

Leveraging Wikis to Manage SCP Documentation

TWiki Use @ Novell Technical Services

Max Walker

Manager, Novell Services
max.walker@novell.com

30 May 2008

Novell®

Agenda

SCP at Novell Services
Global Documentation Challenges

About Wikis
Wikis and SCP



Novell BMS Tour (TWiki)



Recommendations
Additional Resources

SCP at Novell Technical Services

- Certification History

Location / Program	2005	2006	2007
North America / SCP	☑	☑	☑
North America / FSP		☑	☑
EMEA / SCP			☑
India / SCP			☑

- Also ISO certified since 1995/96 (EMEA)

- 2008: Each center and region will certify under SCP Support Standard.

- Documentation History

1. Onerous, custom system (ISO)

2. PDF files on intranet (ISO, SCP)

3. TWiki (ISO, SCP)

Global Documentation Challenges



Global Documentation Challenges

- Collaboration on Global processes
 - > Multiple certification programs
 - > Multiple owners / authors / collaborators
 - > Input from multiple organizations
 - > Duplication of documentation --> conflicting information
 - > Responsiveness, agility
- Document Management
 - > Permissions, version control, bottlenecks
- Audit Preparation Season
 - > Minimum need: make it easier, smoother
 - > Best case: integrate SCP into daily work and avoid prep season

What's A “Wiki”?

- Definition

- > Collaborative web site where anyone (?) can contribute and modify content
- > May be WYSIWYG or use simplified markup
- > Easy page creation, easy page linking
- > Community web sites, knowledge management, intranets
- > *Wikis emphasize ease of content creation*

- Plain Wiki vs. Structured Wiki

- Example Sites

- > Wikipedia, WikiTravel, WikiHow, Wiktionary

Wiki at Novell

- Introduction of Wikis
 - > Organic introduction (unplanned)
 - > General purpose wiki: MediaWiki
 - > Special use wiki: TWiki
- Selection Process
 - > None. “Let’s install one. I think I’d like to try MediaWiki.”
- User and Content Access Considerations
 - > Single sign on integration
 - > Included in intranet search results

Wiki and SCP

- Benefits

- > Enhanced global collaboration
 - » Easy creation, editing, publishing
 - » Includes version control, full history
- > Cross-platform, browser-based interaction. No browser plugins.
- > User community makes corrections; can protect “policy” content

- Considerations

- > Cultural receptiveness?
- > New system to support?
- > Initial setup


TWiki and SCP

- Structured Wiki
- Favorite Features
 - > Templates, permissions, attachments, version control
 - > Indexable (support multiple certification programs in context)
 - > Searchable (search feature programming)
 - > Statistics
 - > RSS and notifications
 - > Plugins (Draw, Table, Export, Twisty) (added to back end, not browser)
 - > CSS
 - > Calendar (review dates)
 - > FORMS (searchable and displayable topic meta data)
 - > Export (for SCP audit)

TWiki and SCP - Technicals

- Topic-level Permissions

- > Allow all users to modify “work instruction,” or click-stream documentation
- > Lock down policy docs to a particular user(s) or group(s)
 - » Set ALLOWTOPICCHANGE = ...
 - » Set ALLOWTOPICVIEW = ...

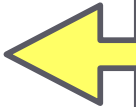


“Access Denied” is displayed instead of topic view or edit.

- Indexes

- > Master index – Business Management System
- > Custom index – certification programs, job roles
- > Indexes can be automatically generated with meta data

- “Forms” Meta Data



Forms allows for a set of pre-defined values to be chosen at EDIT time to make up searchable document information.

We’re now creating lists of documents based on SEARCH instead of manually edited lists.

Novell BMS Tour (TWiki)

What we're working on now. . . .

- Better ownership / accountability model
 - > Cross-GEO collaboration
- Continuing to drive “embedded” use
 - > Process updates in the normal flow of business
 - > Avoid audit prep season
- TWiki system improvements
 - > Search indexes, custom indexes
 - > Tagging

Recommendations

- Integrate for user experience
 - > Adopt corporate intranet / extranet look and feel
 - > Integrate with your Single Sign-On
 - > Integrate with your enterprise search experience
- Staffed position? – content manager to monitor Wiki:
 - > Standardized title/naming conventions,
 - > Use of tool-specific features like categorizing pages if they're not categorized by authors,
 - > Looking for unused categories and cleaning them out.
 - > *RISK*: Bottleneck --> lack of use --> outdated content! Real benefits come from community-based behavior with wiki-manager support.

Additional Resources

- Wiki explanations
 - > www.commoncraft.com/video-wikis-plain-english
 - > www.cmswatch.com/Feature/145-Wikis-in-the-enterprise
- Wiki lists / comparisons
 - > en.wikipedia.org/wiki/Comparison_of_wiki_software
 - > c2.com/cgi/wiki?WikiEngines
- Leading vendors
 - > MediaWiki (drives Wikipedia) – www.mediawiki.org/
 - > TWiki – www.TWiki.org/ / www.TWiki.net/
 - > Socialtext – www.socialtext.com/
 - > MindTouch – www.mindtouch.com/

Novell®

Unpublished Work of Novell, Inc. All Rights Reserved.

This work is an unpublished work and contains confidential, proprietary, and trade secret information of Novell, Inc. Access to this work is restricted to Novell employees who have a need to know to perform tasks within the scope of their assignments. No part of this work may be practiced, performed, copied, distributed, revised, modified, translated, abridged, condensed, expanded, collected, or adapted without the prior written consent of Novell, Inc. Any use or exploitation of this work without authorization could subject the perpetrator to criminal and civil liability.

General Disclaimer

This document is not to be construed as a promise by any participating company to develop, deliver, or market a product. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. Novell, Inc. makes no representations or warranties with respect to the contents of this document, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. The development, release, and timing of features or functionality described for Novell products remains at the sole discretion of Novell. Further, Novell, Inc. reserves the right to revise this document and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes. All Novell marks referenced in this presentation are trademarks or registered trademarks of Novell, Inc. in the United States and other countries. All third-party trademarks are the property of their respective owners.

