Knowledgebase structuring

A best practice
Use case: knowledge base

1. Software with which knowledge can be stored centrally
2. Knowledge that, if possible, every employee of a company should know in order to complete their daily work quickly, perfectly and without errors, without having to spend a lot of time asking questions
Dealing with very heterogeneous content

- **Topic groups**: Not every content is relevant for everyone
- **Document types**: Content is stored in different formats (e.g., descriptive articles, protocols, checklists, planning documents, etc.)
- **Access permissions**: Not every document should be read, edited or even deleted by everyone
- **Assistance systems**: Content often requires different technical functions to be able to edit it according to the company's requirements (e.g., releases).
- **Language**: Content often has to be made available in different languages
Structuring functions in MediaWiki

- **Subpages**: you can attach subpages to a wiki page in hierarchical descending order
- **Namespaces**: wiki pages can also be placed in their own "rooms". For these rooms you can set permissions and enable assistance systems
- **Categories**: a keywording, where MediaWiki brings a hierarchical category system, which is so unique and creates many possibilities
- **Multiple wikis**: you can also distribute content to different wikis and link them together

Out of scope: Semantic MediaWiki and book functionality
## Put document types in namespaces

<table>
<thead>
<tr>
<th>Document type</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Wiki) Article</td>
<td>Overview articles, definitions of terms, products (deliverables, estimates, specifications, FAQs), services, how-tos, best practices, guides to using tools, events, customer documentation, providing sales materials.</td>
</tr>
<tr>
<td>Planning document</td>
<td>Roadmaps, annual and quarterly plans, goals and metrics, campaign and strategy documents, specification documents, project phasing, deliverables, RfCs.</td>
</tr>
<tr>
<td>Minutes</td>
<td>Team meeting notes, research results, meeting notes.</td>
</tr>
<tr>
<td>List of Decisions</td>
<td>Collection of all decisions in a business unit or projects.</td>
</tr>
<tr>
<td>Task lists</td>
<td>To-do lists, checklists (e.g. release checklists, acceptance checklists)</td>
</tr>
<tr>
<td>Reports</td>
<td>Weekly reports, statistics, customer and competitor analysis, debriefing, acceptance reports, incident reports, project status report.</td>
</tr>
<tr>
<td>Guidelines</td>
<td>Team guidelines, style guides, directives, policies, text and mail templates, scripts for sales calls, process descriptions.</td>
</tr>
<tr>
<td>Catalog</td>
<td>Tech Stack, Tools and Internal Software, External Services, Websites.</td>
</tr>
<tr>
<td>Documentation</td>
<td>Documentation of customer projects or documents for the customer.</td>
</tr>
</tbody>
</table>
Use categories for team and company structures – and topics

- Content along the team or company structure, work areas and projects.
- If necessary also with subcategories
  - Production/Manufacturing
  - Production/assembly
  - Production/Logistics

Divisions of a SME
- Company
- Personnel
- Finance
- Marketing
- Sales
- Customer service
- Production
- Engineering
- Internal engineering
- ...

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MediaWiki
Follow-up issues

- **Permissions**: to gain the necessary permission protection for sensitive team or departmental content, we need to set up our own (sub)wikis.

- **Multilingual content**: Move to another language wiki or add a single page translation feature in the medium term (single pages translated “on the fly” by DeepL).

- **Adding further use cases**: The structure concept can easily be continued logically: Process descriptions could get their own namespace "Process”.

Whether a namespace is set up and what all goes into it should also be considered with a certain pragmatism. And at a certain point, it may make sense to set up a separate wiki for other use cases.
Feel free to adopt and change this concept

This structural concept is intended as a basic pattern that should inspire you, and with which you can work productively and get started!
Contact

Your contact person: Richard Heigl
Hallo Welt! GmbH • Postfach 11 02 19 • 93015 Regensburg • Germany

E-Mail: sales@bluespice.com
Telefon: +49 (0)941 660 80 185
Telefax: +49 (0)941 660 80 189

www.bluespice.com
www.hallowelt.com