Doku-Mentorat für Software-Teams: Wie hole ich das Beste heraus?

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TC World | October 26, 2017
Agenda

Context
- Presenter
- Why Developer Documentation?
- Documentation at Scale - Numbers

Enablement Model
- Documentation Process
- Our Approach
- Our Role
- Supporting Tasks
- Sources and Automation

War Stories
- Various Skillsets, Audiences, Products, Delivery Channels
- Integration with Team Processes
- Historical Debt
- Expectation Management
- Rules of Engagement
Context

Our Situation
Presenter Background

• Majored in Computer Science and General Linguistics
• Currently Technical Documentation Engineer at HERE, in a developer documentation team
• In the technical communications industry since 2007
• Focus on developer documentation for over three years
• Worked in a variety of roles: media research assistant, translator, layout engineer, QA specialist, localization engineer, technical writer, ...
Why Developer Documentation?

- Documentation meant for Software Engineers
- Documentation is part of the product: No documentation, no product
- Allows developers to use the product and achieve their goals
  - Discovery
  - Study
  - Implementation
  - Troubleshooting
- Reduces support costs
- Increases adoption
- Builds Developer Ecosystem
HERE Technologies in numbers

200
Countries mapped

7,000+
Employees in 56 countries focused on delivering the world’s best map and location technologies

4 of 5
In-car navigation systems in Europe and North America use HERE maps

30
Years of experience transforming location technology

700,000
3D data points per second per car

100M
Vehicle 
and counting

28
TB map data collected per day

400
HERE cars collecting data for our maps

3D data points per second per car

Countries

Employees

In-car navigation systems

Years of experience

3D data points

Vehicles

Map data collected per day

HERE cars collecting data for our maps

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Software Development

- Thousands of engineers
- Hundreds of products
- Thousands of documents (including different versions)
Technical Writing

- Seven writers specializing on developer documentation
- Team has been growing to cover demand
- Development team focusing on required tooling
Enablement Model

Guidance and Automation
Our Documentation Process

- Documentation request
- Infrastructure and skeleton content
- Training
- Handover of content ownership
- Updates and Reviews
- Signoff
- Publication
Our Approach

• We do not own the documentation, the teams do.
• What does the documentation team do then?
Our Role

• Fight for quality
• Provide training
• Provide structured templates and standards
• Assist in migrating from various origin documents
• Create skeleton drafts
• Be aware of the actual skillsets of our development colleagues
• Monitor customer feedback, new technologies and research trends.
Other Supporting Tasks

• Provide operational support
• Solve technical problems
• Raise awareness about usability and documentation control
• Create Documentation Plans
Automation

• Someone somewhere needs to write something.
• Automation brings content from the original source to the publication.
• Content from tickets goes into Release Notes.
• Content from code comments goes into the API Reference.
• Automation requires discipline on the source side.
• Automatic validation complements manual review.
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War Stories

Interaction with Developers
Variety

• Training for various skillsets
• Writing for developers and less technical readers
• Handling inconsistencies across products
• Integrating delivery channels
Team Processes

• Documentation is adding to a developer’s workload.
• Co-opt existing tools for documentation.
• Flaws in the process lead to flaws in the documentation.
• Avoid endless review loops.
Historically Caused Issues

• Unmaintainable formats
• Multiple sources, duplicate content
• Processes not always followed, lack of ticket discipline
• Inconsistent API design due to historical customer dependencies
Expectation Management

• Clear responsibilities
• Clear scope: Where does our work end and their work start?
• Awareness of the following:
  – We are a team of writers tasked with tending to multiple teams: The developers cannot each have their own personal writer!
  – We are writers, not typists: We are enabling developers to maintain their documentation independently.
Rules of Engagements

• Principal contact for documentation work in the developer team
• Time allocated for documentation support
• Stable product and stable product terminology
• Clear communication on deadlines and scope, using the appropriate channels
• Comply to standards and guidelines
Thank you

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Ihre Meinung ist uns wichtig! Sagen Sie uns bitte, wie Ihnen der Vortrag gefallen hat. Wir freuen uns auf Ihr Feedback per Smartphone oder Tablet unter

http://api02.honestly.de

oder scannen Sie den QR-Code

Das Bewertungstool steht Ihnen auch noch nach der Tagung zur Verfügung!
Existing DITA-OT Error Handling

**DITA-OT Errors**
- Generated within DITA-OT code
- Verbose output only
- Error codes assume prior DITA-OT knowledge

**FOP Processing**
- Java Stack trace for unhandled FOP errors
- Error occurs on topic.fo
- No context for End User

**XSLT Processing**
- XSL Transform engine error handling
- Errors traced to XSLT file
- No context for End User

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HERE Validator Plug-in Error Handling

[validate] [FATAL] [/topics/filename.dita]
[validate] Line 33: colspec - [colspec-colnum-not-unique]
[validate] The key/value pair colnum="1" is not unique. Make sure there are no duplicates.
[validate] [WARN] [/topics/filename.dita]
[validate] Line 15: section[id="bad"] - [comment-fixme]
[validate] Found 'FIXME' comments within the <section> element - fix as requested and delete the comment.
[validate] [FIXME] This comment requires action
[validate] [WARN] [/topics/filename.dita]
[validate] Line 15: section[id="bad"] - [comment-todo]
[validate] Found 'TODO' within the following text of the <section> element - fix as requested and delete the comment.
[validate] [TODO] We need to delete this section prior to release
[validate] [FATAL] [/topics/filename.dita]
[validate] Line 16: p[conref="/unknown-file.dita#href"] - [conref-external-file-not-found]
[validate] The linked file does not exist. Check the related folder for the missing file and make sure the file name is correct.
[validate] [FATAL] [/topics/filename.dita]
[validate] Line 17: p[conref="/conref-internal-id-not-found.dita#bad"] - [conref-external-internal-id-mismatch]
[validate] The conref source <> and the destination <> are not the same type. Check to make sure the referenced
[validate] [ERROR] [/topics/href-not-lower-case-image.dita]
[validate] Line 15: image - [href-not-lower-case]
[validate] The value provided in href="/..//graphics/SAMPLE-JPEG.jpg" is invalid, allowed characters are: lowercase, a-z only, words separated by hyphens.
[validate] [ERROR] [/topics/fig-id-invalid.dita]
[validate] Line 20: fig[id="bad"] - [fig-id-invalid]
[validate] ID values must start with 'fig-' in all <fig> elements.
Document Control Feature

TCWorld API Release Notes
Version 1.6.36.8

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