BlueSpice
MediaWiki

Knowledgebase structuring

A best practice

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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

Document typ	Examples
(Wiki) Article	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.
Planning document	Roadmaps, annual and quarterly plans, goals and metrics, campaign and strategy documents, specification documents, project phasing, deliverables, RfCs.
Minutes	Team meeting notes, research results, meeting notes.
List of Decisions	Collection of all decisions in a business unit or projects.
Task lists	To-do lists, checklists (e.g. release checklists, acceptance checklists)
Reports	Weekly reports, statistics, customer and competitor analysis, debriefing, acceptance reports, incident reports, project status report.
Guidelines	Team guidelines, style guides, directives, policies, text and mail templates, scripts for sales calls, process descriptions.
Catalog	Tech Stack, Tools and Internal Software, External Services, Websites.
Documentation	Documentation of customer projects or documents for the customer.

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
- ...

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

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