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IT Documentatie

BlueSpice is de kennisbank voor (bijna) alle IT-documentatie.

De wiki als IT documentatiehulpmiddel

Ideale toepassing	Mogelijk, maar niet ideaal
• IT-procesbeheer (bijv. IT-noodhandboek) • Softwaredocumentatie en referenties • Online hulp, veelgestelde vragen en instructies • Klant- en installatiedocumentatie • IT-projectdocumentatie (Bijv. uitrol van nieuwe diensten) • Opstellen van overzichten	• Netwerk(kabel) management • IP address management (IPAM)

Voorbeeldpagina's

De volgende pagina's geven u enkele ideeën voor het gebruik van de wiki voor IT-documentatie:

- Voorbeeld van Klantdocumentatie voor YourCompany
- Graphische procesbeschrijving: Verhuizing van IT medewerkers
- Programmacode bewerken: Voorbeeld Bash of JavaScript

Object-oriented Programming with JavaScript

A sample text to demonstrate syntax representation and syntax editing in the Visual Editor.

Namespace

A namespace is a container in which developers can combine functionalities under a unique, application-specific name. **In JavaScript, a namespace is a common object that contains methods, properties, and objects.**



Unlike some other object-oriented programming languages, there is no difference in the JavaScript language level between a regular object and a namespace.

The idea behind creating a namespace in JavaScript is simple: create a global object that has all variables, methods, and functions as properties. In addition, the use of namespaces can prevent naming conflicts in the application.

To create a global object called MYAPP:

```
// global namespace
var MYAPP = MYAPP || {};
```

The above code first checks if MYAPP has already been defined (either in the same or a different file). If MYAPP has already been defined then the global object MYAPP will be used. Otherwise, an empty object called MYAPP is created, which later can encapsulate methods, functions, variables and other objects.

Within a namespace, additional namespaces can be created:

```
// sub namespace
MYAPP.event = {};
```

The following code creates a namespace and adds variables, functions, and methods to it:

```
// Create container called MYAPP.commonMethod for common method and properties
MYAPP.commonMethod = {
  regExForName: "", // define regex for name validation
  regExForPhone: "", // define regex for phone no validation
  validateName: function(name){
    // Do something with name, you can access regExForName variable
    // using "this.regExForName"
  },
```

```
  validatePhoneNo: function(phoneNo){
    // do something with phone number
  }
}

// Object together with the method declarations
MYAPP.event = {
    addListener: function(el, type, fn) {
    //  code stuff
    },
   removeListener: function(el, type, fn) {
    // code stuff
   },
   getEvent: function(e) {
   // code stuff
   }

   // Can add another method and properties
}

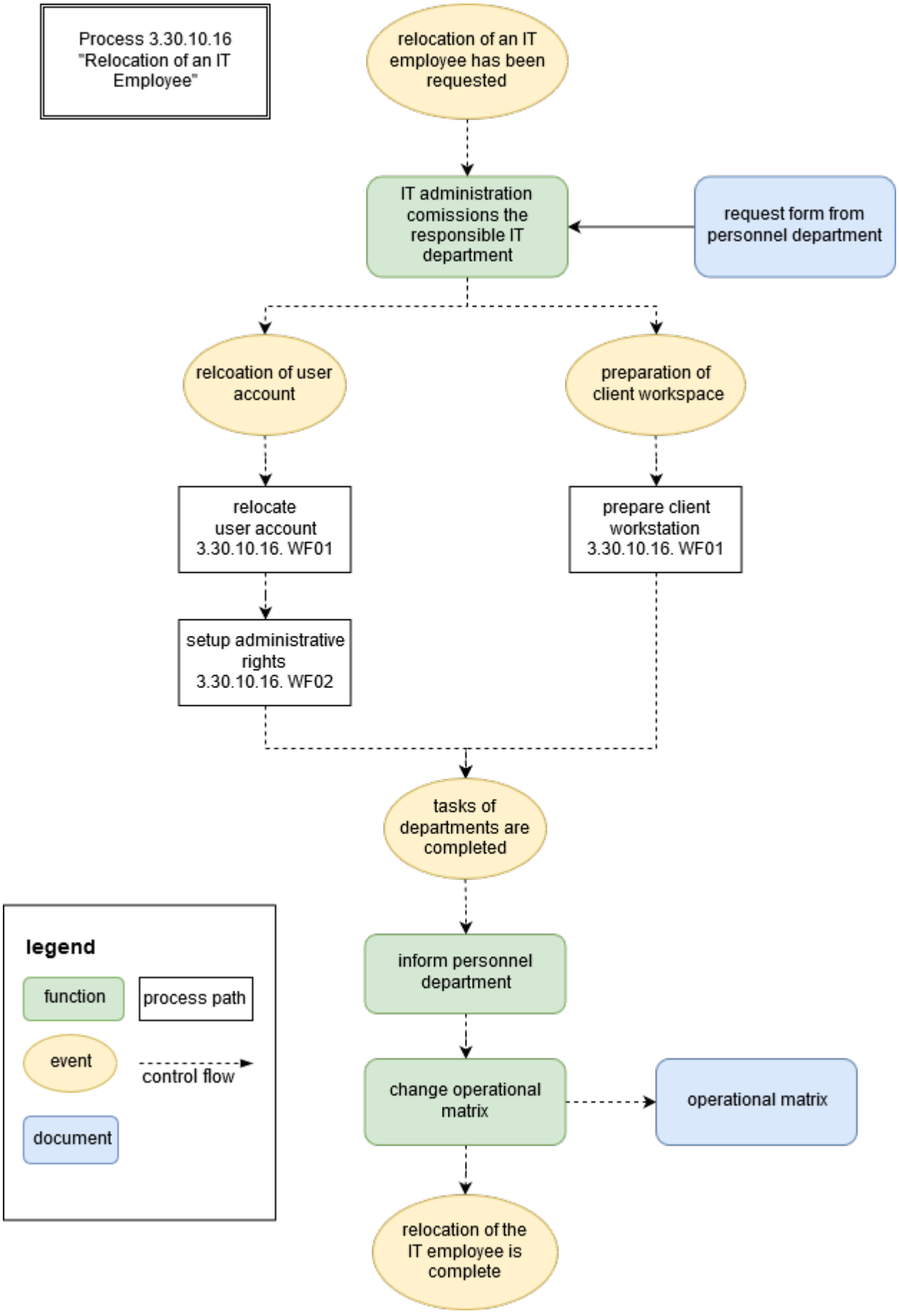
//Syntax for Using addListner method:
MYAPP.event.addListener("yourel", "type", callback);
```

Source for this sample text: https://developer.mozilla.org/de/docs/Web/JavaScript/Introduction_to_Object-Oriented_JavaScript

Relocation of IT Staff

When relocating the workstation of an employee (e.g., office transfer or change of department), the respective team leaders coordinate the move and agree on a relocation date.

The following workflow diagram shows the process:


Process 3.30.10.16 "Relocation of an IT Employee"
relocation of an IT employee has been requested
IT administration comissions the responsible IT department
request form from personnel department
relcoation of user account
preparation of client workspace
relocate user account 3.30.10.16. WF01
prepare client workstation 3.30.10.16. WF01
setup administrative rights 3.30.10.16. WF02
tasks of departments are completed
inform personnel department
change operational matrix
operational matrix
relocation of the IT employee is complete
legend
function
process path
event
control flow
document

YourCompany

Headquarters	Munich	**Contact since**	2017	**Status**	
Partnership	no Partner	**Account Manager**	Doe, John	**Technical Contact**	Schreiber, Horst

Contracts

1. YourCompany/Development System (Contract Type: Subscription)
2. YourCompany/Documentation (Contract Type: Subscription)
3. YourCompany/Production System (Contract Type: Subscription)

Minutes

Recente verslagen:

- Production System
- Development System
- Documentation

Het deel "]]" van de zoekopdracht is niet begrepen.</br>De resultaten kunnen afwijken van de verwachting.

Inhoud

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Initial situation and requirements

YourCompany came to us in February 2017 to build a wiki system. MediaWiki was tested as an alternative and was not user-friendly enough. In addition, it lacked many functionalities of BlueSpice.

Installations

Create a new installation profile.

Project: YourCompany/Development System, Project: YourCompany/Documentation, Project: YourCompany/Production System

Link to the Hallo Welt! internal test system:

Project history

Year	Milestone	Contact
2017	Setup Wikisystem	Sarah Naumann

Technical notes for Maintenance and Support

- External Access: VPN
- Internal deployment notes: no special features
- Special processes (e.g, maintenance cycles, cooperation partners, handling of staging system ...): IT-Systemhaus is the main service provider

Marketing and Sales

- Special contractual arrangements (maintenance, framework contract): none
- Usable screenshots: none

Other notes and experiences

YourCompany/Documentation

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Management Summary

YourCompany has organizational wikis.

The organization wikis vary in size, some have a size of only a few pages. About 5 wikis have a much larger size. All model company wikis have a total of about 400 users.

The following procedure has been defined:

- Users are currently managed by SAML. In addition, access to the individual wikis should be controlled via SAML.

Server Infrastructure

Server environment

Server	Server name	URL	Configuration
Production System	rz14.yourcompany.local	https://wiki.yourcompany.de/	Ubuntu 16.04. 8 CPUs 32 GB RAM
Development System	rz14.yourcompany.local	https://wiki-a.yourcompany.de	Ubuntu 16.04. 8 CPUs 32 GB RAM

Setup BlueSpice pro with WikiFarm

BlueSpice pro Services:

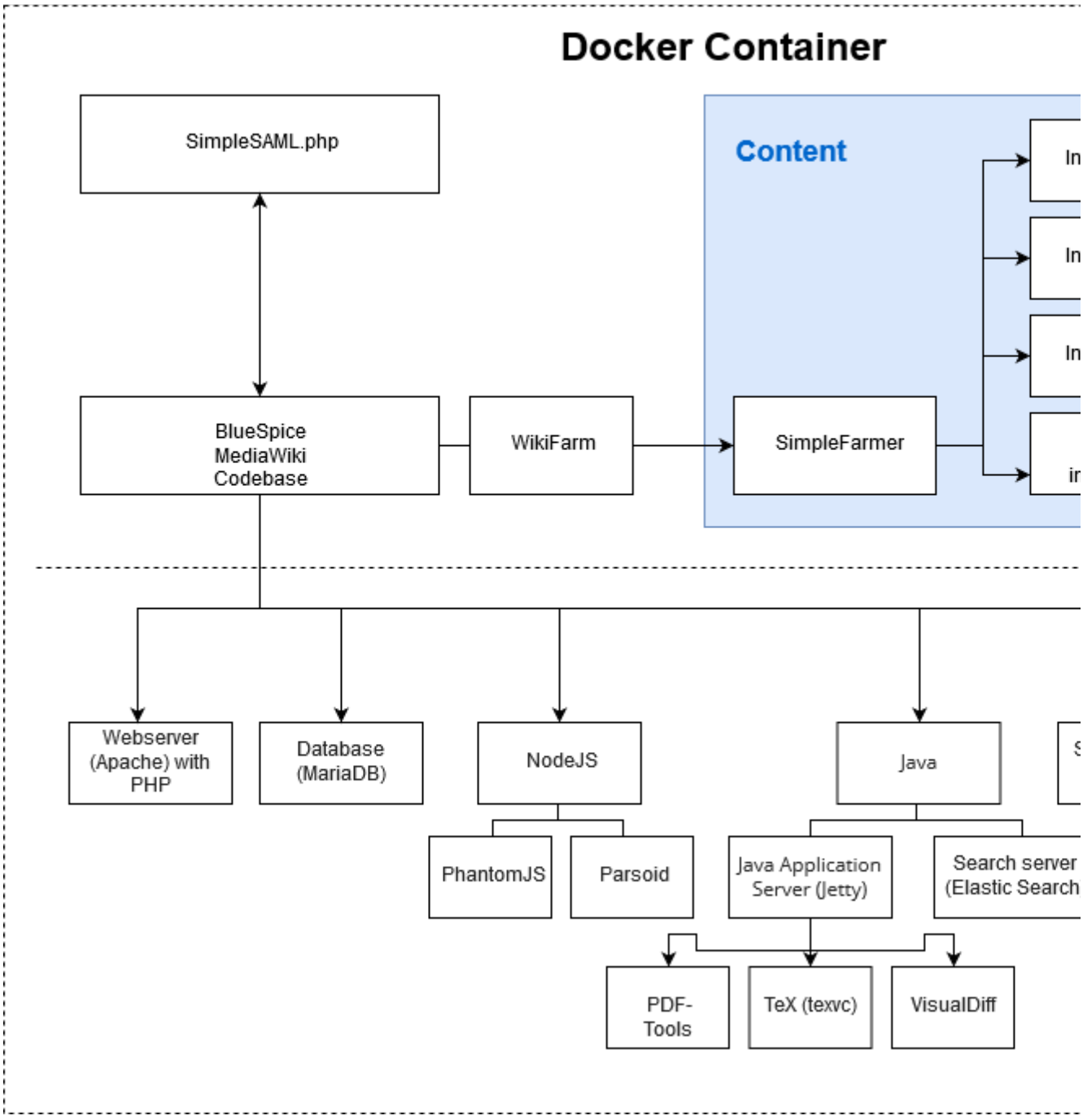
Services for the operation of BlueSpice pro:

- Webserver (Apache) with PHP
- Database (MariaDB)

Additonal Services:

Service	required for
NodeJS/Parsoid	VisualEditor
NodeJS/PhantomJS	generating screenshots (e.g. recent changes)
Java Application Server (Jetty)/ Tomcat	PDF export
Java Application Server (Jetty)/ VisualDiff	compare versions of a page
Java Application Server (Jetty)/ TeX	math formulas
Search Server (ElasticSearch)	search
SVG-Renderer (Inkscape)	.svg
Python/Pygmentize	syntax highlighting source code in pages

Scheme Docker Container



Production Wiki

History / Important Deployments

Protocol by	Horst Schreiber
First installation	2017-04-02
Update to current codebase 3.0.0	2018-11-26
Update to 3.0.1	2019-03-27
Update	

Access

Remote Access	VPN -> SSH
ID	a_exNNNNN
Username for SSH	ICA\a_exNNNNN

Installed programs (applications)

URL	https://wiki.yourcompany.com
Domains	• wiki.yourcompany.com • wikidocs.yourcompany.com
Server name	rz14.yourcompany.local
Operating System	Ubuntu 16.04.
BlueSpice Version	3.0.1 per WikiFarm
MediaWiki Version	1.31.1
Deployment package	Docker
Path to Docker files	/data/bluespice/bluespice
Authentication	SAML.php
Notes	Group assignment to instances in **099-AdditionalPermissions.php**

Please note for updates

Since it is currently not possible to set the permissions properly, the **delete** permission has been withdrawn from the **editor** DefaultSettings.php.

Docker

Starting Docker

```
docker run -d -v /data/bluespice/certificates:/etc/apache2/ssl  -v
/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w
/settings.d/099-
    AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:
/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/musterfirma"  -lCE -t -p 80:80 -
p 443:443 -p 8000:8000
    -p 8001:8001 1d85e6a800e9
```

Docker IP

```
cat /etc/doc ker/daemon.json
{
        "bip": "172.19.10.1/24",
        "fixed-cidr": "172.19.10.1/24"
}
```

Backup / Cronjobs

Cronjobs

runJobs	daily

Backup

BackupDatabases	daily

Services

Database

Programm	MariaDB
Version	10.1.37

PHP

Version	7.0.30

Jetty

Version	9

Caching

opcache	Yes
memcached	No

Webserver

Programm	Apache
Version	2.4.18

Development Wiki

Belongs to:	YourCompany	**Account Manager:**	Doe, John	**Contract Type:**	Subscription
First Installation:	2018/11/26	**Last Update:**	019 /03 /26	**Performance Level:**	Standard with WikiFarm and Development
Contract Start:	2018/09/03	**Minimum Contract Period:**	2 Years		

Short Description Test system: BlueSpice 3 pro Standard with WikiFarm and Development

History / Important Deployments

Protocol by	Sarah Naumann
First Installation	2018-11-26
Update to 3.0.1	2019-03-26
Update	

Access

Remote Access	VPN -> SSH
ID	a_exNNNNN
Username for SSH	ICA\a_exNNNNN

Installed programs (applications)

URL	https://wiki.yourcompany.com
Domains	• wiki.yourcompany.com • wikidoc.yourcompany.com
Server Name	rz17.musterfirma.local
Operating System	Ubuntu 16.04.
BlueSpice Version	3.0.1 per WikiFarm
MediaWiki Version	1.31.1
Deployment Package	Docker

Path to Docker files	/data/bluespice/bluespice
Authentication	SAML.php
Notes	Group assignment to instances in **099-AdditionalPermissions.php**

Please note for updates

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Docker

Starting Docker

```
docker run -d -v /data/bluespice/certificates:/etc/apache2/ssl  -v
/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w
/settings.d/
        099-AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:
/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/Berlin"  -lCE -t -p 80:80 -p 443
:443
        -p 8000:8000 -p 8001:8001 1d85e6a800e9
```

Docker IP

```
cat /etc/doc ker/daemon.json
{
        "bip": "172.19.10.1/24",
        "fixed-cidr": "172.19.10.1/24"
}
```

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Caching

opcache	Yes
memcached	No

Webserver

Program	Apache
Version	2.4.18

Authentication and Security Levels

SAML/Prod

The following domains are all connected to SAML:

- wiki.yourcompany.com = Main Instance = WikiFarm Management
- wiki.yourcompany.com redirects to wiki.yourcompany.com/yourcompany= YourCompany Wiki
- wikidocs.yourcompany.com redirects to wiki.yourcompany.com/yourcompany with local login

Security levels of wikis

* = (all) = applies to every visitor of the wiki, including those who do not log in.

Public

		permissions			
user group	**login required**	**sys admin**	**wiki maintain admin**	**editor**	**reader**
[...]_Admin	x	x	x	x	x
*	---	---	---	x	x

Protected

		permissions			
user group	**login required**	**sys admin**	**wiki maintain admin**	**editor**	**reader**
[...]_Admin	x	x	x	x	x
[...]_Editeren	x	---	---	x	x
*	---	---	---	---	x

Private

		permissions			
user group	**login required**	**sys admin**	**wiki maintain admin**	**editor**	**reader**
[...]_Admin	x	x	x	x	x
[...]_Editeren	x	---	---	x	x
[...]_Lezen	x	---	---	---	x
*	---	---	---	---	---

Admin

		permissions			
user group	**login required**	**sys admin**	**wiki maintain admin**	**editor**	**reader**
[...]_Admin	x	x	x	x	x
*	---	---	---	---	---

URL

If the URL of a wiki does not exist (or there is a letter error because of case-sensitivity), the user is currently redirected to the farm management. Depending on the authorization level, the user might not have access. It is possible to redirect the user to a page of another instance. However, this can only be done **once**. Redirects always link to the same instance. On the target page you could, for example, store an overview of operating wikis.

YourCompany/Production System

Belongs to:	YourCompany	**Account Manager:**	Schreiber, Horst	**Contract Type:**	Subscription
First Installation:	2018/04/02	**Last Update:**	2019/03/27	**Performance Level:**	Standard with WikiFarm and Development
Contract Start:	2018/04/02	**Minimum Contract Period:**			

Short Description	Production system: BlueSpice 3 pro Standard with WikiFarm with Development

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/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w
/settings.d/099-
    AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:
/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/musterfirma"  -lCE -t -p 80:80 -
p 443:443 -p 8000:8000
    -p 8001:8001 1d85e6a800e9
```

Docker IP

```
cat /etc/doc ker/daemon.json
{
        "bip": "172.19.10.1/24",
        "fixed-cidr": "172.19.10.1/24"
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