

Moving on with Wiki

Operation Portal

Simplicity

Service Desk

Workflow

Knowledge Management

Minimal Costs

SPO...

Knowledge Transfer

Teamware

Adaptability

Meeting Minutes

Ease of Use

Collection

Integration

Search

Was heisst “Moving On”?

“Moving on” kann folgendes bedeuten:

- *Fortschritt, einen Schritt nach vorne machen*
- *vorwärts gehen...*
- *weiterziehen und die Vergangenheit hinter sich lassen*

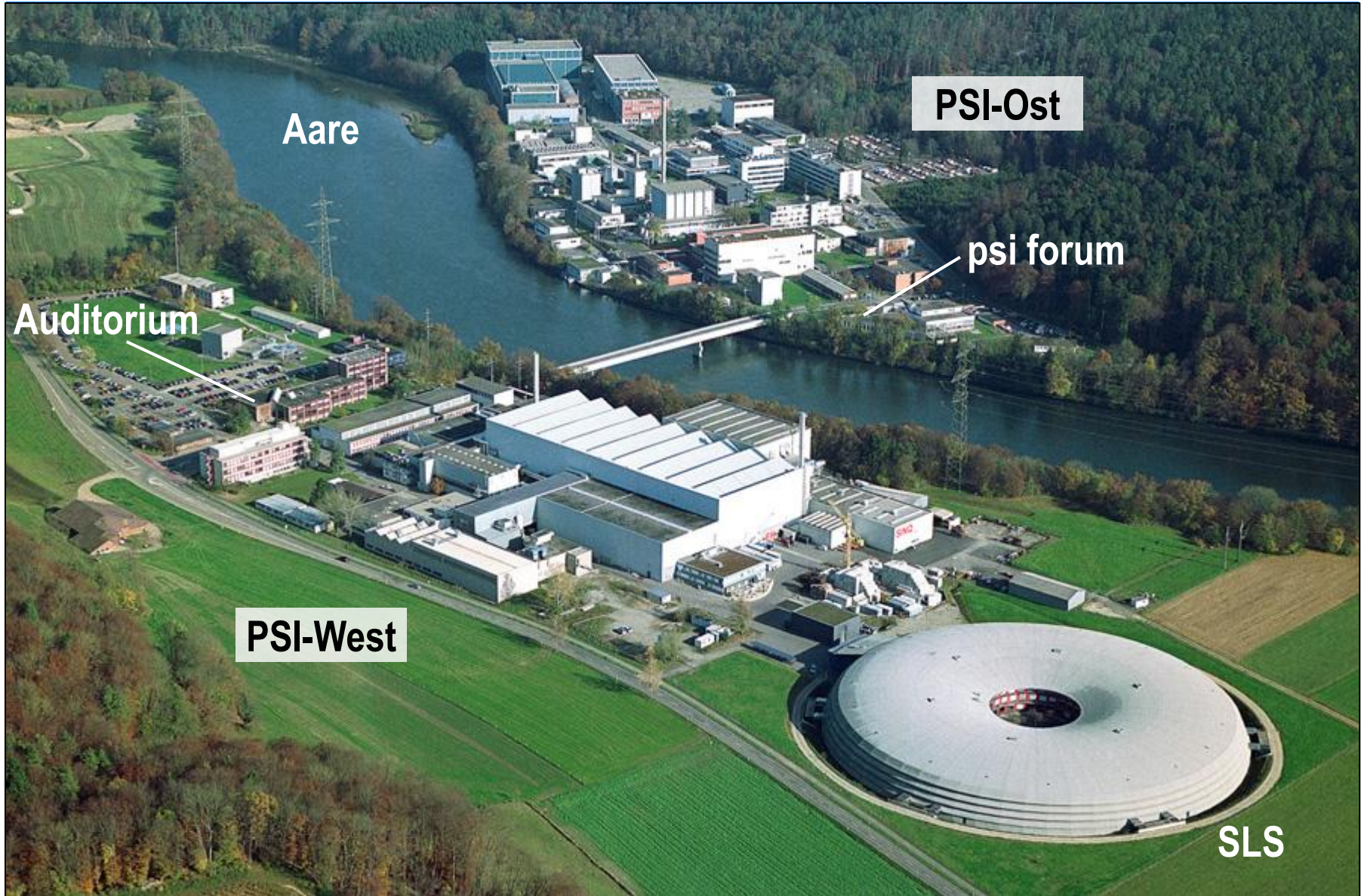
Moving on

with Wiki

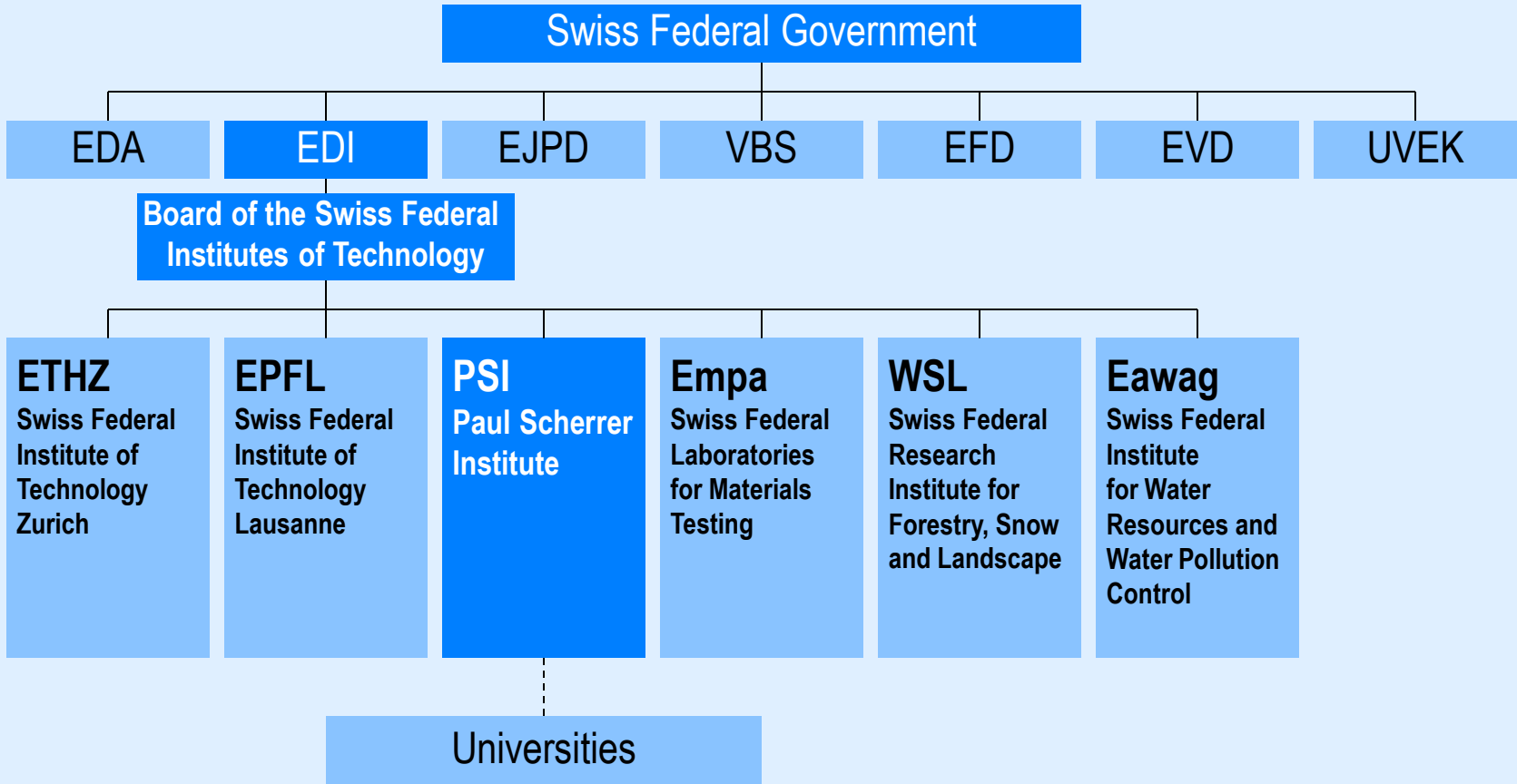
Agenda

- Introducing the PSI Environment – our Computing Zoo
- Knowledge Management or what's behind “Moving on with Wiki”?
- Strategic considerations, developments, ensuing ideas
- Examples of our usage of Wiki(s)
- 2 years exciting experience with “Moving on”...

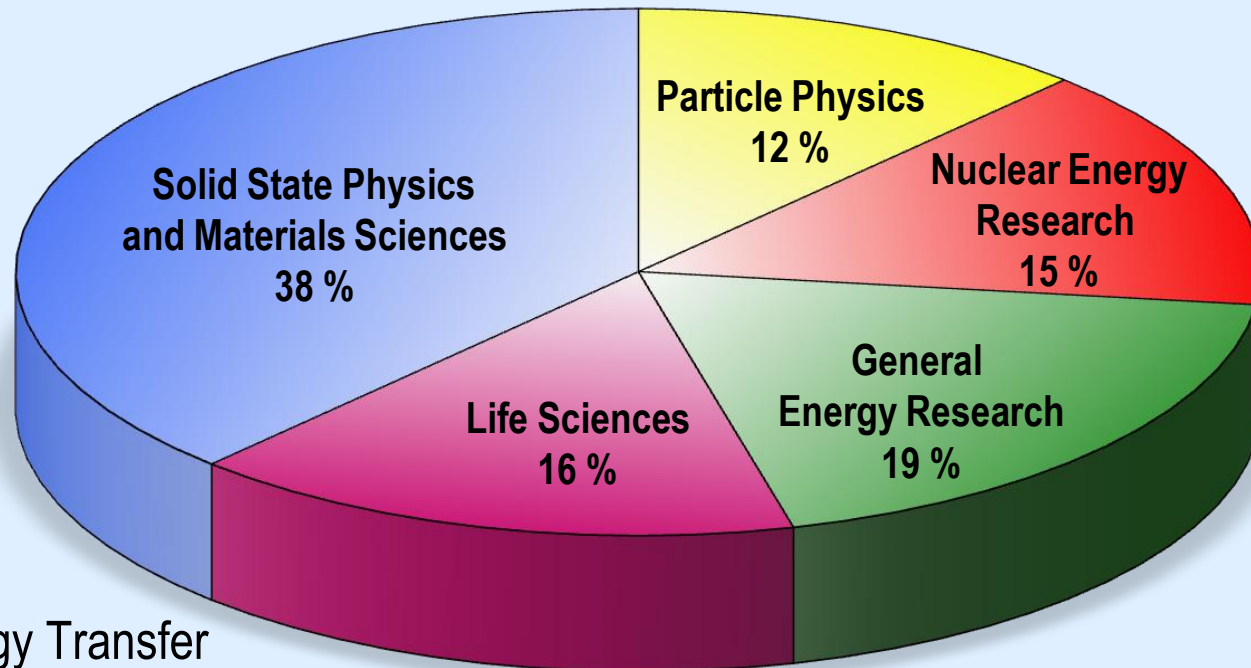
Paul Scherrer Institut, Villigen



Politically embedded in ...



- A leading national multidisciplinary research laboratory (ca. **1770** Employees - 370 financed through 3rd party funding. > **2000** p/day on Campus)



- Technology Transfer
- User Lab (ca. 2300 long and short-time international guest scientists)
- Education (apprentices: 80 [8 in IT], doctoral students: 300, FH/HS employees with teaching responsibilities ETH and universities: 80, radiation school: 3000)

Introducing... our “Computing Zoo”

- Many suppliers/architectures: Intel, HP, FS, SUN, IBM, SGI, Mac, Dell... [4500 IP's, ca. 2500 Clients, Teraflops, Petabytes] *mainly Intel, or whatever the guest brings along!*
- Many Operating Systems on Campus (*not necessarily supported*): WinXP, Win2000, WinNT, Win9*, Win 7, Linux(4+), SunOS, Tru64Unix, AIX, HP/UX, MacOS, VMS... *mainly WinXP Professional and Scientific Linux (Red Hat) as standard*
- Numerous Applications: Email, WWW, Wiki, CMS, DMS, Office, Graphics, Scientific, Visualization, Databases, Batch, High Performance Computing, Parallel Processing, Data Acquisition, Archiving, Open Source, Freeware, Shareware...
- Number of persons present daily on the campus: ca. 2000 *from the workshop to professor..., Staff and guests, computer literate and illiterate!*
- Academic Environment, many languages & cultures *main operating systems (OS) are in DE & EN but Chinese, Russian, Korean, Spanish too...*
- Campus - Intranet, but also Internet (off Site) users
- Unattended 24x365 Operation and Usage *Remote Pikett during Accelerator Operations*
- Flexibility vs. Security *Researchers and guests want freedom, security is for them just an obstruction*

About our Service Desk Team @ PSI

- Small Computer User Support Team (3+1) as SPoC
 - *stable team since 15 years, but unlikely to be increased*
- Constantly expanding supported services, refining/automating existing services
- Customers expect 24x7 Computing Service,
 - *Computer Service Desk is typically 10x5*
- Our service desk service is free, a low budget item
 - *no way to charge our guests and there are a lot of them!*
- Not simply a call center service,
*but a knowledgeable SPoC solving >60% of the problems since years
...with our On-Site Service Center HW team >80% !*
- Strong web environment & expertise in the well established team
 - *we respond quickly with innovative “self service” implementations*
- Has the knowledge and has achieved a high level of trust with root/admin and access rights!

What we are questioning today...

- Knowledge Management: i.e. knowledge transfer problems as a result of staff changes / turnover / retirement etc.!
- How to assist a team in finding existing knowledge?
- How to integrate multi-faceted knowledge sources and functionality?
- *in a way which shouldn't cost anything!*
- With less structure and more intuitive way!
- Maintaining SPo (Single Point of ...) ideas!
- “Impossible is not an option...”
- Use the technology to “think”!

Google it!

Search



Knowledge Management is a Management Problem?

Potential Loss of Knowledge Problem Scenarios:

- Holidays (long), Job Changes, Health Incidents, Accidents (maybe fatal), Retirements

IT Employee #1 ***** \$\$\$\$\$??????

- Has a “Guru” status, has the knowledge but you and he know, only he can really fix it
 - High Profile – innovative - *but no time for documentation?*
 - Doesn’t share his knowledge for whatever reason
 - Maybe he is always remotely available - *or probably needs to be*
 - Simply wait until he comes back from holiday!
 - If anything happened to him personally or he left the company, it would be a real tragedy

IT Employee #2 **** ~~\$\$\$~~ ??????

- Has everything documented, shares knowledge with other staff so they can usually find and execute as necessary:
 - Lower Profile – less innovative but documents his work
 - Operations continue smoothly in his absence
 - He positively doesn’t want contact with work during holiday
 - You don’t really even miss him when he is absent – *thoughts arise: do we really need him?*
 - If anything would happen to him, the knowledge would be still available

IT Knowledge Management is also a People Problem!

KM often regarded as a futile unnecessary burden
and is therefore not always actively practiced because:

- It's extra work, “you” don't need it, where is the return?
- Documentation is usually not kept up to date anyway
- If you don't use it regularly you will never find it again
for the same reasons authors often don't bother to update!
- KM locations are usually remote from the applications/usage
- Structured documentation works usually only for the designer of
structure/index. IT staff think very differently to librarians.
- Documentation location is typically very unstructured
- Continuity is in fact usually discontinuity

Moving On Scenario...

reasons why and how it all started...

1. Knowledge transfer

- Ca. 25 years of in-house computing knowledge, services, operations
- How to pass on this knowledge in the best suitable way?
- I'm not irreplaceable – but want to leave what I know behind me
- Others are also not irreplaceable either and are also knowledgeable!
- How to put things together in a big picture?

2. Need for improved coordination of team knowledge resources

- Very diverse resources: File Systems, Web, Wikis, Remedy, Mail ...
- Multi-structured/Unstructured: Importance of finding with “Search”

3. Team meeting management

- Full Integration with the knowledge resources

How?

Moving on with (a) Wiki

1. Knowledge transfer?

- 2 years now left to finish documenting and pass on this knowledge
the need to be quickly able to document and integrate on the fly

2. Coordination of team knowledge resources?

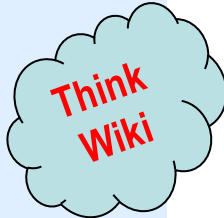
- Link in from diverse sources: File Systems, Web, Wiki, Remedy ...
- Search finds a way though multistructured/unstructured data & links

3. Meeting management?

- Structured integration with our knowledge resources?

4. Interoperability with daily business

- Potential as a Team Operations Portal?



Yes, we can

- Wiki is derived from "WikiWiki", the Hawaiian word for "quick"
- At PSI, Foswiki (derivative from TWiki) is in general operation
 - Web CMS authoring tool (PSI Web Site)
 - Collaboration tool
 - General purpose campus corporate Wiki
- Service Desk supports and uses DokuWiki as a closed team Wiki
 - Individual needs not available in the corporate Foswiki
 - Information: should be quick to find and also to add
 - High functionality, low learning
 - Improved data security
 - Variety of plug-in tools, tasks, remote desktop, file system integration...
 - Useful templating
 - Portal: Single Point of *Service Desk* Operations (SPoO)
 - Knowledge management: Single Point of *Service Desk* Knowledge (SPoK)
 - SPoE: moving towards the team "Single Point of *Everything*"

is currently widely distributed on:

- File Systems:
 - AFS Andrew File System (also through Web Services)
 - Windows File System
 - Windows Samba Mounts (through Web Services)
 - iDok > Alfresco Document Management Systems (also through Web Services)
- Web Services:
 - Campus Foswiki Server
 - Different Web Servers (includes DokuWiki instance)
- Databases:
 - Remedy Trouble Ticketing System
 - Oracle
 - MySQL
 - Access
 - Excel (*many .csv driven web lists/applications*)

are currently based on:

- Mail, mainly Outlook
- Remedy client (Windows & web based)
- Privileged access using web browser tools
- Remote desktop to various Windows management servers
- Secure shell (ssh) to various Linux management servers
- Remote Support (VNC), Teamviewer
- Windows & Linux & some Mac
- Privileged file access to many:
 - Windows file systems
 - AFS file systems
 - Document Management System file systems

Trust which is endowed on the Service Desk Team

...and requires well documented processes:

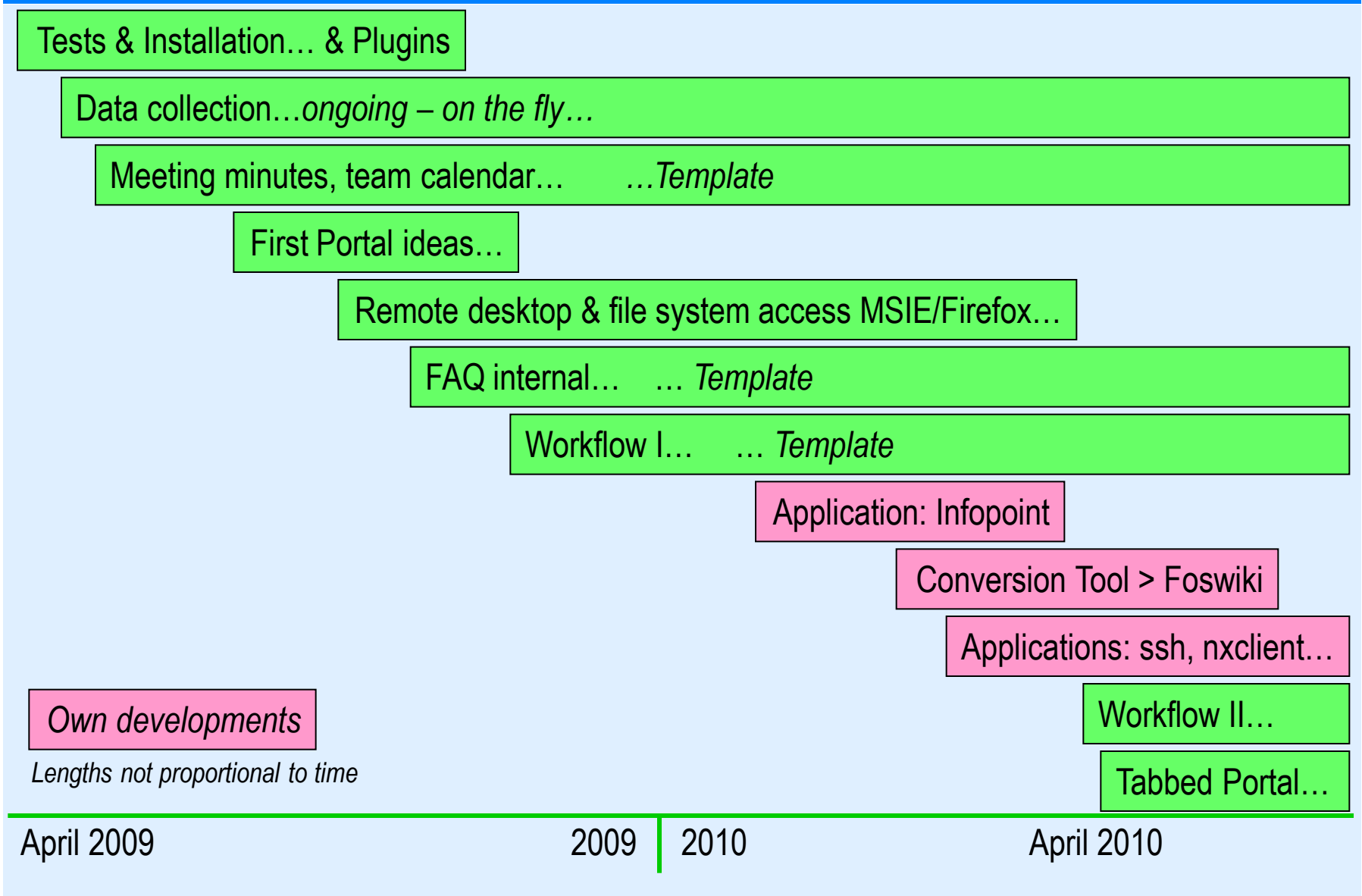
- Our support spectrum is very versatile but not always daily business - amongst many others the team has privileged access and manage:
 - Account Provisioning & Rights in Active Directory
(Windows/Linux/Mail/Web/Wiki/CryptoCard authentication)
 - AFS authentication
 - Wiki authentication
 - Web authentication
 - Disk Quota allowance provisioning
 - Backup “Restore” Service
 - Print server operation management
 - Software ordering management and access provisioning
 - Various (different) software licensing management operations
 - Firewall proxy and access management
 - Firewall exception management
 - Spamfilter management
 - ...

Strategic considerations

- Cost is not an argument – it shouldn't cost anything! 😊
Providing our service desk is very restricted by \$ and size. We keep things simple and make all adaptations where necessary and possible ourselves
- Promote web based solutions
- Daily business is inherently very unstructured – wide spectrum
- Fast to use, lightweight yet powerful enough
- Easy to find the necessary information afterwards with integrated “Search”
- Information security
- Intuitive user friendliness
- Adaptability and integration possibility with existing business processes (KISS)
- Integration of the many exceptions (non-standards) with our standards!
- Potential for simplification of workflows
- Decision to use DokuWiki & Monobook Template

- Fast logging of ideas, current information. i.e.
 - Subscribable Wiki Notice Boards (People, Systems)
 - SPoF – Single Point of Failure - *improvement initiative to identify and quickly log single sources of team knowledge during holidays, absences, etc.*
 - Internal software project SIRs (Software Improvement Requests)
 - To-Do Tasks integrated “programmed Searches” for pending action items
- Wiki as base for a documentation center approach
 - Implement as single source of links for search; file system directory content links
 - Wiki page generation of links to windows file system documents (filename based)
 - Conversion tools (*DokuWiki > .doc, .pdf, Foswiki*)
- Suitability of a Wiki as an Operations Portal
in addition to Web/Wiki due to the structured integration of:
 - execution of programs and operations, i.e. ssh & remote desktop, command Line
 - file system and data access
- Use to also to facilitate Interactive Workflow Process Mapping combining operative functions and documentation, e.g.
 - Process: Controlling PSI Infopoints fully automated
 - Process: “AFS Only” accounts
 - Process: how to create restricted group accounts for measurement PCs?
 - Any process can be documented with links to interactive elements (tools etc)

Development Timeline in the first year



Example of Features and Plugins in use

Example workflow page demonstrating possibilities...

neil [admin](#) [my talk](#) [update profile](#) [logout](#)

[article](#) [discussion](#) [edit this page](#) [old revisions](#) [subscribe page changes](#) [export: odt](#) [export: pdf](#)

[Service Desk Portal](#)

Example Process Workflow Page

Possibilities using Features and Plugins:

Operation	Example	Code
DokuWiki Internal Link	Linux Login	<code>[[docs:faq:linux:login Linux Login]]</code>
Web or other Wiki URL Link	http://www.psi.ch	<code>http://www.psi.ch</code>
Active Windows Share (w UNC path)	\\Fileserver\fileshare	<code>\\fileserver\fileshare</code>
Connect to Andrews File System	gregory	<code>[[\afs\psi.ch\userpath\gregory]]</code>
Connect to Document Management System	DMS	<code>[[\ecm.psi.ch\alfresco\DMS]]</code>
Open and send preformatted mail to user (using Outlook .oft file)	open standard mail	<code>[[fileserver\fileshare\stdmail.oft open standard mail]]</code>
Execute a windows command <code>command.cmd</code>	run windows "cmd" command	<code>[[fileserver\fileshare\command.cmd run windows "cmd" command]]</code>
Execute a windows program <code>putty.exe</code> (using <code>putty.cmd</code>)	start ssh program	<code>[[fileserver\fileshare\putty.cmd start ssh program]]</code>
Start Remote Desktop to Terminal Server	winterm	<code>{rdplink:winterm}</code>
Open Remedy Solution #3655	#000000000003655	<code>ticket#000000000003655</code>

Process diagrams integrated with the above features (example only)

Check:
is AFS Only user in [UID List?](#)

Is it correct and correlates with the person/supervisor?
Cross-check in [Phone Book](#)

Check AFS Account using [ssh AFS Server](#)
Further [AFS instructions](#)

Connect as `adminXX` to `winadmin01`

In Account Management Tool:
1) Does a placeholder with this username exist?
2) Is account used?
3) Account or Password expired?
4) Is the account disabled (AFS Only User)?
5) If AFS Only User set password to something like `.MyFirstPassword1`

Search for User in Active Directory
1) Check **Account > Log On To...**
2) Restrict Windows Access by setting XXXXX
see Active Directory Screenshot
(click to enlarge)

1) Check **Member of:**
2) Remove Windows Group
3) User should be in `_VPNdeny_PlaceholderUsers` (PlaceholderUsers) if not move him there
4) Send standard Mail to user

Usage of DokuWiki as a Knowledge Tool is now transforming into a Service Desk Portal with built-in execution functionality...

The screenshot displays the PSI Service Desk Portal interface. At the top, there are navigation links for 'article', 'discussion', 'edit this page', 'old revisions', 'subscribe page changes', 'export: odt', and 'export: pdf'. The main title is 'PSI Service Desk Portal' with an 'edit' link. Below the title, there are instructions: 'Use [Shift]-Click for a new browser window, or [Ctrl]-Click for a new browser tab'. A horizontal menu contains 'Service Desk', 'Account Management', 'File Shares', 'Operations & Tools', 'Off Campus Computing Sites', and 'File Lists'. The main content area is titled 'Service Desk' and is divided into several sections:

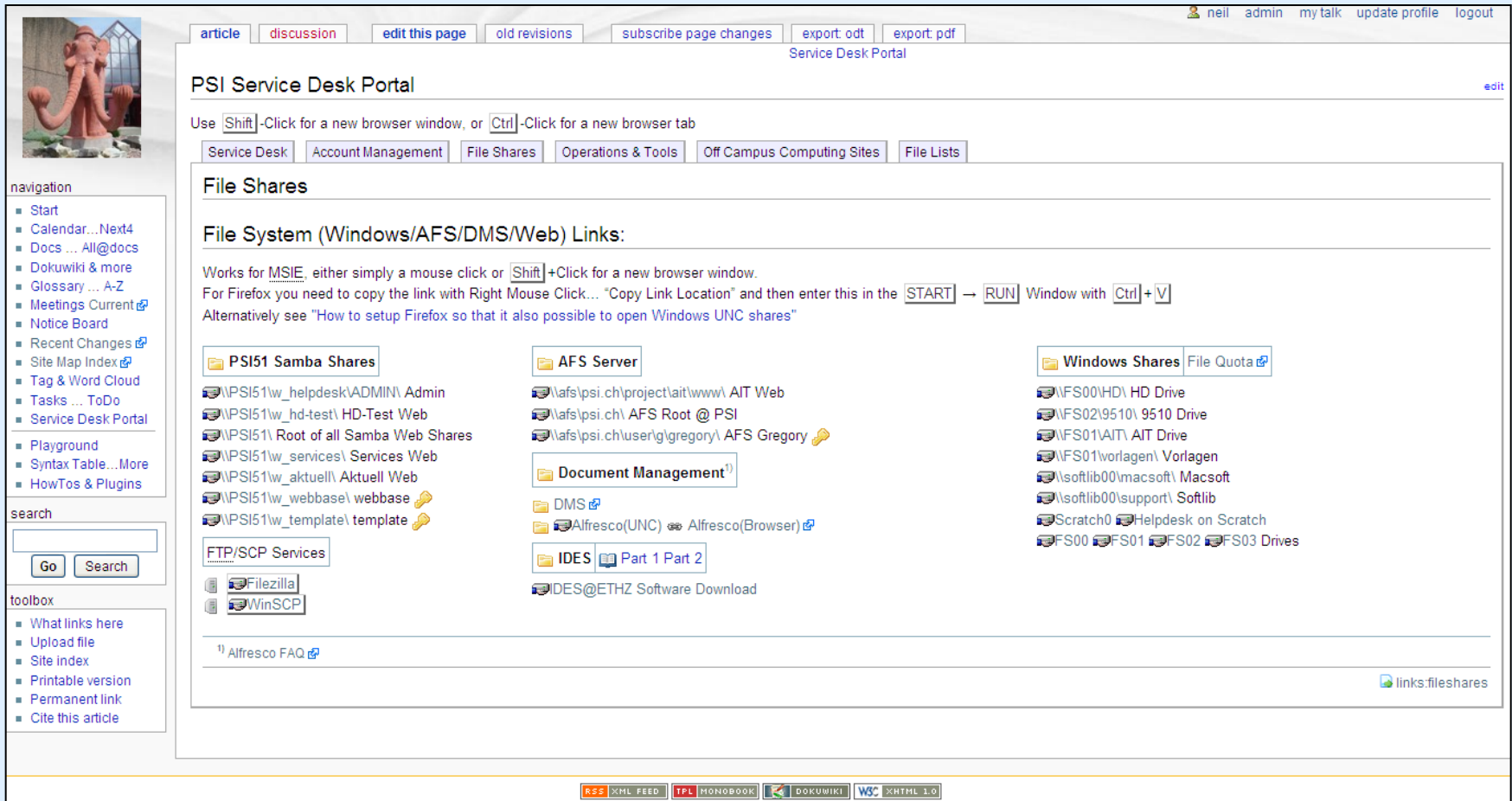
- Web's, People & Services:** Includes links for PSI Home, Intranet, Wiki Intranet, AIT Web, Helpdesk Web, Rental Service, Phone Book, SAP, AIT Who is Who, Helpdesk Guestbook, Absences, Yammer@PSI, and Outlook Calendar.
- Software:** Includes Software Application "SOMA", AIT SW Price List, Softlib, and IDEs/NEA.
- Mail:** Includes Webmail, Mail, Spamfilter, and Outlook DOT Files/Outlook TT File.
- Hardware, Licenses, UIDs:** Includes UIDs, Hardware Assets(s), Licenses, Budgetweb, Budgetinfo, Lagerkatalog, and Brack.
- Problem Management:** Includes Jira Tracker, Remedy Web Access, and Known Problems.
- Documentation:** Includes Arbeiten im Helpdesk, Anleitungen, Wiki AIT, EAK, AK, Program, Supporter Portal, Meeting Protokolle, User Self Help, FAQ, and Mac/Linux.

At the bottom of the main content area, there are two footnotes:

- ¹⁾ SOMA Softwareverteilung Web Applikation Dokumentation
- ²⁾ SOMA Softwareverteilung Web Applikation Folder

The footer of the page contains links for RSS, XML FEED, TPL MONOBOOK, DOKUWIKI, and WSC XHTML 1.0.

- Windows, AFS, Samba Shares, DMS
also supported by non MSIE browsers!



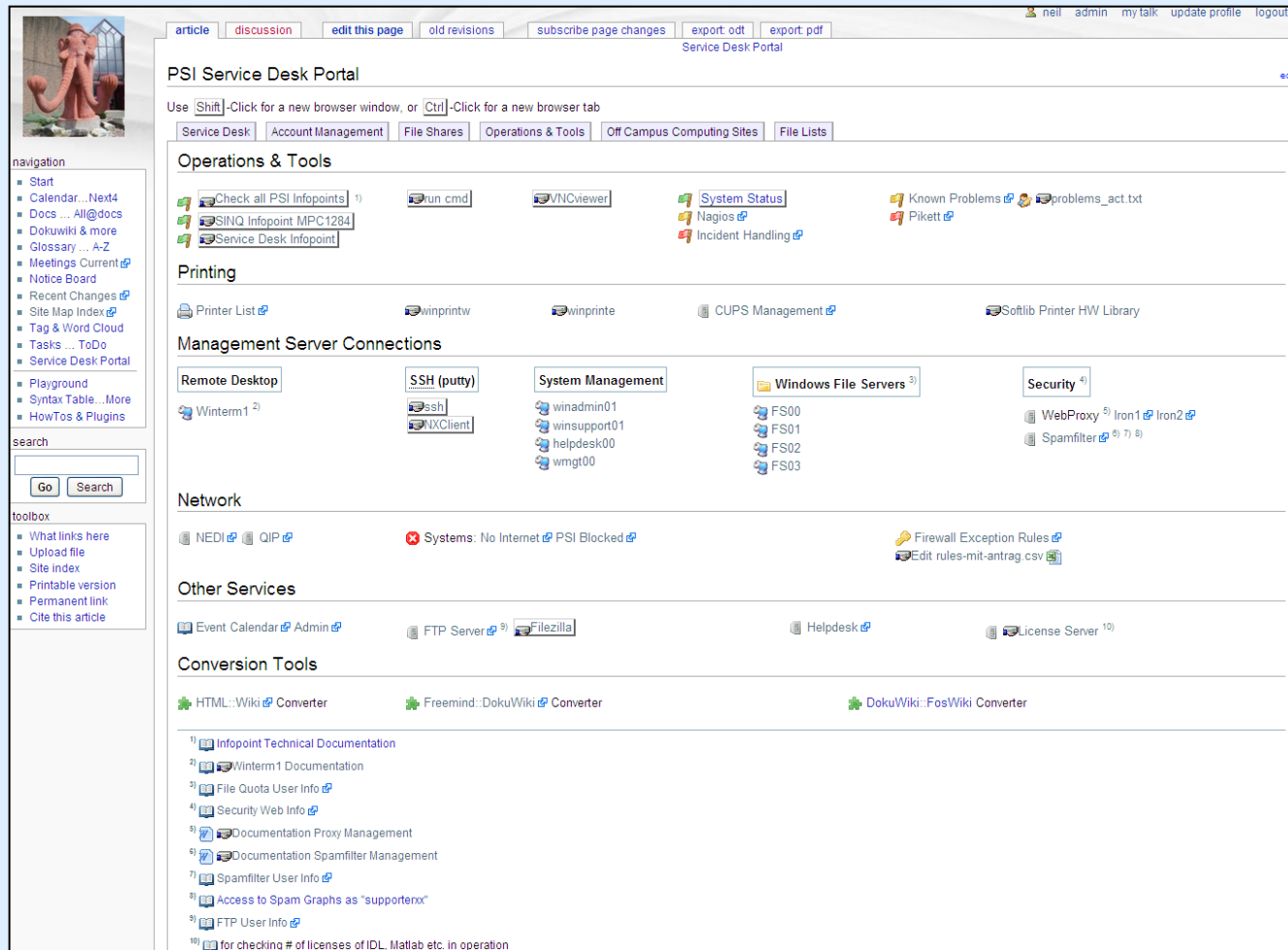
The screenshot displays the PSI Service Desk Portal interface. At the top, there are navigation tabs: article, discussion, edit this page, old revisions, subscribe page changes, export odt, and export pdf. Below these is the title "PSI Service Desk Portal" and a user profile for "neil admin" with links for "my talk", "update profile", and "logout".

The main content area is titled "File Shares" and includes a section for "File System (Windows/AFS/DMS/Web) Links:". Below this, there are instructions for using MSIE and Firefox to access UNC shares. The links are organized into several categories:

- PSI51 Samba Shares:**
 - [\PSI51w_helpdesk\ADMIN\ Admin](#)
 - [\PSI51w_hd-test\ HD-Test Web](#)
 - [\PSI51\ Root of all Samba Web Shares](#)
 - [\PSI51w_services\ Services Web](#)
 - [\PSI51w_aktuell\ Aktuell Web](#)
 - [\PSI51w_webbase\ webbase](#)
 - [\PSI51w_template\ template](#)
- AFS Server:**
 - [\afs\psi.ch\project\ait\www\ AIT Web](#)
 - [\afs\psi.ch\ AFS Root @ PSI](#)
 - [\afs\psi.ch\user\g\gregory\ AFS Gregory](#)
- Document Management¹⁾**
 - [DMS](#)
 - [Alfresco\(UNC\)](#) [Alfresco\(Browser\)](#)
 - [IDES](#) [Part 1 Part 2](#)
 - [IDES@ETHZ Software Download](#)
- Windows Shares File Quota²⁾**
 - [\FS00\HD\ HD Drive](#)
 - [\FS02\9510\ 9510 Drive](#)
 - [\FS01\AIT\ AIT Drive](#)
 - [\FS01\vorlagen\ Vorlagen](#)
 - [\softlib00\macsoft\ Macsoft](#)
 - [\softlib00\support\ Softlib](#)
 - [Scratch0](#) [Helpdesk on Scratch](#)
 - [FS00](#) [FS01](#) [FS02](#) [FS03 Drives](#)

At the bottom of the page, there are links for "links.fileshares" and a footer with various feeds: RSS, XML FEED, TPL, MONOGRAPH, DOKUWIKI, and WSC XHTML 1.0.

- status applications, server system management using secure shell (ssh) and remote desktop access, file servers, web applications, other tools, converters...




The screenshot displays the PSI Service Desk Portal, a comprehensive web-based interface for IT management. The page is organized into several functional sections:

- Navigation:** A sidebar on the left provides quick access to site features like the Start page, calendar, document repository, glossary, and service desk portal.
- Operations & Tools:** This section offers direct links to essential utilities such as 'Check all PSI Infopoints', 'run cmd', 'VNCviewer', 'System Status', 'Nagios', and 'Incident Handling'.
- Printing:** Users can manage printers through links for 'Printer List', 'winprintw', 'winprinte', 'CUPS Management', and 'Softlib Printer HW Library'.
- Management Server Connections:** This area is divided into sub-sections:
 - Remote Desktop:** Links to 'Winterm1'.
 - SSH (putty):** Provides access to 'ssh' and 'NXCClient'.
 - System Management:** Lists server roles like 'winadmin01', 'winsupport01', 'helpdesk00', and 'wmgmt00'.
 - Windows File Servers:** Lists servers 'FS00', 'FS01', 'FS02', and 'FS03'.
 - Security:** Includes links for 'WebProxy', 'Iron1', 'Iron2', and 'Spamfilter'.
- Network:** Shows network status (e.g., 'Systems: No Internet', 'PSI Blocked') and 'Firewall Exception Rules'.
- Other Services:** Links to 'Event Calendar', 'Admin', 'FTP Server', 'Filezilla', 'Helpdesk', and 'License Server'.
- Conversion Tools:** Offers tools for converting 'HTML::Wiki' and 'Freemind::DokuWiki' to 'DokuWiki::FosWiki'.

At the bottom, a list of numbered footnotes provides detailed documentation for various services and user information.

System Status Live View (Plugin)



navigation

- [Start](#)
- [Calendar](#)
- [Docs](#)
- [Dokuwiki & more](#)
- [Meetings](#) [Current](#)
- [Notice Board](#)
- [Recent Changes](#)
- [Site Map](#) [Index](#)
- [Playground](#)
- [Tasks ...](#) [ToDo](#)
- [Tag & Word Cloud](#)
- [Service Desk Portal](#)

search

Go
Search

[article](#)
[discussion](#)
[edit this page](#)
[old revisions](#)
[subscribe page changes](#)
[export: odt](#)
[export: pdf](#)

Service Desk Portal

Status of some of our systems @PSI (If red then service not reachable)

[Check all Infopoints](#)

System Status	SOS Call	Status	System Status	SOS Call	Status
Web Helpdesk	helpdesk.psi.ch:80	■	PSICH Domain	d.psi.ch:445	■
Web Helpdesk00	helpdesk00.psi.ch:80	■	Windows FS00	fs00.psi.ch:445	■
Web Wiki	wiki.intranet.psi.ch:80	■	Windows FS01	fs01.psi.ch:445	■
Web lins81	lins81.psi.ch:80	■	Windows FS02	fs02.psi.ch:445	■
Web lins82	lins82.psi.ch:80	■	Windows FS03	fs03.psi.ch:445	■
Web lins85	lins85.psi.ch:445	■	Web (Samba Share)	psi51.psi.ch:445	■
Web wlbd1	wlbd1.psi.ch:80	■	Web wlbd1	wlbd1.psi.ch:80	■
ssh	llc.psi.ch:22	■	Windows Scratch	scratch0.psi.ch:445	■
Mail Send	mail.psi.ch:25	■	Mail IMAP	mail.psi.ch:993	■

[List of TCP & UDP Port Numbers](#)
[Nagios](#)
[Incident Handling](#)

Calendars

Three overlapping calendar screenshots for March and April 2011. The top-left calendar shows March 2011 with dates 1-31. The top-right calendar shows April 2011 with dates 1-30. The bottom calendar shows a weekly view for Week 10/2011 (March 27 - April 2, 2011) with a table of dates and events.

Meeting Agendas

Screenshot of a meeting agenda for 11th March 2011. The agenda is titled "11th March 2011 Meeting Minutes" and lists several items: 1. Accession information, 2. Accession, 3. Accession Meeting, 4. Accession Meeting, 5. Accession Meeting, 6. Accession Meeting, 7. Accession Meeting, 8. Accession Meeting, 9. Accession Meeting, 10. Accession Meeting, 11. Accession Meeting, 12. Accession Meeting, 13. Accession Meeting, 14. Accession Meeting, 15. Accession Meeting, 16. Accession Meeting, 17. Accession Meeting, 18. Accession Meeting, 19. Accession Meeting, 20. Accession Meeting, 21. Accession Meeting, 22. Accession Meeting, 23. Accession Meeting, 24. Accession Meeting, 25. Accession Meeting, 26. Accession Meeting, 27. Accession Meeting, 28. Accession Meeting, 29. Accession Meeting, 30. Accession Meeting, 31. Accession Meeting.

Document Collections

Screenshot of the PSI Service Desk Portal File Lists. The page shows a list of files with columns for Filename, Filesize, and Last modified. The files are categorized into .pdf Files and .doc Files. The .pdf Files list includes files like "11thMarchMeeting_Minus.pdf", "11thMarchMeeting_Minus.pdf", "11thMarchMeeting_Minus.pdf", etc. The .doc Files list includes files like "11thMarchMeeting_Minus.doc", "11thMarchMeeting_Minus.doc", "11thMarchMeeting_Minus.doc", etc.

FAQs & Indexing

Screenshot of a DokuWiki FAQ page titled "How to's concerning DokuWiki?". The page contains several sections: "Some FAQ's on DokuWiki:", "How to setup firefox so that it also possible to open Windows UNC Shares?", "How to execute windows commands with DokuWiki?", and "How to print the DokuWiki Calendar?". The page also includes a search bar and a navigation menu.

Screenshot of an @docs index page titled "All in @docs". The page contains a list of documents grouped and sorted by title. The documents are organized into sections A through S, including topics like "Office 2010 FAQs", "MSB Phone Information", "All in @docs", "Windows Batch File Usage", "C", "D", "E", "F", "G", "H", "I", "J", "K", "L", "M", "N", "O", "P", "Q", "R", "S".

Experience & lessons learned, new directions...

- Never too early or late to rethink Knowledge Management
 - *best thing we every did – we now have a Service Desk Portal too!*
- Wiki approach (in our case with DokuWiki) opened and continues to open doors for us to improve our team knowledge management
 - *many ideas incorporating workflow processes, SLAs, RSS feeds*
 - *new ideas emerge and are implemented almost every week*
- Experienced very few surprises, even following Web server PHP updates and several DokuWiki & template upgrades
- Is there a right or wrong way?
 - *maybe better do what suits the team, it's a team thing!*
- Hopefully all the knowledge left behind can now be found in the future?
 - *great for the team*
 - *also indirectly great for the PSI end-user if we can serve them better and faster*
- Advantages of using “Search” pay off
 - Even workflow processes diagrams and links are text driven, thus searchable
 - To find and maintain “out-of-date” information is easy with “search”

Summing up & moving on...

- Our knowledge collection is constantly expanding
- Live data update of our knowledge content is constantly taking place
- If we don't find something immediately, correct what's necessary for the next time
- *'Begin at the beginning', the King said gravely, 'and go on till you come to the end: then stop'. Alice in Wonderland, Lewis Carroll*
- Our Wiki is moving on, forever ongoing, emerging with new ideas ...
but I will now stop and move on
- Help, now what will I do?
 - *Leave the "stage" and "retire" quietly!*
 - *Indulge in my hobbies?*
 - *I'm surfing fast, the adrenalin is still there, the wave is about to break on the beach maybe swim out again and surf in on the next technological wave?*
 - *Maybe in the future, consult small KMUs in Wiki & Web Technologies?*
- Thank you for listening...
- ***Last but not least some references & why not visit psiforum ...***



References:

1. DokuWiki: <http://www.dokuwiki.org>
2. Foswiki: <http://www.foswiki.org>
3. Wiki Comparison Matrix <http://www.wikimatrix.org/>
4. Gartner: <http://www.kontextwork.de/en/wiki-systems/>
5. Wikis im Firmennetz
<http://www.infoweek.ch/it-management/collaboration/articles/161778/>
6. A Complete Wiki on ITIL: <http://wiki.en.it-processmaps.com/>
7. Knowledge Management Problems, Causes, And Solutions
<http://www.pacis-net.org/file/2007/1231.pdf>
8. Key Issues in Knowledge Management
<http://www.kmci.org/media/firestoneissueskiv1n3.pdf>
9. Knowledge management problems in a large organization
<http://lunaticthought.blogspot.com/2006/04/knowledge-management-problems-in-large.html>
10. 10 principles of effective information management
http://www.steptwo.com.au/papers/kmc_effectiveim/index.html

Visitor Center psi forum

Visitor centre psi forum:

<http://www.psiforum.ch>

E-Mail:

neil.gregory@psi.ch

Presentation (.pdf):

ftp://ftp.psi.ch/PSI_outgoing/gregory/moww.pdf



20 exhibits, 3-D films and guided tours through the research facilities of PSI

Future Globe: A rotating multimedia exhibit