



ReAAL

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www.cip-reaal.eu

ReAAL Knowledge Portal

[Deliverable 5.1b]

Key Information from the DoW

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Description:

This deliverable is a second version (b) of D5.1, whose final version is due in the end of Month 33. This document is a short report aiming at the description of the work performed in the project about the organisation of the knowledge Portal.

Lead Editor: Bruno Jean-Bart (Trialog)

Internal Reviewer: Pilar Sala Soriano (UPVC)

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Executive Summary

This deliverable is a final presentation of the accomplishment of the Knowledge Portal of the ReAAL project.

It includes a description of the analysis made to find the correct tool and the process adapted to populate the content of the Knowledge Portal.

In summary, the choice has been put into the Wiki approach together with a blog tool.

The Wiki web site has been established first into an internal tool accessible and used by all partners.

Knowledge accumulated there together with the blogs articles written by the partners constituted the content used by the Work Package leader to build the public Knowledge Portal now available at that URL : <http://reaal.universaal.info>

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1. About This Document

This deliverable is a second version (b) of D5.1. This document is a short report aiming at the description of the work performed about the organization of the knowledge Portal.

1.1. Deliverable context

Project item	Relationship
Objectives	<p>The deliverable will aim at establishing the tools to foster the following ReAAL objectives expressed in the DoW:</p> <p>O3) Establish the necessary circumstances for the emergence of an initial universAAL ecosystem by showing the platform usefulness and spreading the related technical knowledge.</p> <p>O4) At pilot, national and EU levels, establish a multi-dimension evaluation methodology to measure the impact of the deployment of the universAAL ecosystem.</p> <p>O5) Collect and spread a set of best practices associated with procurement policies and procedures, contract supervision and quality assurance, deployment strategies and the associated organisational aspects, as well as the related business and financing concepts. Foster knowledge sharing and pilot-to-pilot exchange of ideas, services and experiences with the organisational aspects of the delivery of services for older people.</p>
Exploitable results	<p>Res 7 of the Dow:</p> <p>A public knowledge portal donated to AALOA, consisting of details of discussions among the experts during the whole project life cycle as well as periodical appropriate digests of them for easier reference</p>
Work plan	This deliverable is linked to Task 5.1.
Milestones	M8 : Knowledge Portal Ready
Deliverables	D5.1a
Risks	N/A

2. Knowledge Portal Objectives

A knowledge portal, i.e. a web application, aims at serving as a collaborative platform both internal and external to the project. The portal should be accessed via the public project's website. Internally, the portal will provide facilities for ReAAL partners:

1. in WP3 and WP4 to share insights gained from work experiences in a way similar to blogging,
2. in T5.2 to publish descriptions of the multi-dimensional evaluation frameworks,
3. in T5.3 to reflect data collected during evaluations, and
4. in T5.4 to provide official guidelines for similar large-scale deployments in future.

Therefore, the portal will serve as a platform for agreeing on common tools for deployment assessment, commissioning, and for exchanging information on best practices, business, value chains, etc.

Externally, the knowledge portal will be used to inform the public on the knowledge gathered by the ReAAL project. The timing for and extent of "going public" will be decided by the Project Executive Board in accordance to the advices by the advisory board as well as in coordination with the action groups of the EIP-AHA; the task leader will be in charge of implementing those decisions.

The purpose of the portal is threefold:

1. To provide a repository of tools and guidelines to be used for the data collection at each pilot site to foster a collaborative data collection approach and a high degree of consistency for the evaluation. The tools will be: stringent templates and guidelines, questionnaires, check lists, FAQ (questions and answers), and planning and commissioning tools. In particular, T5.1 will be in charge of technical realization of the "online parts" of T5.2 specifications.
2. To act as a platform for knowledge exchange within the consortium. Specifically, mid-evaluations and other learning will be fed back to the consortium on a regular basis, to ensure that the activities are based on up-to-date evidence. Such evidence will both be provided from a top-down approach from the evaluation coordinator, and a bottom-up approach by using this portal as a sort of blogging tool with regular digests where consortium members can share experiences.
3. To act as a technical dissemination platform throughout the duration of the project via an on-line quarterly or biannual reporting. In particular, a link with the AALOA community will be maintained. According to a decision of the project's Steering Board, the public version will be made available under <http://reaal.universaal.info/>

The creation of the portal includes: Setting up website with open source tools (e.g. a Wiki Engine, Redmine, ChiliProject) as the basis for the following requirements: uploading and downloading documents, publishing news, simple discussion forums, blogging facilities, as well as FAQs, digests and guidelines in form of Wiki pages.

3. The ReAAL Knowledge Portal

3.1. Requirements Analysis

The following requirements are derived from the Portal objectives above.

REQ 1: Setting up website with open source tools

REQ 2: A tool for each Pilot to describe its experience.

To provide a repository of tools and guidelines to be used for the data collection at each pilot site to foster a collaborative data collection approach and a high degree of consistency for the evaluation.

REQ 2-1: The tools shall be easy to use, collaborative (not personal).

REQ 3: a set of tools (and not one tool), acting as a platform for knowledge exchange with raw information (bottom-up) to organize and format on a regular basis, with high-level information and guidelines from Evaluation Coordinator, Technical Managers, Pilot Coordinator. A top-down approach from the evaluation coordinator, and a bottom-up approach by using this portal as a sort of blogging tool with regular digests where consortium members can share experiences

REQ 3-2: The Portal should provide explicit entries for the following tasks:

1. for WP3 and WP4 to share insights gained from work experiences in a way similar to blogging,
2. for WP5: T5.2 to publish descriptions of the multi-dimensional evaluation frameworks,
3. for WP5: T5.3 to reflect data collected during evaluations, and in T5.4 to provide official guidelines for similar large-scale deployments in future
4. for WP6: for Dissemination

REQ 4: To act as a technical dissemination platform (WP6). Decision to become public will be provided by the Executive Board.

REQ 5: a link with the AALOA community will be maintained

3.2. Solutions Analysis

Requirements	Solutions
REQ 1: Setting up website with open source tools	<p>There are several types of possible Open source solutions to meet this first requirements:</p> <ul style="list-style-type: none"> • Wiki: more than 50 open source Wiki are available. See Annex 1 for the list of Wiki features and comparison of 4 wiki open sources. • FAQ: Question&Answer, FAQ-IT, Faq-O-Matic, piFAQ, makefaq and phpMyFaq • Blog: wordPress, PivotX, Drupal, Movable Type • Project Management : Redmine

3.2.1. **Difference between a Wiki and a Blog**

As we have to choose between two type of Content Management system, a short analysis between a blog and a wiki is provided below.

A blog is generally considered as an “online individual or organization journal”. It is updated daily, weekly or whenever the author considers important to do it. In contrary a wiki is a platform open for anybody to update in real time. A blog is generally owned by an individual (person or organization) whereas wiki is being updated by many people as long as they are registered and authorized to do it.

For blogs, the timeline is a key issue. An article is valid for the date it is published. This is not the case for wikis. In Wikis, when an article is published, it is supposed to be updated as new information becomes available.

Blog posts reflect one persons' opinion, followed optionally by comments. Wiki articles represent generally consensus, but can have an associated discussion/talk page.

A wiki is a superset of a blog. A wiki can host a blog, but not vice versa. To emulate a blog in a wiki, the wiki page needs to be protected against editing by other users than the author, and a comment widget (e.g. Disqus) needs to be added to the page.

A wiki allows multiple users to create, modify and organize web page content in a collaborative manner.

A blog is a Web site that maintains ongoing posts. A blog is frequently updated, a personal Web site featuring diary-type commentary and links to articles or other Web sites.

Wiki:

- Multiple Authors,
- Edited by a group or team,
- Contains links to other Wiki pages,
- Continuously changing and growing rapidly,
- Many-to-many communication.

Blogs:

- Usually a single author. Sometimes can have multiple contributors,
- Author posts, user comments, No update of an article.
- Opinion Sharing,
- One-to-many content.

Requirements	Solutions
REQ 2: A tool for each Pilot to describe and share its experience	(S2): A blog is a tool adapted to this requirement.

Requirements	Solutions
REQ 2-1 : The tools shall be easy to use, collaborative (not personal).	(S2-1): the wiki, blog or FAQ tools mentioned above are easy to use and are collaborative.

Requirements	Solutions
REQ 3 : a set of tools (and not one tool), acting as a platform for knowledge exchange with raw information (bottom-up) to organise and format on a regular basis, with high-level information and guidelines from Evaluation Coordinator, Technical Managers, Pilot Coordinator	(S3): This requirement means that the KP should be a collaborative tool, to enable to gather multiple opinions in one place, and with the facility to perform summaries, synthesis in a easy way

Requirements	Solutions
REQ 3-2: The Portal should provide explicit entries for the following tasks (WP3 to WP6 information)	This requirement indicates that a wiki is a good tool to provide multiple authors inputs while a blog (individual author) is not adapted.

Requirements	Solutions
REQ 4: To act as a technical dissemination platform (WP6). Decision to become public will be provided by the Executive Board.	The KP should become public at least for some pages.

Requirements	Solutions
REQ 5: a link with the AALOA community will be maintained.	The URL of the KP can be shared with the AALOA community and URL links can be created between AALOA web site and the ReAAL knowledge Portal;

3.3. The Portal

The ReAAL Knowledge Portal has been created using the following tools:

- An internal wiki: <http://reaal.aaloo.org>
 - you should have a user Id generated by the administrator of the wiki to access it.
- **A public wiki, this is the recent part of the work in T5.1.**
 - **Only WP leaders of the ReAAL project have granted access for editing it.**
 - **Public have free access to read it.**
 - <http://reaal.universaal.info/>
- a blog tool : <http://reaal.blog.trialog.com/>
 - you can create your own account on the FAQ web Site. However, the account should be approved by the administrator of the FAQ.
- Version b) : the following tool created at the beginning of the project has been removed since it was not used... a FAQ tool: <http://faq-reaal.trialog.com/>
 - *you can create your own account on the FAQ web Site. However, the account should be approved by the administrator of the FAQ.*

3.4. The Internal wiki

The wiki aims at being the main entry of the ReAAL KP. The MediaWiki open source is used as it seems to provide a large set of required features (see Appendix) and a very Calendar and WYSIWYG editor.

The Wiki tool meets all the requirements above except the REQ-2 for which a blog could be better adapted.

However, the “blog” per Pilot was established as sub-pages of the Wiki (in version a). In version b), the blog has been set as a specific blog site:
<http://reaal.blog.trialog.com/>

This approach is a good solution for the REQ-3, to enable the tasks leaders to create a periodic synthesis.

3.4.1. How the Portal is structured

The ReAAL Knowledge Portal is structured in its initial phase as follows. The Main menu on the left enables an easy access to three types of pages:

- General tools such as the Calendar, Help, News, Recent Changes
- the Work Package Pages for WP leaders and members to provide global information of their WorkPage progress, news, information, results.
- The Pilot Blogs Pages:

¹ The URL will be modified during August 2016 as <http://reaal.blog.universaal.info/>

- Version a) each Pilot has dedicated pages to provide information, progress, news, remarks, experience on its own pilot in ReAAL. (deprecated)
- Version b) a ReAAL blog site has been created. Each partner can create inputs in the blog to announce some news, or to report information useful for record.

The Calendar is a shared calendar where specific links can be created to page with task conference calls, plenary or specific meeting, events related to the project. Each event page can provide the minutes of the meeting; such minutes can be easily reached by any partners.

The FAQ is implemented by a specific tool (Questions & Answers) which provide a rich and collaborative way of asking questions and collect answers (see figure 2 below).

3.4.2. **Best Practises to use the Wiki**

As author of the wiki, you should respect some rules:

1. When you are creating a long page, you should organize it with sections and links to other pages. This is easier to read if your text is well structured with references to other pages, instead of having all in one page.
 - a. To learn how to create new pages, go to :
<http://reaal.aaloo.org/wiki/Help:CreatingNewPages>
2. When you consider that your contribution is a really new (and not just an minor update), please create a new entry in the page :
<http://reaal.aaloo.org/wiki/Help:News>

As reader, if you are looking for some information specific on a topic,

1. you can first use the Search window which is working quite well.
2. You can go the News page (from the sidebar menu on the left).
3. You can also read the recent changes (from the sidebar menu on the left) which provide details on the last change with the author.

3.5. The Public Knowledge Portal

The public Knowledge Portal has been created starting from the internal Knowledge and the project deliverables. The goal is to present the key elements of the project outcomes to the public.

This public wiki is written by the partners of the CIP ReAAL project to expose the main feedbacks and lessons of the project along different topics.

The objectives are to spread a set of results and best practices associated with a large scale deployment project on what are the impacts of the common open platform on the procurement policies and procedures, contract supervision and quality assurance, deployment strategies and the associated organizational aspects, as well as the related business and financing concepts. Foster knowledge sharing and pilot-to-pilot exchange of ideas, services and experiences with the organizational aspects of the delivery of services for older people.

At the time of this deliverable, the content available on-line may have been changed.

Structure of the Public KP

[ReAAL Project](#)

[universAAL Open Platform](#) as seen by ReAAL partners

- [Open Platform Requirements](#)
- [Main uAAL Features](#)
- [uAAL Showcases](#)
- [Pilot Lessons on the Open Platform](#)

[ReAAL Large Scale Deployment and Operation](#)

- [Pilots Presentation](#)
- [Application Description](#)
- [Main Challenges](#)
- [Global Lessons Learned per Deployment phase](#)

[Evaluation](#)

- [Evaluation Framework \(OPEA-AAL\)](#)
- [Evaluation Results](#)

[Replication Guidelines](#)

[Project Blog](#)

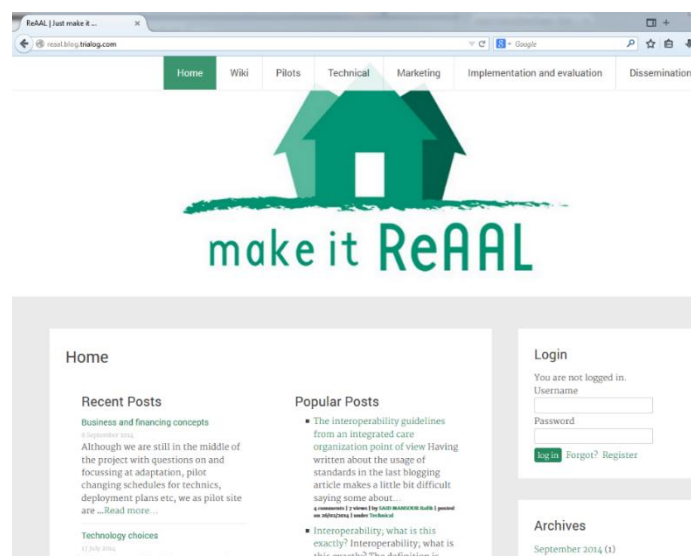
3.6. The Blog Site

The blog site <http://reaal.blog.trialog.com/> is available as a public blog. Every registered user can create a new post.

The most important concept of the Blog is the **Categories** and **Tags**. **Both are used to surf on the blog and to find more easily old articles.**

The Categories are defined as below:

- Pilots Regular Blog
 - pilot 1 ...
 - pilot n
- Technical
 - Platform Development
 - universAALisation
 - Technological choices
 - Usage of standards
 - Interoperability
- Marketing
 - Procurement
 - Business Model
 - Financing
 - Replication
 - Roll-out strategies
- Implementation and evaluation
 - Deployment
 - Evaluation
 - Quality assurance
 - Ethics
 - Legal issues
- Dissemination
 - News
 - Events
 - Research



3.6.1. Registration

The registration phase is performed using the following page.

It is important to respect the entries (name, email, etc), but in particular the “Pilot” selection menu. If you are a member of Pilot, you should select it in the list proposed. This choice is automatically associated to you and this category (Pilot X) will be selected as soon as you will create an article. If you are not a member of a Pilot site, select No Pilot.

New User Registration

Choose a Username*

First Name*

Last Name*

Email*

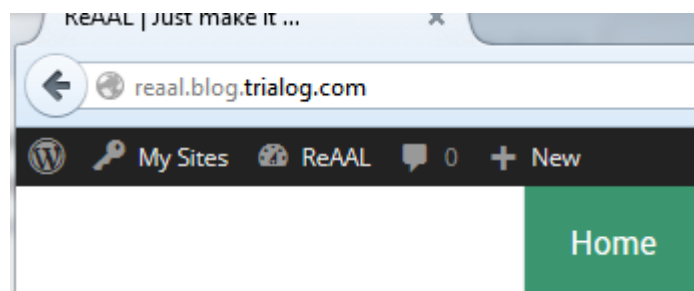
Pilot*

<---- Select One ---->

More about you and your organization*

3.6.2. Creating a new Post

Once you are logged, you have access to the top menu where you see the icon “+ New”



The Editing page to add a new post is depicted below. It is essential that you add one or more category (see the right menu) and if possible tags (among the existing ones or can create new tags)



make it ReAAL

The screenshot shows the 'Add New Post' page in the ReAAL Knowledge Portal. The page has a dark sidebar on the left with navigation options: Dashboard, Posts (selected), All Posts, Add New, Media, Comments, Profile, Tools, and Collapse menu. The main content area is titled 'Add New Post' and contains a text input field for the title, a rich text editor with a toolbar (including Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, Image, Video, and Embed), and a word count of 0. The right-hand sidebar contains several sections: 'Post Restriction' (dropdown), 'Publish' (dropdown), 'Format' (dropdown), 'Categories' (checkbox list with options: Dissemination, Events, News, Research, General, Implementation and evaluation, Deployment), and 'Tags' (input field with 'Add' button, a note to 'Separate tags with commas', and a list of 'most used tags' including 'Business and financing concepts', 'General', 'Interoperability', 'guidelines', and 'Monitoring').



































































































4. Appendix

4.1. WIKI Comparisons





















The table below provides a detailed comparison of some open source wikis. It is generated on the web site : <http://www.wikimatrix.org>.

	DOKUWIKI	GWIKI	MEDIAWIKI	TWIKI
Last Release Date	2013-05-10	2013-01-14	2012-11-30	2013-10-14
URL	www.dokuwiki.org	labs.micromata.de	www.mediawiki.org	twiki.org
Free and Open Source	✔ Yes	✔ Yes	✔ Yes	✔ Yes
License	GPL 2	Apache License, Version 2.0	GPL	GPL
Programming Language	PHP	Java	PHP	Perl, JavaScript
Data Storage	Files	Files, DB	Database	Files, RCS
License Cost/ Fee	0	Free	0	✘ N/A
Development status	Mature	Mature	Mature	Mature
Intended Audience	private, small to medium companies	User, Developer, Enterprise, Workgroups	End Users/Desktop, Education	Large enterprise; small to medium businesses
System Requirements				
Webserver	Apache, IIS, Lighttpd, anything with PHP support	All Java Servlet Container, included	Any with PHP support	Almost any webserver, typically Apache 1.3/2.0
Datastorage				
Text Files	✔ Yes	✔ Yes	✘ No	✔ Yes
MySQL	✘ No	✘ No	✔ Yes	✘ No
PostgreSQL	✘ No	✘ No	✔ Yes	✘ No
Oracle	✘ No	✔ Yes	✔ Yes	✘ No
SQLite	✘ No	✘ No	✔ Yes	✘ No
Other	✘ None	Google Datastore	✘ No	RcsLite Perl library for version control without external RCS; backend API for other storage

Security/Anti-Spam				
Page Permissions	✔ Yes	✔ Yes	✔ Yes	✔ Yes
ACL	✔ Yes	✔ Yes	✘ No	✔ Yes
Authentication Backends	Textfile, LDAP, MySQL, PostgreSQL, ActiveDirectory	Internal and external with adapter	✔ Yes	Internal Authentication; anything Apache supports such as LDAP, NIS, AD, Kerberos
Host Blocking	⚙️ Plugin	✘ No	✔ Yes	⚙️ Plugin
Mail Encryption	⚙️ Optional	✘ No	⚙️ Plugin	✔ Yes
Blacklist	⚙️ Optional	✘ No	✔ Yes	⚙️ Plugin
CAPTCHA	⚙️ Plugin	✔ Yes	⚙️ Plugin	⚙️ Plugin
Development/Support				
Commercial Support	✔ Yes, 37 listed	✔ Yes, 1 listed	✔ Yes, 69 listed	✔ Yes, 33 listed
Preconfigured Hosting	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Code Repository	github.com	labs.micromata.de	svn.wikimedia.org	twiki.org
Issue Tracker	bugs.splitbrain.org	labs.micromata.de	bugzilla.wikimedia.org	twiki.org
Mailing List	www.freelists.org		lists.wikimedia.org	twiki.org
Support Forum	forum.dokuwiki.org	labs.micromata.de	mwusers.com	twiki.org
IRC Channel	www.dokuwiki.org		www.mediawiki.org	twiki.org
Common Features				
Preview	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Minor Changes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Change Summary	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Page History	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Page Revisions	Unlimited	Unlimited	Unlimited	Unlimited
Page Index	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Plugin System	✔ Yes	✔ Yes	✔ Yes	✔ Yes

Special Features				
Unicode Support	 Yes	 Yes	 Yes	 Yes
Right-to-Left Support	 Yes	 Optional	 Yes	 No
Interface Languages	 12 languages	 2 languages	 140 languages	 14 languages
Email notification	 Optional	 Yes	 Optional	 Yes
Comments	 Plugin	Threaded	Discussion Pages	Threaded
Categories	 Plugin	 Yes	 Yes	 Yes
Namespaces	 Yes	 Yes	 Yes	 Yes
Page Redirection	 Plugin	 Yes	 Yes	 Yes
Conflict Handling	Page Locking	Conflict Resolution	Conflict Resolution	Conflict Resolution
Search	Full Text	Full Text	Full Text	Full Text
Wiki Farming	 Optional	 Yes	 Plugin	 Optional
Structured Data	 Plugin	 Yes	 Plugin	 Yes
Links				
CamelCase	 Optional	 Plugin	 No	 Yes
Freelinks	 Yes	 Yes	 Yes	 Yes
Backlinks	 Yes	 Yes	 Yes	 Yes
InterWiki	 Yes	 No	 Yes	 Yes
Image Links	 Yes	 Yes	 Yes	 Yes
Windows Shares	 Yes	 No	 No	 Plugin
Page Redirects	 Plugin	 Yes	 Yes	 Plugin
Emoticon Images	 Yes	 No	 Optional	 Yes
Syntax Highlighting	 Yes	 Yes	 Plugin	 Plugin
Footnotes	 Yes	 No	 Yes	 Plugin
Quoting	 Yes	 Yes	 No	 Yes
Internal Comments	 Plugin	 Yes	 Yes	 Yes
Custom styles	 Plugin	 Yes	 Yes	 Yes
FAQ Tags	 Plugin	 No	 No	 Yes
Content Includes	 Plugin	 Yes	 Yes	 Yes
Feed Aggregation	 Yes	 Plugin	 Plugin	 Yes

Usability				
Section Editing	Yes	Plugin	Yes	Plugin
Page Templates	Yes	Yes	Yes	Yes
Double-Click Edit	Plugin	No	Optional	Plugin
Toolbar	Yes	Yes	Yes	Plugin
WYSIWYG Editing	Plugin	Yes	Plugin	Yes
Access Keys	Yes	Yes	Yes	Yes
Auto Signature	Yes	No	Yes	Yes
Statistics				
Recent Changes	Yes	Yes	Yes	Yes
Wanted Pages	Plugin	Yes	Yes	No
Orphaned Pages	Plugin	Yes	Yes	Plugin
Most/Least Popular	No	Yes	Yes	Yes
Recent Visitors	No	No	Plugin	Plugin
Analysis	Plugin	No	Optional	Yes
Output				
HTML	XHTML 1.0 ransitional	XHTML 1.1	XHTML 1.1 Transitional	XHTML 1.0 Transitional
CSS Stylesheets	Yes	Yes	Yes	Yes
Printer Friendly	Print CSS	Print CSS	Print CSS	Print View
Mobile Friendly	Plugin	Optional	No	Plugin
Themes & Skins	Yes	Yes	Yes	Yes
RSS Feeds	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes
Abbreviations	Yes	Plugin	No	Plugin
Auto-TOC	Yes	Yes	Yes	Yes
Raw Export	Yes	Yes	Yes	Yes
HTML Export	Yes	Yes	Yes	Yes
XML export	No	No	Yes	Plugin
PDF Export	Plugin	No	Plugin	Plugin
Media and Files				
	DokuWiki	GWiki	MediaWiki	TWiki
File Attachments	Yes	Yes	Yes	Yes
Media Revisions	Yes	Yes	Yes	Yes
Embedded Flash	Yes	Yes	Plugin	Plugin
Embedded Video	Plugin	No	Plugin	Plugin
Image Editing	No	No	No	Plugin
SVG Editing	Plugin	No	No	Plugin
MindMap Editing	Plugin	No	Plugin	Plugin
Media Search	Filenames only	Contents	Keywords	Contents
Extras				
	DokuWiki	GWiki	MediaWiki	Wiki

Calendar	 Plugin	 Plugin	 Plugin	 Plugin
Image Galleries	 Plugin	 Yes	 Yes	 Plugin
Forums	 No	 Plugin	 Plugin	 Plugin
Blogs	 Plugin	 Plugin	 No	 Plugin
Ticket System	 Plugin	 No	 No	 Plugin