Manage Critical Knowledge

With Your Own Office Wiki

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Why Knowledge Management

- Information = ⏰ = $$$
  - Employees leave, taking valuable institutional knowledge with them
  - Institutions must do more with less
  - Critical information belongs to the department – employees MUST document as part of their jobs

- Disaster recovery
  - Fast recovery = education, $$$, reputation savings
  - Central location for information hosted off site accessible from anywhere
Why a Wiki?

- Enables communities to write documents collaboratively
- Pages can be created and updated easily
- Edits can be made in real-time and appear instantly
- More frequent updates and less getting out of date
- Such openness may invite 'vandalism' and the posting of untrue information. However, this same openness also makes it possible to rapidly correct or restore a 'quality' wiki page.

A website that allows the creation and editing of any number of interlinked web pages via a web browser using a simplified markup language or a WYSIWYG text editor. Wikis are typically powered by wiki software and are often used collaboratively by multiple users. Examples include community websites, corporate intranets, and knowledge management systems.
Editing Tools

- Markup Languages
  - Alice in Wikiland

- WYSIWYG
  - What You See Is What You Get
  - Microsoft Word
My Skills for Developing a Wiki

- IT experience
  - HTML, CSS, MySQL, PHP, scripting
- Passion for good documentation
- Strong writing skills
- Project management
- Visual design experience
- Experience deploying a wiki
Project Outline

1. Set the Scope
2. Budget
3. Sell Your Wiki
4. Build Your Team
5. Collect Content
6. Choose Software
7. Design and Organize
8. Populate
9. Training
10. Maintain
1. Set the Scope

- What current docs? In what formats?
- What political climate?
- Who will use it?
- What type of wiki?
- How much time can you afford?
- Do you have any budget?
2. Budget

- Minimum Requirements
  - Staffing
  - Server hosting and tech support

- Extras
  - Paid designer
  - Consultant
  - Licensed wiki product
3. Sell Your Wiki

- Get high-level support
- Build support and allies
- Generate excitement
- Recruit beta team and early adopters
- Regular meetings and updates
4. Build Your Team

- Project management
- Content owners
- Writing expertise
- Technical expertise
  - Wiki expertise
- Design expertise
5. Identify and Build Content

- Gather what you have already
  - Network drives
  - Filing cabinets
  - Websites
  - Email

- Organize and reorganize as you create
  - Network drives to create structure
  - Don’t waste time with formatting
6. Choose a Wiki Product

- Educate yourself to decide your requirements
- Look at wikis you like/don't like
- Use the WikiMatrix Choice Wizard
- Research important questions
- Currency of the product
- Read in forums
7. Structure and Design

- Create outline document of organizational structure as guide
- Visual design considerations
- Choose a name
- Branding
8. Add Content

- Lots of copy and paste
- Format Word docs to wiki syntax
- Formatting fixes
- Team of people doing this
9. Training

- Create and post Wiki Guide in the wiki
- All-office wiki overview presentation
- Provide group trainings
10. Maintain Wiki

- Everyone’s job to maintain documentation
- Student documentation specialist
- Someone to keep fresh, enforce standards, do training, etc.
- Someone to maintain software and develop new features/modules
- Remember, it’s a work in progress – that’s why they call it a Wiki!
Continuing Education
Jane Zheng

- Webmaster at Continuing Education
- Experience:
  - Content Management Systems
  - Project management
  - Web troubleshooting and support
    - PHP, ColdFusion, MySQL, HTML, JS, etc.
Jobi Carter

- Technical Assistant at Office of The Registrar / Wiki Consultant at Continuing Education

- Experience:
  - Tiki Wiki development
    - Linux, CSS, HTML, PHP, MySQL
  - Programming
    - Python
How Continuing Ed. Got Started

- Users already had the “Big Picture”
  - Requested a wiki
- Just needed stakeholder approval
  - Susan’s demo
  - Seem to meet needs
  - Decide on Tiki Wiki (same software as Registrar)
  - Begin development on CE Wiki (Feb)
    - Bring in Jobi
Student Consultant and Sharing

- Consultant Advantages
  - Configuration and set up
  - Key features like campus credentials to login
  - Upgrading and versioning experience

- Sharing from Registrar Wiki (Thanks Barb!)
  - Import theme
  - Import and adapt:
    - documentation and RegWiki Guide
    - departments / naming conventions
Rollout Plan

- Roll out one department at a time
  - Starting with Enrollment Services
- Office-wide wiki presentation
  - Display functionality
  - Generate excitement
  - Get people thinking about how they will use it
Rollout Plan

- Determine next departments to roll out
- Subsequent departments will have
  - All resources available to help meet their needs
  - How-to documentation complete and tested
  - Previous departments serve as example for information organization and page formatting
While Rolling Out....

- Training!
  - No student technical lead
    - Jane is Project Manager and Technical Lead
  - Prepare Jane to take over
    - Simulate upgrade procedures
    - Apply customizations to new versions
    - Troubleshoot bugs
    - Pass on technical information and procedures
Questions

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