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Wikis A Practical Case Study

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What is Knowledge Management?

- Knowledge management encompasses identifying and mapping intellectual assets within an organization
 - Making vast amounts of corporate information accessible
 - Sharing best practices
 - Generating new knowledge for a competitive advantage within the organization
- Uses technology that enables all of the above
 - Groupware
 - Intranet

Kirk to Enterprise?

An Enterprise Search System: Is a tool that engages in the practice of identifying and enabling specific content across the enterprise to be indexed, searched, and displayed to authorized users.



Can One Tool Be All Things to All People ?



What is a Wiki?

- A wiki is a website where users can add, remove, and edit every page using a web browser.

Benefits of Using a Wiki

- Can be used as a sounding board or launch pad for writing down quick bits of information
- Can be used as a collaborative tool keeping a group in sync without having to email versions of documents

Benefits of Using a Wiki

- Can be used as an archive as every page revision is kept in one container
- Accessible from anywhere with a web connection

What is a "Quality Assured" Document?

For the purpose of wikis this is subjective and by that not a bad thing.





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Minter Ellison

- 750 lawyers
- Australia, London, HK and Shanghai
- Full service
- Divisions, offices, industry groups

ACE Australian Law Awards 2009
Winner - Innovative Use of Technology

SharePoint wiki OOB - Functions we added

- Wiki “homepage” as starting point
- Wiki pages are templated publishing pages
- Table of contents for each page
- Categorisation (tagging) for each page
 - Set of terms for each site
 - Category click shows all pages
 - Category browser on wiki “homepage”
- Dedicated discussion page auto-created

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Word button/macro that (de)formats text to be copied into Wiki

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Yes, he does come to the office.



Going Out of the Box or at Least Out of the Firm?

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Monday, August 4, 2008,
The NY Times reviews
Diplopedia.

If the U.S. State Department
could work of their Blackberries
could the practice be translated
to the legal environment?

Considerations: Cost,
Availability, Access, Thresholds,
Search Capabilities and
Notifications

