

WtD Session



# Whose Documentation?

Payal Dhiman



# Payal Dhiman

**Senior Technical Writer**

@Wizeline

- Friendly introvert
- Ex-Software Engineer
- 4+ years in TW and loving it!
- Binge watcher of series!



# Whose Documentation?





# Agenda.

1. Product ideation meeting
2. Desirable features
3. Analyze document requirements
4. Documentation process
5. Say yes to...



# Agenda.

- 1. Product ideation meeting**
- 2. Desirable features**
- 3. Analyze document requirements**
- 4. Documentation process**
- 5. Say yes to...**



## Product ideation meeting **Attendees.**



Product Managers



Project Managers



Technical Leads  
/ Solution Architects



UX Designers



Technical Writers



Product ideation meeting

# Attendees.



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# Good user experience

# Work as expected

# Scalable

# Well documented



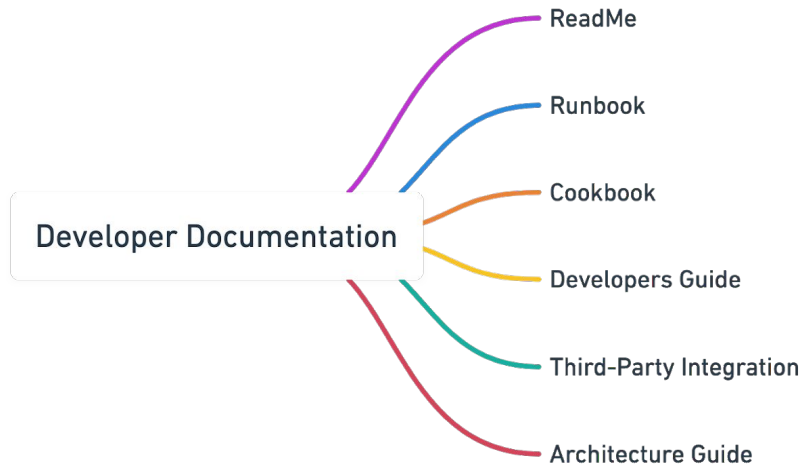
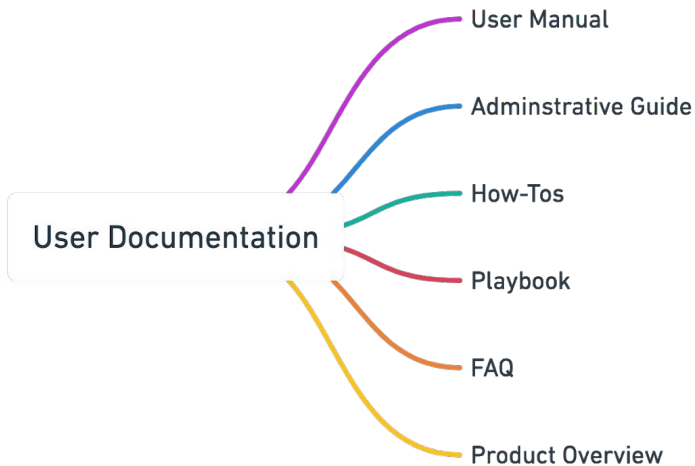


# Agenda.

1. Product ideation meeting
2. Desirable features
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5. Say yes to...



# Document deliverable





# Agenda.

1. Product ideation meeting
2. Desirable features
3. Analyze document requirements
- 4. Documentation process**
5. Say yes to...



Documentation process

# 4 steps.





Documentation process

# 4 steps.

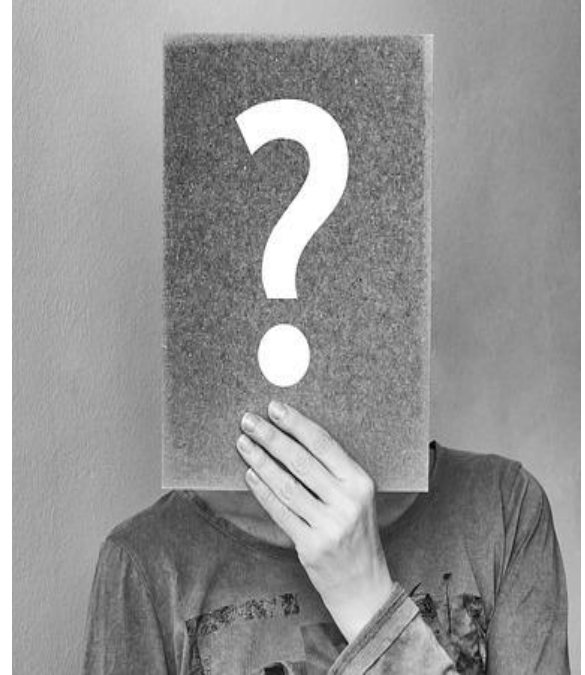


Step 1.  
**Research about your  
users**



Documentation process

# Who Is the Who In the Whose Documentation?



# ***People are “informavores”.***

-George A. Miller (1983), Psychologist

# Information and NOT documentation!



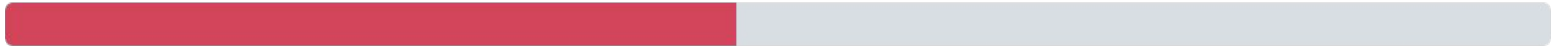


Documentation process

# Identifying users.

Technophile

Technophobe



# How to identify them?

**By collaborating with UX  
designers to define  
proto-personas/personas!**



Documentation process

# User interviews

- Interview **Potential Users**
- Ask **Open-Ended Question**
- LISTEN!



Photo by [Nik MacMillan](#)



Documentation process

## Observation

*“...pay attention to what users do, not what they say”.*

*- Jakob Nielsen*



Photo by CoWomen



## PROTO-PERSONA

**Jaqueline**  
QA Engineer  
22 years old

HCMC, VN

## TOOLS



Gmail



Zoom



Hangouts



Softwaretestingnews



Excel



Stickyminds Community

Making Software  
Better Every Day

## DEMOGRAPHICS

- Single
- B.S Computer Science
- 6 Month internship @ IT company
- Basic knowledge in testing

## BEHAVIOR

Jaqueline is an ambitious hardworking engineer who likes to do a good job. You can find her late at the office sometimes broadening her QA knowledge by reading newspaper and articles about the IT world. She appreciates a good work/life balance lifestyle and loves to read books, go to gym and hang out with friends. She is slowly getting used to the corporate lifestyle. Her main activities are testing and developing test cases.

## PAIN POINTS

- She wants to learn new trends in QA and new tools but finds it hard and frustrating due to her current company old ways and outdate QA standards.
- She wants to learn and test new QA tools but they're expensive and hard to get started with.
- She finds hard to use her current company testing tool.
- She finds it hard to finish regression testing on time.
- She gets frustrated as she constantly is not able to finish her testing tasks due to time.
- Because she is swamped in work, she hasn't been able to learn new things.
- She wants to learn about automation testing but doesn't know where to start.
- She was asked to automate tests but doesn't know how to do it.

## GOALS

- She wants to be able to automate at least some part of her testing job/workflow.
- She would like to have automation without any programming skill/language.
- She wants to get all test cases in one place and be able to keep them online and available.
- She needs to have clear and accurate test cases reports in order to show to her manager.
- She needs an integration with Jira for easy to use.



## James Peterson, the customer account manager.



**James is 30 years old. He graduated with a B.A in Finance, and has been working in sales at Wizeline for 5 years now. He has lived in BKK for 5 years.**

Technological level



SOFTWARE & APPS

- Zoom
- Gmail

### Behavior

- Works long hours.
- Lot client meetings
- Spends a lot of time understanding the products he sells.
- Handles mult. Projects at once
- Uses firebase for customer management
- CRUD customer w/subs access mgmt.
- Eats lots of fast food

### Goals and needs

- One centralized place for customers data.
- Implement product authorization and access management for each customer.
- Easy to onboard new customers.
- Easy to setup customer process-flow (adding groups, group rules, auth rules)
- User friendly

### Pain points

- James finds it difficult to transfer customer data to manage it because its located in different locations.
- He find authentication and authorization processes inconsistent.
- Need a way to grant customers with complex authorization access depending upon subscriptions.



Documentation process

# 4 steps.



Step 2.  
**Create Table of Content  
based on the user  
journey**





## Documentation process

# Path to a structured ToC

- Identify the user journey for each user type.  
For example, **Creating Account**
- Identify the common and distinct tasks.  
For example, **Managing User Account** won't be an end-user's task.
- Create a Table of Content and name the document.



Documentation process

# Prioritize user actions

Use them to create quick links.

The screenshot shows the 'Development Home' page in Atlassian. On the left sidebar, under 'SPACE SHORTCUTS', the items 'IRKD 1.0 Release' and 'IRKD Roadmap' are circled in green. A green box with an arrow points from 'IRKD 1.0 Release' to a text box on the right that says 'Get shortcut access to the most important content related to your team or project.' Another green box with an arrow points from the 'Configure sidebar' link in the 'Space tools' section to a text box that says 'Space Admins can add and re-order shortcuts – pages, blogs, JIRA projects, anything.' The main content area shows a post by Jerry about the 'IRKD Release Dashboard' and a grid of team member avatars.

Resource: [Atlassian Blog](#)



Documentation process

# 4 steps.



Step 3.  
**Start writing**



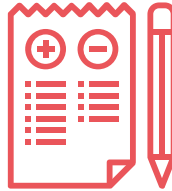


Photo by [Kaitlyn Baker](#)



Documentation process

# 4 steps.



Step 4.  
**Usability feedback**



Documentation process

# Usability Feedback

Imagine...

You wonder if your documentation is useful enough...

*"We all need people who will give us feedback. That's how we improve."*

-Bill Gates



Photo by [Campaign Creators](#)



Documentation process

# Usability Feedback

- Interview **users**.  
Add a bug in one of the features and ask them what they'll do.
- Ask **Open-Ended Questions**  
What do you think this section does?  
What do you think the product's main purpose is?
- Listen!

# Incorporate the feedback





# Agenda.

1. Product ideation meeting
2. Identify outcomes
3. Analyze document requirements
4. Documentation process
5. Say yes to...



## Say yes to...



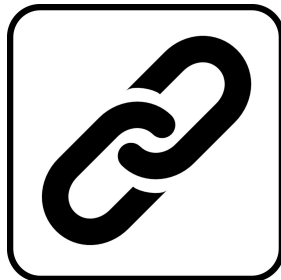


## Say yes to...





## Say yes to...





# Say yes to...





# Thank you!



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@pdaemon



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