

# Knowledge Management (Wiki / Confluence)

The Wiki of the University is based on the software Confluence from the company Atlassian. The software is a powerful collaboration platform. Confluence has the following features:

- Creation of online documents (meeting notes, project plans, product requirements ...)
- Macros offering many features such as dynamic content
- Comment function
- Hierarchical structure
- Modern search including filtering and free text search
- Templates
- Possibility to save documents in various formats
- Version management
- Detailed permissions features
- Expandable via add-ons

Due to a limited number of available licenses, the service is currently only available to staff. No licenses are required for read-only access, i.e. the public area of Confluence is accessible to all affiliates of the university.

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## User Guides

[Wiki Help \(first steps\)](#)

[Instructions for using Ideation as part of the University's Innovation Management project \(German only\)](#)

## FAQs

- [How to create a Table of Contents](#)
- [Wiki Help \(first steps\)](#)

## Support

Please report any problems to the [Service Desk](#).

The processing times correspond to the [Service Level Agreement](#).

## Data Backup/ Hosting

Confluence is hosted on servers in the University's Computer Centre and is subject to the standard data protection policy.

It should be noted that data that was deleted outside of the defined retention period cannot be recovered.

## Request Service

The service must be requested from the Computer Centre. Please contact Gus Hagelberg for further information.

## User Responsibilities

Users should take care to keep the data in Confluence up to date and adjust the access permissions to the content of the pages accordingly.

# Legal

The most up-to-date IT and media services user regulations must be complied with.