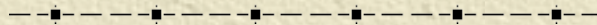


*Pursuing the
Peak of Excellence:
Wiki as a
Knowledge Base*

Becky Klein

Matt Smith

Valparaiso University



Valparaiso University

www.valpo.edu



- Co-ed, four year, private university
- Independent Lutheran affiliation
- Nearly 4,000 students from all 50 states & 57 countries (includes graduate programs & Law School)
- More than 70 programs in five colleges: Arts & Sciences, Business Administration, Engineering, Nursing, Christ College (the honors college)

A Little About Us

✦ Both are

- former students at Valparaiso University
- worked for the IT Help Desk as students
- started their careers working as a full-time Help Desk Specialist

Becky served as the Assistant Coordinator of Help Desk Services, & is now the Manager of Help Desk Services.

Matt transferred to the Tech Support Team, & now serves as the Lab and Classroom Support Specialist.

What Is A Wiki?



A wiki is a medium which can be edited by anyone with access to it, and provides an easy method for linking from one page to another. Wikis are typically collaborative websites, though there are now also single-user offline implementations.

MediaWiki Platform

- ✦ One of several wiki platforms we evaluated
 - Confluence & Twiki were the runners-up
- ✦ Selected for:
 - Ease of use
 - System management
 - Information management
 - Cost

Simple Setup

- ✦ Systems group installed MediaWiki to one of the servers with a module to allow for LDAP authentication
- ✦ Clean information for initial population
- ✦ Help Desk staff stepped in to help organize information
- ✦ Full time staff buy-in from the get-go

Training Staff to Use It

✦ First year: “play around, add something”

- Incentives
- “Homework” assignments
- Help Desk Managers

✦ This year: mandatory training

- Boot Camp
- YouTube video: <http://www.youtube.com/watch?v=-dnL00TdmLY>
- Rotationites

✦ “Is it in the wiki?”

✦ Help files

Valpo Wiki Usage

✦ As of July 7, 2008

- 17,713 page views
- 2,785 page edits
- 10.09 average edits per page
- 6.36 views per edit

✦ As of October 14, 2008

- 25,455 page views
- 3,391 page edits
- 11.19 average edits per page
- 7.51 views per edit

Valpo Wiki Usage

7,742 page views in just 23 weeks

Averaging 336 views per week

Most Viewed Pages

As of July 7, 2008

1. Main Page [4,070]
2. Help Desk [568]
3. Policies [567]
4. Tech Support [565]
5. Cisco Clean Access [520]
6. General [506]
7. Systems [434]
8. HEAT [406]
9. MIS [351]
10. Network [344]

As of October 14, 2008

1. Main Page[†][5,579]
2. Help Desk[†][899]
3. Cisco Clean Access [774]
4. Policies[†][767]
5. Tech Support [713]
6. General [659]
7. Systems[†][597]
8. HEAT[†][485]
9. Network[†][470]
10. MIS [440]

Wiki as Authoritative Source

- ✦ Basics of services & systems
- ✦ Troubleshooting tips & hints
- ✦ Procedures
- ✦ Policies

Helping the Help Desk

✦ Tech Support Main Page

- Lists the full-time staff & contact information
- General responsibilities
- Tech Support-related HEAT Tickets
 - Outlines the specific information needed for each ticket
 - Designates any special actions needed for ticket

Teaching & Troubleshooting

- ✦ Some content has gone beyond just how-to's & troubleshooting a specific problem

- ✦ Printer Troubleshooting / Maintenance Page
 - 1 Basic Laser Printing Theory
 - 1.1 The laser printing process in a nutshell
 - 1.2 Receiving data from the computer
 - 1.3 Lasers, drums, and corona wires

Managing Content

- ✦ Information organization
 - Page redirects
 - Avoiding duplication via internal links
 - Large pages get broken up
- ✦ Help Desk Managers
 - Populate information
 - Train other staff
 - One “wiki master”
- ✦ Full-time staff



special page

Recent changes

Track the most recent changes to the wiki on this page.

Below are the last 100 changes in the last 7 days, as of 10:05, October 21, 2008.

Show last 50 | 100 | 250 | 500 changes in last 1 | 3 | 7 | 14 | 30 days

Hide minor edits | Show bots | Hide anonymous users | Hide logged-in users | Hide patrolled edits | Hide my edits

Show new changes starting from 10:05, October 21, 2008

Namespace: Invert selection

October 17, 2008

- (diff) (hist) ... PlannedNotices; 10:35 ... (-24) ... Rklein (Talk | contribs | block)
- (diff) (hist) ... PlannedNotices; 10:34 ... (+13) ... Rklein (Talk | contribs | block)

October 15, 2008

- (diff) (hist) ... ! FNA; 16:20 ... (-52) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail)
- (diff) (hist) ... ! FNA; 16:19 ... (+26) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail#What is the FNA? and more)
- (diff) (hist) ... ! FNA; 16:19 ... (+26) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail#What is the FNA? and more)
- (diff) (hist) ... ! Main Page; 16:15 ... (+18) ... Chammer1 (Talk | contribs | block) (→Hammer -)
- (diff) (hist) ... ! Main Page; 16:15 ... (+36) ... Chammer1 (Talk | contribs | block) (→Hammer -)
- (diff) (hist) ... ! FNA; 16:13 ... (-52) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail)
- (diff) (hist) ... ! FNA; 16:12 ... (0) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail#What is the FNA? and more)
- (diff) (hist) ... ! FNA; 16:11 ... (+52) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail#What is the FNA? and more)
- (diff) (hist) ... ! FNA; 16:09 ... (+1) ... Chammer1 (Talk | contribs | block) (Redirecting to E-mail)
- (diff) (hist) ... ! FNA; 16:08 ... (+18) ... Chammer1 (Talk | contribs | block) (Redirecting to Email)
- (diff) (hist) ... ! CurrentNotices; 16:06 ... (-126) ... Chammer1 (Talk | contribs | block)

October 14, 2008

- (diff) (hist) ... PlannedNotices; 21:18 ... (+36) ... Msmith1 (Talk | contribs | block)
- (diff) (hist) ... PlannedNotices; 21:17 ... (+10) ... Msmith1 (Talk | contribs | block)
- (diff) (hist) ... PlannedNotices; 21:17 ... (-19) ... Msmith1 (Talk | contribs | block)
- (diff) (hist) ... PlannedNotices; 21:15 ... (-5) ... Msmith1 (Talk | contribs | block)
- (diff) (hist) ... PlannedNotices; 21:15 ... (+378) ... Msmith1 (Talk | contribs | block)

“Recent Changes” Page

Managing the Wiki

 [Msmith1](#) [my talk](#) [my preferences](#) [my watchlist](#) [my contributions](#)

[special page](#)

Preferences

User profile

[Skin](#)

[Files](#)

[Date and time](#)

[Editing](#)

[Recent changes](#)

[Watchlist](#)

[Search](#)

[Misc](#)

Username: Msmith1


User ID: 4

Real name *:

E-mail *:

Nickname:

Raw signatures (without automatic link)

Language: 

Change password

Old password:

New password:

Retype new password:

Remember my login on this computer

E-mail


E-mail me when a page I'm watching is changed

E-mail me when my user talk page is changed

E-mail me also for minor edits of pages

Send me copies of emails I send to other users

Managing the Wiki

 [Msmith1](#) [my talk](#) [my preferences](#) [my watchlist](#)

[special page](#)

Preferences

Your preferences have been saved.

[User profile](#)

[Skin](#)

[Files](#)

[Date and time](#)

[Editing](#)

[Recent changes](#)

[Watchlist](#)

[Search](#)

[Misc](#)

Number of days to show in watchlist:

Expand watchlist to show all applicable changes

Number of edits to show in expanded watchlist:

- Hide my edits from the watchlist
- Hide bot edits from the watchlist
- Hide minor edits from the watchlist
- Add pages I create to my watchlist
- Add pages I edit to my watchlist
- Add pages I move to my watchlist
- Add pages I delete to my watchlist

Wiki as Notice Board

✧ Current notices

- Help Desk staff meetings
- “Matt Smith’s phone isn’t working, don’t send text messages”

✧ Planned notices

- Regular system maintenance times
- Planned service outages (such as server installs or upgrades)

✧ Regular pages

Communication Benefits

Good communication means utilizing every tool at your disposal to get the information to those who need it.

- ✦ Interaction between those who implement servers & services, & those who support end users
- ✦ HEAT tickets are more thorough
- ✦ Better resources for staff members who work evenings, weekends
- ✦ Training is overwhelming; wiki is the safety net
- ✦ Low-cost solution



Full Time Staff Feedback

“I don't think it's simply a coincidence that once the Help Desk Fellows were able to contribute, edit and correct the tier 1 information and troubleshooting guides we saw a sharp increase in the quality of tickets that were assigned to us.”

Sierkowski

– Dave
Systems
Administrator



Student Feedback

“Updating the wiki was simple. Once the basic commands were mastered, it was as easy as updating my personal blog. There was a period of time where Help Desk staff were having competitions to see who could update the most on the wiki.”

Swanson

– Kirsten
Help Desk
Manager



Questions? Comments...

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