Collaboration Tools to Help Improve Documentation Processes

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Agenda

- An overview of the Oxygen team's documentation workflow
- Using an issue tracking application (such as JIRA) for collaboration between all departments
- Using Oxygen Content Fusion for collaboration between the documentation team and subject matter experts
- Using Oxygen XML Web Author for collaboration between the support team and the documentation team
- Using a combination of tools (JIRA, GitHub, Web Author) for collaboration between the QA team and the documentation team
- Using Oxygen products and a version control system for direct collaboration between developers and the documentation team
- Using the Oxygen WebHelp system for collaboration between end users and the documentation team
Overview of the Oxygen Team's Documentation Workflow
Oxygen Documentation Process
Contributors

- Developers
- Quality Assurance
- Documentation Team
- Support
- Subject Matter Experts
Documentation Requirements

**Oxygen Products**

- Oxygen XML Author
- Oxygen XML Author for Eclipse
- Oxygen XML Developer
- Oxygen XML Developer for Eclipse
- Oxygen XML Editor
- Oxygen XML Editor for Eclipse
- Oxygen XML Web Author
- Oxygen Content Fusion
- Oxygen WebHelp
- Oxygen SDK
Documentation Requirements

Output Types

- WebHelp
- PDF
- Windows Compiled Help (CHM)
- Eclipse Help
- JavaHelp
- Website
Documentation Requirements

Number of User Manuals Needed

Oxygen XML Author
Oxygen XML Author for Eclipse
Oxygen XML Developer
Oxygen XML Developer for Eclipse
Oxygen XML Editor
Oxygen XML Editor for Eclipse

- WebHelp
- PDF
- CHM
- Eclipse Help
- Java Help

= 30 User Manuals

Oxygen XML Web Author
Oxygen Content Fusion
Oxygen WebHelp

- WebHelp
- PDF

= 6 User Manuals

Oxygen SDK

- Website

= 1 User Manual*
Documentation Workflow

Doc Need → JIRA Issue

Doc Task

Gather Info → Content Creation

Commit Changes → Proofreading → Doc Review

Doc Review → Close Issue → Publishing

Report Issue → Support → End User

Need More Info

Dev/SME → Doc Team → QA Team → Dev/SME → Sys Admin
Documentation Workflow

1. **Doc Need** → **JIRA Issue**
   - **Doc Task**
     - **Gather Info**
       - **Content Creation**
         - **Commit Changes** → **Proofreading** → **Doc Review** → **Close Issue** → **Publishing**
   - **Report Issue**
     - **Support**
       - **End User**
         - **Need More Info**

Roles:
- **Dev/SME**
- **Doc Team**
- **QA Team**
- **Dev/SME**
- **Sys Admin**
Documentation Process Tools

**Issue Tracking**
Atlassian JIRA

**Content Creation**
Oxygen XML Editor
Oxygen XML Author

**Collaboration Tools**
Oxygen Content Fusion
Oxygen XML Web Author
Oxygen WebHelp

**File Repository/Version Control System**
Git

**Git Repository Hosting Service**
GitHub

**Repository GUI**
SourceTree
Issue Tracking / Project Management

Use-Case 1

Using an issue tracking application (Atlassian JIRA) for collaboration between all departments
Collaboration Tools to Help Improve Documentation Processes

Documentation Workflow

1. **Doc Need** → **JIRA Issue**
2. **Doc Task** → **Gather Info** → **Content Creation** → **Commit Changes** → **Proofreading** → **Doc Review** → **Close Issue** → **Publishing**
3. **Support**
   - **End User**
   - **Need More Info**

- **Dev/SME**
- **Doc Team**
- **QA Team**
- **Dev/SME**
- **Sys Admin**
Collaboration Tools

Use-Case 2
Using Oxygen Content Fusion for collaboration between the documentation team and subject matter experts

http://www.oxygenxml.com/content_fusion.html
Collaboration Tools

Use-Case 2

Using *Oxygen Content Fusion* for collaboration between the documentation team and subject matter experts

**Benefits**

- **Increased Productivity** - A very efficient way to collaborate. Provides a simple, intuitive interface for the Reviewers and the Content Author can easily integrate comments and changes with a built-in merge tool.

- **Better Quality** – It provides an incremental review workflow that is more likely to engage reviewers and lead to more feedback.

- **More Control** - It allows the Content Author to control the published content while the Reviewer simply proposes changes.

- **Mobile Flexibility** – Collaborate with anyone and from anywhere. Reviewers only need access to a web browser.
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Use-Case 3

Using Oxygen XML Web Author for collaboration between the support team and the documentation team

http://www.oxygenxml.com/xml_web_author.html
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Use-Case 4

Using a combination of tools for collaboration between the Quality Assurance team and the documentation team

- JIRA
- GitHub
- Oxygen XML Web Author
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Use-Case 5

Using Oxygen products & a version control system for direct collaboration between developers & the documentation team
Collaboration Tools

Use-Case 6

Using Oxygen WebHelp for collaboration between end-users and the documentation team
Release Timeline

Release 18.1
- dev
- master
- hotfixes/18.1
- new 18.1 build

Release 19.0
- hotfixes/19.0
- new 19.0 build

Next release
Git Support Plugin

Provides support for committing changes directly from Oxygen, comparing and merging changes, and other Git commands

Thank You!

Email us with details of your specific workflow and requirements

support@oxygenxml.com
About the Author

Background:

- 15+ years experience writing documentation.
- 2+ years experience with XML.
- 2+ years experience with DITA.
- 2+ years experience using oXygen

Current occupation:

- Technical Writer for Syncro Soft