

IBM wiki project



Project and importance

- Let's transform how we deliver content
- Attempt to consolidate delivery across doc set, best practice material, support knowledge, community articles
- How can the product documentation be more dynamic rather than static?
- Can we make updates faster, or enable more contributors to identify missing pieces?
- We wanted to introduce contemporary social and community aspects to content (open editing, commenting, community building)



Approach

- Worked across the documentation and design teams, involved doc leads, writers, user researchers and interaction designers
- Analyzed a third-party wiki to compare against our own IBM product
- Emphasized the importance of consuming DITA (XML) based source files
- Tapped into existing community system using a solid web server infrastructure over which we had full control



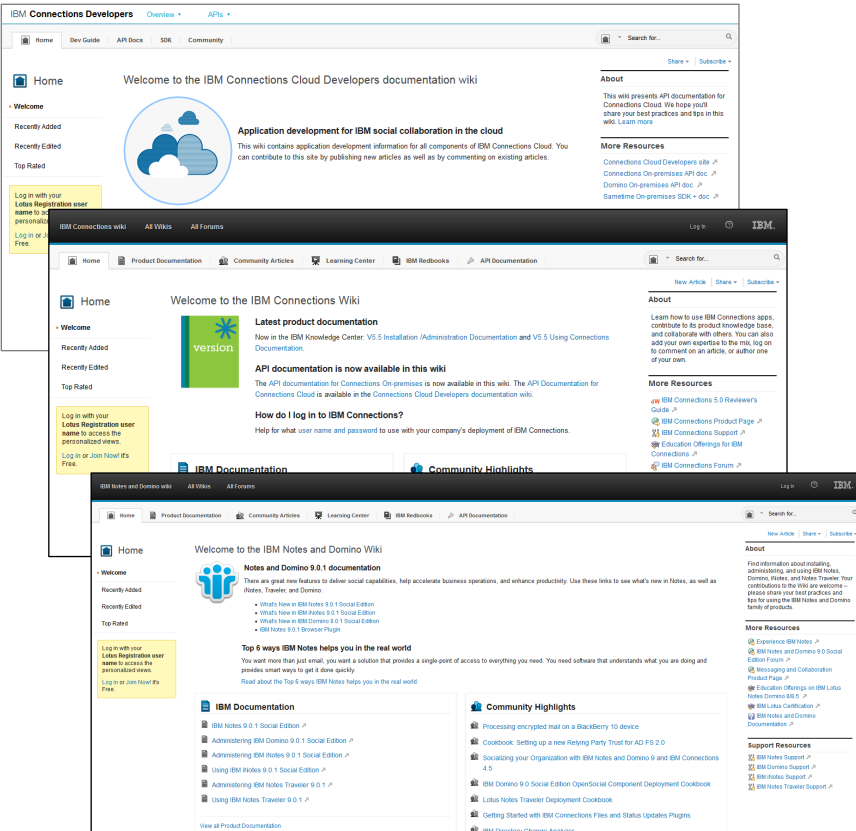
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Team

- During development
 - Core team
 - Project manager
 - Developers
 - Designers
 - Writers
 - Manager/team lead (me)
 - Extended team
 - All writing teams
 - Documentation managers
- During operations
 - Writers from each documentation team
 - Developers from product teams working on API doc
 - Content manager (me), developer, system administrator

My contributions

- During development, multiple roles – team lead, tester (especially accessibility), content writer, UI labeling, coding, participated in user research testing and reporting results.
- During operations, content management including adding to doc sets, fixing issues, helping with formatting, periodic reviews of edits and contributions, supporting development teams writing, editing, organizing, publishing API doc sets.



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Business results

- Developed and deployed a set of wikis, one for each product area, all editable by anyone, externally facing
- More frequent updates to full doc sets
- More incremental updates to parts of doc sets
- New home for publishing technical feature articles and community-based content
- Catered to support content for cloud delivery fixes, updates, status

Things we learned and experienced

- Opened up avenues for internal contribution as well as external
- Barrier down for teams not using DITA, especially for API doc sets and updates
- Helped experiment with social concepts that contributed to a corporate-wide platform (IBM Knowledge Center)
- Great practice for Agile methods, iterations, continuous delivery
- Practiced ensuring accessibility richness / compliance
- Still had translation commitments resulting in parallel deliverables

