

PresentationOscom20041001

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How it was advertised

Tiki: the Swiss Knife for CMS / Groupware needs

Location: **OSCOM 4, Zürich**, *OSCOM Business/Legal*

Event date and time: Friday Afternoon (October 1, 2004) 14:00 - 14:45

- <http://www.oscom.org/events/oscom4/program/>
- <http://www.oscom.org/events/oscom4/proposals/tiki>

This presentation focuses on some unique features of Tikiwiki and their importance for business acceptance of a CMS (visibility of content,))What-You-See-Is-What-You-Can-Access((, Push/Pull mechanisms, KISS, etc.)

It is based on practical, essentially non-technical lessons learnt in CMS implementation.

About the presenter:

- [Francois Bachmann](#) is a 36yo Knowledge Management and Groupware Specialist working for a Swiss IT Consultancy.
- He's an Evangelist for Agile Software Development and Adaptive Methods, which has naturally brought him in touch with the Open Source CMS community.
- He's been successfully implementing CMS software (and catalysing/accompanying the associated mindset change) in different business contexts.

The actual presentation (use the [slides] button!)

Enterprise Content Management with Tiki/CMS Groupware

François Bachmann, Senior Consultant Knowledge Management / Groupware

[ITECOR Switzerland](#)

Presentations

Who am I ?

- SD since 1992 (well, 1985)
- Agile Development Evangelist (XP, Scrum, ...)
- KM & Groupware fan (groove, Wiki)

Who are you ?

- how many already implemented a CMS @ company level


- how many plan to do so in the near future
- how many have used Tiki / CMS (aka TikiWiki) / heard of it

Process - Manage...

... expectations

- Find sponsors - you will need them
- Clarify what you're up to - it helps to reassess the situation later
- Don't promise to solve it all with technology - you need people
- Plan for iterative evolution - don't try to do it all at once

... technology

- opensourcecms.com is a good start
- Look for extendability
- Tiki / CMS, of course 

... content

- Migrate existing content - people will adopt the CMS if they find their stuff
- Find content authors - look at existing and new content
- Find fresh content (RSS etc.) you can inject

... change

- Deciders
- Authors (Power Users)
- Users

Tiki / CMS Groupware (aka TikiWiki) history

- started as a Wiki, now much more: Blog, CMS, Ticketing, File Management, Surveys, Newsletters, Chat, Portal...
- SourceForge since Oct 2002, project of the month in July 2003
- LGPL
- current version 1.8.4 (RC V1.9 testing, V1.10 scoped)
- 260 SF developers, 5'600 reg.users on <http://tikiwiki.org>
- Google says at least 9'000 sites use it

Tiki/CMS Groupware Highlights

- Swiss Knife
 - Modular Features (showed "Features" screen)
 - Global search
- Standards / Partners
 - Apache/IIS

- Smarty / ADODB
- Linux / Win / MacOSX
- LGPL
- XHTML (with HAWHAW support)
- Unique features (can be turned on/off)
 - Graphical navigation (showed GraphViz screenshot and CommunityMap)
 - Structured (categories, Galaxia Workflow)
 - Content / Navigation (RSS, structures)
 - interface (CSS) customisable by user
 - Karma system for voting/ranking
- Enterprise Goodies (not spectacular but usefule in an enterprise context)
 - JsCalendar
 - Print2PDF
 - Trackers (ticketing)
 - Live Support System
 - Newsletters
 - [discuss] forums - showed example of "discuss" button
 - Survey / Quiz / Poll
 - Page locking

Case Studies

Replacing a static intranet portal

- How did it work before
 - mainly top-down communication
 - static site with occasional updates (~6x/year)
 - files on shared drive, no agreed overall structure
- Allies
 - Power users
 - Admins
- Initial expectations
 - Deciders: control
 - Employees: find stuff
 - Admins: less duplicates
- Main challenges
 - Mindset change: DIYP (DoItYourselfPublishing)
 - Structuring content
- How we did it
 - Business structure for HomePage
 - Reading / searching available *without login*
 - Brown Bag Training (2x)
 - Bring everything across
 - Start simple
- Timing
 - Prototype: 2 weeks
 - Parallel to static portal: > 6 months
 - Migration: 1 year

Creating a collaborative workspace for 3 geographical locations

- How did it work before
 - no workspace
 - e-mail / phone
- Allies
 - Middle Management (1 site)
 - Authors in 3 locations (politics!!)
- Initial expectations
 - Deciders: "why not use the existing intranet?"
 - Employees: easy access
 - Admins: less work than Intranet
- Main Challenges
 - selling to Deciders
 - loss of control resented by some
- How we did it
 - Bought a CSS stylesheet (thanks, Damian)
 - Article HomePage
 - Built business-specific menus
 - Trained the Trainers (3 locations)
 - Marketed "new" features (compared to existing intranet)
- Timing
 - Prototype: 2 weeks
 - Demo to early adopters / content providers: 2 months
 - Demo to Deciders: 3 months
 - currently in "test drive" mode (1 year)

Conclusion

Content is People ...

- You need authors
- Authors need management and grassroots support
- use all the intrapersonal links you have

... then Management ...

- Formal
 - "managed content" is the main added value from a KM perspective
 - Importance of Rankings / Stats
- Informal
 - Catalyse „accidental“ content discovery
 - Communication, evaluation

... then the System

- A feature-rich system is not a warranty of success
- Tiki / CMS enables you to cover a multitude of requirements

Other examples shown (from TikiSitesBestOf):

- [space elevators](#)
- [a graphic designer's site](#)
- <http://gnutella2.com/>
- [flight connection Arlberg](#)

Thanks for your attention!

Q&A