

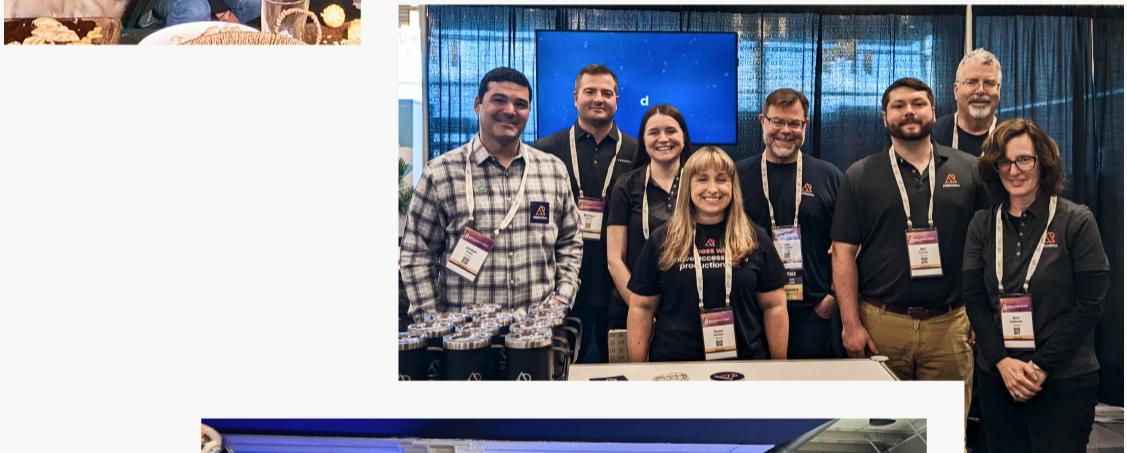
RE-THINKING PRODUCT ADOPTION THROUGH DOCUMENTATION DESIGN

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?

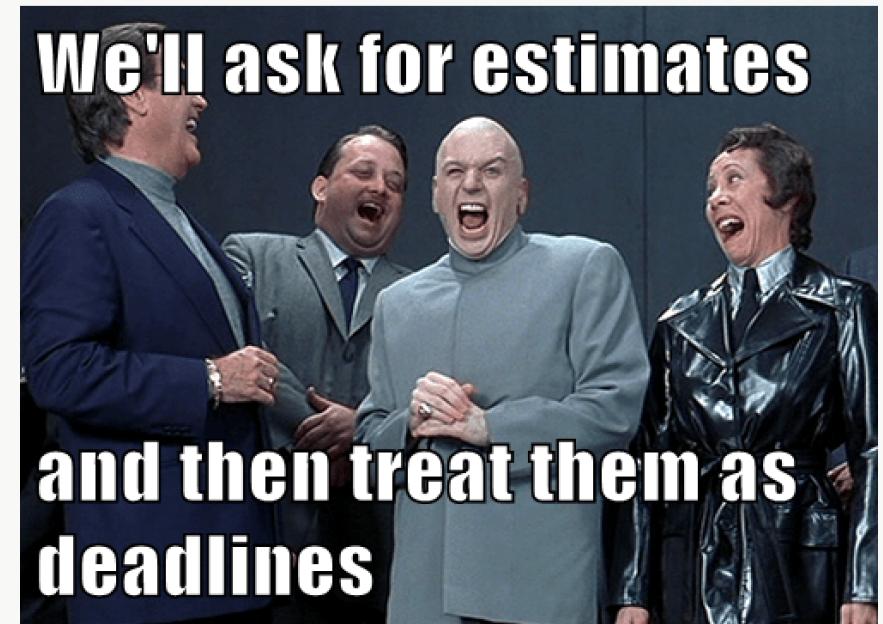
MOTIVATIONS

- 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...

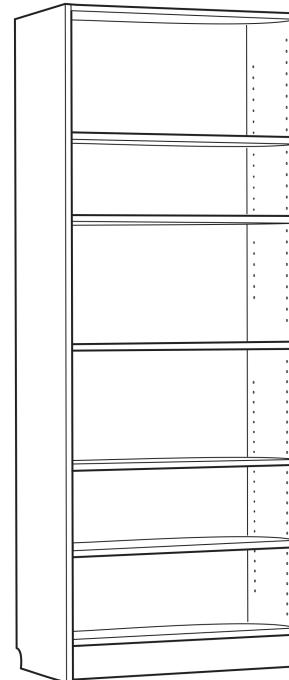


By only guessing



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.

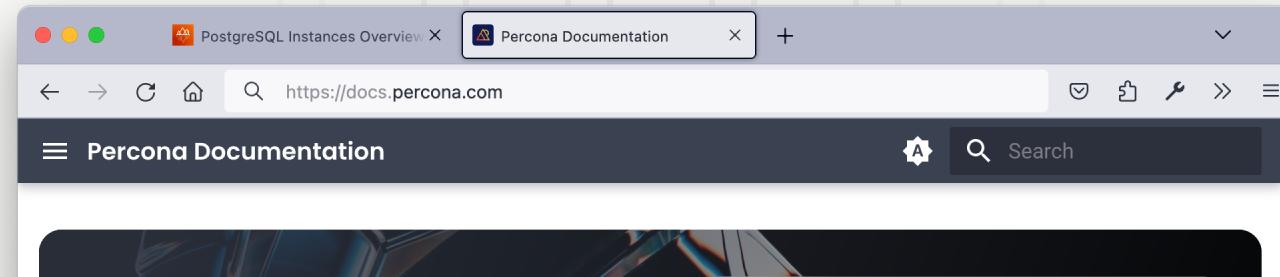
INSTALL

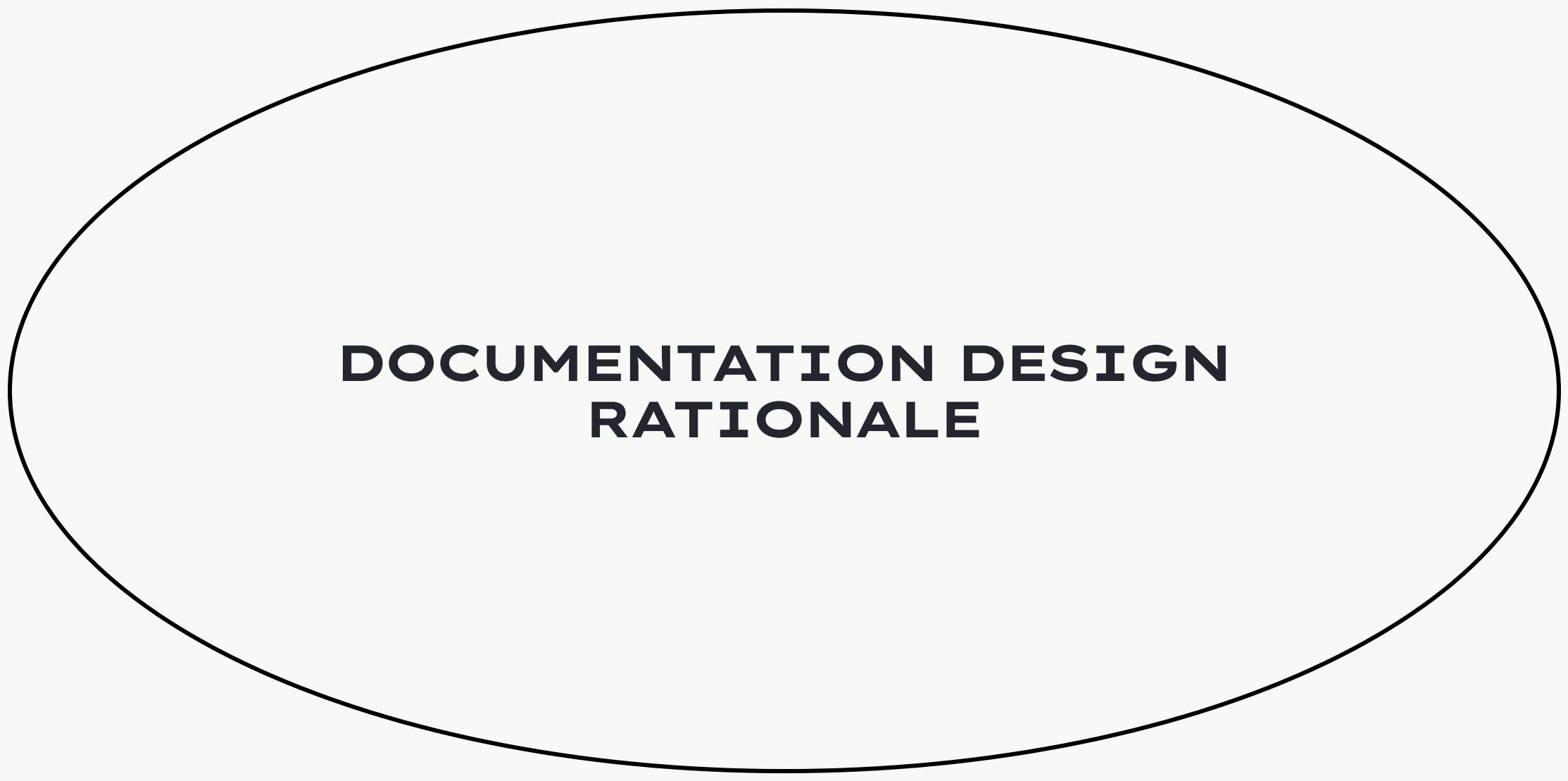


DEVELOP



UPKEEP





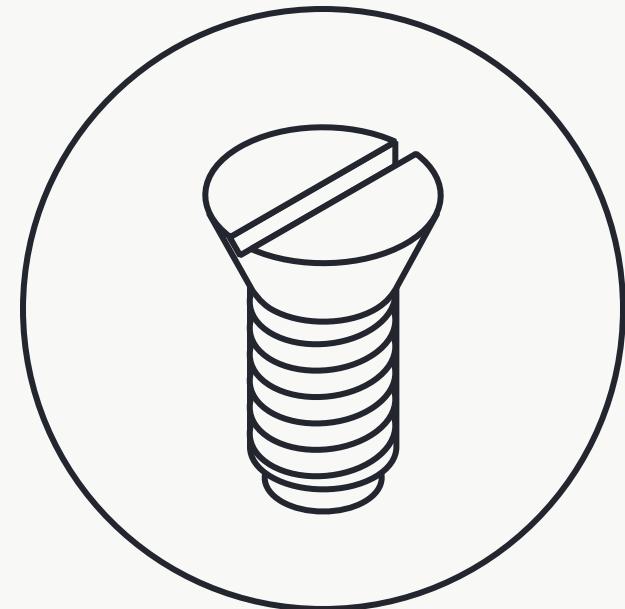
DOCUMENTATION DESIGN RATIONALE

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?



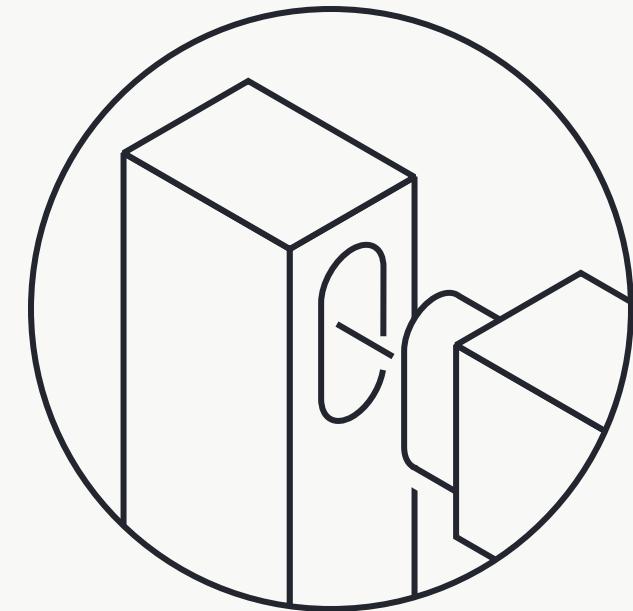
We want documentation to reach out to more **developers** interested in open-source databases for their applications so that adoption increases through more **installations**, proper **retention**, and evident **ease of use**.

ESTABLISH CO-OWNERSHIP

Who could help?

Where's the knowledge?

Who could share responsibilities?

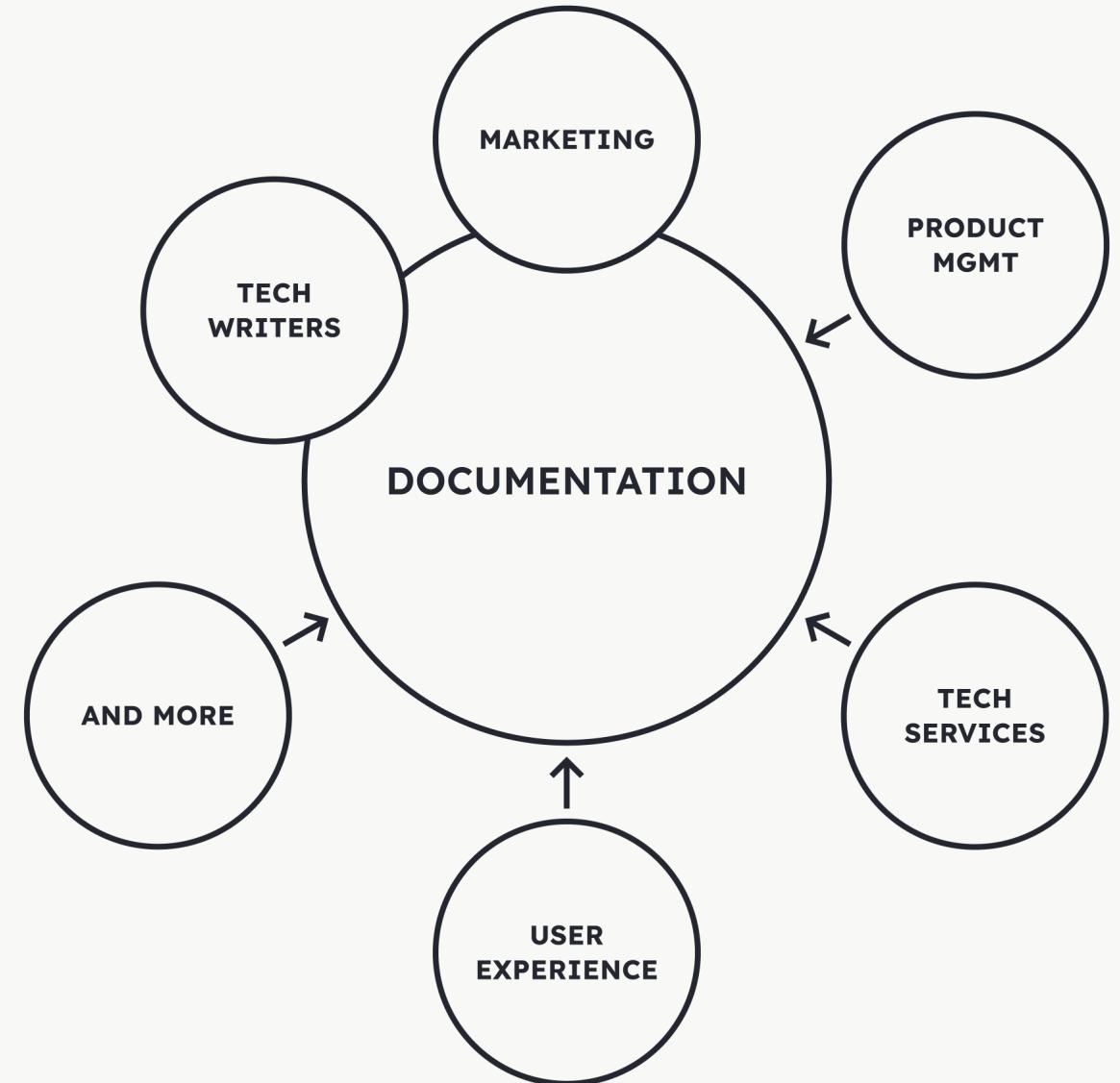


Kept

- Creation of content • Management
- Data analysis

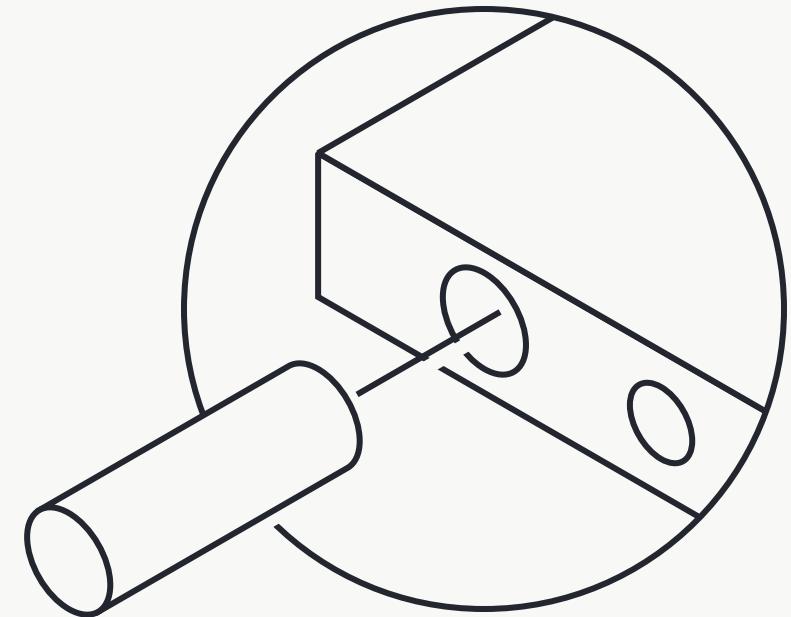
Added

- 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?





0:00 / 0:11



MATERIAL FOR MKDOCS

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)' documentation page. The header includes the Percona logo, title, a 'Search' bar, and a navigation bar with links like 'About', 'Installation', 'How to', etc. The main content area contains sections for 'Welcome', 'Features', 'Quickstart guides', 'Installation', 'Configuration and Management', 'Troubleshooting', 'Reference', and 'Release Notes'. The 'Release Notes' section is expanded, showing details about MySQL 0.6.0. Below it, there are sections for 'New features', 'Improvements', and 'Bugs Fixed'. A sidebar on the right lists 'Table of contents', 'Highlights', 'New features', 'Improvements', 'Bugs Fixed', 'Deprecation and removal', and 'Supported Platforms'.

AFTER

The screenshot shows the 'Latest Release 8.0.33-25' documentation page. The header includes the Percona logo, title, a 'Search' bar, and a navigation bar with links like 'About', 'Installation', 'How to', etc. 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 is expanded, showing details about the release. Below it, there are sections for 'New features' and 'Bug fixes'. A sidebar on the right lists 'Table of contents', 'Release highlights', 'New features', 'Bug fixes', 'Useful links', and 'Get expert help'. At the bottom, there is a 'Useful links' section with a link to the 'Percona Server for MySQL GitHub location'.

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 top navigation bar includes links for '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 features a title 'Install Percona Server for MySQL on Google Kubernetes Engine (GKE)'. Below the title is a 'Prerequisites' section, followed by a 'Create and configure the GKE cluster' section containing a code block for gcloud commands. A 'Note' section at the bottom contains a note about running commands in Cloud Shell or local shell.

AFTER

The screenshot shows a documentation page for Percona Server for MySQL. 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 and a user profile icon are also present. The main content area features a title 'Quickstart Guides'. Below the title is a 'Table of contents' sidebar with sections like 'Installation', 'Quickstart Guides', 'Install via apt', 'Install via yum', 'Kubernetes', 'Docker', 'Manual Download', 'Post-installation tips', 'Upgrade', and 'Downgrade'. A large 'Package Manager' button is highlighted. The right side of the page contains a 'Table of contents' sidebar with links for 'Install via apt', 'Install via yum', 'Kubernetes', 'Docker', and 'Manual Download'. Below the sidebar is a 'Quickstart Guides' section with text about the software's performance and reliability, followed by a note for Ubuntu/Debian users and Red Hat/CentOS users. At the bottom, there are sections for 'Install via apt' and 'Install via yum' with their respective command examples.

Extended

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

The screenshot shows a documentation page for "Uninstall". The top navigation bar includes links for About, Installation (which is underlined), 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 has a sidebar on the left with links: Installation, Quickstart Guides, Install via apt, Installation guide, Run/Stop, apt Pinning, Uninstall (which is bolded), Install via yum, Kubernetes, Docker, Manual Download, Post-installation tips, Upgrade, and Downgrade. Two arrows point from the "Uninstall" link in the sidebar to the "Get expert help" section at the bottom right.

The "Get expert help" section contains the following text:

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.

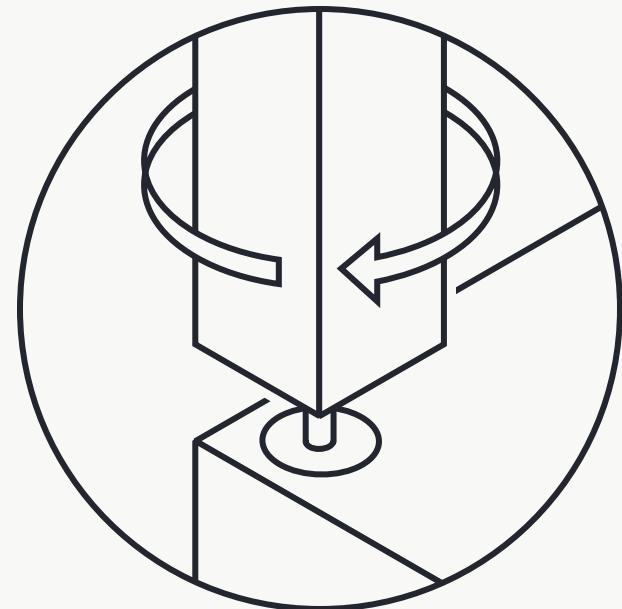
Or purge the packages and delete data files.
\$ sudo apt purge percona-server\

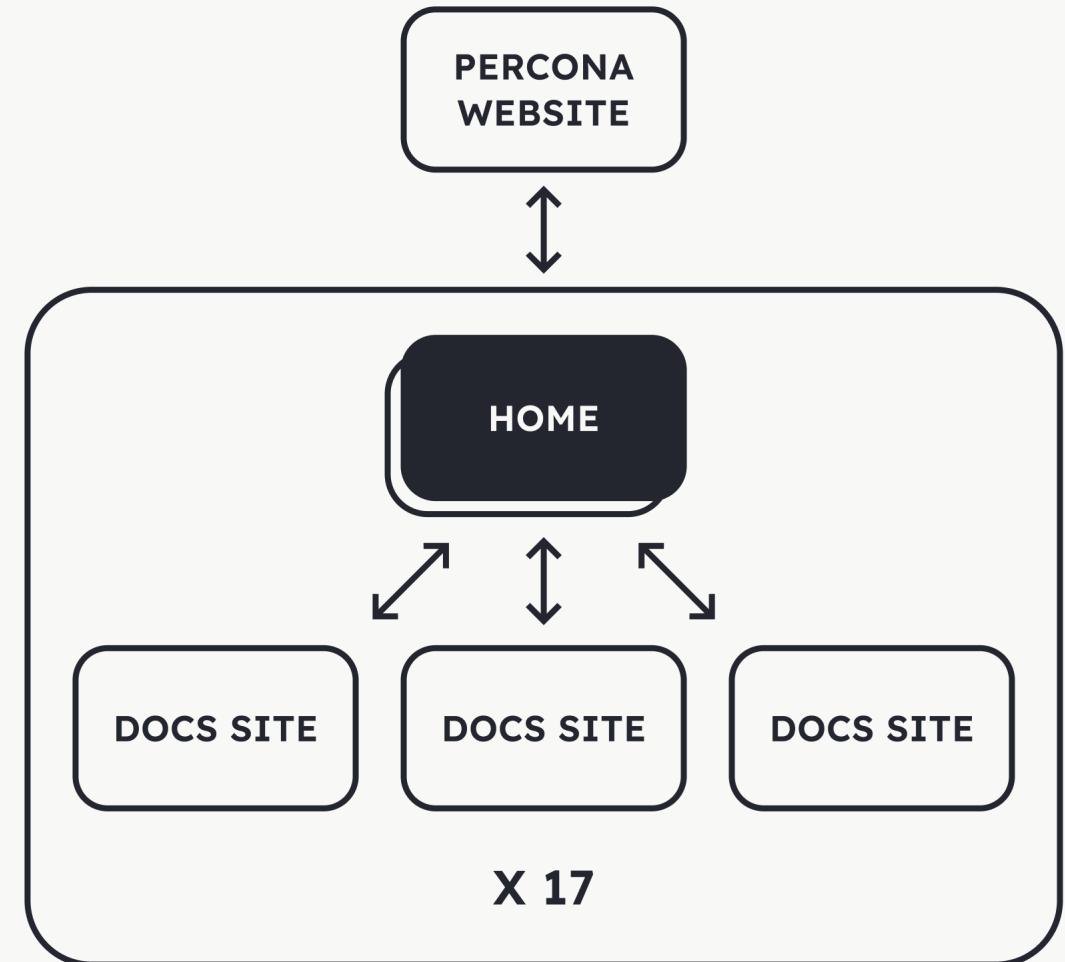
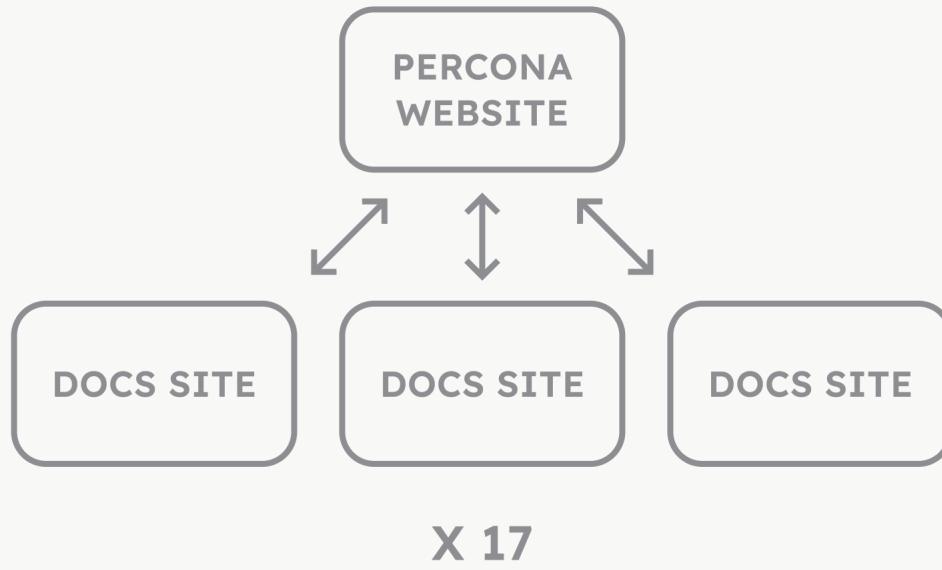
Warning: This command removes all the packages and deletes all the data files (databases, tables, logs, and so on.).

At the bottom of the page, there is a "Was this page helpful?" section with up and downvote icons, and a footer with copyright information and a Material for MkDocs link.

UNIFY THE EXPERIENCE

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





▶ 0:00 / 0:29

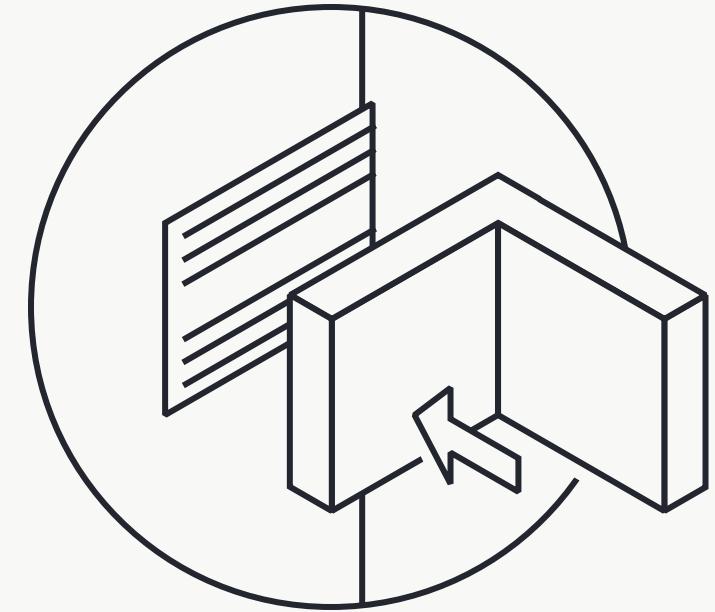


IMPROVE THE USER EXPERIENCE

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 navigation bar with links for About, Installation (which is underlined), How to, Backup and Restore, Security, Storage Engines, Troubleshoot, Reference, and Installing PMM. Below the navigation is a search bar and a user profile icon.

The main content area has a sidebar with links to Installation, Quickstart Guides, Install via apt, Installation guide (which is bolded), Run/Stop, apt Pinning, Uninstall, Install via yum, Kubernetes, Docker, Manual Download, Post-installation tips, Upgrade, and Downgrade. The Installation guide section is expanded, showing sub-links for Run/Stop, apt Pinning, Uninstall, and so on.

The main content area contains five numbered steps:

- 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

On the right side of the page, there is a "Table of Contents" and several footer links including "Install the latest version", "Improving the experience (optional)", "Install the latest version", and "Get experience".

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



The screenshot shows the Percona Server for MySQL homepage. The header includes a navigation menu, a search bar, and a toggle switch. The main title is "Percona Server for MySQL". Below the title, there's a brief introduction: "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." is followed by two call-to-action buttons: "Quickstart Guides →" and "Production Requirements →".

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](#).

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

By Pedro MC Fernandes at  PERCONA

pedro@pmcf.xyz

freenandes@mastodon.social

Rendered with [Marp](#) and [Lexend](#)