



# Wissen 2.0

Wikis, Blogs & CMS im Unternehmenskontext  
Usability Roundtable HH, 8. Mai 2006  
Dr. Stephan Raimer

# Gliederung

- Einleitung
  - Informations- und Wissensmanagement,
  - Web 2.0
- Erfolg von Blogs, Wikis & Co.
- Projekt Styleguide-Web
- Fragen & Diskussion

# Erfolg von Blogs, Wikis & Co.

- Content-Management-Systeme
  - Blogs > „Nachrichten“ & Pers. Bezug
  - Wikis > „Collaborative Community“

# Erfolg von Blogs, Wikis & Co.

**FredCK** **FCKeditor** the text editor for Internet

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## Demo

Please select the sample you want to view:

Sample 01 : Editor with all features

This is some **sample text**. You are using [FCKeditor](#).

Submit

(Click the "submit" button to see the HTML code produced by FCKeditor)

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net



# Erfolg von Blogs, Wikis & Co

Wenn man sich über ein Thema  
näher informieren möchte ...



Basix: Gesamtdeutschland, Bevölkerung ab 14 Jahre.

Quelle: Allensbacher Markt- und Werbeträgeranalysen (AWA) 1999 und 2003.

© ID-Allensbach

# Erfolg von Blogs, Wikis & Co

Wenn man sich über ein Thema  
näher informieren möchte ...

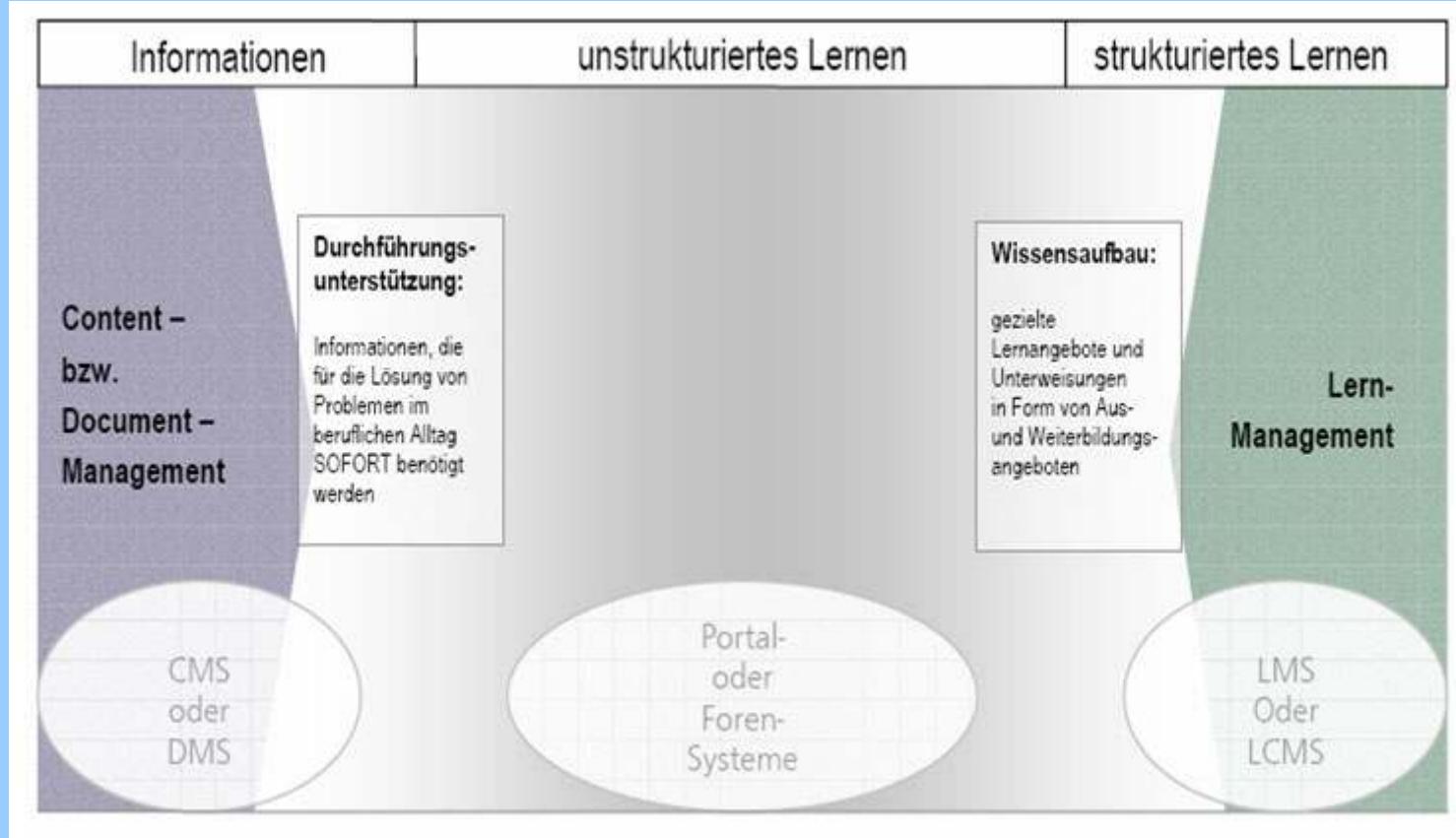


Basis: Gesamtdeutschland, Bevölkerung ab 14 Jahre

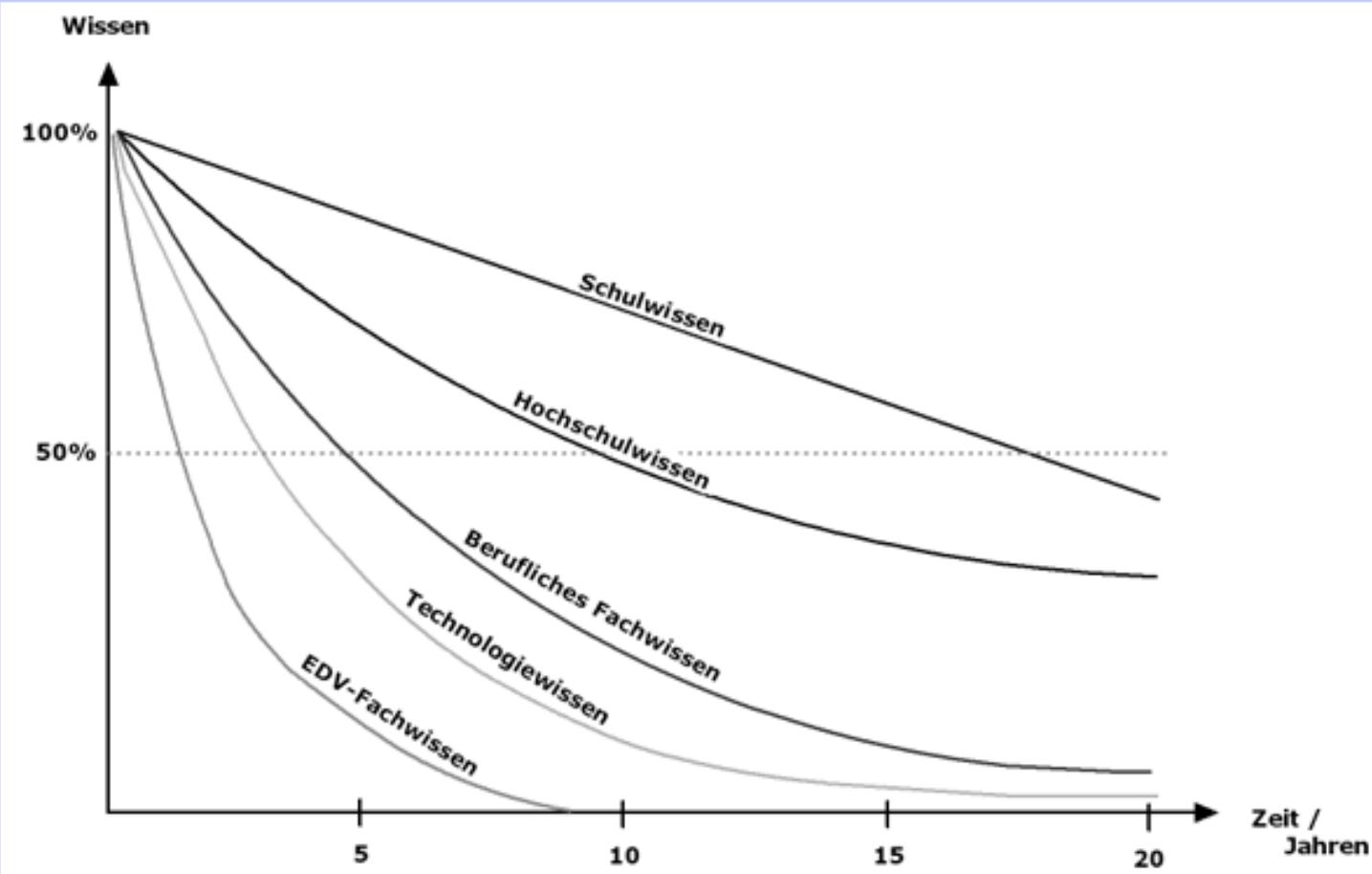
Quelle: Allensbacher Markt- und Werbeträgeranalysen (AWA) 1999 und 2003

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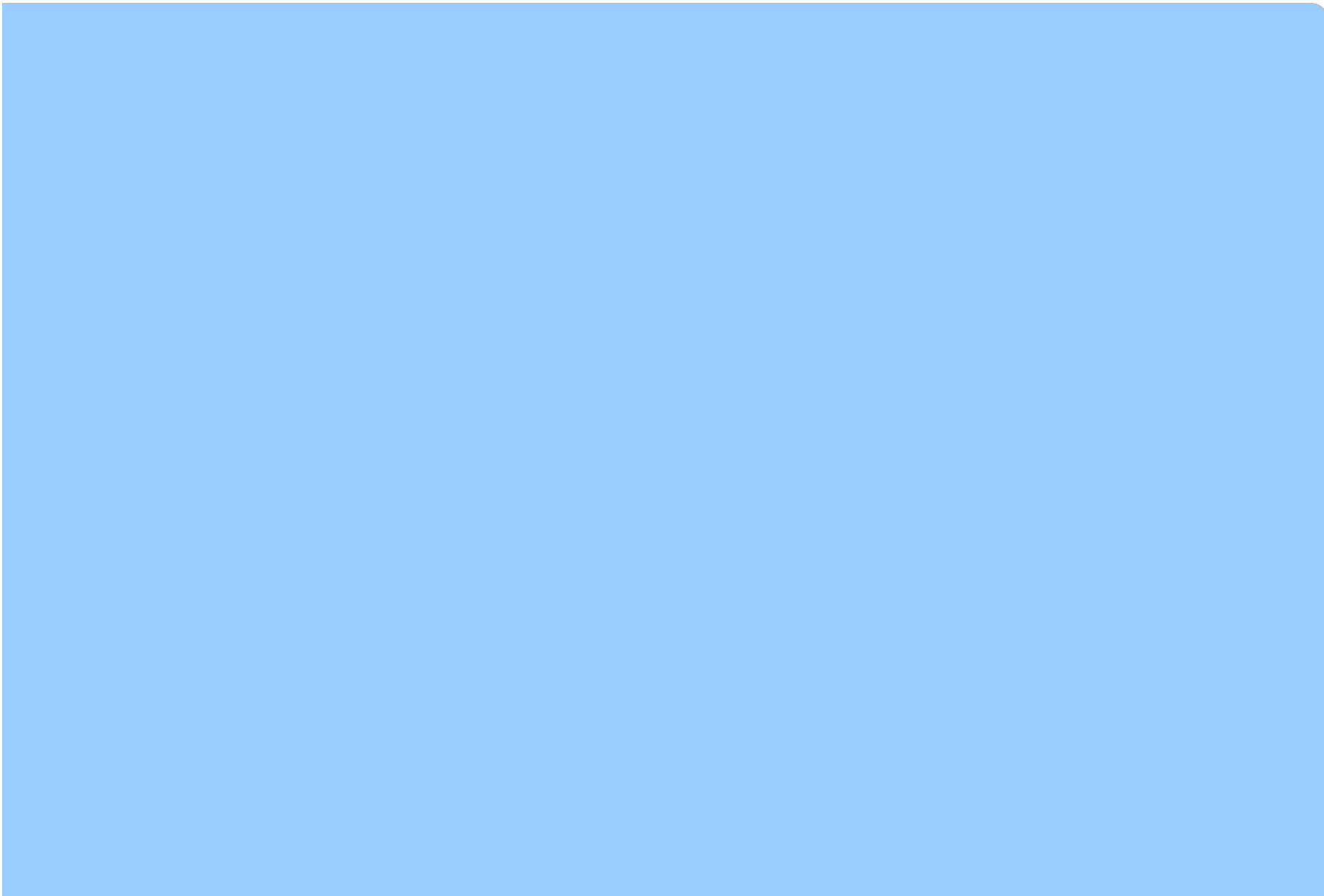
# Informations- und Wissensmanagement



# Halbwertzeiten



# Web 2.0



# Was ist „Web 2.0“ ?



*"The accretion of tiny hacks can numb us to the arrival of the stupendous"* - Kevin Kelly - [We Are the Web](#) - Wired 13.08

Web 2.0 is a term referring to the ongoing transition to a full participatory Web, with participation including both humans and machines. Web 2.0 is characterized by the following themes:

**The Read/Write Web:** In which the Web is seen as a two-way medium, where people are both readers and writers. The main catalyst for this is social software, allowing communication and collaboration between two or more people.

**The Web as Platform:** In which the Web is seen as a programming platform upon which developers create software applications. The main catalyst for this is Application Programming Interfaces, or APIs, allowing communication between two or more software applications.

It is important to recognize, however, that "Web 2.0" is not anything other than the evolving Web as it exists today. It is the same Web that we've had all along. But the problems, issues, and technologies we're dealing with are in many ways different, and so using the term "Web 2.0" is a recognition that the Web is in a constant state of change, and that we have entered a new era of networked participation.

The term Web 2.0 was coined by [Dale Dougherty of O'Reilly Media](#).

**Web 2.0** was a trendy way to indicate an improved form of the **World Wide Web**, and the term has been **in occasional use** for several years

**Web 2.0** is a buzzword, incorporating whatever is newly popular on the Web (such as tags and podcasts), and its meaning is still in flux.

# Was ist „Web 2.0“ ?

**SPIEGEL ONLINE** NETZWELT SUCHE:

Ressort wählen ▾ Übersicht Netzpolitik Technologie Netzkultur

Home > Netzwerk > Technologie

02. Mai 2006 Druckversion | Versenden | Leserbrief

**NETZ ALS BETRIEBSSYSTEM**

## "Auf Wiedersehen, Word"

Ein Zauberwort geistert durch die Entwicklerszene, das das Netz zum Betriebssystem für jeden Rechner machen soll. "Ajax" macht es leicht, Anwendungen im Webbrower laufen zu lassen - mancher träumt schon von einer Zukunft ohne Word und andere Office-Anwendungen.

**SPIEGEL ONLINE** NETZWELT SUCHE:  A

Ressort wählen ▾ Übersicht Netzpolitik Technologie Netzkultur

Home > Netzwerk > Netzkultur > Unter Druck - Medien in Zeiten des Umbruchs

## UNTER\_DRUCK

### MEDIEN IN ZEITEN DES UMBRUCHS



Alle Artikel

13. April 2006 Druckversion | Versenden | Leserbrief

**WEB 2.0**

## Zerreiß mich, kopier mich

Von Christian Stöcker

Revolution im Web: Der Schaukasten wird zum Baukasten. Flickr und Youtube waren nur der Anfang. Nachrichten, Musik, Bilder, Videos - alles taugt zum Remix. Werkzeuge gibt's online. Willkommen im Zeitalter der "MashUps!"

# Web 2.0 = 95 % Google ?

Google Code - Google's Developer Network - Microsoft Internet Explorer

Daten Bearbeiten Ansicht Favoriten Extras 7

Zurück Suchen Suchen Favoriten Websuche Wettbewerbe

Adresse: http://code.google.com/ Google Web 2.0 APIs Overview Suche PageRank 0 blockiert Rechtschreibprüfung Options 2.0 APIs Overview

Links 10x10 WISH Test

## Google Code

**Google Code Home**

[Developer FAQ](#)  
[Organizations](#)  
[Summer of Code](#)

**Google APIs**

[AdWords API](#)  
[Blogger API](#)  
[Data APIs](#)  
[Desktop SDK](#)  
[Earth \(KML\)](#)  
[Enterprise APIs](#)  
[Homepage API](#)  
[Maps API](#)  
[Related Links](#)  
[Stamps](#)  
[Talk \(XMPP\)](#)  
[Toolbar API](#)  
[Web Search API](#)

**Code Source Projects**

[AdWords API Clients](#)  
[Against](#)  
[Corndumper](#)  
[ExploreCanvas](#)  
[Goopy](#)  
[Gtags](#)  
[Konqute](#)  
[Libjingle](#)  
[mhtym](#)  
[Performance Tools](#)  
[Stamp Generator](#)  
[Sparse Hash](#)

**Enhance your web site**

[Google Maps API](#) - Embed Google Maps in your own web pages.

[Google Related Links](#) - Display dynamic, fresh content links on your website.

[Google Stamps](#) - Optimize your site's coverage in Google's search index.

[Google AdSense](#) - Earn money by displaying relevant Google ads on your website.

**Reach Google users**

[Google Homepage API](#) - Write custom modules for Google's Personalized Homepage.

[Google Desktop SDK](#) - Write UI, indexing, and query plug-ins for Google Desktop.

[Google Earth KML](#) - Create and share content with the Google Earth client.

[Google Toolbar API](#) - Create custom buttons for the Google Toolbar.

**Integrate with Google**

[AdWords API](#) - Manage your AdWords account programmatically with SOAP.

[Google Data APIs](#) - Read and write data using a simple, standard protocol.

[Blogger API](#) - Create, read, update, and delete Blogger blog posts with Atom.

[Google Talk XMPP](#) - Federate with Google Talk using the XMPP protocol.

**Featured Projects**

 [Flickr](#)  
Author: [Eman Consens](#)  
Google APIs used: [Maps API](#)  
Other APIs used: [Site](#)

 [USGS Earthquakes KML](#)  
Author: [USGS](#)  
Google APIs used: [Earth KML](#)

**Google Code Blog**

**SoC 2006 is on...**  
May 01, 2006 - Leslie Hawthorn  
We've begun taking [student applications](#) for Summer of Code 2006. Visit us in #summer-discuss on irc.slashnet.org if you have questions that aren't covered in our [Mentor](#) and [Student](#) FAQs or our running [Application FAQ](#) in Summer-Discuss-2006.

**New Project: Google Ctemplate**  
Apr 24, 2006 - Jim Truscott  
The code just keeps on coming! Today we've released [Google Ctemplate](#), a library implementing a simple but powerful template language for C++ that emphasizes separating logic from presentation. You've already used Ctemplate: this is the same code that formats all of the pages for Google's web

# Web 2.0 = 95 % Google ?



## Homepage Content Directory

# Web 2.0 – Datenkrake Google

- „Homo Googleiensis“
- Marktmacht:
  - USA: 48,5 % der Suchanfragen D: 83,2 % der Suchanfragen
- Neue Dienste / Software im Wochentakt



# Web 2.0 – Ohne Google ?

Welcome, guest [ Login ]

Search

Feed | Revision 133

Toolbar Edit [Edit Page](#) [Attach](#) [Create Page](#) More Actions...

**WSFinder.com | The Wiki for Finding Web Service and Open APIs**

WSFinder Blog | Map of the Web 2.0 World | Web 2.0 Discussion | Email Me | SF Web Innovators Network\* NEW

Welcome! This is a community effort to create a list of all APIs and web services that are publicly available for people to play with.

We've seen the great things that people have done with Open APIs. We hope to encourage more cool stuff to get built and for more companies and developers to open up their APIs. We think that the Web 2.0 world is approaching quickly and that this will accelerate it.

Check out our [WSFinder Blog](#) for thoughts, updates and conversation. If you've contributed a lot or are interested in helping with the site or want a guest post on our blog please [email Paul Martino](#).

165 APIs total with 42 mashups as of 4/17/2005 1:35 PM

Advertising (4)	Fax (2)	Outline Generation	RSS Management (5)
Analytics	Graphing	Package Shipping/Tracking (2)	Shopping (2)
Auctions	Identity (6)	Payment (2)	Storage and Distribution (2)
Bible Information	Jobs	Personal Organization + Calendar (9)	Travel (5)
Blogging (3)	License	Photos (7)	URL Information (3)
Blog Search (4)	Maps and Geography (23)	Podcast (2)	Video (4)
Communication	Medical (5)	Product Search (4)	Weather
Desktop Search	Miscellaneous (2)	Queue Service	Web Search (6)
Desktop Widgets (4)	Mobile/SMS (6)	Recommendations	Web Bookmark Lists (9)
Email List Management	Music (6)	Recruiting	Wiki (4)
Enterprise Search	News (8)	Reviews (2)	Wishlist
Events (3)	Office Applications	Sponsor (1)	Sponsors (2)

This wiki is completely editable (except this front page has some restrictions). So please add, update, or expand on anything you see. If you would like to add a new category, please [email me](#).

Customize these links by editing the [HelpBox](#) page.

Installed Applications

Application	Ver.
BlogApp	3.0.13
book1App	1.0
dicApp	1.0
FFFAApp	1.0
Life EarningsApp	1.0
putchtestApp	1.0

- [Browse Application Gallery](#)  
- [Create application from Excel](#)

People Online

dawaim

StatCounter.com

Edit Page [Attach](#) [Create Page](#)

JotSpot: [Index](#) | [Recent changes](#)

Welcome, guest [ Login ]

FAQ | Submit Feedback | Developers | About JotSpot

# Office 2.0 – Just Web 2.0



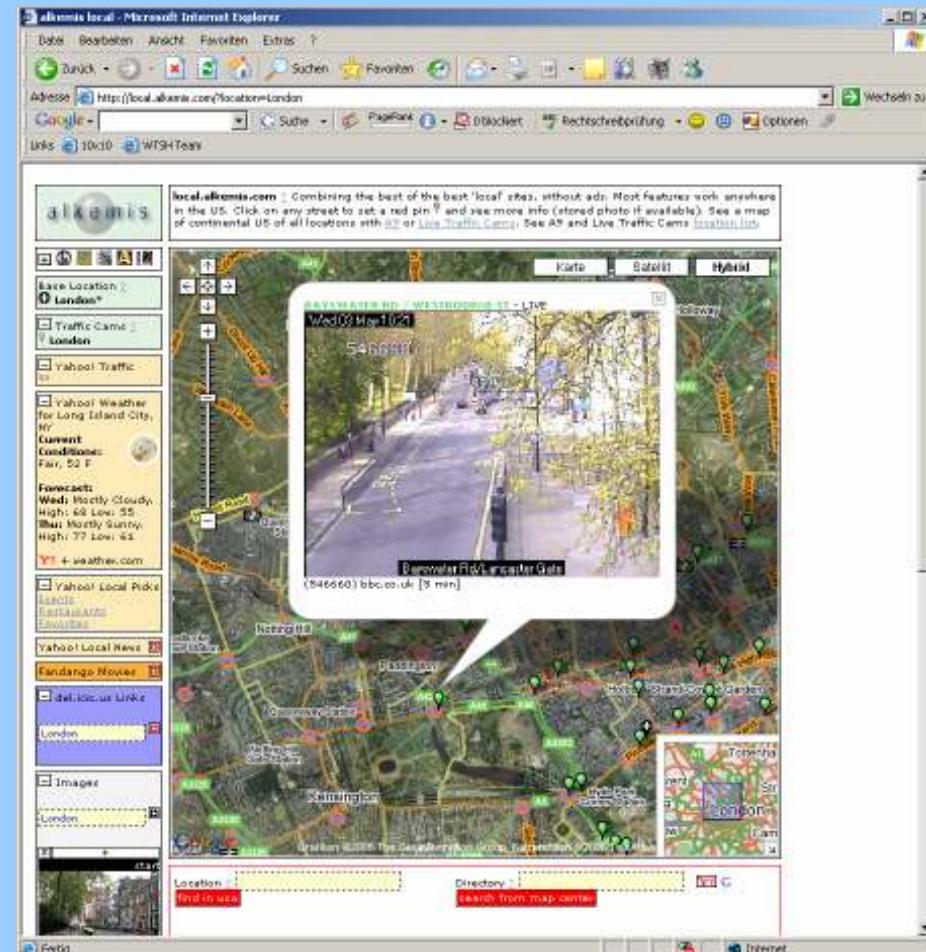
# Web 2.0 – Beispiel MashUps

MashUps sind Internetseiten, die durch das vermischen, verknüpfen oder neu konfigurieren vorhandener Inhalte entstehen. Häufig werden beispielsweise Ortsinformationen aus Google Maps mit anderen Inhalten, etwa Lexikon- oder Branchenbuch-einträgen verknüpft.

Auch Flickr und del.icio.us sind beliebte MashUp-Zutaten.

Viele Web-Unternehmen stellen Hobbyentwicklern für solche Projekte sogar ihre "application programming interfaces" (APIs) zur Verfügung.

(Quelle: Spiegel Online)



# Web 2.0 – Beispiel MySpace.com



MySpace.com ist die populärste unter den **Community-Plattformen**, mit über 60 Millionen registrierten Nutzern. Wie auch [Facebook.com](#), [Xanga.com](#) oder [Friendster.com](#) bietet MySpace den Nutzern die Möglichkeit, **Profilseiten** anzulegen und mit **Bildern und Videos** zu dekorieren, **Musik und Text** auf die Seite zu stellen und ihre persönliche Profilseite mit der von Freunden und Bekannten zu **verknüpfen**. MySpace ist sehr beliebt bei Nachwuchsmusikern und verhalf auch den britischen **Arctic Monkeys** zu ungeahntem Erfolg. In die Kritik geriet das Angebot, weil es von Pädophilen benutzt wurde, um Kontakt zu Minderjährigen aufzunehmen.

(Quelle: Spiegel Online)

# Blogs

The screenshot shows the Blogger homepage with a blue header featuring the Blogger logo and the text "Push-Button Publishing". Below the header is a toolbar with icons for help, writing, comments, and other functions. A large central box contains the text "Los geht's" with an exclamation mark icon. To the left, there is a sidebar titled "Nutzer meinen..." containing three user reviews:

- "I love Blogger - it has been a great addition to my life online!"  
- Roseanne
- "You guys do a wonderful job... Thanks for the exemplary service in pioneering mass, user-friendly, web logs on the internet. Seriously... I, along with thousands of other users, definately appreciate the service you provide."  
- Josh
- "Thanks, your system is perhaps the easiest content management application I've ever seen... It simply amazes me how easy it is, and I've been working with computers for 20 years."  
- Michael

At the bottom of the main content area are two buttons: "ZURÜCK" (Back) and "BLOG ERSTELLEN" (Create Blog). The footer contains links to "Startseite", "Info", "Buzz", "Hilfe", "Sprache:", "Entwickler", "Zubehör", "Datenschutz", and copyright information: "Copyright © 1999 - 2006 Google".

# **Bloggings's Six Pillars –**

**An Excerpt from *Naked Conversations*:**

## **Publishable.**

Anyone can publish a blog. You can do it cheaply and post often. Each posting is instantly available worldwide.

## **Findable.**

Through search engines, people will find blogs by subject, by author, or both. The more you post, the more findable you become.

## **Social.**

The blogosphere is one big conversation. Interesting topical conversations move from site to site, linking to each other. Through blogs, people with shared interests build relationships unrestricted by geographic borders.

## **Viral.**

Information often spreads faster through blogs than via a newsservice. No form of viral marketing matches the speed and efficiency of a blog.

## **Syndicatable.**

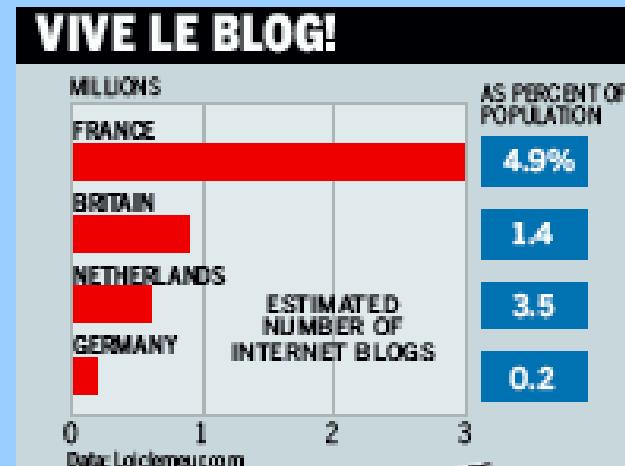
By clicking on an icon, you can get free "home delivery" of RSS- enabled blogs into your e-mail software. RSS lets you know when a blog you subscribe to is updated, saving you search time. This process is considerably more efficient than the last- generation method of visiting one page of one web site at a time looking for changes.

## **Linkable.**

Because each blog can link to all others, every blogger has access to the tens of millions of people who visit the blogosphere every day.

# Blogs

- France has in proportion more bloggers than the USA
  - USA: 3% der Bevölkerung
  - F: 4,9% der Bevölkerung
  - D: 0,2% der Bevölkerung



# Blogs = Medienrevolution ?

**SPIEGEL ONLINE** **WIRTSCHAFT** **SUCHE:**  Art

Ressort wählen ▾ Aktuell Börse Depot Fonds Derivate

Home > Wirtschaft > Unter Druck - Medien in Zeiten des Umbruchs

**UNTER\_DRUCK**  
MEDIEN IN ZEITEN DES UMBRUCHS



Alle Artikel

14. März 2006 Druckversion | Versenden | Leserbrief

**KÄUFLICHE BLOGGER**

## Schwitzende Swinger

Von *Marc Pitzke*, New York

**Blogger rühmen sich, die Anti-Elite der Medienbranche zu sein. Doch längst haben die Revoluzzer begonnen, sich mit Konzernen zu arrangieren. Schon gibt es erste Fusionen der einstigen Todfeinde.**

New York - "Time"-Chefredakteur Jim Kelly hatte geladen, und die Crème de la crème der Presseszene war angetanzt. Schulter an Schulter drängten sie sich in Kellys Apartment, Bierflaschen und Cocktailläser im Anschlag: Bill Keller, der Herr der "New York Times", Hendrik Hertzberg vom "New Yorker", CNN-Quotenretter Anderson Cooper und andere.

Der Ehrengast war ein anderer: Andrew Sullivan, der konservativ-schwul-katholisch-HIV-positive Blog-Pionier, der nach fünf Jahren Einzelkampf im Internet seine Web-Wallungen jetzt an "Time" verkauft hat.

# Blogs - Suchmaschinen

TechCrunch

TOOLS

□ [New Blog Search Engine Sphere Launches](#) □

Tuesday, May 2, 2006

New blog search engine **Sphere** launched just moments ago and has also announced a [\\$3.75 million round of venture financing](#). In addition to covering the launch of Sphere here, we have a [podcast interview with CEO Tony Conrad and advisor Toni Schneider over at TalkCrunch](#).

**sphere**

Sphere, which follows in the footsteps of previous blog search engines like Feedster, Technorati and IceRocket, as well as offerings from Google and Yahoo, is doing things quite a bit differently than its predecessors (and its evolved dramatically since our [first look at it](#) back in October).

Sphere's design, by the way, was created by Adaptive Path. See their essay on the project [here](#).

The site is segmented into three main areas: blog search results, featured blogs, and related media.

## Blog Search Results

Sphere [search results](#) can be viewed by date, relevance or a combination of both. Unlike Technorati, which determines a blog's relevance based on the total number of unique links into that blog, Sphere is taking an algorithmic approach. For Sphere, "relevance" is based on three key factors: links in/out of blog; meta data around the blog (average length of posts, post frequency, etc); and a semantic analysis of the posts themselves). In our tests Sphere blog relevance is very good. We'll do a more in depth review and comparison at a later date.

Another feature is a "custom date search". In addition to preset date selections, if you do a custom date search by selecting it in the drop down box, you'll get results just for that date range and you'll also see a day by day breakdown showing results per day with the included



# Blogs – Suche „Usability“

Currently tracking 38.5 million sites and 2.4 billion links.

[Member Sign In](#) [Sign Up](#) [Help](#) [About](#)

**Technorati™**

**What's this?** This is a live search for posts in German (Deutsch) about **Usability** with results sorted newest to oldest. [Keyword Search Help »](#)

Welcome back!

- Do you blog? [Claim it](#) to get in here!
- Want more? [Become a member](#) to save searches in a Watchlist.

**Mentions by Day**  
German (Deutsch) posts that contain **Usability** per day for the last 30 days.

More »

Charts sponsored by

**Text Link Ads**

Add [Technorati This!](#) to your browser's toolbar and see who's blogging about any web page!

**Who's Blogging about Usability**

Search Tags Blog Finder Explore

Usability

2,910 German (Deutsch) posts contain:

**Usability** in All Blogs. Limit to blogs about:

[Add to Watchlist](#) [View in Mini](#) [Email to Friend](#)

All Blogs ★ Your Favorites Design Web Accessibility

Posts in German (Deutsch) with any authority (all results). ?

SPONSORED LINKS - RESULTS CONTINUE BELOW

**Professional Engineering Psychologists**  
Userthink's professional engineering psychologists will have a solution for you - whether you need a full-scale **usability** study, a simple heuristic evaluation, or a custom solution. [www.userthink.com](#)

**Quantitative/Qualitative User Research**  
Since 1987 Alucid Solution has specialized in lab testing, field studies, **usability**, group discussions, technical writing and user-centered **design** training. Consultants in US and abroad. [alucid.com](#)

**First Insights Usability Testing**  
Specializing in lab based **usability** testing to improve **Web** sites, Intranets and UI prototypes. [www.firstinsights.com](#)

**Meta-Tags, Tagging und Tagclouds zur...**  
In Templaterie Blog 1 day ago  
Meta-Tags, Tagging und Tagclouds zur Sitestrukturierung Silke Schäffermann wrote this 12:16: Webspacken, wie die Spammer und "Marketing-" bzw ... ursprünglichen Sinne wiederentdecken. Dieser Beitrag handelt z.B. von **Usability** und dessen Kumpel

**CSS-Rebooter: Ika Ray — Zu Schön zum Lesen**  
In Templaterie Blog 2 days ago  
CSS-Rebooter: Ika Ray äußert Zu Schön zum Lesen Silke Schäffermann wrote this 20:00: [ CSS-Reboot ikaray zu schön zum lesen] ... Schaden der **Usability** aus und damit nicht gemeint, dass im IE dem Nutzer auch nicht Möglichkeit zu

**Discount Usability**

**Text Link Ads**

# Blogs – The Return of the USER ?

**GIZMODO** | THE ULTIMATE SOURCE FOR GADGETS AND GEEKERY

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**Silent MacBook Pro Battery Recall**

[READ MORE](#) | [ARTICLE](#) | [ATTERNS](#) | [GADGETS](#) | [HOT](#) | [MAC BOOK PRO](#)



Now's the time for Apple: hot air has their new batteries [sparked](#), causing them to [overheat](#), making their Macbook Pros hotter than they should, there's a problem with the first set of [Medical Pro](#) batteries.

Apple is acknowledging that they have a serial number up to 1000 that has a potential problem with the battery during off-power to the system and failing to respond when pressing the charged status indicator.

Somebody's in trouble:

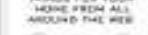
power level going from a full charge to 90 percent, then immediately off. The battery usually either goes straight to one blinking LED or won't respond at all. Some may experience significant loss of battery capacity as well.

What happens to you, tell us! Apple will give you a new one.

[Read recall on MacBook Pro batteries \(2004\)](#)

RECENTLY ON GIZMODO

**cricbuddy**  
ROAD-MARKABLE  
UNDER THE  
SKIN FOR YOUR  
PHONE AND ALL  
AROUND THE WEB





[CLICK HERE](#)

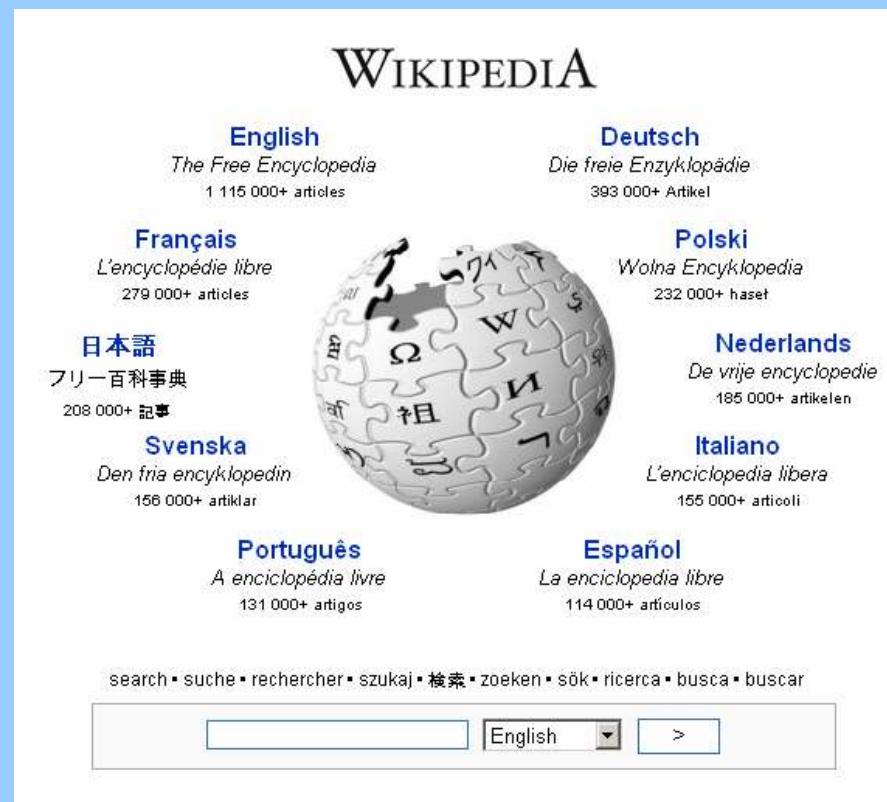
After a Something Awful denizen took apart his MacBook Pro and discovered that Apple had slathered on far too much thermal grease, he found that using a more modest amount dropped his MacBook Pro's temperatures by several degrees. Now the forum has received a threatening letter from Apple's legal staff, requesting a link to this image (pictured above) be removed because "The Service Source manual for the MacBook Pro is Apple's intellectual property and is protected by U.S. copyright law."

Of course the real problem isn't the single excerpted page being linked from Something Awful, but instead the fact that the image shows the extremely sloppy manufacturing process that is causing the MacBook Pro to run at temperatures as high as a 95 degrees Celsius under full load. (A temperature so high that the processor is at risk of malfunctioning.) Rather than addressing the problem of the shoddy workmanship, documented not only by those who purchased Apple's \$2,500 laptop but by Apple's own service manual, Apple is trying to silence those from the Macintosh community who are trying to help other Mac users fix Apple's mistake.

My MacBook Pro has the problem with the whining screen, too. Perhaps I'll wait until they acknowledge the sloppy application of the thermal grease before I go in to request repair. In the meantime I will keep telling people how much I love using my Mac while silencing questioning my devotion to a company who would rather use the law than service to assuage their customers' complaints.

# Wikis – Schnell, Schnell...

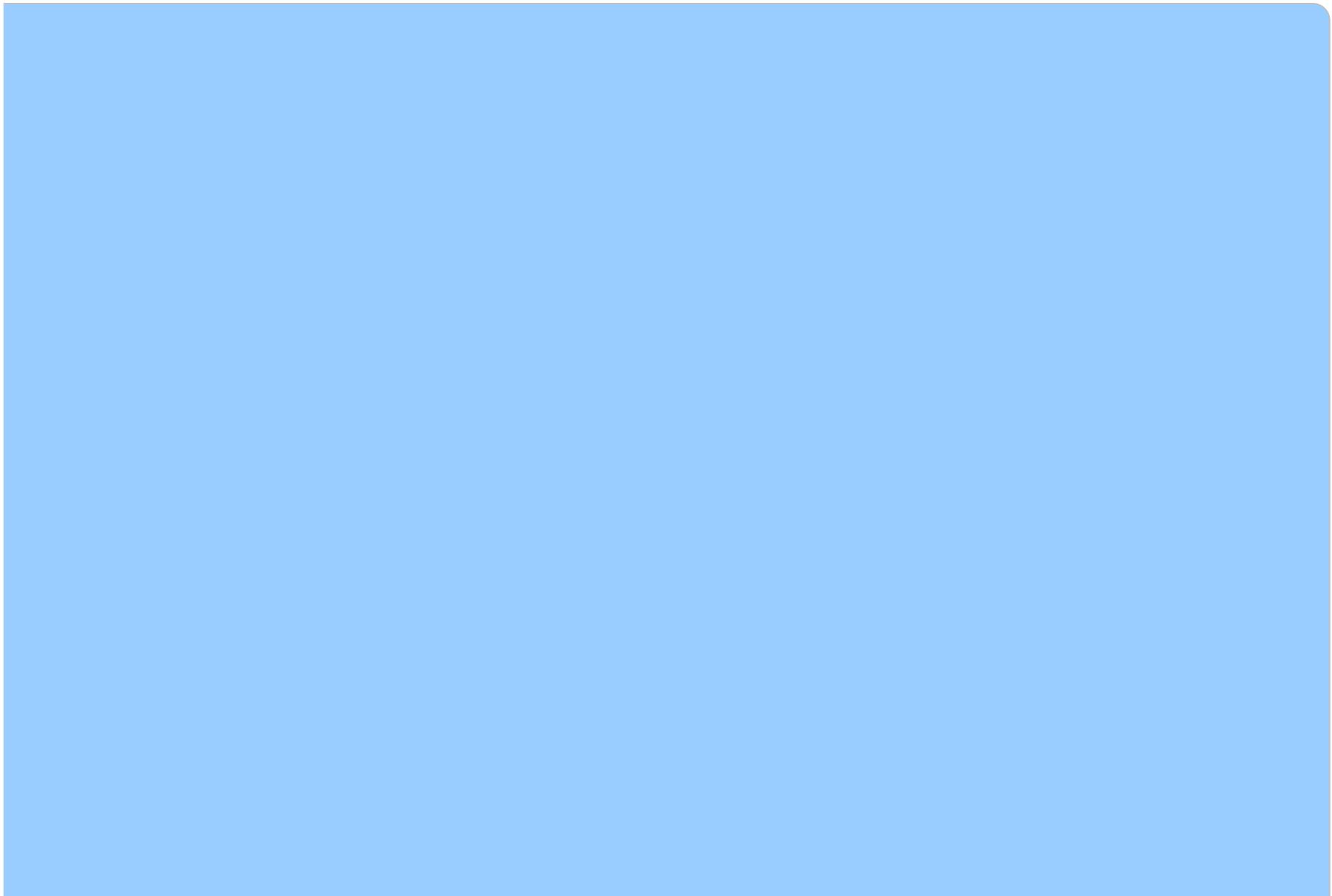
- Wikipedia
  - Prinzip „Jeder darf“
  - Versionierung



- Wiki-Tour-Bus:

<http://www.usemod.com/cgi-bin/mb.pl?TourBus>

# CMS



# CMS – Typo3

The screenshot shows the TYPO3 website homepage. At the top, there's a navigation bar with links for Home, About, Customers, Support, Contribute, and Press. A search bar is also present. The main banner features a photograph of two people working on a large yellow and purple structure, with the text "Enabling people to communicate". Below the banner, a credit line says "photo by kontraframe.com". On the left, a sidebar titled "News" lists several recent articles:

- Wed, 19 Apr 2006 10:50:00 [2nd TYPO3 conference, Call For Papers](#)
- Fri, 07 Apr 2006 10:00:00 [TYPO3 - Version 4.0 launched](#)
- Thu, 23 Mar 2006 17:51:00 [CeBIT 2006: TYPO3 past forward](#)
- Thu, 02 Mar 2006 16:06:00 [TYPO3 at CeBIT 2006](#)
- Wed, 15 Feb 2006 14:52:00 [T3BRAND: Website Relaunch](#)

The main content area is titled "About TYPO3" and describes it as a free Open Source content management system. It highlights its flexibility and extendability. Below this is an "Evaluation Center" section with a list of items:

- ✓ [Highlights](#)
- ✓ [Screenshots](#)
- ✓ [References](#)
- ✓ [Press reviews](#)
- ✓ [Feature list](#)
- ✓ [License](#)
- ✓ [Case Studies](#)

A large orange headline "TYPO3 – Version 4.0 launched; Setting a new standard in appearance and function" is displayed, followed by a brief description of the new version's features.