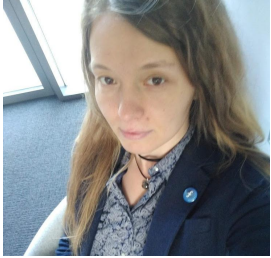


The fundamentals of technical writing

Hard skills

The Red Hat Customer Content Services team

About the authors:



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Former Devops



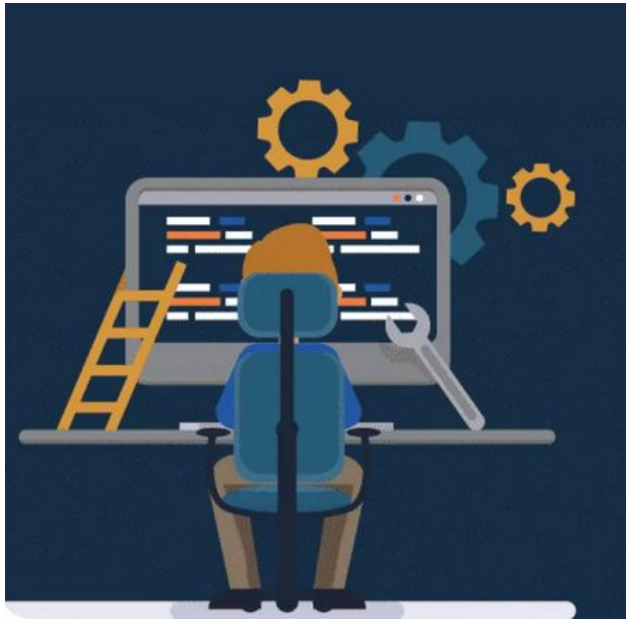
Jana Vrbkova
Technical Writer for Red Hat



Srikanth R
Technical Writer for Red Hat

What we'll discuss today

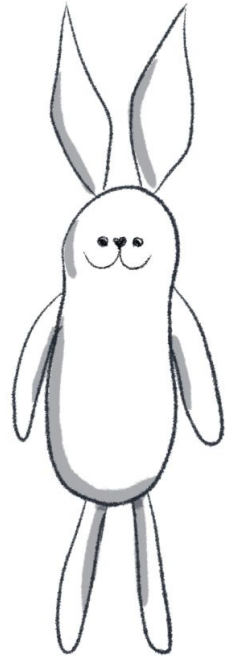
- What are hard skills in Technical Writing?
 - Product knowledge
 - Content strategy
 - Technical content creation
- User persona
- Tools knowledge
- Quiz



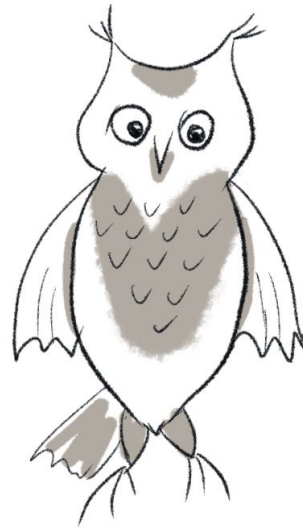
What are hard skills
in Technical Writing?

Workflow for documenting a product

Doc

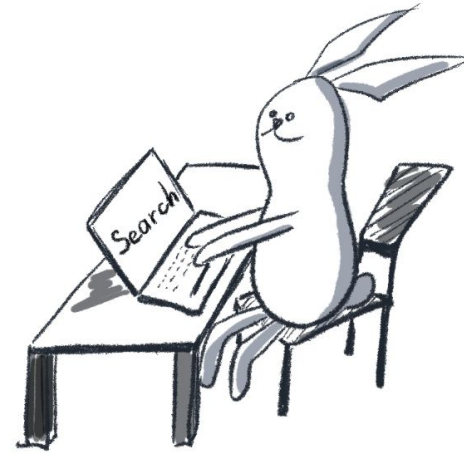


Dev



QE





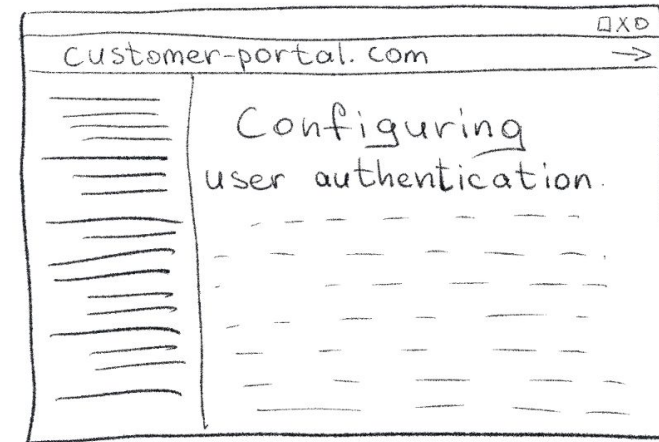
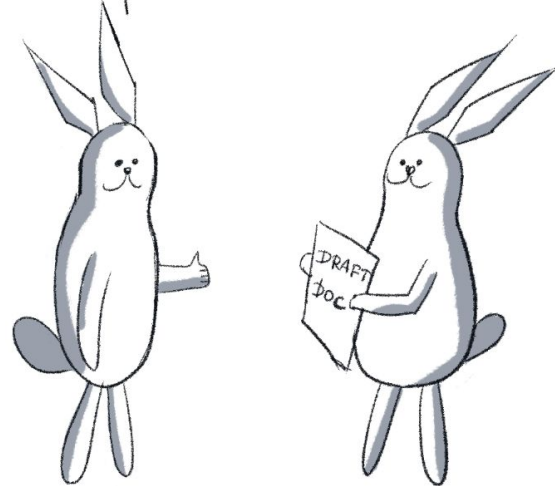
SME review



QE review



peer review



PUBLISHED ✓

Great Collab!



Research



- ▶ Technical Aptitude: understanding the product
- ▶ Audience Analysis: understanding the audience
- ▶ Understanding the tools

Product Knowledge



- ▶ Introduction to Product
- ▶ Interact with Product
- ▶ Contribute to the knowledge base

Product Knowledge: Factors and Considerations



- ▶ Features and outcomes
 - Product features
 - User perspective
- ▶ Competitor product
 - Highlight pros of your product
- ▶ Industry trends
 - Knowledge, use case, and trends
- ▶ Complementary usage
 - Product as add-on

Content Strategy



- ▶ Understand the content
- ▶ Mind the user: user level
 - What language to use
- ▶ Content flow
 - User journey

User personas

Provide the right content to the right user in the right place at the right time

- ▶ Fictional characters that represent a typical user of a system or product
- ▶ Based on research and analysis of real users
- ▶ To help content creators deliver documentation tailored to their needs and expectations

Adele, software engineer

C++ developer working on operating systems

GOALS: Adele wants an IDE that enhances her productivity and makes the development process smooth

EXPECTATIONS: User-friendly IDE with intuitive interface
Integration with C++ developer tools and debugging capabilities

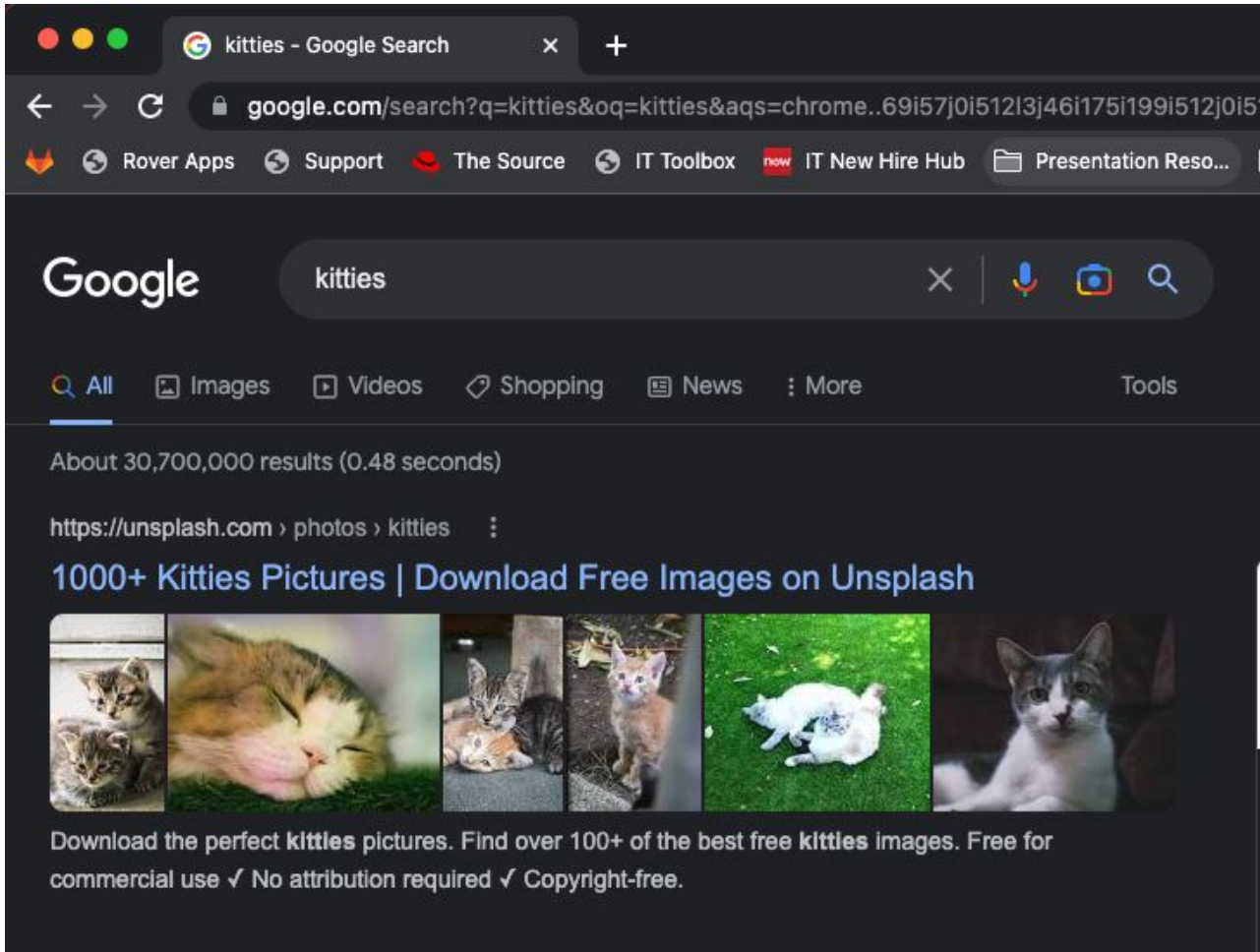
SKILLS AND EXPERIENCE: Proficient in C++ programming language for system-level development

ATTITUDE: Wants to understand how things work and what are the available options

CHALLENGES: Works on large projects that take a long time to build and are difficult to debug

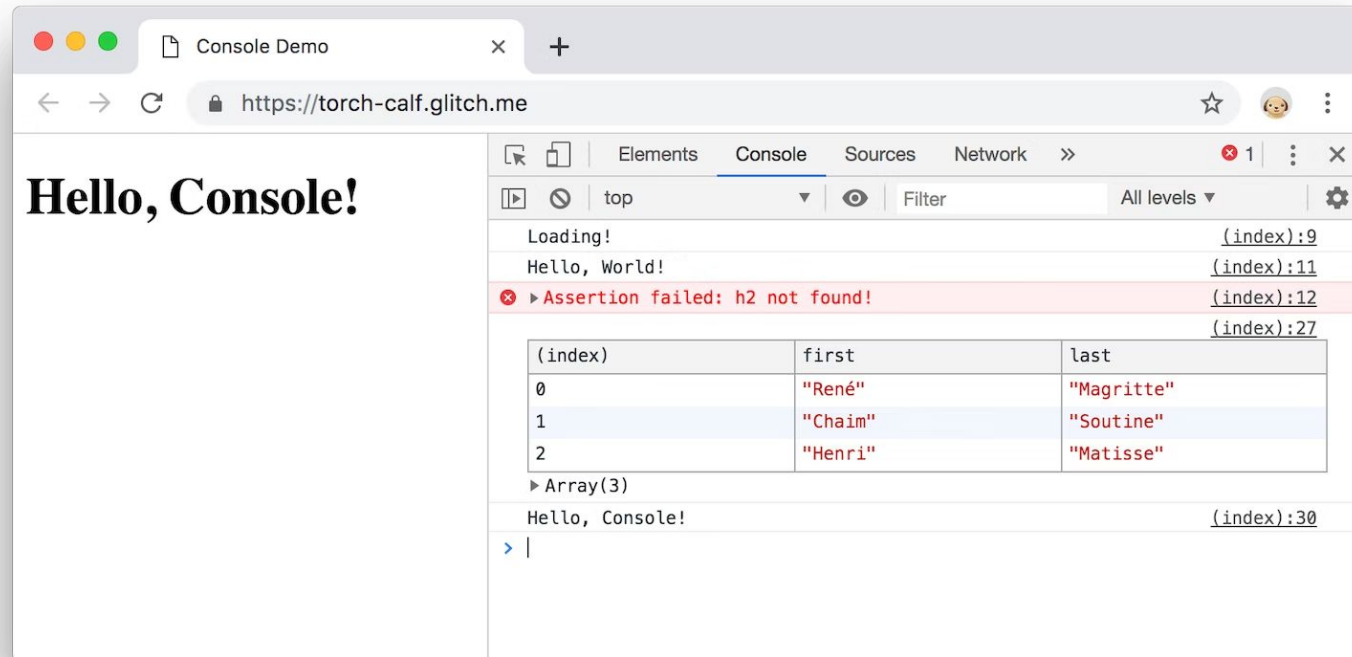


The user persona



- Browser to browse through the web

The user persona



► Web developer

Content flow and the user journey



Technical Content Creation



- ▶ Understand the topic
 - Search for different resources
 - Consult with SMEs
- ▶ Technical draft
 - Consult with SMEs/QEs
- ▶ Polish the draft with guidelines

Managing technical content



- ▶ Product documentation – guides including information focusing on **why** and **how** to accomplish specific customer goals
- ▶ Release Notes – short descriptions related to major changes between releases: new features, bug fixes, known issues, features provided with limited support, removed functionalities
- ▶ Migration guide – upgrades to the newest version of the product

Product documentation

Procedure

2.2.2. Downloading an ISO image from the Customer Portal

The Boot ISO image is a minimal image file that supports registering your system, attaching subscriptions, and installing RHEL from the Content Delivery Network (CDN). The DVD ISO image file contains all repositories and software packages and does not require any additional configuration.

Prerequisites

- You have an active Red Hat subscription.
- You are logged in to the **Product Downloads** section of the Red Hat Customer Portal at [Product Downloads](#).

Procedure

1. From the **Product Downloads** page, select the **By Category** tab.
2. Click **Red Hat Enterprise Linux**.

The **Download Red Hat Enterprise Linux** web page opens.
3. From the **Product Variant** drop-down menu, select the variant and architecture that you require.

Release Notes

Red Hat Enterprise Linux > 9 > 9.0 Release Notes > Chapter 4. New features

Focus mode

Chapter 4. New features

This part describes new features and major enhancements introduced in Red Hat Enterprise Linux 9.0.

4.1. Installer and image creation

Anaconda supports `xhsm` for machine provisioning through Kickstart installations for Satellite

Previously, machine provisioning depended on a custom `%post` script for Kickstart installation on Red Hat Satellite. This `%post` script imported the custom Satellite self-signed certificate, registered the machine, attached a subscription, and installed packages residing in repositories.

With RHEL 9, Satellite support has been added to the `xhsm` command for machine provisioning. You can now use `xhsm` for all provisioning tasks such as registering the system, attaching RHEL subscriptions, and installing from a Satellite instance.

(BZ#1951709)

Quick start guide

Build an image with custom content

Quick start • 10 minutes

Welcome to the quick start for custom repositories.

In this quick start, you will add a custom repository to the Red Hat Hybrid Cloud Console and create an image with custom content.

In this quick start, you will complete 2 tasks:

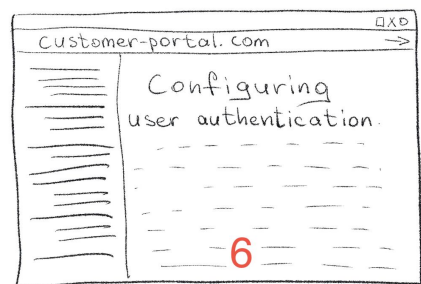
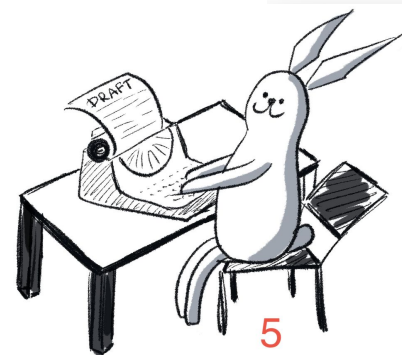
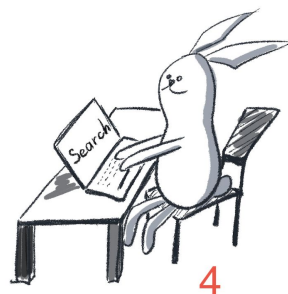
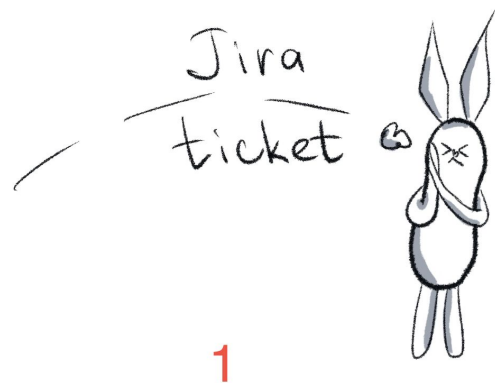
1

Add a custom repository

2

Build an image with custom repositories

Quiz



Thank you