

CONTENT MANAGEMENT PROJECT

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2010 STAFF RETREAT OF THE OPEN SCIENCE GRID

CONTENT MANAGEMENT PROJECT

HISTORY

- Document Alignment Initiative, 06 / 19 / 09 by Rob Gardner and James Weichel

Document Alignment Initiative
describes current state of OSG Documentation
identifies problems while working with OSG Documentation
collects ideas how to improve documentation
suggests a step-by-step plan to improve documentation

- Document Alignment Workshop, 06 / 25 / 09 - 06 / 26 / 09 University of Chicago

Review results of the Document Alignment Initiative
Presenting and brainstorming ideas
Working in small teams on documentation problems
Developed/confirmed implementation plan

- Content Management Project, since 10 / 01 / 09

Provides a forum for editors and users of OSG Documentation
Provides tools to supports editors
Supervises the Documentation Process

- Documentation Improvement Workshop, 02 / 09 / 10 - 02 / 10 / 10 Fermilab

Training of Area Coordinators in documentation process and tools
Began improvement of T3 and developed draft navigation

CONTENT MANAGEMENT PROJECT

STRUCTURE

Project Lead
Robert Engel (James Weichel)

Documentation Architect
Robert Engel

Twiki Administrator
Kyle Gross

Area Coordinator
User
Derek Weitzel

Area Coordinator
Compute Element
Suchandra Thapa

Area Coordinator
Virtual Organizations
Abhishek Singh Rana

Area Coordinator
Storage
Tanya Levshina

Area Coordinator
Tier3
Marco Mambelli

Area Coordinator
Integration
Suchandra Thapa

Area Coordinator
Operations
Elizabeth Chism

Area Coordinator
Security
James Barlow

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Document Owners, Reviewers and Testers

PROJECT STATUS

- ☑ Document Standards and Templates have been developed.
- ☑ Tools for effective search based on content management variables have been developed.
- ☑ Documentation Area Coordinators have been identified
- ☑ Release relevant documents were identified by each area
- ☑ all release relevant documents were integrated into the Document Process
- ☑ since 03/10 the Document Process is used to edit, review and test documents
- ☑ the documentation architect convenes weekly project telecons to provide feedback, support and training to editors, reviewers and testers in each area

PROJECT STATISTICS

Document Area	Documents 11 / 09	Documents 07 / 10	Reviewed	Tested	Released	Progress [%]
<u>Tier3</u>	18	22	3	3	17	77
<u>User</u>	32	17	12	7	12	71
<u>Storage</u>	72	69	7	2	29	42
<u>Compute Element</u>	77	68	37	14	19	28
<u>Integration</u>	104	25	1	0	2	8
<u>Security</u>	15	40	1	0	0	0
<u>Virtual Organization</u>	41	23	0	0	0	0
General	53					
Monitoring	13					
Operations	7					
All	414	264	61	26	79	30

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WORK ITEMS AND GOALS EVALUATION

1.8	Documentation	[Abstracted from 1.8.1.* WBS items]
1.8.1	Establish Document Ownership and Policies	<ul style="list-style-type: none"> • define responsibilities for the Documentation Architect • identify Documentation Areas and Coordinators • define and establish responsibilities for Document Owners, Reviewer and Testers • develop a schema to organize documents in the Twiki • develop a role based User Interface and better navigation • define and establish the Document Process • develop collaborative training for Document Owners, Reviewers and Testers
1.8.2	Implement Standards and Technology to support the Document Process	<ul style="list-style-type: none"> • identify Document Types • define Document Standards • develop Document Templates for document types • research existing forms for presentation and annotation in Twiki • implement an effective search search/retrieval system • provide feedback evaluation at the end of the document • provide a mechanism to have users rate documents • celebrate good documents and documenters

PROJECT PROBLEMS

- ☐ a development Twiki has been tested, but is not being used due to problems syncing the content reliably
- ☐ working with the production Twiki makes it very difficult to change the existing organization of documents
- ☐ a role based user interface was sketched, but not implemented yet due to lack of time
- ☐ templates were only developed for two primary document types where sufficient knowledge existed to make them truly useful
- ☐ time constraints on the side of the documentation area coordinators
- ☐ missing authority to request documentation work from document owners, reviewers and testers

OPEN SCIENCE GRID Y4

LESSONS LEARNED

Effort Expended in Y4

task	estimated effort
documentation architect	> 1 / 2 FTE
documentation area coordinator (effort available)	< 1 / 10 FTE
Twiki administration	< 1 / 10 FTE
create a new document (one screen page)	> 30min
rewrite an existing document (one screen page)	< 30min
review a document	> 2 hours
test a document	> 2 hours

OPEN SCIENCE GRID Y4

LESSONS LEARNED

- it is easy to just create content
- it is difficult to create content that is *short, precise, well structured, serves different user groups and is yet pleasant to read!*
- *engineers/software developers* require training in order to become good *writers*
- document quality is dependent on the quality of the review and the guidance the reviewer provides to the document owner. The group of reviewers must be well trained.
- it is difficult to have people contribute to an effort that is *perceived* as voluntary

OPEN SCIENCE GRID Y5

CONTENT MANAGEMENT RECOMMENDATIONS

- Continue and selectively increase the effort!
- Split responsibility for *Integration* and *Compute Element* area.
- Increase effort from Documentation Area Coordinators from 1 / 10 to 1 / 5 FTE.
- Improve cooperation with the Twiki administration (1 / 10 FTE, CSS).
- Improve training for Document Area Coordinators and support them train Document Owners in their area.
- Provide training for engineers in how to write technical documentation and the tools we provide.
- Tie software and service providers to their expected documentation effort (part of the delivery to OSG is documentation) to get Document Owners more involved.
- Integrate the *Document Release Process* into the *OSG Software Release Process* incrementally (name specific documents to be released for every release)
- Provide capable and dedicated hardware to the TWiki to improve performance for editors and coordinators.
- VO, Security and Integration area need to improve.
- Document Area Coordinators need to act more pro-active.