

HOW TO TEAR DOWN YOUR DOCUMENTATION

(and rewrite docs that actually work)

ALEXANDRA WHITE

TECHNICAL DOCUMENTATION AND EDUCATION MANAGER, JOYENT

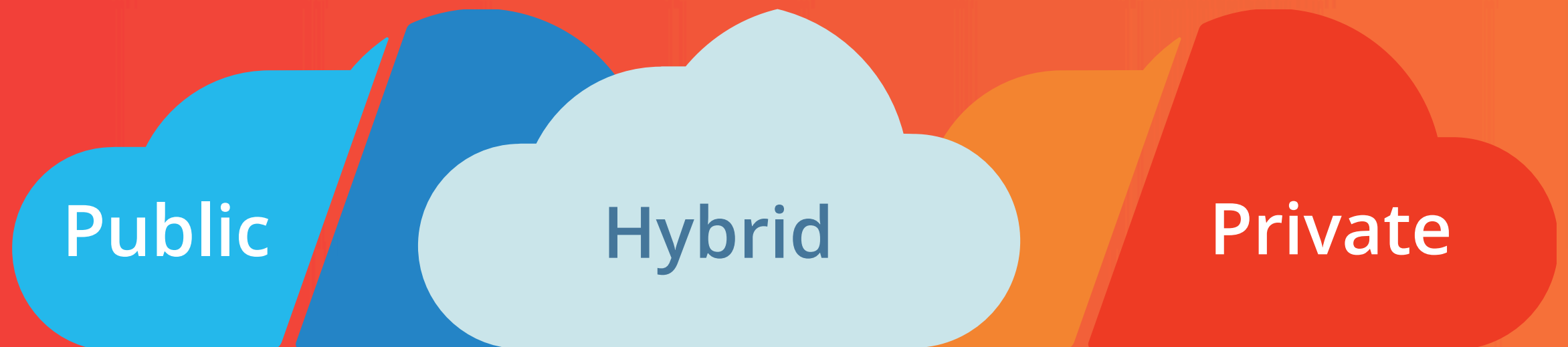
@HEYAWHITE #WRITETHEDOCS

A close-up photograph of a young woman with blonde hair, smiling and looking towards the camera. She is holding a smartphone in her right hand, which is raised. She is wearing a black top and large hoop earrings. The background is a blurred crowd of people, suggesting a social event or gathering.

HELLO

TWEET ME @HEYAWHITE

#WRITETHEDOCS





TITOPI

HOW TO TEAR DOWN YOUR DOCS

1. Writing a great proposal
2. Taking the proposal into action
3. Learning from what we missed

9

*documentation
websites*

0

*strategy or
guidelines*



About 1,910,000 results (0.55 seconds)

Docker containers on Joyent's Triton Cloud – @lucjuggery – Medium

<https://medium.com/.../docker-containers-on-joyents-triton-cloud-8702e3dd7657> ▼

Dec 5, 2016 - **triton** - Joyent **Triton** DataCenter: a cloud management platform with first ... service discovery; **making** sure those **containers** are healthy (though ...

triton - npm

<https://www.npmjs.com/package/triton> ▼

Jul 20, 2016 - Joyent **Triton** CLI and client (<https://www.joyent.com/triton>) ... Now to **create** a **container**-native Ubuntu 14.04 **container** with 2GB of ram with the ...

Joyent Triton Container Driver Documentation — Apache Libcloud ...

libcloud.readthedocs.io/en/latest/container/drivers/joyent.html ▼

Parameters: name (str) – The name of the cluster; location (ClusterLocation) – The location to **create** the cluster in. Return type: **ContainerCluster** ...

Newest 'triton' Questions - Stack Overflow

<https://stackoverflow.com/questions/tagged/triton> ▼

I've set my first steps into the world of terraform, I'm trying to deploy infrastructure on **Joyent triton**. After setup, I wrote my first .tf (well, copied from the examples) ...



Pages

PAGE TREE

- › [Support Administration](#)
- ▼ **Support Knowledge Base (KB*)**
 - › [General Knowledge Base Tips \(KBT\)](#)
 - › [Manta Knowledge Base \(KBM\)](#)
 - › [Triton Cloud Knowledge Base \(KBC\)](#)
 - › [Triton Enterprise Knowledge Base \(KBE\)](#)
 - › [SPC Knowledge Base \(KBS\)](#)
 - [KBx-xxx: KB Template](#)
 - › [Customer Insight Knowledge Base \(KCI\)](#)
- [Support Links](#)
- › [Support Procedures \(SOP\)](#)
- › [Support RFD and Long Term Tasks](#)
- › [Support Sandboxes](#)
- [Support Shift Summary and Handover Page](#)
- › [Support Training](#)
- › [Support Zombies](#)

Support Knowledge Base (KB*)

Created by Elizabeth Fee, last modified on Aug 31, 2016

The internal support knowledge base is a collaborative collection of how-to's, support guides, and more. We encourage (well, required) to help contribute to the overall knowledge base. Familiarize yourself with the knowledge base whenever you come across something that you know will help everyone in the team.

Search Support's Knowledge Base:

Knowledge Base Project Assignments

- KBT = Knowledge Base Tools/Tips
- KBM = Knowledge Base for Manta
- KBC = Knowledge Base for the Cloud (Triton Cloud)
- KBE = Knowledge Base for Enterprise (Triton on-Prem)

Recently Updated



SOP-101: Incident Management

yesterday at 08:48 PM • updated by James Hsieh • [view change](#)



Support Shift Summary and Handover Page

Jul 20, 2018 • updated by Ryan Puckett • [view change](#)



Services and Support Home Page

Jul 17, 2018 • updated by Elizabeth Fee • [view change](#)



Support Shift Summary and Handover Page

Jul 16, 2018 • updated by Alexis Lusher • [view change](#)



Support Shift Summary and Handover Page

Jul 16, 2018 • updated by Wonchul Park • [view change](#)



Docker registry support in doc needs update

Edit

Comment

Assign

More ▾

Resolve Issue

Needs More Info

Details

Type:	<input checked="" type="checkbox"/> Task	Status:	OPEN
Priority:	4 - Normal	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Component/s:	SDC7		
Labels:	None		

Description

The doc at <https://docs.joyent.com/public-cloud/instances/docker/how/get-private-docker-images#using-private-registries> indicates:

Triton supports the Docker Registry v1 API (v2 API support coming)

We announced Docker v1 API deprecation here: <https://help.joyent.com/hc/en-us/articles/115006394707-Announcing-Docker-Registry-v1-API-Deprecation>

According to [DOCKER-112](#), it looks like support for the v2 API was added in 2015-10-01.



Introduction to CloudAPI

[What is CloudAPI?](#)[How do I access CloudAPI?](#)

Getting Started

[Generate an SSH key](#)[Set Up your CLI](#)[Working with the CLI](#)[Provision a new instance](#)[Managing SSH keys](#)[Creating Analytics](#)[Cleaning up](#)

RBAC: Users, Roles & Policies

[Rules definition for access control](#)

API Introduction

[Issuing Requests](#)[CloudAPI HTTP Responses](#)

API Versions

Versions

[9.0.0](#)[8.11.0](#)[8.10.0](#)[8.9.0](#)[8.8.0](#)[8.7.0](#)

Joyent CloudAPI

CloudAPI is one of the public APIs for a Triton cloud: it allows end users of the cloud to manage their accounts, instances, networks, images, and to inquire about other relevant details. CloudAPI provides a single view of docker containers, infrastructure containers and hardware virtual machines owned by the user.

This is the reference documentation for the CloudAPI that is part of Joyent's Triton stack. This guide provides descriptions of the APIs available, as well as supporting information -- such as how to use the software developer kits (SDK), command line interface (CLI), and where to find more information.

Triton also provides a Docker API, which Docker clients can use, but this documentation does not cover. For more information about Triton visit [Joyent Triton](#).

Conventions

Any content formatted as follows is a command-line example that you can run from a shell:

```
$ sdc-listmachines
```

All other examples and information are formatted like so:

```
GET /my/machines HTTP/1.1
```

May 12, 2016

The Autopilot Pattern and the rise of app-centric micro-orchestration

Container scheduling and orchestration are among the most critical problems to solve in modern applications, but it turns out they're not so tough if you look at them the right way.

May 11, 2016

Container-Native Means Big Savings

Joyent lowers pricing for container-native computing and demonstrates the advantages of running containers securely on bare metal with new instance packages designed for every workload.

May 5, 2016

WordPress on Autopilot

Joyent and 10up introduce Autopilot Pattern WordPress implementation that makes it a snap to build and operate WordPress websites at any scale.



DOCUMENTATION

Triton Compute Service

- > Getting started
- > Containers and virtual machines
- > API integrations and CLI usage
- > Networking
- > Tags and metadata
- > Role based access control

Data centers

Triton DataCenter**Triton images****Triton Compute Glossary**

APIs

Docker**CloudAPI****Manta**

Triton Compute Service

Modified: 22 Nov 2017 17:39 UTC

Triton Compute Service allows you to securely deploy and operate containers with bare metal speed on the native public cloud, powered by [Triton](#).

Performance and scale

Triton delivers bare metal performance with the elasticity of virtual machines. By eliminating layers of virtualization, containers directly on bare metal, applications enjoy the highest possible performance. And, because you can easily scale your applications and infrastructure up and down.

Simple management

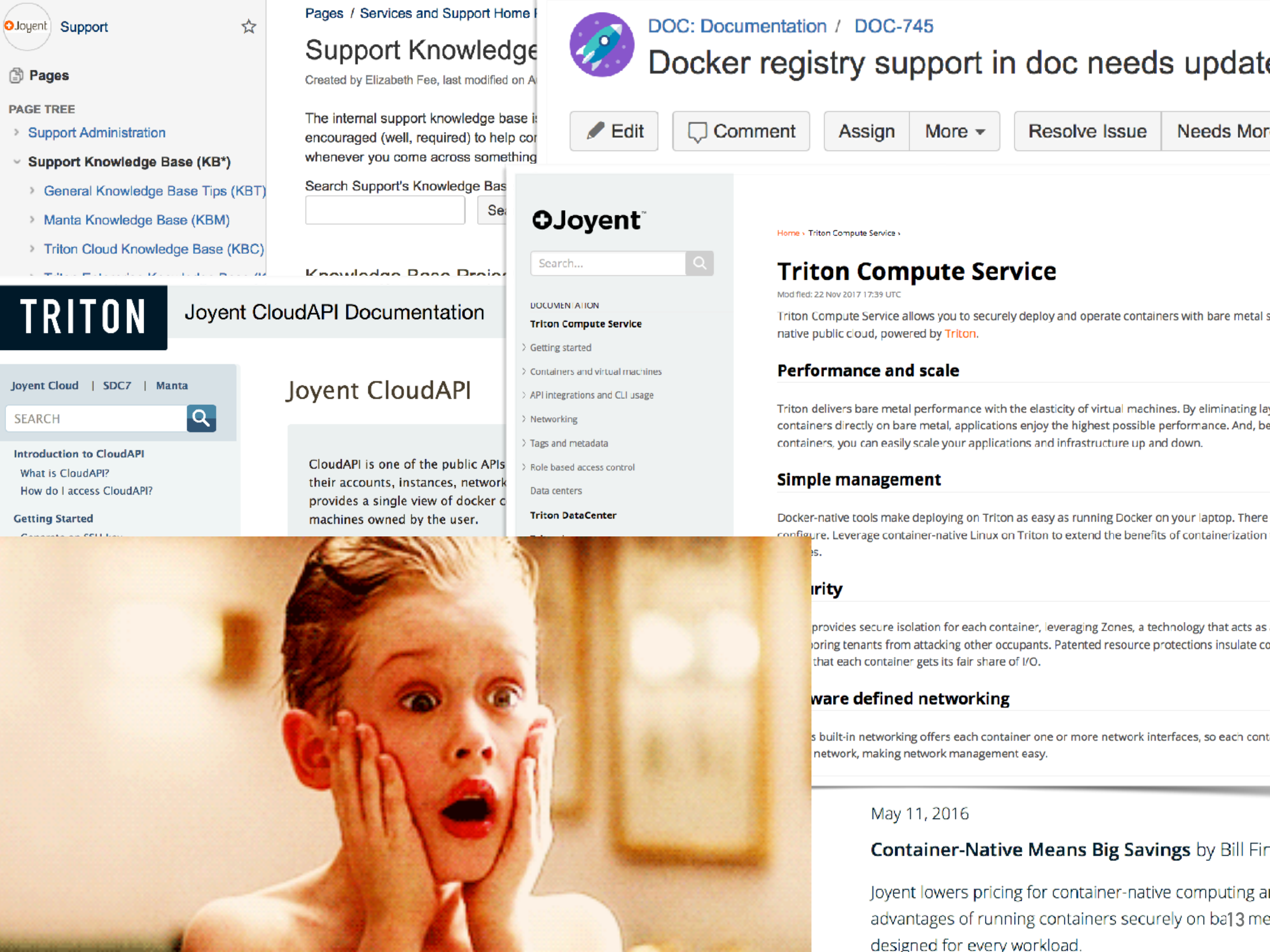
Docker-native tools make deploying on Triton as easy as running Docker on your laptop. There is no special configuration. Leverage container-native Linux on Triton to extend the benefits of containerization to legacy applications and services.

Security

Triton provides secure isolation for each container, leveraging Zones, a technology that acts as an additional layer of protection, insulating neighboring tenants from attacking other occupants. Patented resource protections insulate containers from each other, ensuring that each container gets its fair share of I/O.

Software defined networking

Triton's built-in networking offers each container one or more network interfaces, so each container has a unique identity on the network, making network management easy.



Support



Pages

PAGE TREE

> Support Administration

> Support Knowledge Base (KB*)

> General Knowledge Base Tips (KBT)

> Manta Knowledge Base (KBM)

> Triton Cloud Knowledge Base (KBC)

> Triton Compute Knowledge Base (KCB)

Pages / Services and Support Home

Support Knowledge

Created by Elizabeth Fee, last modified on Apr 11, 2017

The internal support knowledge base is encouraged (well, required) to help contributors whenever you come across something

Search Support's Knowledge Base

Search



DOC: Documentation / DOC-745

Docker registry support in doc needs update

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Comment

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More ▾

Resolve Issue

Needs More

TRITON

Joyent CloudAPI Documentation

Joyent Cloud | SDC7 | Manta

SEARCH



Introduction to CloudAPI

What is CloudAPI?

How do I access CloudAPI?

Getting Started

Getting started with SDC7

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CloudAPI is one of the public APIs that lets you manage their accounts, instances, network, and storage. It provides a single view of docker containers and machines owned by the user.

Joyent™

Search...



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May 11, 2016

Container-Native Means Big Savings by Bill Fink

Joyent lowers pricing for container-native computing and highlights the advantages of running containers securely on bare metal. The new pricing is designed for every workload.

Technical writers are shepherds.





Quality argument =
puppy (or other prize)

1

WRITE A GREAT PROPOSAL

1. PROPOSALS: INTRODUCTION

Updates to Joyent's Documentation

Introduction

The creation of a documentation strategy for Joyent is long overdue. Taking this on is not a simple project and will have consequences. It should be a project taken on in many stages, tackling both consolidation of many of these materials to one documentation website as well as design and usability of the content.

By redesigning the way our documentation works, we will not only make existing customers much happier, but we will also prove ourselves valuable to potential customers. There's no better way to show you're a serious competitor to other services than to backup the code with well-organized (and well-written) documentation. Saying we're great is not enough; we must prove it.

In this document, you will find several things we must do to make our documentation

1. PROPOSALS: CONTENT AUDIT

docs.joyent.com, joyent.com, apidocs.joy, my.joyent.com, mo.joy, JIRA & Confluence, GitHub repositories, eng.joyent.com, Joyent's wiki

TRITON

Support Administration

- Support Knowledge Base (KB*)
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 - My Knowledge Base (KBM)
 - Triton Cloud Knowledge Base (KBC)
 - Triton Enterprise Knowledge Base (KEB)

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Search Support's Knowledge Base:

Details

Type: ☒ Task Status:

Priority: 4 - Normal Resolution:

For More Documentation and Support Visit the Joyent Dev Center

Joyent Cloud | SDC7 |

Introduction to CloudAPI

- What is CloudAPI?
- How do I access CloudAPI?

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- Generate an SSH key
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May 11, 2016

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Joyent lowers pricing for container-native computing and the advantages of running containers securely on bare metal designed for every workload.

1. PROPOSALS: AUDIENCE

Business owners, investigators, problem solvers, detectives

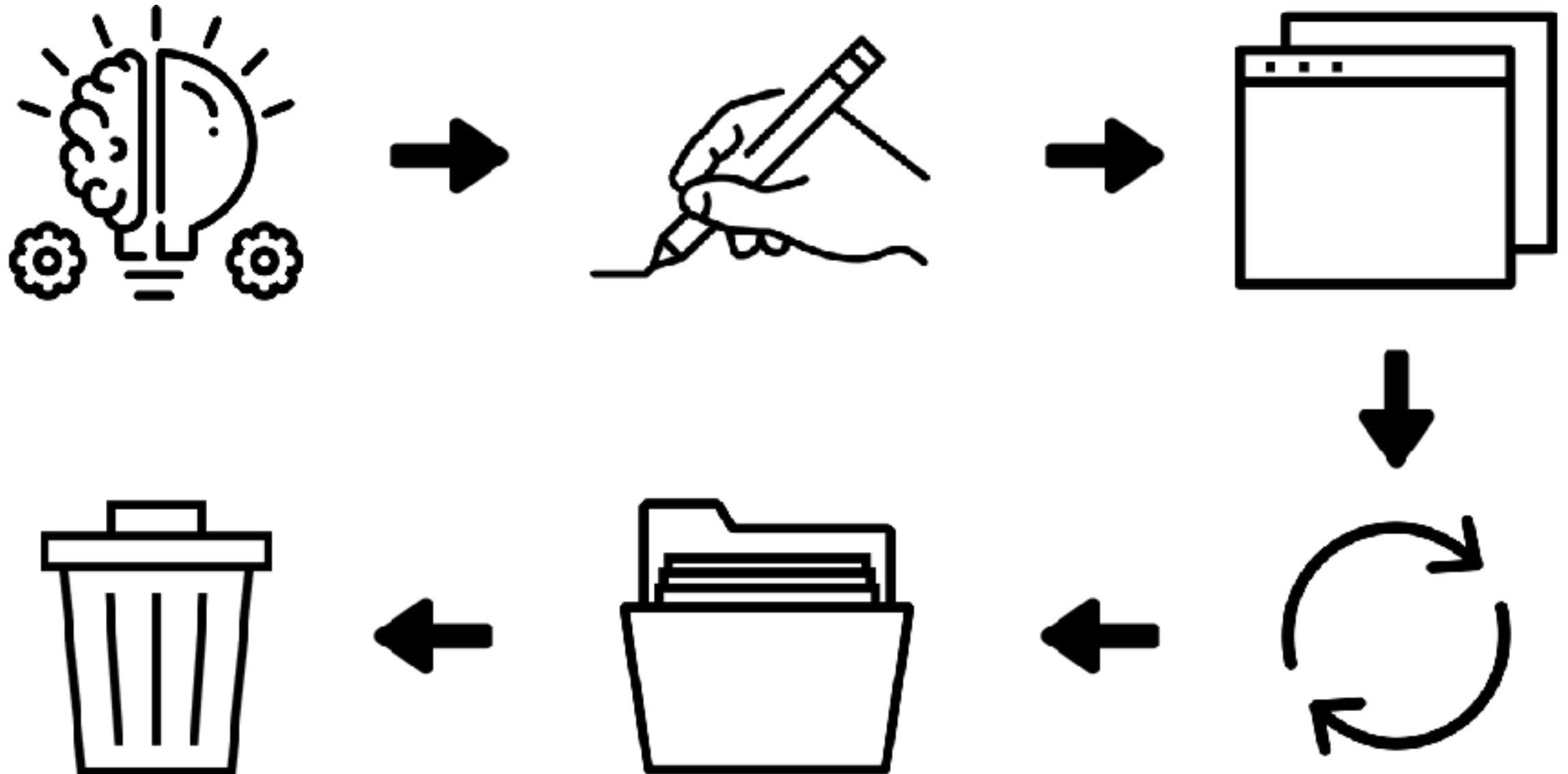


1. PROPOSALS: OBJECTIVES/GOALS

JOYENT GOALS

1. Organize & save the “good” content.
2. Cohesive templates for different document styles.
3. Guidelines for internal requests for new documents.
4. Clear process for document deprecation.

1. PROPOSALS: LIFE CYCLE PLAN



1. PROPOSALS: TASK LIST

JOYENT DOCUMENTATION TO-DO

- A. Project scope / definition
 - 1. Why are we creating this content?
 - 2. Personas, who is this aimed for?
 - 3. What are the problems to solve?
 - 4. Wants list: what do we need to create to satisfy our audience?
- B. Content strategy
- C. Site architecture / content organization
- D. Wireframes
- E. Visual design
- F. Site development & launch

1. PROPOSALS: WRAP IT UP

ADDITIONAL SECTIONS

Schedule

Tools required

Cost (time, money)

Additional considerations



Proposal = Buy-in

A close-up photograph of a person's hand moving a white chess king piece on a chessboard. The background is blurred, showing another person's arm. The scene is lit with a cool blue light, and there is a warm orange and red light flare at the bottom. A large orange circle with the number '2' is on the left side of the image.

2

PROPOSAL IN ACTION

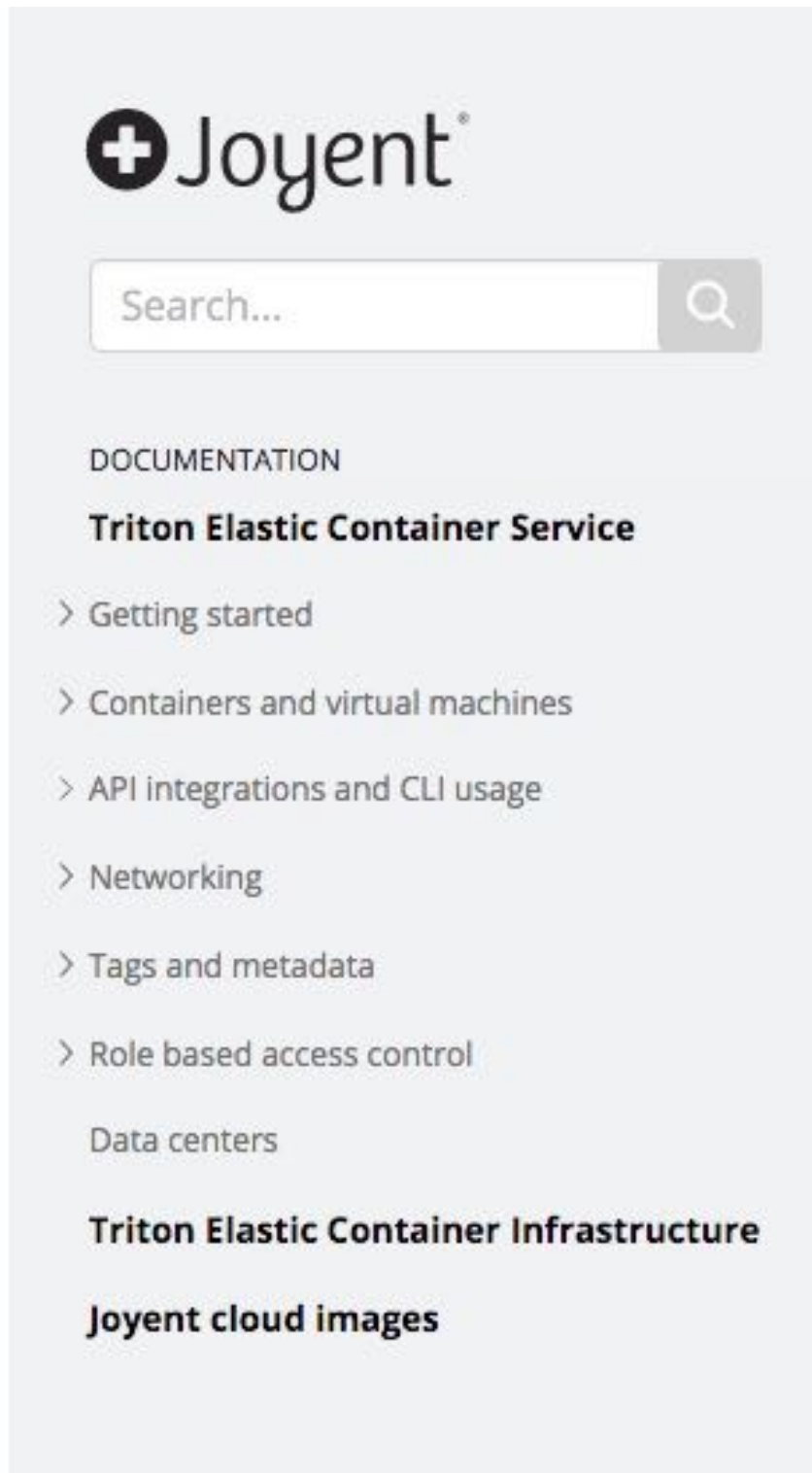


Content strategy

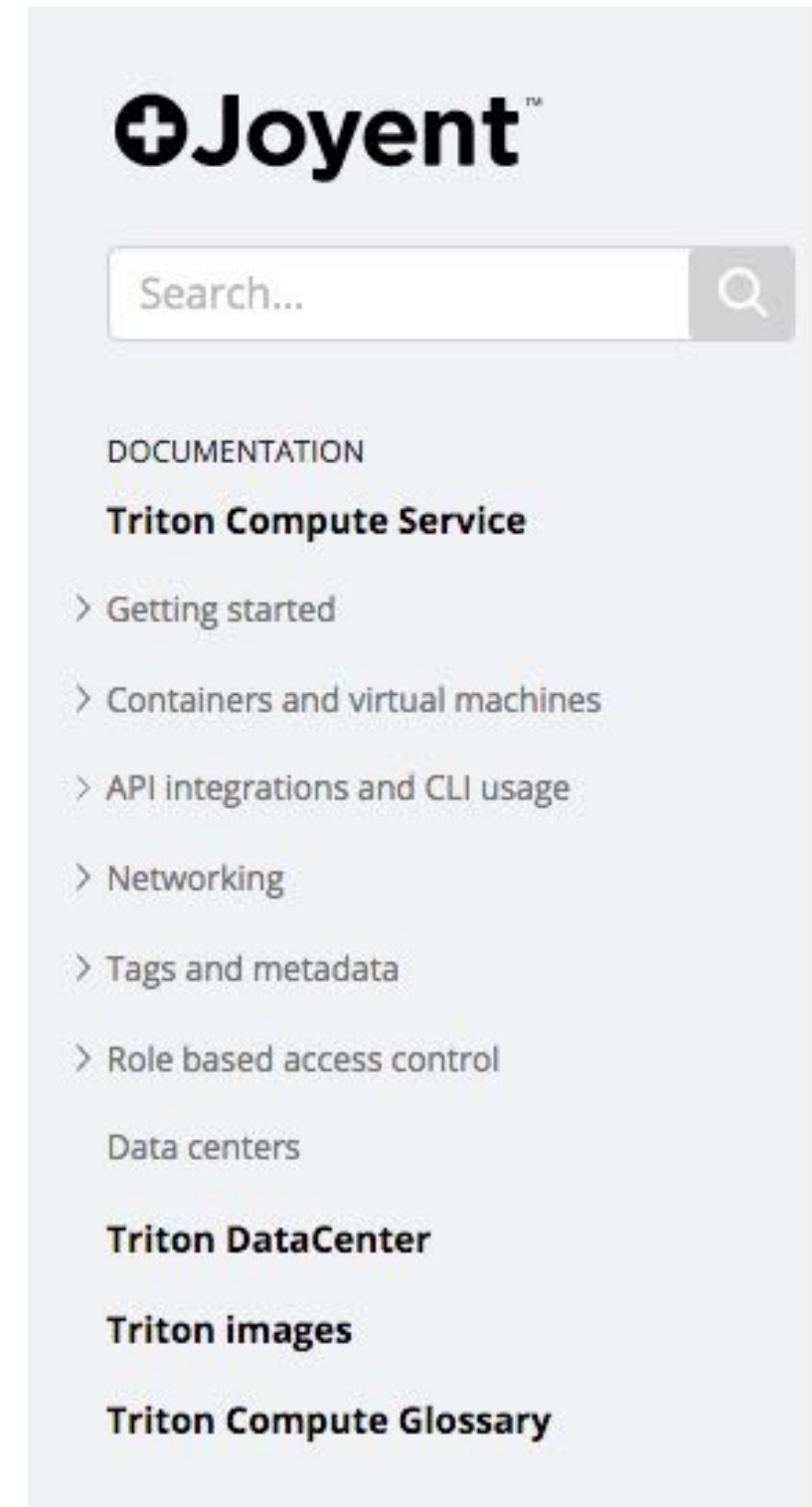
2. Proposal in action

2. PROPOSAL IN-ACTION: DOCS SITE

2016



2018



2. PROPOSAL IN ACTION: WRITING RULES

Triton brand guidelines

Triton is the product family for Joyent's cloud offerings and services. In this section, you will learn how to refer properly to the various products and services.

The headers follow our rules for **sentence case**. If all words are capitalized, that is the product's proper name. For example

- **Triton clouds**: Triton is a product, Triton clouds is not.
- **Triton Public Cloud**: Triton Public Cloud is the official name of the public cloud offering.

Triton clouds

These are the different ways to use Triton as a software: via our public cloud offering, private cloud, or a private region. Below are the formal names of those offerings as well as what components are offered.

Triton Public Cloud

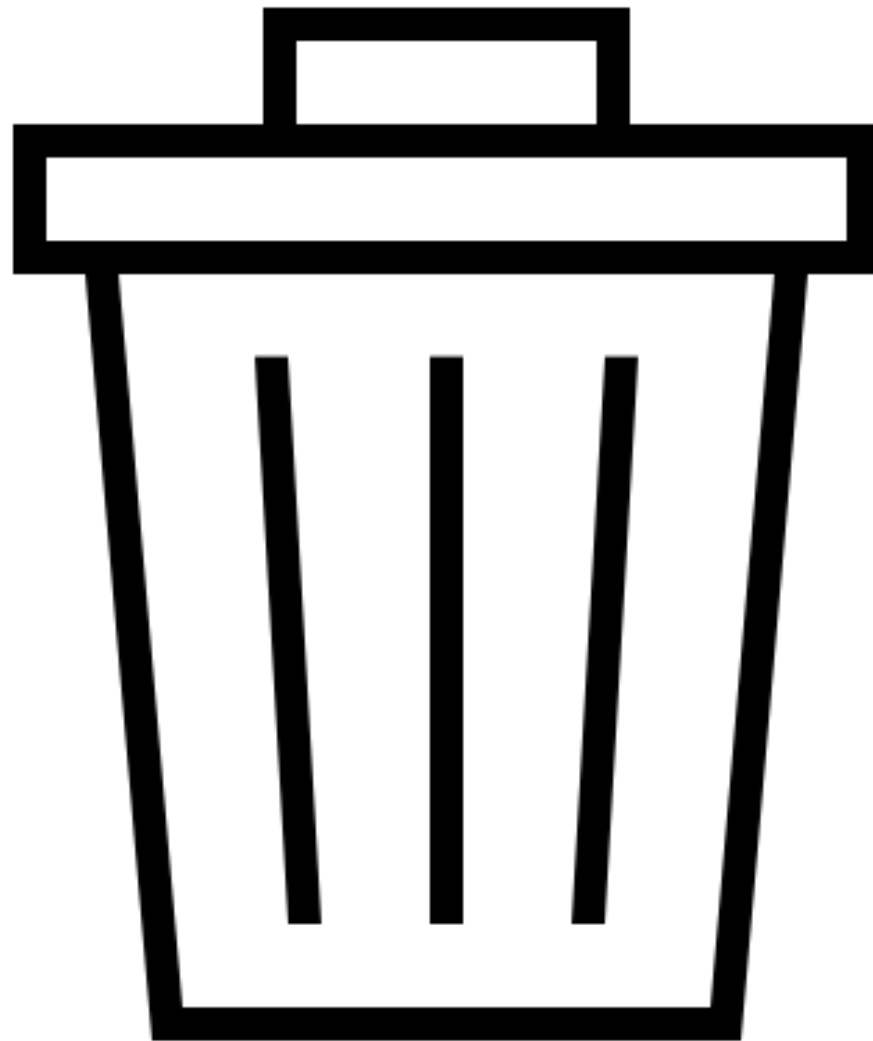
Triton Public Cloud includes Triton Compute, Triton Object Storage and Triton Converged Analytics. You should not use "the" when referring to Triton Public Cloud.

When referring to the Triton Compute offering on the public cloud, use the name **Triton Compute Service**. When referring to the portal for accessing Triton Public Cloud available at <http://my.joyent.com>, use **Triton portal**. When possible, always link out to the direct page which is being referred to on the portal.

Triton Private Cloud

Triton Private Cloud includes Triton Compute, Triton Object Storage and Triton Converged Analytics. You should not use "the" when

2. PROPOSAL IN ACTION: TRASH IT, TRASH IT ALL!



SAMSUNG



Nothing is precious.

"TheOneRing2_77" by Reuben Flounders is licensed under [CC BY 2.0](#).

3

WHAT WE MISSED





User testing

3. What we missed



Team empathy & on-boarding

3. What we missed

A high-angle, close-up photograph of a group of people sitting around a table, engaged in collaborative work. In the foreground, a person's hand holds a red pen over a large sheet of paper with handwritten notes. Another person's hand points to a specific section of the paper. A laptop is open on the table, and a tablet displaying a colorful dashboard is visible in the background. The scene is dimly lit, with a focus on the hands and the documents, creating a professional and focused atmosphere.

Culture of documentation

3. What we missed



Diversity matters

3. What we missed

HOW WE TORE IT DOWN

1. Writing a great proposal
2. Taking the proposal into action
3. Learning from what we missed

Having a plan is the only
way you will succeed.

Be okay with throwing
out your work.

Your work is important.
You are important.

Be a shepherd.



THANK YOU

*Tweet me @heyawhite
with #writethedocs*

REFERENCES

- voiceandtone.com
- [Joyent's style guide](#)
- [Microsoft document planning](#)

PHOTOGRAPHY & ICONOGRAPHY

- unsplash.com
- thenounproject.com