DITA maturity model in a SCRUM environment

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About me

• 15 years in the techwriting industry
• Machinery, regulatory and software
• Technology and technical documentation
• Localisation of documentation

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What is user documentation?

• Assists in using, configuring, installing, … the product

• User documentation is part of the product:
  • Not just a legal requirement
  • Adds to the product’s usability
  • Enhances the user-experience of the total product

• User documentation is delivered with the product
What is SCRUM

• Framework for software development
• Opposed to waterfall
• Short development cycles – sprints (2 weeks)
• Shippable product after every cycle
• Feature teams
• User stories – customer orientation
User documentation and SCRUM

- Delivering updated information with every sprint
Use Case

- 2 weeks needed to build documentation
- Monolithical documentation
- Book based tools
- Disconnected from development
- Translated to different languages
- Problems with reuse and single-sourcing
Solutions

Content management

• Implement DITA
• Acquire CMS

Workflow

• Integrate in software development workflow
What is DITA

- XML standard for writing documentation
- Topic-based authoring
- Task-oriented writing supported by concepts and references
- Formatting disconnected from content
- Allows publishing to different outputs
Write answers not manuals

When was the last time you read a manual from A to Z?
Write once, reuse often
One source, multiple outputs
DITA at Agfa

- Execution/roadmap
  - Map IMAP to DITA
  - DITA model for Agfa
  - Train authors
  - Implement CMS
  - Migrate content
DITA maturity model

- Investment vs return

DITA maturity model at Agfa

- Content strategy based on the model
- Mapped to our needs
  - What are our goals?
  - Investment: what do we need to do?
  - Return: What does it deliver?
- Scaled to our workflow
  - Move from waterfall to agile
  - Collaborative authoring
  - Path to acquire customer input
Content strategy - Step 1

- Convert legacy content to CMS
- Apply DITA to our legacy content
- Train ourselves
Level 1: Reusable topics

- Content migration
- Training the authors
- Content management solution

Reusable topics

- Printable manuals
- Flexible reuse
- Simple single-sourcing
Content strategy - Step 2

- Generate new content
  - Create templates
- Build further on legacy content
  - Reorganize
- Introduce minimalism
  - Refactor content
Level 2: Standardization

1. Reusable topics
   - Content migration
   - Training the authors
   - Content management solution

2. Standardization
   - Content reorganization
   - Minimalizing
   - Creating templates

Return
   - Higher quality
   - Better consistency
   - Lower translation costs

Investment
   - Printable manuals
   - Flexible reuse
   - Simple single-sourcing
Content strategy - Step 3

- Different output formats
- Continuous integration
  - Bi-weekly builds
- Translation optimization
  - DITA to XLIFF
- Single sourcing / custom output
  - Filtering and flagging
Level 3: Automation and integration

- Differentiating output
- Optimizing translation workflows
- Creating DITA awareness in AGFA

- Content reorganization
- Working with IMAP
- Minimalizing
- Creating templates

- Content migration
- Training the authors
- Content management solution

- Flexible publishing formats
- Faster translations
- Content per market/target group
- Knowledge base

- Higher quality
- Better consistency
- Lower translation costs

- Printable manuals
- Flexible reuse
- Simple single-sourcing
Content strategy - Step 4

• Content based on user stories
  • Documentation added to Definition of Ready
  • Documentation added to acceptance criteria
• SMEs author draft content
  • DITA/form-based templates
  • Documentation added to Definition of Done
• Integration with development
  • Link content to requirements
  • Metadata
Level 4: Collaborative content

**1. Reusable topics**
- Content migration
- Training the authors
- Content management solution

**2. Standardization**
- Content reorganization
- Working with IMAP
- Minimalizing
- Creating templates

**3. Automation and integration**
- Differentiating output
- Optimizing translation workflows
- Creating DITA awareness in AGFA

**4. Collaborative content creation**
- Collaborative writing
- DITA-based templates
- Training SMEs

**Return**
- Speed and efficiency
- Content ‘evolves’ from requirement to enduser

**Flexible publishing formats**
- Faster translations
- Content per market / target group
- Knowledge base

**Higher quality**
- Better consistency
- Lower translation costs

**Printable manuals**
- Flexible reuse
- Simple single-sourcing
Content strategy - Step 5

- Feedback loop with users
  - DITA to wiki
- Workflow- and persona-based documentation
  - Optimize metadata
Level 5: Interactive content ecosystem

Investment

- Optimizing metadata
- Publication platform
- User feedback loops

Collaborative writing
- DITA-based templates
- Training SMEs

Differentiating output
- Optimizing translation workflows
- Creating DITA awareness in AGFA

Content reorganization
- Minimalizing
- Creating templates

Content migration
- Training the authors
- Content management solution

Return

- Content on demand
- Community-driven documentation

- Speed and efficiency
- Content 'evolves' from requirement to end-user

- Flexible publishing formats
- Faster translations
- Content per market/target group
- Knowledge base

- Higher quality
- Better consistency
- Lower translation costs

- Printable manuals
- Flexible reuse
- Simple single-sourcing
Content strategy - Step 6?

- Reuse unstructured content
- Text mining
Summary

- Legacy content
- Standardized content
- Custom content
- Collaboratively written
- Customer based
Q&A