

Queen's Wiki Service Definition

Purpose

The Queen's Wiki supports the educational and administrative activities of the University and serves as a means of communication by and among users.

Terminology

- **Queen's Wiki**
 - Refers to the wiki service and software. The software is provided by Atlassian and called Confluence.
- **"Wiki Space"**
 - A "wiki space" is an area in which administrative control over content, viewing and authorship is delegated.
- **Group Wiki Space**
 - A "group wiki space" is any space granted to a department or an ad-hoc group. The content in a "group wiki space" is the sole responsibility of the "space owner".
- **Personal Wiki Space**
 - A "personal wiki space" is a space that belongs to an individual staff member, faculty member or student. The content in a "personal wiki space" is the sole responsibility of the individual staff member, faculty member or student to whom the space belongs.
- **Wiki Space**
 - Generic term that refers to both Group and Personal wiki spaces.
- **Space Owner**
 - For "group wiki spaces", the "space owner" is the person who sponsored the creation of the space and is required to have a valid and active NetID.
 - For "personal wiki spaces", the "space owner" is whoever the space belongs to and is required to have a valid and active NetID.
- **Space Administrator**
 - The "space administrator" is whoever the "space owner" has designated as the administrative contact for the group wiki space and is required to have a valid and active NetID.
- **Wiki Administrator**
 - A "wiki administrator" is a person designated by ITServices to provide assistance, to create spaces, and to provide other wiki related services as necessary to users of the wiki.
- **Inactive Wiki Space**
 - An "inactive wiki space" is any group or personal wiki space that has not been updated for 1 year.

Service Description

"Personal wiki spaces" are available for:

- Queen's staff members
- Queen's faculty members
- Queen's students

"Group wiki spaces" are available for:

- Queen's departments (as determined by ITServices)
 - The "space owner" of a departmental group space must be the department head.
- Ad-hoc groups (as determined by ITServices)

A valid and active Queen's NetID is required to log in to the Queen's wiki.

Usage Policy

Use of the "Queen's Wiki" must be consistent with Queen's educational goals and comply with the Queen's University Computer User Code of Ethics and the Queen's University Network Security Policy.

"Space owners" are responsible and accountable for maintaining their wiki space.

The creation of a "group wiki space" is performed by the "wiki administrators". The "wiki administrators", at their sole discretion, will determine if the person or entity requesting the space is eligible for a "group wiki space".

The creation of a "personal wiki space" is performed by each user himself or herself.

When a "space owner" of a "group wiki space" no longer meets the eligibility requirements of being a "space owner", the "wiki administrators" will assume the role of "space owner" for any spaces in which the ineligible user previously had this role. If appropriate, the "wiki administrators", at their sole discretion, will assign a new "space owner" to any or all of these orphaned spaces. If an appropriate "space owner" cannot be found, the space will be deleted after 1 year.

When a "space owner" of a "personal wiki space" no longer meets the eligibility requirements of being a "space owner", the space will be removed in accordance with the [Queen's University Account Policy](#).

Retention Policy

An "inactive wiki space" will be archived or deleted according to the Queen's document retention policy.

Service Availability

The targeted availability of the wiki is 24 hours a day, 7 days a week. At times, the wiki may be unavailable to allow for maintenance and upgrades to the service. A notification will be posted on the wiki homepage and also be sent out using the standard ITServices mechanism before any such maintenance or upgrade takes place. The notification will contain when and for how long the wiki will be unavailable. Unplanned outages will be communicated as soon as possible via the standard ITServices mechanism. An estimate on the length of time the wiki will be unavailable will be provided if possible.

Support

For help with the Queen's wiki, please read the [Wiki FAQs](#) for answers to commonly asked questions. If you require further assistance, please contact the [IT Support Centre](#).

Documentation

Documentation for the Queen's wiki is available on the manufacturer's site: <https://confluence.atlassian.com/conf58/get-started-777010425.html>