



# **Valdosta State University Information Technology Helpdesk**

## **Procedures and Policy Manual for MediaWiki**

**Date Created: October 14, 2015**

**Last Revision: October 15, 2015**

---

Kyle W. Culpepper, Instructional Technology Specialist & Alex Malos, Computer Operator I

## 1. OVERVIEW

MediaWiki will be used as a method of collaboration and communication at the Information Technology (IT) Helpdesk, within other branches of IT, and other departments at Valdosta State University (VSU). MediaWiki will be used as a tool to offer transparency between departments. This is a cost-effective knowledge management system that will be used to assist departments build easy to find guides or informational resources within one collective wiki environment.

## 2. ASSIGNMENT OF USER ACCOUNTS

The Information Technology Division's MediaWiki administrator will evaluate and then assign individuals employed by VSU an account based on departmental request. All MediaWiki accounts are protected with a password. The permission levels granted per user account will be based on the responsibilities and level of authorship that a worker will need.

## 3. CONDUCT OF USERS

### **Civility:**

All users should be polite and sensitive to others to evoke a conducive and positive wiki environment. Be courteous and respectful to your peers on and off MediaWiki.

### **Authorship:**

Original contributions made to MediaWiki will be considered creative commons work ([CC-BY-SA](#)). This means that a user can copy and transform the wiki page however they would like, as long as they properly attribute the work used. All members in the MediaWiki community will have the ability to change any content provided as needed.

### **Editing Policy:**

All users should seek out pages to further improve or add to. If content doesn't already exist for a page, then users have the right to create a new page for that item. Users will research information using the three different ways (i.e. different acronyms, spellings, or synonyms) inside of WikiMedia before deciding if it is necessary to generate a new wiki page about that information. Users should post information as accurately as possible. After a user has made an edit they will need to provide a brief summary of this change to the summary box, prior to submitting their modifications.

### **Dispute Resolution:**

An individual who wishes to dispute edits to their page will need to first speak with the individual or individuals in which a dispute is between. This individual should try to come to a consensus with the other party. All parties involved should stay within the top three levels of [Graham's hierarchy of disagreement](#) when attempting to constructively communicate their point(s). If third party intervention is required then an email will need to be sent to the MediaWiki moderators: [itwikiadmin@valdosta.edu](mailto:itwikiadmin@valdosta.edu) with a clear description of the case at hand.

### **No Personal Attacks:**

Avoid attacking a person's character or motivations. Instead focus on the argument made.



**No Wiki Page Vandalism:**

This is the addition, deletion, or change of content intended to compromise the integrity of the wiki page.

**No Harassment:**

MediaWiki users should not threaten or repeatedly try to contact an uninterested user.

**No Discrimination:**

Discrimination on the basis of race, color, ethnicity, disability, sexual orientation, or other legally protected characteristics is prohibited.

If a user is continual employing improper use of MediaWiki that worker's account to be blocked and reported to the worker and workers supervisor. A meeting with the MediaWiki administrator, worker supervisor, and worker will be required before a decision can be made to unblock that worker from MediaWiki.

**Resource:** [https://en.wikipedia.org/wiki/Wikipedia:List\\_of\\_policies](https://en.wikipedia.org/wiki/Wikipedia:List_of_policies)

#### 4. ENFORCEMENT

**Administrators:**

Each department will have one administrative member to handle their own internal wiki pages. There will be a head wiki administrator who will maintain the wiki server and user accounts. It will be the wiki administrator's duty to exercise good and fair judgment, as well as, clearly communicate explanations for actions taken for or against users.

**Banning Policy:**

It will be the responsibility of the departmental wiki administrators to hold their own policy for banning workers from MediaWiki.

**Page Protection Policy:**

Pages will be protected from editors when a long standing page dispute is being addressed by the MediaWiki administrators. Other pages like the main landing page for MediaWiki will be protected as well. Only administrators will have the ability to protect a page.

**Blocking Policy:**

Users can be blocked from editing if they are not following proper conduct. Unblocking a user will require that user to meet with their supervisor and the IT MediaWiki administrator.