

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

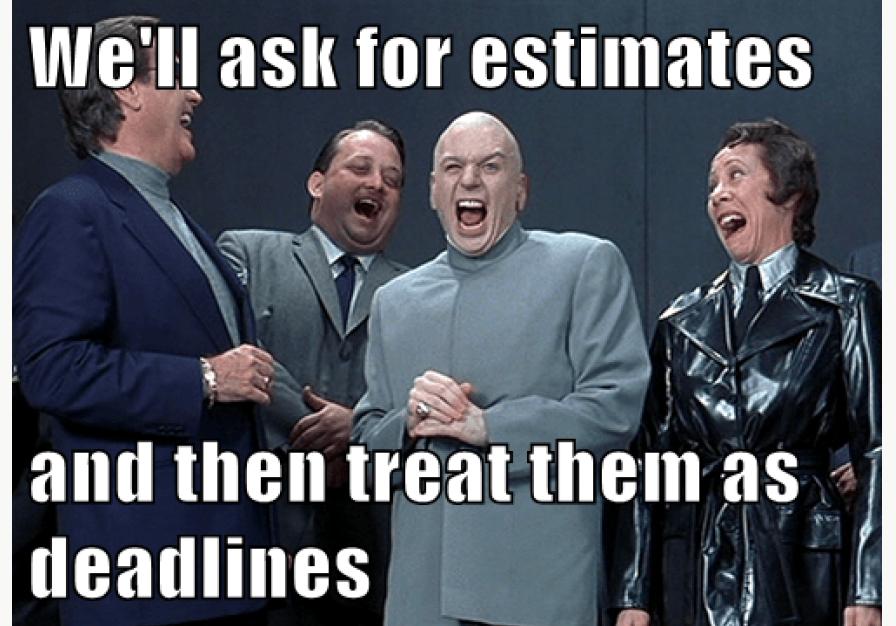


**DATABASES = HARD
SOFTWARE = HARD
DESIGN = HARD**

Technical, complex, costly

Error 404: Design culture not found

Rapid software implementation ≠
Rapid UX implementation



**We'll ask for estimates
and then treat them as
deadlines**

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

Imagine assembling this...

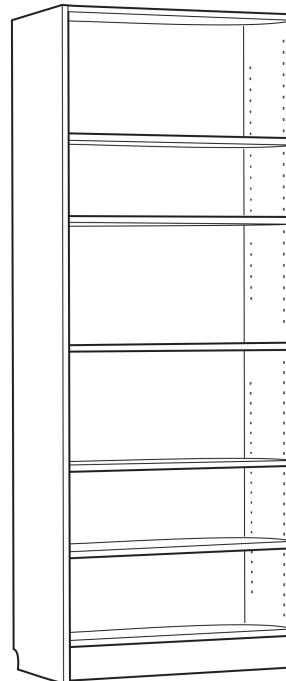


By only guessing



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.

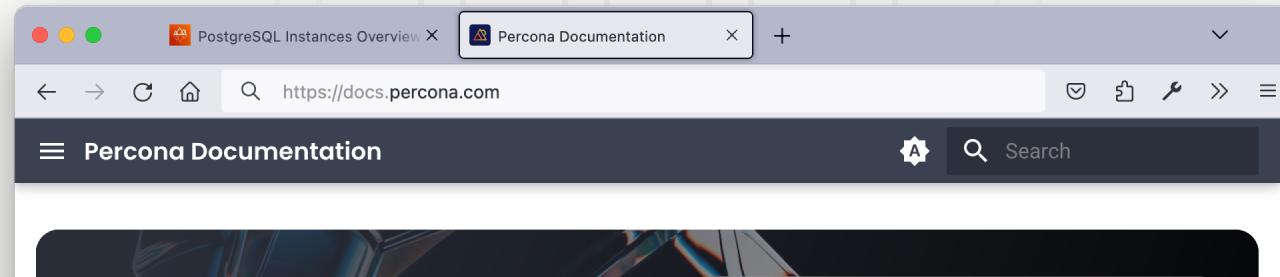
INSTALL



DEVELOP



UPKEEP





DOCUMENTATION DESIGN RATIONALE

STRATEGIC ASSET

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.

CO-OWNERSHIP

Who could help?

Where's the knowledge?

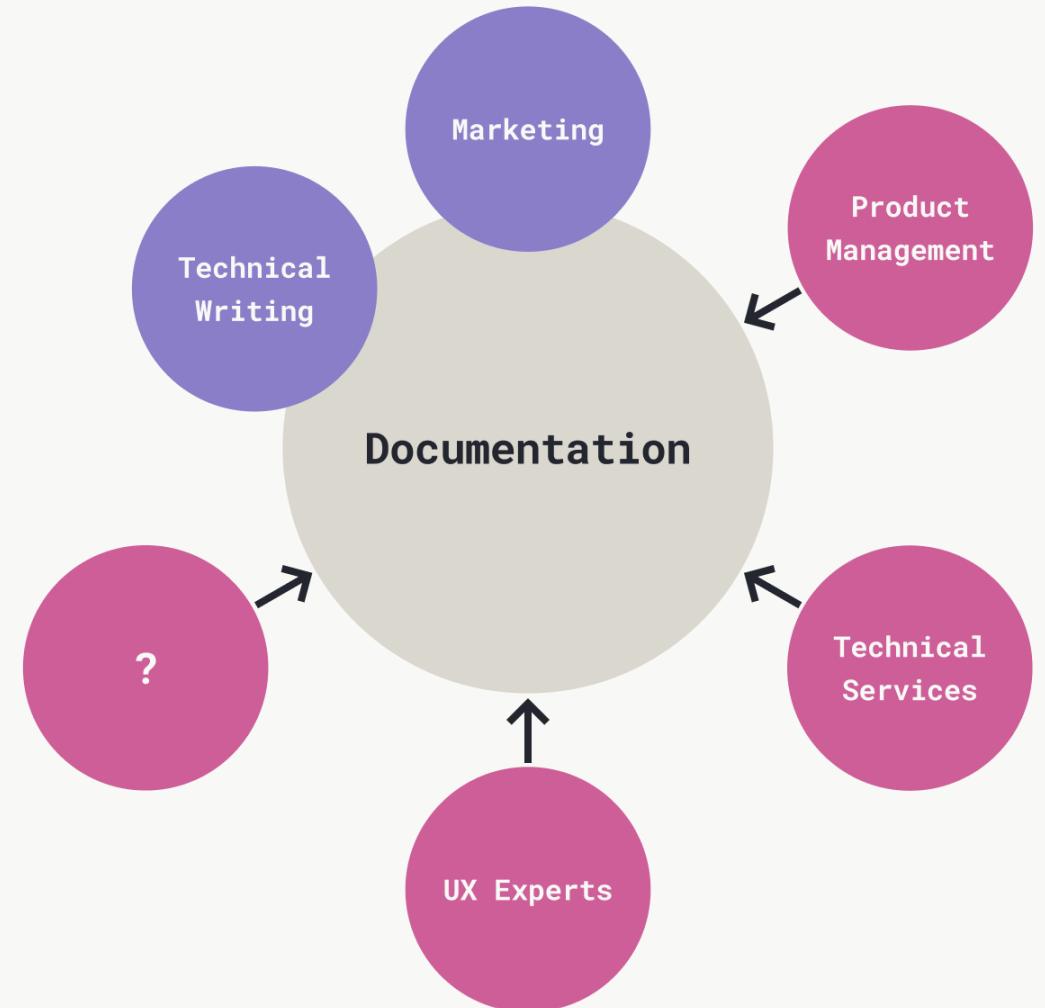
Who could share responsibilities?

Kept

- Creation of content • Management
- Data analysis

Added

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



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)' documentation page. The header includes the Percona logo, title, 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'. The main content area has a dark background with white text. It features a sidebar with navigation links for various MySQL versions and sections like 'Features', 'Highlights', 'New features', 'Improvements', 'Bugs Fixed', 'Deprecation and removal', and 'Supported Platforms'. The main content area contains detailed text about the Operator's functionality and its evolution from a tech preview to a general availability stage.

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', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. The main content area has a light background with dark text. It features a sidebar with navigation links for 'About', 'Features', 'Release Notes', and 'Latest Release 8.0.33-25'. The main content area contains detailed text about the latest release, including 'New features' (with a list of bugs fixed), 'Bug fixes' (with a list of specific bugs), and 'Useful links' (with links to GitHub and product downloads). A large black arrow points from the 'BEFORE' screenshot to the 'AFTER' screenshot, indicating the transition.

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 dark-themed web page for the 'Percona Operator for MySQL based on Percona Server for MySQL'. The main content is titled 'Install Percona Server for MySQL on Google Kubernetes Engine (GKE)'. On the left, there's a sidebar with navigation links like 'Welcome', 'Features', 'Quickstart guides', 'Installation', 'System Requirements', 'Configuration and Management', 'Troubleshooting', 'Reference', and 'Release Notes'. Below the title, there's a 'Table of contents' section with links to 'Prerequisites', 'Create and configure the GKE cluster', 'Install the Operator and deploy your MySQL cluster', 'Verifying the cluster operation', 'Troubleshooting', and 'Removing the GKE cluster'. At the bottom, there's a 'Note' section with a note about using the gcloud command.

AFTER

The screenshot shows a light-themed web page for 'Percona Server for MySQL'. The main content is titled 'Quickstart Guides'. On the left, there's a sidebar with navigation links like 'About', 'Installation', 'How to', 'Backup and Restore', 'Security', 'Storage Engines', 'Troubleshoot', 'Reference', and 'Installing PMM'. Below the title, there's a 'Table of contents' section with links to 'Install via apt', 'Install via yum', 'Kubernetes', 'Docker', 'Manual Download', 'Post-installation tips', 'Upgrade', and 'Downgrade'. A large arrow points from the 'Installation' link in the sidebar to the 'Install via apt' link in the content area. The content area also includes sections for 'Install via apt' and 'Install via yum' with corresponding code snippets and notes.

Extended

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

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 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 large arrows point from the "Uninstall" link in the sidebar to two separate admonition boxes:

- 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.).

A call-to-action box at the bottom right says "Get expert help" with links to the Community Forum and Get a Percona Expert.

At the bottom of the page, there's a "Was this page helpful?" section with smiley and frowny face icons, and footer text about Percona LLC and cookie consent.

USER EXPERIENCE

What can we do for them?

How might we anticipate their needs?

How can we make them succeed?

Invested in

- Understanding the people's needs
- Experimenting with the navigation
- Creating guidelines for navigation streamlining
- Forming quickstart guides
- Make visually prominent guides

The screenshot shows a navigation bar with links: About, **Installation**, 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 Quickstart Guides, Install via apt, and Installation guide (which is expanded). The "Installation guide" section contains sub-links: Run/Stop, apt Pinning, Uninstall, Install via yum, Kubernetes, Docker, Manual Download, Post-installation tips, Upgrade, and Downgrade. To the right of the sidebar, a text box says: "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](#)". Below this is a code block:

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

. A note follows: "Once everything is updated and ready, you can follow the below tasks to install:". A numbered list of steps is 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 says: "For more information on `percona-release` command see [Configuring Percona Repositories](#)". Step 5 is partially visible at the bottom.

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](#).

UNIFICATION

Imagine using the documentation.

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

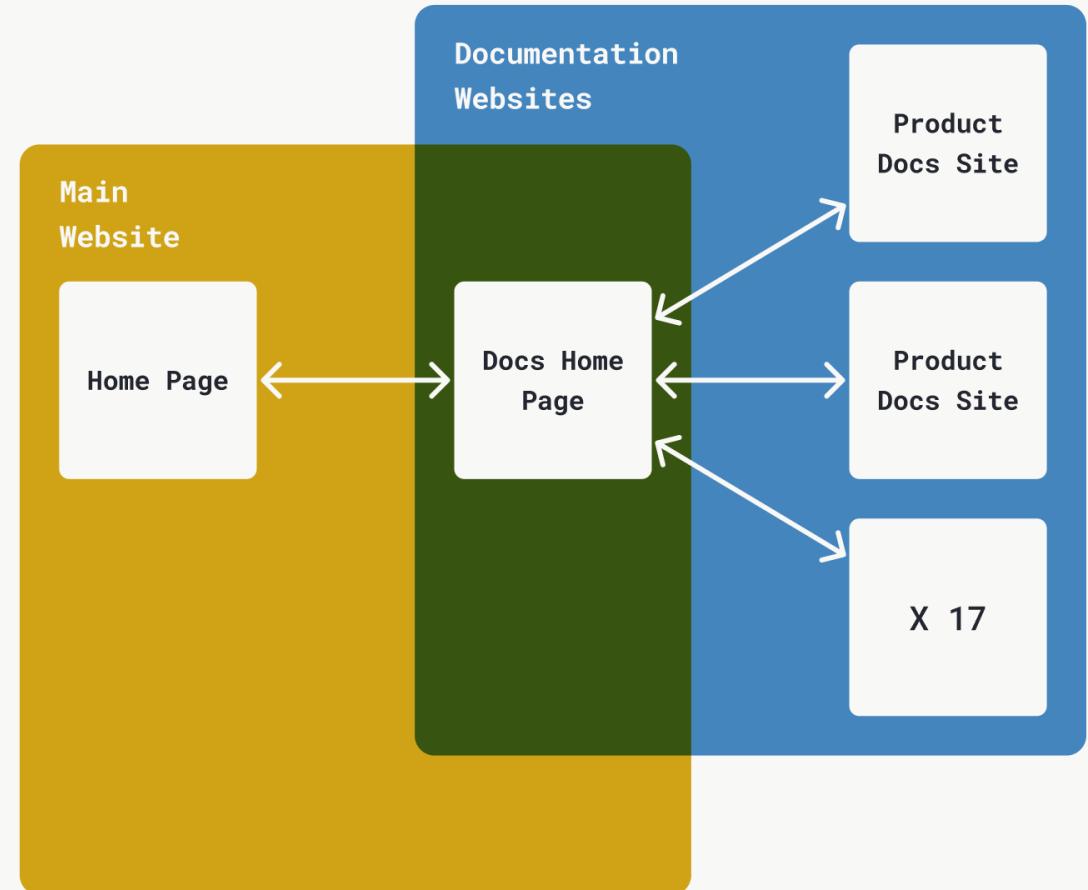
Does it feel whole and credible?

Changed things

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

Gained

- Documentation Home feels similar to other documentation sites
- Navigation patterns are similar
- It feels like the same space
- It's whole and professional



OVERVIEW

Done

- Defined a strategy for the documentation • Established the co-ownership
- Made it clear and accessible • Shaped a better user experience • Unified the website

To do

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

THANK YOU!

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

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