Building content journeys for the Ansible community

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ANSIBLE

Acknowledgements

Thank you!!

- PorterShed
- Emily and the Atlantec festival organizers
- Carol Chen from the Ansible community team at Red Hat

Ansible content journeys

This talk is going to explore ongoing work to build pathways that efficiently connect Ansible community users and contributors with documentation.

We’re going to talk about:

- The important role that community documentation plays for Ansible.
- Identifying personas and mapping their automation journeys.
- Removing barriers to entry and supporting users.
- Contributor opportunities!

Docsite

A set of statically generated HTML pages hosted at `docs.ansible.com`.

Overlay navigation for several content sets: Ansible package docs, Ansible core docs, Ansible Automation Platform.

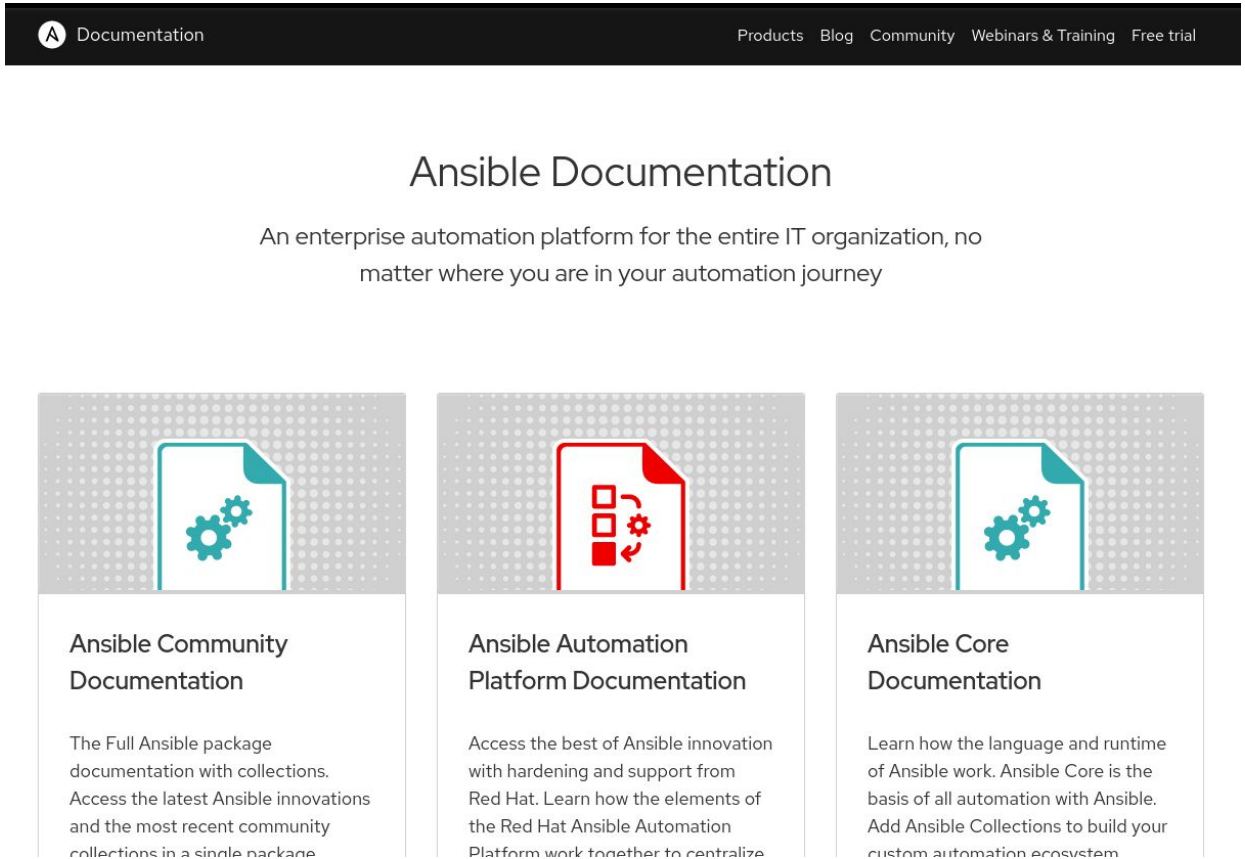
Main entry point for most new Ansible users.

The Ansible ecosystem

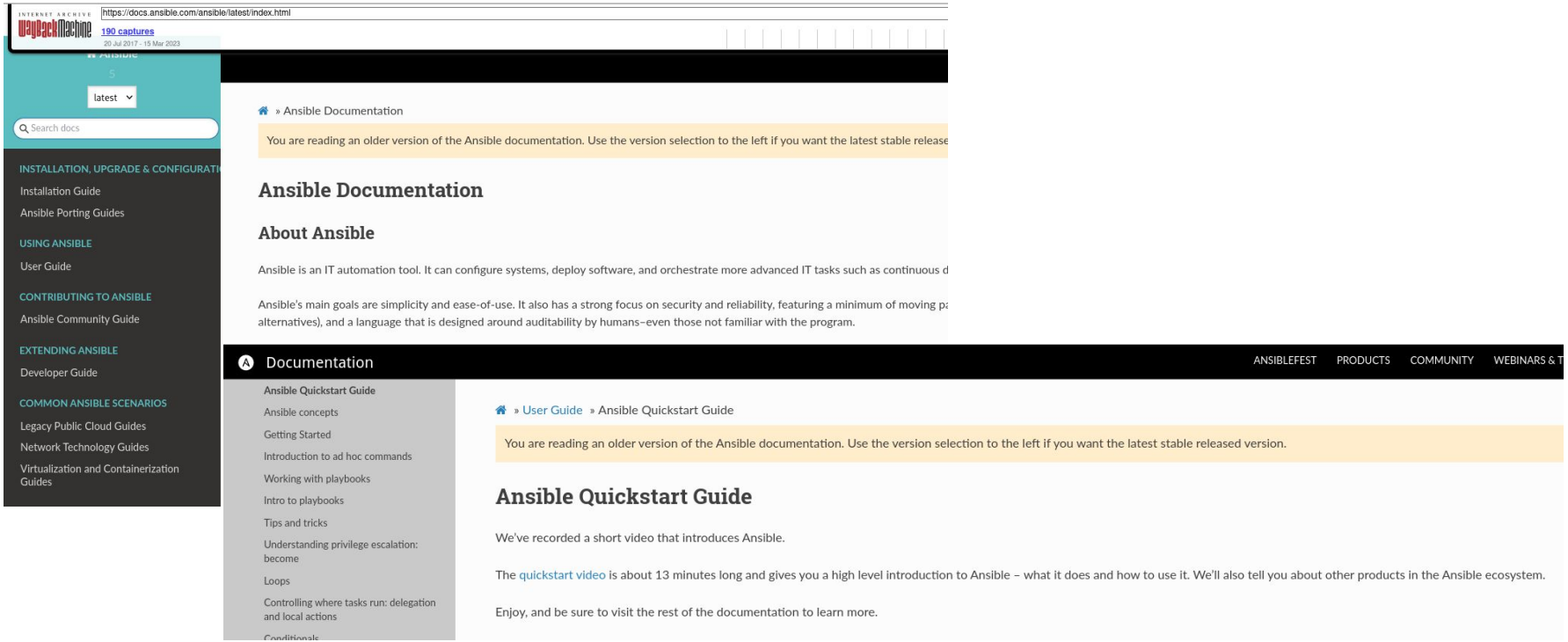
Ansible is an ecosystem of communities that spans numerous projects and areas of technology.

Ansible automation runs everywhere.

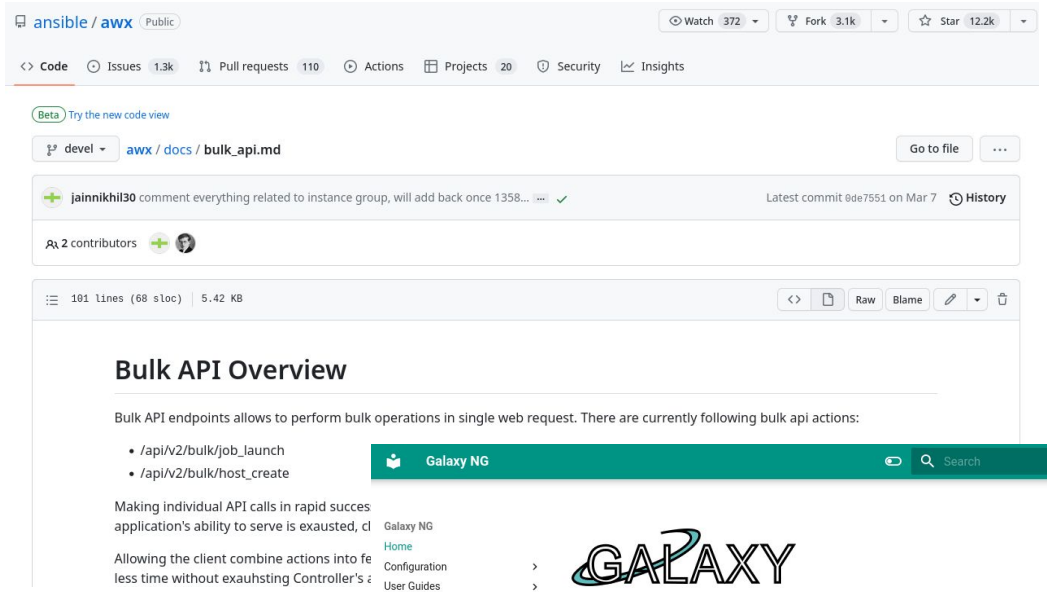
Snapshot of the docsite: May 07, 2022

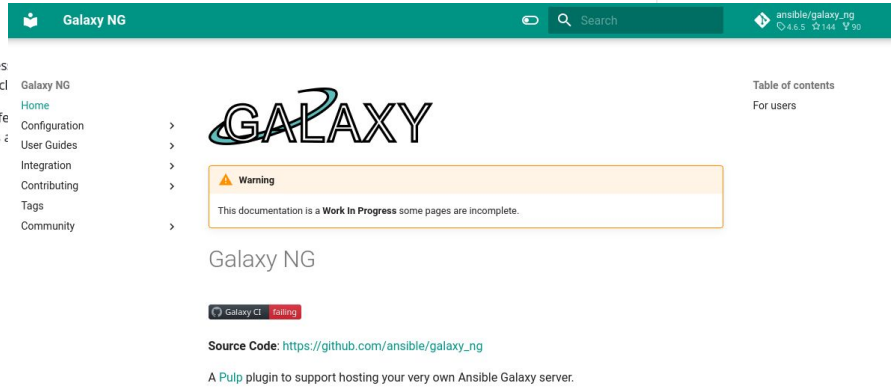


Barriers to entry for new users



Lack of cohesion across project docs





Introduction

Using Ansible content that depends on non-default dependencies can be tricky. Packages must be installed on each node, play nicely with other software installed on the host system, and be kept in sync.

To help simplify this process, we have introduced the concept of Execution Environments, which you can create with Ansible Builder.

Execution Environments

Execution Environments are container images that serve as Ansible control nodes. Starting in version 2.0, ansible-runner can make use of these images.

An Execution Environment is expected to contain:

- Ansible
- Ansible Runner
- Ansible Collections
- Python and/or system dependencies of:
  - modules/plugins in collections
  - content in `ansible-base`
  - custom user needs

Getting Started

To get started with Ansible Builder, start by creating an Execution Environment definition. This file allows you to specify which content you would like to include in your execution environment, such as collections, Python requirements, and system-level packages.

Once you have created a definition, read through the CLI Usage.

Why invest in community documentation?

A community-first approach to any project:

- Reduces technical debt through active contributions.
- Becomes a force multiplier that accelerates project growth.

Community documentation enables success.

Success increases adoption.

Adoption expands the project.

Understanding community needs

+

Identifying personas

- Needs
- Attitude
- Knowledge

https://github.com/ansible/docsite/blob/main/data/journeys/docsite-personas.md

Ansible docsite personas

Personas represent various humans who are all on different automation journeys with Ansible. These docsite personas help put users in context to identify their technical content needs at each stage of their respective journeys.

We use personas to ensure Ansible community users can find help when and where they need it. If the right support is there, users are much more likely to succeed with their goals. This leads to higher levels of adoption and a more vibrant, stronger community.

The practical goal of defining these personas is to improve the navigation and layout of the `docs.ansible.com` page.

Novice

I'm a general technologist who has an idea about automation. I might already have a project or solution in mind and want to see if Ansible is the right tool for the job.

- **Needs:** A low barrier of entry to gain the fundamentals of Ansible automation.
- **Attitude:** Wants to understand basic concepts quickly and can find small obstacles frustrating.
- **Knowledge:** Undetermined. It is possible that I use Microsoft Windows as my primary operating system. I might even be completely new to open-source technology. I can be a Linux enthusiast doing home automation, a member of an IT team for a small business, or a solution architect for large enterprise.

User

I write automation content like playbooks and roles. When writing playbooks and roles I like to evaluate multiple options to find simple solutions to complex problems.

User journey milestones

AWARE	EVAL	ADOPT	SCALE

Mapping out persona journeys

Novice

The novice journey is the basis for the "Get started with Ansible" section on the docsite index page.

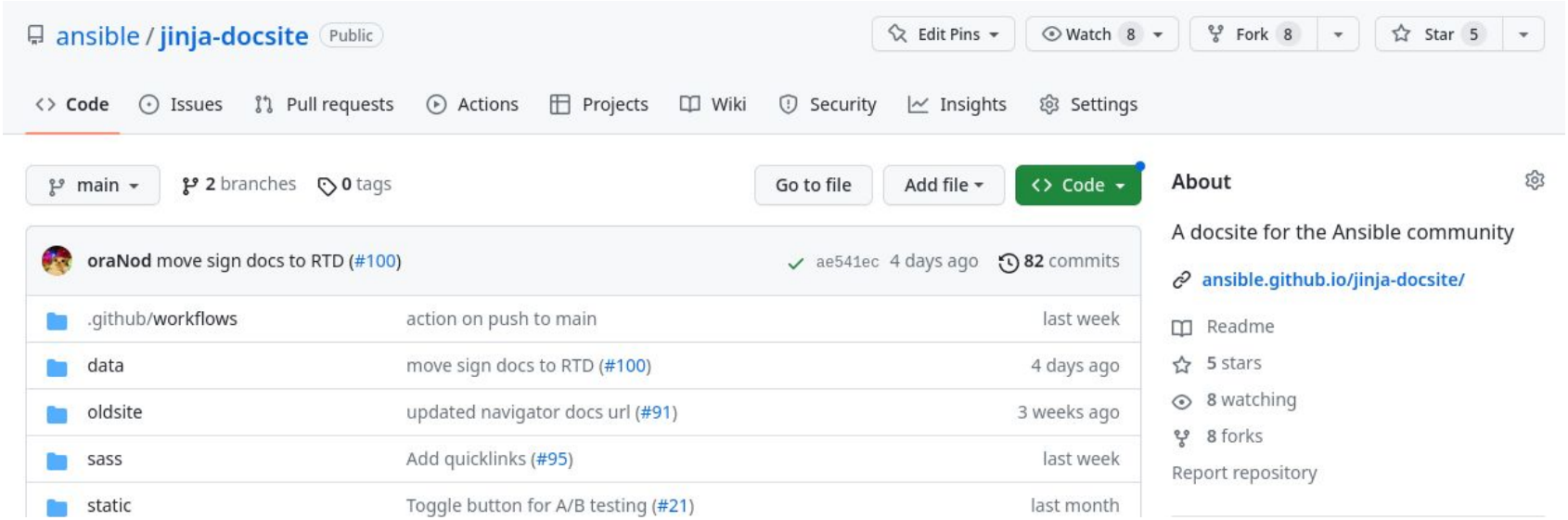
```
Milestone: Need to learn the basics
  Understand the challenges of modern infrastructure management [content gap]
  Understand the fundamentals of Ansible automation

Milestone: Set up an automation project
  Install the Ansible package
  Run your first ad hoc command in a few easy steps
```

Users

```
Milestone: Create automation
  Start writing Ansible playbooks
  Learn about Ansible modules

Milestone: Learn inventories
  Build inventory files to manage multiple hosts
  Use dynamic inventories

Milestone: Organize automation projects
  Use roles to structure the automation project

Milestone: Use Ansible tooling
  Use Ansible Lint to validate playbooks
  Install Molecule to develop and test Ansible roles
  Create and test playbooks with Ansible Navigator
  Use Ansible with Visual Studio Code and OpenVSX compatible editors

Milestone: Find Automation content
  Start exploring Ansible Galaxy
  Install and use roles
  Install and use collections
```

https://github.com/ansible/docsite/blob/main/data/journeys/docsite-journeys.md

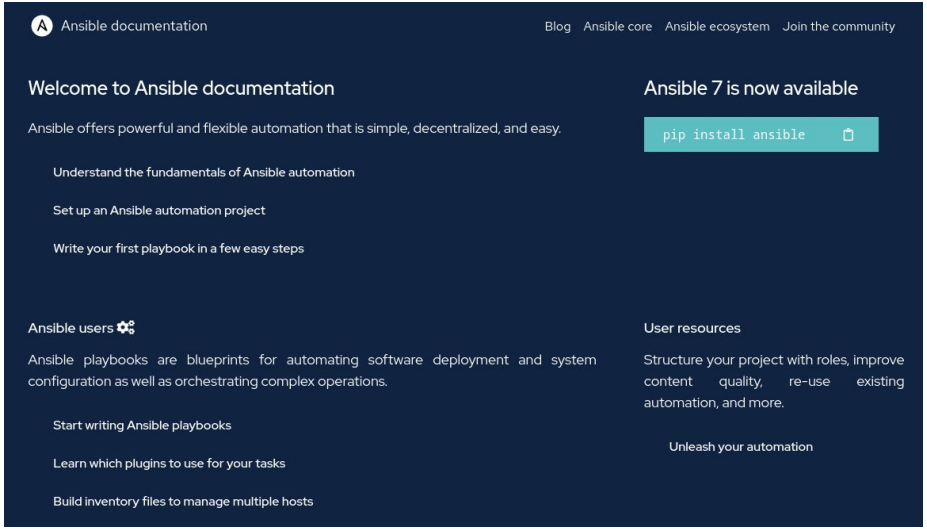
Make things available to the community

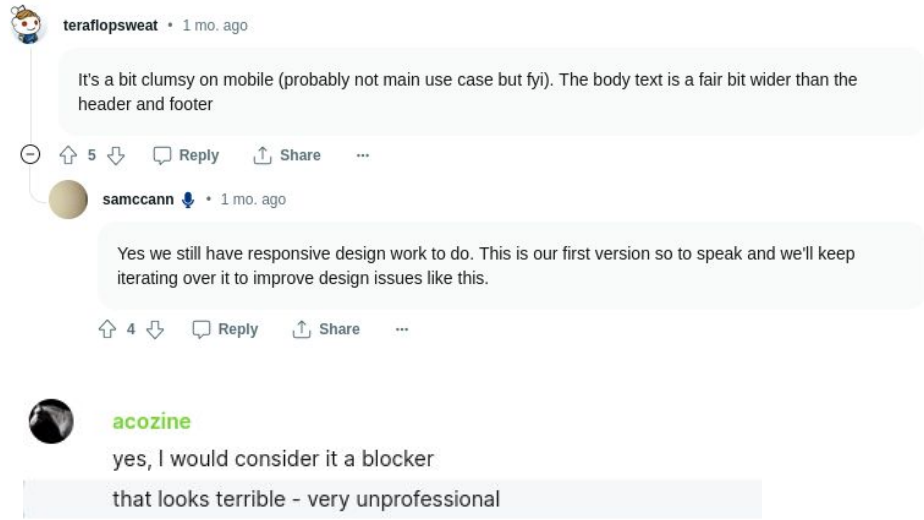


https://github.com/ansible/jinja-docsite

Cunningham's law

The best way to get the right answer on the internet is not to ask a question;
it's to post the wrong answer.





Gathered feedback and iterated quickly

HELP WANTED 🙏

andersson007_ contributed

> The new collection inclusion requests are waiting for your reviews. Please help the community extend the package!

Don Naro shared

> Come join us and help build a new docsite! The community team has been working to update the Ansible documentation landing page based on a set of user journeys. Right now we're working on a prototype docsite to improve the navigation and user experience.

gotmax23

I'm a bit unsure about the new docsite. I still can't figure out how to click through to access the community section/collections index

usethisforreddit • 1 mo. ago

> Add easy access to the index of all modules please. This is where I go to look things up.

6 Reply Share ...

Feedback started to trend more positively

BenJTT • 1 mo. ago

Thanks! This is great! I've been wanting to get into ansible but felt overwhelmed about where to start. This is clearer for a new person like me

3 Reply Share ···

alive1 • 1 mo. ago

As someone who's used Ansible for many years, and is now trying to onboard a whole org onto Ansible... THANK YOU!

The old design doesn't really do a good job of giving me a starting point to browse the docs. None of the boxes feel like clicking on "Take me to THE OFFICIAL DOCS" - instead, the user is supposed to somehow know beforehand that "Ansible Community" is the documentation, and not a non-official resource for meeting like-minded people.

It feels like it's trying to take me away from the docs. Its doing anything but trying to get me into the right section of the docs. It feels like it's denying that docs exist at all.

The new design actually feels like a landing page for the docs I'm looking for. "USING ansible" "GETTING started" "LEARN which plugins" "BUILD inventory". All the links are taking me to places that help me DO stuff. Finally. Thank you for doing this work.

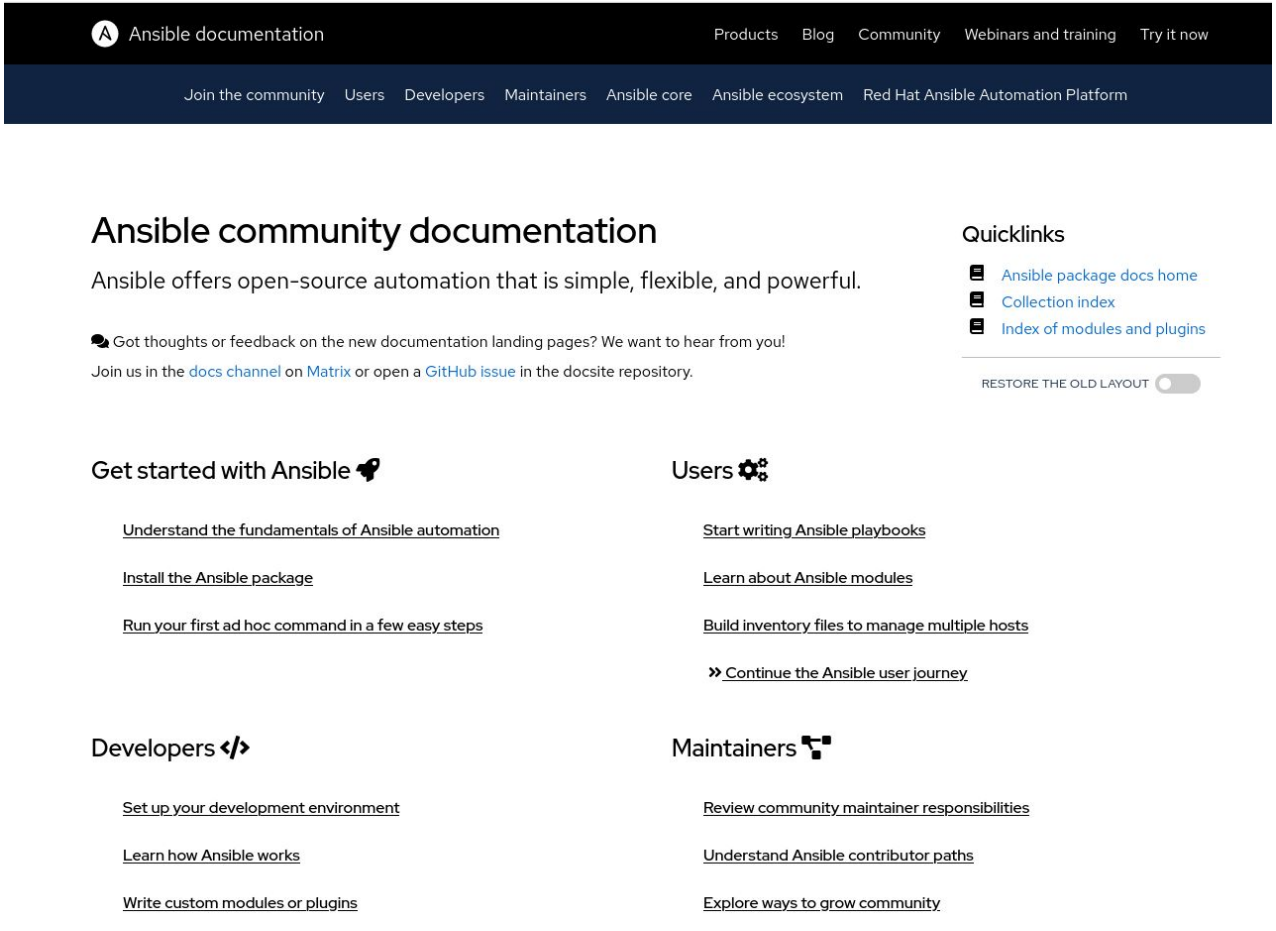
24 Reply Share ···

bcoca 8:04 PM

like it a lot more than the 'boxes'

1

Released a journey-based docsite



Continually solicit feedback and measure with analytics

Ansible Documentation

Welcome to the Ansible documentation. Find help that starts from the basic fundamentals of IT automation through to more advanced, enterprise-level use cases.

Try the new docsite

The Ansible community team is busy improving our documentation and want to hear from you! Join us in the docs channel on Matrix or open a GitHub issue and give us your feedback.
Use the slider to visit the new Ansible community docsite.

To the ecosystem, and beyond!

Ansible Ecosystem

RESTORE THE OLD LAYOUT

Projects in the Ansible ecosystem let you expand automation to a virtually unlimited set of use cases.

Got thoughts or feedback on the new documentation landing pages? We want to hear from you!

Join us in the docs channel on Matrix or open a GitHub issue in the docsite repository.

Ansible collections

Ansible collections offer distributions of playbooks, roles, modules, and plugins.

Find out how to use collections

Learn how to contribute to collections

Ansible AWX

AWX provides a web-based user interface, REST API, and task engine built on top of Ansible.

Ansible AWX documentation

AWX Operator

Ansible AWX Operator offers built-in intelligence and operational best practices for deploying on Kubernetes environments.

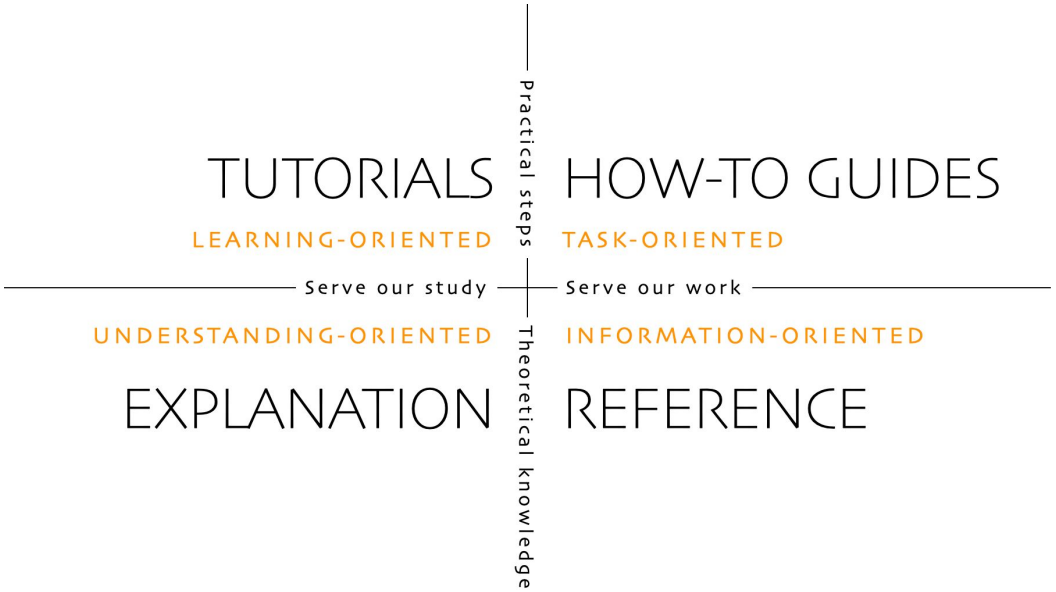
AWX Operator documentation

Ansible Builder

Ansible Builder lets you create Execution Environments, which are container images that act as Ansible control nodes.

Ansible Builder documentation

Using Diataxis to build complete journeys



https://diataxis.fr/

Join us!

Getting started with Ansible

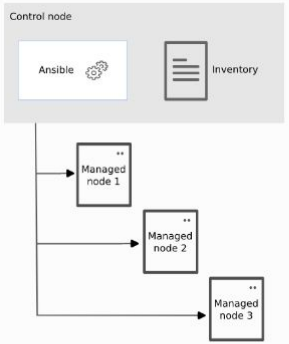
Getting started with Ansible

Ansible automates the management of remote systems and controls their desired state. A basic Ansible environment has three main components:

Control node
A system on which Ansible is installed. You run Ansible commands such as `ansible` or `ansible-inventory` on a control node.

Managed node
A remote system, or host, that Ansible controls.

Inventory
A list of managed nodes that are logically organized. You create an inventory on the control node to describe host deployments to Ansible.



Ready to start using Ansible? Complete the following steps to get up and running:

1. Install Ansible. Visit the installation guide for complete details.

```
python3 -m pip install --user ansible
```

2. Create an inventory by adding the IP address or fully qualified domain name (FQDN) of one or more remote systems to `/etc/ansible/hosts`. The following example adds the IP addresses of three virtual machines in KVM:

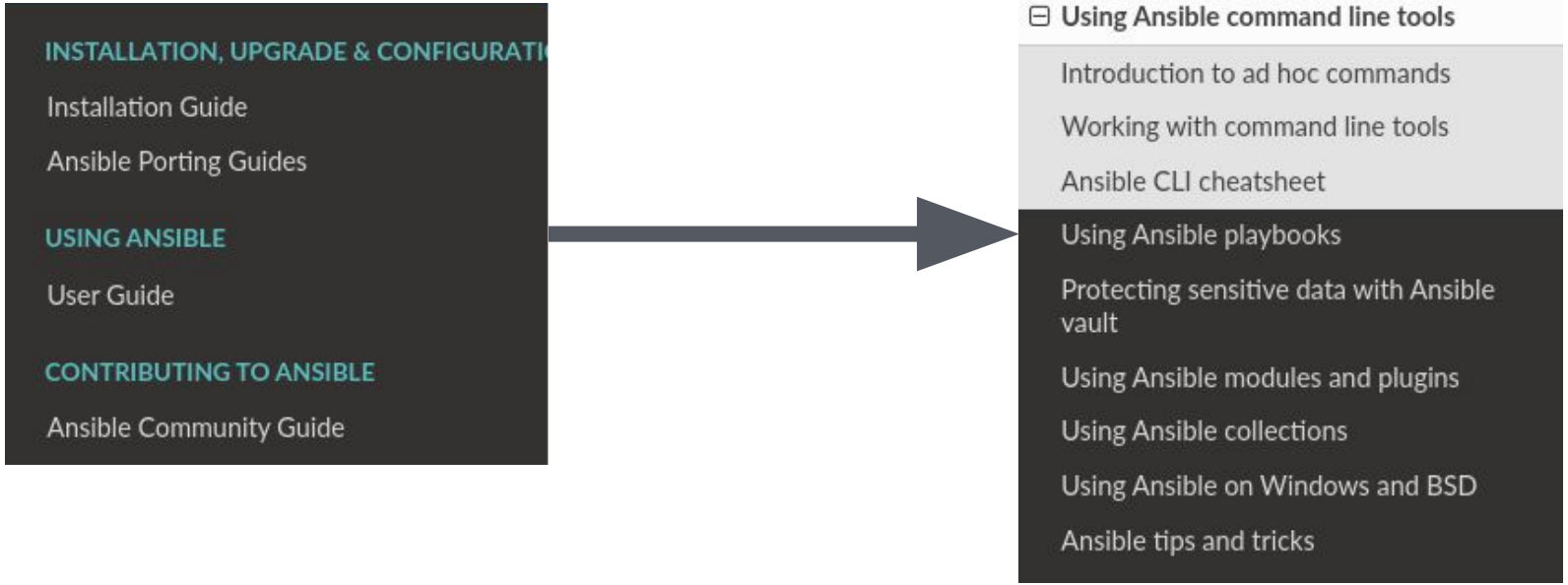
```
[myvirtualmachines]
192.0.2.50
192.0.2.51
192.0.2.52
```

3. Verify the hosts in your inventory.

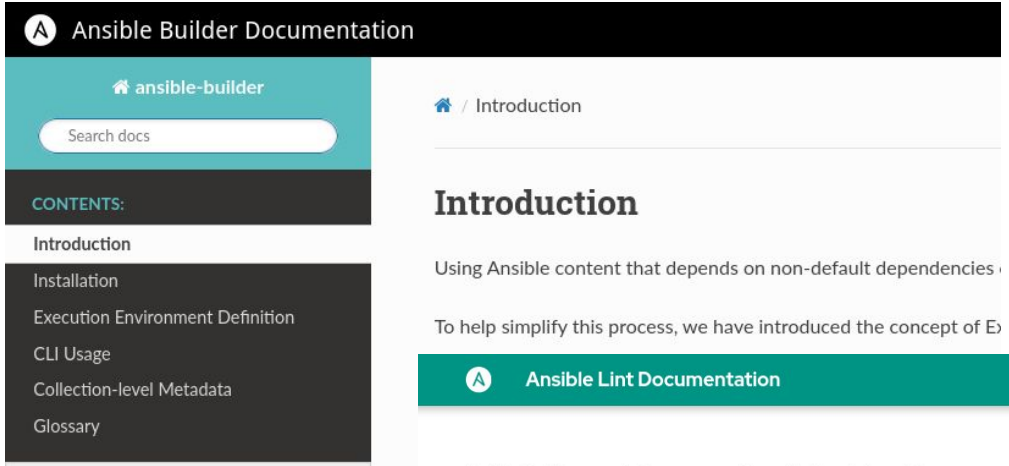
```
ansible all --list-hosts
```

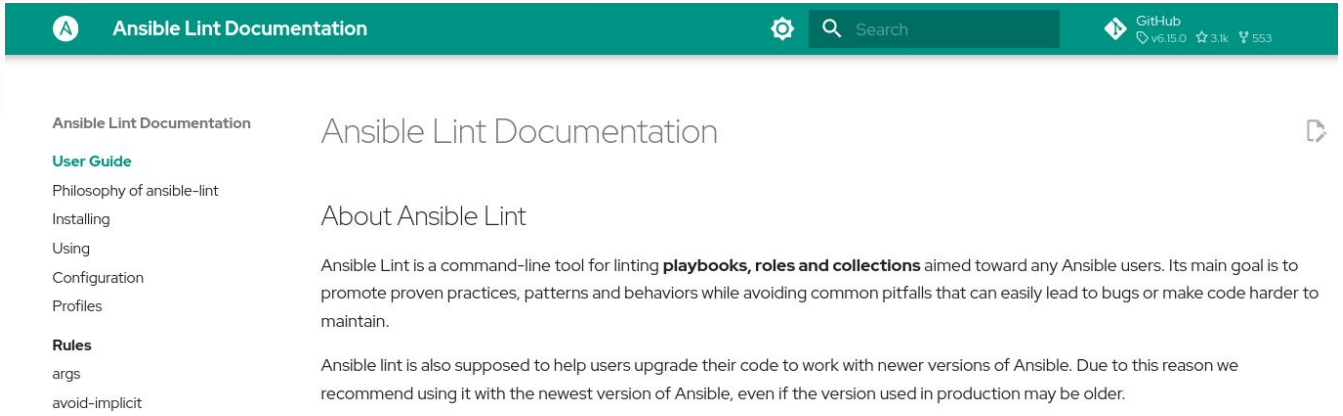
```
hosts (1):
  192.0.2.50
  192.0.2.51
  192.0.2.52
```

Breaking up monolithic books

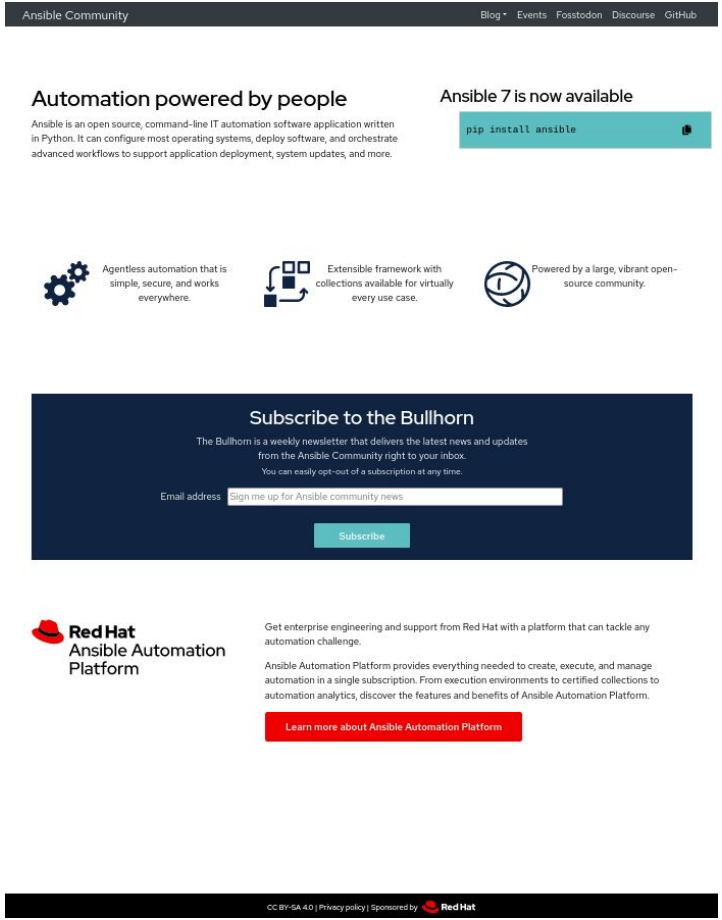


Cohesive ecosystem





Building a community website



https://github.com/ansible-community/community-website

How to get involved

matrix #docs:ansible.com

DaWGs working group weekly meeting:

Tuesday at 16:00 UTC

Thanks!

GitHub @oranod

matrix #social:ansible.com

ANSIBLE