# Online Service Documentation v1

Infrastructure Integration Roadmap Task

**Task Type(s)**: Support  
**Start by phase**: Integration  
**Complete by phase**: Operations  
**RP role(s)**: Service Contact(s)

## Summary

The purpose of this task is to ensure that the online service operator provides the documentation needed by service users. Documentation should be published through one of these channels: an access-ci.org website, the Confluence Knowledge Base, or the service’s own web sites.

## Prerequisite tasks

* [Resource Description V2](https://docs.google.com/document/d/1khvZ7QiwKoVDJy0lEq429M7a9sQXBXzTfWoYsUafqVc/)

## Support Information

For assistance with this task see the *Support Information* section in the *Integration Roadmap Description*.

## Detailed Instructions

### Using access-ci.org websites

ACCESS projects may document their online services on their own website or the website of other ACCESS projects where appropriate.

### ACCESS Confluence

Online services may provide documentation through one of the following ACCESS confluence spaces, where appropriate:

* ACCESS Collaboration Portal - for service only used by other ACCESS services
* ACCESS Documentation / Knowledge Base - for services used by ACCESS users
  + See the [Knowledge Base integration task](https://docs.google.com/document/d/1kyhV84JyeL5AdLsqKkdyyeGw6jOuQMZOSCSKNMnfpM8/edit?usp=share_link)
* If a separate workspace may be appropriate, contact the ACO to discuss and request it
  + Example: ACCESS Ticket System Documentation workspace

### Online Service Hosted Documentation

Online services with their own web sites may publish their documentation through those sites.

### Describing where documentation is

See the [Infrastructure Description task](https://docs.google.com/document/d/17vqEoF5lM_eZwBCzkjGwcqkMCiKAOpmfCJWJTGsE42k/edit?usp=share_link) for how to record the documentation URL in the CiDeR online service description.

## Document Management

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**Coordinators**: JP Navarro, ACCESS Operations

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