Enhancing User Services at William Paterson University by Creating and Evolving Documentation Utilizing a Wiki

Christopher Rozewski, Manager of Information Technology User Services
William Paterson University

- Public
- Very high undergrad, high transfer rate
- 11,400 students
- 1,150 FTEs
About me

- Chris Rozewski
- Manager of IT User Services at WPUNJ for 1 ½ yrs
- MBA student
- Gardening and local food enthusiast
- Soon to be Dad!
Overview of Presentation

- Public wiki-- www.wpunj.edu/itwiki
- Internal wiki
- Benefits of creating and collaborating on documentation in User Services
- Usefulness of Wikis
- Our story
Why document?

Well, what happens when you don’t?
Our story

● February 2013
  ○ Not friendly to newbies
  ○ Silos of information
  ○ “Oh, we have/can do that?”

● We need to write this down!
Our wikis

● Why MediaWiki?
● Is this even the right approach?
  ○ KB, FAQ, Sharepoint, Redmine, WHD, SCCM
● Collaboration
● Documentation originates with User Services
External wiki

www.wpunj.edu/itwiki
Internal wiki

www.wpunj.edu/itintwiki
Play in the sandbox with me!

- Others were documenting, but separately
- MediaWiki markup can be tricky at first
  - [:Category:Laptop Reservation|Laptop Reservation Service]
Main Page

MediaWiki has been successfully installed.
Consult the User's Guide for information on using the wiki software.

Getting started

- Configuration settings list
- MediaWiki FAQ
- MediaWiki release mailing list

This page was last modified on 6 December 2012, at 14:33.
Let it begin!

- Listen for a need, and then write.
  - Organize later (but don’t wait too long)
- Peer review
- Making “bookmark worthy” articles
- Mistakes, incomplete articles are ok in the beginning
- Consider your audience
- Everyone should feel empowered to contribute
“Good documentation describes the why and the how to.”

-- Thomas Limoncelli et al., *The Practice of System and Network Administration*, 2nd Ed.
Anatomy of a great article

- Descriptive title
- Illustrated
- Headings
- General structure (numbered or bulleted lists)
- Links
- Look at Wikipedia’s Manual of Style
Encouraging adoption

- Responses to tickets
- Encourage exploration
  “Go to wiki, search for…”
- Featured articles
- “Did you know…”
- Special pages
Personality

Non-standard computer or device checklist

This is a checklist that will be used when setting up a non-conforming computer or device. Ensure the below items are completed before deploying device to clients.

Examples of non-standard devices

- Windows 6.1 tablets

Faculty and Staff Devices

if the intention is for a "STU" device, access separately. This article only pertains to "UNI" devices.

- Manually reimage device before joining AD. <ADJOINING GOOD> <REJOIN SYSTEM> <SERVICE TAG>
- To get DRD tag from command prompt, make sure getup number
- Don't open cover on Macs, it's a bear!
- Update BIOS to latest version
- Pre-create the AD account in the "Computers->Non-Standard Devices" OU.
- Manually join device to domain.
- Windows devices may come with a trial of Office 2013 installed, manually uninstall the "Microsoft Office 2013" trial before trying to push University Office 2013 install.
- Wait for device to appear in SCCM (may take upwards of a day).
- Push SCCM client and confirm device received client. Once device has received client, the device should automatically appear in the 'Non-Standard Devices' software collection located in UNI Software Distribution as long as it was placed in the 'Non-Standard Devices' OU. Confirm that the device is in this collection.
- Once the device is moved to the collection, the following software will be available in the Software Center:
  - Microsoft Office 2013
  - Acrobat Professional XI
  - Adobe Shockwave Player 12.1
  - Cisco AnyConnect Secure Mobility Client
  - The following software will install automatically and will prompt for a reboot:
    - Symantec Endpoint Protection
    - Select the software and click "Install." It is suggested to install the software one-by-one to avoid potential issues.
  - Check for Windows Updates and install all. Keep checking until no remaining updates are found.
  - Add to CPU Tracker or inventory

Additonal Settings

- Add primary user to local admin group
- Map network printers manually
- Disable the NIC on laptop

Icebox

Available free food

- Nothing at the moment

Notable content

Historical

The red lunch bag

Contributors

- Rozewski
Are people using this?

- Know your numbers
- What do your clients care about?
- Staff likes when their work is used and appreciated
The Numbers (public wiki)

- 79,000 pageviews last semester
- 53% MS, 22% iOS, 18% Mac, 6% Android
- What happened here?
So we have content

- Time to organize. You’re going to be a copy editor
- Categories aka tagging
- Sharing the space
  - Get up and talk to your colleagues
- ITIL Service Catalog
- Workarounds Category
- More links
A culture of documenting

- Show up and hang out
- Run into something new?
  - Resolve your ticket, then document it
- Mistakes, incomplete articles are OK
- Announce useful articles at meetings
- Contributors extension
What MediaWiki isn’t good at
(Or what you need to work on/build yourself)

● Search
● Allowing users to explore and discover
● Formatting articles
● Restricting access
● Compensating for your mistakes
Bumps along the way

- Incomplete, inaccurate articles
- Some won’t write
- Remembering we have articles
  - Duplicate/redundant articles
The Results

- Clients self helping themselves
- Developing a knowledgeable client
- Appropriate responses to client, vetted by many within IT
- Another effective tool in our toolbox
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