

mywiki is a service of
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The logo for mywiki, featuring a stylized blue icon of three horizontal lines with dots at the ends, followed by the text "mywiki" in a blue sans-serif font.

Whitepaper
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Manage the know-how, document
the processes, promote collaboration
and learning for sustainable and
efficient corporate innovation



KNOWLEDGE MANAGEMENT SYSTEM

Dynamic and comprehensive solution for the management of corporate know-how.

The importance of corporate identity

The know-how of your company embodies the lifeblood of the enterprise, crystallizing crucial concepts such as history, experience, efficiency, innovation, social capital, competitiveness, and maturity. However, many companies fall into the mistake of considering it a taken-for-granted resource, almost capable of self-perpetuating. This underestimation can prove dangerous: just think of the devastating impact of a period of high turnover, capable of quickly eroding this precious reserve of knowledge. Acting to preserve corporate know-how is an action that cannot be ignored by a modern and innovative company. The risk is losing the qualities that characterize it, such as:



Operational efficiency

Sharing know-how within the organization ensures that business processes remain efficient and that best practices are easily transferable among employees, reducing training time and costs.



Quality and innovation

Preserving know-how helps maintain high quality standards and fosters innovation. The accumulated knowledge is often the foundation from which to develop new ideas and improvements.



Change management

In a context of continuous market evolution, having solid corporate know-how allows for easier adaptation to changes, reducing the risks associated with uncertainty.



Maintaining competitiveness

The specific know-how of a company represents one of its main competitive resources. Having a deep understanding of its products, services, and processes allows it to stand out from the competition.



Attraction and retention of talent

Companies that effectively manage their know-how are more attractive to talents looking for environments where they can grow professionally. At the same time, it helps retain key employees, reducing turnover.



Business continuity

In the event of unexpected absences or turnover, well-documented and shared know-how ensures that the company can continue to operate without significant interruptions.



Compliance with regulations

In some sectors, preserving know-how is essential for complying with regulations regarding safety, quality, and environment, ensuring that all operations adhere to the required standards.



Intellectual property management

Protecting know-how also means safeguarding the company's intellectual property, a key element in preventing the unauthorized use of technologies, products, or innovative processes.

A place for everything and everything in its place

Corporate know-how is a treasure of inestimable value, but its distribution is anything but uniform, varying significantly among collaborators, even within the same department. This disparity arises from the very nature of human communication: lively in verbal dialogue but limited in attention span. That's why it is essential to channel, reorganize, and carefully archive know-how, thus ensuring its optimal preservation. In this way, everyone can access and benefit from this knowledge, regardless of their role or sector of affiliation, deriving the following benefits:



Process optimization

Corporate know-how allows for the identification and implementation of the most effective working methodologies, reducing waste of time and resources. This significantly improves operational efficiency.



Faster decision-making

The availability of key information and data, stemming from solid corporate know-how, facilitates decision-making during meetings. This can reduce the number of meetings required to reach a consensus or approve actions.



Efficient communication

With easily accessible corporate know-how, communications become more efficient. Information can be shared asynchronously (for example, through knowledge management systems), reducing the need for meetings dedicated exclusively to information sharing.



Improved collaboration

Shared know-how promotes a common understanding of business goals and processes, improving collaboration between teams. This can reduce the need for multiple meetings to align different parts of the organization.



Optimization of the agenda

Having a shared knowledge base available makes it possible to organize meetings with more targeted and specific agendas, focusing time on topics that truly require in-depth discussion or a collaborative decision.



Optimal use of skills

Preserving know-how helps to map the skills present within the organization, allowing for the efficient assignment of human resources to the most suitable tasks, thereby maximizing their contribution.



Training cost reduction

Having a well-structured system for preserving and transferring know-how reduces the need for repeated investments in external training, as skills and knowledge are transmitted internally more effectively.



Improved preparation

When know-how is well documented and accessible, meeting participants can prepare in advance, making the meetings more focused and productive. This reduces the need for lengthy and repetitive meetings to clarify doubts or share basic information.



Minimization of onboarding time for new hires

With a solid transfer of know-how, new employees can reach full productivity more quickly, reducing learning periods and the costs associated with assimilating into the new role.

A simple and cost-effective solution

Once it's established that preserving know-how is vital for a lasting and healthy business future, it's time to proceed with adopting a system suited to the task. Modern technology offers various simple and cost-effective tools. One such tool is the KMS (Knowledge Management System), which, due to its features, is one of the most talented tools available. It is a fact that this is the same system used by Wikipedia, the largest free and collaborative encyclopedia on the Internet.

The KMS is an information system designed to collect, organize, share, and analyze knowledge within an organization. It serves to facilitate access to business information and skills, improving operational efficiency, stimulating innovation, and supporting decision-making. Through a KMS, companies can effectively manage both explicit knowledge (documents, manuals, standardized procedures) and tacit knowledge (experiences, undocumented skills), making them accessible to employees in order to improve collaboration, training, and business competitiveness. Its advantages are extraordinary:



Centralization of information

A Knowledge Management System allows for the centralization of corporate knowledge in a single accessible repository, making information easily available to all employees. This eliminates knowledge silos and facilitates information sharing.



Preservation of knowledge

Through the documentation and digitalization of information and experiences, it ensures that know-how is not lost due to staff turnover or other organizational changes, guaranteeing operational continuity.



Improvement of efficiency

By providing immediate access to procedures, manuals, best practices, and solutions to common problems, Knowledge Management systems reduce the time needed to search for information, improving operational efficiency and reducing downtime.



Support for training and development

They facilitate the training of new hires and the continuous professional development of staff, allowing easy access to training materials, tutorials, and online courses.



Facilitation of innovation

By encouraging the sharing of innovative ideas and solutions, these systems promote a collaborative work environment that stimulates innovation. The ability to build on existing knowledge accelerates the development of new products or services.



Improvement of decision-making

Access to a vast array of data, analyses, and historical reports supports decision-making processes based on accurate and up-to-date information, reducing the risk of costly errors.



Adaptability and flexibility

A good Knowledge Management system supports organizational adaptability to market changes or changes in the work environment, providing the necessary resources to quickly respond to new challenges or opportunities.



Culture of knowledge

It promotes a corporate culture focused on sharing and continuous learning, strengthening the sense of belonging and the commitment of employees towards the company's objectives.



Cost reduction

By minimizing the duplication of efforts and optimizing the use of existing resources, Knowledge Management systems contribute to a significant reduction in operational costs.

The choice of DokuWiki

One of the best KMS available to companies is DokuWiki, a software appreciated for its simplicity, flexibility, and ease of use. Here are some of its main features that make it a popular choice for knowledge management, project documentation, and creating information databases:



Easy to use syntax

The simple markup syntax makes creating and editing content accessible to everyone, even without advanced technical knowledge.



Role-based access control

Users benefit from a permission system that protects sensitive information and ensures that content is read and modified only by authorized individuals.



Revision management

The ability to view the change history and restore previous versions offers users greater security in collaborative work.



Integrated search

The powerful and intuitive search allows users to quickly find the information they need. It enables full-text search within the content, which is automatically and immediately indexed, with highlighting of search terms within it.



Facilitated interlinking

The easy creation of internal links enhances navigation and organization of information within the wiki. Cataloging becomes easy and intuitive, suitable even for those without specific technical knowledge.



Plugin management system

Plugins significantly extend the basic functionalities of DokuWiki, offering users the flexibility to add new features based on the specific needs of the project.



Integration with UML (Unified Modeling Language) systems

The possibility to integrate DokuWiki with UML modeling tools allows users to insert UML diagrams directly into the wiki pages.

Our offer

With mywiki, our customized solution in DokuWiki, we give all companies wishing to preserve their know-how the opportunity to transform the "knowledge" capital into a shared and accessible asset, promoting continuous innovation and unprecedented competitiveness.

But careful planning and design of a Knowledge Management System are indispensable to ensure it becomes a vital tool within an organization. Leaving these fundamental aspects to chance is equivalent to putting the achievement of business objectives at risk. A system created without a clear strategy could become unusable for users, poorly integrated with business operations, and incapable of evolving in response to future changes. This would not only limit the effectiveness of knowledge sharing but could also expose the company to security risks and legal issues related to data management.

Moreover, a casually designed KMS might fail to capture tacit knowledge, which is often the most valuable, missing the opportunity to transform individual insights into a collective resource. Without an in-depth analysis of needs and planning for the organization's specific goals, the system might not deliver the expected value, compromising the investment and trust placed in it.

That's why our service includes the following possible features:



Preliminary assessment of business needs

An initial exchange to understand the breadth of the company and the structure of the departments, in order to identify key areas to be incorporated into the DokuWiki. This step is essential for outlining the size and specific departments that will benefit from the integration of know-how.



System installation

It involves the provision of a dedicated virtual machine, if not already provided by the client, configuration on the company network, including user access, and finally the installation of the DokuWiki application.



Application startup

It involves a detailed analysis of how to structure topics in DokuWiki, defining departmental scopes and their respective users, with whom appropriate user groups can be created.



Training

A fundamental element to trigger the preservation of corporate knowledge. Through it, not only will instructions be provided for optimal software usage, but, even more importantly, users will be encouraged to actively utilize it, highlighting the crucial value of their collective participation to enhance it.



Routine system maintenance

It ensures that it is always updated with the latest versions and bug fixes, both for the system and for the DokuWiki software with its plugins. This also includes monitoring the access system, tracking intrusion attempts, updating user credentials, and adjusting access permissions.



Extraordinary content maintenance

In addition to the periodic backup of the content database, the mywiki service includes a check on the linearity of its content structure, verifying and fixing entries for orphaned topics, and correcting any erroneous categorizations or duplications.

The mywiki service from myobject srls is part of the Digital Office package, designed to be effectively integrated with other complementary business management applications. For more information, visit <https://www.myobject.eu/digitaloffice>.

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mywiki is a product of

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company operating in the Information Technology (IT) and Software sector, with a background in IT infrastructure, cloud, networking, and cybersecurity, as well as specialized in analysis and programming with a focus on the development of business applications.

Visit the WEB site <https://www.myobject.eu> for more information.

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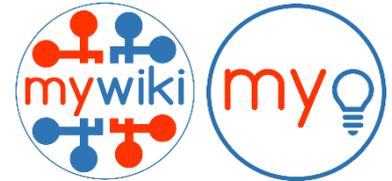
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