

Introduction to Knowledge Management

Introduction

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Presentation

Interest Presentation

1. Information Overload
 - a. **Garage Analogy** - We start with good intentions and then we have mess.
 - b. **Might Use it in the Future** - And yes this is true, but even worse than items in garage, information is unique and not always replaceable.
 - c. **Information Grows Organically** - That's the challenge, things move.
 - d. **Multiply with a Team** - People have different views, somebody moves your stuff, only you know where your things are and sometimes you forget.
2. Key Requirements and Recommended Solution
 - a. Easy to Use
 - b. Confluence - Special Non-profit license, Enterprise Class (secure, scalable, easy to upgrade, easy to backup and restore, ect...), Editor that actually works.
3. Knowledge Management in Action
 - a. **Let's Make a Movie** - Use sample site
 - b. **Editing** - Easy WYSIWYG, Collaboration, History, Comments, Macro Table of Contents.
 - c. **Smart Links** - Shows organic growth, don't need to have it right the first time.
 - d. **Searching** - Looks inside of attachments too, tags.
 - e. **Permissions** - Directors looking at business cases and budgets.
 - f. **Online Drawings** - Gliffy.
 - g. **Lough and Barnes** - Demonstrate how Lough and Barnes is using the wiki.
4. More Feature Highlights (this slide is for takeaway only, do not discuss items unless asked)
 - a. Includes - include often used information in multiple documents but modify in one place
 - b. Email Notifications - ...
 - c. Attachments - search-able, drag and drop to upload
 - d. Dynamic Menu
 - e. Workflow
 - f. Sortable Tables
 - g. Image Galleries
 - h. Segregation of Spaces (Sites)
 - i. Macros - Show and Hide Content, Annotations, Attachment List, ect...
 - j. Support for Analytics integration
 - k. Custom Look and Feel
 - l. Customizable Code
 - m. Integration Atlassian Family of Products (Notably Crowd and JIRA)
5. Try It Yourself
 - a. URL
 - b. Accounts
 - c. Resets - every two days