

Topic: Wikis and Collaborative Methods to Document Business Processes  
 Question by: Cheri L. Myers  
 Jurisdiction: North Carolina  
 Date: February 8, 2013

Jurisdiction	Question(s)
	1. Do you use wikis and/or collaborative methods to document your processes? 2. If so, what are these methods; and 3. How is it working for you?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	Arizona is the same as Washington State.
Arkansas	
California	
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
Iowa	

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<b>Kansas</b>	
<b>Kentucky</b>	
<b>Louisiana</b>	Louisiana also uses SharePoint much like described by Washington. We do not use Wikis or Collaborative Methods at this time.
<b>Maine</b>	
<b>Maryland</b>	
<b>Massachusetts</b>	
<b>Michigan</b>	
<b>Minnesota</b>	
<b>Mississippi</b>	
<b>Missouri</b>	
<b>Montana</b>	
<b>Nebraska</b>	
<b>Nevada</b>	<p>In Nevada, we use what we call our "Intrastation" which is a repository for commonly used forms, org charts, agency and state phone lists, policies and procedures and other information that may change often but can be accessed by all staff. It also contains links to our payroll system, state and legislative websites. It is the landing page for all SoS staff when they login to the internet from an office computer. The information is changed once in the files that link to the Intrastation. Only certain staff have rights to change information in the Intrastation.</p> <p>It is also used to post important notices to staff. For example, My Intrastation dashboard has a posted notice for a scheduled upgrade this weekend.</p> <p>It is an extremely useful tool for providing staff common information.</p>
<b>New Hampshire</b>	
<b>New Jersey</b>	

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<b>New Mexico</b>	
<b>New York</b>	
<b>North Carolina</b>	
<b>North Dakota</b>	
<b>Ohio</b>	<p>Ohio does not use wikis to document our processes, but I will be interested to attend this session at the conference as the information would be helpful for our office. At this time we have a Procedure Manual that we drafted prior to the last administration change to make sure that the office had all necessary information in case staffing changes took place. This document was created by the managers and employees. The issue we have seen with this procedure manual is that it is not clearly organized, and is a very large word document/PDF so it is hard to find a specific procedure. We also have not kept this document updated and therefore we will have to revise the entire manual prior to the next administration change.</p> <p>I do not feel that this format is the best option for our office, so I am interested to learn about alternative ideas.</p>
<b>Oklahoma</b>	
<b>Oregon</b>	<p>I don't know if this is what you're looking for, since it isn't a wiki, but for two years now, we've been using a collaborative environment called GovSpace, using Jive Software, that's used by the whole state government. It's been pretty easy to simply post policies and procedures there and revise as needed. When an addition or change is made, it automatically alerts all staff to the change and allows them to view and review the new policy/procedure, comment, etc.</p> <p>We're starting to move all our manual and procedures to TRIM, our document management system, so that it's easier to schedule the disposition of those records. All our staff has access to TRIM and it is easily searchable, while more secure.</p> <p>Nevertheless, creation and maintenance of manuals has always been a problem - they're never as caught up as the email folders everyone has! But we're working on it.</p>
<b>Pennsylvania</b>	Pennsylvania is similar to Washington and Arizona.
<b>Rhode Island</b>	
<b>South Carolina</b>	
<b>South Dakota</b>	
<b>Tennessee</b>	

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<b>Texas</b>	Texas does not currently use wikis and/or collaborative methods to documents our processes. We had requested access to a wiki from our IT department but they did not have anyone who was able to assist us with the request so the request has fallen by the wayside.
<b>Utah</b>	
<b>Vermont</b>	
<b>Virginia</b>	
<b>Washington</b>	<p>In Washington State we have used SharePoint in limited fashion for IT projects and information sharing. We have also used a folder driven shared drive for sharing information, forms, policies, etc.</p> <p>Both have had ups and downs. SharePoint can be difficult because if everyone is not trained and committed to using it consistently then items get lost or circulated in other ways like email or paper and never make it to the SharePoint destination. Some will be informed, some may not.</p> <p>The shared drive approach we have found to get overwhelming at times for keeping it organized effectively, but it remains the format most commonly used for sharing items both in development and completed.</p> <p>This is an area we plan to address with future planning.</p>
<b>West Virginia</b>	
<b>Wisconsin</b>	
<b>Wyoming</b>	

**Additional comments:**

**Full text of email:**

Good Morning BOS,

As you may know by reviewing Coming Attractions for this year's conference, one of the sessions is entitled Wikis and Collaborative Methods to Document Business Processes. In getting ready for this session, we have a few questions:

1. Do you use wikis and/or collaborative methods to document your processes?
2. If so, what are these methods; and
3. How is it working for you?

Thank you for your time and hope to see you in May!!

Cheri

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