

Learning from Wikipedia: Open Collaboration within Corporations

Dirk Riehle

Open Source Research
SAP Research, SAP Labs, LLC

Talk the Future 2008

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Learning from Wikipedia: Open Collaboration within Corporations

Abstract: Wikipedia is the free online encyclopedia that has taken the Internet by storm. It is written and administered solely by volunteers. How exactly did this come about and how does it work? Can it keep working? And maybe more importantly, can you transfer its practices to the workplace to achieve similar levels of dedication and quality of work? In this presentation I describe the structure, processes and governance of Wikipedia and discuss how some of its practices can be transferred to the corporate context.

Speaker: Dirk Riehle leads the Open Source Research Group at SAP Labs in Palo Alto, California (Silicon Valley). Before this, he was the co-founder of an on-demand business software startup in Berlin, Germany, which used agile methods and strategically employed open source software. A fan of wikis since their inception, Dirk started the Wiki Symposium, a conference dedicated to wiki research and practice, see www.wikisym.org. He holds a Ph.D. in computer science from ETH Zurich as well as an M.B.A. from Stanford Business School (GSB). He welcomes email at dirk@riehle.org and blogs at www.riehle.org.



1. Wikimedia Foundation

- History and Organization
- Processes and Practices

2. Wikipedia Processes and Practices

- Wikipedia Processes
- Wikipedia Challenges

3. Open Collaboration and Corporations

- Open Collaboration Definition
- Open Collaboration Examples

4. Open Collaboration Using Wikis

- Wikis and Open Collaboration
- Application Examples
- Wiki Best Practices

The Wikimedia Foundation



1. History and Organization
2. Processes and Practices

English Wikipedia launched on January 15, 2001, on www.wikipedia.com

- Goal is to create an English language publicly editable encyclopedia
- Founded by Larry Sanger and Jimmy Wales

The Wikimedia Foundation was founded on June 20, 2003

- Mission is to develop and provide open content wiki-style to the world for free

Local chapters in many countries followed quickly

Information taken from <http://en.wikipedia.org/wiki/Wikipedia>



The Wikimedia Foundation

- A U.S.-based 501(c)(3) non-profit organization
- Registered in Florida, headquartered in San Francisco
- Owner of some intellectual property (trademarks, domain names, etc.)

The WMF Board of Trustees

- At present 8 members, growing to 10
- All volunteers, actively engaged, no big donors on board
- At least half of the board members to be elected/appointed by the community

The WMF Professional Staff

- Executive director since Nov 2007, supported by professional staff
- Growing rapidly, building a professional structure

Wikimedia Foundation Properties



Finances are Publicly Accessible

Planned Spending Distribution 2007-2008 - Wikimedia Foundation - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://wikimediafoundation.org/wiki/Planned_Spending_Distribution_2007-2008

page discussion view source history

Planned Spending Distribution 2007-2008

From the Wikimedia Foundation

[Donate](#) | [Appeal from Board Chair](#) | [Press Release](#) | [FAQ](#) | [Donor Privacy Policy](#) | [Tax-deductibility of donations](#) | [Gift Policy](#) | [Planned Spending](#) | [Gift Certificate](#)

["Free Access To All Human Knowledge" – A Video Appeal From Wikipedia Founder Jimmy Wales](#)

Wikimedia Foundation

Planned Spending Distribution (2007-2008)

Category	Percentage
Technology (IT and Operations)**	57%
Finance and Administration	15%
Office of the Executive Director*	11%
Program services	4%
Board of Trustees	4%
Legal	4%
Wikimania Conference	3%
Communication	2%

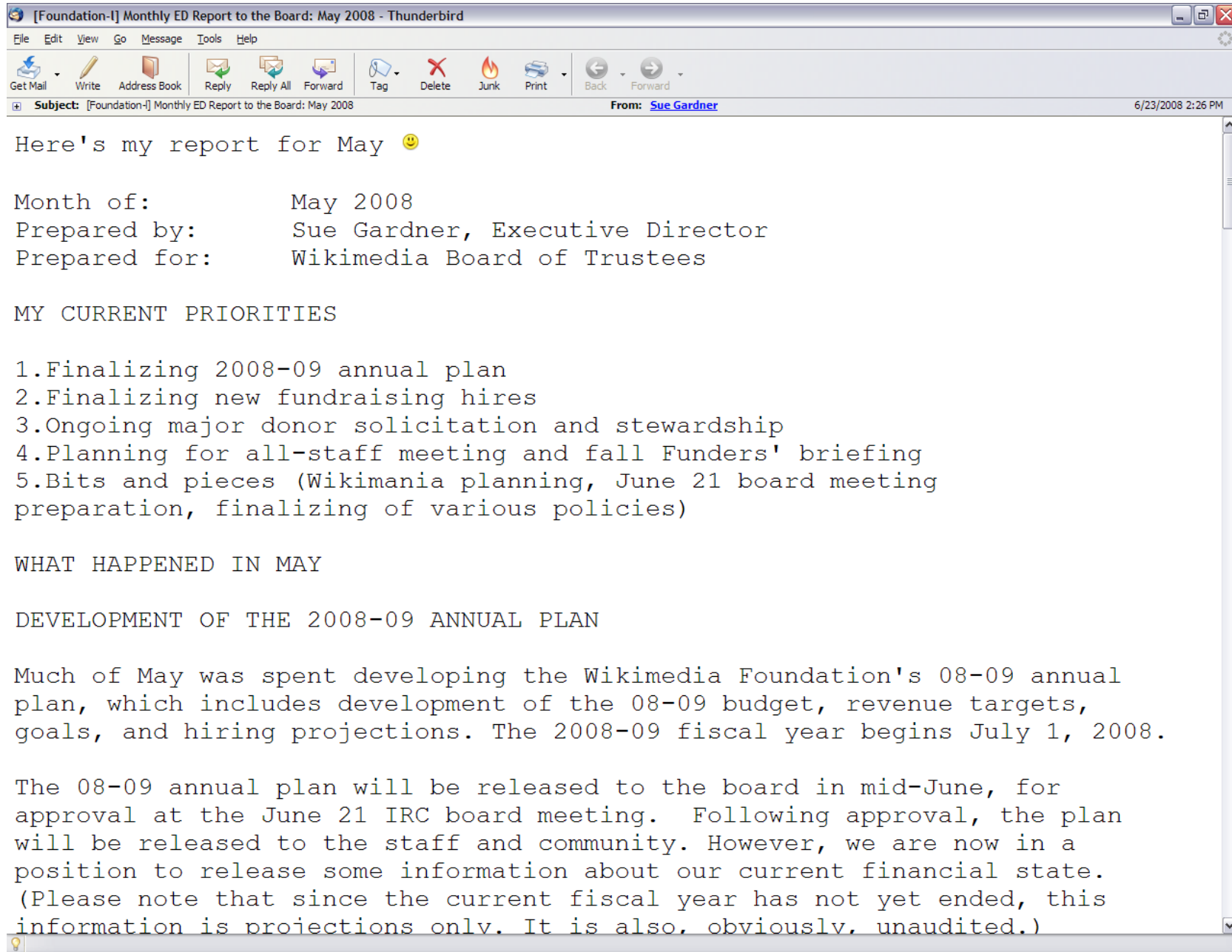
* Includes Executive Director, Assistant, One-time Office Relocation Expenses, and Consulting Fees
** Includes Bandwidth, Hardware, Salaries

[\(details\)](#)

http://wikimediafoundation.org/wiki/Image:WMF_2007-2008_spending_plans.svg

Many Board Dealings and Operations are Public

© SAP 2008 / Page 9



[Foundation-I] Monthly ED Report to the Board: May 2008 - Thunderbird

File Edit View Go Message Tools Help

Get Mail Write Address Book Reply Reply All Forward Tag Delete Junk Print Back Forward

Subject: [Foundation-I] Monthly ED Report to the Board: May 2008 From: Sue Gardner 6/23/2008 2:26 PM

Here's my report for May 😊

Month of: May 2008
Prepared by: Sue Gardner, Executive Director
Prepared for: Wikimedia Board of Trustees

MY CURRENT PRIORITIES

1. Finalizing 2008-09 annual plan
2. Finalizing new fundraising hires
3. Ongoing major donor solicitation and stewardship
4. Planning for all-staff meeting and fall Funders' briefing
5. Bits and pieces (Wikimania planning, June 21 board meeting preparation, finalizing of various policies)

WHAT HAPPENED IN MAY

DEVELOPMENT OF THE 2008-09 ANNUAL PLAN

Much of May was spent developing the Wikimedia Foundation's 08-09 annual plan, which includes development of the 08-09 budget, revenue targets, goals, and hiring projections. The 2008-09 fiscal year begins July 1, 2008.

The 08-09 annual plan will be released to the board in mid-June, for approval at the June 21 IRC board meeting. Following approval, the plan will be released to the staff and community. However, we are now in a position to release some information about our current financial state. (Please note that since the current fiscal year has not yet ended, this information is projections only. It is also, obviously, unaudited.)

Some Board Meetings Are Public

[Foundation-I] Board meeting 21st of June 2008 - Thunderbird

File Edit View Go Message Tools Help

Get Mail Write Address Book Reply Reply All Forward Tag Delete Junk Print Back Forward

Subject: [Foundation-I] Board meeting 21st of June 2008 From: Florence Devouard 6/16/2008 4:23 PM

Hello friends,

A board meeting will be held this saturday (21st) on irc.

The agenda may be found here:
http://meta.wikimedia.org/wiki/Wikimedia_meetings#IRC_june

Details are

1. approval of Resolution:Minutes approval April 2008
2. review of the D&O (not received at last board meeting)
3. approval of the Role of the treasurer (already drafted)
4. approval of the Role of the chair (drafted)
5. approval of the Role of the secretary (drafted)
6. approval of new privacy policy
7. approval of budget (to be approved in june, whether at meeting or email)
- 8.
9. http://board.wikimedia.org/wiki/Image:FY_2008_09_Business_Plan_RELEASED_TO_BOARD.pdf
10. http://board.wikimedia.org/wiki/Image:FY_2008_09_Business_Plan_FAQ_RELEASED_TO_BOARD.pdf
11. approval of Resolution: Pluralism, Internationalism, and Diversity Policy
12. approval of Resolution: Duty Entertainment Guidelines Policy
13. approval of Resolution: Purchasing and Disbursement Process Policy
14. first feedback from new treasurer
15. official (re)-creation of the ED evaluation committee and timeline

1. After approval, minutes will be published on wmf site
6. As a reminder, you are invited to comment on draft of privacy policy here: http://meta.wikimedia.org/wiki/Draft_Privacy_Policy_June_2008
10. is a very good proposition made from the staff to the board, and is related to hiring policies (not community issues as you might imagine from the title :-))
11. is meant to come along with already approved travel policy.
14. might be delayed to july meeting if the board decides so.

If you have any URGENT issue you wish to be added on the agenda, here is the right time to ask. Since this is an irc meeting, I prefer to avoid any difficult discussion best held face to face. Thanks

Policy Proposals Are Publicly Discussed

The screenshot shows the Thunderbird email client interface. The window title is "foundation - Thunderbird". The menu bar includes "File", "Edit", "View", "Go", "Message", "Tools", and "Help". The toolbar contains icons for "Get Mail", "Write", "Address Book", "Reply", "Reply All", "Forward", "Tag", "Delete", "Junk", "Print", "Back", and "Forward". A search box labeled "Subject or Sender" is on the right. The main pane displays a list of emails with columns for "Subject", "Sender", and "Date". The selected email is from Florence Devouard, dated 6/14/2008 1:55 AM, with the subject "[Foundation-] New draft of privacy policy". The email content is as follows:

Hello participants !

"term used on purpose"...

Mike has drafted a **new version of the privacy policy.** Given that this policy is one of the **nearest thing to define terms of agreements** between WMF and editors, I invite you to not only read it carefully, but please also inform your community members on the relevant village pump.

Your input is welcome. Please note that voting on this policy is planned next week-end during the 21st of June board meeting. So, input is welcome NOW.

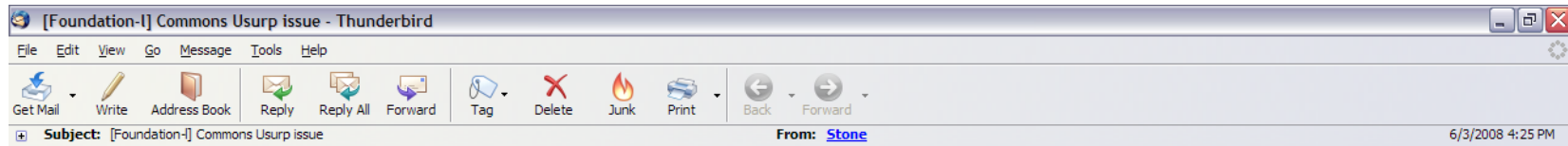
Thank you

Anthere

THE PAGE: [http://meta.wikimedia.org/wiki/Draft Privacy Policy June 2008](http://meta.wikimedia.org/wiki/Draft_Privacy_Policy_June_2008)

The status bar at the bottom right shows "Unread: 6006" and "Total: 27421".

Anyone Can Raise an Issue...



To whom it may concern:

I am writing about a policy issue in regards to nick usurping on the Commons. I am User:Bstone on the English Wikipedia, the Meta, Wikiversity and Wikiquote. I recently attempted to set up a unified log in and was told that there was another user on the Commons named Bstone. Seeing that this user was not active on the Commons since 21 November 2006 I asked the crats on the Commons if I could usurp the the nick, here:

http://commons.wikimedia.org/wiki/Commons:Changing_username/usurp_requests#Bstor

After a short discussion in IRC with a Commons crat, I was told that despite the inactivity of this account there exists a Commons policy disallowing Usurption as long as an account has ever had any contributions. I was urged by some fellow editors and administrators that I should bring up this issue on this email list. My apologies if this is not the appropriate place to discuss it.

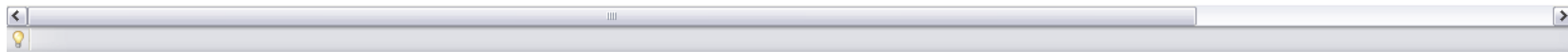
Sincerely,

Bstone

foundation-l mailing list

foundation-l@lists.wikimedia.org

Unsubscribe: <https://lists.wikimedia.org/mailman/listinfo/foundation-l>



... And Discuss Them Ad Nauseam

foundation - Thunderbird

File Edit View Go Message Tools Help

Get Mail Write Address Book Reply Reply All Forward Tag Delete Junk Print Back Forward

Subject	Sender
[Foundation-I] Please REJECT the latin wikinews project. inmediately	Jean Paul montaigne
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Dan Rosenthal
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Brian McNeil
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Milos Rancic
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Aphaia
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Milos Rancic
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Thomas Dalton
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Milos Rancic
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mark Williamson
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	geni
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Dan Rosenthal
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	geni
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mark Williamson
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Ray Saintonge
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Dan Rosenthal
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mark Williamson
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mohamed Magdy
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Dan Rosenthal
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	John Vandenberg
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Aphaia
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Dan Rosenthal
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	John Vandenberg
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	George Herbert
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Ray Saintonge
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Ray Saintonge
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Jesse Plamondon-Willard
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mark Williamson
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Jesse Plamondon-Willard
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Mark Williamson
Re: [Foundation-I] Please REJECT the latin wikinews project. inmediately	Jesse Plamondon-Willard

Thus, Most of the Work is Done by Volunteers



The screenshot shows a Thunderbird email client window titled "foundation - Thunderbird". The interface includes a menu bar (File, Edit, View, Go, Message, Tools, Help), a toolbar with icons for Get Mail, Write, Address Book, Reply, Reply All, Forward, Tag, Delete, Junk, Print, Back, and Forward, and a search box for "Subject or Sender".

The email content is as follows:

Subject: [Foundation-I] Board elections: Weekly report for May 25 to June 04
From: Jesse Plamondon-Willard
Date: 6/4/2008 3:06 PM

Re: [Foundation-I] Board elections: Weekly report for May 25 to June 04
Re: [Foundation-I] Board elections: Weekly report for May 25 to June 04
Re: [Foundation-I] Board elections: Weekly report for May 25 to June 04
Re: [Foundation-I] Board elections: Weekly report for May 25 to June 04
Re: [Foundation-I] Board elections: Weekly report for May 25 to June 04

Sender: Jesse Plamondon-Willard, Gerard Meijssen, Jesse Plamondon-Willard, Gerard Meijssen, Jesse Plamondon-Willard
Date: 6/4/2008 3:06 PM, 6/5/2008 12:07 AM, 6/5/2008 2:18 AM, 6/5/2008 2:52 AM, 6/5/2008 6:58 AM

Subject: [Foundation-I] Board elections: Weekly report for May 25 to June 04
From: Jesse Plamondon-Willard
Date: 6/4/2008 3:06 PM

Hello,

Following is a summary of the 2008 board elections for the week (and a half) of May 25 to June 04. For detailed information on the elections, see http://meta.wikimedia.org/wiki/Board_elections/2008/en.

==Timeline==

- * Voting is open from June 01-21 at 23:59 (UTC).
- * Email notification will be sent later this week (see "Email notification" below).
- * Eligible voters can ask questions to candidates on http://meta.wikimedia.org/wiki/Board_elections/2008/Candidates/Questions.

==Rule change==

Incompletely-translated candidate pages will be published. These were originally not allowed due to concerns about biasing voters for the candidates whose presentations were readable in the voter's language, but removed because a majority of the candidate pages were incomplete.

==Email notification==

The committee will send official email notification to eligible voters later this week. Voters will receive notification in the language of the project they are most active on (excluding multilingual projects like Commons) and English (in case of error). If a translation is not available, it will be sent in English. Users can opt out of the

Wikipedia Processes and Practices



1. Wikipedia Processes
2. Wikipedia Challenges



The free, multi-lingual, open content encyclopedia

- More than >2M articles in the English Wikipedia; German, French, Polish, Japanese next
- Among the top 10 websites in terms of traffic (Alexa), >600M visitors annually
- Criticized for being volunteer written, but first study showed high quality of contents [1]

Operational model of Wikipedia (and most other WMF properties)

- Community of volunteers for everything e.g. content creation, administration, operations
- Anyone can edit, even anonymously (though IP address gets logged)
- Contents is currently covered by GFDL, moving on to a CC license

Active subject of research, see WikiSym and Wikimania proceedings

[1] Jim Giles. "Internet Encyclopedias go Head to Head." Nature News, 14 December 2005

The Free Encyclopedia That Anyone Can Edit

William Gibson - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

W http://en.wikipedia.org/wiki/William_gibson

Dirk Rieble my talk my preferences my watchlist my contributions log out

article discussion **edit this page** history move watch

William Gibson


From Wikipedia, the free encyclopedia
(Redirected from [William gibson](#))

For other persons named William Gibson, see [William Gibson \(disambiguation\)](#).

William Ford Gibson (born **17 March 1948**) is an [American-Canadian](#)^[16] writer who has been called the "noir prophet" of the [cyberpunk](#) subgenre of [science fiction](#).^[17] In 1982, Gibson coined the term "[cyberspace](#)" and popularized the concept in his debut [novel](#), *[Neuromancer](#)* (1984). Gibson is best known for depicting a visualised, worldwide communications network before it became ubiquitous in the 1990s, and he is credited with anticipating and establishing the conceptual foundations of the [Internet](#) and the [World Wide Web](#) in particular.

Having moved around frequently with his family as a child, Gibson grew to be a shy, ungainly teenager who took refuge in reading science fiction. After spending his adolescence at a private boarding school in Arizona, Gibson dodged the draft at the onset of the [Vietnam War](#) by emigrating to Canada in 1967, where he became immersed in [counterculture](#) and after settling in [Vancouver](#) eventually became a full-time writer: he retains dual

William Gibson



William Gibson in August 2007

Born	March 17, 1948 (age 60) Conway, South Carolina
Occupation	Novelist
Writing period	1977–
Genres	Science fiction

navigation

- Main Page
- Contents
- Featured content
- Current events
- Random article

interaction

- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia
- Donate to Wikipedia
- Help

search

Go Search

Done

Process Example: Speedy Deletion 1/3

Pattern Languages of Programming - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://en.wikipedia.org/w/index.php?title=Pattern_Languages_of_Programming&diff=181671640&oldid=181671278

Dirk Riehle my talk my preferences my watchlist my contributions log out

article discussion edit this page history move watch

Pattern Languages of Programming

From Wikipedia, the free encyclopedia
(Difference between revisions)

Revision as of 19:23, 2 January 2008 (edit)
Dirk Riehle (Talk | contribs)
(←Created page with "Pattern Languages of Programming" is the name of a group of annual conferences. The general purpose of these conferences is to develop and refine the art of softwa...)
← Older edit

Revision as of 19:24, 2 January 2008 (edit) (undo)
Richard0612 (Talk | contribs)
m (Requesting speedy deletion (CSD A7). (TW))
Newer edit →

Line 1:

"Pattern Languages of Programming" is the name of a group of annual conferences. The general purpose of these conferences is to develop and refine the art of software (design) patterns, cf. [[Design Patterns]]. Most of the effort focusses on refining a textual representation of a pattern such that it becomes easy to understand and apply.

Line 1:

+ {{db-club}} "Pattern Languages of Programming" is the name of a group of annual conferences. The general purpose of these conferences is to develop and refine the art of software (design) patterns, cf. [[Design Patterns]]. Most of the effort focusses on refining a textual representation of a pattern such that it becomes easy to understand and apply.

Revision as of 19:24, 2 January 2008

This page may meet Wikipedia's criteria for speedy deletion as an article about a club or group that does not indicate the importance or significance of the subject. Note that books, albums, software etc., or schools, are not eligible for this criterion. See CSD A7.

If this page does not meet the criteria for speedy deletion, or you intend to fix it, please remove this notice, but **do not remove this notice from pages that you have created yourself**. If you created this page and you disagree with its proposed speedy deletion, please add:

```
{ {hango} }
```

directly below this tag, and then explain why you believe this article should not be deleted on [its talk page](#). This will alert administrators to permit you the time to write your explanation. See [help writing your first article](#).

Administrators: check links, history (last), and logs before deletion.

Please consider placing the template:

```
{{subst:nn-warn|Pattern Languages of Programming|header=1}} ~~~~
```

on the talk page of the author.

Process Example: Speedy Deletion 2/3

User talk:Dirk Riehle - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

W http://en.wikipedia.org/w/index.php?title=User_talk:Dirk_Riehle&oldid=181671645

- Contact Wikipedia
- Donate to Wikipedia
- Help

search


Go Search

toolbox

- What links here
- Related changes
- User contributions
- Logs
- E-mail this user
- Upload file
- Special pages
- Printable version
- Permanent link

I hope you enjoy editing here and being a [Wikipedian](#)! Please [sign your name](#) on talk pages using four tildes (~~~~); this will automatically produce your name and the date. If you need help, check out [Wikipedia:Questions](#), ask me on my talk page, or place `{{helpme}}` on your talk page and someone will show up shortly to answer your questions. Again, welcome! . Nice interview with Angela, Aphaia and Elian by the way. - BT 22:02, 8 August 2006 (UTC)

Speedy deletion of [Pattern Languages of Programming](#)

 A tag has been placed on [Pattern Languages of Programming](#) requesting that it be speedily deleted from Wikipedia. This has been done under [section A7 of the criteria for speedy deletion](#), because the article appears to be about a club, but it does not indicate how or why the subject is notable: that is, why an article about that subject should be included in an encyclopedia. Under the [criteria for speedy deletion](#), articles that do not indicate the subject's importance or significance may be deleted at any time. Please [see the guidelines for what is generally accepted as notable](#), as well as our subject-specific notability guidelines for [people](#) and for [organizations](#).

If you think that this notice was placed here in error, you may contest the deletion by adding `{{hangan}}` to **the top of the page** (just below the existing speedy deletion or "db" tag), coupled with adding a note on **the article's talk page** explaining your position, but be aware that once tagged for *speedy* deletion, if the article meets the criterion it may be deleted without delay. Please do not remove the speedy deletion tag yourself, but don't hesitate to add information to the article that would would render it more in conformance with Wikipedia's policies and guidelines. RichardΩ612 19:24, 2 January 2008 (UTC)

Done

Process Example: Speedy Deletion 3/3

The screenshot shows a Mozilla Firefox browser window displaying the Wikipedia article "Pattern Languages of Programming". The page is in a diff view, comparing two revisions from January 3, 2008. The top navigation bar includes "article", "discussion", "edit this page", "history", "move", and "watch". The article title is "Pattern Languages of Programming". Below the title, it says "From Wikipedia, the free encyclopedia" and "(Difference between revisions)".

Two revisions are shown:

- Revision as of 02:25, 3 January 2008 (edit)** by Dirk Riehle (Talk | contribs). The edit summary is "m (→External Links)" and "← Older edit".
- Revision as of 02:35, 3 January 2008 (edit) (undo)** by DGG (Talk | contribs). The edit summary is "(A7 doesnt really apply to conferences, and asserts impoftance)" and "Newer edit". This revision is highlighted with a red box.

The diff shows changes to the first line of the article text:

- Line 1:** The previous revision had two lines of text: "- {{db-club}}" and "- {{hang-on}}", both highlighted in yellow and enclosed in a red box.
- Line 1:** The current revision has a single line of text: "+ [green box]", highlighted in green.

The main text of the article is: "Pattern Languages of Programming" is the name of a group of annual conferences. The general purpose of these conferences is to develop and refine the art of software (design) patterns, cf. [[Design Patterns]]. Most of the effort focusses on refining a textual representation of a pattern such that it becomes easy to understand and apply.

Below the diff, the "Revision as of 02:35, 3 January 2008" section shows the current text: "Pattern Languages of Programming" is the name of a group of annual conferences. The general purpose of these conferences is to develop and refine the art of software (design) patterns, cf. [Design Patterns](#). Most of the effort focusses on refining a textual representation of a pattern such that it becomes easy to understand and apply.

The bottom of the page shows the start of the next revision: "The main conference is called the Pattern Languages of Programming conference, abbreviated as PLoP®. The

The left sidebar contains navigation links (Main Page, Contents, Featured content, Current events, Random article), interaction links (About Wikipedia, Community portal, Recent changes, Contact Wikipedia, Donate to Wikipedia, Help), a search box, and a toolbox (What links here, Related changes).

Wikipedia Is Self-Documenting

The screenshot shows a Mozilla Firefox browser window displaying the Wikipedia page titled "Wikipedia:Five pillars". The browser's address bar shows the URL "http://en.wikipedia.org/wiki/Wikipedia:Five_pillars". The page content is as follows:

Wikipedia:Five pillars - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

W http://en.wikipedia.org/wiki/Wikipedia:Five_pillars

Dirk Riehle my talk my preferences my watchlist my contributions log out

project page discussion edit this page history watch

Wikipedia:Five pillars

From Wikipedia, the free encyclopedia

Wikipedia's official policies and guidelines can be summarized as **five pillars** that define the character of the project:

- Wikipedia is an encyclopedia** incorporating elements of general encyclopedias, specialized encyclopedias, and almanacs. All articles must follow our **no original research** policy, and strive for **verifiable accuracy**: unreferenced material may be removed, so **please provide references**. Wikipedia is **not** the place to insert personal opinions, experiences, or arguments. Wikipedia is **not** an indiscriminate collection of information. Wikipedia is not a **soapbox**, an advertising platform, a **vanity press**, an experiment in **anarchy** or **democracy**, or a web directory. It is not a newspaper or a collection of **source documents**; these kinds of content should be contributed to the **Wikimedia sister projects**.
- Wikipedia has a neutral point of view**, which means we strive for articles that advocate no single point of view. Sometimes this requires representing multiple points of view, presenting each point of view accurately, providing context for any given point of view, and presenting no one point of view as "the truth" or "the best view". It means citing **verifiable, authoritative sources** whenever possible, especially on **controversial topics**. When a conflict arises regarding neutrality, declare a cool-down period and tag the article as disputed, hammer out details on the **talk page**, and follow **dispute resolution**.
- Wikipedia is free content** that anyone may edit. All text is available under the **GNU Free Documentation License (GFDL)** and may be distributed or linked accordingly. Recognize that **articles can be changed by anyone** and no individual controls any specific article; therefore, any writing you contribute can be mercilessly edited and redistributed at will by the community. Do not **infringe on copyright** or submit work licensed in a way incompatible with the GFDL.
- Wikipedia has a code of conduct**: Respect your fellow Wikipedians even when you may not agree with them. Be **civil**. Avoid **conflicts of interest**, **personal attacks** or sweeping generalizations. Find **consensus**, avoid **edit wars**, follow the **three-revert rule**, and remember that there are 2,431,055 articles on the English Wikipedia to work on and discuss. Act in good faith, **never disrupt Wikipedia to illustrate a point**, and **assume good faith** on the part of others. Be open and **welcoming**.
- Wikipedia does not have firm rules** besides the five general principles presented here. Be **bold** in editing, moving, and modifying articles. Although it should be aimed for, **perfection is not required**. Do not worry about making mistakes. All prior versions of articles are kept, so there is no way that you can accidentally damage Wikipedia or irretrievably destroy content. Remember, whatever you write here will be preserved for posterity.

Shortcuts:
WP:FIVE
WP:5
WP:5P
WP:PILLARS

navigation

- Main Page
- Contents
- Featured content
- Current events
- Random article

interaction

- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia
- Donate to Wikipedia
- Help

search

Go Search

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link

languages

- العربية
- Azarbajcan

Done

Wikipedia:List of policies - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

W http://en.wikipedia.org/wiki/Wikipedia:List_of_policies

Dirk Riehle my talk my preferences my watchlist my contributions log out

project page discussion edit this page history move watch

Wikipedia:List of policies

From Wikipedia, the free encyclopedia

This page includes a summary of official policies on the English Wikipedia which are set out in detail elsewhere. Policies have wide acceptance among editors and are considered standards that all users should follow. When editing this page, please ensure that your revision is consistent with the underlying policies. When in doubt, discuss first on the [talk page](#).

Shortcut: WP:LOP

See [Wikipedia:Policies and guidelines](#) for a general overview of what policies are about, how they are made, and why we have them. You can also access all policies, without descriptions, at [Category:Wikipedia official policy](#).

Every current policy falls into one of the following five categories:

- Behavioral:** standards for behavior on Wikipedia to make it a pleasant experience for everyone.
- Content and style:** which topics are welcome on Wikipedia and give quality and naming standards.
- Deletion:** the body of policies dealing with the issue of article deletion.
- Enforcement:**
- Legal and copyright:** remedies for...

Wikipedia policy

- Article standards**
 - Neutral point of view
 - Verifiability
 - No original research
 - Biographies of living persons
- Working with others**
 - Civility
 - Consensus
 - No personal attacks
 - Dispute resolution
 - No legal threats
- Global principles**
 - What Wikipedia is not
 - Ignore all rules

As of June 25, 2008, 46 Accepted Policies

Contents

- 1 Policies
 - 1.1 Global
 - 1.2 Behavioral

Wikipedia Policy: Ignore All Rules

Wikipedia:Ignore all rules - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://en.wikipedia.org/wiki/Wikipedia:IAR

Dirk Riehle my talk my preferences my watchlist my contributions log out

project page discussion edit this page history move watch

Wikipedia:Ignore all rules

From Wikipedia, the free encyclopedia
(Redirected from Wikipedia:IAR)

This page documents an official English Wikipedia policy, a widely accepted standard that all users should follow. When editing this page, please ensure that your revision reflects consensus. If in doubt, consider discussing changes on the talk page.

Shortcuts:
WP:IAR
WP:IGNORE

If a rule prevents you from improving or maintaining Wikipedia, ignore it.

See also

- "IAR is policy, always has been"
- The first of Wikipedia's RulesToConsider
- Wikipedia:What "Ignore all rules" means
- Wikipedia:Understanding IAR

Closely related guidelines:

- Wikipedia:Be bold
- Wikipedia:Do not disrupt Wikipedia to illustrate a point

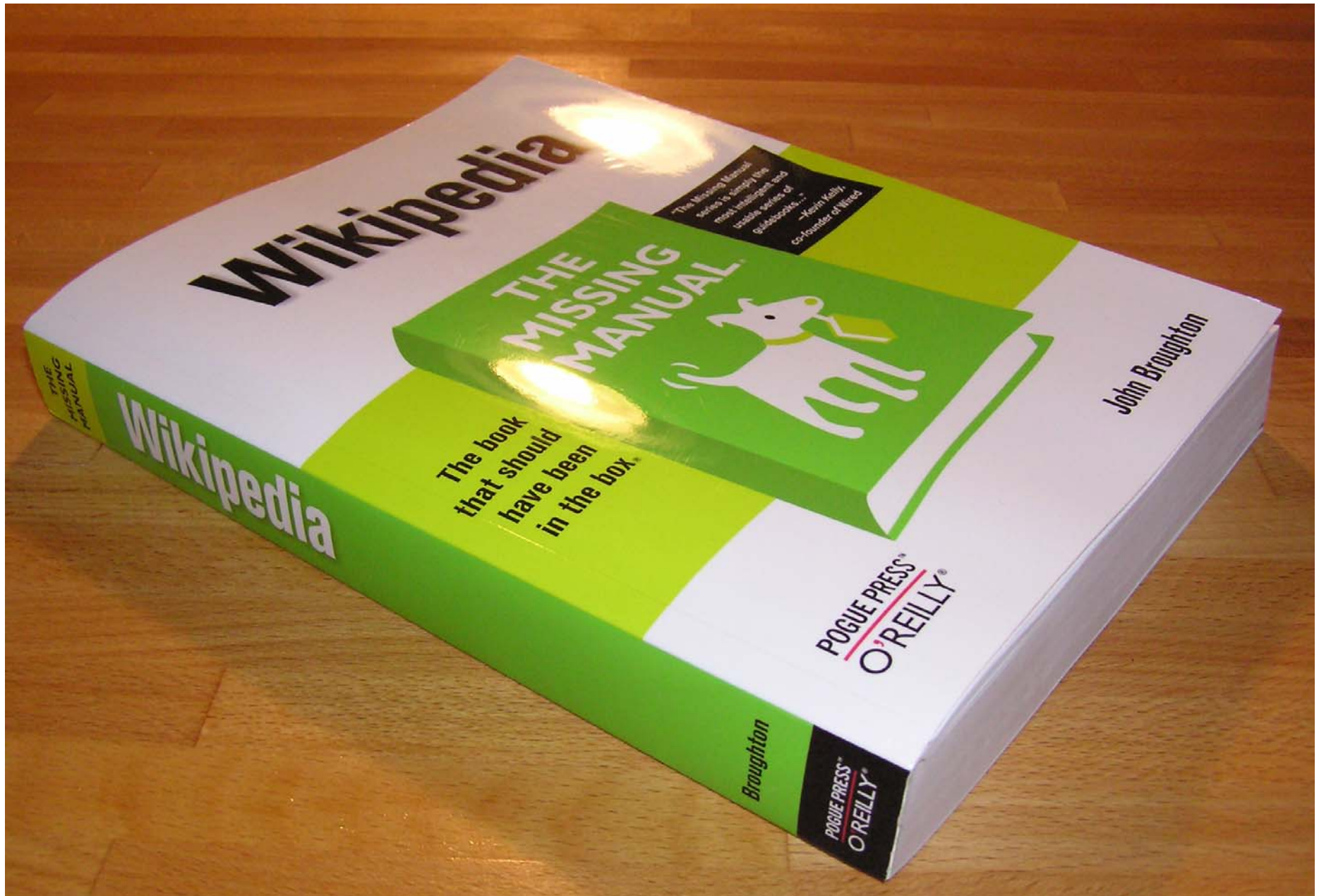
Wikipedia's principles

Five pillars	Simplified ruleset	List of policies	Foundation issues	Statement of principles
Overview of our foundation	Synopsis of our conventions	Full list of official policies	Wikimedia Foundation issues	Historic beginnings

v · d · e **Key Wikipedia policies and guidelines** [show]

Done

The Missing Wikipedia Manual [2]





Goals, agents, technology

- Pillars, values, processes, policies, rules, guidelines
- Readers, editors, administrators, bureaucrats, stewards, sysops
- Templates, categories, talk (discussion) pages

Wikipedia's processes

- People execute processes by annotating pages
- Annotations are tags that define a page's state
- Annotations also provide process guidance
- Processes are documented and linked-to
- If necessary, after conclusion a sysop will take action

Wikipedia makes powerful use of almost trivial technology

[3] Dirk Riehle. "How and Why Wikipedia Works." WikiSym 2006. ACM Press, 2006

Content challenges

- Article quality, trust, scope
- Manipulation attempts (contents, link spam)
- Incorporating all kinds of new information

Operational challenges

- Keeping a diverse community together
- Engaging new contributors given more and more arcane processes
- Organizing at rapid growth rate
- Scaling up technology

Legal challenges

- Law suits about contents

What to Learn from Wikipedia?



Server operations? Financial operations?
Non-profit operations? Fundraising?

HARDLY

Content creation? Editorial processes?
Self-administration? Election processes?

PERHAPS

How to empower users! How to bring out the smarts!
How to create and fuel passion for work!

HOPEFULLY

Open Collaboration and Corporations



1. Open Collaboration Definition

- Wikipedia

2. Open Collaboration Examples

- Open Source
- Open Innovation
- Open Space



The three principles of open collaboration

- **Egalitarian:** everyone can contribute
- **Meritocratic:** contributions are valued based on quality
- **Self-organizing:** collaborators develop their own processes

Open collaboration drives wikis, open source, etc.

- Open collaboration motivates and empowers collaborators
- Open collaboration utilizes resources you never knew you had
- Open collaboration can lead to superior results

Wikipedia is based on these open collaboration principles

[4] Riehle et al. "Bringing Open Source Best Practices into Corporations." IEEE Software, 2009



Egalitarian	<ul style="list-style-type: none">■ low barriers: Internet access, computer literacy
Meritocratic	<ul style="list-style-type: none">■ extensive consensus-based rule set■ free and fair elections determine role/status
Self-organizing	<ul style="list-style-type: none">■ no pre-imposed rules and processes■ consensus-based evolutionary process■ volunteers interpret and perform processes



No single legal entity owns the copyright to the source code

- Sometimes non-profit regulates affairs based on broad consensus

Interactions, copyright, patents are regulated by license

- Usually copyright remains with programmer/company

Rank and position are determined by peer evaluation

- But beware of initial conditions, commercial interests, status greed

Examples: Linux, Apache, PostgreSQL, ...

Commercial open source has related motivation only [5]

- Is owned by a company which holds 100% of the copyright
- Typically based on the dual-license strategy
- Community is important but has different function
- Examples: MySQL, Alfresco, Hyperic, ...

[5] Dirk Riehle. "The Economic Motivation of Open Source." IEEE Computer, April 2007

Open Source and Public Software Forges

The screenshot shows the SourceForge.net website in a Mozilla Firefox browser window. The browser's address bar displays "http://sourceforge.net/". The website's header features the "SOURCEFORGE.NET" logo and navigation links for "Home", "Browse Software", "Marketplace" (marked with a "NEW" badge), "Community", "Create Project", and "Jobs". A search bar is present with a dropdown menu set to "Software" and buttons for "Search" and "Advanced".

The main content area includes a paragraph: "SourceForge.net is the world's largest Open Source software development web site. SourceForge.net provides free hosting to Open Source software development projects with a centralized resource for managing projects, issues, communications, and code." Below this, it states: "Registered Projects: **180,997** Registered Users: **1,881,080 + 250,000,000** OpenIDs".

A "Project News" section is highlighted, featuring a sub-section for "libdmtx: 0.5.1 Released" dated "2008-07-02 11:17 - libdmtx". The text describes libdmtx as open source software for reading and writing Data Matrix barcodes. A "Read More »" link is provided. Below this, a list of other news items is shown:

- **meGUI: New Stable version.** 2008-07-02 11:17
- **JSMS: 4.0.3 Released!** 2008-07-02 11:17
- **NArrange - .NET Code Organizer: Beta Version 0.2.5 Released** 2008-07-02 11:17

A "Project news archive »" link is also present.

The "Browse Software" section is highlighted, displaying a grid of software categories, each with a plus sign icon:

- Clustering
- Database
- Desktop
- Development
- Enterprise
- Financial
- Games
- Hardware
- Multimedia
- Networking
- Security
- Storage
- SysAdmin
- VoIP

At the bottom, a "Featured Downloads" section is partially visible, with "Splunk Server" listed as the first item.

Software Forges: Attracting Volunteers 1/3

The screenshot shows the SourceForge.net Software Map page. A red box labeled 'A' highlights the search bar and navigation menu. A red box labeled 'B' highlights the 'Software Map Topics' section, which lists various categories like Clustering, Database, Desktop, Financial, Games, Hardware, Multimedia, Security, Storage, and SysAdmin. A red box labeled 'C' highlights the 'Statistics for All Projects' section, which lists the most downloaded, most active, and new additions projects.

SourceForge.net: Software Map - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://sourceforge.net/softwaremap/

SOURCEFORGE.NET Log in | Create account | Help

Home Browse Software Marketplace Community Create Project Jobs

Software Search Advanced

SF.net » Projects » Software Map

Software Map Topics

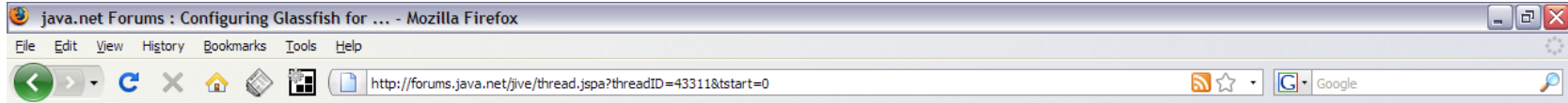
Welcome to the Software Map. The Software map will help you quickly navigate around the thousands of projects hosted on SourceForge.net. To use the Software Map, simply click on one of the popular Topics displayed. Once you're browsing a particular topic, you'll be able to easily filter, sort and search your project list.

Clustering (630) Most downloaded: jBpm.org - java Business Process Mgmt Most active: Java Parallel Processing Framework	Financial (3083) Most downloaded: Miranda Most active: Openbravo ERP	Security (4248) Most downloaded: WinSCP Most active: KeePass Password Safe
Database (9025) Most downloaded/active: phpMyAdmin	Games (23333) Most downloaded: ZSNES Most active: Stellarium	Storage (3408) Most downloaded: 7-Zip Most active: FreeNAS
Desktop (4928) Most downloaded: GnuWin32 Most active: KeePass Password Safe	Hardware (2256) Most downloaded: StepMania Most active: Tcl	SysAdmin (4588) Most downloaded: TightVNC Most active: Zenoss Core - Enterprise IT Monitoring
	Multimedia (20505)	

Statistics for All Projects

Most Downloaded:	Most Active:	New Additions:
1. eMule	1. Openbravo ERP	1. Tivo 4 Tiny
2. Ares Galaxy	2. ADempiere Bazaar	2. gearbox
3. Simple Directory Listing	3. ZK - Simply Ajax and Mobile	3. Astrid
4. Azureus	4. Notepad++	4. Tejas's FakeSMTP Server
5. 7-Zip	5. FreeMind	5. OpenSolus

Software Forges: Attracting Volunteers 2/3



[Home](#) » [java.net Forums](#) » [GlassFish](#) » [GlassFish](#)

Thread: Configuring Glassfish for Hibernate/non-JPA-mode and MYSQL connection Pools

[Reply to this Thread](#) [Search Forum](#) [Back to Thread List](#)

Welcome, Guest

[Login](#)
[Guest Settings](#)

Replies: 0 Threads: [[Previous](#) | [Next](#)]

rrr6399 Posts: 4	Configuring Glassfish for Hibernate/non-JPA-mode and MYSQL connection Pools Posted: Jul 2, 2008 4:16 PM Reply Does anybody have an example of setting up Glassfish to use Hibernate in non-JPA mode and to use MySQL connection pools? It looks like Hibernate will register a JNDI reference to a SessionFactory automatically once it is configured correctly. (Right now we are using the old native Hibernate mode using XML files rather than the EJB 3.0 JPA approach.) (The MySQL site doesn't have documentation for Glassfish either right now, just JBoss, Spring and Tomcat.)
-------------------------------------	---

[RSS](#) [Back to Thread List](#) Threads: [[Previous](#) | [Next](#)]

XML [java.net RSS](#)

[Feedback](#) | [FAQ](#) | [Press](#) | [Terms of Use](#)
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Software Forges: Attracting Volunteers 3/3

The screenshot shows a Mozilla Firefox browser window displaying the BerliOS Developer website. The browser's address bar shows the URL `http://developer.berlios.de/bugs/?group_id=1246`. The website header includes the BerliOS logo and the text "BerliOS Developer Fostering Open Source Development". A navigation bar contains links for "Weblog", "SourceWell", "Developer", "OpenFacts2", "DevCounter", "Partners", and "Contact Us".

The main content area is titled "Project: J2ME Polish - Bugs". It includes a navigation menu with links for "Summary", "Home Page", "Forums", "Bugs", "Mantis Bugs", "Support", "Features", "Lists", "Tasks", "Files", "Screenshots", "Wiki", "Memberlist", "Donation", and "Admin". Below this, there are links for "Submit A Bug", "Open Bugs", and "Admin".

A search section titled "Browse Bug Requests by" contains several filters: "Assigned User:" (set to "Any"), "Status:" (set to "Open"), "Category:" (set to "Any"), and "Group:" (set to "Any"). There is also a "Summary keyword:" field and a "Browse" button.

On the left side, there is a sidebar with the BerliOS logo and "Developer" text. It shows the user status as "NOT LOGGED IN" with links for "Login via SSL" and "New User via SSL". There is also a search box with "Bugs" selected and a "Search" button. Below the search box, there are links for "Project: J2ME Polish" (Project Summary, Discussion Forums, Submit Bugs, Request Support, Request Features, Project Admin) and "Software" (Software Map, New Releases, Other Site Mirrors, Code Snippet Library).

The main content area displays a table of bug requests:

Bug ID	Summary	Category	Group	Status	Date	Assign To
012843	Using java5 causes problems with RMI	J2ME Polish Build Framework	None	Open	* 2008-Jan-04 02:54	none
012756	MIDP2LayoutView.getNextItem() throws exception	J2ME Polish GUI	None	Open	* 2007-Dec-20 14:49	none
012753	Bug in TextField.initContent for BlackBerry	J2ME Polish GUI	None	Open	* 2007-Dec-19 18:20	none
012752	Bug within record delete in RmsStorage	J2ME Polish GUI	None	Open	* 2007-Dec-19 16:47	none

The browser's status bar at the bottom shows the URL `http://developer.berlios.de/bugs/?func=detailbug&bug_id=12753&group_id=1246`.



Egalitarian	<ul style="list-style-type: none">■ low barriers: Internet access, computer literacy■ resource-starved, hence every helping hand is welcome
Meritocratic	<ul style="list-style-type: none">■ extensive discussions, best argument typically wins■ (committer) status is earned through extended service
Self-organizing	<ul style="list-style-type: none">■ (almost) every open source process is different■ the people in the project determine their process



Hewlett-Packard's "progressive open source" [6]

- Inner source (within firewall)
- Controlled source (in DMZ with partner access)
- Open source (on the "open" Internet)

Progressive open source to address the following problems:

- Left hand does not know what right hand is doing
- Large firms get frequently reorganized, lose institutional memory

IBM did the same: IBM's Internal Open Source Bazaar

Does open source provide the same benefits in-house as outside?

[6] Dinkelacker et al. "Progressive Open Source." ICSE '02. IEEE Press, 2002

SAP's Internal Software Forge¹

The screenshot shows a web browser window titled "SAP Forge: Personal Page For: i811381 - Mozilla Firefox". The address bar shows "https://forge.sap.corp/my/". The page features the SAP FORGE logo and a navigation menu with tabs: Home, My Stuff (active), Project Tree, Code Snippets, and Wanted. A search bar is present with a dropdown menu set to "Software/Group".

Below the navigation, there are links for "My Personal Page", "Diary & Notes", "Account Maintenance", and "Register Project". A message states: "Your personal page contains lists of bugs and tasks that you are assigned, plus a list of groups that you are a member of."

The main content area is divided into two columns:

- My Assigned Items:** Shows "You have no open tracker items assigned to you." and "My Submitted Items".
- My ABAP Connect - Bugs:** Lists bugs 1174 (BO issue with new BAPI) and 1173 (Failure in RFC for Linux).
- TRI Code Front - Bugs:** Lists bugs 1178 (URL serialization problem with UTF-8), 1177 (Ruby/Java bridge issue in Java 5), 1176 (Serialization issue with deep copies), and 1175 (Deep copy of AST fails on BO).
- Monitored Forums:** Includes "SAP Forge Admin" with links for "discussion" and "help".
- Monitored FileModules:** Shows "You are not monitoring any files."
- My Tasks:** Includes "My ABAP Connect - Next Release" (task 489: Add persistent queue implementation), "My ABAP Connect - To Do" (task 488: Revise Linux/BAPI binding), and "TRI Code Front - To Do" (tasks 490: Revamp AST implementation, 491: Fix DOM serialization, 492: Add XSLT handler; fix extension points).
- Quick Survey:** Shows "Survey not found."
- My Bookmarks:** Shows "You currently do not have any bookmarks saved."
- My Projects:** Lists "My ABAP Connect", "TRI Code Front", and "Zrtab Compression Library".

The browser status bar at the bottom shows "Done" and "forge.sap.corp".

¹ Original screenshot with mock-up data



SAP Forge hosts internal software projects

- Started in September 2006, linear growth, currently at 9% of developer population
- Mostly research projects, as well as projects before first release

Comparison with other firm-internal software forges

	Start Date	# of Developers	# of Projects	at age [months]
IBM	January 2000	~800 (~4%)	45	18
HP	June 2000	1500 (~7.5%)	24	18
SAP	Sept 2006	706 (~7.1%)	179	18
Microsoft	June 2007	794 (~2.8%)	406	10

[4] Riehle et al. "Bringing Open Source Best Practices into Corporations." IEEE Software, 2009



Benefits of volunteer help

- volunteers reduce resource needs
- higher quality through self-motivated volunteers
- higher quality through quasi-public scrutiny
- broader expertise becoming available
- broad support and buy-in into project
- increased visibility and display of significance
- improved research-to-product transfer

One project within SAP

- 3 developers signed up 18 volunteers
- received significant help in requirements and testing

In a survey, 66% of respondents browsed, 24% received help, 12% helped

Challenges of Internal Open Source



At SAP, initial lack of resources, compliance

- Overcome by open collaboration---SAP Forge remains a volunteer job

Natural hesitation of developers to spend free time at work

- Balanced out by equally natural curiosity and willingness to help
- Supported by smart project managers through tchotchkes etc.

Some managers are skeptical, not supportive of volunteer work

- Turned neutral when realizing the benefits of engaging with research projects



Egalitarian	<ul style="list-style-type: none">■ best innovations can come from anywhere
Meritocratic	<ul style="list-style-type: none">■ impersonal markets are the ultimate deciders
Self-organizing	<ul style="list-style-type: none">■ every open innovation instance is different■ there is no top-down imposition of processes

[7] Henry Chesbrough. *Open Innovation*. HBS Press, 2003



Egalitarian	<ul style="list-style-type: none">■ everyone can call for a meeting■ people vote with their feet and are free to choose
Meritocratic	<ul style="list-style-type: none">■ organizational status (should) does not play a role■ what's important naturally comes to the fore
Self-organizing	<ul style="list-style-type: none">■ the agenda gets negotiated and refined all the time■ everyone can call for a meeting and conduct it

[8] Harrison Owen. *Open Space Technology*. BK Publishers, 2008

Open Collaboration Using Wikis



1. Wikis and Open Collaboration
2. Application Examples
3. Wiki Best Practices



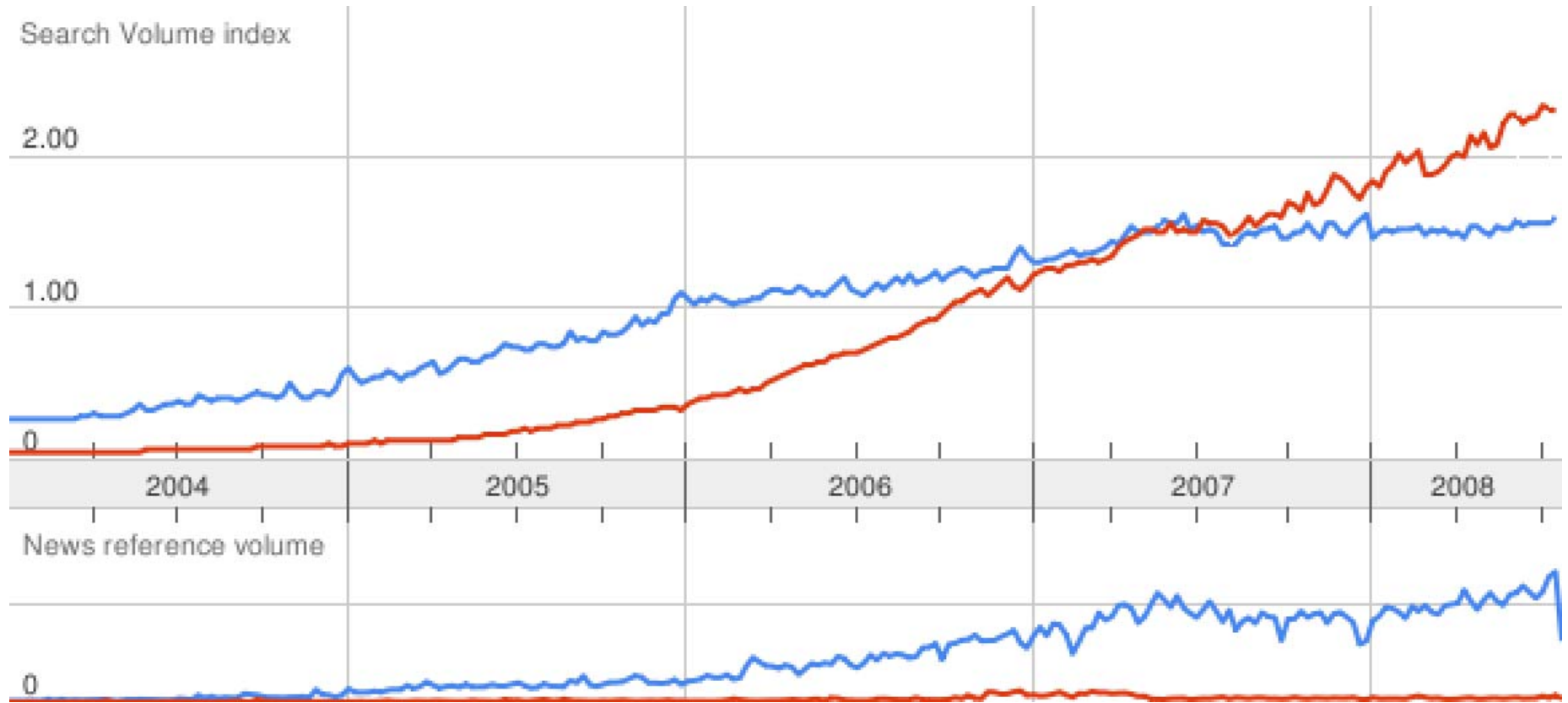
Successful “web 2.0” applications

- Email, blogs, wikis, micro-blogging, instant messaging
- Both consumer and enterprise applications!

They all avoid key pitfalls

- Everyone (within a given scope) can contribute,
- There is no status hierarchy, and maybe most importantly,

There are no predefined, superimposed processes on how to do things



As of July 30, 2008: **blog** (blue), **wiki** (red)

Egalitarian: whoever shows up is the right people

- On the Internet: whoever cares
- Within a corporation: whoever cares

Meritocratic: contributions are evaluated based on their merits

- Status and seniority do not grant extra rights
- Egalitarian and meritocratic view of peers

Self-organizing: follows its own processes

- Meta-contributions (processes) are contributions too
- Contributors ensure context fit but allow for idiosyncratic variation

Has found a straightforward expression in wikis

Public and Corporate Uses of Wikis



	Public Internet	Institutional	Single-person
Content management	University portals, event portals, news portals, blogs	In-house portals, blackboard systems, filing system, meeting organization and notes	
Collaborative processes	Event organization, collaborative authoring	Academic class organization, lightweight workflow mgmt, case management, project mgmt, product mgmt	
Knowledge management	FAQ, reference lists, bibliographies, encyclopedias	FAQ, call centers, glossaries, handbooks, organizational memory, community of practice	Personal information mgmt (PIM)
Community organization	Campaign sites, newspapers	Special interest groups	
Application platforms	Integrator for mash-ups	Small custom applications, tool integration protocol	



For internal collaboration

- Hardly a tech company without an internal wiki these days
- Standalone or integrated with other tools, for example, a forge
- Chordiant uses wikis for project management and collaboration
- IBM used a wiki to develop its IP manifesto, base of its new IP policy

To engage with the ecosystem

- Wikis are becoming a tool of open collaboration with the ecosystem
- Like internal collaboration, well integrated with ecosystem processes
- F5: DevCentral for technical users community for shared development
- SAP's SDN wikis for knowledge sharing in SAP's ecosystem

[9] Rachel King. "No Rest for the Wiki." Businessweek.com, March 2007



Uses in software projects

- Requirements definition
- Product and project management
- Project and system documentation
- Project reporting (by hand as well as automated)
- Describing and running functional tests (FIT)

Dominant use is for knowledge management

- How the source code is laid out
- The meaning of some core abstractions
- How to set up your local build environment
- Where to find the reports
- And so on...

Case Illustration: SAP's First Internal Wiki



SAP's BIS

- SAP's first internal portal

Goal of BIS

- First internal portal to manage websites
- Main knowledge source for whatever material

History of BIS

- Started in 1998, built by one FTE + two students
- Initially HTML managed using config mgmt system
- FTE was project lead, main gardener, wiki champion

Results

- Typical skunkworks effort
- Successful where 25 FTE portal team failed at the same time

Case Illustration: Leap Frog [10]



LeapFrog Enterprises, Inc.

- Developer of educational tools, about 1000 wiki users

Goal of wiki deployment

- Centralized website and information hub for digital information
- One place (and only one place), information searchable and findable
- Decentralized information provision and consumption

History of LeapFrog wiki

- Started as a grassroots effort by the R&D group
- Evangelized by a team of two wiki champions (continuing in that role)
- Volunteer contributions including support for new users
- Then, finally, senior management buy-in and formalization of support

Results

- Wiki now part of corporate vocabulary, in-grained in processes
- Awareness of and improvements wrt information creation and distribution

[10] Stewart Mader. *Wiki Patterns*. Wiley, 2008

Case Illustration: SAP's SDN Wikis



SAP's SDN Wikis

- SDN is SAP's software developer network
- A highly successful community website with blogs, forums, and wikis

Goal of SDN wikis

- Provide a community-edited knowledge base

History of SDN wikis

- Started around 2004
- Quick growth and acceptance

Results

- Significant reduction in customer service calls
- Significant use in event organization, pre-event chatter
- Wikis are just one aspect of forming a community
- Incentive system works well

Seeding a Wiki



Have dedicated evangelist and seeder for wiki

Release only with content; don't release empty wiki

Choose a wiki engine with a beginner's option

Have well-working RSS feeds and reader culture

Offer templates for common tasks and common wiki pages

Reduce friction through help pages, provide training

Direct requests for information to wiki where applicable

Integrate wiki with your standard business processes

Add wiki collaboration to performance management



Be bold! (In editing and refactoring, from Wikipedia)

Develop and use clear conventions and categories

For contentious contents, use a talk page rather than a phone

Depending on the content, sign your contributions

Develop process along with regular contents



Allow for multiple wiki instances

Scope of a wiki should be topic-oriented, not task-oriented

Organize by products/components rather than projects

Err on the side of larger but few wikis to avoid balkanization

Don't forget but be light on access restrictions

Have senior management buy-in and participation

Create credibility by bringing in outside experts

Look to and learn from Wikipedia for working processes

Egalitarian: Everyone is invited (within a given context)

- Be light on access restrictions
- Don't erect artificial boundaries
- Encourage participation

Meritocratic: Contributions are evaluated based on their merits

- Don't sign contributions where unnecessary
- Don't use status and seniority as arguments
- Have senior management accept critique like everyone else

Self-organizing: Wiki communities develop their own processes

- Be bold in editing and refactoring (don't be afraid of change)
- Watch for and codify emerging (business) processes

Conclusions



We are experiencing a major shift in the IT industry

Open collaboration provides new principles of engagement

Open source and wikis are great tools for such engagement

Companies can benefit internally from open collaboration

Companies can grow their ecosystem using open collaboration

The 2008 International Symposium on Wikis:
Where Wiki Research and Practice Meet

© SAP 2008 / Page 59



Sept 8-10, 2008, Porto, Portugal

<http://www.wikisym.org/ws2008>

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- [4] Riehle et al. "Bringing Open Source Best Practices into Corporations." *IEEE Software*, 2009
- [5] Dirk Riehle. "The Economic Motivation of Open Source." *IEEE Computer*, April 2007
- [6] Dinkelacker et al. "Progressive Open Source." *ICSE '02*. IEEE Press, 2002
- [7] Henry Chesbrough. *Open Innovation*. HBS Press, 2003
- [8] Harrison Owen. *Open Space Technology*. BK Publishers, 2008
- [9] Rachel King. "No Rest for the Wiki." *Businessweek.com*, March 2007
- [10] Stewart Mader. *Wiki Patterns*. Wiley, 2008

Thank you!