

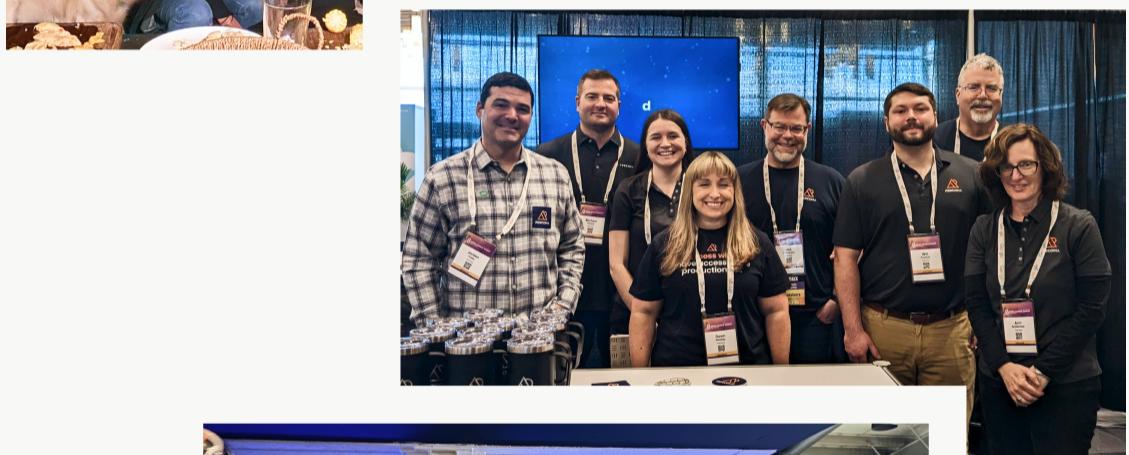
Re-thinking product adoption through documentation design

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

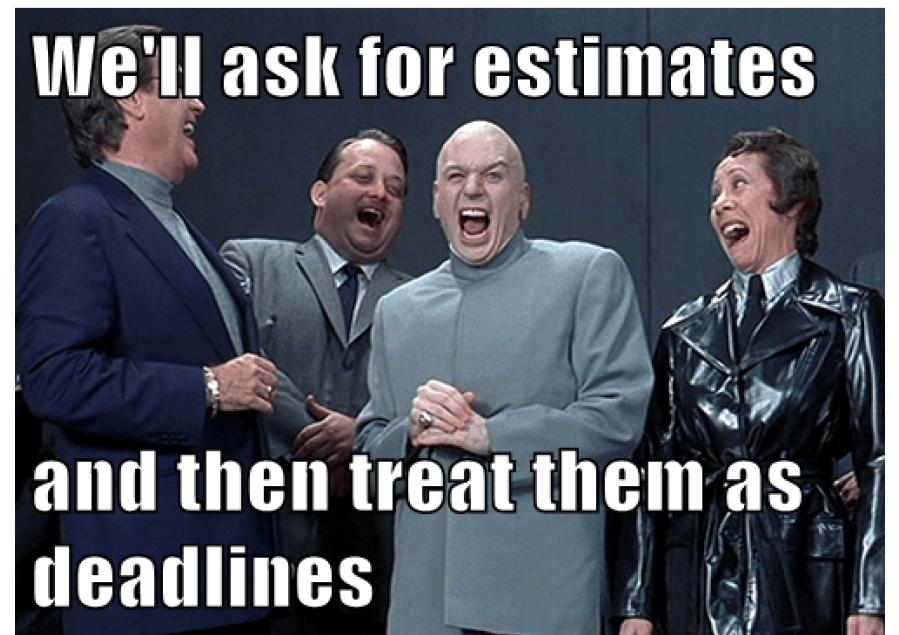


Databases = Hard

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...

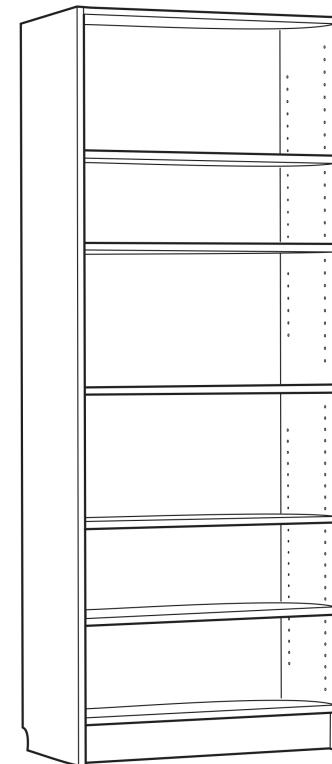


By only guessing



BILLY

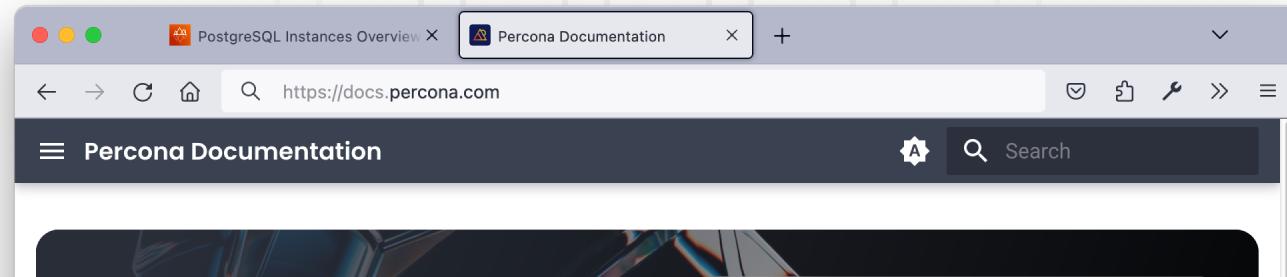
With documentation, we can promote adoption and good use of products.

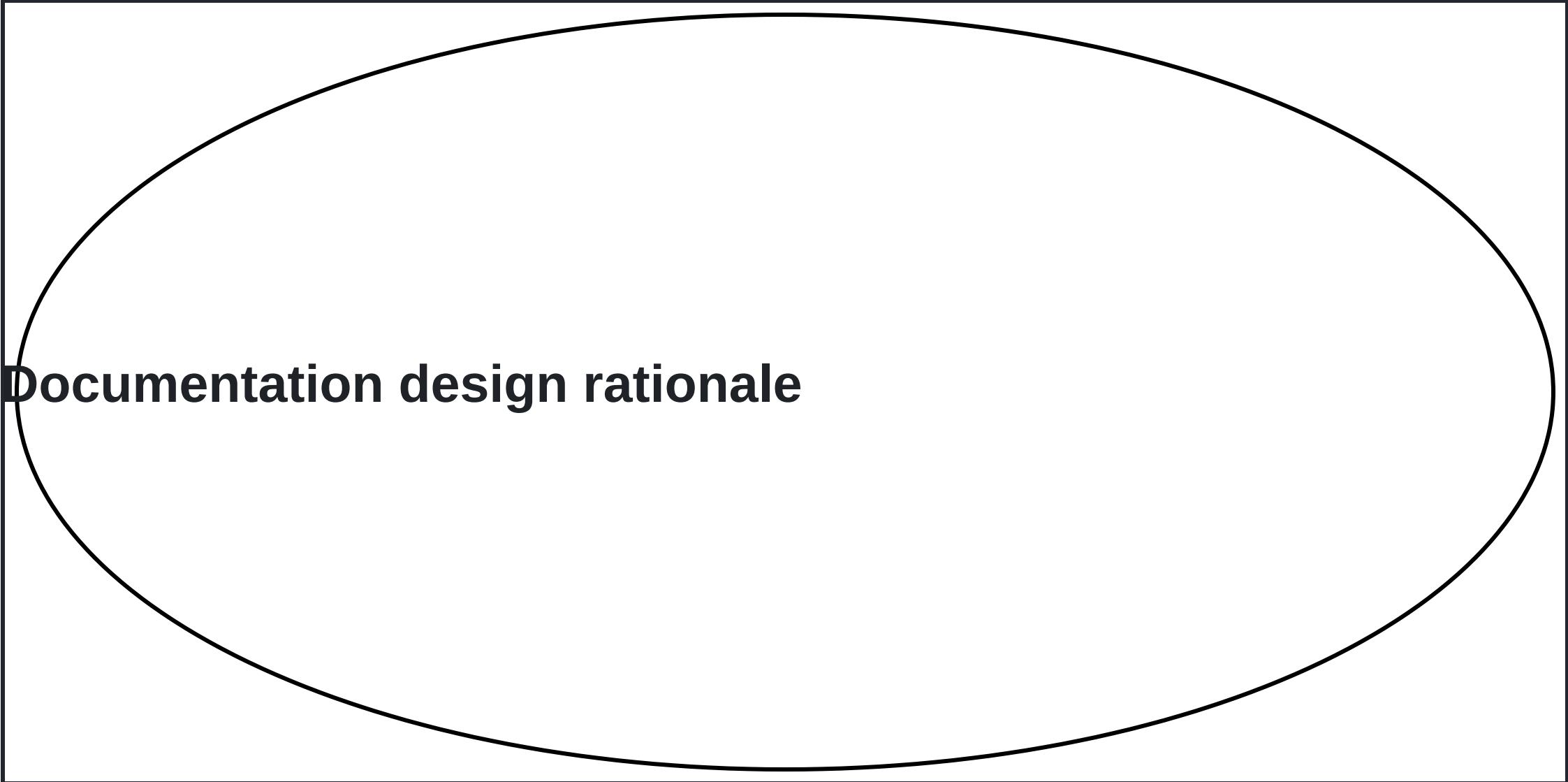


Design and Quality
IKEA of Sweden

With **INSTALL**, **DEVELOP**,
you also need to keep the documentation tab open.

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

The screenshot shows a documentation page for the Percona Operator for MySQL. At the top, there is a header bar with the title "percona Operator for MySQL based on Percona Server for MySQL" and a search bar. Below the header, there is a note about the tech preview status of the operator. The main content area has a sidebar on the left containing navigation links such as "Home", "Getting started", "Guides", "Concepts", "Deployment and restore", "Database and storage", "Monitoring and system", "Security and tolerations", "Annotations", "MySQL Options", "Networking with HAProxy", "Outer Configuration", "Encryption (TLS)", and "FAQ". The main content on the right is titled "Upgrade Database and Operator". It discusses the upgrade process starting from version 0.6.0, mentioning the upgradable components (the Operator, CRD, and Percona Server for MySQL) and two recommended upgrade scenarios. A "Note" box at the bottom states that the Operator supports the last 3 versions of the CRD, so upgrading the CRD is optional if the current version is one of the supported ones.

Co-ownership

Who could help? Where's the knowledge?

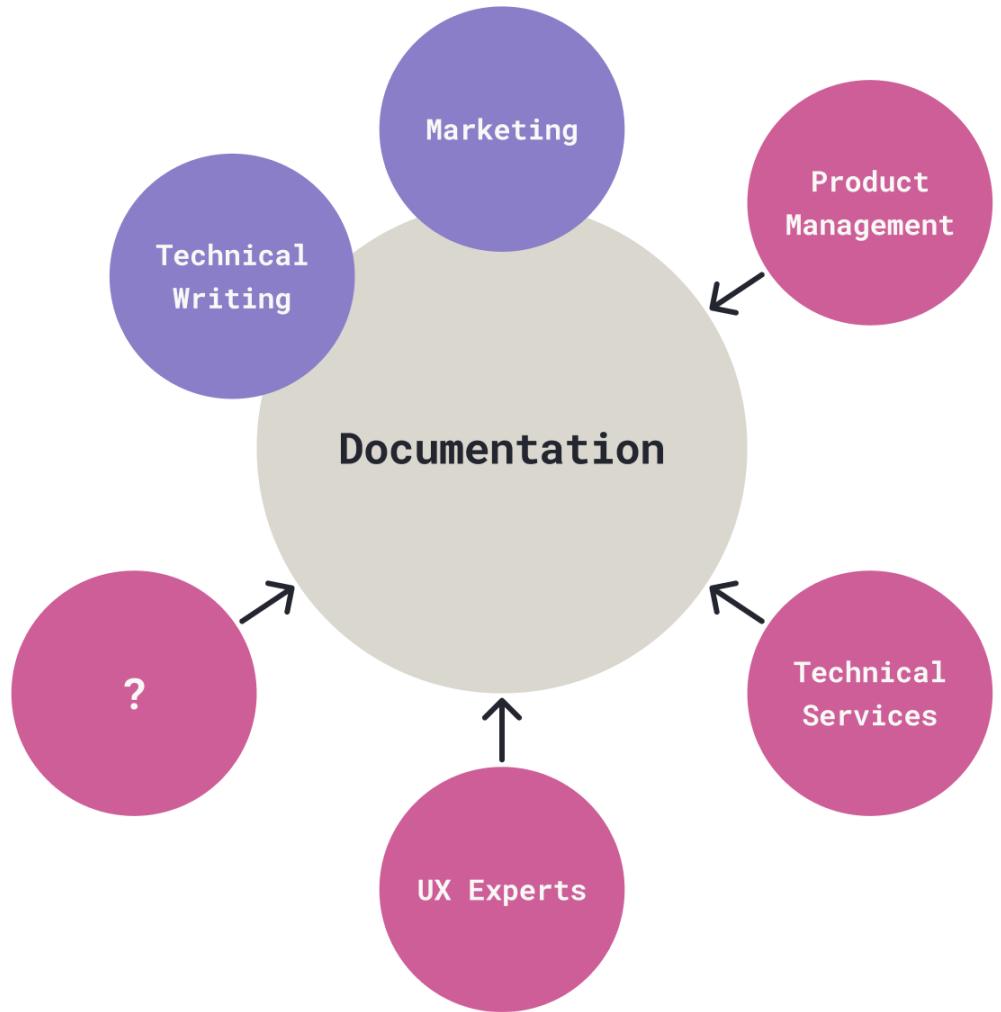
Who could share responsibilities?

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

The screenshot shows the Percona Operator for MySQL 0.6.0 documentation page. The header includes the Percona logo, a search bar, and a navigation bar with links like 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. Below the header, there's a 'Table of contents' section with links to 'Highlights', 'New features', 'Improvements', 'Bugs Fixed', 'Deprecation and removal', and 'Supported Platforms'. The main content area contains several sections: 'Welcome', 'Features', 'Quickstart guides', 'Installation', 'Configuration and Management', 'Troubleshooting', 'Reference', and 'Release Notes'. A prominent callout in the middle states: '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.' At the bottom, there's a 'Download PDF' link.

- Added spacing

- More chromatic contrast

- More reading contrast (headings Vs running text blocks)



- On-brand re-styling

The screenshot shows the Latest Release 8.0.33-25 documentation page. The header includes the Percona logo, a search bar, and a navigation bar with links like 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. Below the header, there's a 'Table of contents' section with links to 'About', 'Features', 'Release Notes', and 'Latest Release 8.0.33-25'. The main content area contains sections for 'About', 'Features', 'Release Notes', 'Latest Release 8.0.33-25', '2023', '2022', 'New features', 'Bug fixes', and 'Useful links'. The 'New features' section highlights changes like 'The support for user-defined collations will be removed in a future releases of MySQL.' and 'Find the full list of bug fixes and changes in the MySQL 8.0.33 Release Notes.'. The 'Bug fixes' section lists issues like 'PS-8647: tmp_table_size=51200 caused server exit.', 'PS-8683: Concurrent execution of FLUSH STATUS, COM_CHANGE_USER, and SELECT FROM T_S.PROCESSLIST led to deadlock.', 'PS-8713: mysql_binlog_xxx() symbols were not exported in libmysqlclient.so.', 'PS-8719: Audit log plugin stalled on flush.', and 'PS-8747: When Federated SE internal proxy-server connection timeout occurred, Got an error writing communication packets was reported back to the user while the actual operation was successful.' The 'Useful links' section points to the 'Percona Server for MySQL GitHub location' and 'Percona Product Downloads'.

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

Added

Percona Operator for MySQL based on Percona Server for MySQL v 1.0.0 · percona/k8sps-docs

Search

percona/pk8sps-docs

Table of contents

File clusters
Create and configure the GKE cluster

Install the Operator and
deploy your MySQL cluster

Verifying the cluster deployment
Troubleshooting
Removing the GKE cluster

Prerequisites

All commands from this guide can be run either in the [Google Cloud shell](#) or in [your local shell](#).

To use [Google Cloud shell](#), you need nothing but a modern web browser.

If you would like to use [your local shell](#), install the following:

1. [gcloud](#). This tool is part of the Google Cloud SDK. To install it, select your operating system on the [official Google Cloud SDK documentation page](#) and then follow the instructions.
2. [kubectl](#). It is the Kubernetes command-line tool you will use to manage and deploy applications. To install the tool, run the following command:

```
$ gcloud auth login
$ gcloud components install kubectl
```

Create and configure the GKE cluster

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`:

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

Note

Guidelines and resources to place icons, buttons, dividers and tabs

Guidelines to flag key bits of content and decision-making points



Percona Server for MySQL

About Installation How to Backup and Restore Security Storage Engines Troubleshoot Reference Installing PMM

percona/psmysql-docs

Search

Table of contents

Install via apt
Install via yum
Kubernetes Docker
Manual Download Post-installation tips Upgrade Downgrade

Quickstart Guides

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 features, and is trusted by enterprises for demanding workloads. [Read more](#)

You can select from multiple easy-to-follow installation options, but we recommend using a Package Manager for a convenient and quick way to try the software first.

Package Manager Kubernetes Docker Manual Download

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](#).

Choose your package manager below to get access to a detailed step-by-step guide.

[Install via apt](#) [Install via yum](#)

Install via apt

Before starting, we advise updating the [apt](#) repositories and installing [curl](#) download utility to fetch the package. If you want to fetch the package manually, follow this guide instead: [Manual Installation](#).

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

Once everything is updated and ready, you can follow the below tasks to install:

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 a section of the Percona Uninstall documentation. It includes a sidebar with links like Installation, Quickstart Guides, and Uninstall. The main content area has two sections: one for removing packages and another for purging them. Both sections include terminal commands and a warning about data loss.

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](#)

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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 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 dark header "Installation guide". Under "Installation", there are sections for Installation, 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 sub-links for Installation guide, Run/Stop, apt Pinning, Uninstall, and a "curl" command example: \$ sudo apt update
\$ sudo apt install curl. A note says: "Once everything is updated and ready, you can follow the below tasks to install:". A numbered list of steps follows:

- 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

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 the performance, scalability, availability, and enhanced backups, and is trusted by enterprises for demanding workloads.

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

```
$ 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 Percona Server with the `percona-server-server` 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?

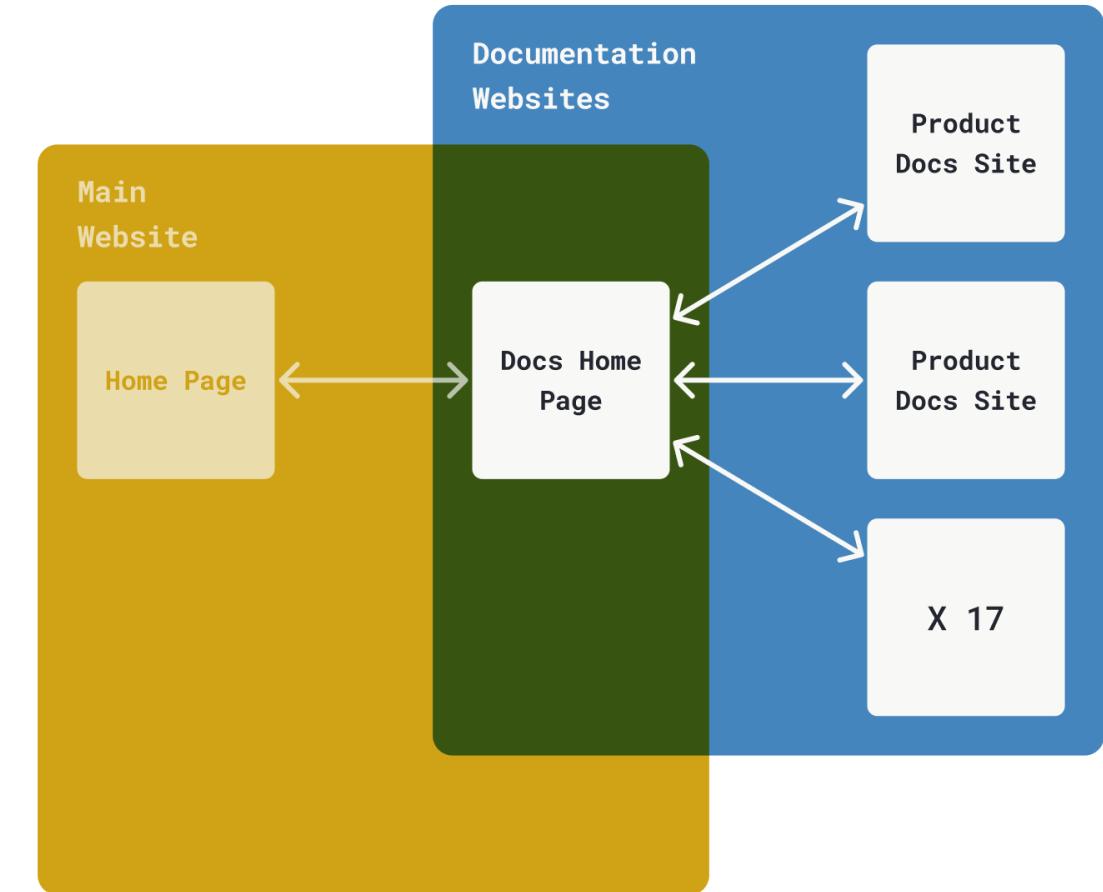
Does it feel whole and credible?

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