Why WIKI?

Wikis are a hosted database with a PHP/HTML front end allowing users to upload and create content useful for daily operations. Whether it be a new solution discovered for a problem or a picture of your cat anyone with the right access can create a page on a wiki. IT Departments can host a wiki for the new tech support staff to reference before elevating tickets to level two or level three.

There is no place like 127.0.0.1

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“Have you checked the Wiki yet?”
IT Departments have their own technical support staff. They are overworked and constantly battling tickets that need to be resolved. Many of these tickets are usually simple things such as “My printer stopped working.” Or “MySpaceBarhasStoppedMakingSpacesHelp!” Although there are also more complicated tickets that require higher technical support prowess than a level one technician. Many of the higher level technical support issues require individual solutions on a “per issue” basis. For example not all Server 20** installs are the same and they are not all doing the same role. When a server has a problem and a technician discovers the fix to the problem unique to that issue a wiki would be a great place to document that solution and allow for the next technician to begin their solution support from the last document change mentioned on the wiki.

Wikis are a great tool to increase inter-department communication and reduce unnecessary downtime.

**How?**

Wikis are a stable technology based on web hosting using either IIS on Windows Server/Desktop, Apache/HTTP on Linux and/or Windows as well. They are powered by PHP scripting to handle user interaction on the front end and driven by MySql powered databases to manage credentials and user content created and uploaded to the wiki.

**Who?**