Wiki Best Practices (for non-Technical Writers)

SCOT Samurai 1-30-18
presented by Joanna Sandorffy, Technical Writer

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What to expect today

INCLUDED

- Advice on using XWiki
- Before and after examples
- Where to go for more information

What NOT to expect today

NOT INCLUDED

- Answers to very technical questions
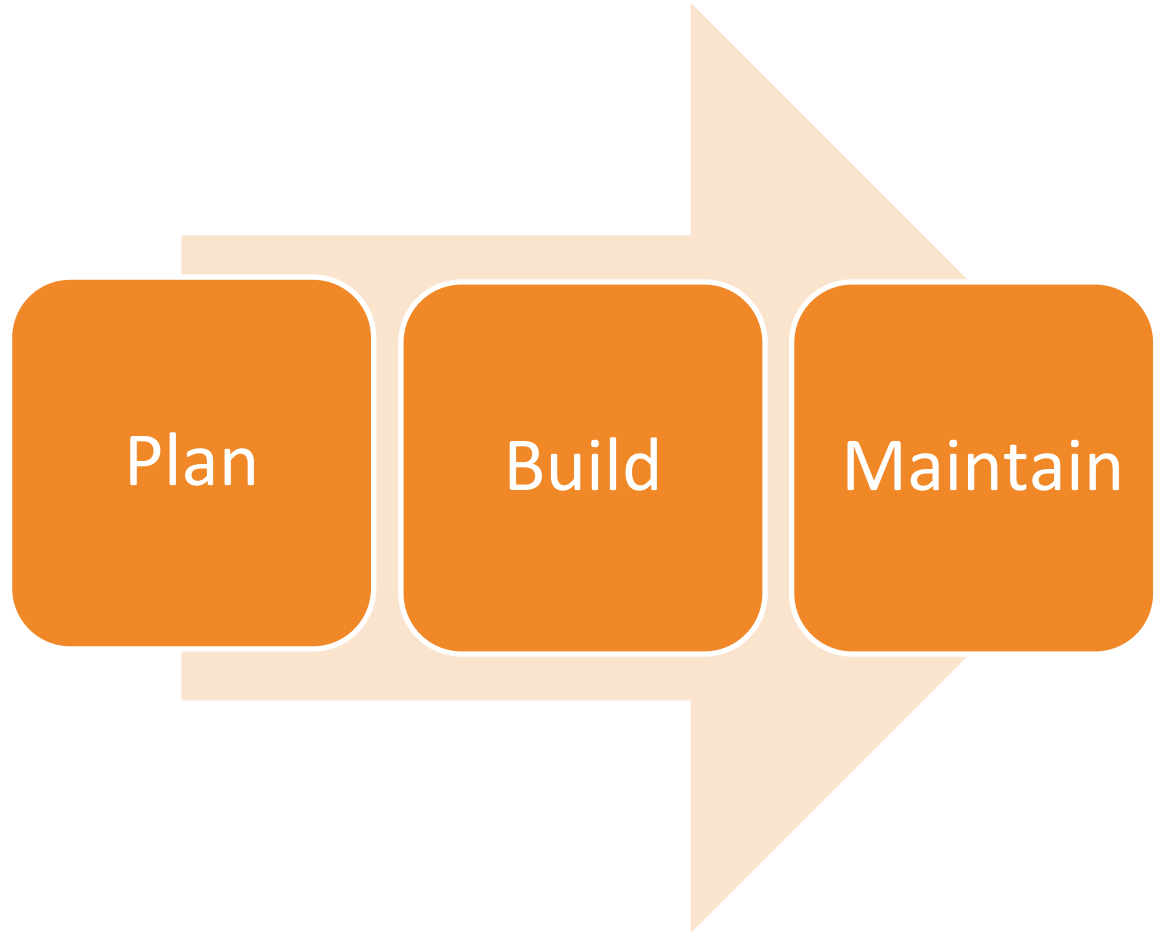- Migration timeline
- Feature requests

Wiki Best Practices

"…According to the American Productivity & Quality Center, the three main barriers to adoption of a best practice are a **lack of knowledge about current best practices**, a lack of motivation to make changes involved in their adoption, and a lack of knowledge and skills required to do so. "

http://searchsoftwarequality.techtarget.com/definition/best-practice

Wiki Best Practices

Plan

Build

Maintain

"If you fail to plan, you are planning to fail!"
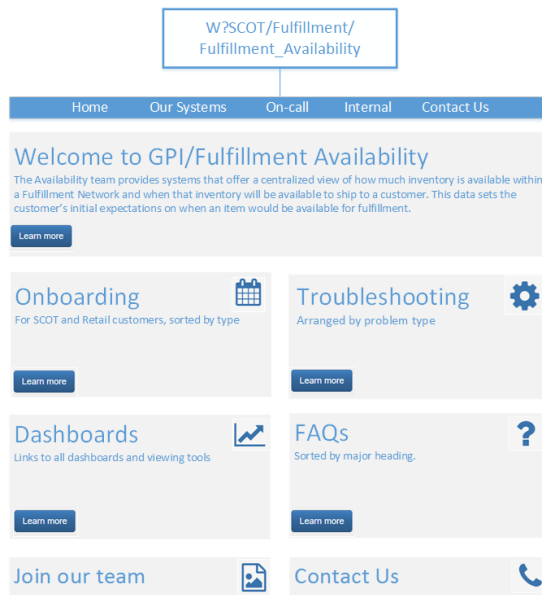
— Benjamin Franklin.

PLAN

1. **Build** information architecture
   - Create a sitemap
   - Use consistent naming patterns
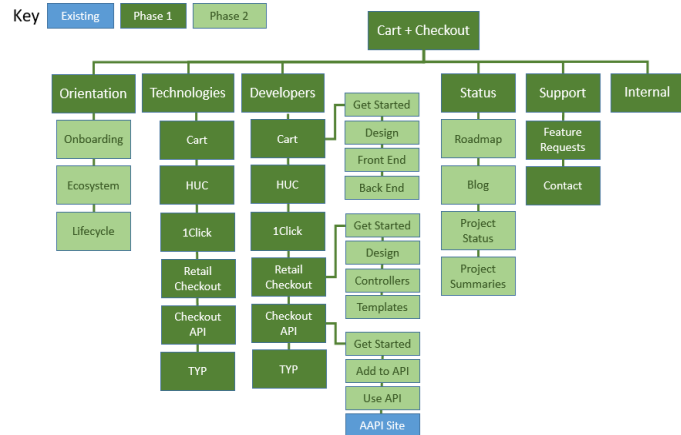2. **Add** a navigation banner
3. **Make** your page accessible

Create a sitemap

PLAN:
Build Information Architecture

Examples

Cart + Checkout Information Architecture

Audience: federated teams, client teams, Cart and Checkout new hires

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BENEFITS

AND

EXAMPLES

Why follow wiki best practices?

1. **Better Customer Experience**
2. **Reduced time to ticket resolution**
3. **Increased Team Efficiencies**