



# Document Management Wiki Platform

## Business Information Management, Access and Version Control

Our Document Management Wiki platform is a web-based, multilingual, wiki-based, content management system (CMS) with a tightly integrated set of comprehensive features. Content layout is dynamic to ensure readability across all devices.

### Concept

Maintain a single source of the truth to ensure information correctness.

With its "all-in-one" design, our Wiki platform can easily create all types of collaborative applications such as operating manuals, portals, knowledge bases, and more. With an enormous feature set, and a web-based, administration interface, our platform has both the features you require and the ease-of-configuration needed to manage content and security.

### Overview

**The Document Wiki is a web-based platform for managing business related collateral.**

Our content management platform allows the creation, publishing and management of wiki pages to formally document items such as policies, procedures, manuals and guidelines.

### Key Features

Create, manage and comment on all Wiki content, including image and file uploads.

1. Export Wiki pages to downloadable and printable formats such as PDF.
2. Tracking system to determine Wiki page or file updates.
3. Managed version history allowing rollback to earlier page or file versions.
4. Comprehensive full-text search system, including uploaded content
5. Unlimited categorisation and page tagging capabilities.
6. Advanced user group and permissions management.
7. Increased flexibility over file based systems when updates are required.
8. Promotes a 'single source' rationale often lost with file based systems.

Agents4RM

About Agents4RM International Ltd

Agents4RM International Ltd is regarded throughout the industry as experts in strategic, tactical and operational facilities management practice, organisational planning and service standards in FM and property management.



# Agents4RM Operating Manual

Find  **SOP - Waste Management** ready for review

**1. Document Information**

Business Process Area / Functional Area:	Management Services
SOP Owner:	Operations Manager
SOP Ref. No.:	
Cost Code:	Environment and Air Quality
Implementation Date:	01/12/2018
Approved By:	Nicholas Tidmarsh
Approval Date:	15/01/2020 13:37
Version No.:	28
Version Date:	05/03/2019 10:51
Information Classification:	Restricted Level 1

NOTE: The term 'Service' refers to 'Waste Management' throughout the remainder of this SOP document.

**2. Purpose**

SOP is to provide guidance and instruction on the management of Waste Management services by Agents4RM on a contract / Client property.

**3. Scope**

- SOP - Waste Management
- 1. Document Information
- 2. Purpose
- 3. Scope
- 3.1. Contract Requirements
- 3.2. Service Assessment
- 3.3. Tendering and Contract Award
- 3.4. Service Mobilization
- 3.5. Performance Monitoring
- 3.6. Client Requests
- 3.7. Contract Termination / Renewal
- 3.8. Health and Safety
- 3.9. Financial Transactions and Vendor Invoice Management
- 4. Responsibilities
- 5. Definitions
- 6. Security Considerations
- 6.1. Site / Project Specific Security Considerations
- 7. Before Starting
- 7.1. Health and Safety Considerations
- 7.2. Uniform and Personal Appearance
- 7.3. Monitoring Schedule and Resource
- 7.4. Process Execution Restrictions
- 7.5. Procedure and Work Instruction Documents and Forms
- 8. Procedure Steps / Workflows
- 8.1. Service Delivery Program

Typical Wiki page

Configurable Directory Structure

**Directory**

- Agents4RM
  - Business Administration
  - Human Resources Management
    - SOP - Employee Discipline
    - SOP - Recruitment
    - SOP - Onboarding
    - SOP - Induction
    - SOP - Employee Leave
    - SOP - Employee Performance Management
  - Contract Management
  - Procurement
  - Financial Management
  - Health & Safety and Environmental
  - Risk Management
  - Management Services
  - Technical Maintenance Services
  - Project Management
  - Consultancy
  - Agents4RM Hospitality

Agents4RM Wiki User Manual - Content Create and Edit

1. Document Information

2. Purpose

3. Scope

The modules are as follows:

1. Search: Used to search for Wiki pages and uploaded content.
2. Menu: Listing Wiki functions available to the user.
3. Directory of Services: This is a tree menu which replicates the 'Directory of Services' structure. More on 'Structures' later.
4. Main Window: This is where the main Wiki page content is displayed.

The modules listed above are discussed in the following sub-sections of this guide

**2.1. Search**

The 'Search' module enables you to search for Wiki pages and file uploads by inputting text in the search box and clicking the 'search' icon (magnifying glass icon).

Once clicked the search will return a list of files and Wiki pages that contain the search text within the title or body of the Wiki page or file.

PDF output

**Admin**

**Users**

User	Email	Last login	Registered	Groups
nick Nicholas Tidmarsh	nick.tidmarsh@agents4rm.com	17:37	19/12/2018 07:27	Admins Included External Administrator (status X) Registered
dennis Dennis Wiki Admin	nicktidmarsh@hotmail.com	21/02/2019 12:19	20/02/2019 13:32	Wiki Editors Included Registered Wiki Admins (status X)
ikeeting Iain Keeting	ikeeting1@qfema.gov	21/02/2019 12:11	21/12/2018 16:30	Wiki Editors Included Registered Wiki Admins (status X)
dperrigo Delaney Perrigo	dperrigo@google.com.br	21/02/2019 12:10	27/12/2018 09:10	Wiki Editors Included Registered Wiki Admins (status X)
khoustey Kieran Houstey	khoustey@sunblog.fr	21/02/2019 10:09	21/02/2019 07:10	Admins (status X) Registered

User & Group Management