



# Unified docs

A content journey



# The problem

component-based  
product model



segregated docs

Puppet Enterprise  
built on Puppet



PE docs separate  
from Puppet docs



“

*Based on feedback from a large number of customers and prospects, we could really do with having more useful ‘how to Puppet’ type topics directly in our Puppet Enterprise documentation.*



# The complications

Content management

Docs maintained in  
separate repositories

Version management

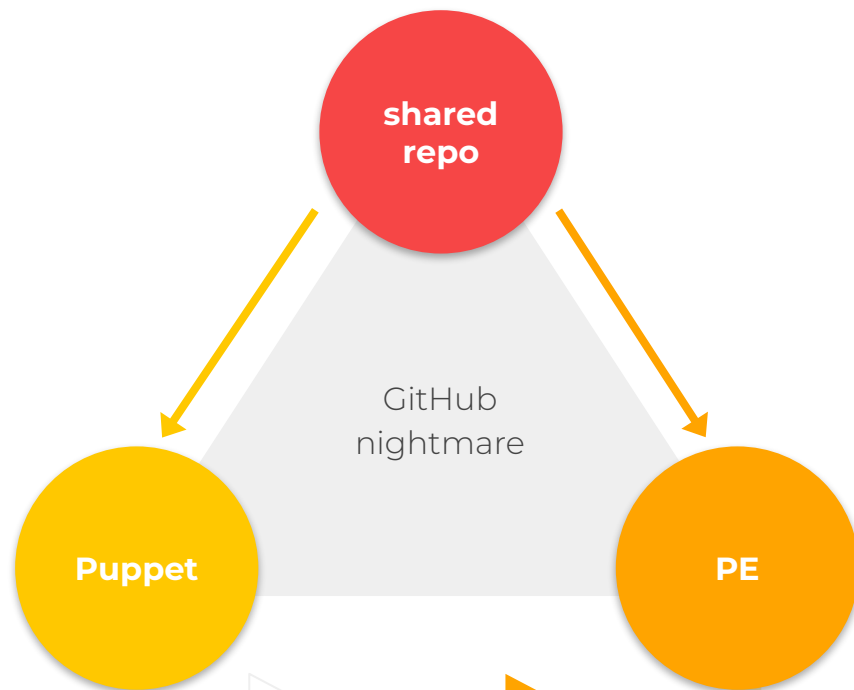
Docs released and  
versioned independently



# Half-baked solutions

- ◀ linking
  - ◀ difficult to maintain
  - ◀ bad UX
- ◀ duplicated content
  - ◀ difficult to maintain
- ◀ reuse from an intermediary repository
  - ◀ difficult to maintain
  - ◀ mind-boggling version management

# Reuse from an intermediary repository



**Let's fix this...**

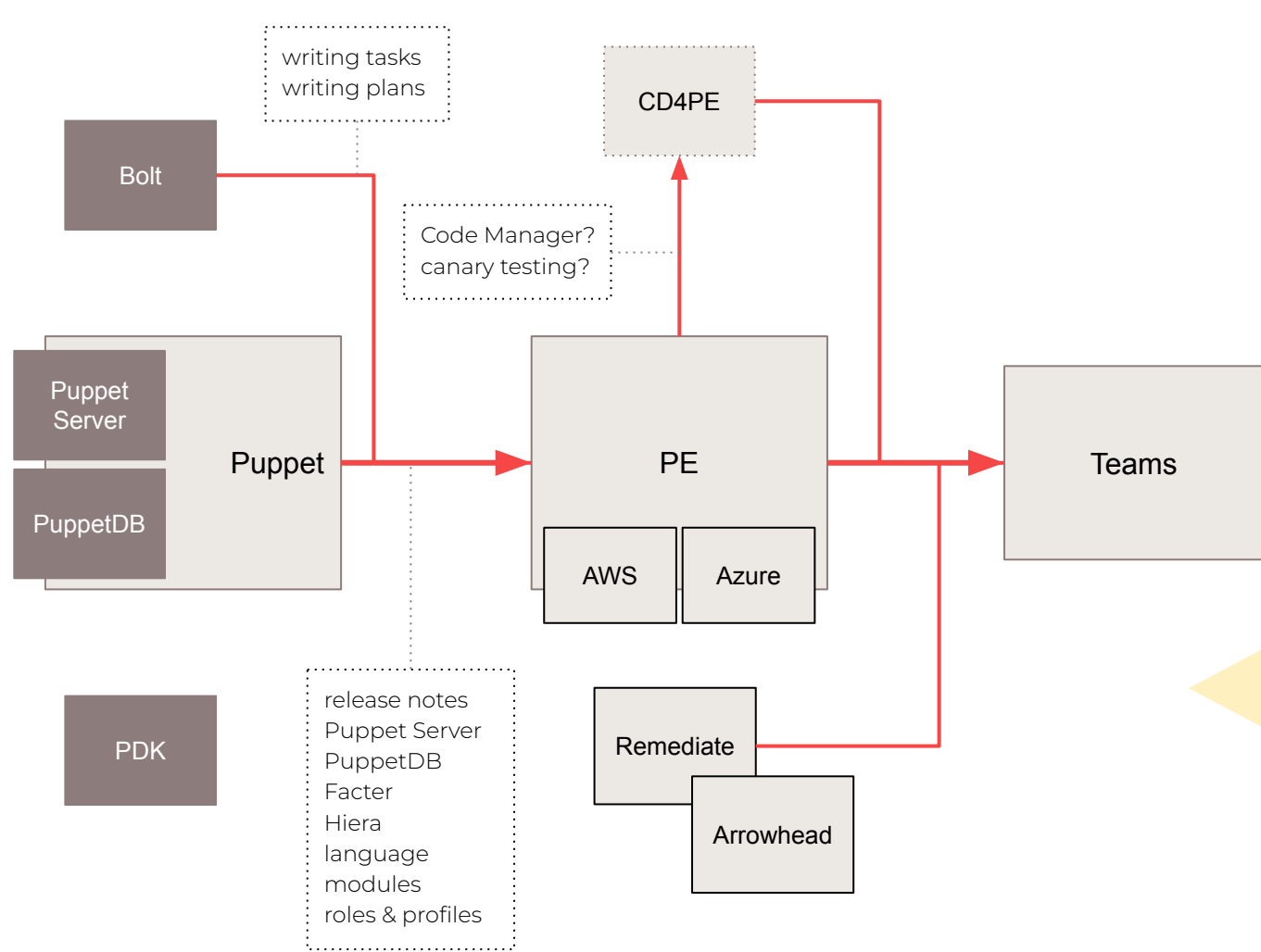




# The content analysis

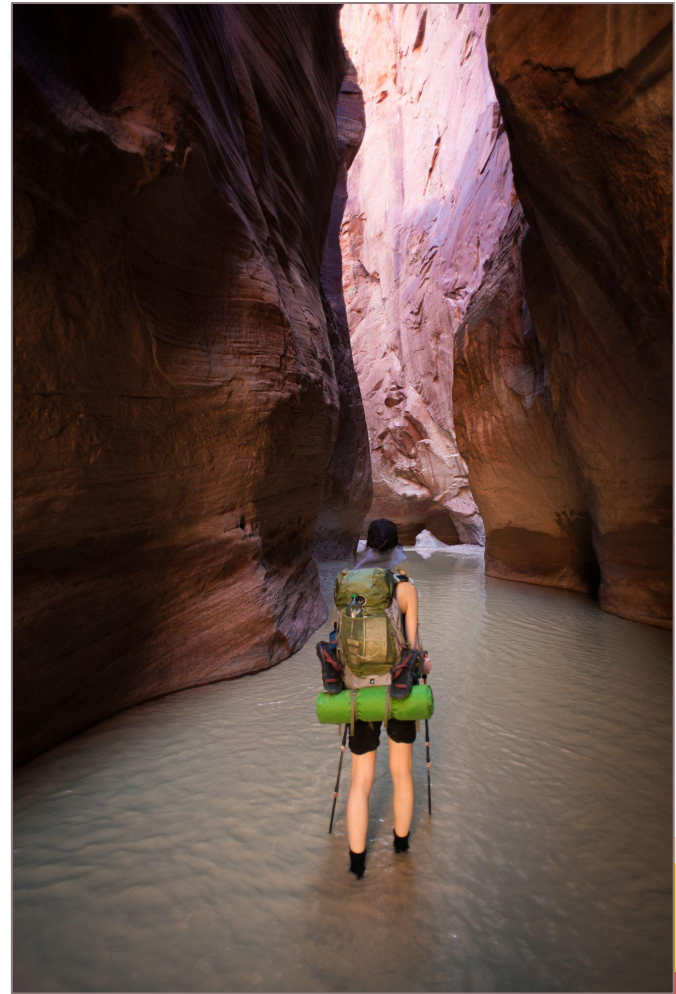
- ◀ Which products need to share content?
- ◀ What content needs to be shared?
- ◀ What direction does the sharing flow?







The conclusion?  
**Content flows one direction.**





## The solution

- ◀ Git subtree directly from one repo to the dependent repo
- ◀ Use tags for version management

- + [Welcome to Puppet Enterprise® 2021.2](#)
  - [Release notes](#)
    - » [PE release notes](#)
    - » [PE known issues](#)
    - [Platform release notes](#)
      - » [Puppet release notes](#)
      - » [Puppet known issues](#)
      - » [Puppet Server release notes](#)
      - » [Puppet Server known Issues](#)
      - » [PuppetDB release notes \(link\)](#)
      - » [Facter release notes](#)
      - » [Facter known issues](#)
      - » [What's new since Puppet 6?](#)
      - » [Upgrading from Puppet 6 to Puppet 7](#)
- + [Getting started with Puppet Enterprise](#)
- + [Installing](#)
- + [Upgrading](#)
- + [Configuring Puppet Enterprise](#)

# Platform release notes

Puppet Enterprise — 2021.2 (latest)

PE uses certain components of open source Puppet. Applicable platform release notes are collected here for convenience.

Open source component	Version used in PE
Puppet and the Puppet agent	7.8.0
Puppet Server	7.2.0
PuppetDB	7.4.1
Facter	4.2.1

- [Puppet release notes](#)  
These are the new features, resolved issues, and deprecations in this version of Puppet.
- [Puppet known issues](#)  
These are the known issues in this version of Puppet.
- [Puppet Server release notes](#)  
These are the new features, resolved issues, and deprecations in this version of Puppet Server.
- [Puppet Server known Issues](#)  
These are the known issues in this version of Puppet Server.
- [PuppetDB release notes \(link\)](#)  
These are the new features, resolved issues, and deprecations in this version of PuppetDB.
- [Facter release notes](#)  
These are the new features, resolved issues, and deprecations in this version of Facter.



# The iterations

- ◀ IDing shared content

writers might modify subtree'd copy of shared content

- ◀ labels on shared topics in source and target repo

- ◀ links

shared content brought along orphaned pages

- ◀ revised guidance on inline linking



## The takeaways

- ▶ Successfully sharing technical content across GitHub repositories
  - ▶ bridging DITA/XML and “Docs as Code”
- ▶ Model for future content-sharing
  - ▶ more components = more sharing
- ▶ Unified docs experience for enterprise customers
  - ▶ PE customers can see *all* the content they need

# How do I solve a content challenge?

**Analyze  
content**

What are our  
content needs?

**Examine  
options**

What are the  
possible fixes?

What are the pros  
and cons of each?

**Implement  
solution**

What's the best  
possible solution?

How do we make  
it happen?

**Iterate**

How can we  
improve?

# Thanks!

- ◀ [melissa.amos@gmail.com](mailto:melissa.amos@gmail.com)
- ◀ [linkedin.com/in/melissaamos](https://www.linkedin.com/in/melissaamos)