

## Table of contents

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- [How it was advertised](#)
  - [Tiki: the Swiss Knife for CMS / Groupware needs](#)
  - [The actual presentation \(use the \[slides\] button!\)](#)
- 

### 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

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François Bachmann, Senior Consultant Knowledge Management / Groupware  
[ITECOR Switzerland](#)

#### Presentations

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##### 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...

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##### ... 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

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- 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

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- 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

### 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

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- 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

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### 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!

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Q&A