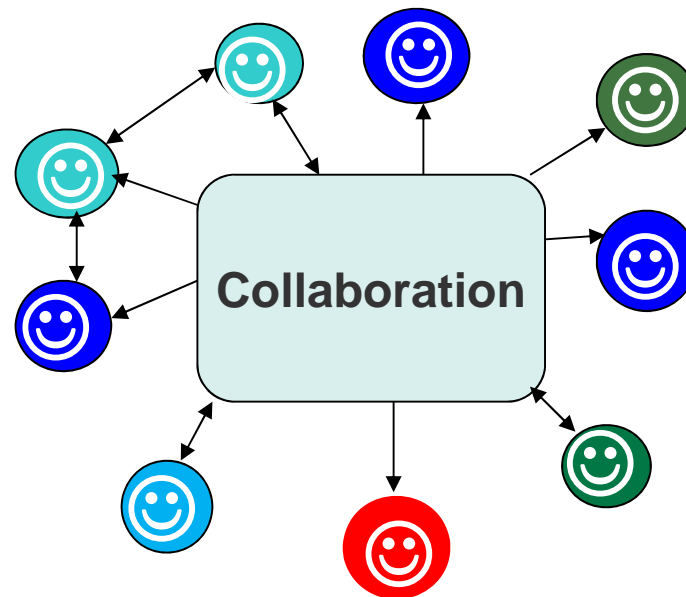


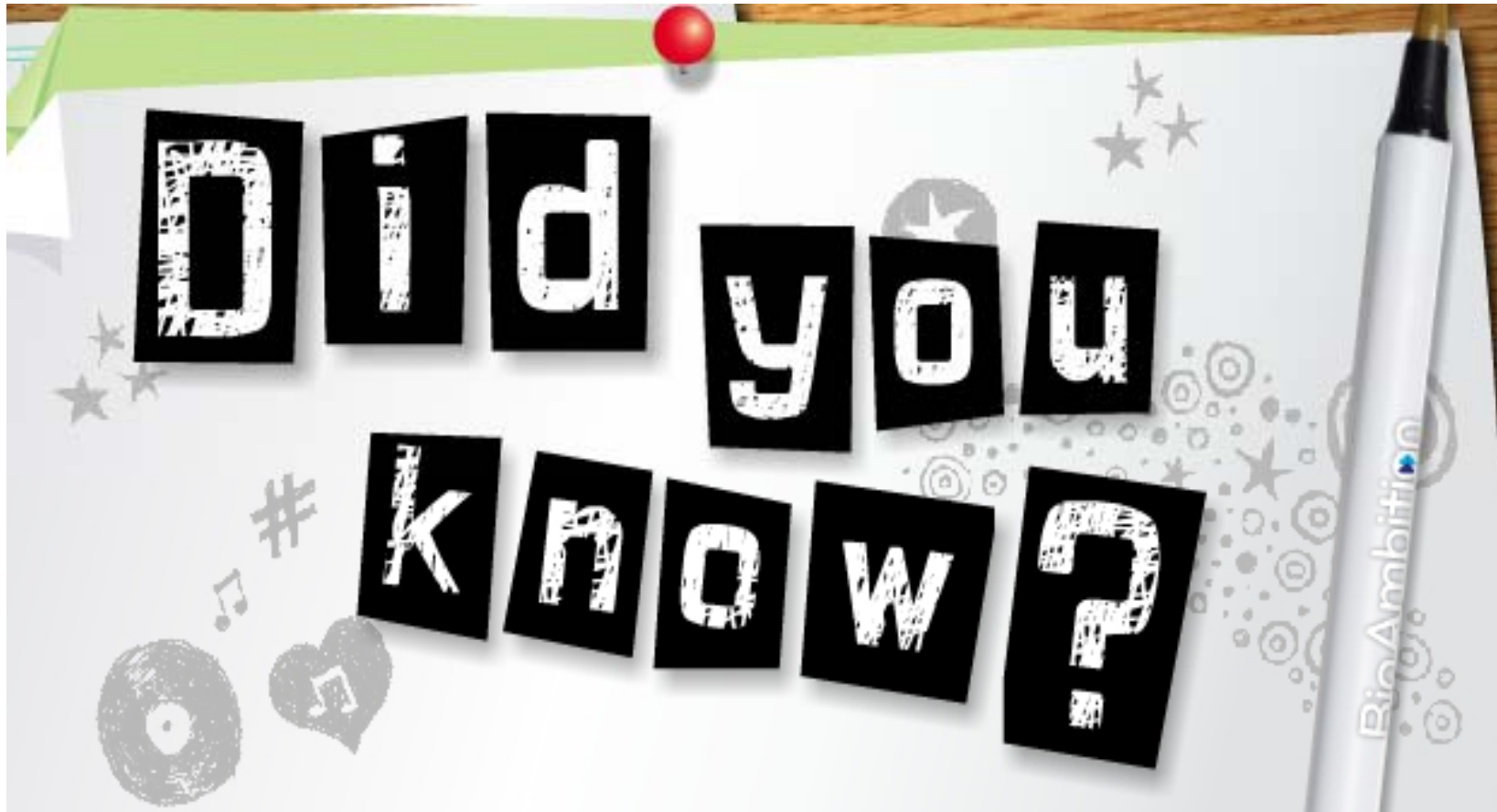
Information and Change Management

How organizations meet the challenges



Sissi Closs

- In the technical communication field since 25+ years
- Professor at Karlsruhe university
- Course Director Communication and Media Management (MSc)
- CEO of C-Topic Consulting








Shift happens, Video von Karl Fisch and Scott McLeod







Conventional (book-oriented) content management



-  High degree of redundancy
-  High error rate
-  Inconsistency
-  Large volumes
-  High maintenance costs

Common Issues



-  Information spread over many places
(books, articles, knowledge bases, ...)
-  Status of information differs:
What is current and what is correct?
-  Level of information differs:
Where to find the missing details?
-  Information and knowledge are not accessible:
How to get fast access to the relevant pieces?
Where to find the competent people?

...result in enormous costs

- A wealth of expert knowledge is not used because of:
 - Geographical distance
 - Isolated information islands
 - Busy schedules
- Resources are wasted resolving problems that someone else had already solved.

Solution: Topic-based information networks



How we get there



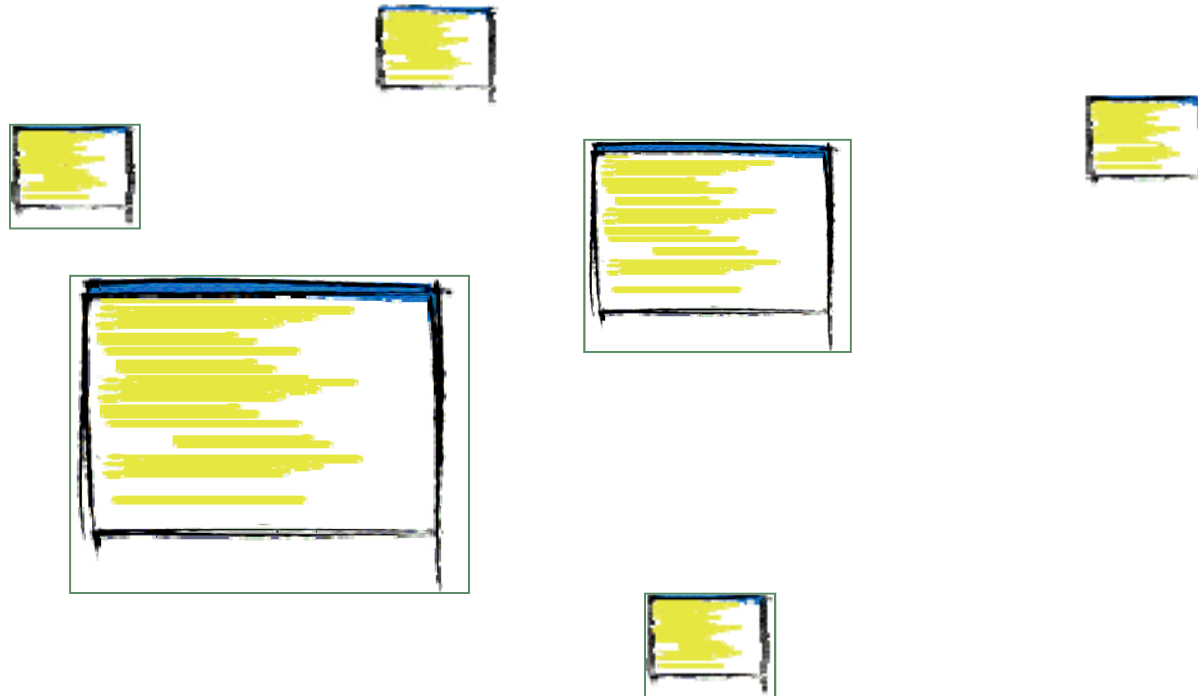
Preparation on different levels:

- Methodical
- Technical
- Cultural

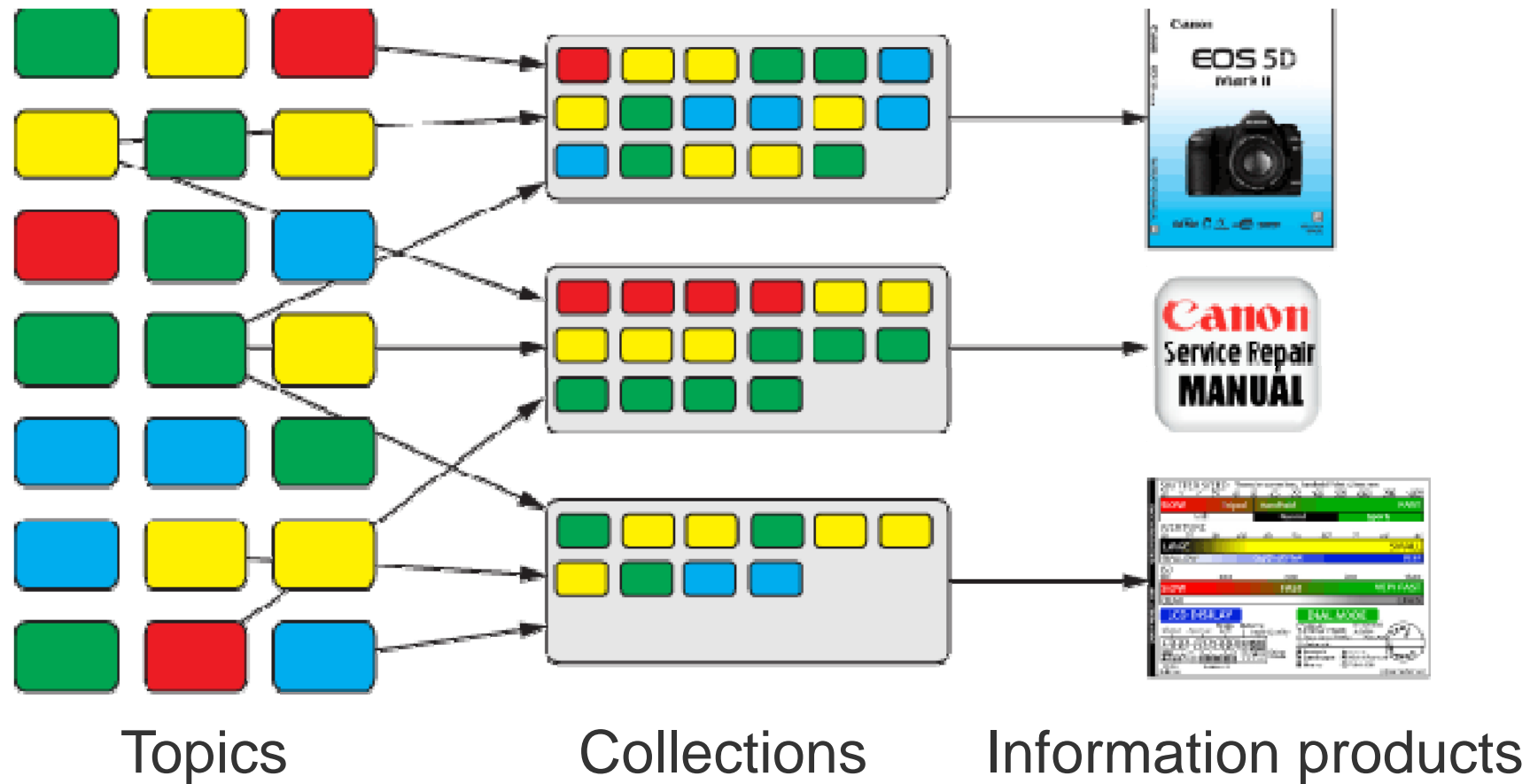
Method: Topic-based structuring

- Class concept method[©] (Prof. Sissi Closs)
- Tool approach: Online help tools, CMS, Wikis, ...
- Tool-neutral approach: XML standards, especially DITA

Topic-based structuring - Principle 1: Divide content into smaller pieces



Flexibly combine topics to documents



Re-using topics

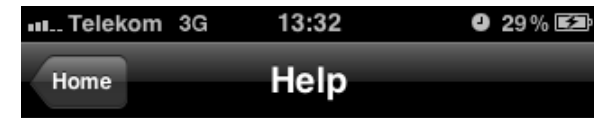
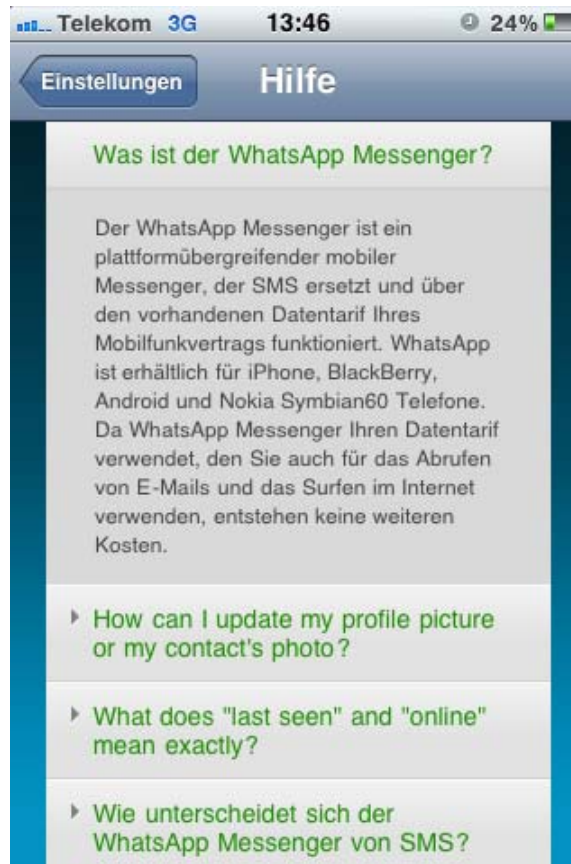


Basic topic rules



- 1** Keep it short and simple.
- 2** Describe only one subject per topic.
- 3** Be concise (**Minimalism**: Don't mention unnecessary things).
- 4** Be precise.
- 5** Describe the same thing only once (**Single point of truth**).
- 6** Make use of technical possibilities (**layers**).
- 7** Describe the same kind of things in the same way.

Good topics fit well with modern way of presenting information



- ① Tap to scan a Tag.
- ② Access all of the Tags that you've viewed and flagged.
- ③ View up to 15 thumbnails of your most recently viewed Tags. Tap and hold a Tag to view additional options.
- ④ Tap to access your list of flagged Tags.
- ⑤ Explore new Tags with content that you might find interesting.



Benefits of a topic-based world

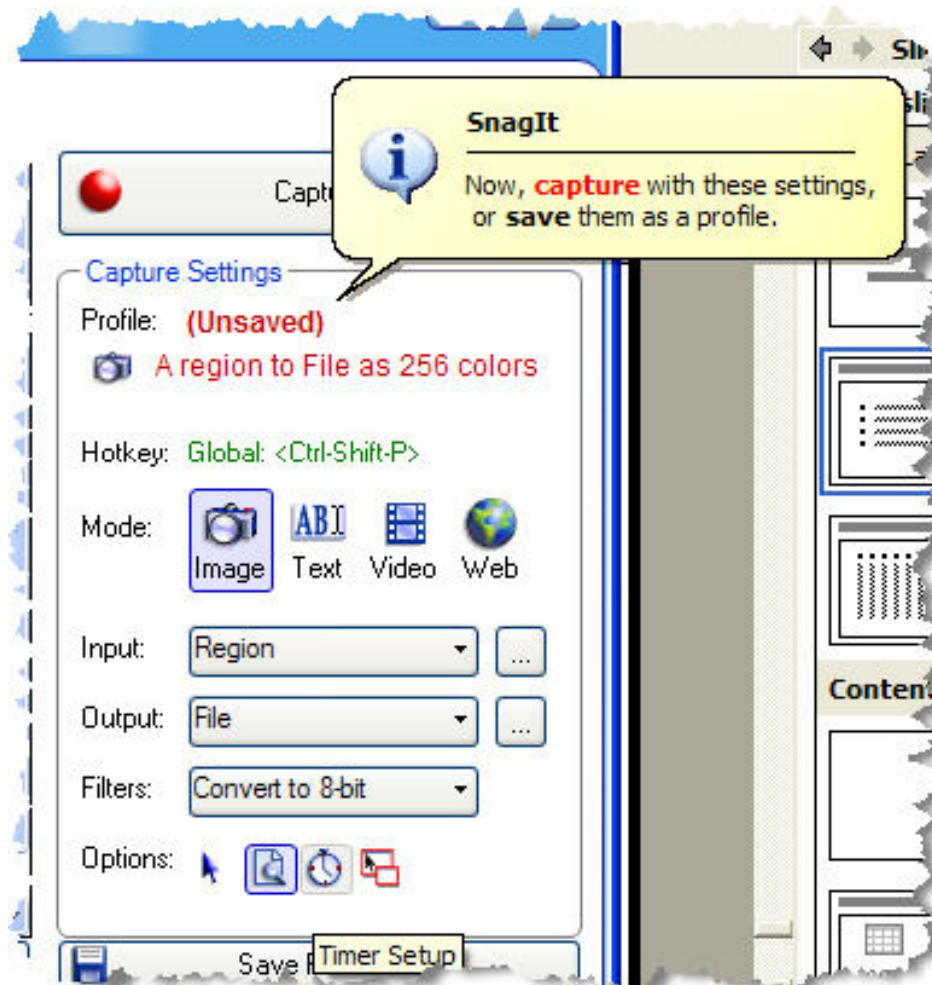


- Individual topics are easier to **create**, **reuse**, and **update** than an entire document.
- **Many different** experts can contribute knowledge at the same time.
- Faster time to market:
 - Topics can be reviewed by experts in the specific subject as soon as they are updated.
 - Individual topics can be published as soon as they are ready.
 - Topics can be translated before entire deliverables are complete.






















































































































































































































































Topic-based structure is useful everywhere



Sample: Proactive help



Problem: Hundreds and thousands of topics

 1207.xml	 1452.xml	 1697.xml	 1942.xml	 2194.xml	 2446.xml	 2691.xml
 1214.xml	 1459.xml	 1704.xml	 1949.xml	 2201.xml	 2453.xml	 2698.xml
 1221.xml	 1466.xml	 1711.xml	 1956.xml	 2208.xml	 2460.xml	 2705.xml
 1228.xml	 1473.xml	 1718.xml	 1963.xml	 2215.xml	 2467.xml	 2712.xml
 1235.xml	 1480.xml	 1725.xml	 1970.xml	 2222.xml	 2474.xml	 2719.xml
 1242.xml	 1487.xml	 1732.xml	 1977.xml	 2229.xml	 2481.xml	 2726.xml
 1249.xml	 1494.xml	 1739.xml	 1984.xml	 2236.xml	 2488.xml	 2733.xml
 1256.xml	 1501.xml	 1746.xml	 1991.xml	 2243.xml	 2495.xml	 2740.xml
 1263.xml	 1508.xml	 1753.xml	 1998.xml	 2250.xml	 2502.xml	 2747.xml
 1270.xml	 1515.xml	 1760.xml	 2005.xml	 2257.xml	 2509.xml	 2754.xml
 1277.xml	 1522.xml	 1767.xml	 2012.xml	 2264.xml	 2516.xml	 2761.xml
 1284.xml	 1529.xml	 1774.xml	 2019.xml	 2271.xml	 2523.xml	 2768.xml
 1291.xml	 1536.xml	 1781.xml	 2033.xml	 2278.xml	 2530.xml	 2775.xml
 1298.xml	 1543.xml	 1788.xml	 2040.xml	 2285.xml	 2537.xml	 2782.xml
 1305.xml	 1550.xml	 1795.xml	 2047.xml	 2292.xml	 2544.xml	 2789.xml
 1312.xml	 1557.xml	 1802.xml	 2054.xml	 2299.xml	 2551.xml	 2796.xml
 1319.xml	 1564.xml	 1809.xml	 2061.xml	 2306.xml	 2558.xml	 2803.xml
 1326.xml	 1571.xml	 1816.xml	 2068.xml	 2313.xml	 2565.xml	 2810.xml
 1333.xml	 1578.xml	 1823.xml	 2075.xml	 2320.xml	 2572.xml	 2817.xml
 1340.xml	 1585.xml	 1830.xml	 2082.xml	 2327.xml	 2579.xml	 2824.xml
 1347.xml	 1592.xml	 1837.xml	 2089.xml	 2334.xml	 2586.xml	 2831.xml
 1354.xml	 1599.xml	 1844.xml	 2096.xml	 2341.xml	 2593.xml	 2838.xml
 1361.xml	 1606.xml	 1851.xml	 2103.xml	 2348.xml	 2600.xml	 2845.xml
 1368.xml	 1613.xml	 1858.xml	 2110.xml	 2355.xml	 2607.xml	 2852.xml
 1375.xml	 1620.xml	 1865.xml	 2117.xml	 2362.xml	 2614.xml	 2859.xml
 1382.xml	 1627.xml	 1872.xml	 2124.xml	 2369.xml	 2621.xml	 2866.xml
 1389.xml	 1634.xml	 1879.xml	 2131.xml	 2383.xml	 2628.xml	 2873.xml
 1396.xml	 1641.xml	 1886.xml	 2138.xml	 2390.xml	 2635.xml	 2880.xml
 1403.xml	 1648.xml	 1893.xml	 2145.xml	 2397.xml	 2642.xml	 2887.xml
 1410.xml	 1655.xml	 1900.xml	 2152.xml	 2404.xml	 2649.xml	 2894.xml
 1417.xml	 1662.xml	 1907.xml	 2159.xml	 2411.xml	 2656.xml	 2901.xml
 1424.xml	 1669.xml	 1914.xml	 2166.xml	 2418.xml	 2663.xml	 2908.xml
 1431.xml	 1676.xml	 1921.xml	 2173.xml	 2425.xml	 2670.xml	 2915.xml
 1438.xml	 1683.xml	 1928.xml	 2180.xml	 2432.xml	 2677.xml	 2922.xml
 1445.xml	 1690.xml	 1935.xml	 2187.xml	 2439.xml	 2684.xml	 2929.xml

Principle 2: Define categories (Topic Types)



1. Use proven types
2. Use proven methods to define new ones:
Class Concept Method® (Prof. Sissi Closs)



Sample: Topic types



Task

Move the hose to the driveway and attach the water hose to the spout and pull the free end over to the car.

Use a sponge to apply the soapy water to the car and scrub off the dirt. You should have a bucket with soapy water.

Definition

A water hose is useful for cleaning and gardening projects in the yard.

Keep the hose coiled on a large hook near a water spout. After the washing you should dry the car using a dampened chamois.

Result: Better information



Changing the oil in your car

Washing the car

Keep your car looking great by washing it regularly.

1. Move the car onto the driveway.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and scrub off the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.

Water hose

A water hose is useful for cleaning and gardening projects around the yard. Keep the hose coiled on a large hook near a water spout.



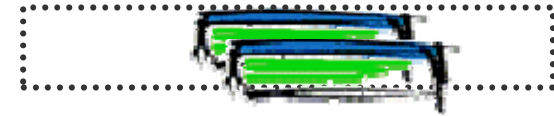
Principle 3: Unify through standardization



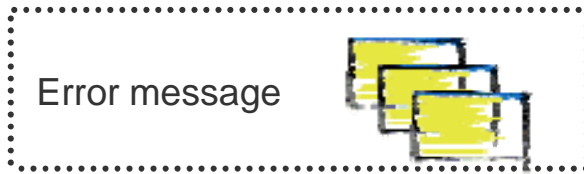
Task



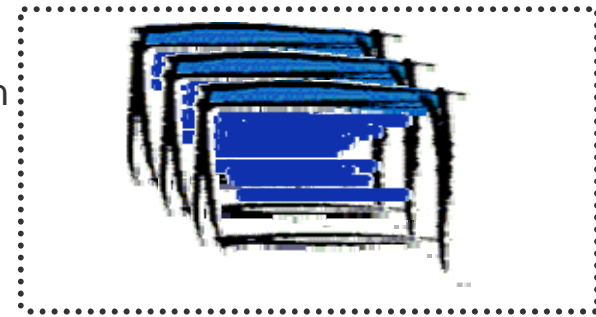
Reference



Error message



Definition



Anleitung

>>> Weg ins Fenster

Kurzbeschreibung, wozu Aufgabe **ohne** Jumps. Nur **Popups** auf Begriffsdefinitionen sind erlaubt.

Voraussetzung (optional)

Voraussetzungen, die zur Ausführung der Aufgabe erfüllt sein müssen, zum Beispiel erforderliche Rechte. Beschreibung **ohne** Jumps. Nur **Popups** auf Begriffsdefinitionen sind erlaubt.

✓ Start der Schritte

1. Schritt 1 **ohne** Links
2. Schritt 2 **ohne** Links
3. ...

Kurze Angabe des Ergebnisses

Verwandte Aufgaben (optional)

- Aufgabe 1
- Aufgabe 2
- ...

Technology

- Tool-neutral Standards such as DITA
- Topic-supporting tools

Tools

- Classic Online help authoring software
 - Flare, RoboHelp
 - ...
- Authoring Software supporting DITA
 - FrameMaker + DITA-OT, Oxygen Editor
 - ...
- Content Management Systems
 - Xdocs, Author-it, ixiaSoft DITA CMS, DITAworks...
 - ...
- Wikis
 - [MediaWiki](#), [Confluence](#), ...
- Authoring Software for mobile Apps
 - 4M, AppMakr, ...

What is a Wiki?

- (Open source) platform for exchanging information easily
- Invented by Ward Cunningham (1994)
- Type of groupware software
- Read, **edit**, and **link** information
- Many key **management functions included, especially categorization, templates, link management, ...**

- **Semantic MediaWiki** with possibility to add metadata and access and evaluate content semantically



WIKIPEDIA The Free Encyclopedia

- article
- discussion
- edit this page
- history

Your continued donations keep Wikipedia running!

Charlie Chaplin

From Wikipedia, the free encyclopedia

For the Jamaican musician named Charlie Chaplin, see *Charlie Chaplin (singer)*; for the artist and printmaker, see *Charles Chaplin (artist)*.

Sir Charles Spencer Chaplin, Jr, KBE, (April 16, 1889–December 25, 1977), known as **Charlie Chaplin**, was a British-born actor, the most famous actor in early to mid Hollywood cinema era, and also a notable director. His principal character was "The Tramp": a vagrant with the refined manners and dignity of a gentleman who wears a tight coat, oversized pants and shoes, a derby or bowler hat, a bamboo cane, and his signature toothbrush moustache. Chaplin was one of the most creative personalities in the silent film era; he acted in, directed, scripted, produced, and eventually scored his own films.

Contents [hide]

- 1 Birth
- 2 Childhood
- 3 Stage
- 4 America
- 5 Auteur
- 6 United Artists
- 7 The Great Dictator
- 8 Politics
- 9 McCarthyism
- 10 Academy Awards
- 11 Relationships
 - 11.1 Mildred Harris
 - 11.2 Lita Grey
 - 11.3 Paulette Goddard
 - 11.4 Joan Barry
 - 11.5 Oona O'Neill

Charlie Chaplin



Chaplin in his costume as *The Tramp*.

Born: April 16, 1889
Walworth, London, England

Died: December 25, 1977
Vevey, Switzerland

Occupation: Actor, writer, director, producer, composer

navigation

- Main Page
- Community Portal
- Featured articles
- Current events
- Recent changes
- Random article
- Help
- Contact Wikipedia
- Donations

search

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link
- Cite this article

other languages

- العربية
- Asturianu
- Bosanski



IPv6

From Wikipedia, the free encyclopedia

Internet Protocol version 6 (IPv6) is the latest revision of the [Internet Protocol \(IP\)](#), the [communications protocol](#) that routes traffic across the [Internet](#). It is intended to replace [IPv4](#), which still carries the vast majority of [Internet traffic](#) as of 2013.^[1] IPv6 was developed by the [Internet Engineering Task Force \(IETF\)](#) to deal with the long-anticipated problem of [IPv4 address exhaustion](#).

Every device on the Internet, such as a computer or mobile telephone, must be assigned an [IP address](#) for identification and location addressing in order to communicate with other devices. With the ever-increasing number of new devices being connected to the Internet, the need arose for more addresses than IPv4 is able to accommodate. IPv6 uses a 128-bit address, allowing for 2^{128} , or approximately 3.4×10^{38} addresses, or more than 7.9×10^{28} times as many as IPv4, which uses 32-bit addresses. IPv4 allows for only approximately 4.3 billion addresses. The two protocols are not designed to be [interoperable](#), complicating the transition to IPv6.

IPv6 addresses consist of eight groups of four [hexadecimal](#) digits separated by colons, for example 2001:0db8:85a3:0042:1000:8a2e:0370:7334.

[Deployment of IPv6](#) is accelerating, and a symbolic marketing event, [World IPv6 Launch](#), was organized by major [Internet service providers](#) and users on 6 June 2012, for which they deployed IPv6 addresses to some of their users, especially in countries that had been lagging in IPv6 adoption.^[2] Data from [Arbor Networks](#) showed a peak of 0.2% of Internet traffic on IPv6 during the launch.^[3] As of late November 2012, IPv6 traffic share was reported to be approaching 1%.^[4]

Contents [\[hide\]](#)

- [Technical definition](#)
- [Motivation and origin](#)

Internet protocol suite

Application layer

DHCP · DHCPv6 · DNS · FTP · HTTP · IMAP · IRC · LDAP · MGCP · NNTP · BGP · NTP · POP · RPC · RTP · RTSP · RIP · SIP · SMTP · SNMP · SOCKS · SSH · Telnet · TLS/SSL · XMPP · [\(more\)](#)

Transport layer

TCP · UDP · DCCP · SCTP · RSVP · [\(more\)](#)

Internet layer

IP(IPv4 · **IPv6**) · ICMP · ICMPv6 · ECN · IGMP · IPsec · [\(more\)](#)

Link layer

ARP/InARP · NDP · OSPF · Tunnels(L2TP) · PPP · Media access control(Ethernet · DSL · ISDN · FDDI) · [\(more\)](#)

[V](#) · [T](#) · [E](#)

Editing IPv6



You are not logged in. Your [IP address](#) will be publicly visible if you make any edits. Please [log in](#) or [sign up](#) to have your edits associated with a user name, among [other benefits](#).

Content that [violates any copyrights](#) will be deleted. Encyclopedic content must be [verifiable](#). Work submitted to Wikipedia can be edited, used, and redistributed—by anyone—subject to [certain terms and conditions](#).

B *I* [Advanced](#) [Special characters](#) [Help](#) [Cite](#)

```
{{Use dmy dates|date=September 2012}}
```

```
{{IPstack}}
```

```
'''Internet Protocol version 6''' ('''IPv6''') is the latest revision of the [[Internet Protocol]] (IP), the [[communications protocol]] that routes traffic across the [[Internet]]. It is intended to replace [[IPv4]], which still carries the vast majority of [[Internet traffic]] as of 2013.<ref>{{cite web|author=David Frost|url=http://www.itwire.com/business-it-news/networking/46689-ipv6-traffic-volumes-going-backwards|title=Ipv6 traffic volumes going backwards|publisher=iTWire|date=20 April 2011|accessdate=19 February 2012}}</ref> IPv6 was developed by the [[Internet Engineering Task Force]] (IETF) to deal with the long-anticipated problem of [[IPv4 address exhaustion]].
```

```
Every device on the Internet, such as a computer or mobile telephone, must be assigned an [[IP address]] for identification and location addressing in order to communicate with other devices. With the ever-increasing number of new devices being connected to the Internet, the need arose for more addresses than IPv4 is able to accommodate. IPv6 uses a 128-[[bit]] address, allowing for 2<sup>128</sup>, or approximately {{val|3.4|e=38}} addresses, or more than {{val|7.9|e=28}} times as many as IPv4, which uses
```

IPv6: Difference between revisions

From Wikipedia, the free encyclopedia

Revision as of 01:11, 28 February 2013 ([edit](#))

[Glrx](#) (talk | [contribs](#))

(→*Exhaustion of the unallocated IPv4 address pool: fix cite broken by previous edit*)

← [Previous edit](#)

Latest revision as of 13:50, 8 March 2013 ([edit](#)) ([undo](#))

[130.208.69.54](#) (talk)

(*IPv6 mandated for LTE only(?) in 2009 (not 2010)*)

(2 intermediate revisions by one user not shown)

Line 142:

An IPv6 address may be abbreviated by using one or more of the following rules:

Remove one or more leading zeroes from one or more groups of hexadecimal digits; this is usually done to either all or none of the leading zeroes. (For example, convert the group `<code>0042</code>` to `<code>42</code>`.)

Omit **one or more** consecutive sections of zeroes, using a double colon (::) to denote the omitted sections. The double colon may only be used once in any given address, as the address would be indeterminate if the double colon was used multiple times. (For example, `<code>2001:db8::1:2</code>` is valid, but

– `<code>2001:db8::1::2</code>` **is** not permitted.)

Line 142:

An IPv6 address may be abbreviated by using one or more of the following rules:

Remove one or more leading zeroes from one or more groups of hexadecimal digits; this is usually done to either all or none of the leading zeroes. (For example, convert the group `<code>0042</code>` to `<code>42</code>`.)

Omit consecutive sections of zeroes, using a double colon (::) to denote the omitted sections. The double colon may only be used once in any given address, as the address would be indeterminate if the double colon was used multiple times. **A double colon may not be used to denote an omitted single section of zeroes.**[<ref name=rfc5952sec422>RFC 5952, "A Recommendation for IPv6 Address Text Representation", S. Kawamura \(August 2010\), section 4.2.2: <http://tools.ietf.org/html/rfc5952#section-4.2.2></ref>](#) (For example, `<code>2001:db8::1:2</code>` is valid, but `<code>2001:db8::1::2</code>` **or** `<code>2001:db8::1:1:1:1</code>` **are** not permitted.)



WIKIPEDIA
The Free Encyclopedia

- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

- Interaction
 - Help
 - About Wikipedia
 - Community portal
 - Recent changes
 - Contact Wikipedia

- Toolbox
 - Upload file
 - Special pages

Special page

Search



Special pages

This page can suggest a change to the talk page of this article.

Maintenance

- Broken redirects
- Dead-end pages
- Dormant pages
- Double redirects
- Long pages
- Orphaned pages
- Pages with no references
- Pages with no text
- Protected pages
- Protected pages
- Short pages

Lists of pages

- All pages
- All pages

Login / create account

- Log in / create account
- Login unified

Users and groups

- Active users
- Blocked users
- Change email
- Getting started
- Global groups
- Global users
- Global users

Recent changes

- Edit filter logs
- Gallery of pages
- Logs
- New pages
- New pages

Media repository

- File list
- File path

Data and tools

- API sandbox
- Edit filter configuration
- Expand templates
- Gadgets
- Statistics
- System messages
- Template sandbox
- Try hieroglyph markup
- Version
- View interwiki data
- Wiki sets
- Wikimedia wikis

Redirecting special pages

- External links search
- Random article
- Random redirect
- Search

High use pages

- Most linked-to categories
- Most linked-to files
- Most linked-to pages
- Most linked-to templates
- Pages with the most categories
- Pages with the most interwikis
- Pages with the most revisions

Page tools

- Book
- Cite
- Compare pages
- Export pages
- What links here



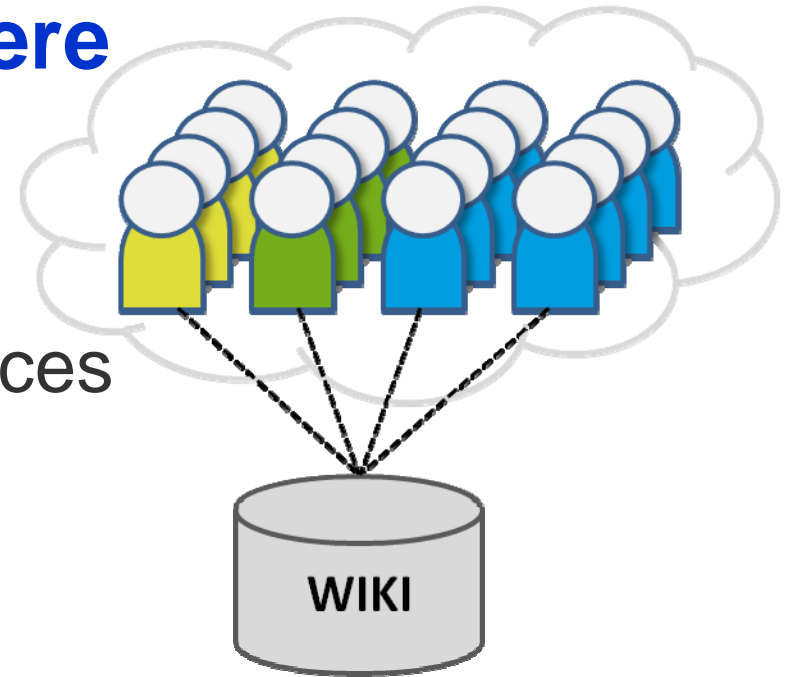
Hochschule Karlsruhe
Technik und Wirtschaft
UNIVERSITY OF APPLIED SCIENCES

Use Cases

How can your organization use a Wiki successfully.

Wikis can be used everywhere

- Develop content together
- Connect existing content sources
- Exchange ideas
- Distribute information fast
- Share experiences
- Keep everybody informed
- Involve people and get them connected
- ...



Best Practice

Don't use a wiki like a file system and a wiki page like a Word document.

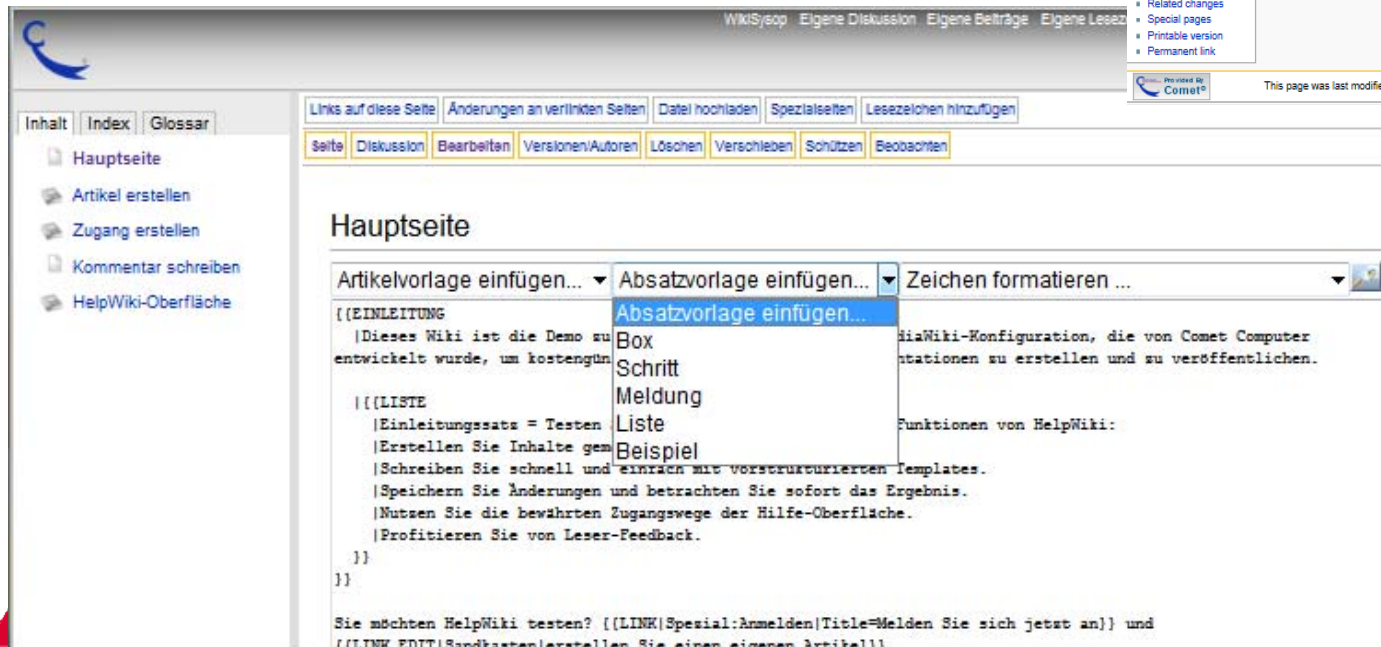
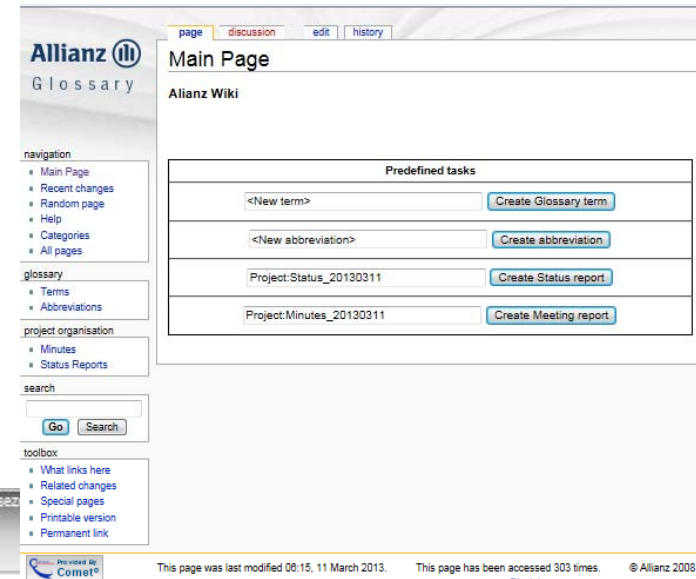
Typical pitfalls can be avoided using proven best practices.

Typical caveats

- Unknown environment for authors and organization
- Nothing happens
- Fear of getting lost
- Fear of chaos

New and different? Solution:

- ✓ Make it easy
- ✓ Use templates
- ✓ Provide Training
- ✓ Provide editorial services



Not seen as being useful?

Solution:

- ✓ Pre-populate with useful content
- ✓ Provide extra value

seite | diskussion | bearbeiten | versionen/autoren

Antrag Master TR

Inhaltsverzeichnis [Verbergen]

- 1 Antragsrahmen
- 2 Ziele / Profil des Studiengangs
 - 2.1 Erläuterung Profil / inhaltliche Spezifikationen des Studiengangs
 - 2.1.1 Berufsbild
 - 2.1.2 Warum ein eigenes Berufsbild?
 - 2.2 Welche Lernergebnisse soll der Studiengang erzielen?
 - 2.3 Wesentliche Profilerkmale
 - 2.3.1 Für Master-Studiengänge: Welchem Profiltyp ist der Studiengang zuzuordnen?
 - 2.3.2 Abschlussgrad: Welcher akademische Grad soll den Absolventinnen und Absolventen verliehen werden?
 - 2.3.3 Besonderheiten
 - 2.4 Forschung und Entwicklung
 - 2.5 Wie fügt sich der Studiengang in das Lehr- und Forschungsprofil des Fachbereichs / der Fakultät ein?
 - 2.6 Internationalität
 - 2.6.1 Verfügt der Studiengang in besonderer Weise über ein internationales Profil
 - 2.6.2 Welche Strukturen existieren, um den Austausch von Studierenden, ggf. auch Lehrenden zu unterstützen / erleichtern?
- 3 Curriculum
 - 3.1 Zulassungsvoraussetzungen
 - 3.1.1 Formale Zugangsvoraussetzungen
 - 3.1.2 Studiengangspezifische Voraussetzungen
 - 3.1.3 Wie werden diese im Rahmen des Zulassungsverfahrens überprüft?
 - 3.2 Struktur des Studiengangs
 - 3.3 Qualifikationsrahmen
 - 3.3.1 Vertiefung des vorhandenen Wissens
 - 3.3.2 Vermittlung instrumentaler, systemischer und kommunikativer Kompetenzen

Terminologieprüfung

Prüfen für: [Hauptseite](#)

Vorschau

Folgende **Ausdrücke** sind markenrechtlich von FIFA geschützt.
Der Artikel wurde noch nicht gespeichert!

König Fußball -gemeinsam erleben-

Kaum ein anderes Ereignis begeistert weltweit so viele Menschen wie die **WM 2006**. Das sportliche Highlight des Jahres 2006, die Fußballweltmeisterschaft, wird nach 1974 ein weiteres mal in Deutschland ausgetragen. Unter den Augen der ganzen Welt werden die 32 qualifizierten Teams ihr bestes geben, um den wohl begehrtestem Titel im Mannschaftssport zu gewinnen. Doch die WM ist weit mehr als eine sportliche Sensation, sie ist ein Fest der Begegnung, ein aufeinandertreffen der Kulturen aller Welt. Vielerorts wird die WM sogar als eine Möglichkeit der Vereinigung gesehen. So gibt zum Beispiel Didier Drogba, Mitglied des Nationalteams der Elfenbeinküste und Topspieler des FC Chelsea gegenüber dem Stern an, er sehe die WM als eine Chance für das Zusammenwachsen seines vom Bürgerkrieg zerrütteten Landes. Die gemeinsame Begeisterung für die eigene Mannschaft bringt tatsächlich schon seit jeher Menschen zusammen. Doch nicht nur die Anhänger derselben Teams werden durch den Fußball vereint, der Kampf ums Leder bildet auch Brücken zwischen Anhängern unterschiedlicher Teams. Fans aus aller Welt fiebern für ihre Teams und feiern, auch bei einer Niederlage ihrer Mannschaft ausgelassen mit den Anhängern der Gegner. Der Zusammenhalt innerhalb der Mannschaften, und auch das Verständnis zwischen den verschiedenen Teams überträgt sich sozusagen auf die ganze Welt. Das ist das inoffizielle Motto der Weltmeisterschaft: Zusammenwachsen, gemeinsam erleben und sich verstehen. Nur wer das versteht ist der wahre Sieger bei der Weltmeistermeisterschaft.

'''König Fußball -gemeinsam erleben-'''

Kaum ein anderes Ereignis begeistert weltweit so viele Menschen wie die **<FIXME>WM 2006</FIXME>**. Das sportliche Highlight des Jahres 2006, die Fußballweltmeisterschaft, wird nach 1974 ein weiteres mal in Deutschland ausgetragen. Unter den Augen der ganzen Welt werden die 32 qualifizierten Teams ihr bestes geben, um den wohl begehrtestem Titel im Mannschaftssport zu gewinnen. Doch die WM ist weit mehr als eine sportliche Sensation, sie ist ein Fest der Begegnung, ein aufeinandertreffen der Kulturen aller

Fear of getting lost?

Solution:

Use

- ✓ Special functions
- ✓ Status info

Recent changes and logs

- Edit filter log
- Gallery of new files
- Logs
- New pages
- New pages feed
- Recent changes
- Related changes
- Valid change tags
- Watchlist



bearbeitete die Seite:

1 [Zu den Autoren](#)

... ist Diplom-Informatiker und seit 1999 Geschäftsführer und IT-Leiter. Er entwickelt studierte Informatik an der Universität Erlangen-Nürnberg. Nach dem Studium betreute er am Regionalen Rechenzentrum der Universität Erlangen unterschiedliche Forschungsprojekte im Netzwerk- und Multimediabereich.

...

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Fear of chaos?

Solution:

Use

- ✓ Classification
- ✓ Naming conventions

All pages

From SOP Wiki

Glossary:(to) discover	Glossary:(to) login	Glossary:(to) publish
Glossary:(to) provide	Glossary:(to) send	Glossary:API
Glossary:(to) request	Glossary:API	Glossary:BDM
Glossary:A	Glossary:Cplusplus wrapper	Glossary:C
Glossary:B	Glossary:Development Box	Glossary:I
Glossary:CN	Glossary:F	Glossary:E
Glossary:DevBox	Glossary:HP OpenView IT/Operations	Glossary:G
Glossary:EAA	Glossary:ITS	Glossary:I
Glossary:H	Glossary:Java database connector adapter	Glossary:J
Glossary:ITO	Glossary:LIS	Glossary:K
Glossary:JDBC Adapter	Glossary:O	Glossary:M
Glossary:L	Glossary:PEP	Glossary:P
Glossary:N	Glossary:Q	Glossary:PUMA
Glossary:PDP	Glossary:S	Glossary:QoS
Glossary:Post Unix masterband	Glossary:SBB Classic	Glossary:SBB
Glossary:R	Glossary:SBB directory	Glossary:SBB Jazz
Glossary:SBB API	Glossary:SBB platform	Glossary:SBB environment
Glossary:SBB SPI	Glossary:SLA	Glossary:SBB service
Glossary:SBB instance	Glossary:Service Backbone	Glossary:SOA
Glossary:SBB type		Glossary:Service Backbone Classic
Glossary:SOP		

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 [Seite](#) [Suchen](#)

G02

```

<?xml version="1.0" encoding="ISO-8859-1"?>
<rss version="2.0">
  <channel>
    <title>RSS-Feed der Gruppe G02</title>
    <link>http://hsk1.technikredaktion.info/xml/ss12/index.php?title=G02 &#x2193;</link>
    <description>RSS-Feed Gruppe G02</description>
    <language>de-de</language>
    <item>
      <title>Wir versuchen einen RSS-Feed zu erstellen.</title>
      <description>Dies ist unser erster Versuch einen RSS-Feed mit xml zu erstellen.
        Irgendwie sieht die Darstellung etwas seltsam aus, weswegen wir uns über die Richtigkeit
        <link>http://hsk1.technikredaktion.info/xml/ss12/index.php?title=G02 &#x2193;</link>
      <pubDate>Tue, 05 Jun 2012 15:21:36 GMT</pubDate>
    </item>
  </channel>
</rss>

```

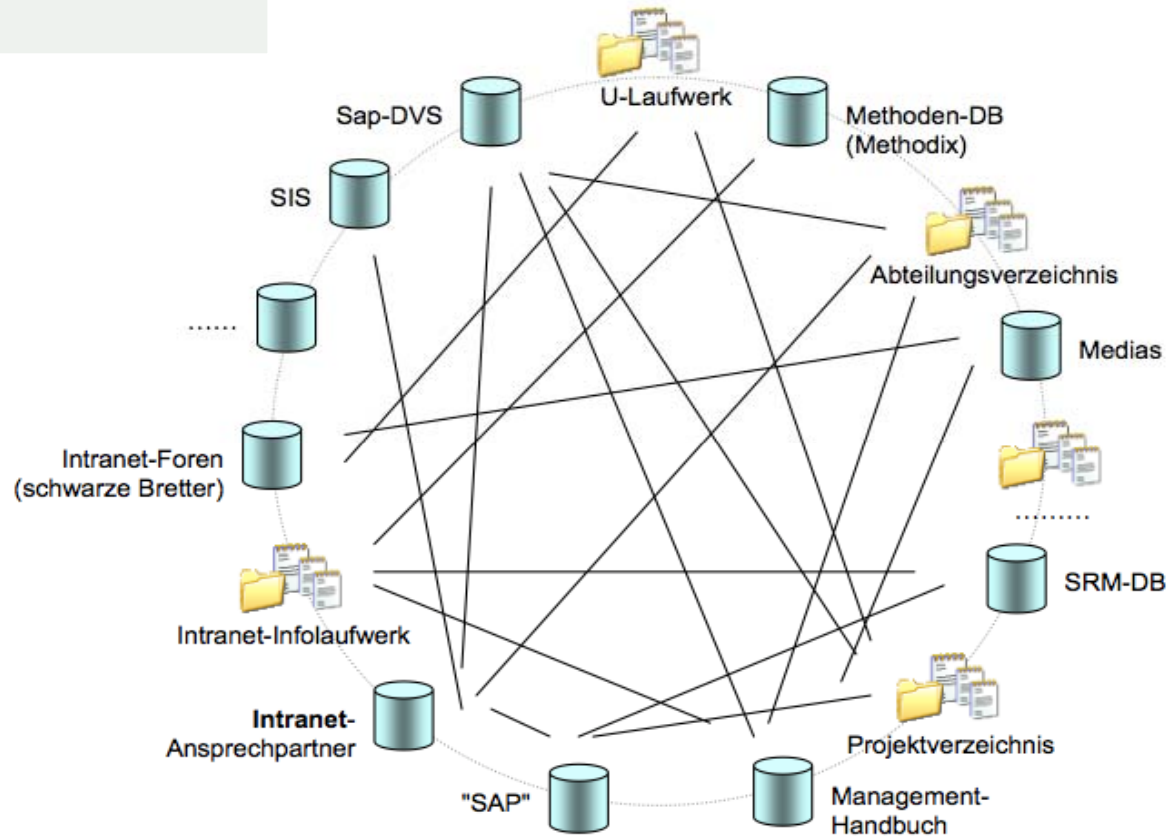
- Benutzer:PaoloDeChirico
- Benutzer:Bafe1013
- Benutzer:M.Engert

Kategorien: [Gruppen](#) | [Abgaben](#)

Benefits

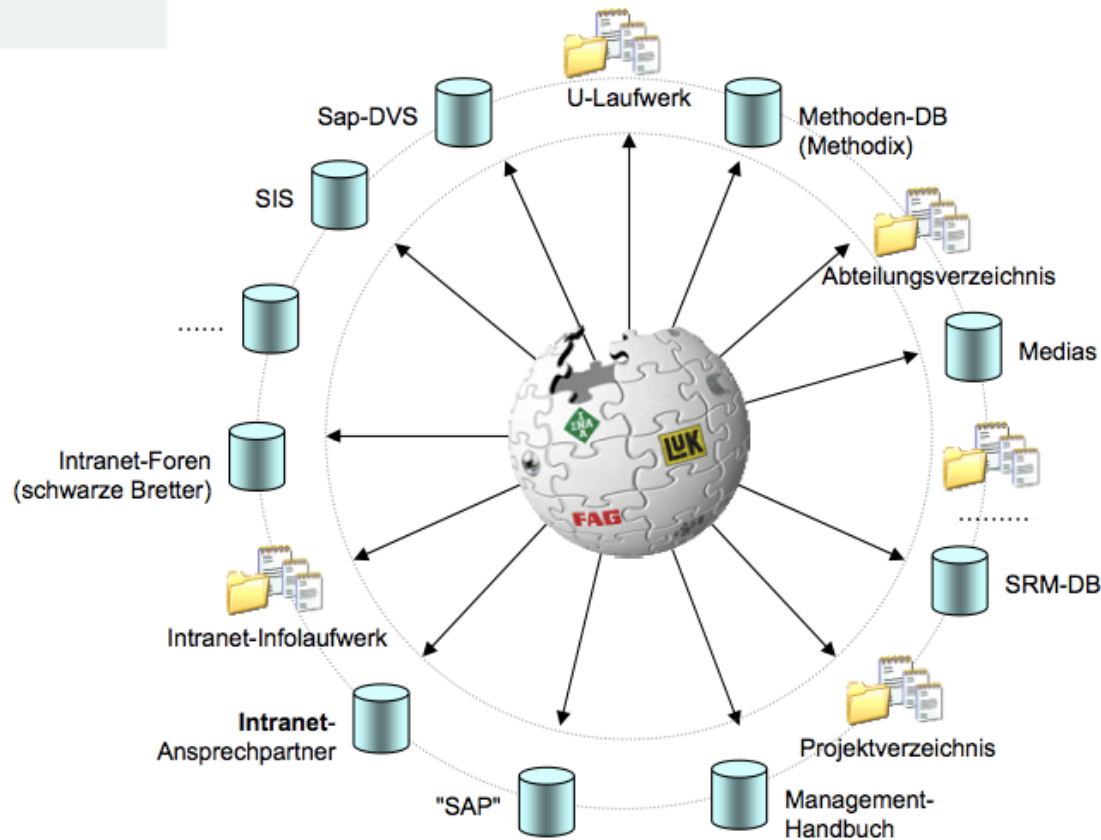
Wikis empower users to collaborate.

Typical example: Separate data islands ...



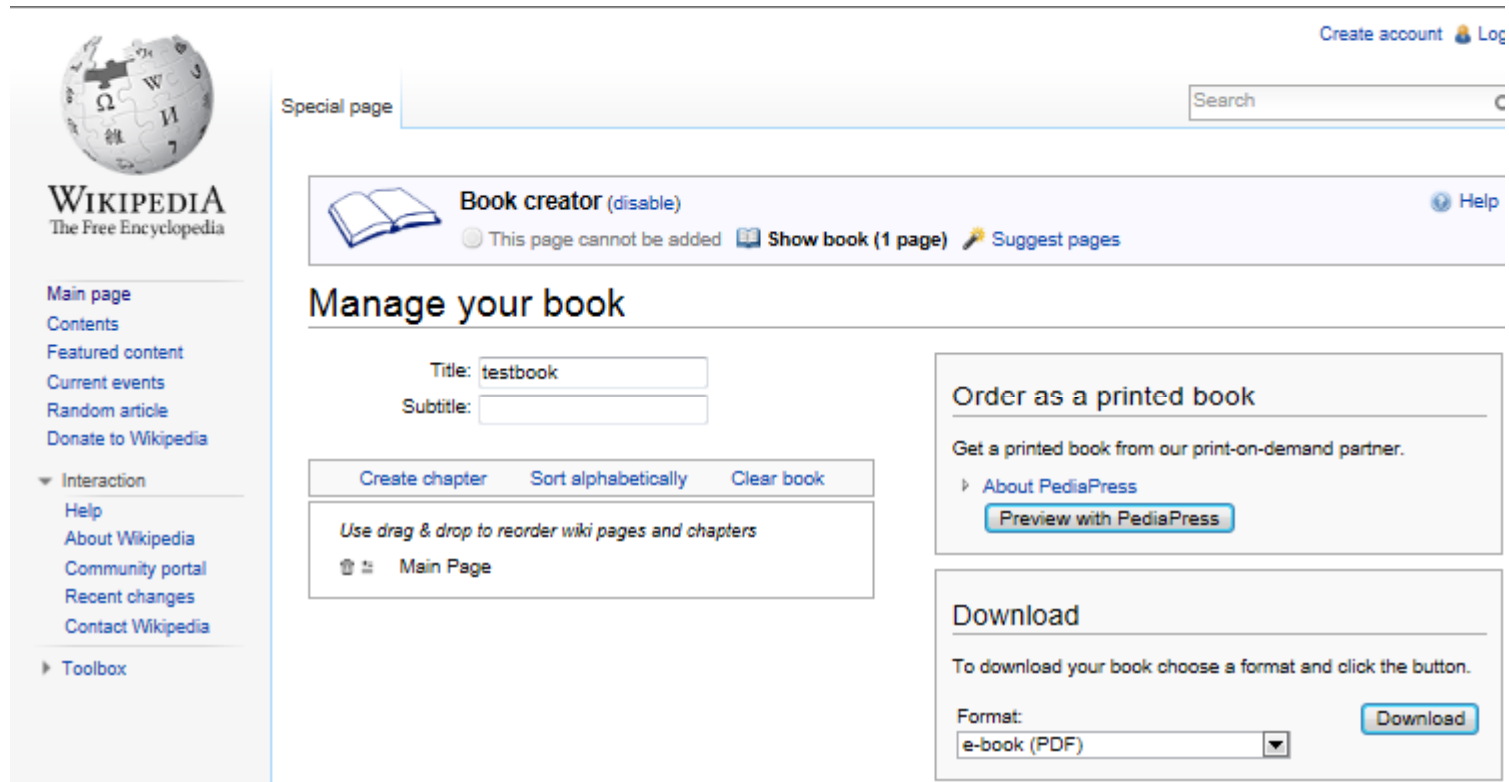
Source: Schaeffler Group, 2009

... now connected with a Wiki as a central access point



Source: Schaeffler Group, 2009

One source many deliverables



The screenshot displays the Wikipedia Book Creator interface. On the left is the Wikipedia logo and a sidebar with navigation links. The main content area is titled 'Special page' and includes a search bar. Below this is the 'Book creator' section, which shows a book icon, the title 'testbook', and a subtitle field. A message indicates 'This page cannot be added' and provides options to 'Show book (1 page)' or 'Suggest pages'. The 'Manage your book' section contains buttons for 'Create chapter', 'Sort alphabetically', and 'Clear book', along with a drag-and-drop area for reordering pages. On the right, there are two panels: 'Order as a printed book' with a 'Preview with PediaPress' button, and 'Download' with a dropdown menu set to 'e-book (PDF)' and a 'Download' button.


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Interaction
Help
About Wikipedia
Community portal
Recent changes
Contact Wikipedia

Toolbox

Special page Search

 **Book creator** (disable) [Help](#)


This page cannot be added [Show book \(1 page\)](#) [Suggest pages](#)

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Subtitle:

[Create chapter](#) [Sort alphabetically](#) [Clear book](#)

Use drag & drop to reorder wiki pages and chapters

 Main Page

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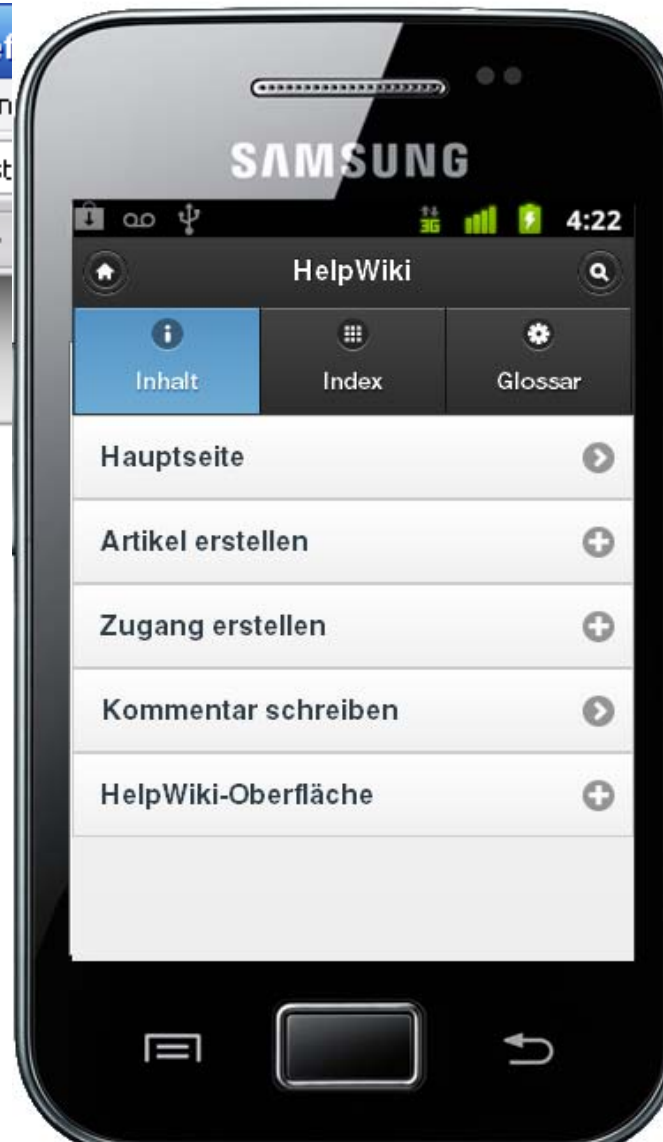
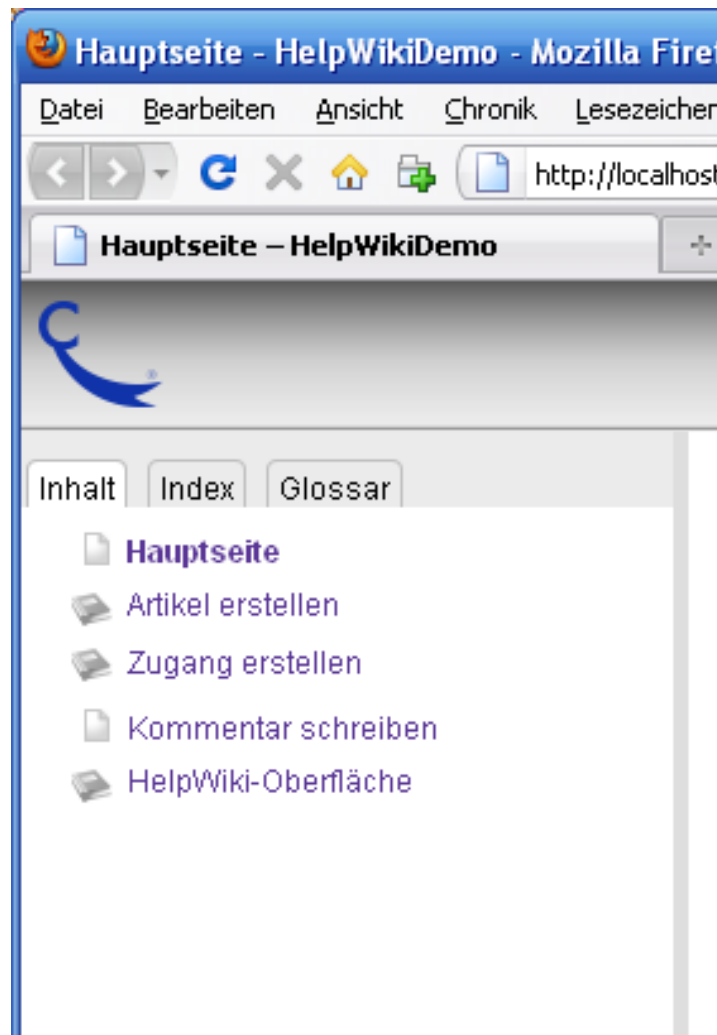
[Preview with PediaPress](#)

Download

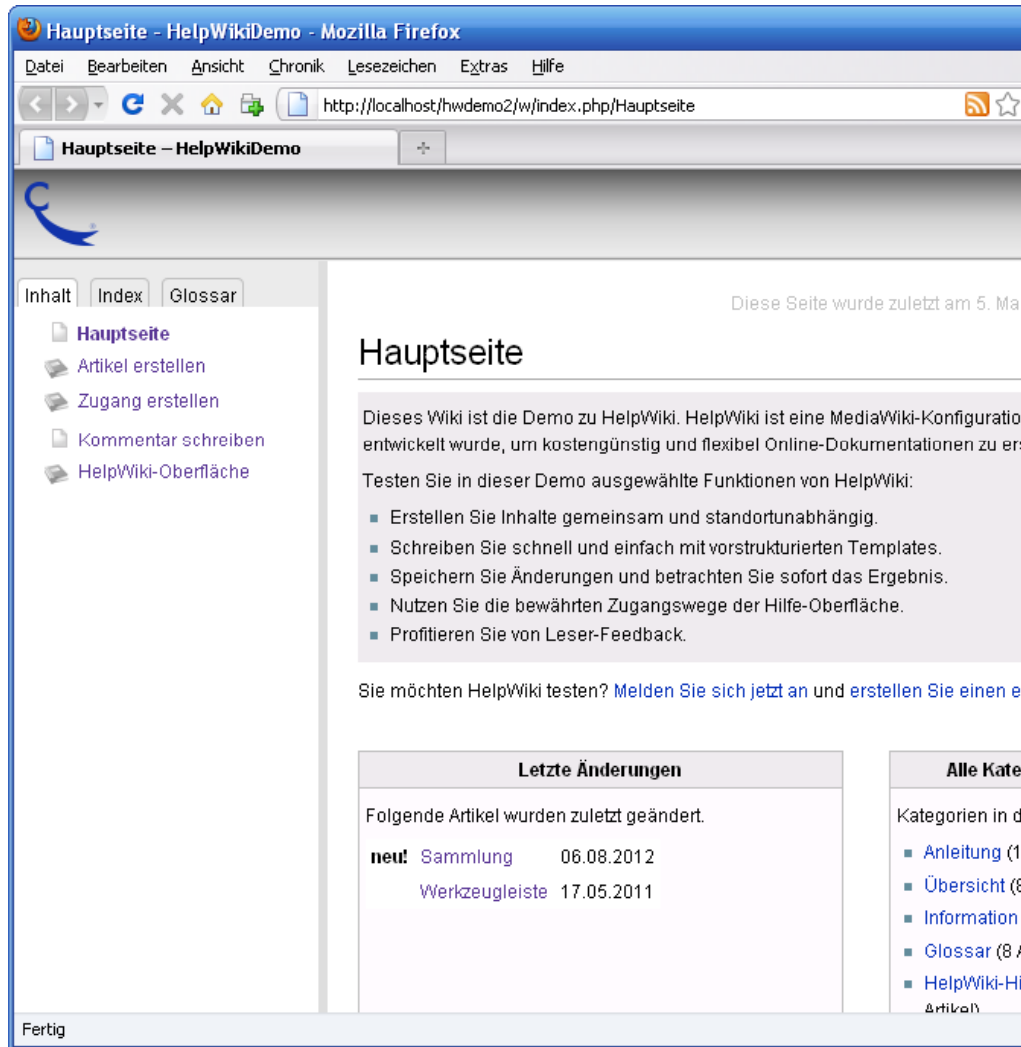
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Format: [Download](#)

One source many deliverables



One source many deliverables



The Wiki Way



- Flexible information network with a single and central point of access.
- Can change and grow as needed.
- All kind of contribution (stable, temporarily) can be involved.
- Accessible from everywhere.
- Information sources and stakeholders are connected.

Cultural Change

- Collaboration
- Contribution
- Sharing
- Re-using
- Gardening

Special roles and people are needed to maintain the knowledge base. These are knowledge manager, content gardeners, information architects, ...

Social Media in Big Organizations Today

Domain	Use Case
Communication (internal, external)	News, direct management information
Project and process management	Team spaces, project organization, reporting, problem solving,
Finding the right contact persons	Search for experts using profiles
Community management	Communities for special subjects, communities for special staff groups (newbies, women, ...), communities for special interests (sport, Afrika, ...)
MOOCs (Massive open online courses)	With Wiki, blog, social media aggregates to train organization-wide subjects like “innovative Management of the modern Knowledge society”

Questions?

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