

CONTENT
GOVERNANCE IN WIKI
BEST
PRACTICES



- WHO ARE WE ?
- CONTEXT
- BEST PRACTICES



PRODUCT EXPERIENCE Center of Excellence is part of the product development unit in TATA CONSULTANCY SERVICES.

40
Products

Process
Definition &
Institutionalization

Research

3

PROCESS DEFINITION & INSTITUTIONALIZATION

INFOCENTER
RELEASE

INFOCENTER
GOVERNANCE

INFOCENTER
DEVELOPMENT



During Content Development Phase

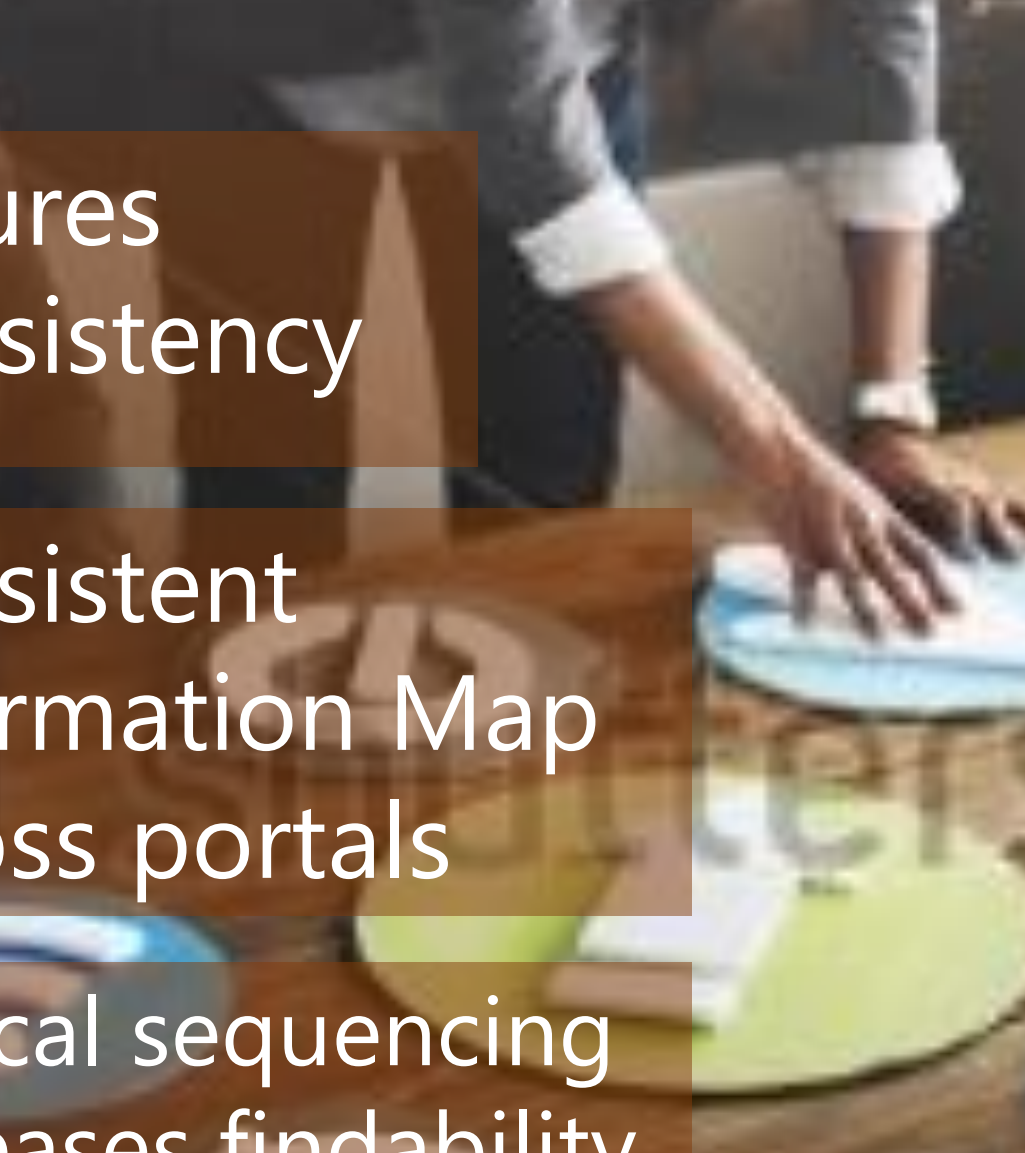
INFORMATION DESIGN
BEST PRACTICES

BEST PRACTICE 1: Define MANDATORY containers

Ensures
Consistency

Consistent
Information Map
across portals

Logical sequencing
increases findability,
predictability

- 
- Overview
 - Overview
 - Product overview
 - Features and benefits
 - Functional architecture
 - Release notes
 - Help and support center
 - Getting started
 - User roles and responsibility mapper
 - Getting started as Domain Administrator
 - + Installing in Windows environment
 - + Installing in Linux environment
 - + Working with the Document module
 - + Frequently Asked Questions
 - + Product Support
 - + Troubleshooting
 - + Glossary of Terms

2: Classify information based on USER ROLES

- Overview of activities of all
- Easy to understand "who do

About

Test Manager has two standard user roles - **Domain Administrator** and **Workspace Administrator**.

The following table represents the mapping of each role and their responsibilities.

User Role	Tasks
Workspace Administrator	<ul style="list-style-type: none">• Managing Workspace Users, Roles and Groups• Managing Tag• Managing Workflow• Managing the Workspace Global Permission• Managing Collaboration• Managing Test Configurations• Managing Test Step• Managing Defects Configurations• Managing Releases and Phases• Managing Task• Managing Test Run• Managing Documents
Domain Administrator	<ul style="list-style-type: none">• Managing Users in the Application• Managing Workspace• Managing Workspace Archives• Managing User Sessions• Managing Password Policy• Managing Secret Questions• Configuring Search Index Scheduler• Managing Backup and Restore Feature• Managing LDAP Authentication Setup

3: Use TASK FLOWS to represent integrated set of task at one shot

- Lists responsibilities of a
- Task flows to easily grasp





During Content Development Phase

TECHNOLOGY
BEST PRACTICES

4: Replace WIKI Tags, with HTML Tags

- Wiki tags cause incorrect indentation and numbering in nested lists.
- Interchanging bullets and numbered list is easy in HTML

To place a New Order for Individual customer, perform following steps:

1. Navigate to **Orders->New Order**.
1. Select the **Party Type**. Party Type refers to the nature of the customer - **Individual** or **Organization**. Select **Individual** for a private customer.
1. In the **Customer Details** section, specify the following:
 - a. Enter the name details - **First Name**, **Middle Name** and **Last Name**.

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During Production & Maintenance Phase

5: Use SPECIAL Pages SMARTLY

Special Pages are pages created to perform specific function. Use it

- 1) To identify content heavy pages
- 2) To validate duplicate contents

- ✓ SPECIAL:LONGPAGES
- ✓ SPECIAL:WHATLINKSHERE
- ✓ SPECIAL:UNUSEDFILES

6: Continuously IMPROVE your website

- Usability
- Performance
- Infrastructure
- Performance
- content design improvisations



Process Best Practices

7: Work with a PRODUCT CHAMPION

- Identify & enable a Product Champion (PC) for each product.
- Product Champion:
 - Acts as an ambassador of CoE
 - Performs initial review of Infocenter
 - Reduces the workload of CoE

8: Publish a GUIDELINES repository

- Guidelines
- 24/7 access
- One stop

The screenshot shows a web portal for 'Product Documentation Guidelines'. On the left is a navigation menu with the following items: Overview, Getting started, Quick reference checklists, Language guidelines, Writing style guidelines, Best practices, PIP guidelines, FAQ, Glossary of terms, and References. The main content area has a title 'Product Documentation Guidelines' and a breadcrumb trail: 'Getting started as an Admin » About Product Documentation Guidelines portal » Main Page'. A green note box states: 'Note: The portal is best viewed in Chrome or Mozilla Firefox.' Below this is a paragraph: 'The product documentation guidelines portal provides information about the standard writing guidelines followed in the IT Industry, for products.' At the bottom, there are three columns of content:

- Overview**: 
 - * Overview
 - * Technical Communication
 - * Basic principles
- Getting Started**: 
 - * Information Developer
 - * Technical Writer
 - * Developer
- Checklist**: 
 - * Formatting checklist
 - * Content checklist checklist
 - * FAQ

9: What is your preventive maintenance plan

- Security Check for each frame work release
- Ensures that necessary security controls are integrated
- Increases awareness and understanding of security issues.
- Fixes high priority security issues
- Demonstrate customers that security is important to you

10: PERFORMANCE TUNING of the wiki

- Ensures access to the website without any glitches
- Reduces server load
- Can estimate the server configuration for optimum performance
- Identify cost effective solutions to improve performance

12:Conduct rigorous ASSESSMENTS before infocenter release


Final verification of all aspects of Infocenter:

User Interface

- Portal Aesthetics
- Information Presentation
- Portal Accessibility

Information

- Structure
- Clarity & Correctness
- Consistency
- Completeness



This is supposed to be generic Guidelines which is not addressed in the previous slides. Please address this. Or remove it for now.

1. Mandatory containers to ensure consistency
2. Classify information based on user roles
3. Use task flows to represent integrated set of tasks in one shot
4. Replace WIKI Tags, with HTML Tags
5. Use SPECIAL Pages SMARTLY
6. Constantly improving your website with help from CoE
7. Work with a product champion
8. Publish the guidelines in a central repository
9. Security Assessment for each wiki release
10. Performance Tuning of the wiki
11. Multi-layered review process
12. Conduct rigorous assessments before release

Gracias
Merci
Grazie
Danke

Thank You
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