

# WikiWiki

Cocecha de Conocimiento  
Emergente, Sinérgica, y Social

Juancarlo Añez  
Conexión Social

[juanca@suigeneris.org](mailto:juanca@suigeneris.org)  
<http://www.suigeneris.org/>

# Agenda

- Introducción
- Breve Historia de WikiWiki
  - Inicio
  - Conflicto
  - Resolución
- Evolución
- Wiki Hoy
- ¿Y? ¿Qué importa?

# Estrategia

- Las preguntas son bienvenidas en cualquier momento
  - Levanta la mano o ven al micrófono
- Si digo que la respuesta viene más adelante, el que pregunta decide si quiere esperar
- Vamos a hacerlo participativo...
- ...pero solo tenemos 45 minutos...
- ...y queremos mucha discusión
- ¿Windows?
  - ¡Solo para el final!

# Introducción

# Gestión del Conocimiento

- "Knowledge Management caters to the critical issues of organizational adaptation, survival, and competence in face of increasingly discontinuous environmental change.... Essentially, it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings."
- La Gestión del Conocimiento atiende los asuntos críticos de la adaptación, supervivencia, y competencia **organizacionales** de cara a un cambio en el ambiente que es crecientemente discontinuo... Esencialmente **comprende los procesos organizacionales que buscan una combinación sinérgica de datos y de capacidad de procesamiento de información por parte de las tecnologías de información, y la capacidad creativa e innovativa de los seres humanos.**

01/17/06

— Fuente: <http://www.kmnetwork.com/>

# Breve Historia de WikiWiki

# The Hillside Patterns Group

- Design Patterns (Patrones de Diseño)
  - Una forma de consolidar conocimiento sobre diseño de software
  - 1994
- The Hillside Patterns Group
- El problema
- Ward Cunningham y WikiWiki

# El Problema

- Una avalancha de información
- Información dispersa y atómica
- Múltiples canales de comunicación
- Falta de consolidación
  - Los libros tardan mucho
  - Las páginas web también toman mucho trabajo

# Consecuencias

- Redundancia
  - Información replicada en varios repositorios
  - Múltiples consultas a los expertos sobre los mismos temas
- Ineficiencia
  - Abuso del teléfono, e-mail, y chat
  - Múltiples búsquedas e investigaciones sobre los mismos temas
  - Múltiples consultas a los expertos sobre los mismos temas
- Ineficacia
  - La información no está disponible cuando se la requiere
  - Información que “se extravía”
- “Cosechar” el conocimiento es difícil
  - Es distribuido, disperso
  - Cambia, evoluciona
  - Proviene de la gente

# La Solución de Ward Cunningham

- Una base de conocimiento única
- Que todos ayuden (Colaborativo)
- Que ayuden con lo que mejor hagan (Sinérgico)
  - Teoría, experiencia, análisis, síntesis, redacción, corrección
- Que ayuden desde donde estén (Distribuido)
- Que evolucione con cada contribución (Emergente)

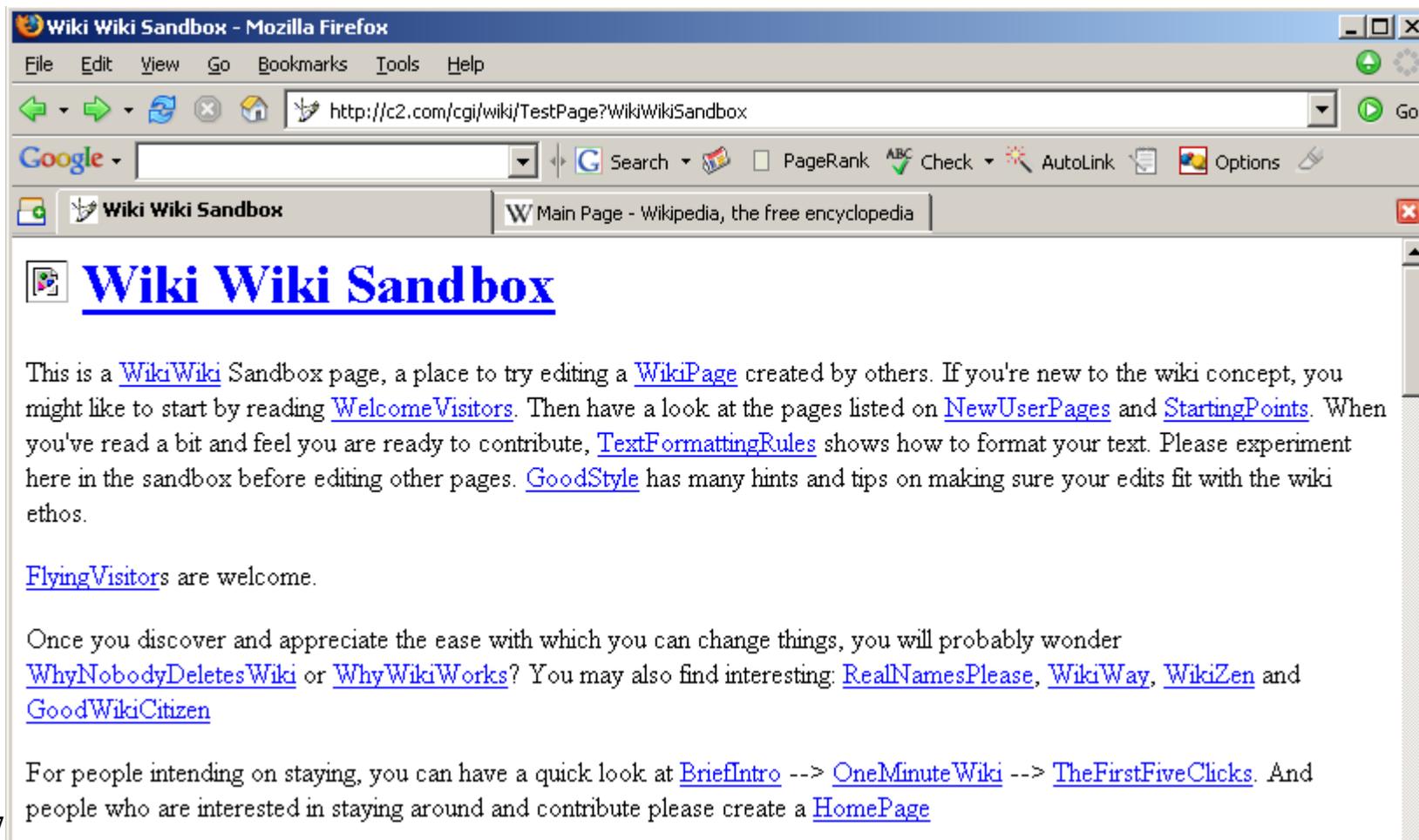
01/17/06 • ¿Y lo social?

# WikiWiki (“rápido” en Hawaiano)

- Una página Web que...
- Que está organizada en forma de red (como la WWW)
- Que todos pueden leer (desde donde estén)
- Que todos pueden cambiar (desde dónde estén)
  - Agregar información
  - Agregar nuevos temas
  - Hacer correcciones

# El Primer WikiWiki

- <http://c2.com/cgi/wiki/TestPage>



# Edición en WikiWiki

## WikiWikiSandbox

Type the code word, 567, here  then press  to finish editing. Read [MoreAboutCodes](#).

Esta es una '''prueba''' por JuancoAñez|

This is a WikiWiki Sandbox page, a place to try editing a WikiPage created by others. If you're new to the wiki concept, you might like to start by reading WelcomeVisitors. Then have a look at the pages listed on NewUserPages and StartingPoints. When you've read a bit and feel you are ready to contribute, TextFormattingRules shows how to format your text. Please experiment here in the sandbox before editing other pages. GoodStyle has many hints and tips on making sure your edits fit with the wiki ethos.

FlyingVisitor''''''s are welcome.

Once you discover and appreciate the ease with which you can change things, you will probably wonder WhyNobodyDeletesWiki or WhyWikiWorks? You may also find interesting: RealNamesPlease, WikiWay, WikiZen and GoodWikiCitizen

For people intending on staying, you can have a quick look at BriefIntro --> OneMinuteWiki --> TheFirstFiveClicks. And people who are interested in staying around and contribute please create a HomePage

I can not type tabs. Please [ConvertSpacesToTabs](#) for me when I save.

[GoodStyle](#) tips for editing.

[EditPage](#) using a smaller text area.

[EditCopy](#) from previous author.

# Edición en WikiWiki II

## Wiki Wiki Sandbox

Esta es una **prueba** por [JuancoAnez](#)

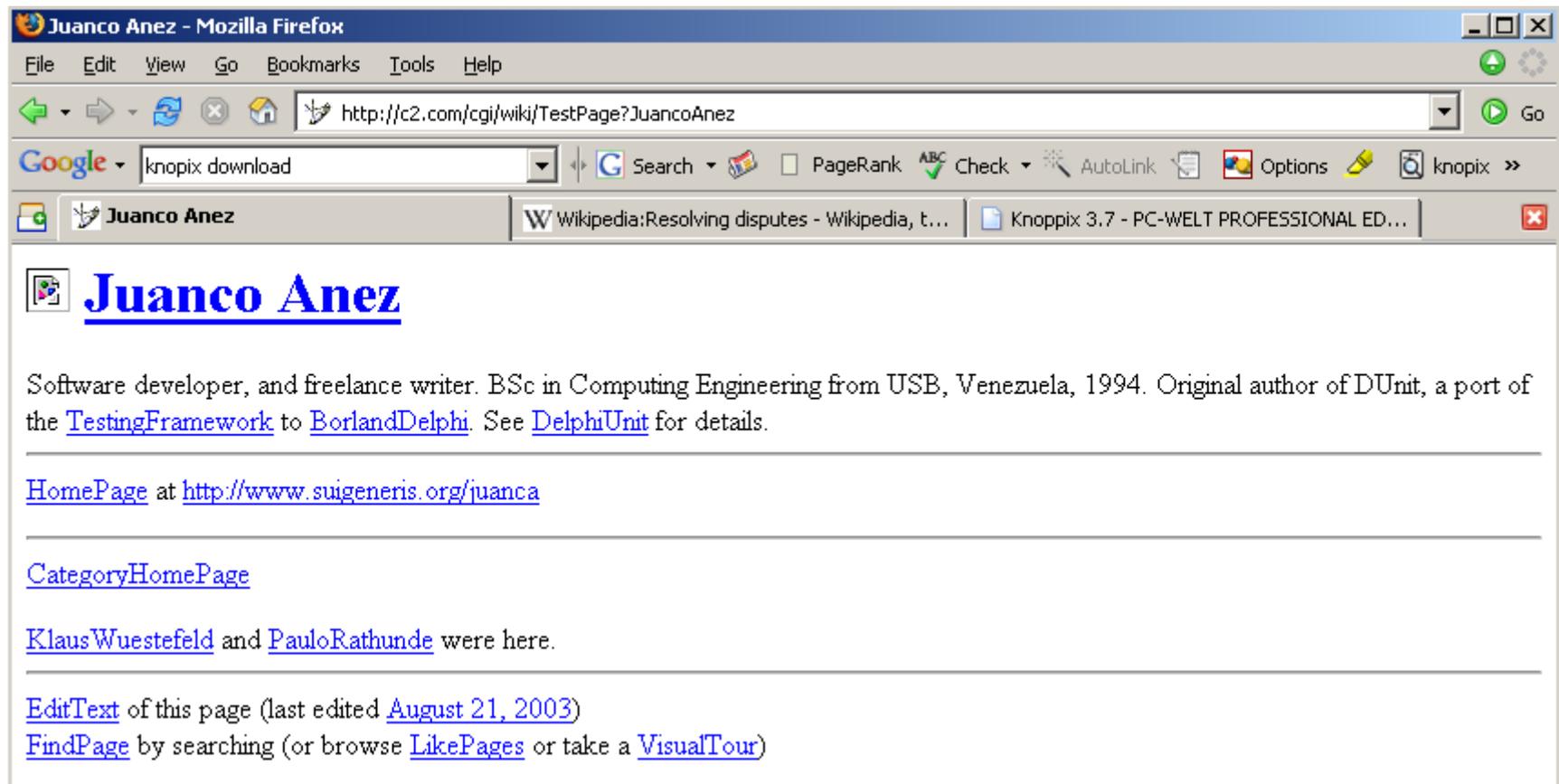
This is a [WikiWiki](#) Sandbox page, a place to try editing a [WikiPage](#) created by others. If you're new to the wiki concept, you might like to start by reading [WelcomeVisitors](#). Then have a look at the pages listed on [NewUserPages](#) and [StartingPoints](#). When you've read a bit and feel you are ready to contribute, [TextFormattingRules](#) shows how to format your text. Please experiment here in the sandbox before editing other pages. [GoodStyle](#) has many hints and tips on making sure your edits fit with the wiki ethos.

[FlyingVisitors](#) are welcome.

Once you discover and appreciate the ease with which you can change things, you will probably wonder [WhyNobodyDeletesWiki](#) or [WhyWikiWorks](#)? You may also find interesting: [RealNamesPlease](#), [WikiWay](#), [WikiZen](#) and [GoodWikiCitizen](#)

For people intending on staying, you can have a quick look at [BriefIntro](#) --> [OneMinuteWiki](#) --> [TheFirstFiveClicks](#). And people who are interested in staying around and contribute please create a [HomePage](#)

# Hipervínculos Fáciles



The screenshot shows a Mozilla Firefox browser window with the title "Juanco Anez - Mozilla Firefox". The address bar contains the URL "http://c2.com/cgi/wiki/TestPage?JuancoAnez". The search bar shows "knopix download". The browser has several tabs open, including "Juanco Anez", "Wikipedia:Resolving disputes - Wikipedia, t...", and "Knoppix 3.7 - PC-WELT PROFESSIONAL ED...". The main content area displays the following text:

 **Juanco Anez**

Software developer, and freelance writer. BSc in Computing Engineering from USB, Venezuela, 1994. Original author of DUnit, a port of the [TestingFramework](#) to [BorlandDelphi](#). See [DelphiUnit](#) for details.

---

[HomePage](#) at <http://www.suigenis.org/juanca>

---

[CategoryHomePage](#)

---

[KlausWuestefeld](#) and [PauloRathunde](#) were here.

---

[EditText](#) of this page (last edited [August 21, 2003](#))  
[FindPage](#) by searching (or browse [LikePages](#) or take a [VisualTour](#))

# WikiWiki Inicial

- Una comunidad pequeña e integrada
  - Amigos
  - Colegas conocidos y respetados
- Un conjunto de temas limitado
  - Básicamente patrones de diseño
- Artículos de una alta cohesión
- Alta modularidad
- Alta calidad

Como un buen libro, pero hipervinculado

# Conflicto

# WikiWiki al Cabo de un Tiempo

- Una comunidad muy grande
  - Lectores
  - Escritores
  - Lectores-escritores
- Un conjunto de temas inmenso
  - Diseño de software en general
  - Gerencia de software
  - Historia de la informática
  - Filosofía
  - ...
- Cohesión y modularidad disminuidas
- Necesidad de editores dedicados
- Deterioro de la calidad

# Calidad Declinante

- Comentarios
  - “A mi no me parece que...”
- Thread mode (modo discusión)
- Conflictos de opinión
- Competencias de re-edición
- Sabotaje
- SPAM

# Resolución

- Necesitamos...
  - Normas de participación
  - Normas de resolución de conflictos
  - Roles y especializaciones
  - Arbitros (¿Autoridad?)
  - Mecanismos de protección
- WikiWiki es un bien público
  - Sujeto a factores económicos
  - Sujeto a factores sociales
- Los usuarios de WikiWiki son una comunidad

# Wiki Hoy

# Evolución

- Ahora solo “Wiki”
- Numerosas implementaciones de Wiki
- Implementaciones en los principales lenguajes de programación
- Implementaciones libres y propietarias
- Mejores y nuevas funcionalidades
  - Seguridad por usuarios, roles y privilegios
  - Ayudas de edición
  - Control de versiones
  - Bases de datos

# Usos de Wiki

- Documentación en línea
- Bases de conocimiento emergentes
- Wikipedia!

# Wikipedia – La Enciclopedia Libre

- Una enciclopedia
- Uso libre
- Reproducción (copia) libre
- Contribución libre (¿?)
- Un Wiki
- ¡El software (WikiMedia) también es libre!

# Wikipedia

## WIKIPEDIA

### English

*The Free Encyclopedia*

831 000+ articles

### Deutsch

*Die freie Enzyklopädie*

320 000+ Artikel

### Français

*L'encyclopédie libre*

194 000+ articles

### Polski

*Wolna Encyklopedia*

144 000+ haseł

### Svenska

*Den fria encyklopedin*

116 000+ artiklar



### 日本語

フリー百科事典

158 000+ 記事

### Italiano

*L'enciclopedia libera*

121 000+ articoli

### Nederlands

*De vrije encyclopedie*

108 000+ artikelen

### Português

*A enciclopédia livre*

84 000+ artigos

### Español

*La enciclopedia libre*

75 000+ artículos

search ▪ suche ▪ rechercher ▪ 検索 ▪ ricerca ▪ szukaj ▪ sök ▪ zoeken ▪ busca ▪ buscar

# Un Artículo

**Autism epidemic** - Wikipedia, the free encyclopedia - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

W http://en.wikipedia.org/wiki/Autism\_epidemic

Google diskeeper download Search PageRank Check AutoLink Options

Chris Flaats Web... Wiki Wiki Sandbox Wikipedia Autism epidem... Wikipedia:Resolvi... Wikipedia:Pages .

Juanco my talk my preferences my watchlist

article discussion edit this page history move watch

## Autism epidemic

From Wikipedia, the free encyclopedia.



The **neutrality** of this article is **disputed**.  
Please see discussion on the [talk page](#).

*For more background on this topic, see [autism](#).*

The advent of a possible **autism epidemic** was first suggested in the mid-[1990s](#) by a handful of [healthcar](#) noticed sharp increases in the numbers being diagnosed and reported to public health agencies. Most aut ambivalent about whether or not the instance of [autism](#) is increasing [\[1\]](#) [\[2\]](#) [\[3\]](#) [\[4\]](#), and therefore w "epidemic" is accurate.

The number of [children](#) diagnosed with autism has increased significantly in recent years, leading many [scientists](#) and [health care](#) practitioners to question whether extrinsic factors may be at least partially responsible. The [cause](#) of any increase in autism incidence is hotly debated. Researchers have speculated that [genetic causes](#), [pollution](#), [food additives](#), [childhood vaccinations](#), or more thorough

**Incidence Cumulative Growth**  
[ U.S. School Years 1992 - 2003 ]

Year	Percent Cumulative Growth (%)
1992	173%
2000	247%
2003	324%

# Edición

The screenshot shows a Mozilla Firefox browser window with the title bar "Editing Autism epidemic - Edit this page - Wikipedia, the free encyclopedia - Mozilla Firefox". The address bar shows the URL "http://en.wikipedia.org/w/index.php?title=Autism\_epidemic&action=edit". The search bar contains "diskeeper download". The browser's menu bar includes File, Edit, View, Go, Bookmarks, Tools, and Help. The page content includes the Wikipedia logo, navigation links (Main Page, Community Portal, Current events, Recent changes, Random article, Help, Contact us, Donations), a search box, and a toolbox (What links here, Related changes, Upload file, Special pages). The main content area shows the article title "Editing Autism epidemic" and a warning message: "This page is 46 kilobytes long. This may be longer than is preferable; see [article size](#)." Below the warning is a rich text editor toolbar with icons for bold, italic, text color, background color, link, unlink, list, and table. The editor content includes the following text:

```
{{npov}}
{{background|autism}}
The advent of a possible '''autism epidemic''' was first suggested in
a handful of [[healthcare]] professionals who noticed sharp increases
diagnosed and reported to public health agencies. Most authorities r
whether or not the instance of [[autism]] is increasing
[http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?cmd=Retrieve&db=pubmed
[http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?cmd=Retrieve&db=pubmed
and therefore whether the term "[[epidemic]]" is accurate.
[[Image:Increase in autism diagnosis.png|right|thumb|400px|The number
autism has increased dramatically over the past decade.]]
The number of [[children]] diagnosed with autism has increased signif
years, leading many [[scientists]] and [[health care]] practitioners
extrinsic factors may be at least partially responsible. The [[cause
autism incidence is hotly debated. Researchers have speculated that
causes]], [[pollution]], [[food additives]], [[vaccination|childhood
more thorough [[diagnosis]] and screening may play roles. Other spec
trend of increasing diagnoses to a form of [[collective hysteria]].
pointed to changes in diagnostic categories in the [[Diagnostic and 2
```

# Resolución de Disputas

[project page](#) [discussion](#) [edit this page](#) [history](#) [move](#) [watch](#)

## Wikipedia:NPOV dispute

From Wikipedia, the free encyclopedia.

Articles that have been linked to this page are the subject of an **NPOV dispute** (NPOV stands for **N**eutral **P**oint **O**f **V**iew; see below). This means that in the opinion of the person who added this link, the article in question does not conform to NPOV standards. See [What links here](#) for a list of articles in NPOV dispute. To add a page to this list, type `{{POV}}`, which expands into:

[Shortcut:](#)  
[WP:NPOVD](#)



The **neutrality** of this article is disputed.  
Please see discussion on the [talk page](#).

(edit: [Template:POV](#))

Please note: The above label is meant to indicate that a discussion is ongoing, and hence that the article contents are disputed and volatile. If you add the above code to an article which seems to be biased to you, but there is no prior discussion of the bias, you need to *at least* leave a note on the article's talk page describing what you consider unacceptable about the article.

A suggested alternative NPOV boilerplate is `{{Long NPOV}}`, which expands to:



The **neutrality** of this article is disputed.  
Please help by reporting disputed *passages* and *terms* on the [talk page](#).

# Resolución de Disputas

The image shows a screenshot of the Wikipedia page titled "Wikipedia:Resolving disputes". At the top, there are navigation tabs: "project page", "discussion", "edit this page", "history", "move", and "watch". The main heading is "Wikipedia:Resolving disputes". Below the heading, it says "From Wikipedia, the free encyclopedia." and "(Redirected from [Wikipedia:Dispute resolution](#))". The main text explains that Wikipedia is a community and provides guidelines for resolving disputes, including a warning against "edit wars". A yellow box highlights that this page is an official policy on Wikipedia. A "Note" section discusses handling vandalism and repeat offenders. At the bottom, there are two buttons: "Contents [hide]" and "Dispute resolution".

[project page](#) [discussion](#) [edit this page](#) [history](#) [move](#) [watch](#)

## Wikipedia:Resolving disputes

From Wikipedia, the free encyclopedia.  
(Redirected from [Wikipedia:Dispute resolution](#))

Wikipedia is a community, which means that we have to work together in writing the encyclopedia. Articles often have more than one user working on them, and sometimes users will disagree about how the article should be written. If you have a disagreement over an article, try to reach a [truce](#) and stop editing until you can resolve the issue. Please do not engage in [edit wars](#) with other users; this is not a helpful way of resolving disputes and does nothing to improve Wikipedia. Instead, follow the process outlined here to resolve disagreements and prevent them from turning into serious disputes.

**This page is an [official policy](#) on Wikipedia.** It has wide acceptance among editors and is considered a standard that all users should follow. [Feel free](#) to edit the page as needed, but please make sure that changes you make to this policy reflect [consensus](#) before you make them.

**Note:** These steps are designed for resolving disagreements between two or more parties. [Vandalism](#) and flagrant violations of [Wikipedia policies and behavior guidelines](#) by repeat offenders may be handled using expedited procedures, potentially resulting in the offender being [banned from Wikipedia](#). In most situations, however, alleged misconduct by an individual user should be handled using the principles outlined here. This does not mean that users who point out the misconduct are part of the dispute; they simply represent the Wikipedia community generally.

[Contents](#) [\[hide\]](#) [Dispute resolution](#)

# Conflicto

- Comentarios
  - “A mi no me parece que...”
- Thread mode (modo discusión)
- Conflictos de opinión
- Competencias de re-edición
- Sabotaje

# La Sociedad Wikipedia

- Normas
- Roles
- Árbitros
- Autoridad
- Facilidades
  - Discusión
  - Historia
- Tolerancia y cooperación

# Resolución de Conflictos

## Contents [\[hide\]](#)

- [1 Avoidance](#)
- [2 First step: talk to the other parties involved](#)
- [3 Further dispute resolution](#)
  - [3.1 Informal Mediation](#)
  - [3.2 Discuss with third parties](#)
  - [3.3 Conduct a survey](#)
  - [3.4 Mediation](#)
  - [3.5 Requesting an advocate](#)
- [4 Last resort: Arbitration](#)
- [5 See also](#)

## Dispute resolution

### Dispute resolution processes

**Negotiation:** [Current surveys](#)  
[Requests for comment](#) | [Third opinion](#)

**Mediation:** [Mediation Committee](#)  
[Requests for mediation](#)

**Arbitration:** [Arbitration Committee](#)  
[Requests for arbitration](#)

**Mentorship** and **Probation**  
[Mentorship Committee](#)

### Member groups

[Association of Members' Advocates](#)  
[The Mediation Cabal](#)

# El Usuario es Activo

- Los hechos son minuciosamente discutidos y comprobados
- Lo no comprobado es etiquetado como “opinión”
- Todos los puntos de vista sobre un tema terminan eventualmente presentes en Wikipedia
- El usuario/lector debe decidir sobre su propio punto de vista
- El usuario es activo

# Gestión del Conocimiento v2.0

- Knowledge might be described as information that has a use or purpose. Whereas information can be placed onto a computer, knowledge is emergent, and socially constructed, exists in the heads of people. Knowledge is information to which an intent has been attached.
- El Conocimiento puede describirse como información que tiene un propósito. Aunque que la información puede ser puesta en un ordenador, el conocimiento es emergente, construido socialmente, y existe en la mente de las personas. El conocimiento es información a la cual se le ha agregado una intención.
  - Fuente: Wikipedia.org

# ¿Y? ¿Qué Importa?

- Juancarlo Añez  
juanca@suigeneris.org