

XML

Success Story

Creating & Integrating Collaboration Solutions to Improve the Documentation Process

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Agenda

One Purpose:

Present an actual real world use-case where we (Oxygen Team) found dynamic solutions for our various internal collaboration challenges

Intended Results:

- Improved efficiency for the documentation process
 - Increased productivity for all of our teams
 - Higher quality of documentation

Our Areas of Focus

1. Refine the proofreading phase within our issue tracking process
2. Streamline collaboration between our documentation team and support team
3. Improve efficiency and quality of the collaboration during the content creation phases

Refine the proofreading phase within our issue tracking process

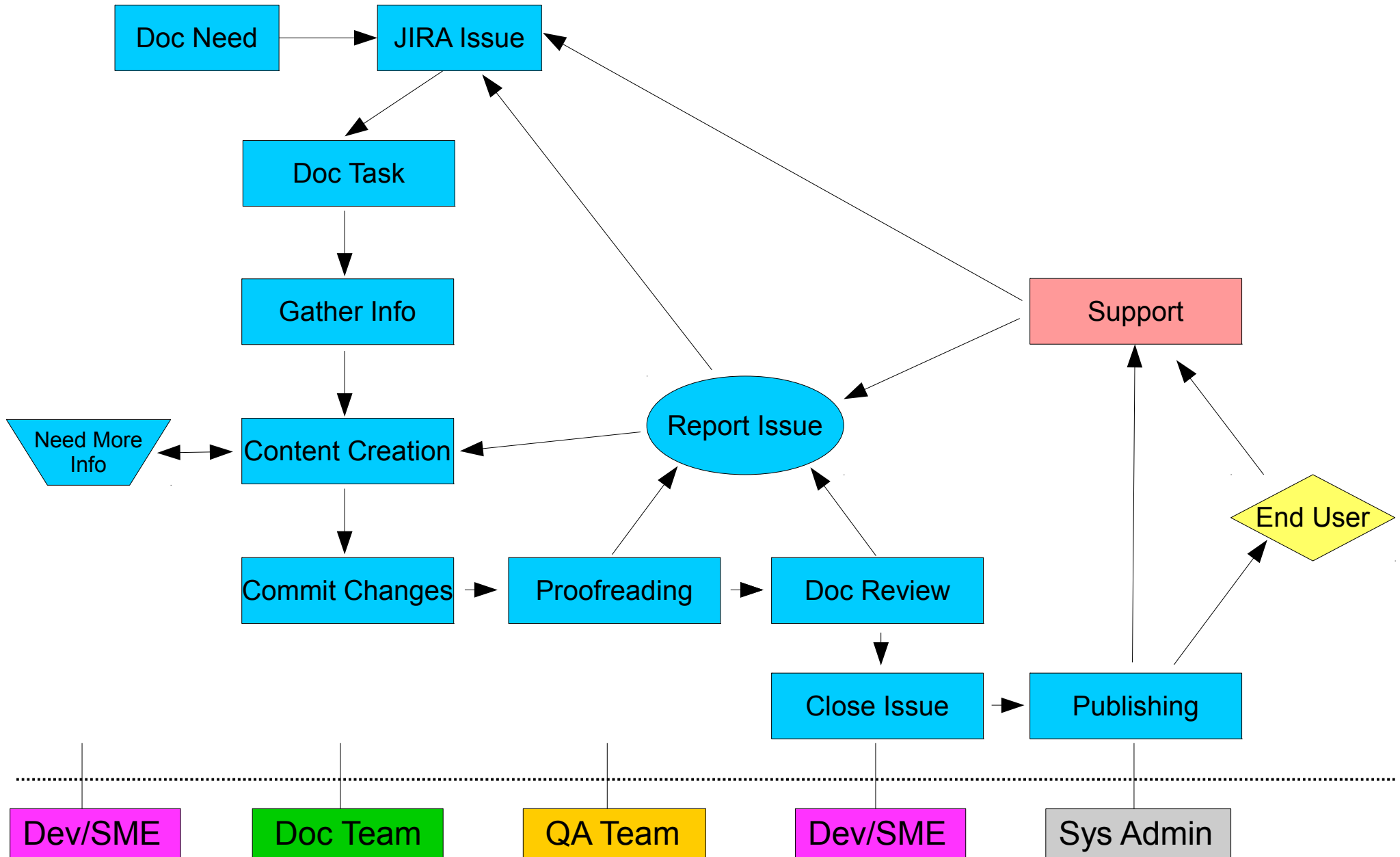
Developer Commit Information

Subversion				
Repository	Revision	Date	User	Message
Development SVN Repository	#162299	Wed Aug 23 15:05:53 EEST 2017	cristi_talau	WA-1368: Extracting some common code.
Files Changed				
MODIFY /trunk/oxygen-				
webapp/src/main/webapp/static/js/actions/review/changeaction.js				
MODIFY /trunk/oxygen-				
webapp/src/main/webapp/static/js/actions/review/rejectchange.js				

Documentation Commit Information

WA-792: 1 unique commit					
userguide-private					Hide files
Author	Commit	Message	Date	Files	
	7a3edc6	WA-792: Updated the Dashboard...	22/Sep/17	2 files	
	+0	-0	DITA/img/webapp_dashboard.png		
	+43	-36	DITA/topics/webapp-create-open-docs.dita		

Documentation Workflow



Refine the proofreading phase within our issue tracking process

CHALLENGES

- When an issue reached the stage where documentation needed to be proofread, the methods used were inconsistent
- A lot of unnecessary steps were required
- Proofreaders usually didn't have access to the documentation team's project and couldn't add feedback directly in the source document

WA-792: 1 unique commit

userguide-private					Hide files
Author	Commit	Message	Date	Files	
	7a3edc6	WA-792: Updated the Dashboard...	22/Sep/17	2 files	
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79 DITA/topics/webapp-create-open-docs.dita

		@@ -13,13 +13,12 @@
13	13	</metadata>
14	14	</prolog>
15	15	<body>
16	-	<p>The <ph keyref="webappProduct"/> has a user-friendly <uicontrol>Dashboard</uicontrol> and if
17	-	a particular <xref keyref="glossentry_plugin"><term>plugin</term></xref> registers a create or
18	-	open action, then it will include sections for creating and opening documents for
19	-	<term>plugin</term> integrations. You can easily access the <uicontrol>Dashboard</uicontrol>
20	-	at any time while editing documents by simply clicking the <uicontrol><image
21	-	href=" ../img/WebappIcon24.png"/> Icon</uicontrol> at the top-left corner of the
22	-	screen.</p>
16	+	<p>The <ph keyref="webappProduct"/> has a user-friendly <uicontrol>Dashboard</uicontrol> where
17	+	you can create new documents and open existing documents from your particular type of file
18	+	repository integration (each type has its own unique tab). It also provides a tab with various
19	+	sample documents. You can easily access the <uicontrol>Dashboard</uicontrol> at any time while
20	+	editing documents by simply clicking the <ph keyref="webappProduct"/> icon at the top-left
21	+	corner of the screen.</p>

Refine the proofreading phase within our issue tracking process

CHALLENGES

- When an issue reached the stage where documentation needed to be proofread, the methods used were inconsistent
- A lot of unnecessary steps were required
- Proofreaders usually didn't have access to the documentation team's project and couldn't add feedback directly in the source document

Refine the proofreading phase within our issue tracking process

SOLUTION GOALS

1. Provide an easily accessible online review tool for the proofreaders
2. Make the source document accessible from JIRA

Streamline collaboration between our documentation team and support team

Streamline collaboration between our documentation team and support team

CHALLENGES

- When the Support team offered feedback to the documentation team, methods used were inconsistent
- A lot of unnecessary steps were required
- Support team didn't have access to the documentation team's project and couldn't add feedback directly in the source document

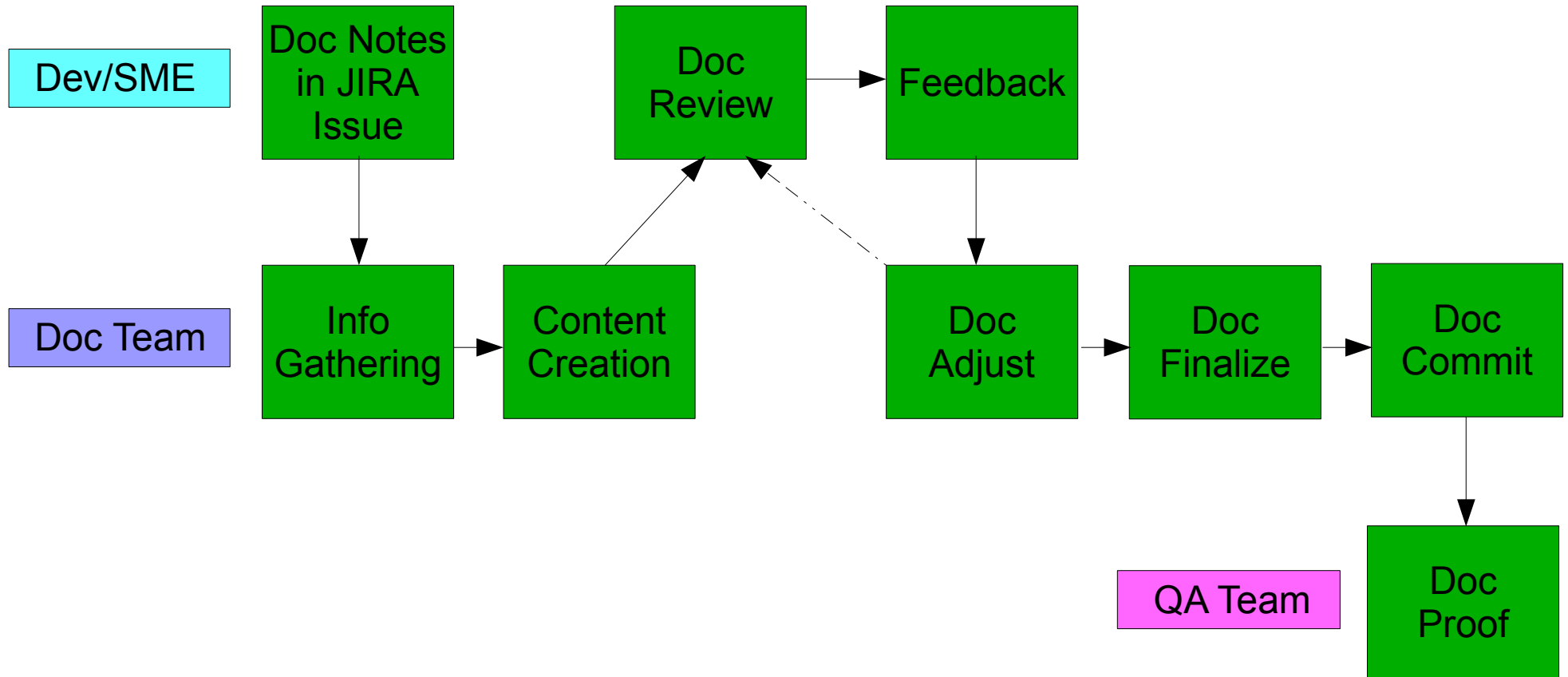
Streamline collaboration between our documentation team and support team

SOLUTION GOALS

1. Provide an easily accessible online review tool for the Support personnel
2. Make the source documents accessible directly from published output

Improve efficiency and quality of the collaboration during the content creation phases

Collaboration Workflow



Improve efficiency and quality of the collaboration during the content creation phases

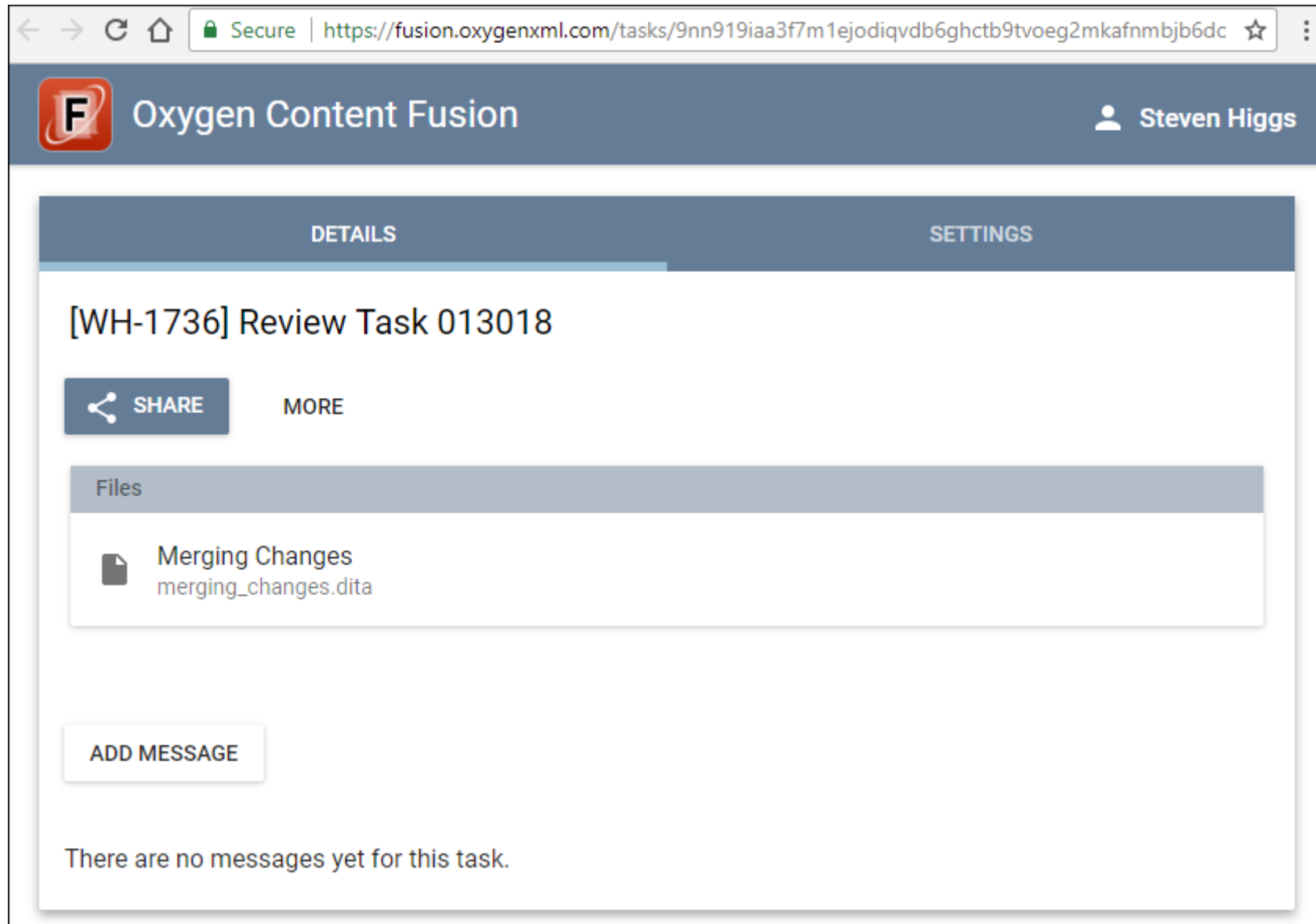
CHALLENGES

- Most SME didn't have access to the current documentation project
- Sending fragments often led to confusion since the SME couldn't see the whole context
- If the documents aren't easy to access, the SME was less likely to offer good feedback
- In some cases, SME was in a different location or worked different hours than the technical writer

Improve efficiency and quality of the collaboration during the content creation phases

SOLUTION GOALS

1. Provide an efficient way for documents to be passed back and forth, regardless of where the contributor is located
2. Provide an easily accessible tool where reviewers can view and edit the source documents without needing access to the current project
3. Provide an intuitive way for collaborators to communicate
4. Make the process incremental and notify the documentation team when the process progresses to a new stage
5. Enable the documentation team to automatically merge the changes and comments back into their project



The screenshot shows a web browser window with the URL <https://fusion.oxygenxml.com/tasks/9nn919iaa3f7m1ejodiqvdb6ghctb9tvoeg2mkafnmbjb6dc>. The page title is "Oxygen Content Fusion" and the user is logged in as "Steven Higgs". The interface has two tabs: "DETAILS" (selected) and "SETTINGS". The main content area displays the task title "[WH-1736] Review Task 013018". Below the title are two buttons: "SHARE" and "MORE". A "Files" section contains a single file entry: "Merging Changes" with the filename "merging_changes.dita". At the bottom, there is an "ADD MESSAGE" button and a message stating "There are no messages yet for this task."

Final Results

- ◆ The whole collaboration process is more efficient
- ◆ Collaboration methods are more consistent
- ◆ Increased productivity for all teams involved
- ◆ Reviewers offer better feedback
- ◆ Documentation is higher quality & more accurate

Thank You!

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