Task Documentation

**Introduction:**

For this module’s assignment, I worked once again Insight Green, a start-up company in the financial technology sector. Though we initially approached this project with ideas of a certain grandeur regarding its scope, it quickly became obvious that Insight Green itself must first produce some necessary features of its eventual product before we could develop a DITA system that could truly communicate the tasks (both those required for the company’s ongoing operation and for customers to use their product upon its release) a user will be required to complete. Accordingly, my client and I agreed that we should develop a task-based DITA system that would teach users how to perform the three tasks that Insight Green already knows will be essential for its customers to know in order to use Insight Green’s product. These tasks included instructions on how to create accounts and verify one’s personal identity with a pair of service providers to digital currency investors, as well as how to perform a digital currency transfer between these accounts. Based on the results, my client will decide if a DITA architecture makes the most sense for their operations moving forward, and if so, will use my work as its foundation.

**Architecture Development:**

Following those discussions with my client, I created a new .xpr file using Oxygen XML Editor, with a plan for a simple architecture organizing the three tasks. Knowing that the task-based focus of each of these DITA files made it easy to develop the topic models and organize them in an instructional format. I then wrote these files to the educational accompaniment of Oxygen’s “Webinar: Getting started with DITA using Oxygen XML Editor,” which served me well in composing the documents. Upon second glance, however, I realized that the tasks themselves, being purely text content, wouldn’t meet the standards of a customer-facing document, and so in my revision, I added visuals according.

Though I say above that the Oxygen webinar I viewed helped me a great deal in composing these files, unexplained and still unresolved errors in two of these three DITA documents arose before I had even begun revising my documents with their visual additions. Despite these errors, however, I was able to test the documents themselves by printing them as PDF files, in which each one appeared without errors and exactly as I had intended. Finally, I rewrote the entire documents after better organizing the folder structure for the tasks’ visual content, and thereby produced error-free DITA documents. After this, I created a DITA map, which established a sequence for the tasks.

Given the relatively minimal requirements that Insight Green had for this project, this DITA map took the following form:

<?xml version="1.0" encoding="UTF-8"?>  
<!DOCTYPE map PUBLIC "-//OASIS//DTD DITA Map//EN" "map.dtd">  
<map>  
 <title>InsightGreen</title>  
 <topicgroup collection-type="sequence" type="task" format="dita">  
 <topicref href="Tasks/Coinbase/create\_a\_coinbase\_account.dita"/>  
 <topicref href="Tasks/Poloniex/create\_a\_poloniex\_account.dita"/>  
 <topicref href="Tasks/Transfers/transferring-currencies.dita"/>  
 </topicgroup>  
</map>

Looking to the future, I now feel very comfortable with the basics of DITA, and could confidently design architecture for a more complex project. Additionally, if my client should agree that DITA would support their ongoing operations, I could add other types of topics to this current DITA structure. Overall, I almost regret the fact that my client didn’t require more of my work in this regard.