

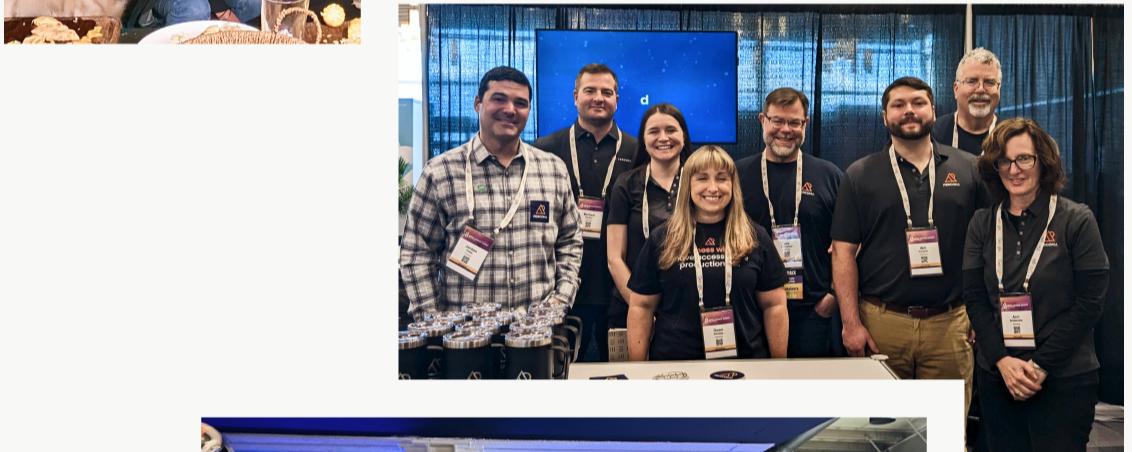
# **RE-THINKING PRODUCT ADOPTION THROUGH DOCUMENTATION DESIGN**

By Pedro MC Fernandes at  PERCONA

# PEDRO

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

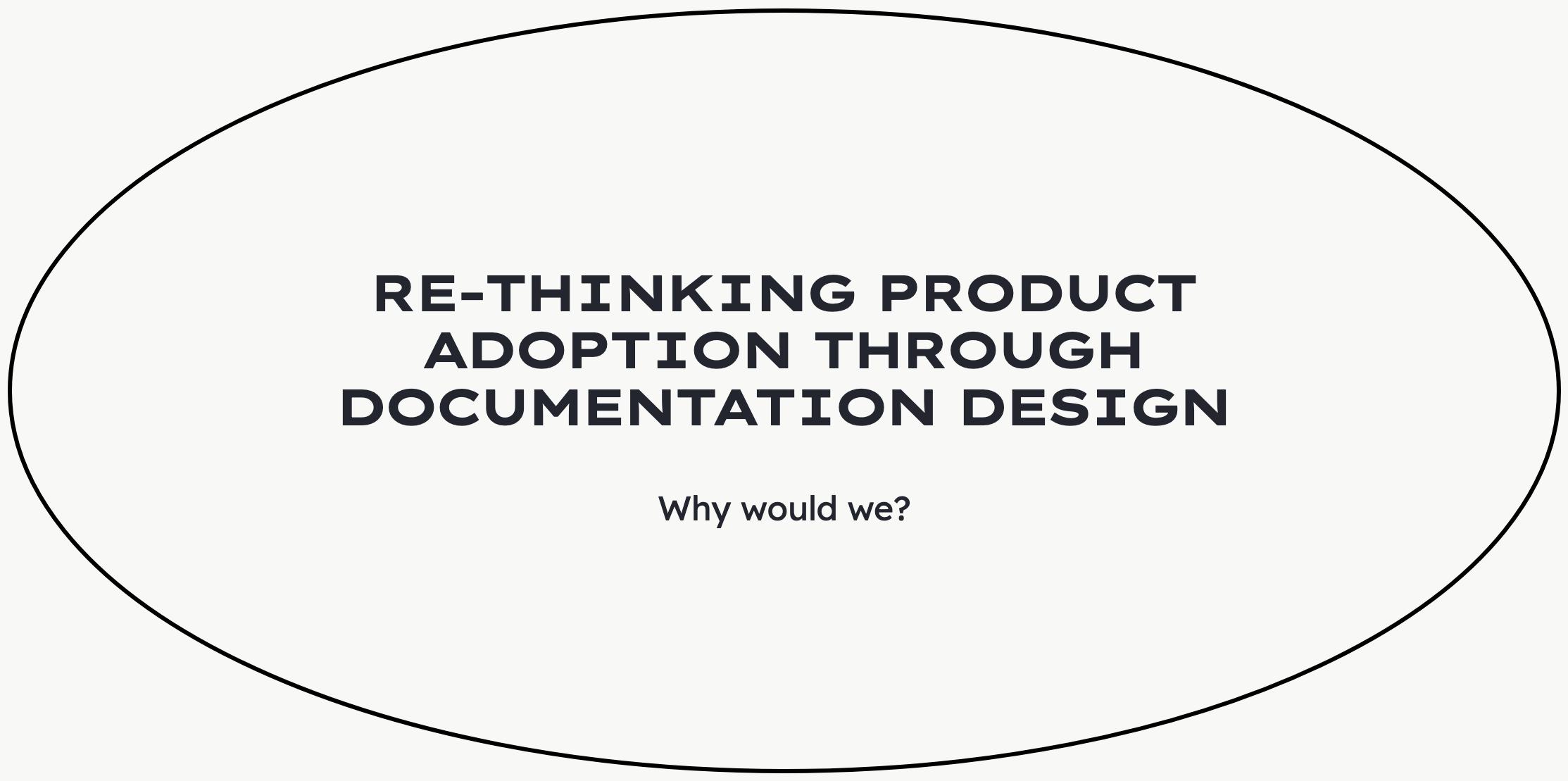




- Freedom to choose ethos
- Provider of open-source database services, support, and software

## 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?

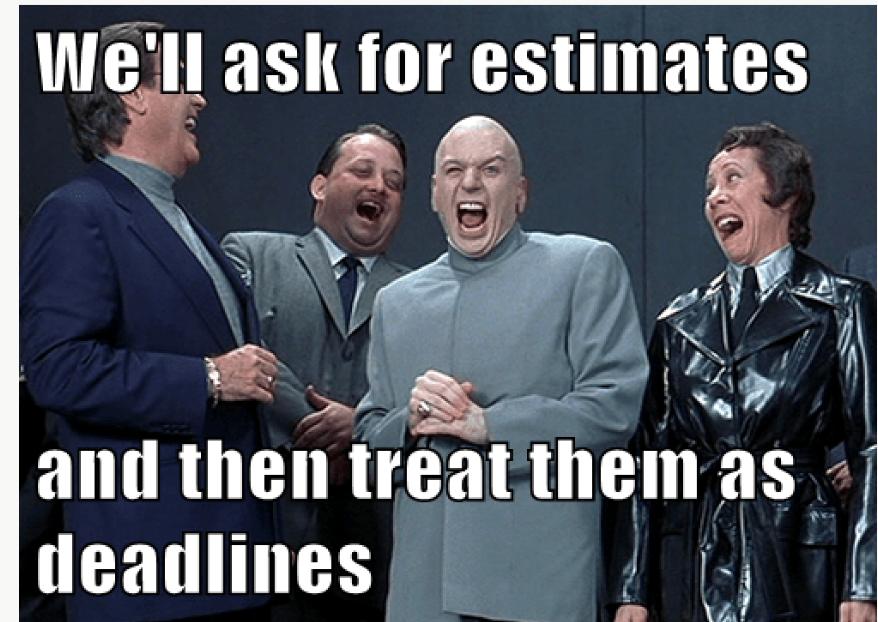
# MOTIVATIONS

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



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

- Technical, complex, costly
- Error 404: Design culture not found
- Rapid software dev. ≠ Rapid UX dev.



**While we develop growth strategies in-product,  
what else could we do **now**?**

Imagine assembling this...

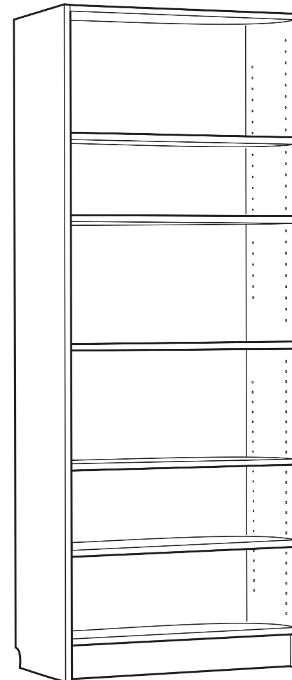


By only guessing



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

# BILLY



**IKEA**  
Design and Quality  
IKEA of Sweden

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

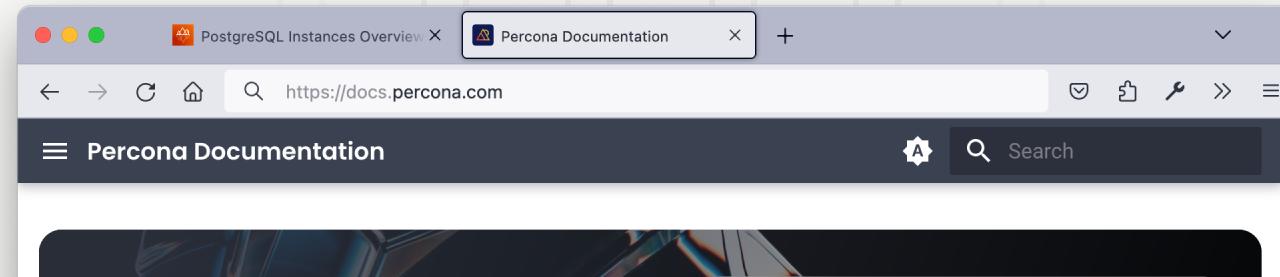
INSTALL

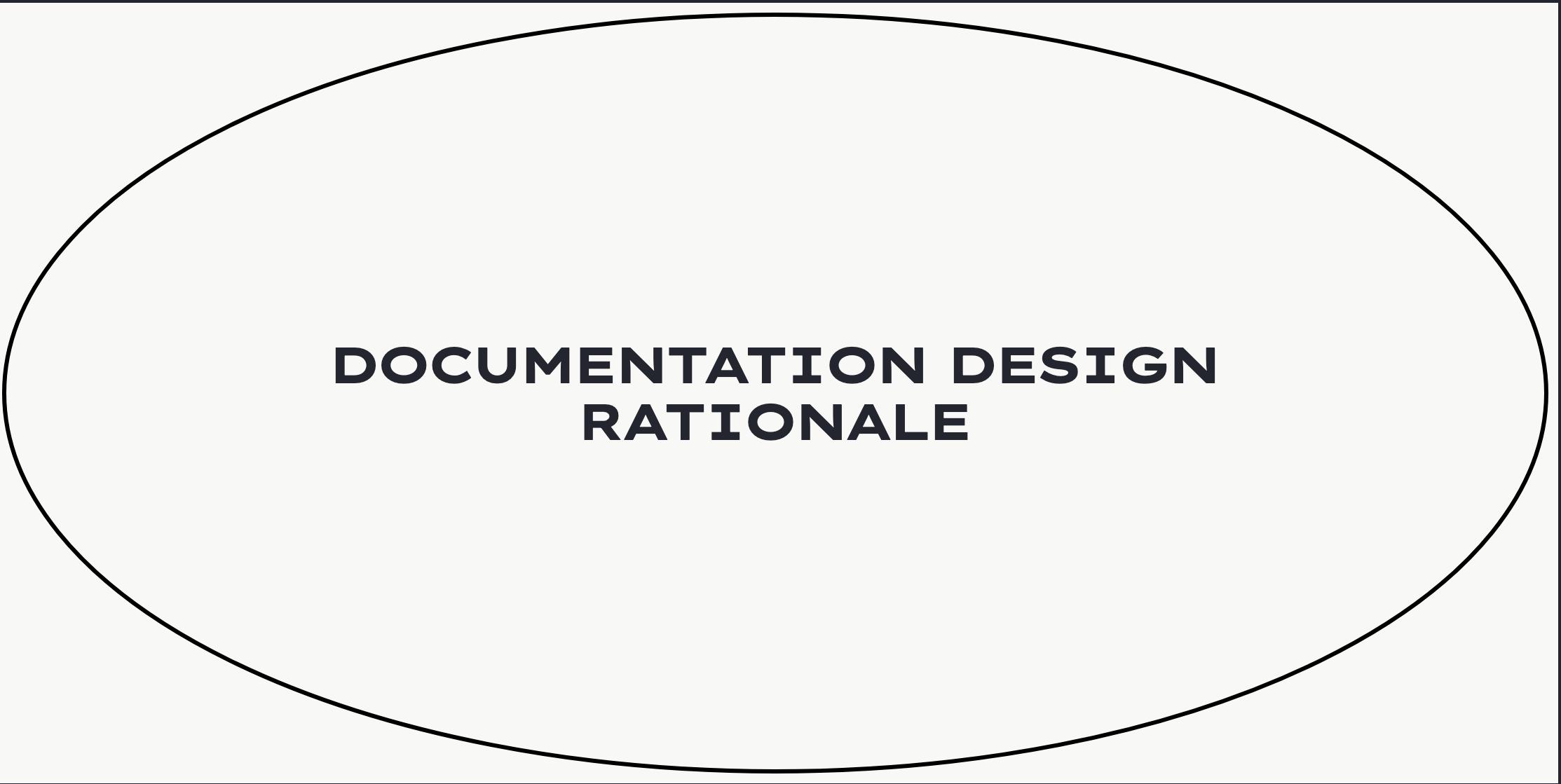


DEVELOP



UPKEEP





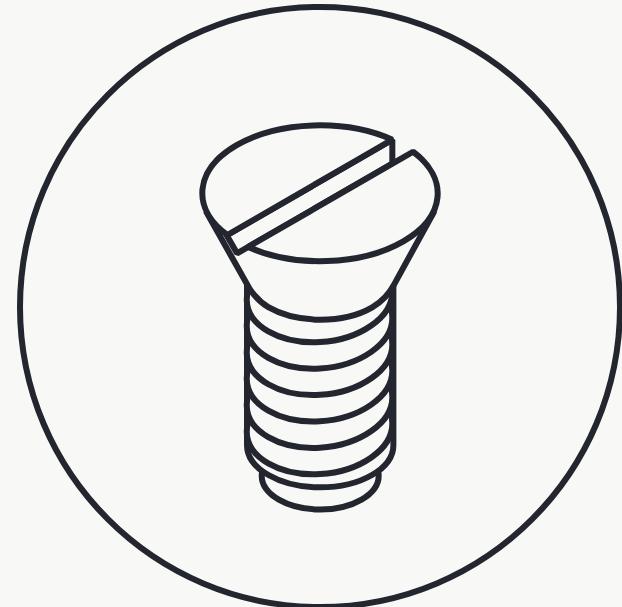
# **DOCUMENTATION DESIGN RATIONALE**

## **DEFINE A STRATEGY**

Who's reading our documentation?

How can it help them and us achieve our goals?

How do we know if it is helping?



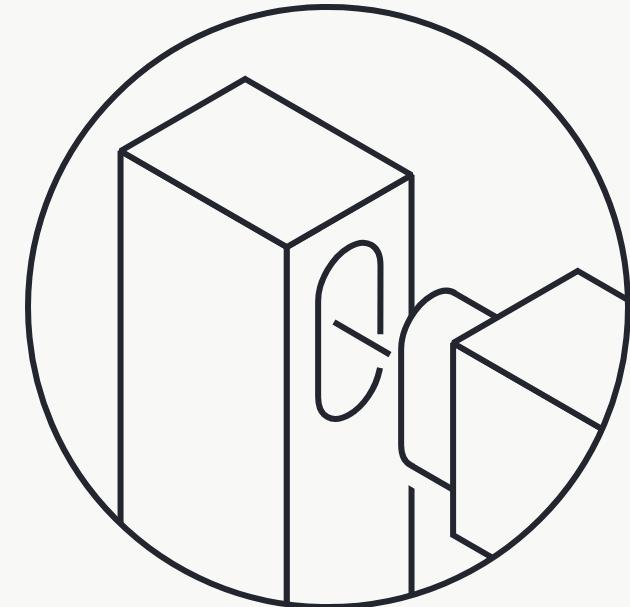
We want documentation to reach out to more **developers** interested in open-source databases for their applications so that adoption increases through more **installations**, proper **retention**, and evident **ease of use**.

## **ESTABLISH CO-OWNERSHIP**

Who could help?

Where's the knowledge?

Who could share responsibilities?

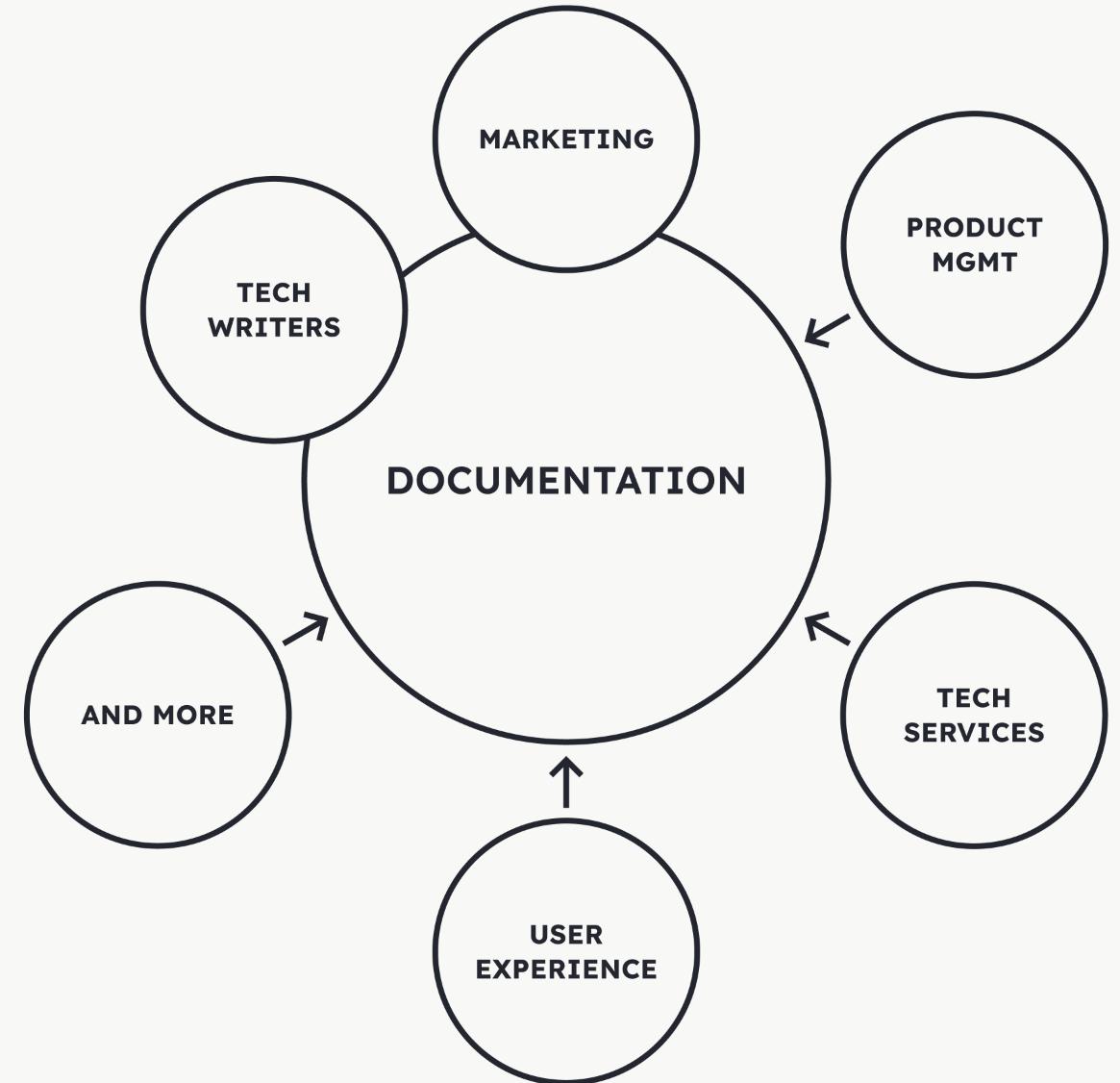


## **Kept**

- Creation of content • Management
- Data analysis

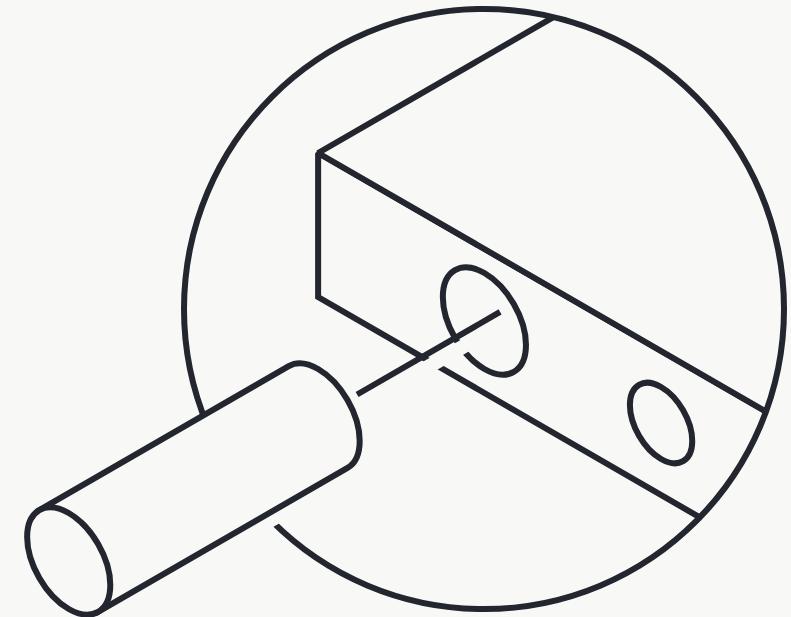
## **Added**

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



## **BOOST CLARITY**

Is the content accessible to people?  
Does it provide intuitive access to their needs?  
Are there untapped opportunities?



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

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.

### Table of contents

Upgrading the Operator and  
CRD

Manual upgrade

Upgrade via helm

Upgrading Percona Server for  
MySQL

Manual upgrade

Automated upgrade

More on upgrade strategies



# Tweaked

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

## BEFORE

The screenshot shows the 'Percona Operator for MySQL 0.6.0 (2023-09-05)' page. The top navigation bar includes links for 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. A search bar is also present. The main content area features a 'Highlights' section with bullet points about Smart Upgrade functionality and HAProxy load balancer support. Below it is a 'New features' section listing K8SPS-283 and K8SPS-160. The 'Improvements' section lists K8SPS-162, K8SPS-163, K8SPS-205, K8SPS-270, and K8SPS-280. A sidebar on the right contains sections for 'Table of contents', 'Highlights', 'New features', 'Improvements', 'Bugs Fixed', 'Deprecation and removal', and 'Supported Platforms'. The footer includes links for 'Release notes index', 'Percona Operator for MySQL 0.6.0 (2023-09-05)', and 'Download PDF'.

## AFTER

The screenshot shows the 'Latest Release 8.0.33-25' page. The top navigation bar includes links for 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. A search bar is also present. The main content area features a 'New features' section with a bullet point about PS-8188. Below it is a 'Bug fixes' section listing PS-8647, PS-8683, PS-8713, PS-8719, and PS-8747. A sidebar on the right contains sections for 'Table of contents', 'Release highlights', 'New features', 'Bug fixes', 'Useful links', and 'Get expert help'. The footer includes links for 'The Percona Server for MySQL GitHub location' and 'Download product binaries, packages, and tarballs at Percona Product Downloads'.

# Added

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

## BEFORE

The screenshot shows a documentation page for the Percona Operator for MySQL. The header includes the title, a search bar, and a navigation bar with links like 'About', 'Installation', 'How to', etc. The main content is titled 'Install Percona Server for MySQL on Google Kubernetes Engine (GKE)'. It contains sections for 'Prerequisites', 'System Requirements', and 'Create and configure the GKE cluster'. A note at the bottom indicates that the gcloud command can be run in Cloud Shell or locally. A 'Note' callout box is present.

## AFTER

The screenshot shows a documentation page for Percona Server for MySQL. The header includes the title, a search bar, and a navigation bar with links like 'About', 'Installation', 'How to', etc. The main content is titled 'Quickstart Guides'. It features a 'Quickstart Guides' section with links for 'Install via apt', 'Install via yum', 'Kubernetes', 'Docker', 'Manual Download', and 'Post-installation tips'. Below this, there are sections for 'Install via apt' and 'Install via yum'. A note at the bottom indicates that the package can be installed via apt or yum. A large arrow points from the 'Before' screenshot to the 'After' screenshot.

# Extended

- New custom components
- Use of more out-of-the-box components

The screenshot shows a documentation page titled "Uninstall" under the "Installation" section. The left sidebar lists various installation methods: "Install via apt", "apt Pinning", "Uninstall" (which is highlighted), "Install via yum", "Kubernetes", "Docker", "Manual Download", "Post-installation tips", "Upgrade", and "Downgrade". Two main options are presented on the right: 1) "Either remove the packages." with the command `$ sudo apt remove percona-server\``. A note below states: "This will leave the data files (databases, tables, logs, configuration, etc.) behind. If you don't need them, you must remove them manually." 2) "Or purge the packages and delete data files." with the command `$ sudo apt purge percona-server\``. A warning note below states: "Warning: This command removes all the packages and deletes all the data files (databases, tables, logs, and so on.)." A large callout box at the bottom right contains the heading "Get expert help" and the text: "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." It includes links to "Community Forum" and "Get a Percona Expert".

Either remove the packages.

```
$ sudo apt remove percona-server\`
```

This will leave the data files (databases, tables, logs, configuration, etc.) behind. If you don't need them, you must remove them manually.

Or purge the packages and delete data files.

```
$ sudo apt purge percona-server\`
```

**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](#)

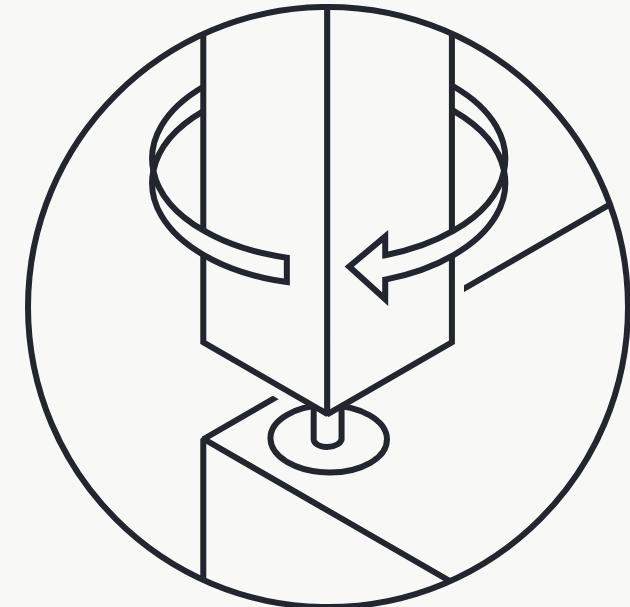
Was this page helpful?

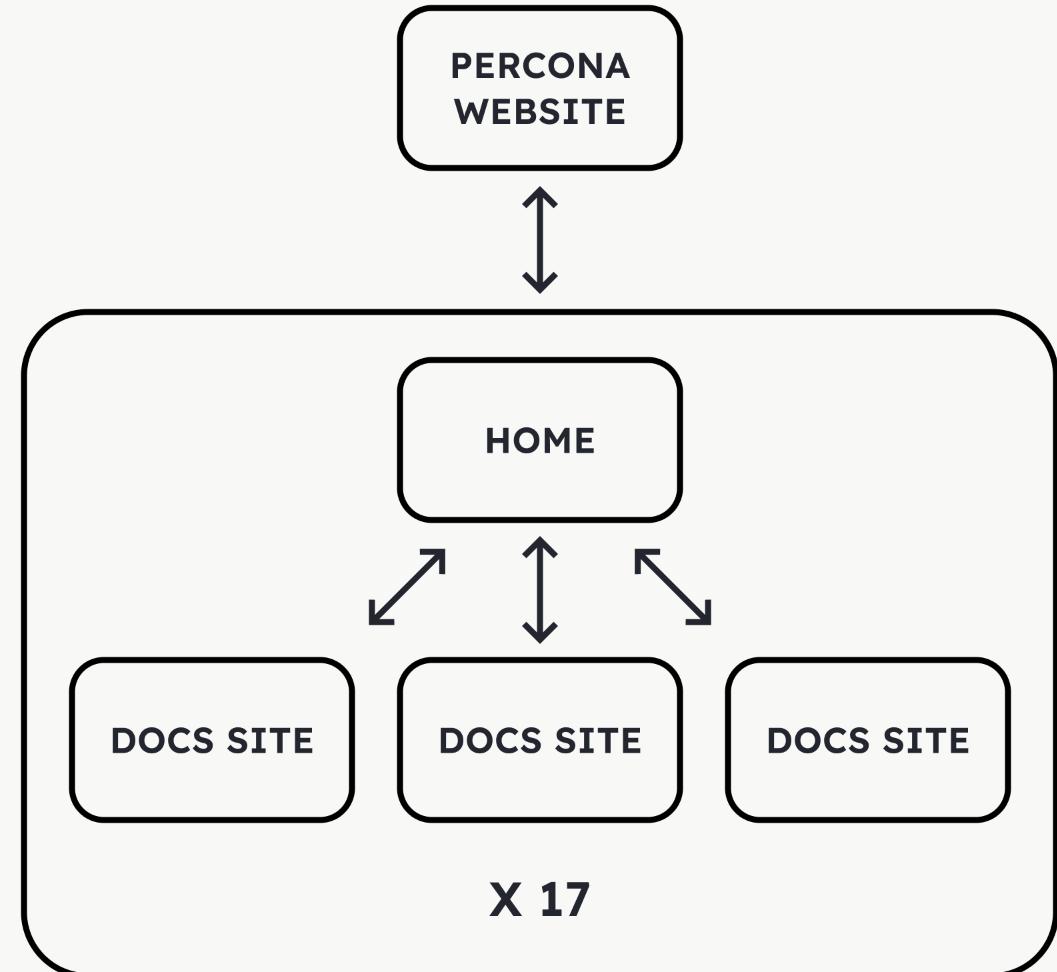
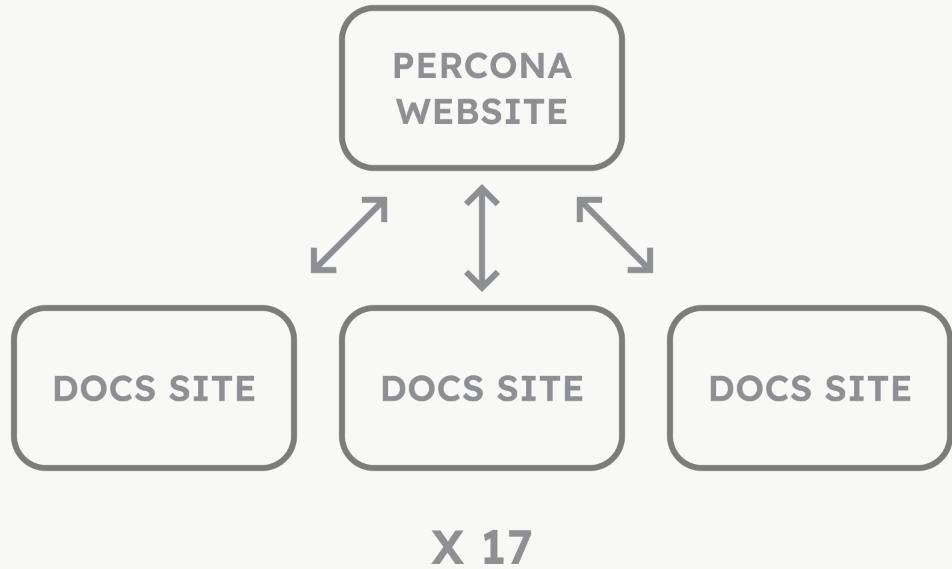
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## **UNIFY THE EXPERIENCE**

Imagine using the documentation.  
How does it look? How might we improve it?  
Does it feel whole and credible?





## OPEN-SOURCE DATABASES

Learn how to set up Percona's open-source solutions for your database needs. Pick your favorite technology to access our step-by-step guidance and documentation.



### Percona for PostgreSQL

All Percona software for PostgreSQL databases documentation.



### Percona for MongoDB

All Percona software for MongoDB databases documentation.



### Percona for MySQL

All Percona software for MySQL databases documentation.

## CLOUD-NATIVE DATABASES

Leverage the power of modern open-source databases on the cloud with Percona solutions for PostgreSQL, MongoDB, and MySQL. Click to start



### Percona Everest

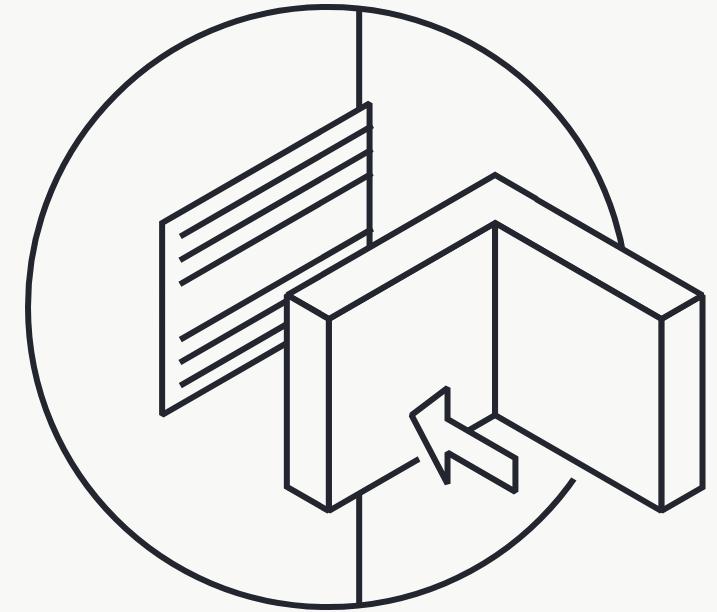
Documentation for Percona's private database-as-a-service open-source software.

# **IMPROVE THE USER EXPERIENCE**

What can we do for people?

How might we anticipate their needs?

How can we make them succeed?



# Invested in

- Experimenting
- Creating guidelines
- Forming quickstart guides
- Visual prominence for what matters the most

The screenshot shows a web page titled "Installation guide" under the "Installation" tab. The page includes a navigation bar with links like "About", "Installation", "How to", "Backup and Restore", "Security", "Storage Engines", "Troubleshoot", "Reference", and "Installing PMM". A search bar and a user profile icon are also present.

The main content area is titled "Installation" and contains sections for "Quickstart Guides", "Install via apt", "Install via yum", "Kubernetes", "Docker", "Manual Download", "Post-installation tips", "Upgrade", and "Downgrade". The "Install via apt" section is expanded, showing the command:

```
$ sudo apt update  
$ sudo apt install curl
```

Below this, instructions for installing the repository are provided:

- 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:  

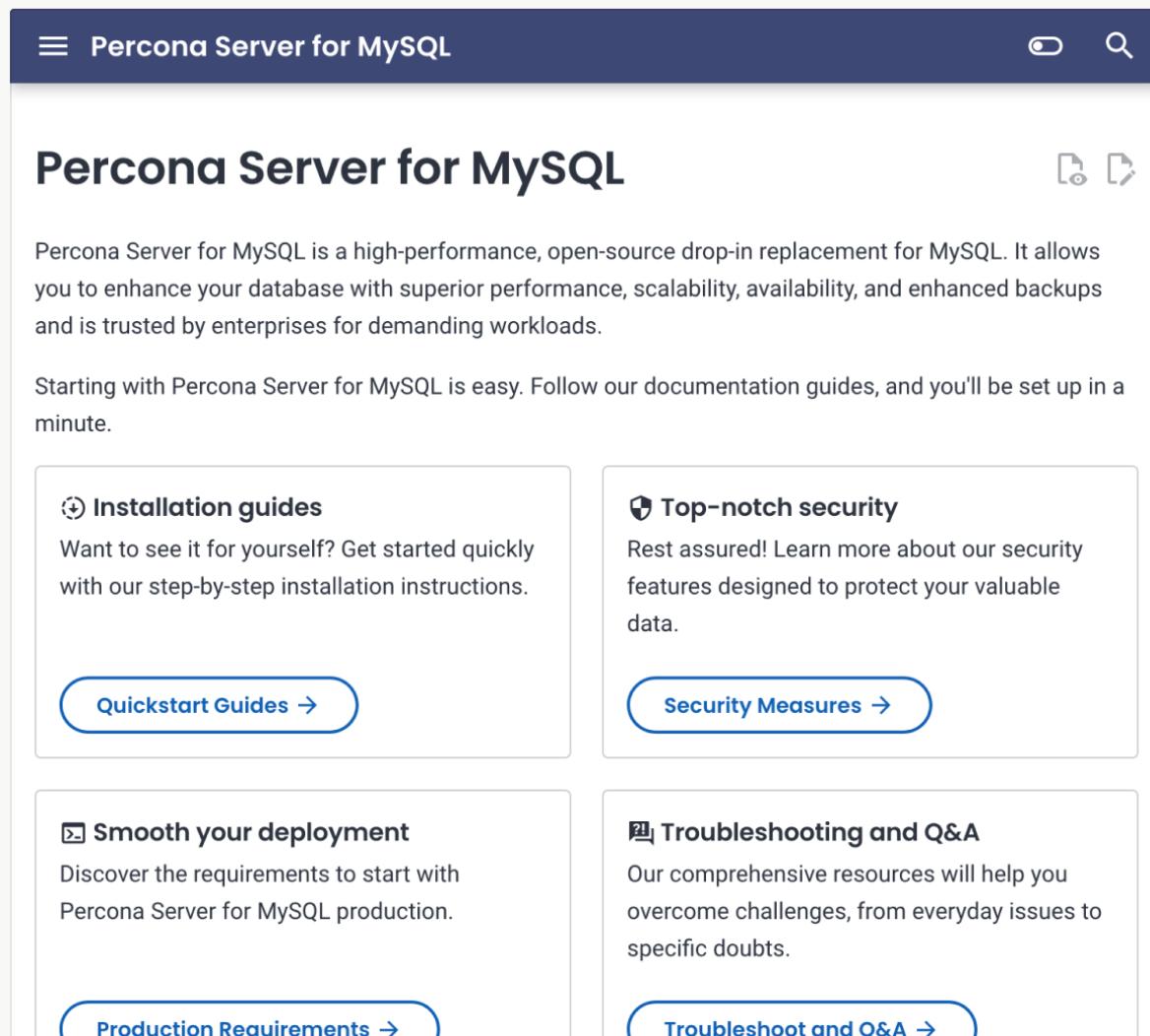
```
$ sudo percona-release setup ps80
```
- 4 Install the server package with the `percona-release` command:  

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

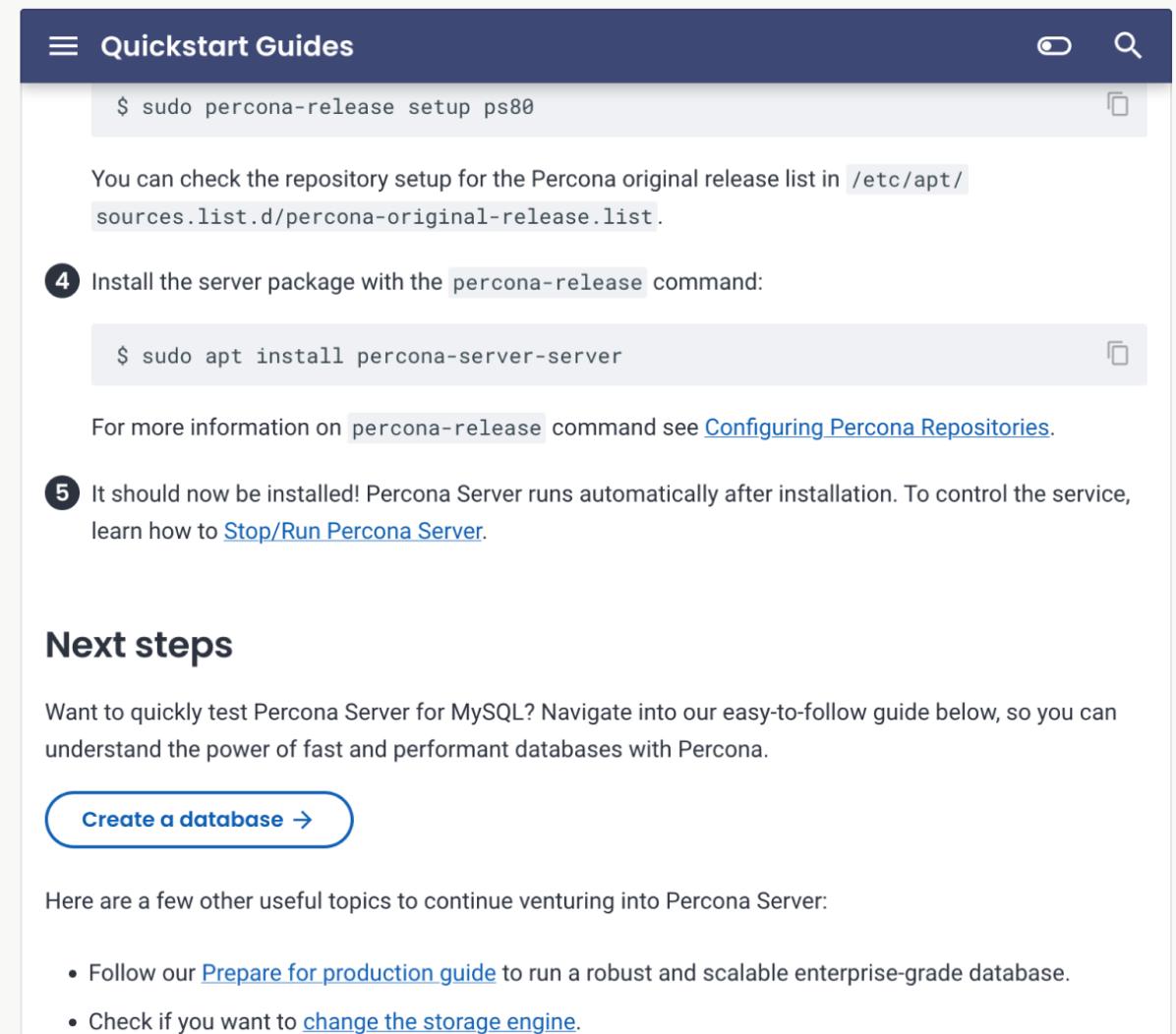
For more information on `percona-release` command see [Configuring Percona Repositories](#).

- 5 It should now be installed! Percona Server runs automatically after installation. To control the

We crafted journeys and woven them together so we could guide people into discovering the value of our software.



The screenshot shows the official Percona Server for MySQL website. The header reads "Percona Server for MySQL". Below the header, there's a main title "Percona Server for MySQL" with a brief description: "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." A section titled "Starting with Percona Server for MySQL is easy. Follow our documentation guides, and you'll be set up in a minute." follows. The page features several cards: "Installation guides" (with a "Quickstart Guides →" button), "Top-notch security" (with a "Security Measures →" button), "Smooth your deployment" (with a "Production Requirements →" button), and "Troubleshooting and Q&A" (with a "Troubleshoot and Q&A →" button).



The screenshot shows the "Quickstart Guides" page. The header reads "Quickstart Guides". Below the header, there's a command-line interface (CLI) box containing "\$ sudo percona-release setup ps80". A text box below it says: "You can check the repository setup for the Percona original release list in /etc/apt/sources.list.d/percona-original-release.list." A numbered list of steps follows: "4 Install the server package with the percona-release command:" (CLI box: "\$ sudo apt install percona-server-server"), "For more information on percona-release command see [Configuring Percona Repositories](#).", and "5 It should now be installed! Percona Server runs automatically after installation. To control the service, learn how to [Stop/Run Percona Server](#)." A "Next steps" section at the bottom includes a "Create a database →" button and a list of other useful topics.

## OVERVIEW

- Defined a strategy for the documentation
- Established the co-ownership
- Made it clearer and accessible
- Improved the user experience
- Unified documentation websites' experience

## TO DO

- How users are experiencing
- Review outdated content
- Weed out inconsistencies
- Add practical examples/recipes



# THANK YOU!

**Re-thinking product adoption through documentation design**

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