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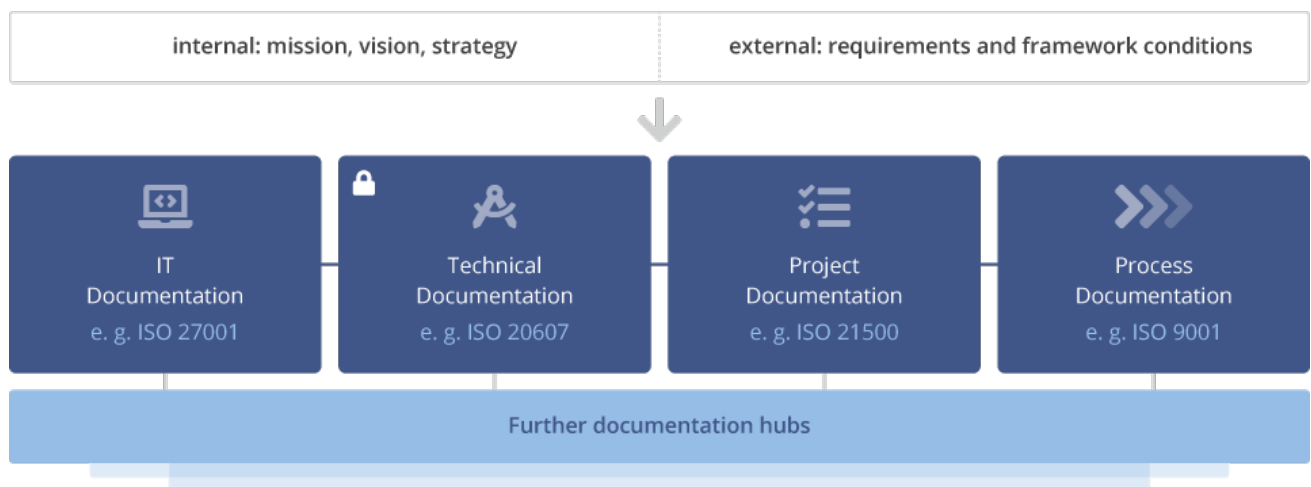
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1. Documentation System .....
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3. Technical Documentation .....

## Documentation System

A **documentation system** supports the company in archiving documents. These systems are of outstanding importance for the company to be able to reproduce processes, decisions and agreements.

Documentation systems are used in project documentation, technical documentation or IT documentation. In order for them to fulfil their purpose, it is necessary to be able to use them to quickly collect, categorize and retrieve information.



## Documentation in a wiki

Wikis were developed to centrally collect and organize the knowledge of different experts. They are therefore ideal documentation systems and have long since become the standard documentation system, not least in IT.

A special feature of a wiki-based documentation system is that the development and ongoing documentation of knowledge is brought together in one system. The individual wiki article pages are "living documents". The documentation thus already begins in the planning phase. In addition comes:

- Using a high-performance search engine, you can ensure that your employees quickly find critical company information.
- With categories and namespaces you create a simple and clear classification system and fast access.
- Templates and forms help you to standardize your documentation.
- Using the visual editor, images can be quickly integrated into an article via drag&drop.
- Attachments in other formats (Office, PDF, etc.) can also be quickly attached to an article.
- The attachments can be enriched with metadata that can be processed inside and outside the system. (Semantics)

With a wiki, for example, you can ensure the traceability and reproducibility of all changes in the documentation through the versioning of all changes, archive information required by law and, if necessary, protect yourself from liability.

## Example pages

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See also

- [IT documentation](#)
- [Technical Documentation](#)

## IT Documentation

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BlueSpice is the knowledgebase for (almost) all IT documentation.

### The wiki as IT documentation tool

Ideal use cases	Possible, but not ideal use cases
<ul style="list-style-type: none"> <li>• IT process management (e.g., IT emergency manual)</li> <li>• Software documentation and references</li> <li>• Online help, FAQ und How-to's</li> <li>• Customer and installation documentation</li> <li>• IT project documentation (z.B. rollout of new services)</li> <li>• Compiling inventories</li> </ul>	<ul style="list-style-type: none"> <li>• Cable management</li> <li>• IP address management (IPAM)</li> </ul>

## Example pages

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The following pages give you some ideas for using the wiki for IT documentation:

- Example of [Customer documentation](#) for [YourCompany](#)
- Graphical process description: [Relocation of IT Staff](#)
- Code editing: [Example Bash](#) or [JavaScript](#)

## Technical Documentation

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BlueSpice is the platform for technical documentation.

### Wiki as a tool for technical documentation

External technical documentation	Internal technical documentation
Documentation ensures that the product can be safely and properly commissioned, used, maintained and possibly disposed of.	It serves the internal archiving of all product-relevant documents and the obligation to prove compliance with all legal requirements. It can span the entire product lifecycle, from product planning

External technical documentation	Internal technical documentation
<p>The external documentation is usually created by technical writers and usually translated into the language of each user. Examples of external technical documentation:</p>	<p>through development, market launch and product monitoring to product discontinuation. Typical components of an internal documentation are:</p>
<ul style="list-style-type: none"> <li>• operating instructions</li> <li>• installation and assembly instructions</li> <li>• service instructions, maintenance and repair instructions</li> <li>• software manuals, user guide and online help</li> <li>• project documentation</li> <li>• product documentation and datasheets</li> <li>• safety instructions / occupational safety</li> <li>• product videos, tutorials, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• specifications</li> <li>• requirements specifications</li> <li>• calculation notes</li> <li>• test reports</li> <li>• risk assessments / risk analysis</li> <li>• technical drawings</li> <li>• exploded</li> <li>• documents of construction and production,</li> <li>• evidence of quality assurance measures,</li> <li>• disposal.</li> </ul>

## Example Pages

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You can get a first impression of these possibilities by looking at the following examples:

- [Electric Pallet Truck Alligator](#)
- [Caustic Soda](#)
- [Coffeemaker](#)
- [Machine elements](#) (Product images, hierarchically arranged in the category system)