



Content Strategy Content Modeling

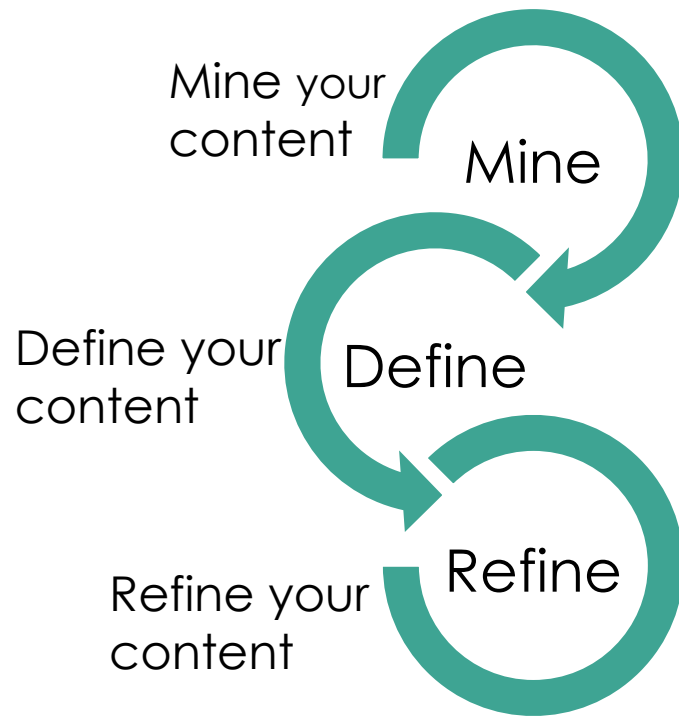
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Content Development

As content developers
we are responsible for
writing documentation
and presenting it to our
customers.
We all know the writing
process involves...

How do we present our
content?



Content Model and Information Types

Content Model

An architectural framework for a collection of content.

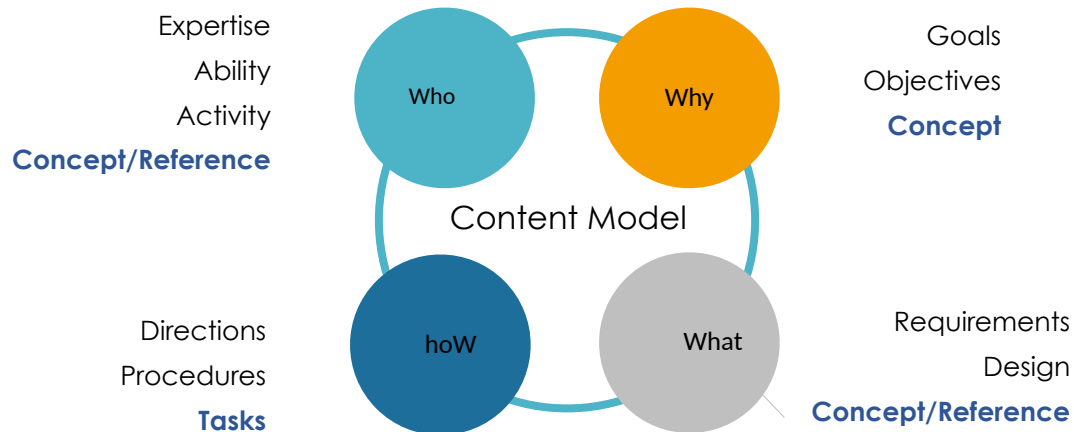
A high-level plan of the types of information, aka information types, and an appropriate structure for its storage.

Information Types

In DITA, the “IT” stands for information typing. At Vocera, we use the default or base DITA information types to develop our content, such as Concepts, Tasks, and References.



Important 4Ws





Analyze your Content Model

Consider these questions:

Example Content Model for Vocera Platform Docs:

- What will my document skeleton look like?
- What type of topics do I need?
- How will I associate concepts, tasks, and references?
- Will I need a specialized information type?
- What single-sourcing will I do?
- What metadata will I use to filter and flag my content?

Wiki Link: <https://wiki.ext-inc.com/display/TP/Content+Modeling>



Where to look for details:

- JIRA (Source of Truth at Vocera)
- Internal Program Wiki pages
- Scrum team demos
- Test your product for new features
- Product Requirement Documentation (sometimes exists at EPIC level)
- System or Software Functional Specifications (sometimes in JIRA story)
- Other (hall-way discussions, design reviews, standups etc)



JIRA as a Source of Truth (SoT)

Example EPIC:

- <https://vocera.atlassian.net/browse/UC-13086>

Team Exercise – 2 Mins for each EPIC

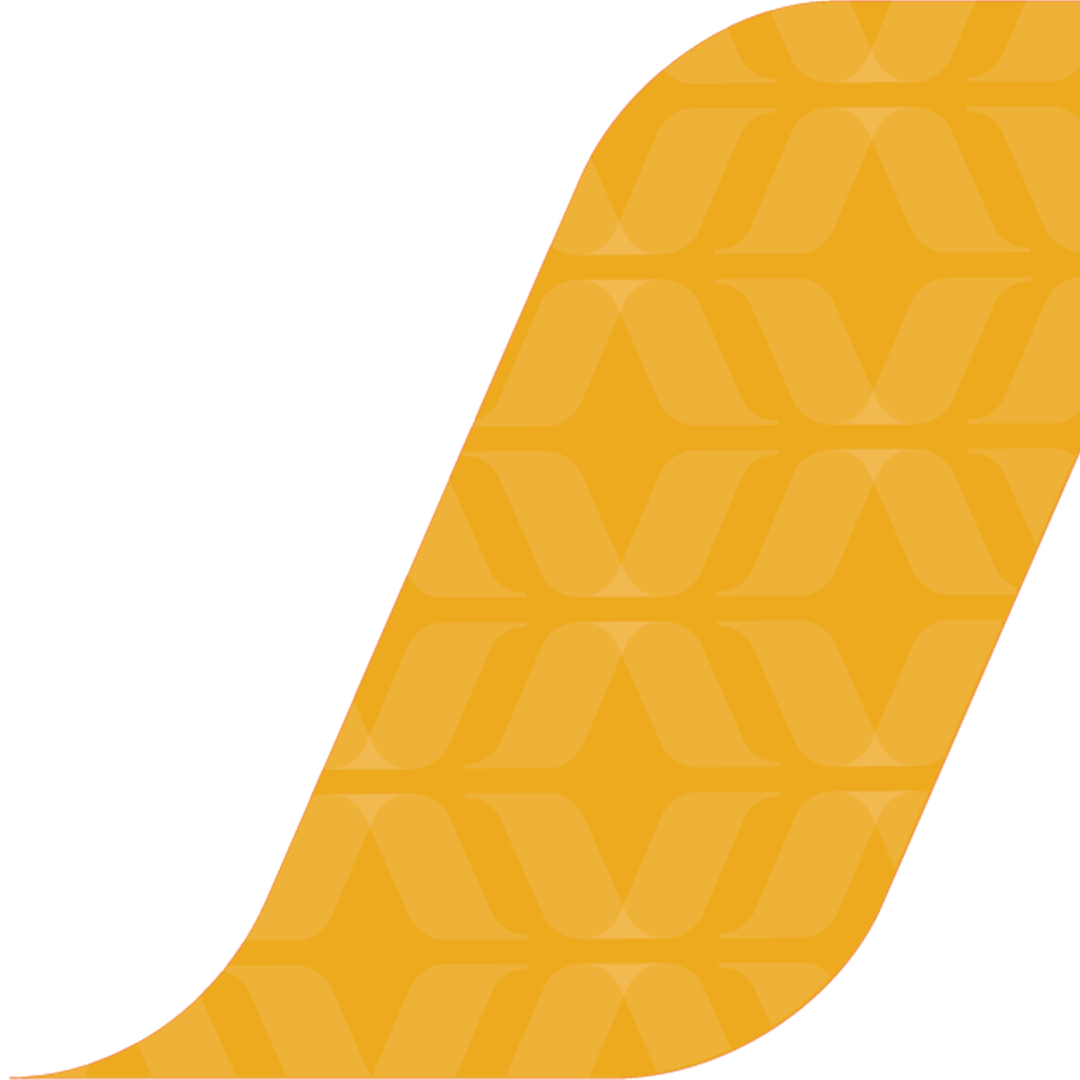
Let's take a look at the following two EPICs and try to find the answers of the What, Who, Why, and hoW questions:

G5W - G5W-4783

ADP - ADP-9281



Questions?





Thank You!

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