

# **RE-THINKING PRODUCT ADOPTION THROUGH DOCUMENTATION DESIGN**

By Pedro MC Fernandes at  PERCONA

# PEDRO M.C. FERNANDES

- A father and a lover
- Living in greater Lisbon, Portugal
- Hands-on creator inspired by arts
- Experience with 0-1 projects,  
eCommerce and operations
- All-round designer
- Product designer at Percona
- Generalist contributor in FOSS





- Freedom to choose ethos
- Provider of open-source database software, support and services

## Known for

- Open-source, drop-in replacements for **PostgreSQL/MySQL/MongoDB**
- **Percona Toolkit** command-line tools
- **PMM** database monitoring tools
- Cloud native database **Operators**



# **RE-THINKING PRODUCT ADOPTION THROUGH DOCUMENTATION DESIGN**

Why would we?

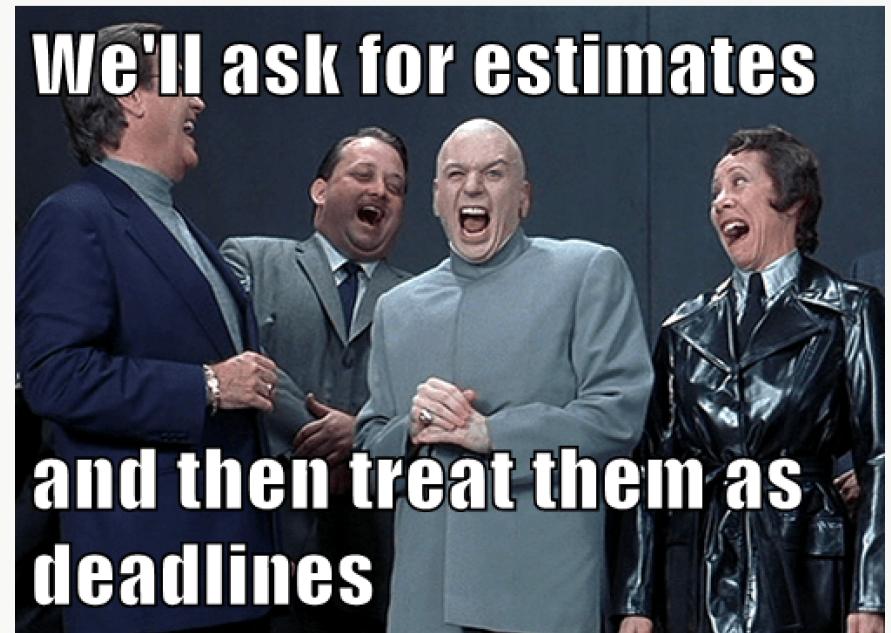
# MOTIVATIONS

- Databases for everyone
- Promote independence
- More and better contributions
- Optimization of Support
- Don't break the bank



# **DATABASES = HARD SOFTWARE = HARD DESIGN = HARD**

- Databases are technical and complex
- Expanding the user base means increasing research costs
- Error 404, Design culture not found
- Rapid software implementation ≠ Rapid UX implementation



While we create something better in-product,  
what else could we do **now**?

Imagine assembling this...

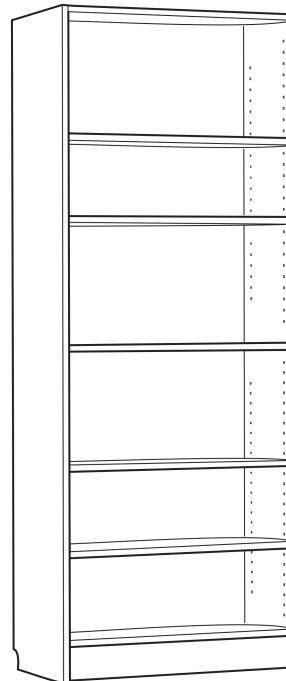


By only guessing



With documentation, we  
can promote adoption and  
good use of products.

# BILLY



With databases, even if you're an expert,  
you also need to keep the documentation tab open.

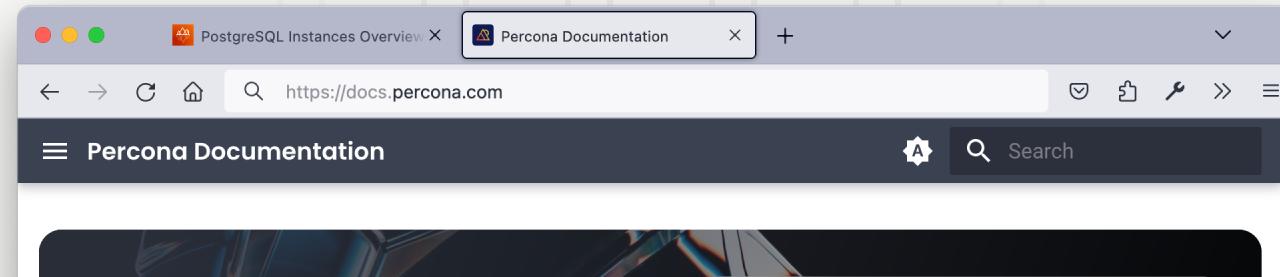
INSTALL



DEVELOP



UPKEEP





# **DOCUMENTATION DESIGN RATIONALE**

## A STRATEGIC ASSET

Who's reading our documentation?

How can it help them, and us achieve the goals?

How do we know is it helping?

We want documentation to reach more  
**developers interested in open-source databases**  
for their applications, so that **adoption increases**  
through **more installations, reasonable retention,**  
and **clear ease of use.**

- Identify people and audit accessibility
- Set objectives • Define the action scope
- Identify ownership • Set standards
- Define tech stack • Pick health metrics
- Set feedback streams • Plan maintenance



Version 0.6.0 of the Percona Operator for MySQL is a [tech preview release](#) and it is [not recommended for production environments](#). As of today, we recommend using Percona Operator for MySQL based on Percona XtraDB Cluster, which is production-ready and contains everything you need to quickly and consistently deploy and scale MySQL clusters in a Kubernetes-based environment, on-premises or in the cloud.

Percona Operator for MySQL based on Percona Server for MySQL v0.6.0 · percona/k8sps-docs · GitHub · 0 stars · 3 forks

[Search](#)

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[Upgrading the Operator and CRD](#)

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[Upgrading Percona Server for MySQL](#)

[Manual upgrade](#)

[Automated upgrade](#)

[More on upgrade strategies](#)

**Percona Operator for MySQL based on Percona Server for MySQL**

Welcome

Features >

Quickstart guides >

Installation >

Configuration and Management

Backup and restore >

[Upgrade Database and Operator](#)

Application and system users

Anti-affinity and tolerations

Labels and annotations

Changing MySQL Options

Load Balancing with HAProxy

MySQL Router Configuration

Exposing the cluster

Transport Encryption (TLS)

**Upgrade Database and Operator**

Starting from the version 0.6.0, Percona Operator for MySQL based on Percona Server for MySQL fully supports upgrades to newer versions. The upgradable components of the cluster are the following ones:

- the Operator;
- [Custom Resource Definition \(CRD\)](#),
- Database Management System (Percona Server for MySQL).

The list of recommended upgrade scenarios includes two variants:

- Upgrade to the new versions of the Operator and Percona Server for MySQL,
- Minor Percona Server for MySQL version upgrade without the Operator upgrade.

**Upgrading the Operator and CRD**

**Note**

The Operator supports [last 3 versions of the CRD](#) including the newest one, so it is technically possible to skip upgrading the CRD and just upgrade the Operator. If the CRD version is one of these, you will be able to continue using the old CRD and even carry on Percona Server for MySQL minor version upgrades with it. But the recommended way is to update the Operator and CRD.

## **CO-OWNERSHIP**

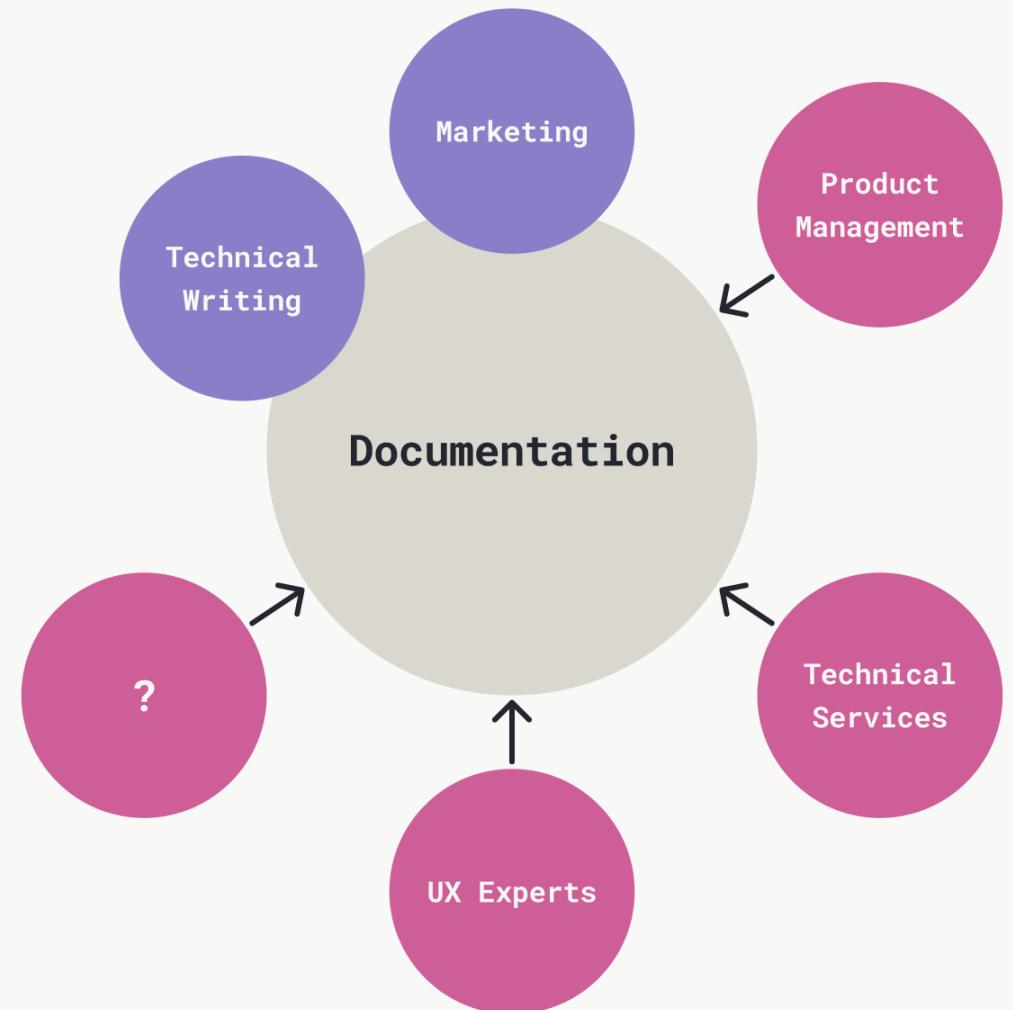
Who could help? Where's the knowledge?  
Who could share responsibilities?

## Kept

- Creation • Management • Data analysis

## Added

- Speed • Visibility • Openness
- User's POV • Horizontal communication
- New methodologies • New tools



## **PROVIDING CLARITY**

Is the content accessible to people?

Does it provide intuitive access to their needs?

Are there untapped opportunities?

# Tweaked

- Applied readable fonts
- Added spacing
- More chromatic contrast
- More reading contrast (headings Vs running text blocks)
- On-brand re-styling

This screenshot shows the Percona Operator for MySQL 0.6.0 (2023-09-05) documentation. The top navigation bar includes links for 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. The main content area features a sidebar with navigation links for various MySQL operator versions and specific sections like 'Features', 'Installation', 'Configuration and Management', 'Troubleshooting', 'Reference', and 'Release Notes'. The main content area contains several sections: 'Highlights' (listing Smart Upgrade functionality, HAProxy load balancer improvements, and semi-synchronous replication changes), 'New features' (mentioning K8SPS-283 and K8SPS-160), 'Improvements' (mentioning K8SPS-162, K8SPS-163, K8SPS-205, K8SPS-270, and K8SPS-280), and 'Supported Platforms'.

This screenshot shows the Latest Release 8.0.33-25 documentation. The top navigation bar includes links for 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. The main content area features a sidebar with links for 'Table of contents', 'Release highlights', 'New features', 'Bug fixes', and 'Useful links'. The main content area contains sections for 'About', 'Features', 'Release Notes', and 'Latest Release 8.0.33-25'. The 'Latest Release 8.0.33-25' section details bug fixes for MySQL 8.0.33, including PS-8188, PS-8647, PS-8683, PS-8713, PS-8719, and PS-8747. It also includes a 'New features' section listing PS-8188 and a 'Bug fixes' section listing PS-8647, PS-8683, PS-8713, PS-8719, and PS-8747.

# Added

- Guidelines and resources to place icons, buttons, dividers and tabs
- Guidelines to flag key bits of content and decision-making points

The screenshot shows a documentation page for the Percona Operator for MySQL. The top navigation bar includes a logo, a search bar, and a navigation menu with items like 'About', 'Installation', 'How to', etc. The main content area is titled 'Install Percona Server for MySQL on Google Kubernetes Engine (GKE)'. It contains sections for 'Prerequisites', 'Create and configure the GKE cluster', and 'Verifying the cluster operation'. A large black arrow points from this page to the right.

The screenshot shows a documentation page for Percona Server for MySQL. The top navigation bar includes a logo, a search bar, and a navigation menu with items like 'About', 'Installation', 'How to', etc. The main content area is titled 'Quickstart Guides'. It contains sections for 'Installation' (with 'Quickstart Guides' highlighted), 'Prerequisites', 'Create and configure the GKE cluster', and 'Verifying the cluster operation'. Below this, there's a section for 'Install via apt' with sub-links for 'Ubuntu', 'Debian', 'Red Hat Enterprise Linux', and 'CentOS'. A large black arrow points from the left page to this section.

# Extended

- Created and documented new custom components
  - Tiny Admonitions: when you want to be a little more subtle
  - Framed Content: when you wish to disrupt and announce
- Use out-of-the-box components
  - Feedback Module
  - And more...

The screenshot shows the 'Uninstall' section of the Percona documentation. The 'Installation' tab is selected. On the left, there's a sidebar with links like 'Install via apt', 'Uninstall', 'Install via yum', etc. Two large arrows point from the 'Framed Content' section of the slide to the two main options on this page:

- Either remove the packages.  
\$ sudo apt remove percona-server\
- Or purge the packages and delete data files.  
\$ sudo apt purge percona-server\

A warning box states: "Warning: This command removes all the packages and deletes all the data files (databases, tables, logs, and so on.)."

**Get expert help**  
If you need assistance, visit the community forum for comprehensive and free database knowledge, or contact our Percona Database Experts for professional support and services.

[Community Forum](#) [Get a Percona Expert](#)

Was this page helpful?

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Made with [Material for MkDocs](#)

# **HELPING PEOPLE**

What can we do for them?

How might we anticipate their needs?

How can we make them succeed?

# Invested in

- Experiments with navigation
- Guidelines for navigation streamlining
- Quickstart guide creation
- Visually prominent guiding steps

The screenshot shows a website for the Percona Installation guide. The header includes a logo, a search bar, and a navigation menu with links like About, Installation (which is underlined), How to, Backup and Restore, Security, Storage Engines, Troubleshoot, Reference, and Installing PMM. A sidebar on the left lists various installation methods: Installation, Quickstart Guides, Install via apt, Installation guide (which is expanded to show sub-links: Run/Stop, apt Pinning, Uninstall, Install via yum, Kubernetes, Docker, Manual Download, Post-installation tips, Upgrade, and Downgrade), and Install via yum. The main content area starts with a note about updating repositories and installing curl. It then provides five numbered steps for installing Percona Server:

- 1 The first step is downloading the `percona-release` repository package:  

```
$ curl -O https://repo.percona.com/apt/percona-release_latest.generic_all.deb
```
- 2 Install the downloaded package with `apt` as root or with `sudo`, and then refresh the local cache to update the package information:  

```
$ sudo apt install gnupg2 lsb-release ./percona-release_latest.generic_all.deb  
$ sudo apt update
```
- 3 Use `percona-release` to set up the repository for the Percona Server for MySQL 8.0 version:  

```
$ sudo percona-release setup ps80
```
- 4 Install the server package with the `percona-release` command:  

```
$ sudo apt install percona-server-server
```
- 5 It should now be installed! Percona Server runs automatically after installation. To control the

We crafted journeys and woven them together, so we could guide people by-their-hand, through key touchpoints, into discovering what they needed.

☰ Percona Server for MySQL

## Percona Server for MySQL



Percona Server for MySQL is a high-performance, open-source drop-in replacement for MySQL. It allows you to enhance your database with superior performance, scalability, availability, and enhanced backups and is trusted by enterprises for demanding workloads.

Starting with Percona Server for MySQL is easy. Follow our documentation guides, and you'll be set up in a minute.

### ⊕ Installation guides

Want to see it for yourself? Get started quickly with our step-by-step installation instructions.

[Quickstart Guides →](#)

### 🛡 Top-notch security

Rest assured! Learn more about our security features designed to protect your valuable data.

[Security Measures →](#)

### ✉ Smooth your deployment

Discover the requirements to start with Percona Server for MySQL production.

[Production Requirements →](#)

### 🚧 Troubleshooting and Q&A

Our comprehensive resources will help you overcome challenges, from everyday issues to specific doubts.

[Troubleshoot and Q&A →](#)

## ☰ Quickstart Guides

```
$ sudo percona-release setup ps80
```



You can check the repository setup for the Percona original release list in `/etc/apt/sources.list.d/percona-original-release.list`.

- 4 Install the server package with the `percona-release` command:

```
$ sudo apt install percona-server-server
```



For more information on `percona-release` command see [Configuring Percona Repositories](#).

- 5 It should now be installed! Percona Server runs automatically after installation. To control the service, learn how to [Stop/Run Percona Server](#).

## Next steps

Want to quickly test Percona Server for MySQL? Navigate into our easy-to-follow guide below, so you can understand the power of fast and performant databases with Percona.

[Create a database →](#)

Here are a few other useful topics to continue venturing into Percona Server:

- Follow our [Prepare for production](#) guide to run a robust and scalable enterprise-grade database.
- Check if you want to [change the storage engine](#).

## **UNIFYING THE EXPERIENCE**

Imagine using the documentation.

How does it look like? How might we improve it?

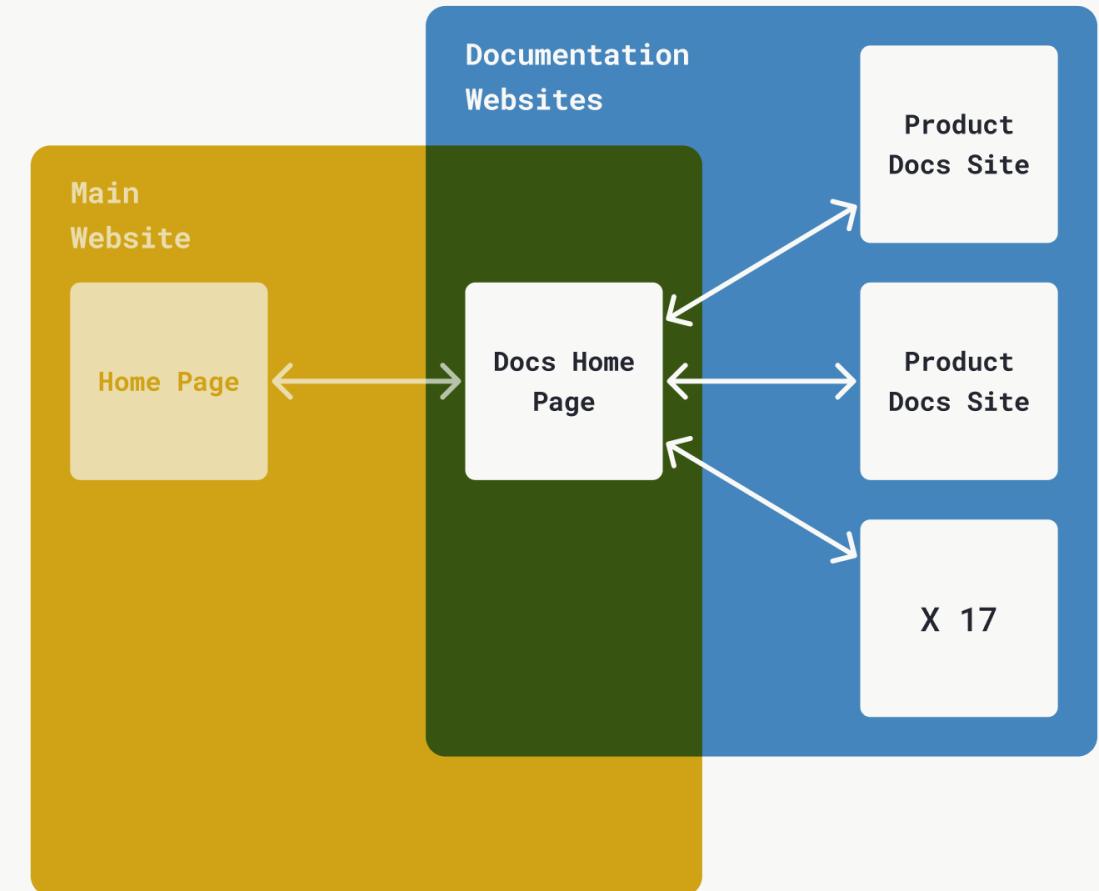
Does it feel whole and credible?

## Changed

- Moved the Documentation Home Page
- Main website → Documentation websites
- Kept link from Main Website Home Page

## Gained

- Documentation Home Page feels similar to the product documentation
- Navigation patterns are the similar
- Feels like the same space
- Feels whole and professional



# TO DO

- Final image
- Conclusion
- Closure slide

Extra:

- Outdated documentation
- Inconsistent content across products
- Lack of practical examples