

HOW WIKI-INTRANET CHANGES INTERNAL COMMUNICATION?



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The content

- Short introduction to wikis

Case study

based on two surveys in 2005/2008 and interviews in 2008

- Background: the former intranet
- Supporting the launch
- How wiki-intranet has affected internal communication?
- Benefits
- Enabling factors and barriers
- How to support the development of the wiki/culture?
- How can libraries and information services use wikis?

The goal:

- to share the experiences of the wiki-intranet project
- to encourage others to experiment with wikis

What is a wiki?

- ❑ Hawaiian word “wiki wiki” means quick
- ❑ the first wiki was developed by Ward Cunningham in 1995 to communicate specifications for software design
- ❑ web page that can be accessed and edited using a browser window
- ❑ ease of editing
- ❑ ease of tracking changes
- ❑ create documents collaboratively
- ❑ users can contribute
- ❑ no need to know HTML or have Web design skills

Wiki as an intranet

- ❑ In an Australian pharmaceutical company the wiki-intranet replaced simple, static HTML-intranet. Over the 16 months since launch, the intranet has dramatically transformed the internal communication. The visits and contributions are increasing each month.
- ❑ In a Canadian real estate firm, the wiki-intranet has turned users into authors. One case of knowledge sharing saved the company half million US dollars.
- ❑ In Ingenta a wiki intranet has been in use since 2002. The company needed a simple tool to share information between researchers and engineering departments:
 - wiki works well across dispersed teams
 - the barrier to contribute to the wiki is very low
 - documentation can be added and maintained easily
 - *"creating a wiki environment is as much of an exercise in community building as it is in software installation"*

The case study organisation

- The National Public Health Institute in Finland
 - health sector research organisation
 - protects and promotes the health of the Finnish people
 - governmental organisation
 - ~1000 employees
 - average age 42,3y
 - Located in four cities: Helsinki, Kuopio, Turku and Oulu (+ distance workers)

Research methods:

- Survey at the start of the intranet project in November 2005: 118 answers, about 12%
- Survey in January 2008: 247 answers, 25% of the employees
- Interviews in Feb-March 2008: 32 people

The former intranet

- ❑ the former intranet was a collection of HTML-pages
- ❑ hierarchical, based on the organisational chart
 - did not reflect the work or projects done in the institute
- ❑ difficult to edit
- ❑ expensive editor program
- ❑ only certain people had editing rights:
 - people who wanted to publish information in the intranet had to ask editors to publish it
- ❑ most of the departments and units had only contact information published in the intranet, not proper home pages

Requirements for the new intranet

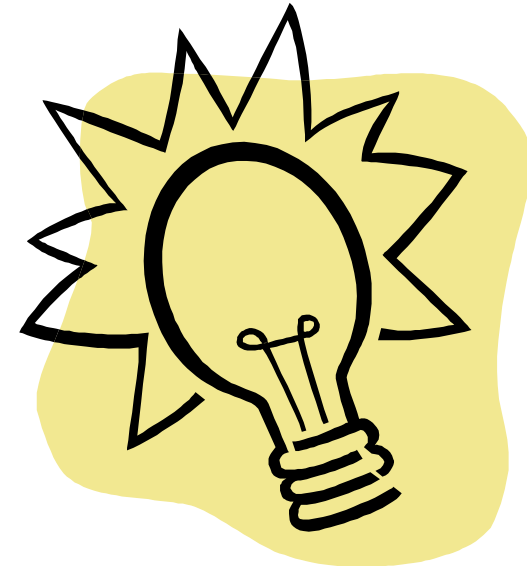
- ❑ wide editing rights
- ❑ easy editing
- ❑ easy to use as a part of the daily work (communication is not a separate task)
- ❑ can be used as a collaborative tool
- ❑ supports
 - collaborative work
 - easy publishing of news in the intranet's start page
 - home pages for the different units projects
 - personalisation
 - personal home pages
- ❑ helps to keep the information updated
- ❑ helps to find relevant information

“This all sounds just like a wiki”

- The idea of a wiki as an intranet came after the requirements for the intranet were formulated:

“In one meeting, when we discussed the new intranet solution and the features we wanted the intranet to have, one member pointed out that ‘this all sounds just like a wiki’.

Project manager of the intranet project



The launch of the new intranet

- ❑ Officially launched in February 2007
- ❑ The main principle is openness:

Every employee has the right to access, edit and comment any intranet page.

Everyone has the right to publish news in the intranets start page or in the home pages of units, projects, etc.

Supporting the launch

- Before the launch
 - series of workshops involving the end-users
 - information sessions in all the locations'
 - announcements in the old intranet

- After the launch
 - user training
 - user guides and help pages including a discussion board
 - 'sandbox' for practising the wiki editing

The wiki-intranet is used in...

- ❑ writing the minutes of meetings
- ❑ publishing news and announcements
- ❑ home pages of the units, work groups and individuals (hundreds of wiki spaces)
- ❑ task and project management
- ❑ documenting work procedures (SOPs, etc)
- ❑ co-writing documents, articles and annual reports
- ❑ sharing information, e.g. results of data analyses
- ❑ sharing documents
- ❑ collecting lists of experts and researchers
- ❑ organising seminars, training and presentations

The library home page

Etusivu - Tietopalvelu - Opus Wiki - Mozilla Firefox

Tiedosto Muokkaa Näytä Sivuhistoria Kirjanmerkit KTL Työkalut Ohje

http://opus.ktl.fi/wiki01/display/tietopalv/Etusivu

Opus Wiki > Tietopalvelu > Etusivu

Welcome Katja Hilska | History | Preferences | Log Out

View **Edit** Attachments (0) Info Review

Browse Space Add Page Add News

Etusivu

Tietopalvelu ja kirjasto

Tiedonhaun tueksi

- [Käyttäjäkoulutus](#)
- [Tietokannat ja käyttöoppaat](#)
- [Kaukopalvelu](#)
- [Lainaus](#)
- [Kirjakokoelma](#)
- [Lehtiluettelo](#)
- [Yliopistokirjastot](#)
- [Lehtien hankkiminen](#)
- [EndNote X](#)
- [Termix](#)
- [BioBar](#)

Sanakirjat ja hakuteokset

- [MOT](#)
- englanti, ruotsi, saksa, biologia ym.
- [MOT True Style](#)
- kielentarkistin, englanti
- [Lääketieteen termit](#)
- [Terveyskirjasto](#)
- [Lehtiluettelo](#)
- [Encyclopedia Britannica](#)

Pikalinkit

- [PubMed](#)
- [Web of Science](#)
- [PsycINFO](#)
- [EMBL-EBI](#)
- [Medic ja Arto](#)
- [Terveysportti](#)
- [Cochrane Reviews](#)
- [Impact Factors](#)
- (Journal Citation Reports)*
- [Essential Science Indicators](#)

Muita palveluita

- [Avoin arkisto](#)
- [Julkaisutietojärjestelmä](#)
- [KTL:n julkaisut](#)
- [Julkaiseminen KTL:n sarjoissa](#)
- [KTL:n tutkijoiden uudet artikkelit](#)
- (uutuusseuranta tietokannoista viikottain)
- [Tutkimushallinnon tuki](#)
- [KTL:n tutkimuksen tieteellinen vaikuttavuus](#)

Uutiset Tapahtumat Päivitettyt

RSS syöte

- [SpringerProtocols](#)
- [Lainajärjestelmän uudistus- Kaikki kirja ja lehti lainat palutettava kirjastoon](#)
- [PubMed kompuuri](#)
- [ECR edellyttää avointa arkistointia](#)
- [Uutuuskirjoja tietopalvelussa](#)
- [Julkaisujen määrä kasvoi vuonna 2007](#)
- [NEJM jälleen käytettävissä](#)

[Lisää >>](#)

Tässä wikitilassa näkyvien uutisten ja tapahtumatietojen avainsanat ovat:

- Šuutiset_tietopalv
- Štapahtumat_tietopalv

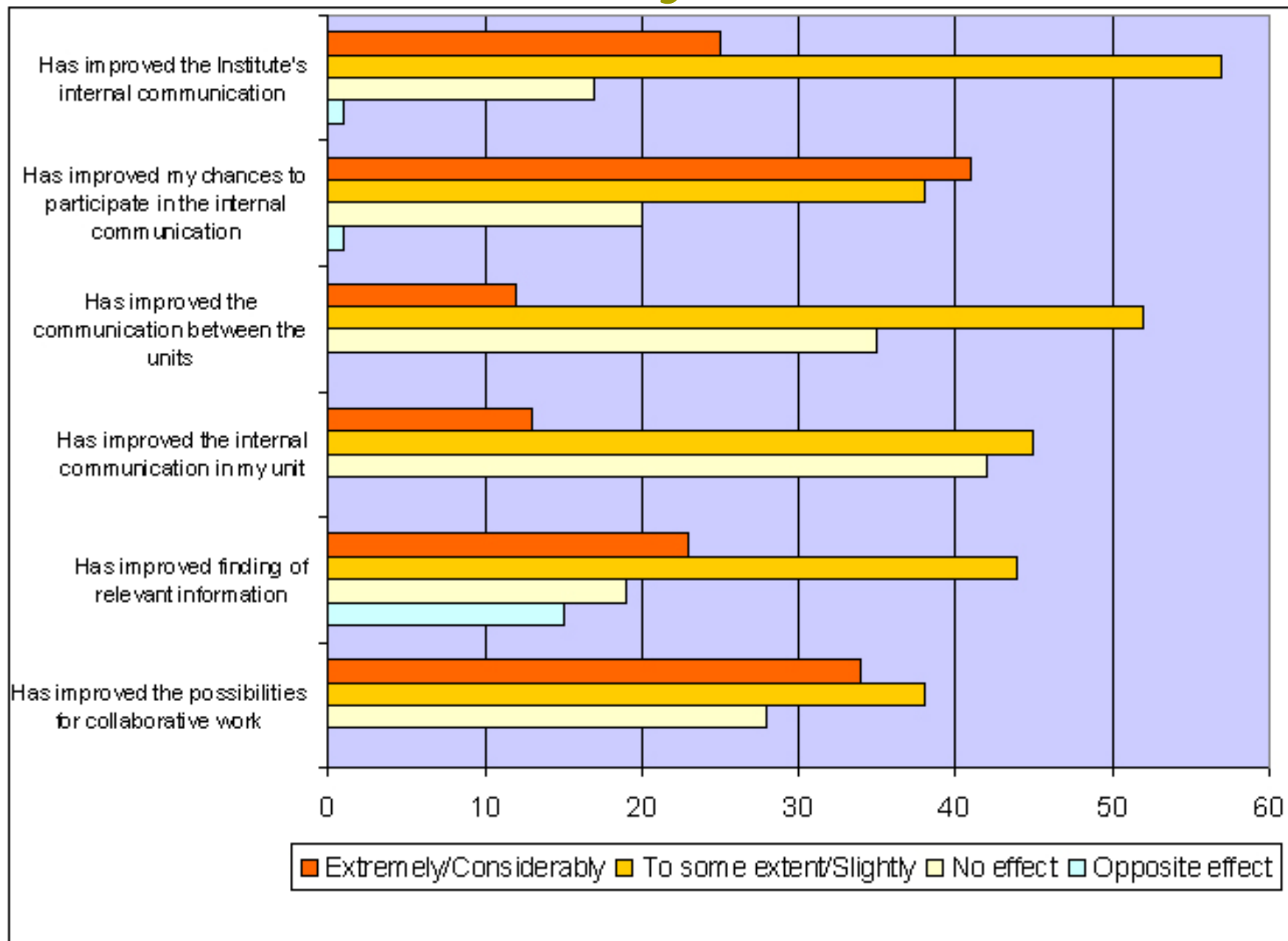
Valmis

Benefits of using the wiki-intranet

- ❑ has improved the internal communication
- ❑ has given everyone the chance to participate
- ❑ has improved communication within and between the units
- ❑ has improved finding of relevant information
- ❑ has improved the possibilities for collaborative work
- ❑ *Gives everyone a voice*



Results of the survey



Enabling factors

- ease of use
- the attractiveness of the wiki
 - more information
 - more 'things happening'
 - easy to start own pages/projects
- support from the management
- support from wiki-activists/pioneers
- availability of user training
- having the time to learn
- transparency (can see what others are doing)
- benefits experienced in group work, project management, internal communication

Barriers/Challenges

- ❑ non-support from the management: the superior is doubtful about the use and benefits
- ❑ the habit of using other information systems and communication channels
- ❑ the shift from reader to writer can be a big step
- ❑ relevant information can be difficult to find
 - when using *search* because the content is increasing all the time: browsing works, and publishing news helps to promote the issues

Challenges for creating a wiki-culture

- ❑ Developing the reading culture (everyone needs to read the wiki)
- ❑ Developing the writing culture (not worrying if the text is only a draft when publishing it)
- ❑ Developing the wiki habits (subscribing to alerts, posting attachments to wiki, etc.)

= > Developing the communication and knowledge sharing culture

Not a question of developing the tool.

Wikis and Libraries

Supporting work, communicating with customers and collaborating with other libraries and librarians.

- ❑ managing projects
- ❑ co-writing user guides and other documents
- ❑ documenting work procedures
- ❑ publishing the library home pages
- ❑ news board
- ❑ organising training sessions
- ❑ coordinate the acquisitions of journals
- ❑ Question & Answer –lists
- ❑ feedback and wish list
- ❑ HealthLib-Wiki <http://hlwiki.slais.ubc.ca>

HealthLib-Wiki

Evidence-based health care - SLAIS534 - Mozilla Firefox

Tiedosto Muokkaa Näytä Sivuhistoria Kirjanmerkit KTL Työkalut Ohje

http://hlwiki.slais.ubc.ca/index.php?title=Evidence-based_health_care

KatjaHilka my talk preferences my watchlist my contributions log out

article discussion **edit** history move watch

Evidence-based health care

Are you interested in contributing your expertise to writing some of the wiki entries?
contact: dean.giustini@ubc.ca

To browse other articles on a range of HSL topics, see the [wiki index](#).

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- 2 Evidence-based practice (EBP)
- 3 Health Services Research (HSR)
- 4 Health Technology Assessment (HTA)
- 5 Five (5) steps of EBM - see diagram
- 6 EBM and librarians
- 7 PICO - sensible, focused questions
- 8 Randomized controlled trials
- 9 Systematic reviews (SRs)
- 10 Canadian context
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[edit]

Introduction

See also **Systematic review searching**

According to the [Oxford Centre for Evidence-Based Medicine](#) (CEBM) and David Sackett: "*Evidence-based medicine is the conscientious, explicit and judicious use of current best evidence in making decisions about the care of individual patients*".

In 2008, the term *Evidence-based medicine* includes the related, synonymous terms evidence-based health care and evidence-based clinical practice. However, EBM can be extended beyond medicine to other health areas such as nursing, pharmacy, physiotherapy, occupational therapy and so on across allied health domains. It may also include evidence-based management of health services, programs and people (ie. Health Services Research), as well as the technology used to aid health care practice (ie. Health Technology Assessment). Evidence-based clinical practice is well-known throughout the world but the study of health services research and health technology assessment are relatively recent fields.

Typically, when health professionals refer to *best evidence* in medicine, they are referring to a number of [major clinical studies & trial types](#) that use explicit and reproducible methodologies.

UBC Health Library Wiki

navigation

- Main Page
- Community portal
- Current events
- Recent changes
- Random page
- Help
- Donations

search

Go Search

toolbox

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

Conclusions

- ❑ Wiki-intranet has had a positive impact on the internal communication.
- ❑ Wikis can be used in many ways to improve the internal communication and enhance the collaborative work.
- ❑ Has reached the goals more than well.
- ❑ *Gives everyone a voice.*
- ❑ By improving the communication and collaboration, supports information and knowledge sharing.
- ❑ Implementation must be supported.
- ❑ Offers many possibilities for libraries.



Thank you!

Questions?

Comments?

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