be back on @FoxNews this Saturday. You cannot keep this Patriot down. <https://t.co/uX9MqPkQNC>

RETWEETS 6,681 LIKES 29,519



Go To Tweet

**Laura Ingraham**

@IngrahamAngle 23 hours ago

President Trump and Republicans should be working 24/7 to seal the border. 1.5M illegal aliens added to our population this year.

RETWEETS 8,529 LIKES 27,059



Go To Tweet

**Dan Bongino**

@dbongino 22 hours ago

People who should delete their accounts, go to confession, & leave public life forever due to their endless lies about "collusion" -Seth Abramson -Malcom Nance -Rick Wilson - Brian Stelter -Rachel Maddow -Chris Cuomo -Eric Swalwell - Adam Schiff -John Brennan -Jim Comey -Jim Clapper

RETWEETS 8,258 LIKES 25,603



Go To Tweet

**John Solomon**

@jsolomonReports 21 hours ago

Republicans seek formal investigation into Schiff  
<https://thehill.com/hilltv/rising/436269-gop-rep-calls-for-investigation-into-schiff>

RETWEETS 9,357 LIKES 24,041



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 14 hours ago

It truly is. Thanks to all the deplorables for fighting with us to save our country.

<https://twitter.com/stevenportnoy/status/1111402812552863744>

RETWEETS 5,708 LIKES 22,982



Go To Tweet

**Sara A. Carter**

@SaraCarterDC 23 hours ago

Read Here: "We have no faith in your ability to discharge

your duties in a manner consistent with your Constitutional responsibility and urge your immediate resignation..." House Intel Demand Rep. Adam Schiff's Resignation  
<https://saraacarter.com/house-intel-republicans-demand-rep-adam-schiffs-immediate-resignation/> via @SaraCarterDC

RETWEETS 8,131  
LIKES 19,478



[Go To Tweet](#)

**Michael McFaul**

@McFaul  19 hours ago

Mr. President, this is not true. Putin stood right next to you in Helsinki and told the world that he wanted you to win.  
<https://twitter.com/axios/status/1111107083162664960>

RETWEETS 7,186  
LIKES 19,269



[Go To Tweet](#)

**Laura Ingraham**

@IngrahamAngle  16 hours ago

The inmates are running the asylum.  
<https://twitter.com/abcpolitics/status/1111288243264188416>

RETWEETS 6,078  
LIKES 20,020



[Go To Tweet](#)

**Jack Posobiec**    

@JackPosobiec  17 hours ago

Raise your hand if you suspect Barack Obama and his Chicago cronies wouldn't be able to stand up to an ounce of the level of scrutiny and vetting that Donald Trump has

RETWEETS 5,195  
LIKES 19,610



[Go To Tweet](#)

**Donald Trump Jr.**

 @DonaldJTrumpJr 13 hours ago

Trump Jr. thanks rally crowd for support "the greatest hoax ever perpetrated on America" is now "out the window." And he's thanking his father's supporters for sticking with him, saying "it's not just our vindication, it's your vindication" too. - WTXF <http://www.fox29.com/news/trump-jr-thanks-rally-crowd-for-support>

RETWEETS  
5,248

LIKES  
19,224



Go To Tweet

**Sean Hannity**

 @seanhannity 18 hours ago

GOP: "We have no faith in your ability to discharge your duties in a manner consistent with your Constitutional responsibility and urge your immediate resignation."  
<https://www.hannity.com/media-room/schiff-showdown-house-gop-signs-letter-demanding-schiffs-resignation-from-intel-committee/>

RETWEETS  
6,185

LIKES  
18,280



Go To Tweet

**Donald Trump Jr.**

 @DonaldJTrumpJr 22 hours ago

Wow. I don't know whether to be upset or impressed with this level of stupidity. Jussie Smollett's lawyer says he thought brothers were white because they 'were wearing make-up' <https://www.dailymail.co.uk/news/article-6860095/Jussie-Smolletts-lawyer-says-thought-brothers-white-wearing-make-up.html>

RETWEETS  
6,839

LIKES  
17,420



Go To Tweet

**Donald Trump Jr.**

 @DonaldJTrumpJr 23 hours ago

I wonder if @CNN will finally do the right thing and burn @RepAdamSchiff as their "source" for all the false bombshells that they so breathlessly, shamelessly & embarrassingly ran with because they were — at best — foolish enough to believe his lies? #FullOfSchiff

RETWEETS 5,506  
LIKES 18,153



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 22 hours ago

Patriotic? What a joke. Adam Schiff spread more lies and sowed more discord than the Russians could have ever hoped for.

#DumpSchiff #FullOfSchiff

<https://twitter.com/arthurschwartz/status/1111292994915913729>

RETWEETS 6,496  
LIKES 16,247



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 23 hours ago

**VIDEO:** WATCH: GOP House Intel members call on #RussiaHoax truther Adam Schiff to resign as Chairman of the House Intel Committee for knowingly and repeatedly lying to the American people about collusion. He has been exposed as the fraud he truly is! #FullOfSchiff

<https://t.co/IMi2zwZN4F>

RETWEETS 5,878  
LIKES 15,024



Go To Tweet

**Ryan Saavedra**

@RealSaavedra 12 hours ago

**VIDEO:** Donald Trump Jr. blasts Ocasio-Cortez: "Think about the fact that every mainstream, leading Democratic contender is taking the advice of a freshman

congresswoman who three weeks ago didn't know the three branches of government...that's pretty scary" Crowd chants: "AOC sucks!" <https://t.co/Qh4TmyVSFi>

RETWEETS 4,615 LIKES 15,029



Go To Tweet  
**Ryan Saavedra**

@RealSaavedra 14 hours ago

**VIDEO:** President Donald Trump calls out the Democrats for "defrauding the public with ridiculous bullshit" <https://t.co/zsAhbThuo3>

RETWEETS 4,867 LIKES 14,062



Go To Tweet  
**Donald Trump Jr.**

@DonaldJTrumpJr 20 hours ago

OMG!!! This is incredible.  
<https://twitter.com/charliedemar/status/1111324536363016195>

RETWEETS 4,972 LIKES 13,843



Go To Tweet  
**Ryan Saavedra**

@RealSaavedra 15 hours ago

After being fired by CNN, celebrity attorney Mark Geragos threatens to tell all about CNN: "God forbid that I start telling some of the stories for how I've covered for that lame-ass organization" <https://nypost.com/2019/03/28/celebrity-attorney-mark-geragos-slams-cnn-over-extortion-plot-report/>

RETWEETS 6,125 LIKES 12,040

 [Go To Tweet](#)  
**Jack Posobiec** 

 @JackPosobiec 23 hours ago

#BREAKING DOJ to file charges against Obama lawyer Greg Craig for making false statements over his past work with Ukraine. Craig's firm failed to register as a foreign agent for Ukraine

RETWEETS 5,438      LIKES 12,263

 [Go To Tweet](#)  
**Donald Trump Jr.**

 @DonaldJTrumpJr 21 hours ago

I think he's both, they're not mutual exclusive.  
<https://twitter.com/rudygiuliani/status/1111068763401654272>

RETWEETS 3,802      LIKES 12,242

 [Go To Tweet](#)  
**Donald Trump Jr.**

 @DonaldJTrumpJr 22 hours ago

OMG!!!  
<https://twitter.com/jackposobiec/status/1111289223611600896>

RETWEETS 3,804      LIKES 11,977

 [Go To Tweet](#)  
**Ryan Saavedra**

 @RealSaavedra 20 hours ago

BREAKING: Chicago Democrat Mayor Rahm Emanuel says that he is coordinating with police to finalize the cost of the investigation into Jussie Smollett's alleged hate crime hoax and will be sending him a bill to pay for all of it.

RETWEETS 2,928      LIKES 12,765

 [Go To Tweet](#)  
**Laura Ingraham**

 @IngrahamAngle 23 hours ago

If we don't seal the border, Republicans and @realDonaldTrump will have lost faith with a good segment of their voters. Border is collapsing.

RETWEETS 3,353      LIKES 11,853

 [Go To Tweet](#)  
**Dan Bongino**

 @dbongino 14 hours ago

Bullshit!

RETWEETS 1,984      LIKES 12,771

 [Go To Tweet](#)  
**Sean Hannity**

 @seanhannity 13 hours ago

Rand Paul: "Source" Says Obama Admin Sent Spies to "Entrap Trump Officials" <https://bongino.com/rand-paul-source-says-obama-admin-sent-spies-to-entrap-trump-officials/>

RETWEETS 4,564      LIKES 9,229

 [Go To Tweet](#)  
**Rudy Giuliani**

 @RudyGiuliani 12 hours ago

If Dems continue to protect Adam Schiff he will be the poster boy for their party. He

RETWEETS 2,742      LIKES 10,995

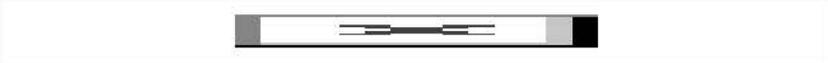
 [Go To Tweet](#)  
**Jack Posobiec**    

 @JackPosobiec 10 hours ago  
3.5 Million views  
<https://twitter.com/jackposobiec/status/1096633130260353024>

RETWEETS 5,739      LIKES 7,689

 [Go To Tweet](#)  
**Donald Trump Jr.**

 @DonaldJTrumpJr 23 hours ago  
**VIDEO: WATCH: GOP House Intel members call on #RussiaHoax truther Adam Schiff to resign as Chairman of the House Intel Committee for knowingly and repeatedly lying to the American people about collusion. He has been exposed as the fraud he truly is! #FullOfSchiff**  
<https://t.co/E9nPOj68XL>



RETWEETS 3,674      LIKES 9,435

 [Go To Tweet](#)  
**Dan Bongino**

 @dbongino 14 hours ago  
This speech is a PhD level course in the ownership of the Libs.

RETWEETS 2,225      LIKES 10,388

 [Go To Tweet](#)  
**Dan Bongino**

 @dbongino 12 hours ago  
This clown is a member of Congress who went on television and endlessly promoted the collusion hoax. Maybe he should seek a refund for his kindergarten diploma. What an embarrassment!    

<https://twitter.com/davidcicilline/status/1111435536726581249>

RETWEETS 2,881 LIKES 9,279



Go To Tweet

**Dan Bongino**

@dbongino 16 hours ago

Trump Approval Jumps 5 Points After Mueller Investigation

<https://bongino.com/trump-approval-jumps-5-points-after-mueller-investigation/>

RETWEETS 2,438 LIKES 8,660



Go To Tweet

**Laura Ingraham**

@IngrahamAngle 15 hours ago

Exciting!

<https://twitter.com/kimfoxxforsa/status/1087483752534757376>

RETWEETS 2,571 LIKES 8,072



Go To Tweet

**Jack Posobiec**

@JackPosobiec 12 hours ago

**VIDEO:** Huge MAGA crowd chants "AOC Sucks, AOC Sucks" in Michigan <https://t.co/yJa3qzliif>

RETWEETS 1,966 LIKES 8,485



Go To Tweet

**Michael McFaul**

@McFaul 17 hours ago

I agree. Very strange. And frankly, not very pleasant. I felt like he was suggesting that I was involved in some kind of wrongdoing. That's really insulting. (& he didn't ask one question about the subject matter of the testimony, for which

I worked hard to prepare)

<https://twitter.com/jmrbux2/status/1111355029095624705>

RETWEETS  
2,256

LIKES  
8,053



Go To Tweet

**Jack Posobiec** □□□□

@JackPosobiec 15 hours ago

**VIDEO:** "It went from Avenatti 2020 to Avenatti 20 to 25" □□

<https://t.co/ILCvEHs5OX>

RETWEETS  
2,227

LIKES  
8,059



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 22 hours ago

I guess they never really wanted THE TRUTH just their truth which turned out to be all lies sold to the American people in the greatest hoax ever perpetrated on our country.

<https://twitter.com/arthurschwartz/status/1111288751538491392>

RETWEETS  
2,596

LIKES  
7,007



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 13 hours ago

True story. Next week it's back to normal. #maga

<https://twitter.com/marklandler/status/1111400450018820100>

RETWEETS  
1,744

LIKES  
7,170



Go To Tweet

**Dan Bongino**

@dbongino 19 hours ago

Has Amazon moved collusion hoaxer Seth Abramson's discredited book to the fiction section yet?

RETWEETS 1,624 LIKES 7,131



Go To Tweet

**Donald Trump Jr.**

@DonaldJTrumpJr 23 hours ago

This! Why do the MSM still trust & listen to a liar like Adam Schiff? Is it because they want it to be true or are they as deranged as him? Better yet, given his history of lies & likely leaks how can he be trusted with a security clearance let alone chair the intel committee?

<https://twitter.com/wsjoinion/status/1111270450481557504>

RETWEETS 2,511 LIKES 6,219



Go To Tweet

**Ryan Saavedra**

@RealSaavedra 16 hours ago

**VIDEO:** Puerto Rican Governor Ricardo Rossello threatens to physically attack President Donald Trump: "I'll punch the bully in the mouth" CNN's Jim Acosta just sits there and smiles. <https://t.co/RTiWbak5Y5>

RETWEETS 3,664 LIKES 4,736



Go To Tweet

**Dan Bongino**

@dbongino 19 hours ago

Rand Paul "Source" Says Obama Admin Sent Spies to "Entrap Trump Officials" <https://bongino.com/rand-paul-source-says-obama-admin-sent-spies-to-entrap-trump-officials/>

RETWEETS 2,869 LIKES 5,385

 [Go To Tweet](#)  
**Sean Hannity**  
 @seanhannity 12 hours ago  
Don't miss our one-on-one interview with RUSH LIMBAUGH!  
We're talking the massive collapse of the Russia hoax,  
insane 2020 Democrats & more. It's on NOW!

RETWEETS	LIKES
1,190	6,477

 [Go To Tweet](#)  
**Dan Bongino**  
 @dbongino 18 hours ago  
Is Brian Stelter in competition with the lunatics at MSNBC to  
see who can say the dumbest thing since the Mueller report  
dropped? <https://dailycaller.com/2019/03/28/cnn-brian-stelter-msnbc-ratings-mueller-report/>

RETWEETS	LIKES
1,995	5,587

 [Go To Tweet](#)  
**Donald Trump Jr.**  
 @DonaldJTrumpJr 22 hours ago  
Great idea, but didn't Brennan already lie to congress and  
perjure himself? I somehow doubt he will tell the truth this  
time.  
<https://twitter.com/randpaul/status/1110987950605680642>

RETWEETS	LIKES
1,922	5,511

(b)(6)

**From:** CrowdTangle  
**Sent:** Fri, 29 Mar 2019 13:24:27 +0000  
**To:** [redacted]  
**Subject:** You've been added to Ukraine US Media Report

(b)(6)



Hi there! [redacted] signed you up for a CrowdTangle email called "Ukraine US Media Report." If you would like to receive these emails, please confirm below. If you don't, you can simply ignore this.

**Confirm**

[Wait, what's happening? Tell me more](#)