

Wiki F.A.Q

Make sure to Login (top-right corner) to the Wiki in order to view all the available articles.

1. What is the Wiki?

The Piedmont University Wiki is our centralized, living documentation system designed to house important knowledge across all departments. It serves as the single source of truth for university operations, processes, and procedures.

Whether you're in IT, Admissions, HR, Facilities, or any other department—this Wiki helps your team capture, organize, and share information so that institutional knowledge isn't lost and on-boarding becomes faster and easier.

2. Who is the Wiki For?

Audience	Purpose/Usage
All University Departments	Store and share internal procedures, checklists, and team-specific knowledge.
New Hires	Access department-specific on-boarding material to quickly get up to speed.
Cross-Department Transfers	Learn how your new department operates without having to ask for every detail.
IT Staff	Maintain system documentation, SOPs, troubleshooting guides, and configuration notes.
Managers & Team Leads	Document workflows to ensure continuity and reduce training overhead.

3. Why it Matters

The Wiki is a strategic tool for operational resilience. When someone changes roles, leaves the university, or gets promoted, their knowledge shouldn't leave with them.

With the Wiki, we:

- Eliminate silos between departments
 - Reduce onboarding time
 - Standardize procedures across teams
 - Ensure continuity when staff transitions occur
 - Empower employees to find answers independently
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4. What should be in the Wiki?

Each department is encouraged to maintain its own section. Examples of content include:

General Content:

- Step-by-step procedures
 - Contact lists and escalation paths
 - Internal FAQs
 - Software guides and login instructions
 - Daily/weekly checklists
 - Event planning workflows
 - Policy interpretations and department-specific guidelines
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5. How can I Get Started?

Instructions for creating content on the Wiki can be found at:

<https://www.bookstackapp.com/docs/user/content-overview/>

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