

Опыт использования Atlassian Confluence в корпоративном управлении знаниями

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kaspersky

Software Engineering Conference Russia

15 ноября 2019, Санкт-Петербург



Здесь об этом

- Методы и инструменты работы с контентом
- Организация обучения с помощью Confluence
- Практические примеры



Здесь НЕ об этом

- Развёртывание и поддержка Confluence
- Установка плагинов и траблшутинг
- Вопросы стоимости





- **Жизненный цикл знаний**
- Организационные аспекты обучения и управления знаниями
- Инструменты и методы работы с контентом
 - Теоретические материалы
 - Оценка уровня знаний
 - Дополнительные инструменты
- Заключение

Предпосылки

4



Много продуктов

Много персонала

Неупорядоченные знания

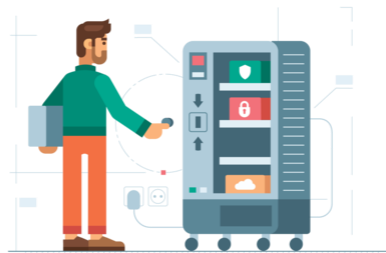
Долгая коммуникация

Низкая
удовлетворённость
пользователей



Наши задачи

5



**Единый подход к обучению
и управлению знаниями**

**Сокращение времени на
коммуникацию с источниками**



**Удобно и выгодно для
всех сторон**

Жизненный цикл знаний



Обучение и управление знаниями – взаимосвязанные и взаимодополняющие процессы



- Жизненный цикл знаний
- **Организационные аспекты обучения**
и управления знаниями
- Инструменты и методы работы с контентом
 - Теоретические материалы
 - Оценка уровня знаний
 - Дополнительные инструменты
- Заключение



Мотивация разработчиков и экспертов

- Заинтересовываем
- Показываем выгоду от управления знаниями
- Экономим их время



Делаем мы:

- Ищем контакты
- Создаём и публикуем контент
- Соблюдаем стандарты
- Отслеживаем актуальность
- Обеспечиваем обратную связь



Делают в IT:

- Отвечают за техническое состояние
- Устанавливают плагины и обновления
- Решают проблемы и устраняют сбои





Единая точка входа для всех активностей по обучению и управлению знаниями

Юзабилити



Должна ли база знаний
быть удобной?

Нужны ли навигация, поиск,
фильтры, обратная связь?

Как вовлечь сотрудников?

Масштабирование



Большие курсы

(40–45 статей, 10–15 практ. заданий, 70 вопросов)

Малые курсы

(3–12 статей, 15–20 вопросов)

Экспресс-тесты

(10–15 вопросов)

Мини-викторины

- Жизненный цикл знаний
- Организационные аспекты обучения и управления знаниями
- **Инструменты и методы работы с контентом**

Теоретические материалы

Оценка уровня знаний

Дополнительные инструменты



- Заключение

[MHP 2020] 2. Protection components and modules

Created by Dmitry Proskurin, last modified on Sep 02, 2019

[Course contents](#) || [1. Basic tasks and processes](#) || **2. Protection components and modules** || [To the list of tests](#)

[2.1: \[UPD\] Web Anti-Virus \[Mac\]](#) [2.2: Network Attack Blocker \[Mac\]](#) [2.3: \[UPD\] Safe Money \[Mac\]](#) [2.4: Webcam control \[Mac\]](#) [2.5: Website tracking \[Mac\]](#) [2.6: Adaptive scenarios \[Mac\]](#) [2.7: Parental Control* \[Mac\]](#)

2.3: [UPD] Safe Money

Feature availability

[KIS](#)[KSC Personal](#)[KSC Family](#)

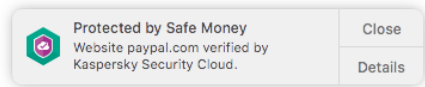
Contents:

- [General information](#)
- [How the check is performed](#)
- [Operation flowchart](#)

General information

The **Safe Money** component is designed to prevent the user from losing money and personal data while performing financial operations.

The main function of the component is to check the validity of website certificates and URL reputation of websites which the user visits. The result of the check is confirmation that the user opens the authentic website of the desired resource:



Otherwise (for example, when the user tries to open a malicious or a **phishing** website), the component notifies about the risk of data loss.

Стандартные плагины Confluence

Contents:


- Licenses
- Procedures for switching between products
- Operation of apps after license expiration
- Product functionality comparison table

> Detailed contents

Last update: 17-Jun-2019

Share knowledge

The info about licensing had been provided by:



Say "Thank you" to

❖ **"Product" and "App"**

Within the context of this article, the term **"app"** refers to the software that users physically install on their devices.

Apps always have specific versions (for example, *Kaspersky Internet Security 2019*). Each app has its own specific 4-digit **applID**.

The term **"product"** refers to an entity (for example, *Kaspersky Anti-Virus* or *Kaspersky Internet Security*) corresponding to the sold license and including a set of specific apps that may be activated under this license.

In contrast to apps, products do not have versions.

> History

Licenses

License entitles an end user to use the functionality of a specific product.

⚠ **Differences in licensing for products and services**

Within the context of the Kaspersky Lab infrastructure, **KFA/KAV/KIS/KTS/KSCloud** for Windows are products, while the cross-platform solutions **KSeC, KPM** and **KSK** are positioned as **services**.

In contrast to products, services have not only fully functional operating modes (paid) but also free operating modes that have no usage time limit but limited functionality.

- Licenses for **KFA/KAV/KIS/KTS/KSCloud** are **per-device** licenses. This means that this license can be used only on an authorized number of devices, regardless of whether they are linked to **My Kaspersky** accounts.
- Licenses for **KSeC/KPM/KSK** are **per-account** licenses. This means that the license can be used only for the specified number of accounts on any number of devices.
 - An exception is **KSeC** whose paid operating mode has a limit on the number of devices. KSeC is licensed separately using its own licenses and activation codes.

End User License Agreement

An **End User License Agreement (EULA)** is a document that defines the main terms and conditions under which an end user can use products. The EULA contains description of regional and other restrictions on activation of apps, the procedure for providing technical support, and other provisions.

✔ The full texts of up-to-date EULA versions for various products are available on the following website: <https://www.kaspersky.com/end-user-license-agreement> | kas.pr/EULA

Как обычно выглядят статьи

Article: General Licensing Information v.2

Created by Dmitry Proskurin, last modified just a moment ago, viewed 2 times

- Licenses
- License types

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In contrast to apps, products do not have versions.

Previously there was a problem with compatibility between Products (licenses) released a long time ago and new versions of apps due to their activation mechanisms. To this end, the app auto-update mechanism **Total Force Upgrade (TFU)** was limited.

These restrictions are no longer applicable. Now any app version can be activated using the license to any Product (provided that the App is included in this license). However, all new versions of apps support only activation codes within the scope of **Activation Service 2.0**. You cannot use codes or license keys of the **Activation 1.0** service to activate new versions of apps.

Licenses

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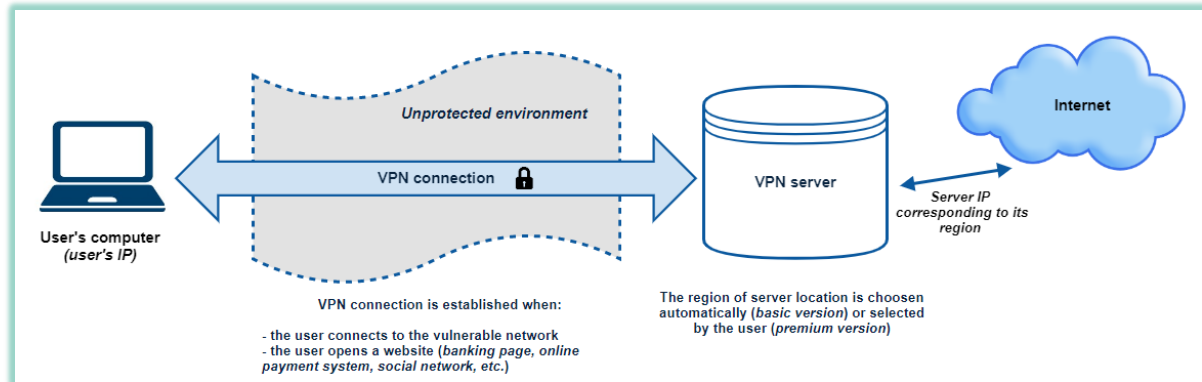
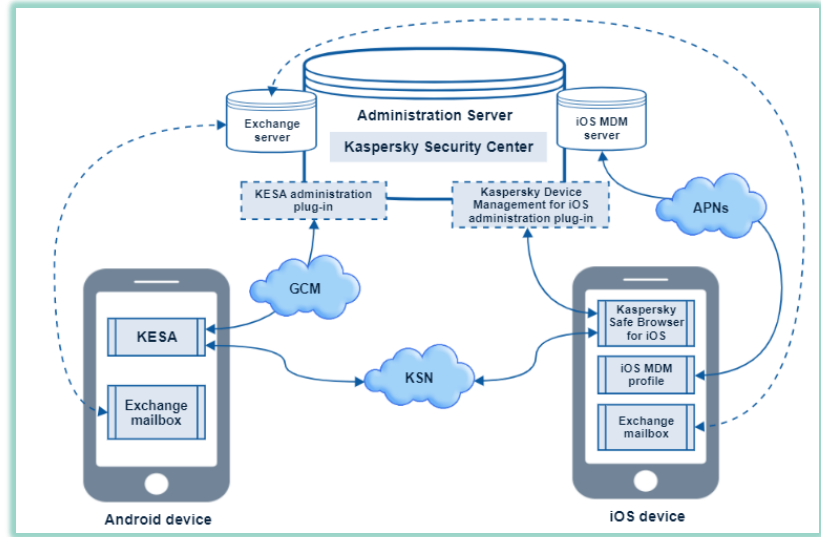
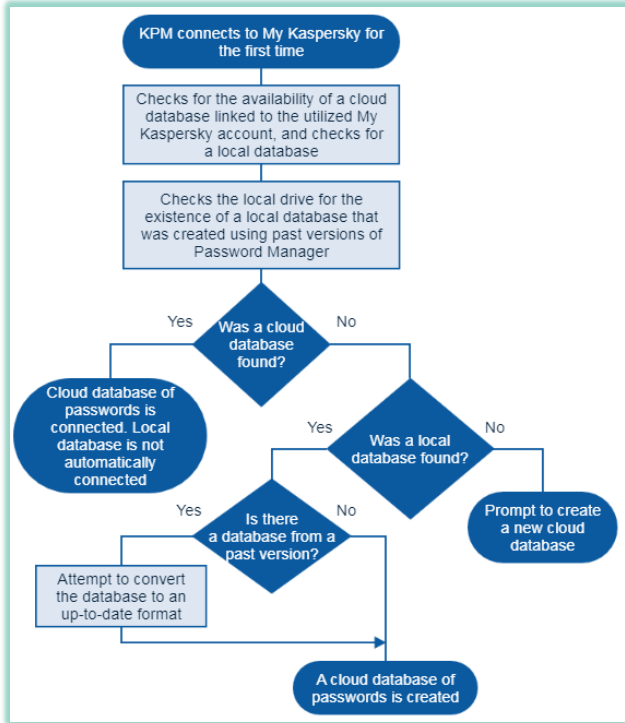
The full texts of up-to-date EULA versions for various products are available on the following website: <https://www.kaspersky.com/end-user-license-agreement> | kas.pr/EULA

License types

- New licenses cannot be used to activate apps that have the **End of Life** status. Apps that have this status are not supported. There are no patches for them, and their anti-virus databases cannot be updated.



Плагин Glify Diagram



Плагин Easy Heading

> Switching between KAV, KIS and KTS

▾ Migration to KFA

Сворачиваемые заголовки

|| Table of Content

- Licenses
 - End User License Agreement
 - License types
 - License activation and license term
 - Limit on activation attempts
 - Regional restrictions
 - KFA licensing details
- Procedures for switching between ...
 - Possible conversions
 - Switching between KAV, KIS an...**
 - Migration to KFA
 - Migration to KSCloud
- Operation of apps after license expi...
 - Special considerations regarding ...
- Product functionality comparison t...

Содержание в виде плавающего sidebar

▾ Migration to KSCloud

Beginning with the **9000/9000/970 2020** and **970 2020** version of apps, the user has the capability to migrate to **KSCloud**

ATLASSIAN Marketplace Search for apps Help Log in


DISCOVER
Top rated
Top trending
Top selling
✓ Newest

PRODUCT
Jira (1,793)
Jira Service Desk (1,034)
✓ Confluence (974)
Bitbucket (223)
Hipchat (37)
Fisheye/Crucible (33)
Bamboo (185)
Crowd (19)


HOSTING
Cloud (284)
Server (813)
Data Center (247)

CATEGORIES
Macros (465)
Documentation (281)
Document management (237)
Integrations (217)
Utilities (205)
Admin tools (185)
Blueprints (89)
Blueprints (89)


Newest Confluence apps
973 results filtered by Confluence X




Diary for Confluence
Easily create and edit chronological content and reduce multiple pages with redundant content in Confluence
Documentation, Macros, Utilities
★★★★☆ (6) **NEW**




Page Reminders for Confluence
Send custom email notifications at set dates and times from Confluence pages
Documentation, Monitoring, Tasks, Utilities
NEW




Confluence Media Processor
Fast & easy media conversion
Macros, Utilities
NEW




API Tokens for Confluence
Keep user's password in secret and use API Tokens for integrations
Integrations, Security
NEW




Markdown Exporter for Confluence
Export Confluence pages as Markdown file
Document management, Documentation, Utilities
NEW




All-in-one File Importer for Confluence
Single add-on for importing any file formats and documents to Confluence
Document management, Documentation, Integrati...
NEW



Two Factor Authentication/2FA Confluence
Secure login with Confluence Two Factor Authentication (2FA) / 2FA using Google
Admin tools, Integrations, Security, Utilities
Admin tools, Integrations, Security, Utilities



DotUML Diagrams
Get beautiful UML diagrams with just a few lines of code
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Edit Permission Inheritance
Allow edit permission to inherit to all child pages if needed
Admin tools, Security, Utilities
Admin tools, Security, Utilities

Шаблоны страниц в Confluence

Template title

UI Text Box | size = medium

Contents:

Table of Contents | maxLevel = 1 | absoluteUrl ...

UI Expand | title = Detailed contents

Table of Contents | absoluteUrl = true

Align | align = center

UI Button | title = Last update: 09-Apr...

UI Button | title = Share knowledge | L...

UI Text Box | size = medium | type = note

See also:

-
-

UI Text Box | type = tip

The info about the _____ technology had been provided by:

HTML

```
<table>
<tr>
<td>
<center> Kaspersky Anti-Virus<br> Kaspersky Internet Security<br> Kaspersky Total Security<br> Kaspersky Security Cloud<br><a href="#">&gt; Preparation materials</a><br><a href="#">&gt; Previous versions</a> |  Kaspersky Internet Security For Mac<br> Kaspersky Security Cloud<br><a href="#">&gt; Preparation materials</a><br><a href="#">&gt; Previous versions</a>                                                                                                 |
| Kaspersky Internet Security for Android (MR18)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Kaspersky Free Tools for Malware Fighting (Windows) 2.0                                                                                                                                                                                                                                                                                                                                                                     |
|  Kaspersky Internet Security for Android<br><a href="#">&gt; Preparation materials</a><br><a href="#">&gt; Previous versions</a>                                                                                                                                                                                                                                                                                                                           |  Kaspersky Free Tools<br> Kaspersky Rescue Disk<br> Kaspersky Virus Removal Tool<br><a href="#">&gt; Preparation materials</a><br><a href="#">&gt; Previous versions</a> |
| Multi-platform small home products 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|  Kaspersky Safe Kids<br> Kaspersky Password Manager<br> Kaspersky Secure Connection<br><a href="#">&gt; Preparation materials</a>                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                             |

★ NEW STICKERPADS: [How to use](#)



- To run the tests, use the button **Proceed to the tests** in the upper right corner of the page.
- You will be presented with detailed instructions and conditions for successfully passing after clicking the **"Take Test"** button next to the required test.
- Answers to the test questions are available not only in the training materials, but also in the practical tasks, user guides, and the publically available online help. Therefore, be sure to study the **"Preparation materials"** section carefully.
- In case of technical problems or access issues when opening the list of tests, please use the **"Contact us"** button in the upper right corner of the page.

Russian version

Knowledge base

Contact us



Training Dashboard



Can't find the required test in the list? [Request access](#)

## How to get certified?

- Study the course materials for the selected product(s).
- Pass the test successfully.
- Get your certificate(s) (electronic\* and physical copies):



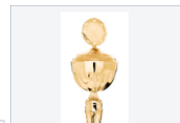
\* Click on the image to access the electronic versions of certificates

## Top results

**Click here** to view the top results for all available **Windows Home Products** courses completed by staff at your call center.

The current top 3 total results for the courses **Windows Home Products 2018**, **KIS for Mac 18**, and **KIS for Android MR15** from all outsourced call centers are presented below.

You could end up being one of them!



# Как мы используем Confluence: база знаний

## Welcome to the Data Warehouse!

Here you can find thorough description of Kaspersky products, components, services and technologies.

### B2C products



> Products for Windows



> Cross-platform products



> Products for macOS



> Products for mobile



> Free tools

### B2B products



> Corporate products and solutions

### Services and technologies



> Description of services and technologies

### Threats description



> Threats and preventive measures against threats

### Product GUI simulators



Russian version

B2C Certification

KLove Quiz

Contact us

### Search on the knowledge base

### Recently updated articles

- [2020] Safe Money  
updated yesterday at 4:04 PM • view change
- KSK for Windows / macOS  
updated Nov 05, 2019 • view change
- Kaspersky Anti Targeted Attack (KATA) Platform description  
updated Nov 05, 2019 • view change
- [2020] General licensing information  
updated Oct 31, 2019 • view change

Show More

### Tag cloud

android ask\_support ask\_support\_dep01 ask\_support\_q b2  
corporate healthcheck home int\_service interactive\_interfac  
kavkiskts kb article kes kisa kismac kscloud mac  
malware\_fighting mobile pub\_service saas securitylevel techno  
threat\_description windows



# Как мы используем Confluence: база знаний

25

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### B2C products

- Kaspersky Security Cloud
- Kaspersky Total Security
- Kaspersky Internet Security
- Kaspersky Anti-Virus
- Kaspersky Free

[Products for Windows](#)

### B2B products

- Kaspersky Internet Security for Mac
- Kaspersky Security Cloud

[Products for macOS](#)

Components (macOS)

- Products for Mac: Parental Control (KIS)
- Products for Mac: Safe Money
- Products for Mac: Private Browsing (Block website tracking)
- Products for Mac: Block webcam
- Products for Mac: Adaptive Scenarios (KSC)
- Products for Mac: Network Attack Blocker
- Products for Mac: Web Anti-Virus

Processes (macOS)

- Products for Mac: Scan and Disinfection
- Products for Mac: Databases Update
- Products for Mac: Activation
- Products for Mac: Installation and Removal

[To all articles of the section](#)

### B2B products

- Kaspersky Endpoint Security for Windows
- Kaspersky Security Center
- Kaspersky Anti Targeted Attack

[Corporate products and solutions](#)

### Services and technologies

[Description of services and technologies](#)

[Russian version](#) [B2C Certification](#)

[KLove Quiz](#) [Contact us](#)

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### Tag cloud

android ask\_support ask\_support\_dep01 ask\_support\_q b2 corporate healthcheck home int\_service interactive\_interface kavkiscts kb\_article kes kisa kismac kscloud mac malware\_fighting mobile pub\_service saas securitylevel techno threat\_description windows

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- Kaspersky Internet Security
- Kaspersky Anti-Virus
- Kaspersky Free

> Products for Windows

### B2B products

- Kaspersky Internet Security for Mac
- Kaspersky Security Cloud

▼ Products for macOS

Components (macOS)

- Products for Mac: Parental Control (KIS)
- Products for Mac: Safe Money
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- Products for Mac: Adaptive Scenarios (KSC)
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- Products for Mac: Databases Update
- Products for Mac: Activation
- Products for Mac: Installation and Removal

To all articles of the section

### Services and technologies

- Kaspersky Endpoint Security for Windows
- Kaspersky Security Center
- Kaspersky Anti Targeted Attack

> Corporate products and solutions

### Products for mobile

- Kaspersky Internet Security for Android
- Kaspersky Who Calls

> Products for mobile

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B2C Certification

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Search

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android ask\_support ask\_support\_dep01 ask\_support\_q b2 corporate healthcheck home int\_service interactive\_interfac kavkisrks kb\_article kes kisa kismac kscloud mac malware\_fighting mobile pub\_service saas securitylevel techno threat\_description windows

> Description of services and technologies

# Как мы используем Confluence: «изнанка» базы знаний

Paragraph

Responsive

Background Color | floralwhite

Center

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### B2B products

Kaspersky Internet Security for Mac, Kaspersky Security Cloud, Kaspersky Endpoint Security for Windows, Kaspersky Security Center, Kaspersky Anti Targeted Attack

Align | align = center

Expand | Products for macOS

Align | align = left

Children Display | all = true | page = Product...

UI Button | title = To all articles of ...

Align | align = center

Expand | Corporate products and solutions

Align | align = left

Children Display | all = true | page = Corpora...

UI Button | title = To all articles of ...

Align | align = center

UI Button | title = Russian version | u...

UI Button | title = B2C Certification | ...

UI Button | title = KLove Quiz | url = ...

UI Button | title = Contact us | url = ...

Background Color | ghostwhite

### Search on the knowledge base

Search Box | type = page

### Recently updated articles

Recently Updated | author = Proskurin,Nagornov...

### Tag cloud

Tagcloud | types = page | maxResults = ...

# Применяйте нестандартные подходы 😊




# Блоги в Confluence

Минимум  
настроек

История  
версий

Blog

 [2019 Q3] Knowledge Sharing Newsletter  
Dmitry Proskurin posted on Aug 29, 2019






**Hello everyone!**

This is the 5th issue of our quarterly Knowledge Sharing online newsletter.

The newsletter features updates and most popular articles of our [Internal knowledge base](#) on Kaspersky products and technologies, news about B2C certification courses and other knowledge sharing activities.

☰ Russian version

**Browse the Internal knowledge base**

|                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>B2C products</b></p> <p><a href="#">Kaspersky Who Calls (Android/iOS)</a><br/><a href="#">Licensing in B2C products</a><br/><a href="#">2-factor authentication in My Kaspersky</a></p> |  <p><b>B2C certification courses</b></p> <p><a href="#">Windows Home Products 2020</a><br/><a href="#">Multi-Platform small home products</a><br/><a href="#">Kaspersky free tools for malware fighting (Windows)</a></p> |                                                                                                                                                                                                                                                                 |
|  <p><b>B2B products and solutions</b></p> <p><a href="#">Security settings check lists for corporate products</a><br/><a href="#">KES for Smartphone: Deployment &amp; Enrollment</a></p>      |  <p><b>Common services and technologies</b></p> <p><a href="#">KL classification of detected objects</a><br/><a href="#">KL Products Update Service Description</a></p>                                                   |  <p><b>Product GUI simulators</b></p> <p><a href="#">Kaspersky Safe Kids</a><br/><a href="#">KSCloud 2019 for Windows</a><br/><a href="#">Kaspersky Rescue Disk 2018</a></p> |

Актуальная  
версия по  
постоянной  
ссылке

# Формы обратной связи

## [SaaS 3.0] Hard Drive Health Monitor

Created by Dmitry Proskurin, last modified on Jul 15, 2019, viewed 138 times

### Contents:

- Overview
- Functionality
- Notifying the user about hard drive problems

> Detailed contents

Last update: 22-Apr-2019

Share knowledge

### ! See also:

- My Kaspersky portal
- Compromised Accounts Check

i The info about Hard Drive Health Monitor had been provided by:



Say "Thank you" to

Provide your feedback

### Available in

- KFA
- KAV
- KIS
- KTS
- KSC Personal
- KSC Family
- KSC Free



### Overview

The *Hard Drive Health Monitor* scenario is intended to diagnose the performance and current state of a hard drive. When drive health deteriorates, the scenario notifies the user about the consequent risk of losing valuable data.

The functionality of the scenario is based on **S.M.A.R.T technology**, and is implemented through constant monitoring and analysis of the values of important parameters.

Создание JIRA issues непосредственно из Confluence

HTML

```
<script type="text/javascript" src="https://jira.kaspersky.com/s/14918768899737415883a762221a05-...>
```



>>

What did you change?

Preview

Save & Notify

Save

- Жизненный цикл знаний
- Организационные аспекты обучения и управления знаниями
- **Инструменты и методы работы с контентом**

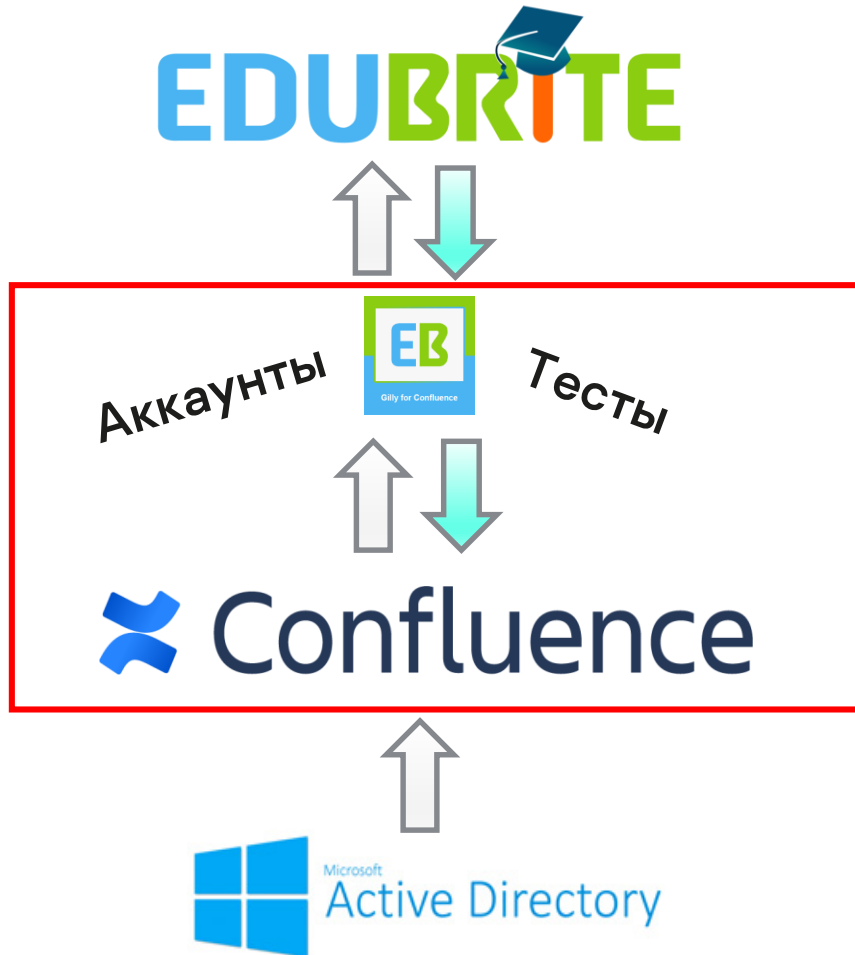
Теоретические материалы

**Оценка уровня знаний**

Дополнительные инструменты



- Заключение



## LMS EduBrite

Создание тестового  
контента и настройка  
параметров  
тестирования для разных  
групп и пользователей



# Глазами обучаемых: меню доступных тестов

Доступ к тестам  
непосредственно  
из Confluence

## B2C Certification: Enrolled events

Created by Dmitry Proskurin on May 13, 2019

Name:

| Event                                                                                                                                                                                                                                                                                                                                                                                                                                         | Period                                  | Audience/Group                    | Location |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------|----------|
|  <p><b>BOSCH Agent Mini Test (10-2019)</b><br/>ONLINE_EXAM<br/><b>Test:</b> BOSCH Agent Mini Test (10-2019)<br/><b>Start Date:</b> Oct 22, 2019 15:45<br/><b>End Date:</b> Nov 07, 2019 00:10<br/><b>Duration:</b> 21.0 Minutes</p> <p><input type="button" value="▶ Take Test"/></p>                                                                        | Oct 22, 2019 15:45 - Nov 07, 2019 00:15 | Support: BOSCH<br>(Russia&MEA)    |          |
|  <p><b>10.2020 Windows Home Products 2020 [KL HQ]</b><br/>ONLINE_EXAM<br/><b>Test:</b> 10.2020_Windows Home Products 2020 (RU)<br/><b>Start Date:</b> Oct 07, 2019 16:12<br/><b>End Date:</b> Sep 01, 2020 16:12<br/><b>Duration:</b> 140.0 Minutes</p> <p><input type="button" value="▶ Take Test"/></p>                                                    | Oct 07, 2019 16:12 - Sep 01, 2020 16:17 | KL HQ (Knowledge Sharing<br>Team) |          |
|  <p><b>50.2019 Multi-platform small home products 2019 [JPN] (a)<br/>Attempt #3_</b><br/>ONLINE_EXAM<br/><b>Test:</b> 50.2019_Multi-Platform Small Home Products 2019 [EN]<br/>(a)<br/><b>Start Date:</b> Sep 10, 2019 10:43<br/><b>End Date:</b> Dec 31, 2019 10:43<br/><b>Duration:</b> 60.0 Minutes</p> <p><input type="button" value="▶ Take Test"/></p> | Sep 10, 2019 10:43 - Dec 31, 2019 10:48 | KL Support (Japan)                |          |

Доступ к тестам  
непосредственно  
из Confluence

## 30.2020\_Mac Home Products 2020 (EN)

[Back to Training Dashboard](#)

Remaining: 39:14 Minutes

[View Instructions](#)

### 30.2020\_Mac Home Products 2020 (EN)

[Save](#) [Print](#)

**9** Please select all the true statements regarding scans of external drives on connection in KIS/KSC 20 for Mac:

- 1 A user can disable pop-up prompts to scan external drives on connection
- 2 Threats detected on an external drive cannot be deleted automatically
- 3 Information about external drive scans is not saved in the scan log
- 4 Only the connected drive is scanned
- 5 A user can define a schedule for this type of scan

1 2 3 4 5 6 7 8 9 10  
11 12 13 14 15 16 17 18 19 20

Time Taken: 0:25

[Next >](#)

[Finish](#)

INPROGRESS


Questions: 20 Attempted: 9 Pending: 11

Started: 5 Nov 2019 09:33 AM

All questions are mandatory

# Глазами обучаемых: история и результаты обучения

35

 People  
**Proskurin**

Profile Tasks Saved for later Favourite Talks Watches Drafts Network Settings Training **Test Scores** Comake

| Test                                                                                                        | Score                                  |                                                                  |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------|------------------------------------------------------------------|
| <b>KLove: Тест на знание домашних продуктов ЛК</b><br>Completed: Mar 01, 2019 14:28                         | <b>28.33%</b><br>5.6667 / 20.0 (Pass)  | <br>20 Attempted (100%)<br>5 Correct (25%)<br>13 Incorrect (65%) |
| <b>[OLD] 40.2018_Kaspersky Internet Security для Android MR18 [RU] (P)</b><br>Completed: Jan 11, 2019 13:51 | <b>9.17%</b><br>1.8333 / 20.0 (Fail)   | <br>8 Attempted (40%)<br>1 Correct (5%)<br>5 Incorrect (25%)     |
| <b>40.2018_Kaspersky Internet Security for Android MR18 [EN] (W)</b><br>Completed: Feb 06, 2019 10:56       | <b>30.0%</b><br>6.0 / 20.0 (Fail)      | <br>20 Attempted (100%)<br>5 Correct (25%)<br>12 Incorrect (60%) |
| <b>40.2018_Kaspersky Internet Security for Android MR18 [EN] (W)</b><br>Completed: Feb 06, 2019 10:54       | <b>28.33%</b><br>5.6667 / 20.0 (Fail)  | <br>20 Attempted (100%)<br>4 Correct (20%)<br>12 Incorrect (60%) |
| <b>KLove: Тест на знание домашних продуктов ЛК</b><br>Completed: Feb 05, 2019 18:59                         | <b>0.0%</b><br>0.0 / 20.0 (Fail)       | <br>1 Attempted (5%)<br>1 Incorrect (5%)                         |
| <b>40.2017_Kaspersky Internet Security for Android MR15 (EN) (b)</b><br>Completed: Oct 09, 2017 17:00       | <b>24.17%</b><br>4.8333 / 20.0 (Fail)  | <br>20 Attempted (100%)<br>4 Correct (20%)<br>14 Incorrect (70%) |
| <b>40.2017_Kaspersky Internet Security for Android MR15 (EN) (b)</b><br>Completed: Oct 09, 2017 16:58       | <b>17.5%</b><br>3.5 / 20.0 (Fail)      | <br>20 Attempted (100%)<br>3 Correct (15%)<br>16 Incorrect (80%) |
| <b>40.2018_Kaspersky Internet Security для Android MR18 [RU] (W)</b><br>Completed: Jan 23, 2019 15:43       | <b>33.33%</b><br>6.6667 / 20.0 (Fail)  | <br>20 Attempted (100%)<br>5 Correct (25%)<br>11 Incorrect (55%) |
| <b>50.2019_Multi-Platform Small Home Products 2019 [EN] (b)</b><br>Completed: Jan 14, 2019 18:49            | <b>23.15%</b><br>8.3333 / 36.0 (Fail)  | <br>36 Attempted (100%)<br>7 Correct (19%)<br>26 Incorrect (72%) |
| <b>50.2019_Кросс-платформенные малые продукты для дома 2019 [RU] (b)</b><br>Completed: Jan 14, 2019 18:20   | <b>31.02%</b><br>11.1667 / 36.0 (Fail) | <br>36 Attempted (100%)<br>9 Correct (25%)<br>22 Incorrect (61%) |

«First Previous Page 7 of 31 Next Last»

# Инструменты учёта: дашборды для менеджеров, электронные сертификаты

## B2C certification: SITEL (Lat Am)

Created by Dmitry Proskurin, last modified on Oct 15, 2019

WHP 2020 = Click and start typing... MHP 2020 = Click and start typing... KIS4A MR18 = Click and start typing... KSeC-KPM-KSK = Click and start typing...

| Agent | WHP 2020 | MHP 2020 | KIS4A MR18 | KSeC-KPM-KSK | Free Tools 2.0 |
|-------|----------|----------|------------|--------------|----------------|
| 1     | N/A      | N/A      | PASSED     | PASSED       | PASSED         |
| 2     | N/A      | N/A      | N/A        | N/A          | N/A            |
| 3     | N/A      | N/A      | PASSED     | PASSED       | PASSED         |
| 4     | N/A      | N/A      | PASSED     | N/A          | N/A            |
| 5     | N/A      | N/A      | N/A        | N/A          | N/A            |
| 6     | 1 FAIL   | N/A      | PASSED     | N/A          | N/A            |
| 7     | N/A      | N/A      | PASSED     | PASSED       | PASSED         |
| 8     | N/A      | N/A      | N/A        | N/A          | N/A            |
| 9     | N/A      | N/A      | 1 FAIL     | N/A          | N/A            |
| 10    | N/A      | N/A      | PASSED     | N/A          | PASSED         |
| 11    | N/A      | N/A      | 1 FAIL     | N/A          | PASSED         |
| 12    | N/A      | N/A      | PASSED     | N/A          | N/A            |
| 13    | N/A      | N/A      | N/A        | N/A          | PASSED         |
| 14    | N/A      | N/A      | PASSED     | PASSED       | PASSED         |
| 15    | N/A      | N/A      | PASSED     | N/A          | 2 FAILS        |


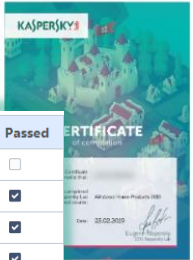
| Group          | Attempt 1           | Attempt 2           | Attempt 3 | Attempt 4 | Passed                              |
|----------------|---------------------|---------------------|-----------|-----------|-------------------------------------|
| FRA            |                     |                     |           |           | <input type="checkbox"/>            |
| IRL-Nordics    | 85.119% 21 Aug 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| DACH           | 80.238% 17 Jul 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| DACH           | 75.714% 26 Feb 2019 | 82.857% 29 May 2019 |           |           | <input checked="" type="checkbox"/> |
| FRA            | 66.071% 01 Aug 2019 | 71.429% 21 Aug 2019 |           |           | <input type="checkbox"/>            |
| ITA            | 88.571% 14 May 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| FRA            | 68.810% 02 Aug 2019 |                     |           |           | <input type="checkbox"/>            |
| FRA            | 87.143% 17 May 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| DACH           | 86.429% 17 Jul 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| DACH           | 48.571% 26 Feb 2019 | 69.524% 21 May 2019 |           |           | <input type="checkbox"/>            |
| FRA            | 55.714% 24 Apr 2019 | 80.476% 21 May 2019 |           |           | <input checked="" type="checkbox"/> |
| UK-IRL-Nordics | 93.333% 05 Jun 2019 |                     |           |           | <input checked="" type="checkbox"/> |
| FRA            | 76.667% 07 Aug 2019 |                     |           |           | <input type="checkbox"/>            |

Person

@ [redacted]

@ [redacted]

Certificate

# Викторина для всех сотрудников

## KLove: Test on Kaspersky home products

Created by Dmitry Proskurin, last modified yesterday at 4:49 PM, viewed 1136 times

### ! What is this?

This is a small test of your knowledge of Kaspersky home products. It will help you get in touch with your feelings. Your feelings about what we create, sell, support, and develop together as a family unit. 😊

And those who are able to prove the depth of their feelings with excellent test results will have a good chance of winning some souvenirs.

The quiz will be conducted on an ongoing basis.

Participants who show **3 best** results over the next quarter will be awarded some nifty Kaspersky memorabilia. 📺

**The next tally of results and bestowal of awards to the winners will take place on** 📅 01 Dec 2019

The terms and procedure for completing the test are presented below. Please carefully read them, and then get after it! 🙌

🔗 Russian version

☰ Knowledge base 📄



### ⚠ Terms and rules

- › Who can participate?
- › How can I take part in the souvenir prize drawing?
- › How many questions do I have to answer?
- › What topics do the questions cover?
- › What kind of materials can I use while taking the test?
- › What should I do if I don't understand something (or everything)?

*This event is organized and conducted by the Training and Certification group.*

✉ Contact us

Правила, результаты  
и запуск теста на  
одной странице

💡 To proceed to the test, open the following link:

**TAKE THE TEST!**

💡 *It may take some time to load the page after clicking the link. Please do not close or refresh the page while the test is still loading!*

### Results

Last update: 📅 11 Nov 2019

|   | Employee          | Result (%) | Time  | Attempts made |
|---|-------------------|------------|-------|---------------|
| 1 | @ [Employee Name] | 91.666%    | 07:42 | 4             |
| 2 | @ [Employee Name] | 87.5%      | 39:22 | 3             |

- Жизненный цикл знаний
- Организационные аспекты обучения и управления знаниями
- **Инструменты и методы работы с контентом**

Теоретические материалы

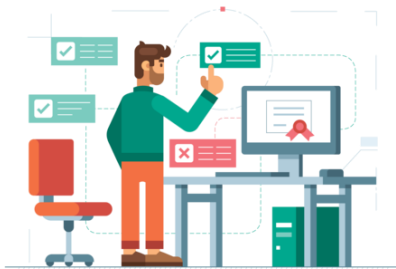
Оценка уровня знаний

**Дополнительные инструменты**



- Заключение

# Confluence как площадка для интерактивных инструментов обучения



---

Симуляторы  
интерфейса продуктов

---

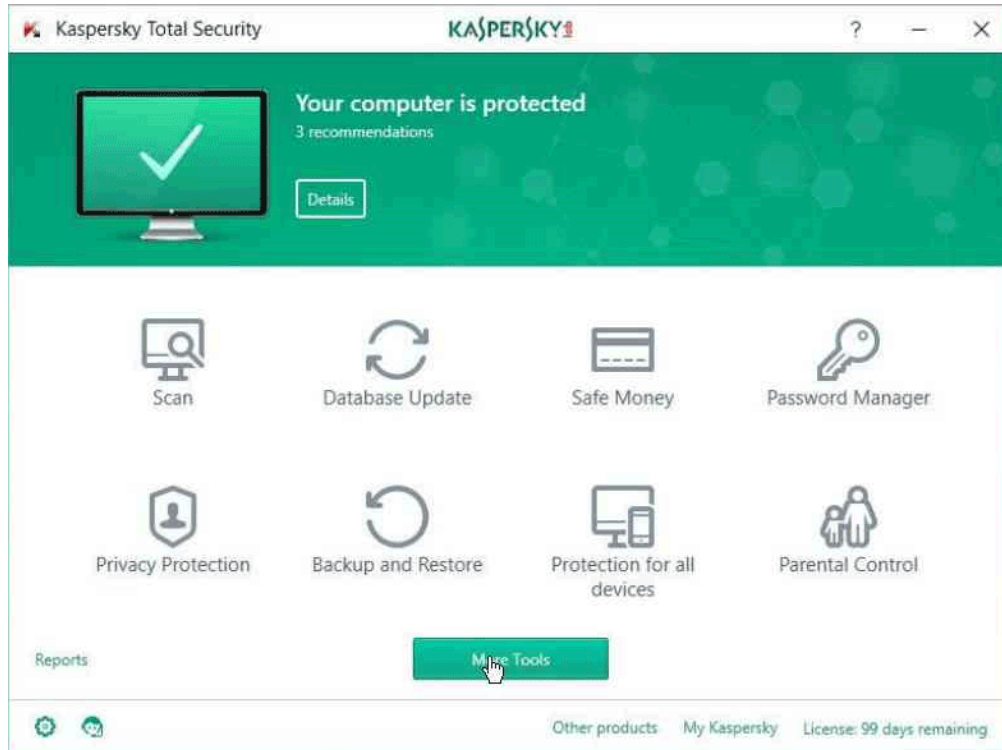
Интерактивные  
практические задания  
(в рамках обучающих  
курсов)

---

Интерактивные схемы  
различных  
комплексных решений

# Пример симулятора интерфейса

40



SCORM-проекты на базе  
Articulate Storyline

Доступ к  
симулятору  
непосредственно  
из Confluence



# Confluence как площадка для «единого окна»



---

Поиск только по базе  
вопросов и ответов

---

Быстрое создание и  
категоризация новых  
вопросов

---

Генерация списка  
релевантных вопросов  
для текущего раздела

# Реализация «Единого окна»

## Support.Questions

Created by Dmitry Proskurin, last modified on Oct 15, 2019, viewed 398 times

### ASK A QUESTION TO THE SUPPORT

🔍 Search the base of popular questions

### DID NOT FIND THE ANSWER? ASK YOUR QUESTION HERE

[Q]

### LATEST QUESTIONS

[WQ] Found a wrong link at help.kaspersky.com

[Q] Need to change support contacts (working hours) for my region page

[Q] Where can I find a table with B2B products lifecycles?

[Q] I want to add description of my product to the Internal Knowledge Base

[WQ] Нашёл ошибку в онлайн-курсах на портале поддержки

[Show more results](#)



[To the list of all questions](#)



### INFORMATION RESOURCES OF TECHNICAL SUPPORT

| Information resource                                      | Resource category                    |                       | Team                                        |
|-----------------------------------------------------------|--------------------------------------|-----------------------|---------------------------------------------|
| <b>Technical Support Portal</b><br>support.kaspersky.com  | <span>B2B</span><br><span>B2C</span> | <span>EXTERNAL</span> | <b>Web content</b> <a href="#">Profile</a>  |
| <b>Technical Support Portal Service Desk</b><br>kas.pr/KB | <span>B2B</span><br><span>B2C</span> | <span>INTERNAL</span> | <b>Localization</b> <a href="#">Profile</a> |

## Support.Questions

Section | border = true

Column

Background Color | #ECFFEA

Align | align = center

**ASK A QUESTION TO THE SUPPORT**

🔍 Livesearch | spaceKey = PTD | labels = a...

**DID NOT FIND THE ANSWER? ASK YOUR QUESTION HERE**

👤 Add Page via Form | linkText = Type a question ...

Section | border = true

Column

Background Color | #ECFFEA

**LATEST QUESTIONS**

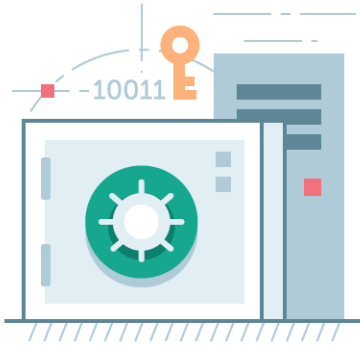
📄 Content by Metadata | cq: = label in ("ask\_support...

👉 UI Button | title = To the list of all ...

- Жизненный цикл знаний
- Организационные аспекты обучения и управления знаниями
- Инструменты и методы работы с контентом
  - Теоретические материалы
  - Оценка уровня знаний
  - Дополнительные инструменты
- **Заключение**



# Требования информационной безопасности



---

Разграничение доступа  
к ресурсам

---

Ограничение  
анонимного доступа

---

Отслеживание истории  
изменений

# Плагин для наследования Edit permissions

Products & Technologies Data  
Created by Dmitry Proskurin, last modified on Oct 27, 2019, viewed 723

Here you can find the

### B2C products

- Kaspersky Security Cloud
- Kaspersky Total Security
- Kaspersky Internet Security
- Kaspersky Anti-Virus
- Kaspersky Free

> Products for Windows

### Cross-platform products

- Kaspersky Secure Connection
- Kaspersky Password Manager
- Kaspersky Safe Kids

### Free tools

- Kaspersky Rescue Disk
- Kaspersky Virus Removal Tool

### Threats and preventive measures against threats

### Product GUI simulators

- Kaspersky Security Cloud
- Kaspersky Internet Security for Android
- Kaspersky Security Center
- Kaspersky Free Tools
- Kaspersky Safe Kids

## Restrictions

Help

Editing restricted Everyone can view, only some can edit.

Type a user name or group  Can edit

|                  |          |                                       |
|------------------|----------|---------------------------------------|
| Everyone         | Can view |                                       |
| Dmitry Proskurin | Can edit |                                       |
| [User]           | Can edit | <input type="button" value="Remove"/> |
| [User]           | Can edit | <input type="button" value="Remove"/> |
| [User]           | Can edit | <input type="button" value="Remove"/> |

Edit permission inheritance

По умолчанию, Edit permissions не наследуются

## Сбор данных для аналитики в серверных решениях



---

Нет возможности  
использовать GA и  
подобные сервисы

---

Ограниченный  
функционал  
стандартных  
инструментов

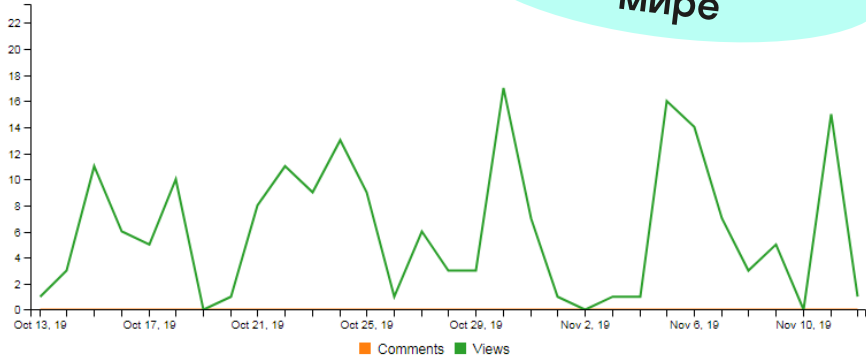
# Плагин Page View vs Google Analytics

## Page Statistics

Past 30 days ▾ From 2019-10-13 To 2019-11-12

Page Attachments

В реальном мире



| # | Name | Views | Last viewed         | Last viewed version  |
|---|------|-------|---------------------|----------------------|
| 1 | ...  | 1     | 11-05-2019 17:29:48 | Current (Version 93) |
| 2 | ...  | 2     | 10-15-2019 11:38:25 | Version 91           |
| 3 | ...  | 1     | 11-05-2019 20:51:24 | Current (Version 93) |
| 4 | ...  | 1     | 11-06-2019 11:05:33 | Current (Version 93) |
| 5 | ...  | 5     | 10-22-2019 19:24:34 | Version 91           |

В идеальном мире

Overview »

## New vs. Returning

Export ▾ Email Add to Dashboard



## 17,311 visits from 2 visitor types

Site Usage Goal Conversion Views: [Icons]

|                                                        |                                                         |                                                                       |                                                              |                                                             |
|--------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------|
| Visits<br><b>17,311</b><br>% of Site Total:<br>100.00% | Pages/Visit<br><b>1.74</b><br>Site Avg: 1.74<br>(0.00%) | Avg. Time on Site<br><b>00:02:06</b><br>Site Avg: 00:02:06<br>(0.00%) | % New Visits<br><b>65.36%</b><br>Site Avg: 65.36%<br>(0.00%) | Bounce Rate<br><b>69.61%</b><br>Site Avg: 69.61%<br>(0.00%) |
|--------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------|

Visitor Type: [Dropdown] Visits [Dropdown] Individual Visitor Type: [Dropdown] compared to site average

|                   |        |         |
|-------------------|--------|---------|
| New Visitor       | 11,315 | 30.73%  |
| Returning Visitor | 5,996  | -30.73% |

Find Visitor Type: containing [Input] Go Show rows: 10 1 - 2 of 2





# Возможности Confluence

Выгода для обучаемых,  
для разработчиков и для  
персонала по управлению  
знаниями

---

Создание образовательных порталов

---

Одна точка входа к различным активностям

---

Быстрая адаптация под изменяющиеся задачи

# Спасибо!

Дмитрий Проскурин

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АО «Лаборатория Касперского»

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[vk.com/dmitry\\_pros](https://vk.com/dmitry_pros)

[t.me/dmitry\\_pros](https://t.me/dmitry_pros)



kaspersky