# Climbing the Levels of Collaboration

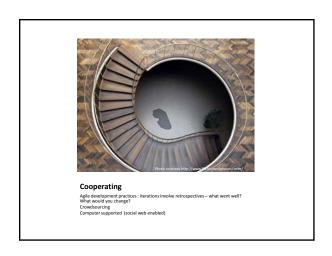
Or, How to Harness the Power of Crowds (or your Coworkers)
Anne Gentle
STC Webinar, September 2009





## Information Sharing

Co-location, email, IM, interviewing
The classics of collaboration. Follow the rules. Be on time. Be professional. Share.





## What's a wiki?

Created in 1995 Makes web pages quickly Cross-platform, cross-browser



## Wiki growth

Enables simultaneous edits Give customer a voice and view point Living, breathing, changing documentation







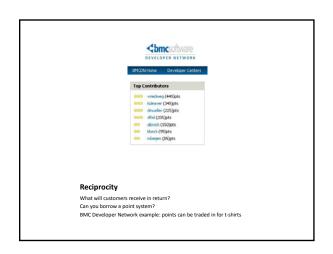
What a wiki can't do

Don't go on wiki suicide missions (Wiki for Dummies)

Don't put off collaborating with wiki engine research









## Attachment, belonging

How will customers feel part of your team or part of your support team, if that motivates him or her?
Association with a cause - wiki.laptop.org.

#### http://isnwiki.iot.com/WikiHome/Articles/111111431

### The Scenario

You've bought a nifty new laptop with the 945GM chipse You've bought a nifty new laptop with the 945GM chipse around the X3000 Graphics processor (G965). Everythir that new flat panel monitor, or to your new plasma TV. 1440x900, or 1680x1050, or 1360x768, but those reso Display Properties. What do you do to unlock the full n This has always been a problem, by the way... in years driver mismatches, specialized software such as EnTech for all graphics cards, especially if you had overscan/un PowerStrip for overscan/underscan, and for people who system in order to get better support of their monitor. For those, however, with a little bit of time, or even tho: under the hood, I'm throwing together this page.

## Increased sense of efficacy

How will customers save time or money by contributing to your wiki? Consider a knowledgeable expert who feels she answers the same question via email over and over again.

# Test yourselves -Which motivation is in play?

- 1. I like to see which online forums have the quickest response times to questions.
- 2. I help out on the message boards because I know I'll have a question that I won't be able to answer, and I will get help when I need it.
- 3. When I was new to this technology or tool, someone helped me, so I want to help others who are just starting
- 4. I'd like to switch careers so I make sure my online answers are sharp and quick.
- To promote and grow my consulting business, I'm learning more troubleshooting techniques by helping out with the scenarios that people bring to the community.



## Do you have to use a wiki?

First: listen. Then: participate, join a community Adaptations on a theme - comments, wikislices, internal wikis Online forums

Feedback loops to your source files



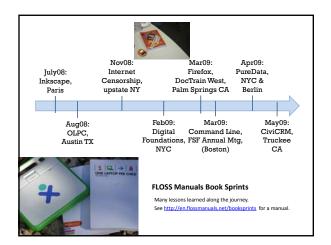
## FLOSS Manuals wiki

Why did you choose a wiki?
What type of wiki are you using?
How are you using the wiki?
What changes have you seen as a result of using the wiki?



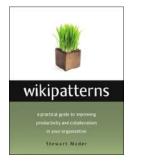
## **Book Sprint**

FLOSS Manuals wiki and community OLPC and Sugar Labs Firefox and more



## Wiki Patterns

- Stewart Mader's website and book of the same name are extremely helpful for spurring wiki adoption.
- Patterns describe a certain solution to a problem in a context.
- To avoid problems, you want to follow a model pattern or be on the lookout for anti-patterns.



# **Best Practices**

- · Establish a working draft area and a "published" area (or wiki)
  Write a wiki style guide
- Give training on the wiki and a sandbox area
- Maintain rules for arbitration
- Offer original content, update content
- Beware of spammers, and back up often
- Join the community, be a genuine contributor
- Recruit reviewers
- Maintain categories
- Watch recent changes
- Expect small percentages of contributors and value them highly (90-9-1)

## Resources

- Wiki tools research at wikimatrix.org
- Wikipatterns website for adoption and people patterns
- Meatball wiki
- Anne Gentle's podcasts on TechWriterVoices.com
- ffeathers.wordpress.com technical writer at Confluence
- JustWriteClick.com wiki category
- FLOSS Manuals at flossmanuals.net



# Discussion

• Questions?

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