

[Documentation_revamp]

Rev	Date of revision	Description	Author	Reviewers
3	2024/03/12	Documentation revamp	Sachin S	

Notational Convention

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in [RFC 2119](#).

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Initiative Owner (IO):		Technical Lead: Sachin	
Squads involved (squad first and bolded): Tribe A: squad , squad Tribe B: dev			
Initiative size: Medium			
Metrics (what success looks like):			
Metric name	Current	Expected	Confidence level (if we complete this initiative will expectations be achieved?)
Functional coverage	??%	90% or above *A list of function need to be created first	High
Look up speed	~ 4min ?	User should be able to jump to main function though doc interaction	Medium
Translation rate	95% on 3.0	100% on latest version	High
Review coverage	??%	Any content approved by stakeholders	Medium
User engagement metrics	??%	Increased engagement indicated by higher page views, longer time on page, and positive feedback ratings	
Search effectiveness	??%	To ensure over 80% success rate in users finding relevant content	

Summary of initiative:

The Documentation Revamp Initiative aims to enhance functional documentation coverage, readability, establish processes for updating documentation and allow translation to share latest content to the international community.

Description of the problem statement

Problem Statement

We need to revamp our documentation to make it more complete, easier to use, and accessible to our international community. We also need to improve how we update our documentation to keep it in line with our software updates.

Description of the initiative

Solution discovery

Coverage and maintenance:

The documentation does not fully cover all functionalities of the system, leading to gaps in information that can cause confusion and inefficiency. Additionally, we do not have a defined process to update the existing system that can cause a lack of consistency with the actual implementation of the system, resulting in discrepancies between expected and actual system behaviors and a loss of trust in regard to manual content.

User friendliness:

We need to make the documentation friendlier and easier for everyone to understand, whether they're reading through it or searching for specific information. The document currently does not put information in the context of use cases (why do we need to print labels? What are each API event for, what timing are they generated and why...). The document also does not share examples for useflow, or tutorials and best practices that could help the user to better understand a function

in the context of their operation and developers to easily integrate their systems with ours.

Internationalization and Translation:

We need to make our documentation available in multiple languages to reach a global audience. This means setting up a way to easily translate, update, and manage documentation in different languages. We'll also need to keep the translation in sync with new software releases and features, and we'll track changes to the documentation so users can easily see what's been updated and reviewed.

Execution

1. Documentation Gap Analysis

Identify gaps in content and areas lacking in functional coverage.

List functionalities not adequately covered or missing.

Identify inconsistencies between documentation and actual system implementation.

Estimated Cost(man-month): 2-3

Required resource/skill: Technical Writing, Development knowledge (understanding code)

2. Enhancing User Friendliness

Make documentation more accessible and understandable for all users.

Redesign documentation layout for improved navigation and searchability.

Develop use case scenarios, workflow examples, and best practices sections.

Create interactive tutorials and video guides for complex functionalities.

Estimated Cost(manmonth): 2-3

Required resource/skill: Illustration (UI/UX), Sphinx CSS customization

3. Content Creation and Enhancement

Fill identified gaps and update documentation to cover all functionalities comprehensively.

Write new content for uncovered functionalities and review existing content for accuracy.

Incorporate feedback from users and stakeholders to refine content.

Ensure all documentation puts information in the context of use cases and operational scenarios.

Estimated Cost(manmonth): 3

Required resource/skill: Technical Writing, Editing, Proofreading, Subject matter expertise

4. Internationalization and Translation Framework

Set up a framework for translating and managing documentation in multiple languages.

Select and implement translation management software.

Establish guidelines for translators to ensure consistency and quality.

Create a workflow for updating translations in sync with the original documentation updates.

Estimated Cost(manmonth): 4

Required resource/skill: Localization management

5. Documentation Usage Onboarding (experience improvement)

Create a brief onboarding process or guide for new users on how to navigate and use the documentation effectively. This could be part of the broader product onboarding experience.

Estimated Cost(manmonth): 1

Required resource/skill: Instructional design, Frontend JS frameworks

6. Documentation Updates and Bug Reporting

Develop a process for logging, tracking, and incorporating known bugs into the documentation. Establish a protocol for managing RC documentation links to prevent sudden deactivation and ensure smooth transitions between RC versions.

Estimated Cost(manmonth): 0.5

Required resource/skill:

Adoption

1. Process Establishment for Continuous Updates

Develop a defined process for regular documentation updates to ensure consistency with system implementation.

Create a cross-functional team involving documentation writers, developers, and product managers.

Establish a schedule for regular review and update cycles, synchronized with software release cycles.

Implement a version control system for tracking changes and updates.

Estimated Cost(manmonth): 2-3

Required resource/skill: Project management

2. Quality Assurance and Stakeholder Review

Ensure all documentation is accurate, up-to-date, and approved by stakeholders.

Conduct thorough quality checks of all new and updated content.

Set up a review process involving key stakeholders for final approval before publication.

Incorporate a feedback loop from users for continuous improvement.

Estimated Cost(manmonth): 1-2

