Leveraging Wikis to Manage SCP Documentation

TWiki Use @ Novell Technical Services

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Agenda

SCP at Novell Services

Global Documentation Challenges

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Wikis and SCP

Novell BMS Tour (TWiki)

Recommendations

Additional Resources

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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)

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Global Documentation Challenges

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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 an avoid prep season

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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

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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

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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

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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)

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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.

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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

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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.

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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/

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