Redmine Wiki Guide Plugin

Guide for decision makers on how to improve your Wiki content visibility & meet the requirements of ISO 9001

A Service of **AlphaNodes GmbH**
https://alphanodes.com/redmine-wiki-guide

Redmine Wiki Guide Plugin

From IT support to Human Resources to corporate administration, the Redmine Wiki is a popular function for storing information of any kind that is relevant to the particular department or project.

Every company has valuable knowledge that has been gathered over time in the Redmine Wiki of a project. However, this data is only useful to employees, customers or stakeholders if there is a way to harness its potential.

And here's the rub: The more information people store, the better the ability must be to manage, share, categorize and track that content.

The **Redmine Wiki Guide** supports organization to get the full potential out of the Redmine wiki. In our opinion: it’s a better solution than a Knowledge base add-on, because:

- it works with the content that is already stored in the wiki
- you dont’ need to add redundant content in a seperate content type
- your employees don’t have to learn a new feature

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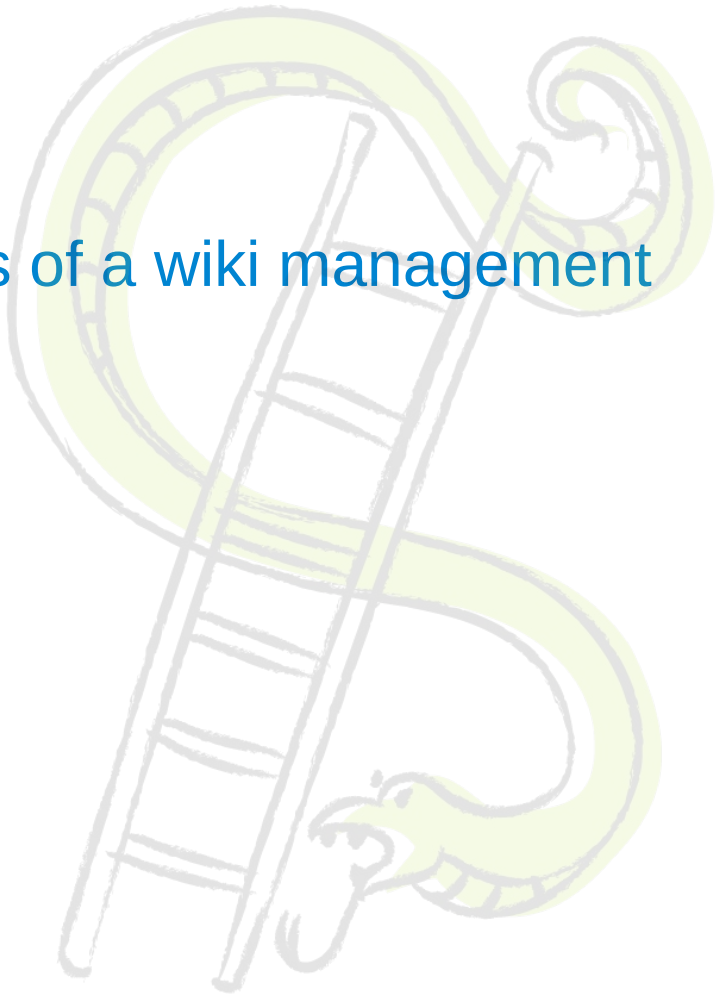


01
Basics

Many companies are rushing to buy a special Knowledge base plugin. With the idea in mind to deposit knowledge there, that is relevant for the Redmine users.

What many don't consider is that they already have a great feature that they probably already use for storing information: the *Redmine Project Wiki.*

When asked, some of our customers have told us that the planned *Knowledge base initiative* is stagnating or not even starting for many of them. The main reasons are that:

- employees find it difficult and not efficient to distinguish - based on the content - which information should be stored and searched where (Wiki or Knowledge base).
- content from the Knowledge base needs to be stored as own entity and is often redundant with that from the Wiki (additional maintenance effort).
- in the long run, there is simply not enough time or team ressources to maintain both types of content. One of them usually falls by the wayside. With the result that the information stored there either becomes obsolete or lost.

→ **If you want to do it better, we recommend to work with the content that is already there. And simply make it more usable through extended Wiki functionality and improved visibility.**

01

Basics

Why Redmine Wiki Guide?

Every organization is different. But many of them have one thing in common, they probably already work predominantly with the wiki. Over time, they have built a solid collection of knowledge that is relevant to employees, project teams, and customers alike.

In order to make the established information accessible even better and faster than with the conventional Redmine search, there is no need for a separate Knowledge base function.

The *Redmine Wiki Guide* plugin acts as an add-on to the standard wiki and transforms it quickly and easily into a central self-service portal with most important Knowledge base features and an improved search.

Redmine Wiki Guide simplifies information provision

Getting started with Redmine can be a piece of cake. But as information and knowledge gathered through work becomes more complex, you need to provide your team, business partners or customers with faster, centralized and easier to use access to get a better outcome.

Redmine Wiki Guide quickly integrates this feature and leads to better support and information provision in a more efficient way.

Remember: No matter how valuable the stored information is, it's worth nothing if you can't track it down efficiently.

Did you know?

“Most users want to solve problems or questions related to their job, a product or service themselves. Since wikis already contain commonly maintained, quality documentation, it should be the prime source for any information.“

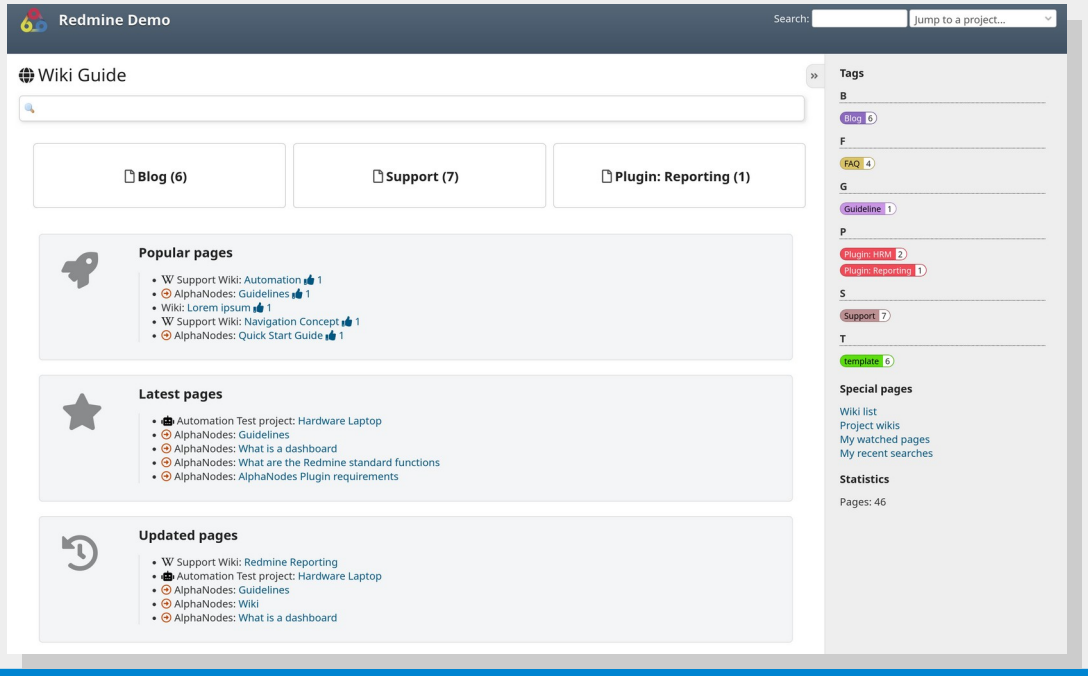
Alexander Meindl,
AlphaNodes GmbH

01

Basics

How Redmine Wiki Guide works

01. Install and configure the plugin in the administration area.
02. Analyze and optimize your wiki articles inside your projects. Update old wiki pages, add new ones, if necessary.
03. Decide what content needs to be tagged for knowledge base articles in order to categorize and funnel.
04. Make sure your users have access to the respective wiki and adjust permissions.
05. **New:** To meet the requirements of ISO 9001 you can activate approval workflows for standard-compliant control of wiki page content and changes by means of review and approval.



The Wiki Guide plugin turns your already existing Redmine Wiki into a Knowledge base. It provides respective functions and allows wiki page tagging for categorization as well as a better live-search for easier information access.

Nobody should start from scratch. Use the already existing wiki content for your Knowledge base.

02

Advantages

1

Provide a better self-service for your users

Use the already well-maintained Redmine wiki as Knowledge base. Allow your users to easily find content no matter where in the wiki it is stored.

2

Create a central spot for content access

Help multiple users at once and distribute, manage or search your knowledge from a single, easy-to-maintain location within Redmine.

3

Improve content focus

Various list entries provide focused access to special content like: Popular pages, Latest pages, Updated pages, My updated pages

4

Use Tags for categorization

Allow your users to search for and flag content by using Tags for wiki pages. Once tagged pages are easier to handle and funnel according to a specific topic.

5

Improve productivity

Create a better user experience and improve productivity by providing additional functionality through a better „find-as-you-type“ search, wiki page voting, setting wiki pages confidential, adding Tags, exploring ophaned pages, wanted pages etc.

6

Minimize error using approval workflows

With the one- or two-step approval workflows, you ensure that errors, irregularities or mistakes are corrected before publication. In addition you can activate the four-eyes principle to effectively cover regulatory requirements (ISO 9001).

03

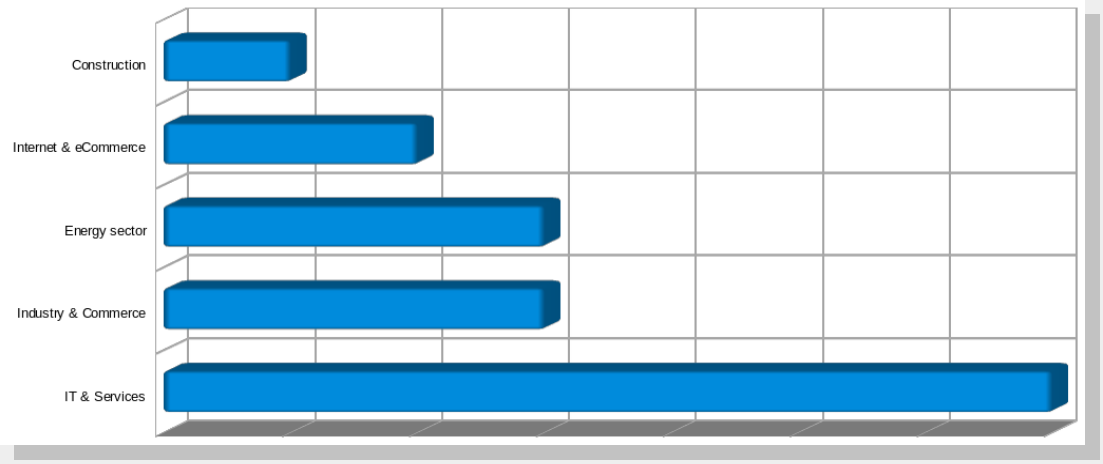
Use cases

Top 5 industries
The easiest way to efficiently manage and share relevant information with your customers, stakeholders and employees is the Redmine wiki.

From IT support to Human Resources to marketing to corporate administration: the Redmine Wiki is often already in use and relevant to the particular department or project.

Our top 5 industries using the Redmine Wiki Guide plugin:

- IT & Services
- Industry & Commerce
- Energy sector
- Internet & eCommerce
- Construction



Stop wasting time maintaining an additional knowledge base. Use the data from the Redmine Wiki that is already there and simply turn it into a central self-service spot. Useful for any organization that needs to share knowledge and provide support.

03

Use cases

Examples
There are several areas in Redmine where your users usually spend a lot of time.

The wiki should be the center for everyone when it comes to providing information that is important to your users. No matter in which context.

We know, that every company has different goals, but the wiki's structure is perfect for each of them. That's why it can be used to manage any type of information, replacing paper documents with digital ones and information that needs to be quickly and easily accessible to everyone from everywhere like:

- Onboarding and offboarding of employees and / or customers.
- Providing support information. For example, preventing problems before they occur or resolving them more quickly.
- Overview of rules, regulations, common questions.
- Capturing project-related information to drive processing.
- Knowledge base to provide faster and more accurate answers to important questions.
- And much more...

04

Technical options of a wiki management system

The Redmine Wiki already has a solid basic set of functions that can be used for the operation of a QM system.
The range of functions can be further expanded by installing the WikiGuide plugin.
From a quality management perspective, the following functions should be emphasised:

- **Live Search:** All content, process descriptions, knowledge articles, templates, etc. stored in the wiki can be found quickly in real time using a keyword.
- **User permissions:** Each employee is identified by logging in and can read and / or write to content in accordance with the authorisation concept. Or use additional WikiGuide functions to improve this concept like confidential wiki pages, read confirmations, wiki workflows.
- **Traceability:** Every change to wiki content is automatically recorded and can be traced back to the author via a wiki page history. Unwanted changes are easy to undo, as no page version is lost.
- **Approvals:** The WikiGuide plugin can be used to set up configurable workflows for the standard-compliant release of wiki pages. One-step and two-step workflows are supported, as well as the two-person principle.

Conclusion

Redmine Wiki Guide Plugin

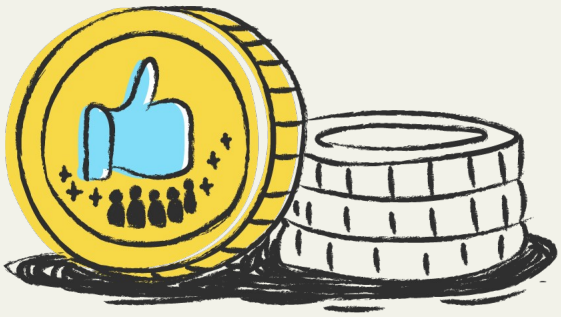
Don't get lost in too many points of information. Rather, funnel your knowledge within the wiki by maximizing its potential instead of wasting time duplicating your knowledge in additional areas.

Change the way you work.

Get started with Redmine Wiki Guide, here.

Support & Updates:

- 12 month
- E-Mail support (DE / EN)
- Documentation (DE / EN)



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