



The Birth of a Company-Wide Wiki

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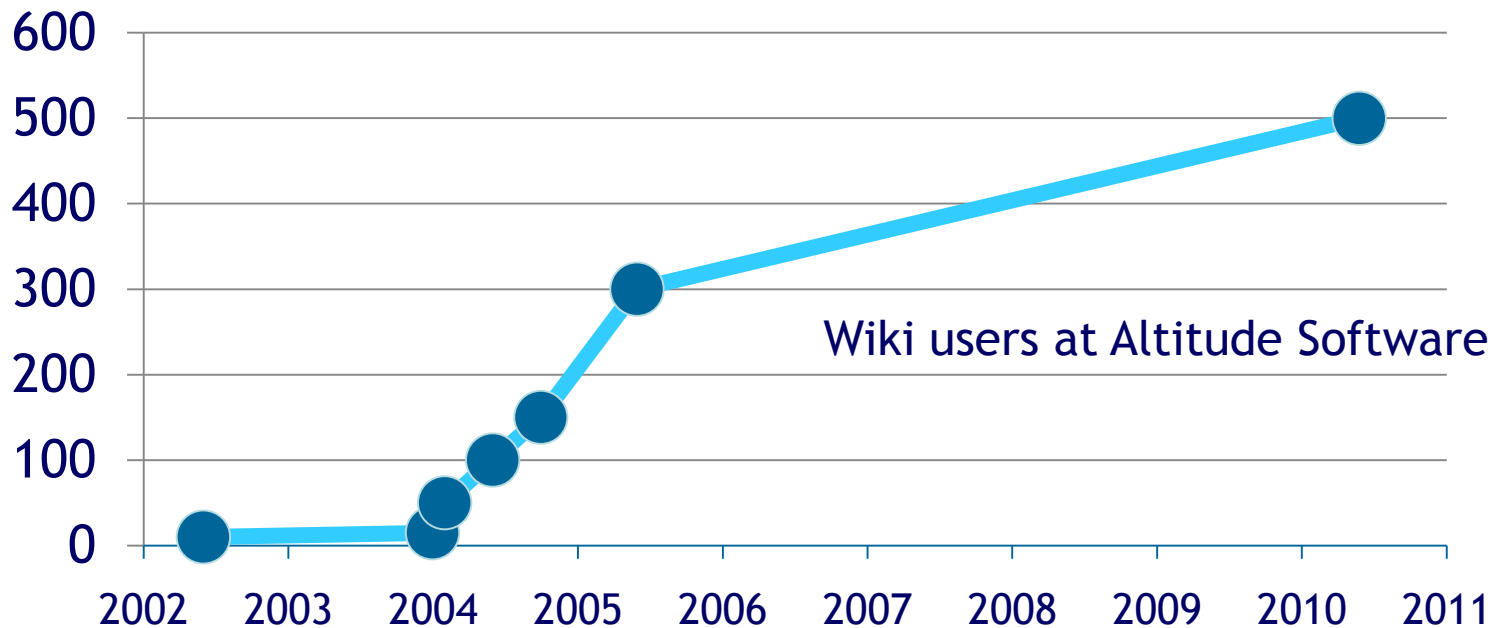
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Wiki adoption story, how and why?

- 2002: Technical writers' wiki.
- 2004: Technical wiki and more.
- 2005: Company wiki and more.



Altitude Software:

- Sells software for contact centers (product plus setup services).
- 150 employees in Lisbon (including R&D).
- 150 employees worldwide.

Altitude uCI suite is technically complex:

- Client/Server, Windows/AIX/Linux.
- Integrates with switches, databases, major ERP suites.
- Customized in C, C#, VB, Java, proprietary programming language.

Wiki discovery:

- Issue with extra notes (extra detail, inefficient XML toolchain).
- Experience note-taking with a simple wiki.
- Articles on wiki philosophy and usage patterns.

Pool is born over TWiki: technical notes, team wiki.

- Pool stays dormant as team tool for 1.5 years.
- Run by Docteam on surplus and obsolete hardware.

Why TWiki?

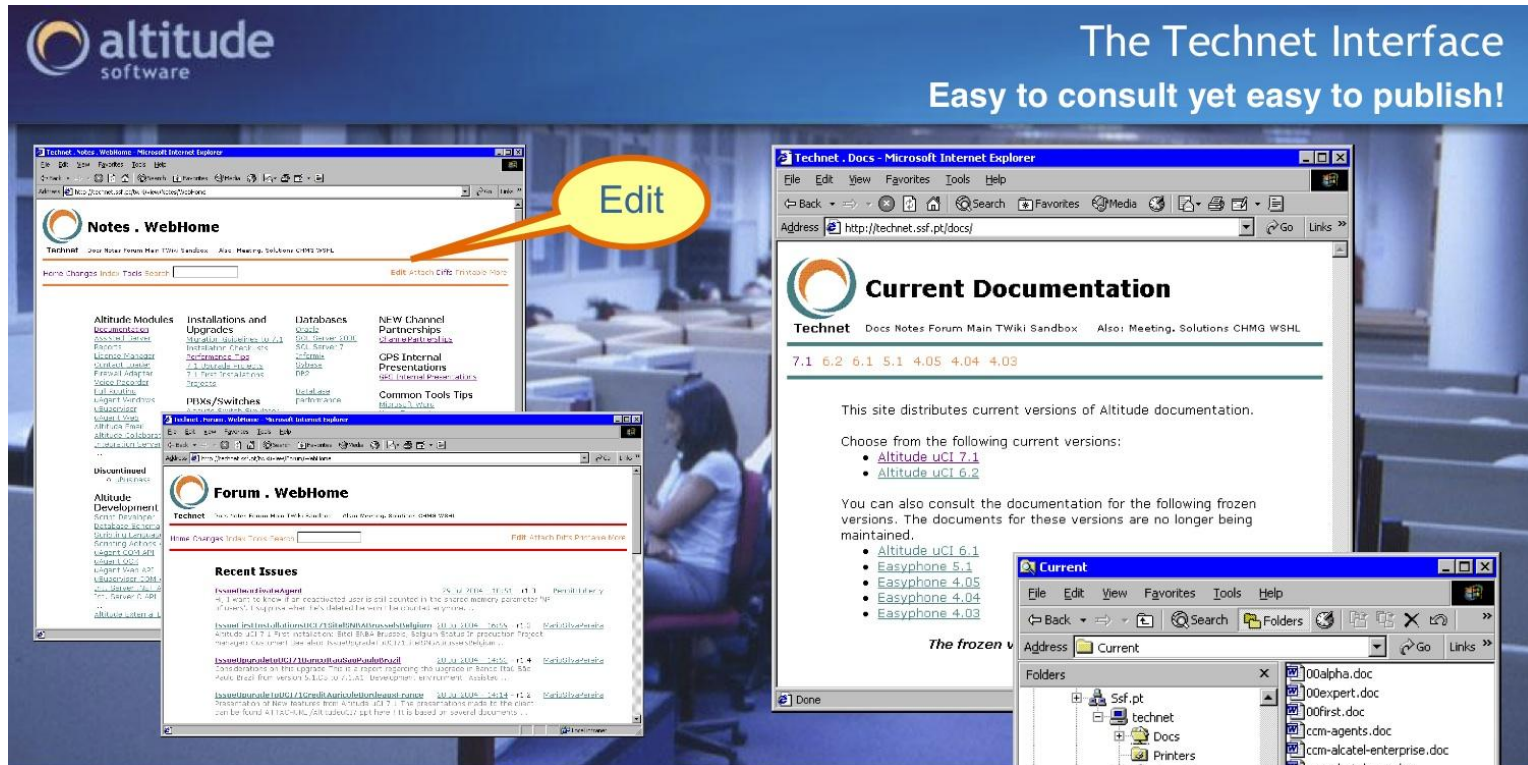
- Focus on intranet.
- Text files instead of database back-end (Unix philosophy).

Opportunity (Email is not enough):

- Email with meta-information (I'll send you these files privately).
- Actual information lost (both persons left Company).
- VP Professional Services looking for Web forum (such as phpBB).
- Argued “wiki is better”.

Technet is born:

- Hacked TWiki comment plug-in to resemble a forum.
- Moved Pool content along.
- Added an HTTP server for product documents.
- Added linking to specialized systems (bug tracking, other).



The Technet Interface
Easy to consult yet easy to publish!

Apache, TWiki, and Samba

- Seamless access both in Lisbon and worldwide
- Apache handles unified Windows authentication
- TWiki excels at light editing and capturing consensus
- Samba makes publishing as easy as file copy
- Apache + Samba excel at publishing “formal” content

Wiki areas:

- Forum – based on the comment plug-in.
- Notes – Technical notes that originated the first wiki.
- Docteam – Manage the documentation team.
- Informal – Encourage individual experimentation.

Easy document publishing:

- Product documentation in a plain HTTP server.
- File sharing to publish files.

Wiki features:

- File attachments to wiki pages.
- Wiki shortcuts to specialized internal systems like bug-tracking.
- Daily email announcements of wiki pages changed.
- Authentication system integrated with the existing password system.

Seminars and webinars to disseminate:

- Teams asking for team areas, sometimes private.
- Surprised at instant buy-in!
- Not all teams though...

Champions in Executive team (meeting minutes as killer application):

- VP Professional Services.
- VP R&D.
- VP Marketing.

Aftermath:

- Most technical information is on Technet.
- Used by GPS people, R&D, QA, Docteam, executive team.

Internal 2002 study shows need for unified distribution of information:


- Interviews with department heads and main information producers.
- Matrix of who produces and who consumes what information.

Producers and consumers meet at “InfoSpaces”:

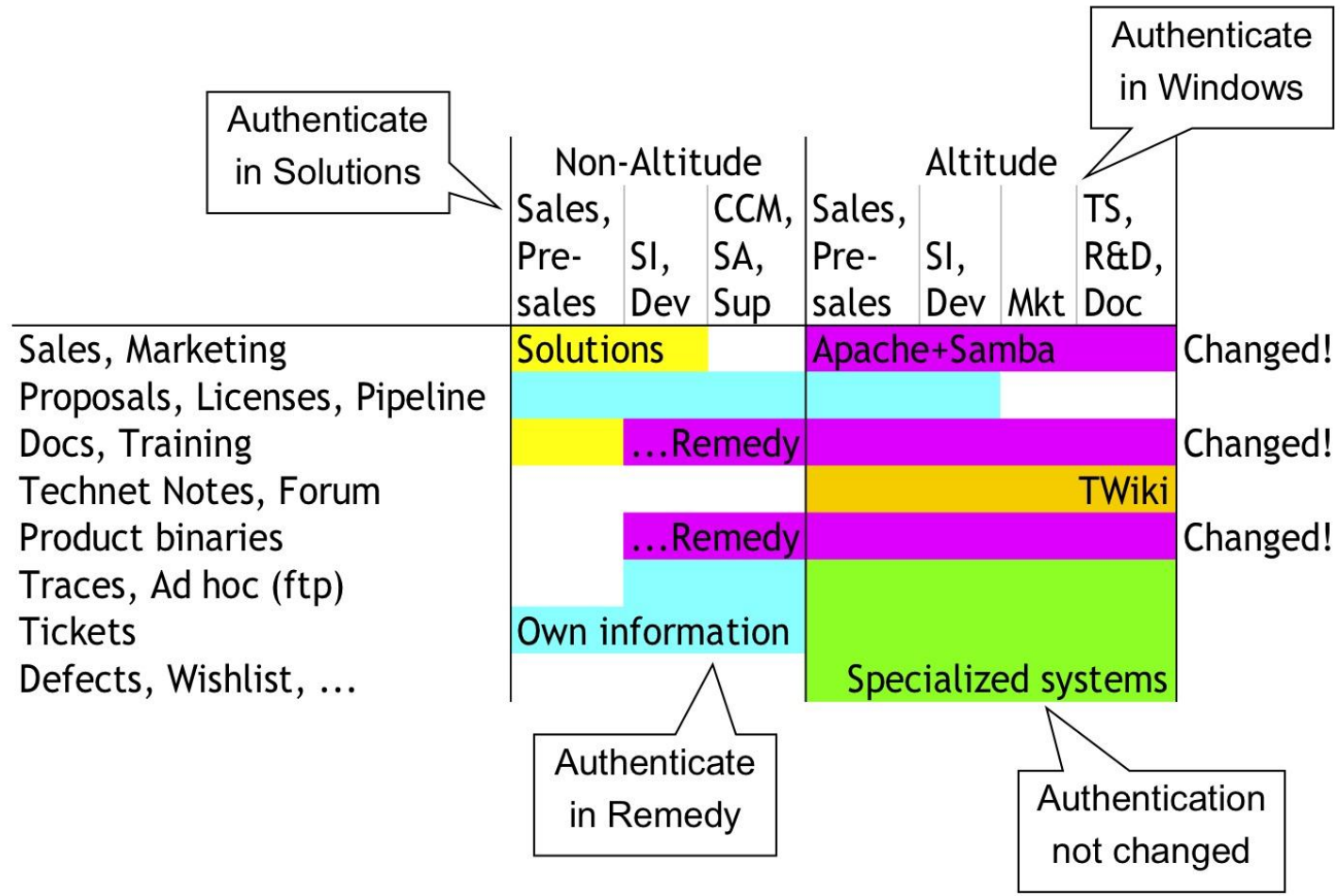
- Collaborative (wiki).
- Few to many (shares or wiki for structure).
- Specialized (bug tracking and similar).

Propose set of “InfoSpaces”:

- Unified logins (for each kind of user).
- Area editors (wiki gardeners or content curators).
- Wiki aggregates information (process, meta-information, links).



Overview of the Changed Distribution



Company IT provides:

- Hosting
- Administration
- Backups
- User administration.

Aftermath:

- No longer a side project, now fully embraced by Company.
- New employees automatically set up.
- Letting go of control critical to gain wider acceptance.
- Experiences with deep TWiki integrations are lost. (!)
- Lost part of R&D (want closer control).

Marketing leads, involves graphical design:

- Graphical home page.
- Revamped navigation scheme.

Altinet is born through Marketing diplomacy:

- Marketing
- Customer assistance
- Product planning
- Training
- Customer projects
- HR, IT, ...

Two extra wikies for R&D (control), Executive team (security).

WebHome < Main < Altinet

https://altinet.altitude.com/twiki/view/Main

altinet

Google Search [] Search [] Directory: [] Search [] News [] FAQs [] Webmap [] ITS [] Templates [] Notify me [] RSS []

Creating Selling Implementing Supporting Technical IT Organization Teams Customers Partners

First time in Altinet? click here...

Altinet > Main Web > WebHome (20 Sep 2010, JoaoMagaalhaes) [Edit] [Attach] [Raw edit]

Altitude News

Last 3 News

- Altitude Mena Forum 2010
- Mkt PTCredicontrolro Press Release
- Mkt Le Club Easyphone 2010

V8 News

Last 3 News

- Regular Updates

Customers

- Installations
- Altitude Prime
- Accelerators

Creating

- Official Roadmaps
- Realization (7.1/7.5)
- Marcom Planning
- Picasso
- Product Planning
- Wishlist

Selling

- Solutions
- Marketing Collateral
- Certifications
- Proposals
- Pricing
- Services
- Competitive

Implementing

- Propose
- Analyze & Plan
- Dev. & Deploy
- Hand over
- Projects
- Forum

Supporting

- Meeting Point
- Technical Support
- Premier Support
- Metrics
- Tools
- Quality Management

2010 Altitude Global Events

1st time in Altinet?

Technical

- Tech Documentation
- uCI Documentation
- Technical Notes
- Notes Forum

Organization

- Orgcharts & Directory
- Open Positions
- Internships
- Internal Training
- Strategy
- FAQ

IT

- Corporate Services
- Mail
- VPN
- VOIP
- Local Network
- Anti-Virus

Teams

- Regional Areas
- Public Areas
- Private Areas
- Informal Areas

Selling

New Marketing ACTIONS

- 2010 Campaigns in Plan
- Social Media and the Contact Center
- ACE Program Overview
- ROI Tools

Recent Product News

- Altitude uCI 8 delta overview
- Altitude vBox
- Altitude Health Monitor
- List of Sales Digests

Implementing

- NEW Tech Days 8 (2010)
- Altitude Accelerators
- PSA/Timesheets
- Forum Q&A
- Install & Config Notes
- Notes: Tech Info
- PRIME Program
- Selling Services
- Propose Services
- Selling Training
- GPS Team Area

Supporting

Sales Regions Monthly Activity Review

Supporting Processes

- Customer Assistance Processes Overview
- Ticket life cycle
- "Let us Know" program

1st Time Visitors

- Customer Assistance Booklet
- Customer Assistance Overview

[Edit] [Attach] [Print version] [History: r40 < r39 < r38 < r37 < r36] [Backlinks] [Raw View] [Raw edit] [More topic actions]

Aftermath:

- Most company information on Altinet.
- Not all proposed InfoSpaces appeared immediately.
- Most InfoSpaces appeared in due time.
- Current system alienates R&D people, but brings sales people in.
- Gartner took due notice.

It was a success beyond anyone's wildest dreams!

Know wiki
philosophy

Explain
how to,
or why not

Design content
and interaction

Explain
what
might be

Have champions

Involve users,
reinforce
collaboration

Let go of control

Let others
embrace
and extend

It was a long trip, full of surprises!

Thanks!

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