

# Central Wiki Service Definition

## *Introduction*

### **Wiki Definition:**

*"A website that allows the visitors themselves to easily add, remove, and otherwise edit and change available content. This ease of interaction and operation makes a wiki an effective tool for mass collaborative authoring. The term wiki also can refer to the collaborative software itself (wiki engine) that facilitates the operation of such a Web site, or to certain specific wiki sites, including the computer science site (the original wiki) WikiWikiWeb and on-line encyclopedias such as Wikipedia."*

*Source: Wikipedia*

There is a strong demand for a Wiki service in the University as can be seen by the number of staff and students who are setting up Wikis to support their work. This has been confirmed by the work of the Web 2.0 advisory group led by Chris Adie. As with many new innovations there are enthusiastic early adopters who are using a mixture of free services, free software and commercial offerings. This approach leads to duplication of effort and uncertain service characteristics including the potential for loss of work.

It has been decided that Information Services should run a Wiki service for the University that will address these issues. For such a service to be successful it has to be a more compelling offer than other free wiki Internet services, combining flexibility, ease of use, high service levels and integration with other University services. There can be little or no compulsion around having to use the IS provided wiki.

### ***The service in a nutshell***

- 1) Any member of the University – staff, students and 'staff like' visitors may own any number of Wikis in the University space
- 2) Usage is intended for academic and administrative purposes
- 3) No charges will be imposed\*
- 4) The owner has control and responsibility for the use of the Wiki, ie content moderation, authorisation of users, etc.
- 5) Collaborators/users from outside the University may be given write access to the wiki by the owner or delegated administrator.
- 6) In the event of issues or complaints re the content to the IS Helpdesk, IS will limit access until such time as the issue is resolved to the University's satisfaction.

\*(I.S does not intend to charge for 'reasonable' usage, but reserve the right to review this free policy, where individual demands are deemed excessive.)

## **wiki types**

We anticipate a variety of wiki uses which include (not exclusively):

- 1) Project collaboration space
- 2) Subject knowledge base
- 3) Administrative collaboration
- 4) Course based teaching and learning

### **Authentication:**

Wiki types are largely differentiated by their security requirements. We anticipate a simple model of service provision initially based on whether the wiki space is one or a combination of:

- 1) Worldwide unrestricted read access\*
- 2) Worldwide read/write access for authorised eVisitors\*\*
- 3) EASE authenticated user read/write access only

Within each of these models a wiki administrator should be able to further restrict page authorisation.

\*With worldwide unrestricted read access, the space owner has the ability to enable anonymous commenting if required.

\*\*The advent of an eVisitor service will provide a mechanism to allow collaboration with those that are not members of the University. A self registration process will generate an ID that can be used for wiki login. There is no current plan to automate any eVisitor wiki authorisation. Administrators must authorise self registered eVisitors because of potential problems of spamming and inappropriate content. If we have problems with a wiki we will close it down until we have resolved the issue with the owner.

Service support information will be provided to advise eVisitors how to request access to a wiki through local administrative authorisation

### **Authorisation:**

This is entirely controlled by the local administrator, unless predefined groups feeds have been agreed (e.g. via data feed to VLE or MyEd, or via an import mechanism e.g. comma separated file). The service ultimately intends to offer integration with central group stores (e.g. Organisational Hierarchy, Enrolment based groups, HR based groups etc), although this will not be available initially. Manual UUN based read/write authorisation will be provided.

There are 3 categories of access: read, write and comment. Write updates the actual content and comment allows notes to be added to the content.

Wiki's associated with WebCT courses are intended to be used by only those on the particular course, hence a mechanism will limit access to such wikis through WebCT only.

## Service Policy Definition

1. Wiki **disk space** quota – The system will not automatically enforce a quota
  - 1.1. The maximum size of any attachment that can be uploaded will be 10MB
  - 1.2. Any large data-sets or large media files that users wish to surface via the wiki should utilise existing services for delivering this kind of content e.g. streaming media service. The wiki does not provide an alternate, and in some cases less costly option, but rather should be seen as a complimentary service.
2. **Wiki duration** and retention policy is required for appropriate record management and data protection, and also in order to avoid costly redundancy or inefficient use of resources. Hence expected service duration must be stated at setup. Note that a method of exporting data to a more permanent format will be provided. No automated deletion of content is proposed (unless related to VLE course see 4.2 below). Contact information must be current to enable prompts and communication around duration expiry.
  - 2.1. Default duration is one year, renewable annually.
  - 2.2. A wiki associated with a VLE course will exist for the duration of the course within the VLE unless specified otherwise.
3. **Roles:** All wikis must have a local owner and local administrator (these may be one and the same) and should both be exposed for contact information.
  - 3.1. Ultimately an alert is required to notify when owners drop out of IDMS so that ownership and requirements can be reaffirmed.
  - 3.2. The owner is the nominated person ultimately responsible for wiki content and authorisation, but they may delegate this to the wiki administrator.
  - 3.3. A wiki owner and or administrator must be a current member of the staff, staff like visitor or current student.
  - 3.4. The wiki administrator may be one or more people who:
    - Authorise access
    - Mediate content
    - Request restores
    - Agree and wiki site closure
    - Request and additional disk space
    - Act as local contact and perform any devolved wiki admin functions
4. **An acceptable use policy** is currently been drafted – as legal guidance is required. (The Web 2.0 policy group will progress this)
5. The wiki service will offer a **default url** for a wiki space. Any wiki space that requires an alternate url (designed to offer contextual consistency by conforming to the url path in which a wiki is embedded), will require the requester to get approval for and supply any domain name.
6. The service will be run through **normal I.S. Application Division infrastructure and support** models and will be backed up each night. Full backup recovery on a system wide and per wiki basis will be to a previous night, although a wiki administrator will offer page based edit roll back.
7. **Page render** time should normally be within 3 seconds for simple text based pages.
8. The wiki service will be **delivered 24x7 with 9:00 - 5:00 manned support**. Service availability is expected to be 99.9% (less than 9 hours unscheduled down time in a year).
9. The wiki service will be supported by **service level agreements/reporting** (particularly for set up turn around), and will provide **training and service**

**guidance** materials (including a glossary and specifics for getting started) using online techniques.

10. The service will be accessible according to disability legislation and will be supported on standard University web browsers and operating systems without disadvantage or unusable degradation to users

