

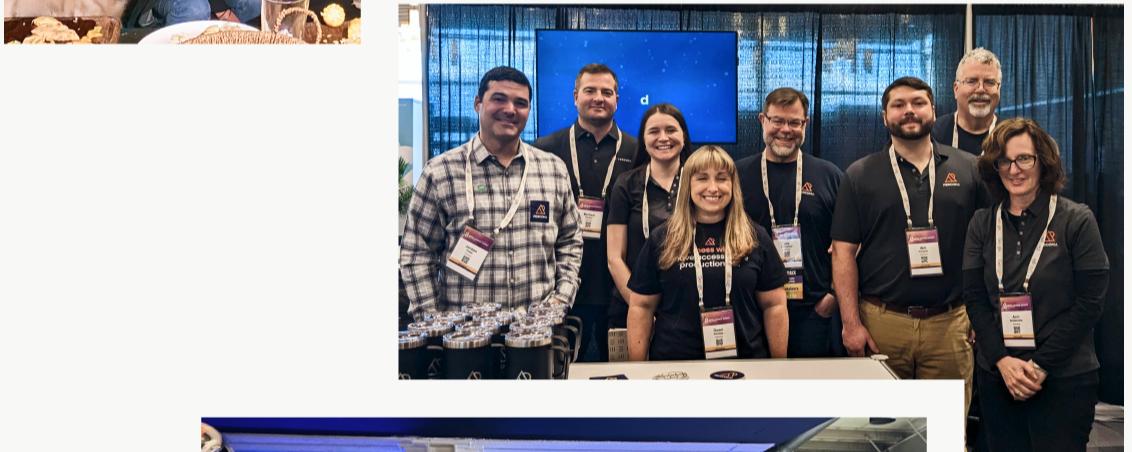
RE-THINKING PRODUCT ADOPTION THROUGH DOCUMENTATION DESIGN

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

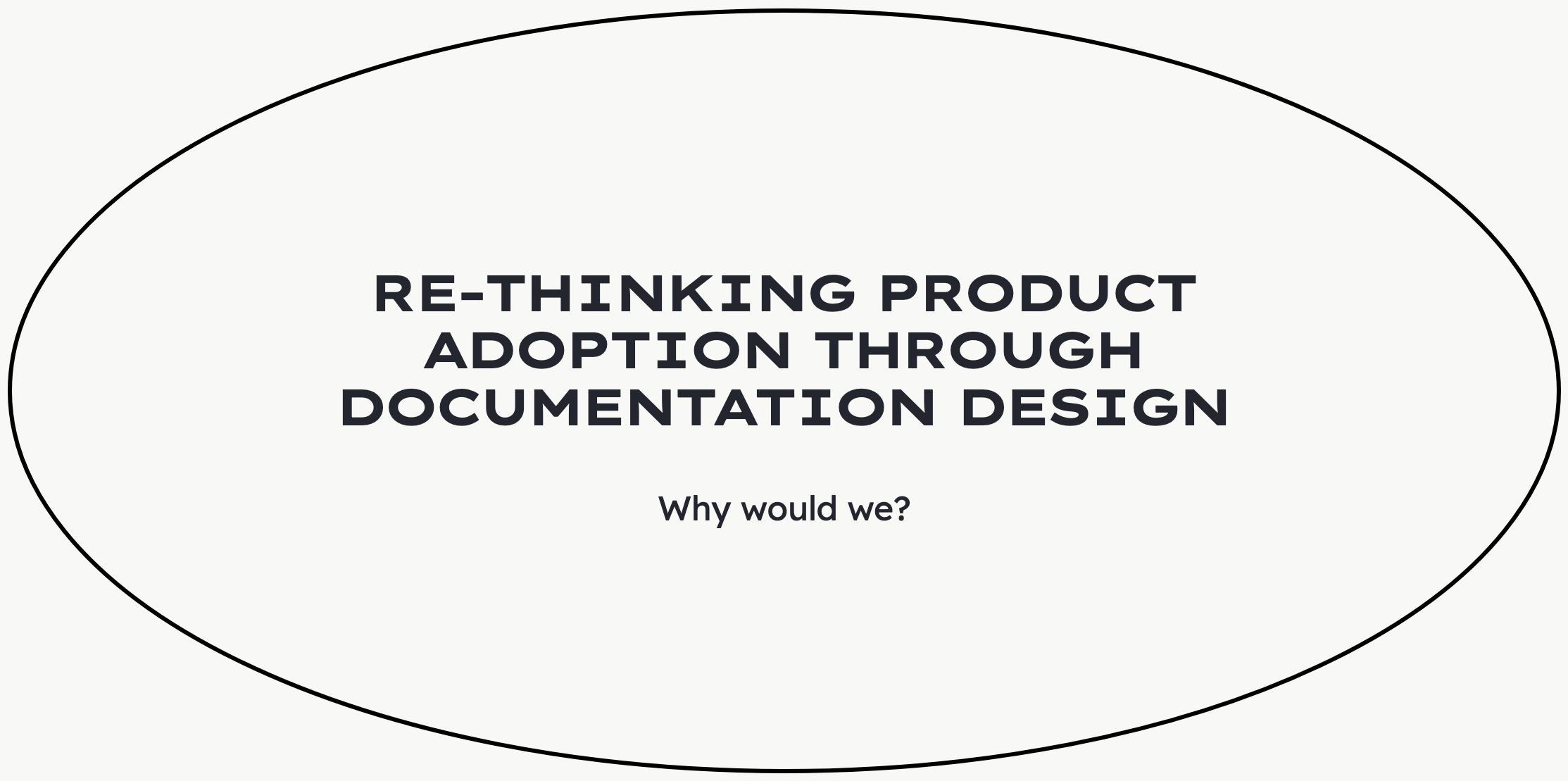




- Freedom to choose ethos
- Provider of open-source database services, support, and software

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?

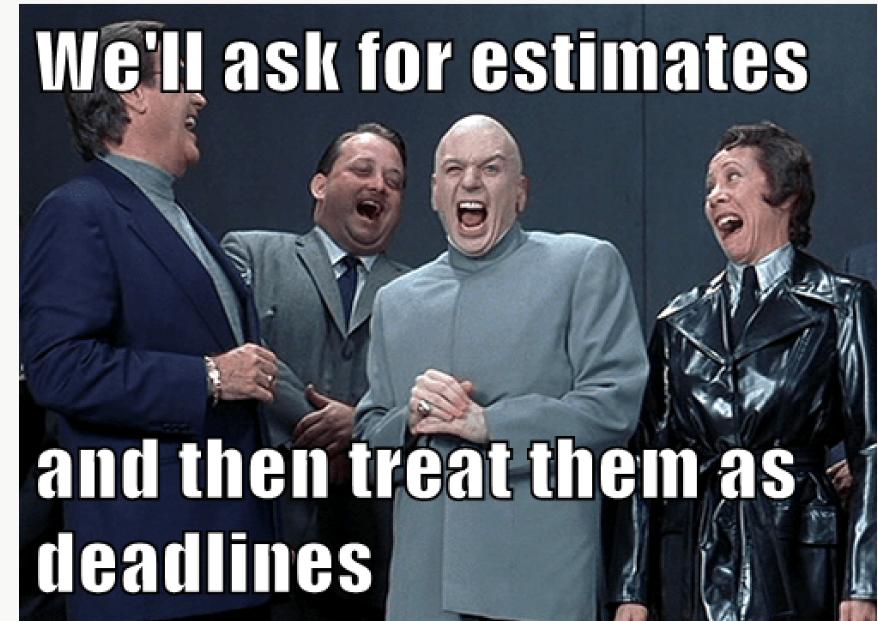
MOTIVATIONS

- 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...

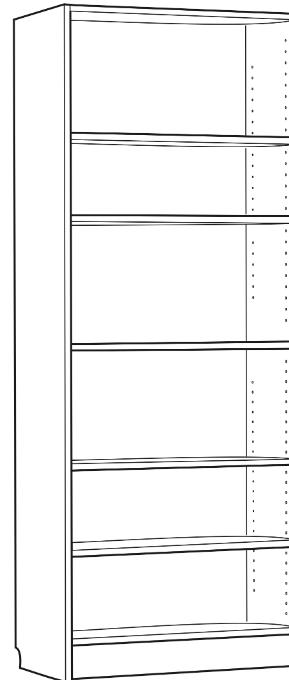


By only guessing



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.

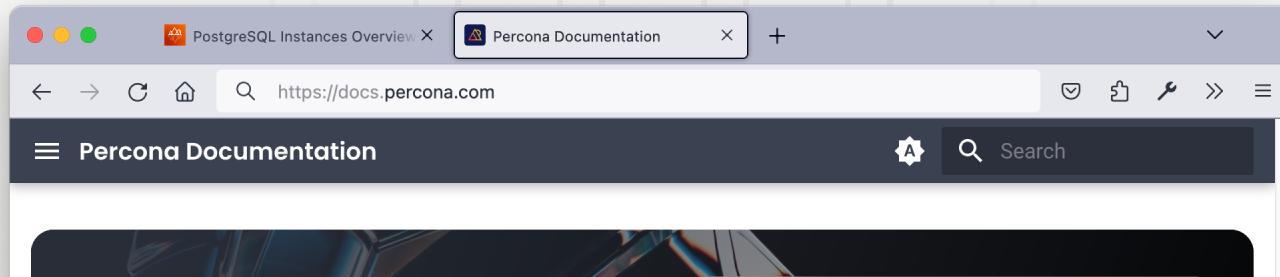
INSTALL

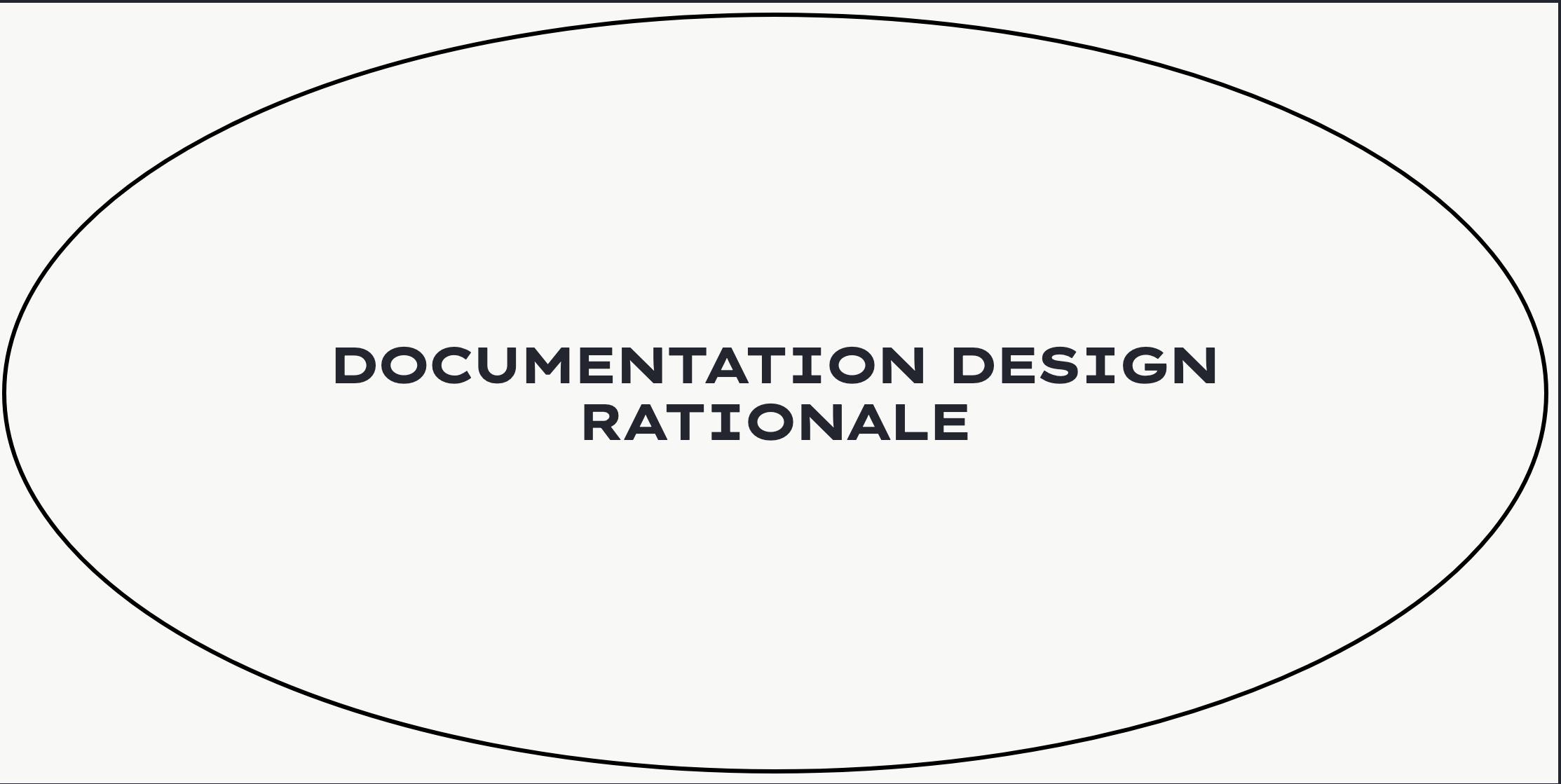


DEVELOP



UPKEEP





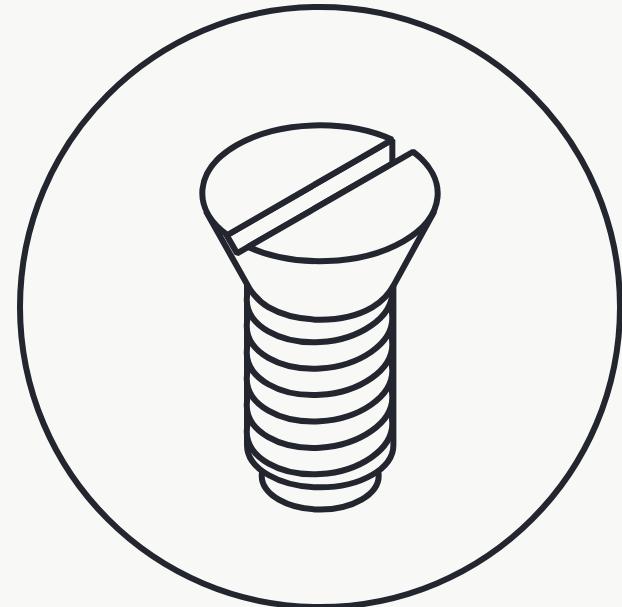
DOCUMENTATION DESIGN RATIONALE

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?



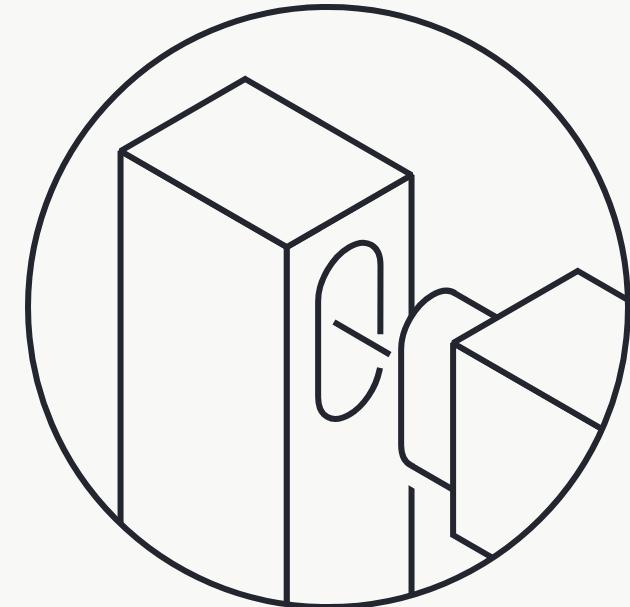
We want documentation to reach out to more **developers** interested in open-source databases for their applications so that adoption increases through more **installations**, proper **retention**, and evident **ease of use**.

ESTABLISH CO-OWNERSHIP

Who could help?

Where's the knowledge?

Who could share responsibilities?

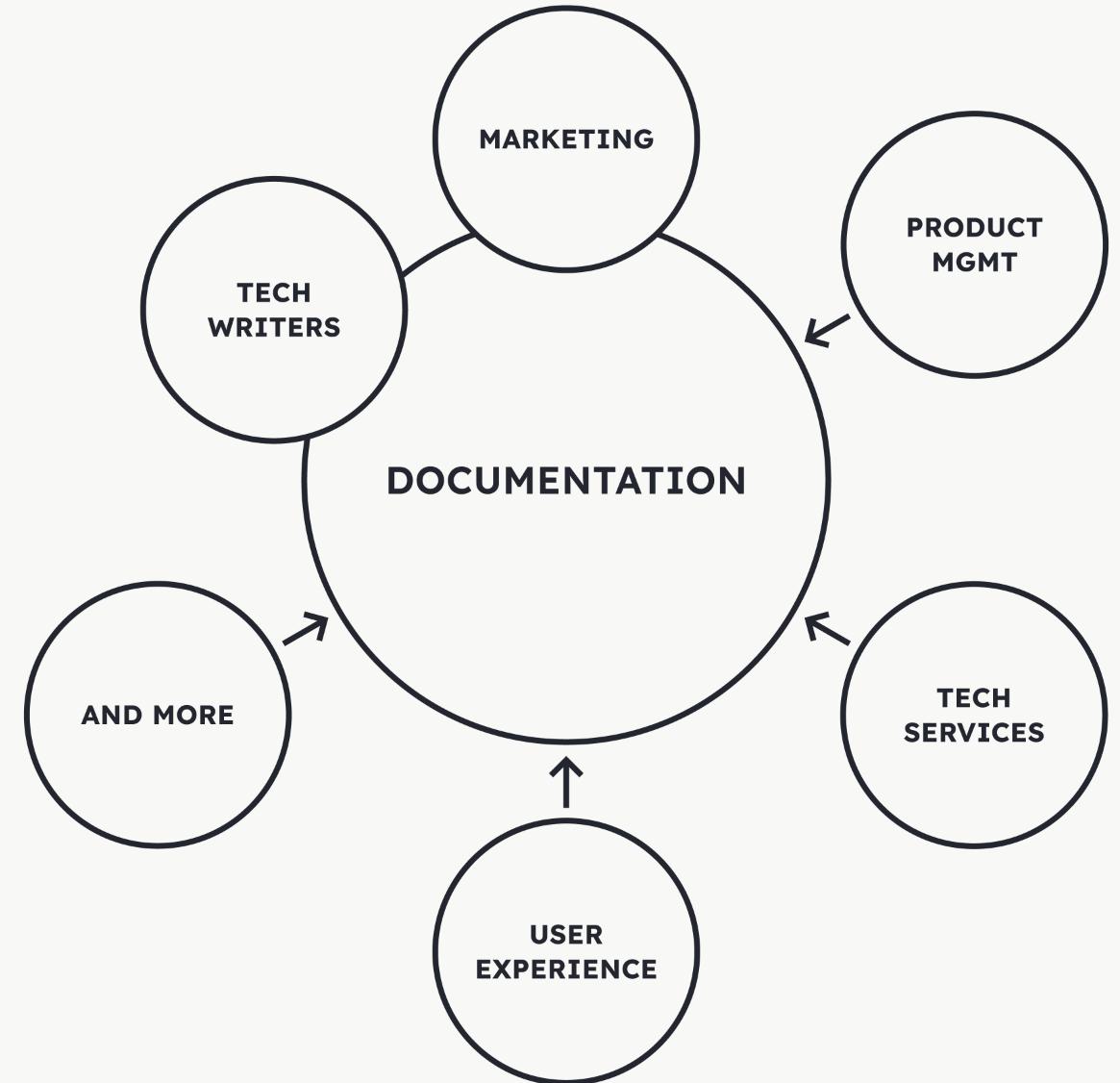


Kept

- Creation of content • Management
- Data analysis

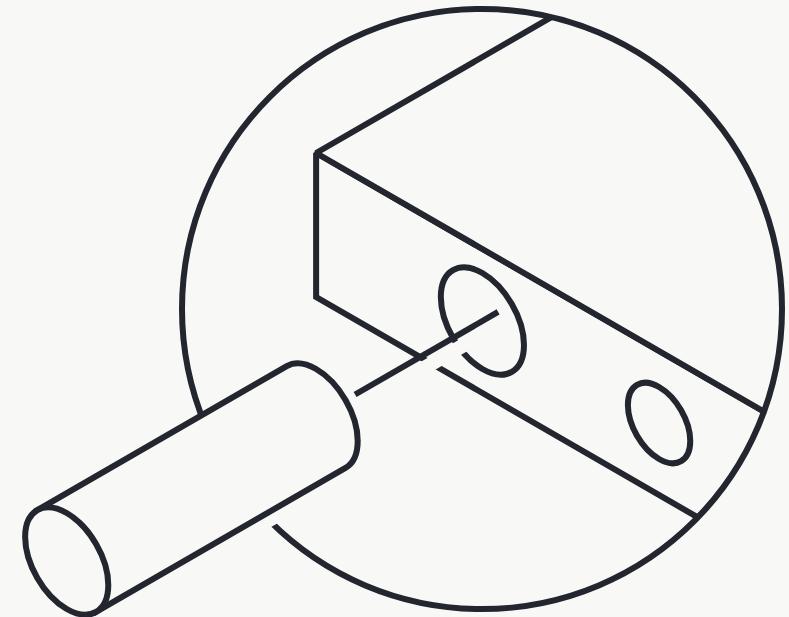
Added

- 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 'Percona Operator for MySQL based on Percona Server for MySQL' and a search bar. The main content is titled 'Install Percona Server for MySQL on Google Kubernetes Engine (GKE)'. It contains several sections: 'Prerequisites', 'Create and configure the GKE cluster', and 'Troubleshooting'. A note at the bottom states: 'You can configure the settings using the `gcloud` tool. You can run it either in the Cloud Shell or in your local shell (if you have installed Google Cloud SDK locally on the previous step). The following command will create a cluster named `my-cluster-name`:'. Below this is a code block:

```
$ gcloud container clusters create my-cluster-name --project <project name> --zone us-central1
```

. A 'Note' section follows.

AFTER

The screenshot shows a documentation page for Percona Server for MySQL. The header includes the title 'Percona Server for MySQL' and a search bar. The main content is titled 'Quickstart Guides'. It contains several sections: 'Installation', 'Quickstart Guides', 'Install via apt', 'Install via yum', 'Kubernetes', 'Docker', 'Manual Download', 'Post-installation tips', 'Upgrade', and 'Downgrade'. A note at the bottom states: 'If you're on Ubuntu or Debian, use `apt` for convenience. On the other hand, if you're on Red Hat Enterprise Linux or CentOS, you can easily use `yum`'. Below this is a 'Package Manager' section with buttons for 'Install via apt' and 'Install via yum'. A 'Note' section follows.

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](#)

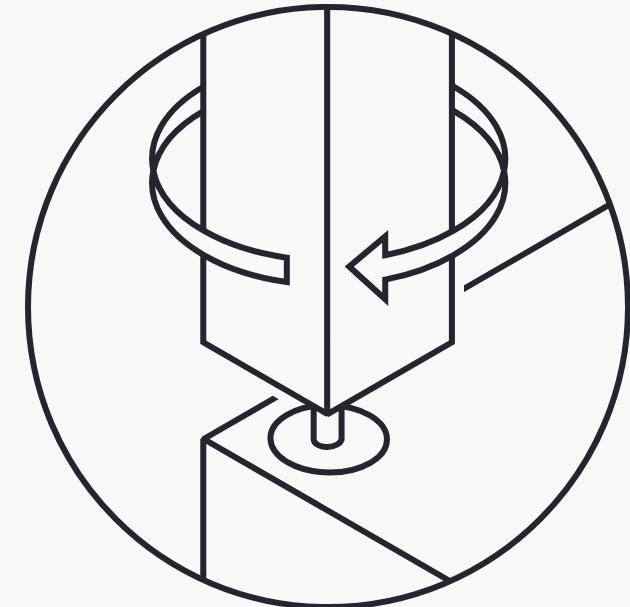
Was this page helpful?

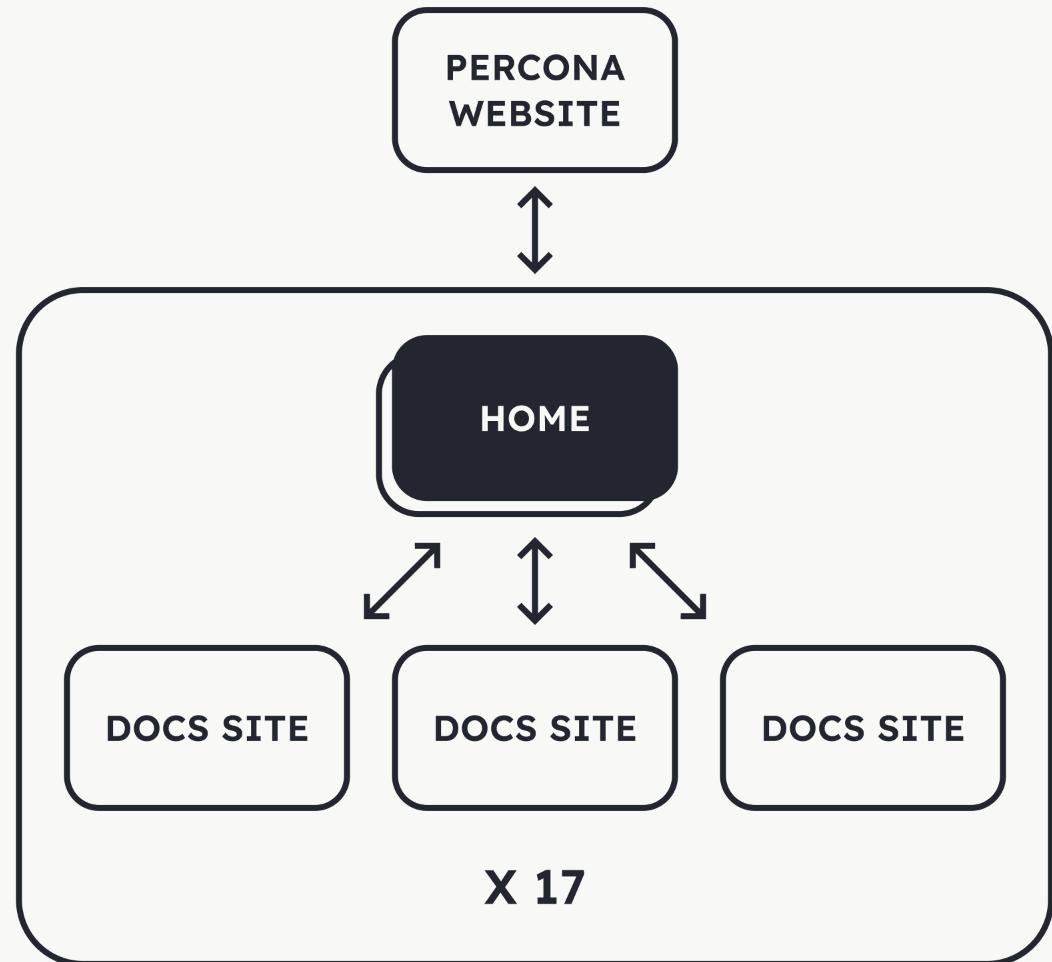
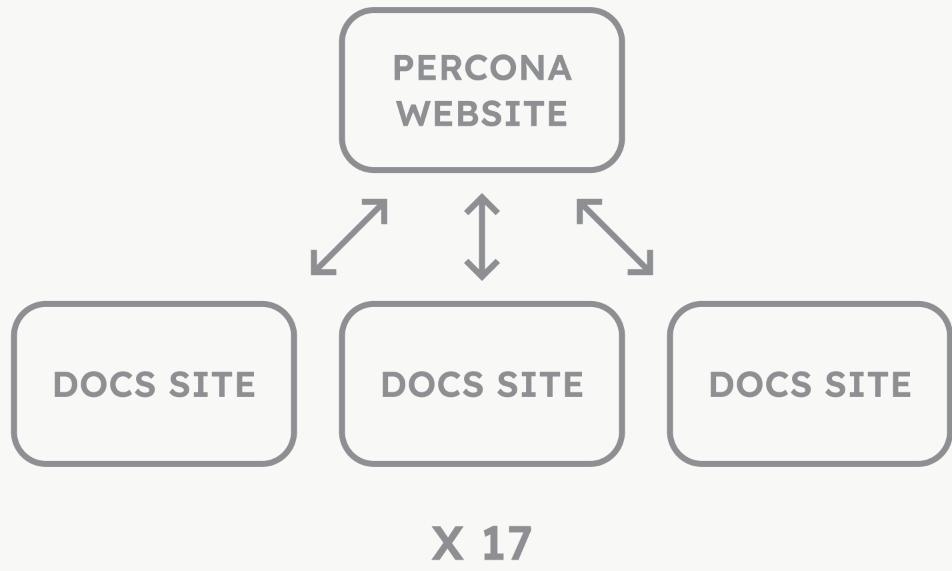
😊 😞

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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

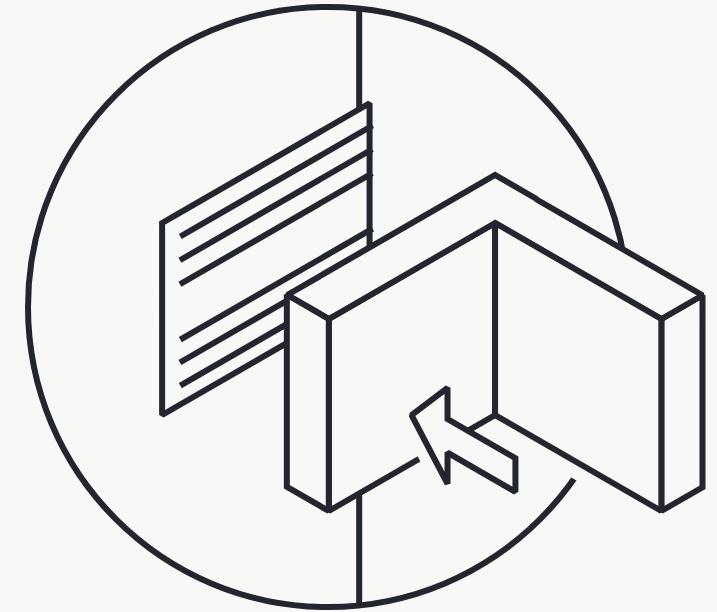
Documentation for Percona's private database-as-a-service open-source software.

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
```

At the bottom, a note states: "For more information on `percona-release` command see [Configuring Percona Repositories](#)".

Step 5 is listed as: "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 header of the Percona Server for MySQL website. It features a dark blue bar with the text "Percona Server for MySQL" and three horizontal bars icon on the left. On the right are a toggle switch, a magnifying glass search icon, and a square icon with a downward arrow.

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](#)