

Collaboration Scenarios for Technical Documentation

George Bina

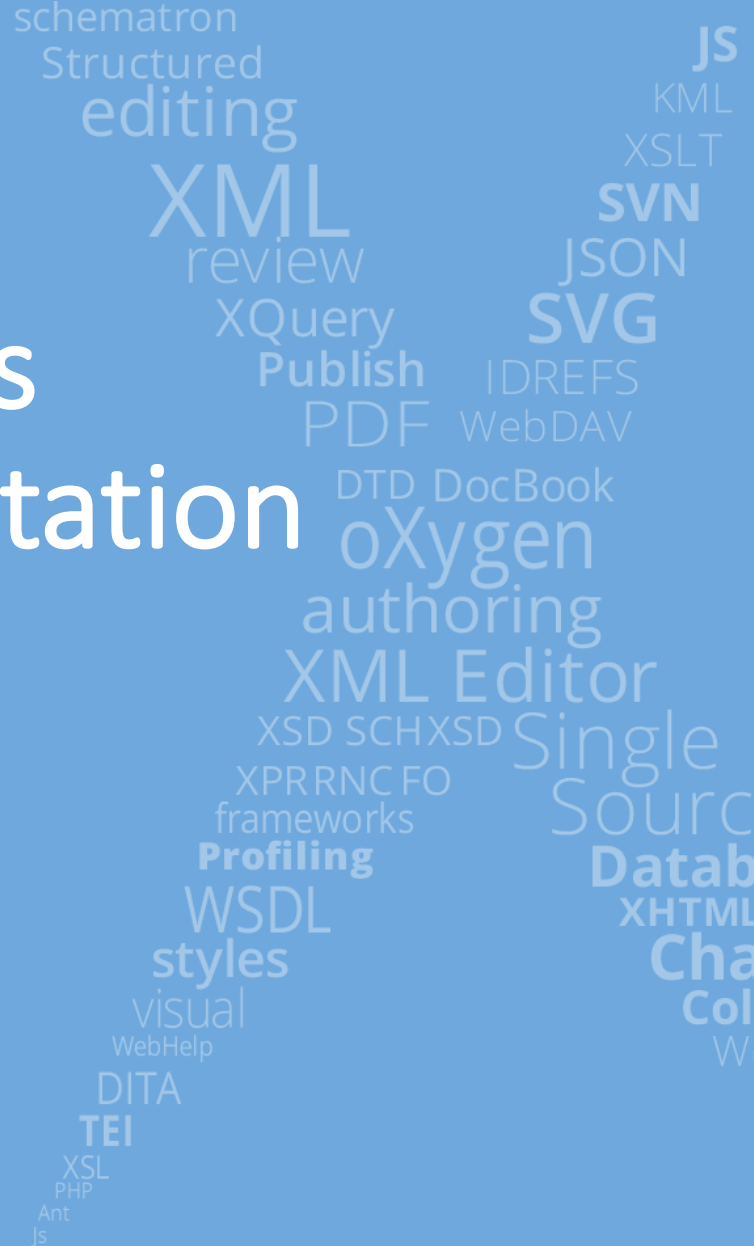
oXygen XML Editor

george@oxygenxml.com

@georgebina

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Overview

Discuss three collaboration scenarios made possible or improved by oXygen tools



XML Editor



XML Developer



XML Author



XML Web Author



Content Fusion



WebHelp



PDF Chemistry

Scenario 1

Continuous improvement

We create content and publish it, but then that content gets used by users and by our own team. We need feedback loops from content use to content maintenance team to enable continuous improvement.

Feedback

- From external users
 - ratings
 - +1, -1, like, etc.
 - comments / questions
- From internal users
 - your support team

Support workflow

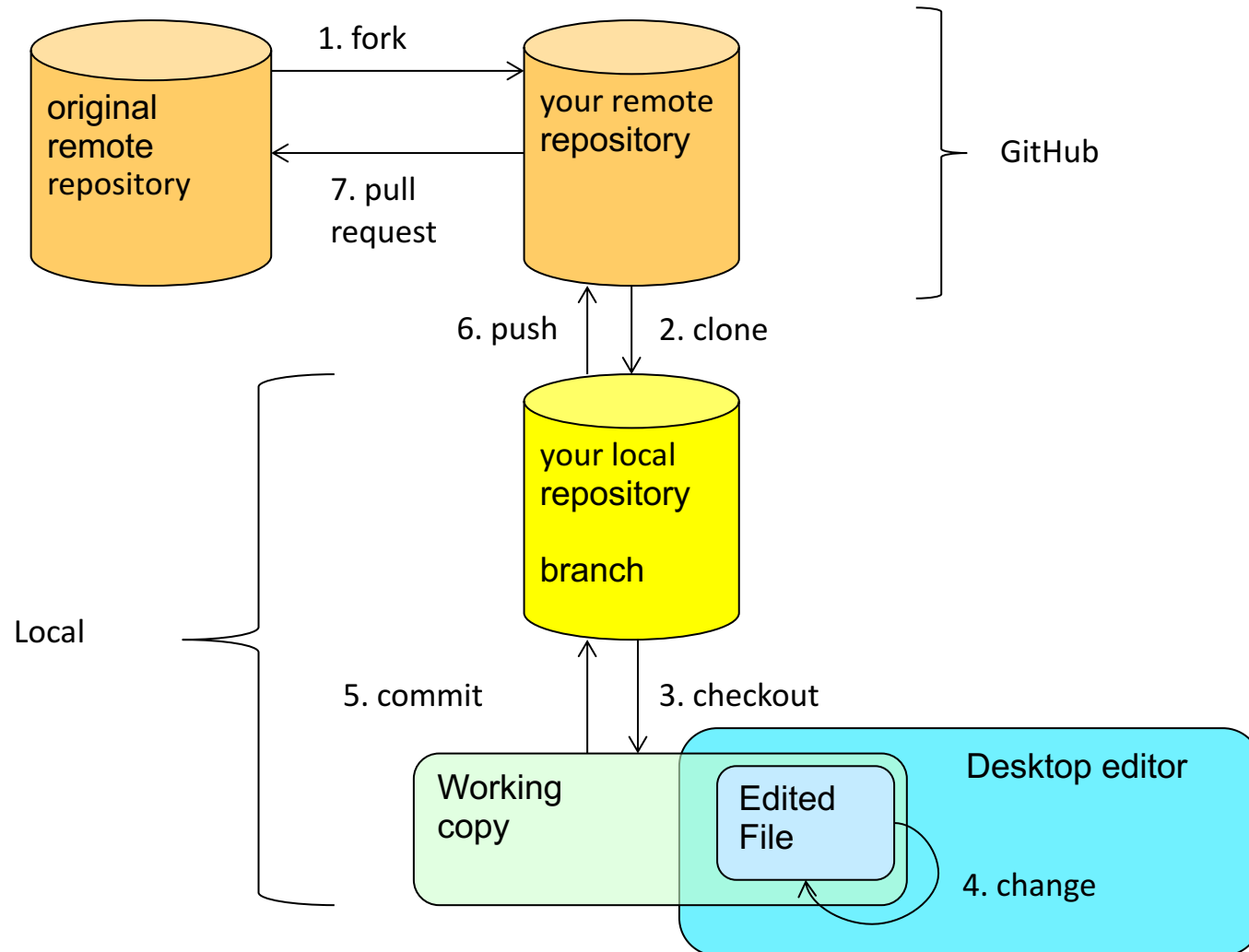
- User sends a support request
- Support team analyses the request and one place to look for answers is your published documentation
- They search and eventually find the topics related to the user issue
- They read those topics to make sure they correctly and completely respond to the issue
- They reply to the user with
 - The information from the documentation
 - A link to the related documentation topics
 - Additional information
 - Correct information (in case the published documentation contains mistakes)
- Close the support incident

Can we do better?

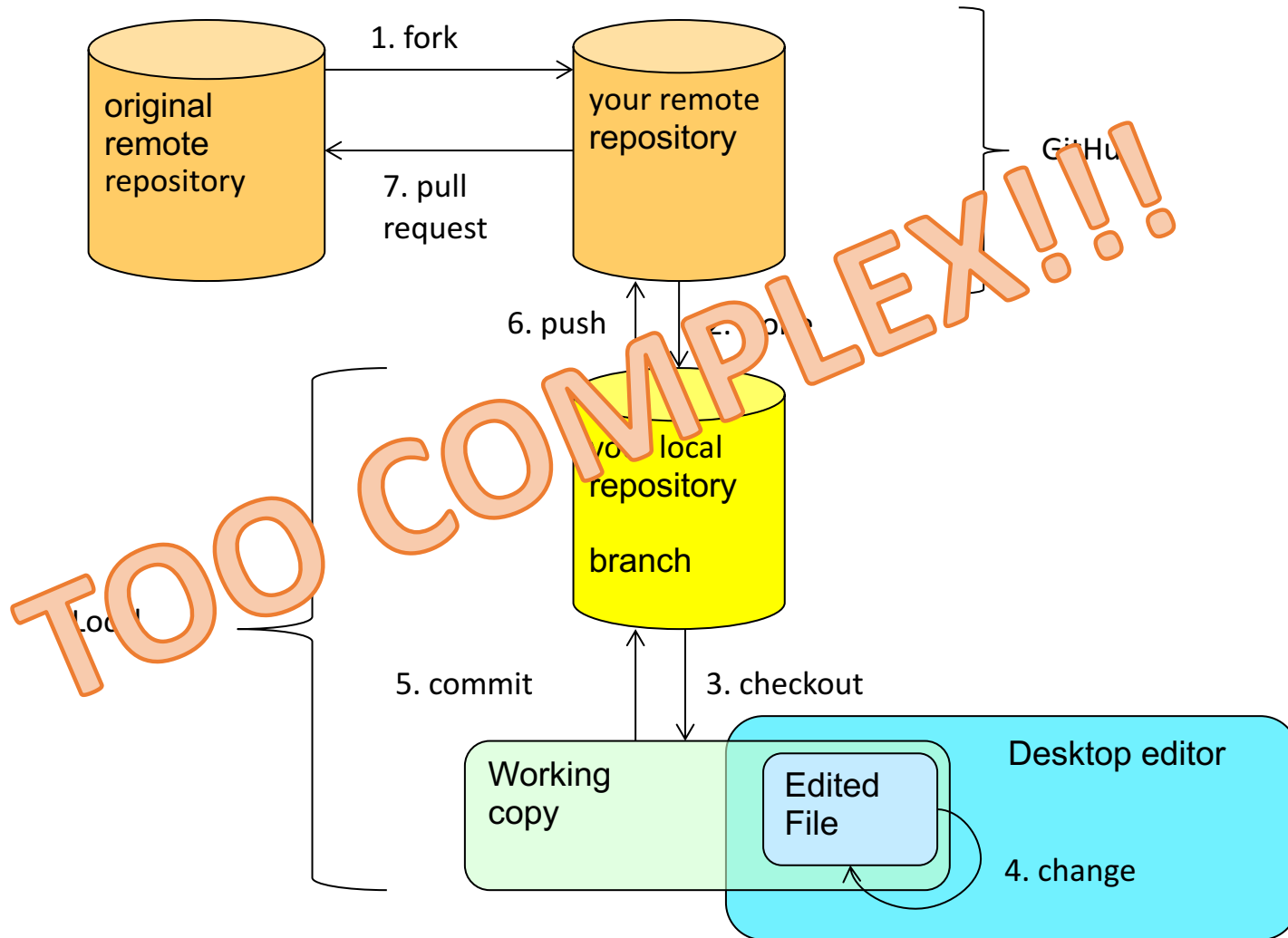
Edit this page / GitHub

- Immediate access to the underlying source
- Controlled updates – user will send suggestions (pull requests) which need to be approved by the doc team
- Provides a simplified workflow for contributors

GitHub contribution workflow



GitHub contribution workflow



Hide GitHub complexity

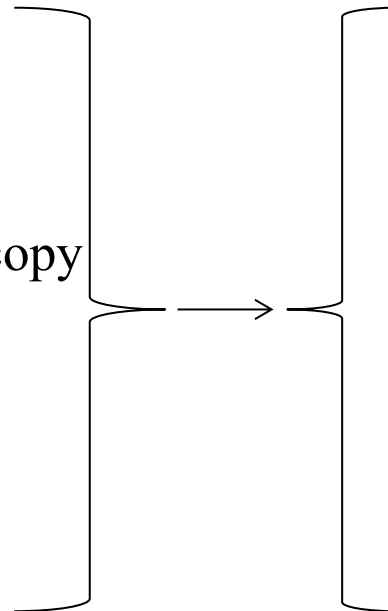
Automate parts of the contribution workflow

From

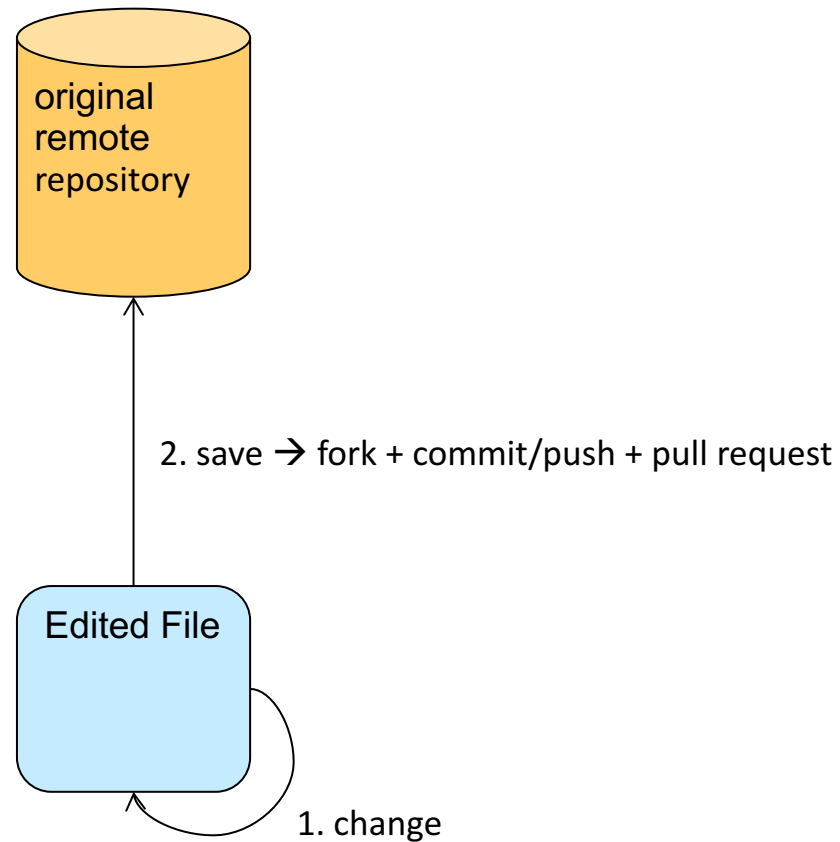
- Fork remote
- Clone locally
- Branch
- Checkout working copy
- **Change**
- **Commit locally**
- Push to remote
- Send pull request

To

- **Change**
- **Save**



Simplified workflow

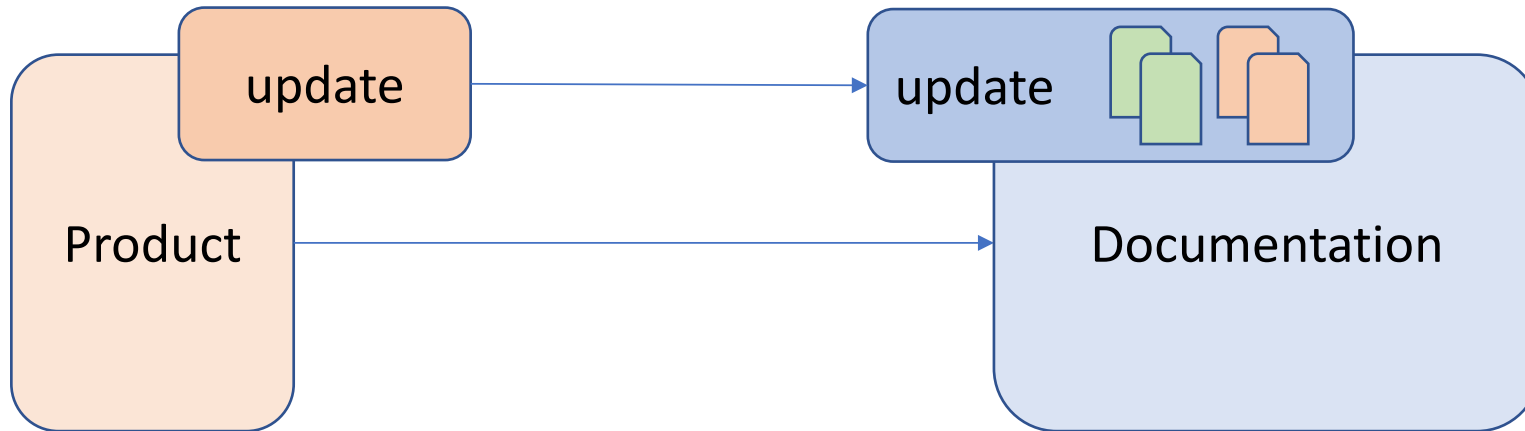


Scenario2

Integrated dev + doc workflows

The documentation updates follow the product updates, so how do we make sure we document everything and get the documentation reviewed by SMEs?

Documentation mirrors your product



Product development

Issue tracking tool

- Issue X-1 (v2)
 - Open
 - ...
 - Fixed
 - Verified
 - Closed
- Issue X-2 (v2)
- ...
- Issue X-N (v3)

Extend and integrate

Integrate into the product development

Issue tracking tool

- Issue X-1 (v2)
 - Open
 - ...
 - Fixed
 - Verified
 - Closed
- Issue X-2 (v2)
- ...
- Issue X-N (v3)

Issue tracking tool + documentation

- Issue X-1 (v2)
 - Open
 - ...
 - Fixed
 - Verified
 - **Documented**
 - Closed
- Issue X-2 (v2)
- ...
- Issue X-N (v3)



Integrate into the product development

Issue tracking tool + documentation

- Issue X-1 (v2)
 - Open
 - ...
 - Fixed
 - Verified
 - **Documented**
 - Closed
- Issue X-2 (v2)
- ...
- Issue X-N (v3)

Issue tracking tool + doc + review

- Issue X-1 (v2)
 - Open
 - ...
 - Fixed
 - Verified
 - **Documented**
 - **Doc reviewed by dev**
 - Closed
- Issue X-2 (v2)
- ...
- Issue X-N (v3)



Review made easy

Automatically add a message to the issue containing:

- links to **view the changes** in the documentation
- links to see the **modified topics as published**
- links to **edit the modified topics** with the oXygen Web Author
(available also from the published version)

▼  Web Author Review Bot added a comment - 28/Nov/18 1:24

Files to be reviewed:

- DITA/topics/eppo-adding-images.dita [\[source\]](#) [\[published\]](#)

A diff of the changes can be seen on [GitHub](#)

How is this possible?

A simple convention:

Any developer commit message starts with the issue ID

Allows to aggregate all code changes into the issue

Apply the same convention for documentation:

Any documentation commit message related to an issue should start with the issue ID

Allows to identify automatically the documentation changes for an issue

Scenario 3

Immediate Collaboration

What about the case when you do not have all these processes setup to take advantage of web author? How can you collaborate easily with others?

Meet Oxygen XML Content Fusion, our collaboration platform!

You need to collaborate but...

your collaborators

- do not have **access to your specific tools**
- are not part of your specific **workflow**
- have **no access** to the repository

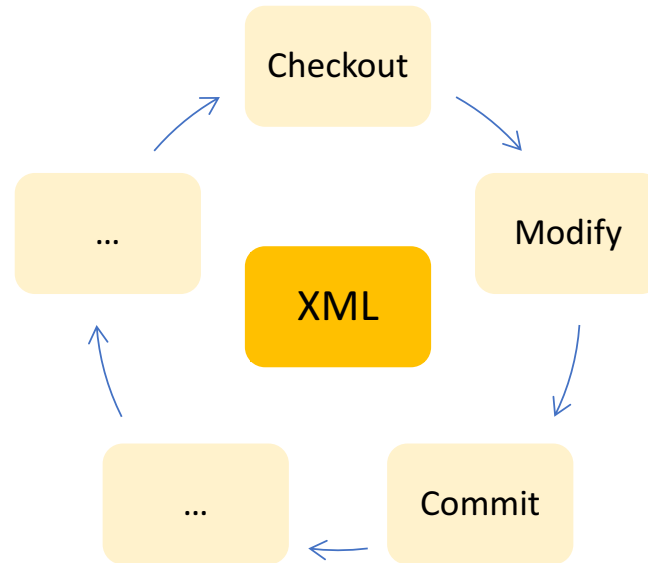
you want/need

- to **approve/review changes** before they reach the repository
- a **less formal** way to receive feedback
- Take advantage of collaboration **without any setup cost**

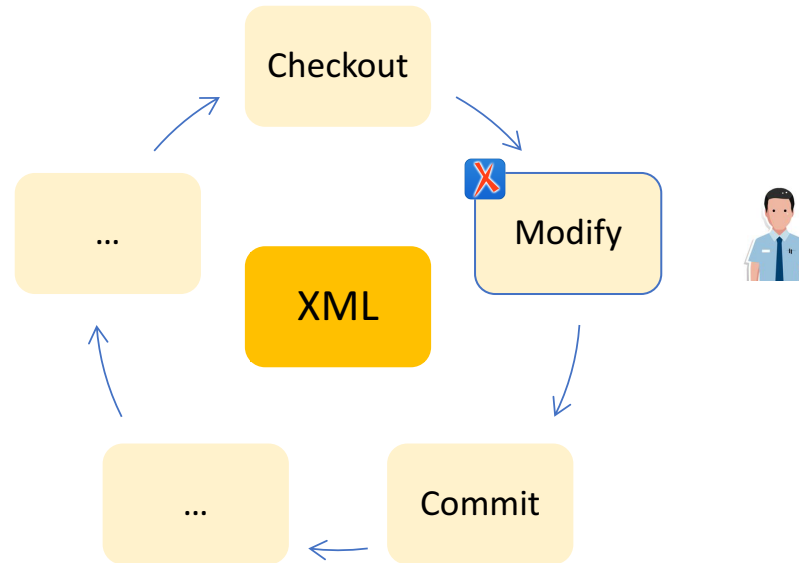
Existing workflow

XML

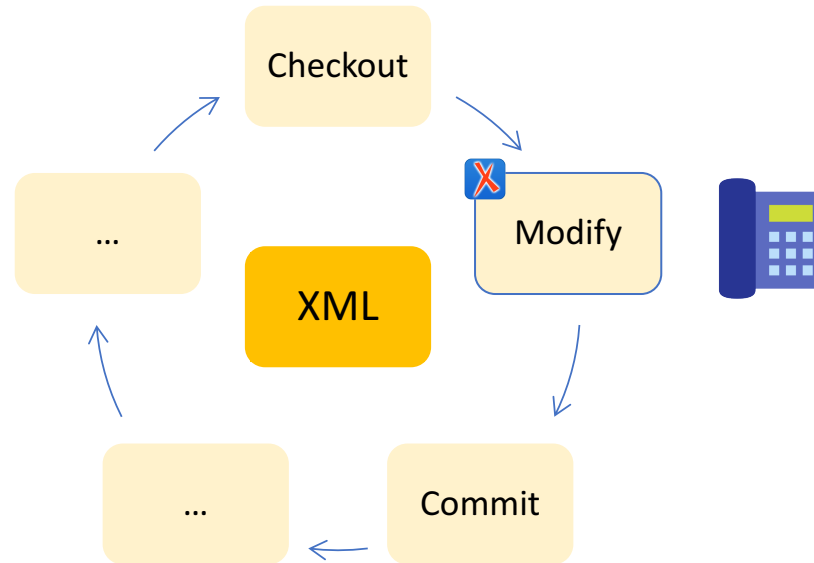
Existing workflow



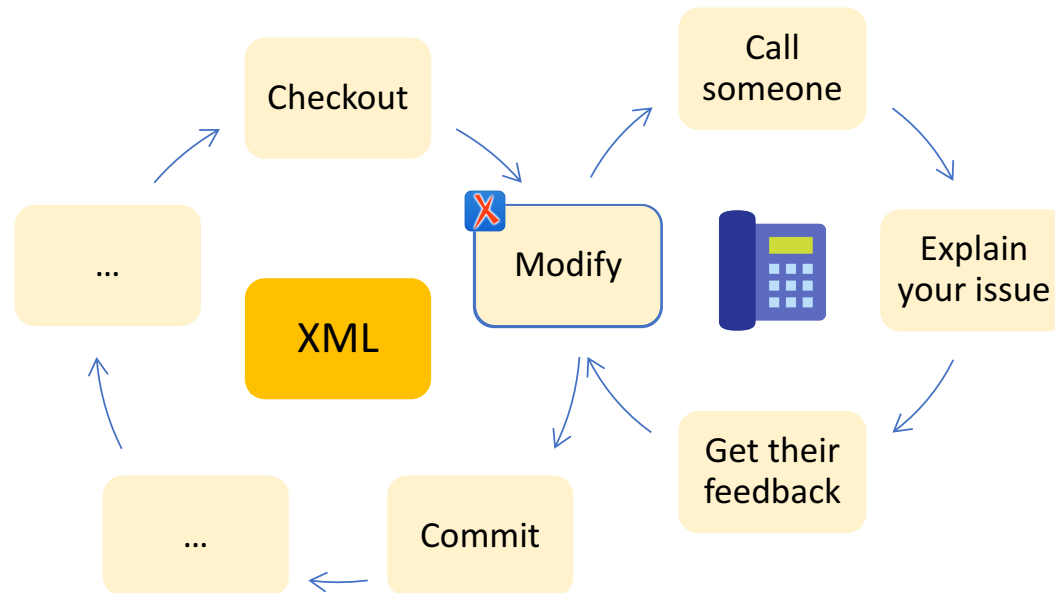
Existing workflow



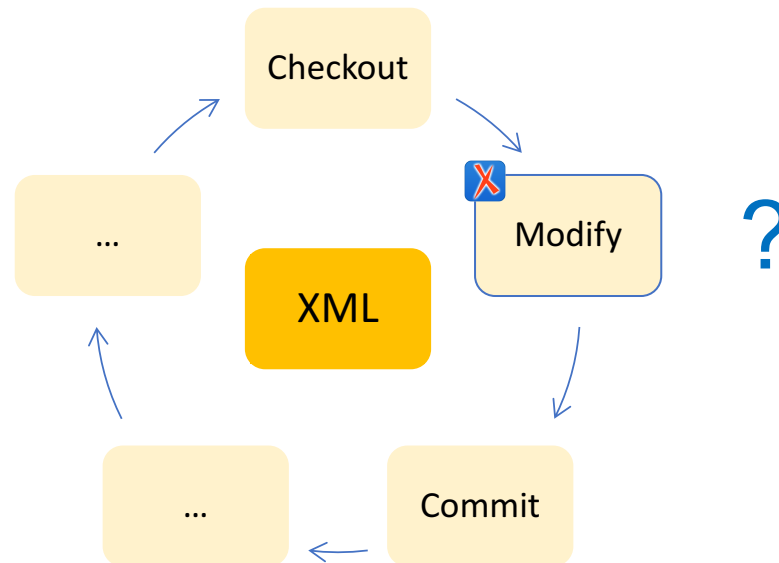
Integrating collaboration workflow



Integrating collaboration workflow



Existing workflow





oxygen Content Fusion

Collaboration using a browser!

DITA, DocBook, XHTML, your own XML

As simple as possible!

Author (content owner)

1. **Create**
review / collaboration task
2. **Share**
a link with collaborators
3. **Get changes**
back into the original files

Contributor / Reviewer

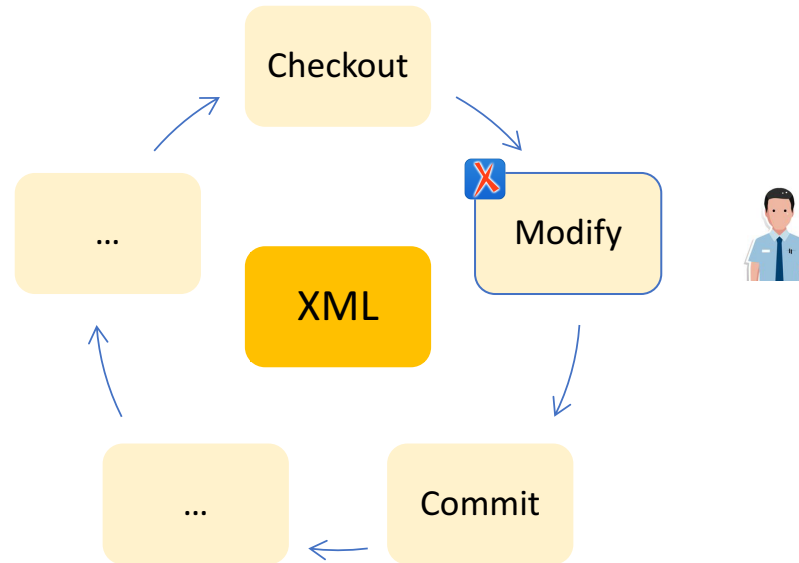
1. **Follow link**
in any modern browser, on any device
2. **Make changes**
using the oXygen web author
3. **Mark as done**
optional, to let others know you finalized your contribution

Tools

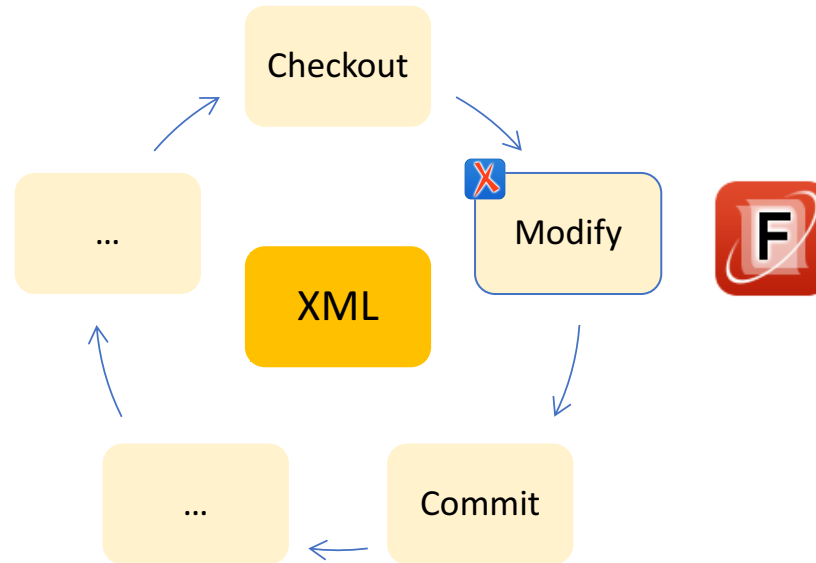
- oXygen XML Editor or Author
- Content Fusion connector plugin
- oXygen Content Fusion server
- Any modern web browser



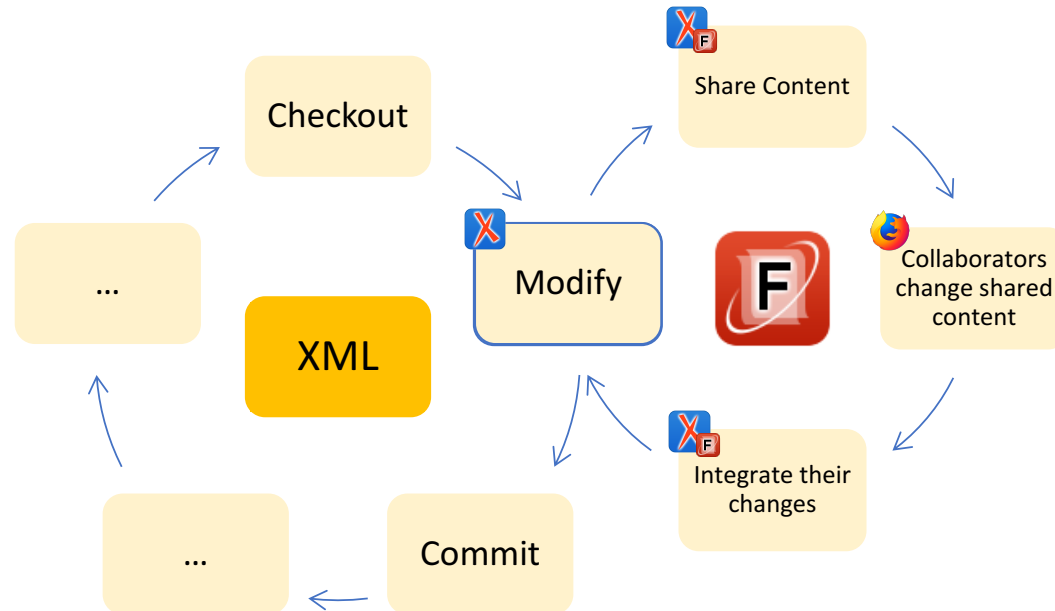
Existing workflow



Integrating collaboration workflow



Integrating collaboration workflow



Thank you!

Questions?

george@oxygenxml.com

@georgebina

<http://www.oxygenxml.com>