

Why you Want an In-house Wiki

- A wiki is a website on which users collaboratively modify content and structure directly from a web browser.
- Ward Cunningham (inventor of wiki) described a wiki as:
 - A wiki invites all users—not just experts—to edit any page or to create new pages within the wiki use a standard browser.
 - Wiki promotes meaningful topic associations between different pages by making link creation easy, and showing whether an intended target page exists or not.
 - A wiki is *not* a carefully crafted site created by experts/professionals for casual visitors. Instead, it seeks to involve the typical visitor in an ongoing process of creation and collaboration.
- Reasons for a wiki:
 - One major problem in business is lack of information sharing. Silos are bad.
 - No collaboration.
 - Bus factor.

How to sell an in-house wiki to your coworkers (in other words, how to get them to use it).

- General strategy: utility + sexy
- People won't check something out unless it draws them in, and they won't keep using it unless they get value from it.
- Suggestions:
 - What is some piece of information in your organization that is relatively inaccessible? Example: truck map.
 - What is some piece of information in your organization that people need to be successful? Especially something that changes regularly. Example: shipper phone numbers.
- Once people want to use it, make it easy to use.
- Policy/Technology problem.
- Provide training and documentation (one the wiki!) for people to use.
- Come up with a cute name that people will use. If you're fancy, make a logo!

Overview of some in-house wiki software

- Mediawiki:
 - Pro: largest by far. Wikimedia Foundation, Wikia, etc. Lots of development, lots of plugins. Easy to do anything with Mediawiki.
 - Cons: explicitly not a CMS. Higher barrier to entry. Frequent updates, and LTS versions only last 2 years. Requires most recent versions of supporting software. Legacy baggage means WYSIWYG editing an afterthought.
- Confluence:

- Pro: highly polished CMS designed specifically for businesses. Very popular in corporate environments.
- Cons: expensive. Limited plugin/extension support
- Tiki Wiki CMS
 - Pro: Most popular CMS. 5 year LTS. All-in-one software has most features built in.
 - Con: Tries to be too much for too many people, and many features lack polish. Documentation is lacking.
- DokuWiki
 - Pro: very popular in academic circles or for personal wikis. Very light weight, no DB required.
 - Cons: Limited feature set compared to larger programs. Poor support for many simultaneous users.

How I set up Mediawiki using CentOS, and how I would do it differently if I started again today.

- Not too many details. This is the basic way:
 - Create LAMP
 - Download and extract Mediawiki
 - Install any extensions
 - Configure your LocalSettings.php file.
- Better way:
 - LAMP, git
 - Install Mediawiki using git
 - Install extensions using git or composer
 - Configure LocalSettings.php file.
- Extra Awesome way:
 - Docker