Awesome Drupal Docs

Documentation

- Content
  - Establish content architecture
    - Decide which characteristics of structure are best suitable for each method of delivery
    - Identify ways to browse, find, and navigate content
    - Create a way to transition existing content to new structure
    - Create a way within Drupal software for there be to task based help
    - Explore ways to integrate off-site documentation
  - Establish multi-audience content perspective and relevancy
    - Conduct audience analysis to define audiences and preferred entry points
    - Define the tasks the audiences want to accomplish
    - Create audience/role and task matrix to identify task
    - Decide which portals are needed (audience based, task based, ?)
    - Identify how to reconcile the single-sourced documentation with multi-audience/task relevancy
    - Define what delivery we could do (excluding API) works best for each audience
    - Explore how to expand from just role based documentation versus task based documentation
    - Explore how to allow users to create their own doc portals using existing materials
  - Maximize opportunities for single-sourced content
    - Create a process for exposing single-sourced content to contributors
    - Identify the criteria that define small discrete blurbs as reusable single-sourced content
    - Create a process for identifying and reusing small discrete content blurbs
    - Create a way to enforce single-sourced requirements
    - Identify where single-sourced content is shown in the documents
  - Improve project, issue, documentation integration
- Technology
  - Provide a centralized set of documentation tools
    - Create a consistent experience for documentation
    - Identify the tools we need
  - Improve entry points for different audiences
    - Create a global taxonomy, folksonomy, topics to allow multiple access points per node
    - (Find) Create a global search function that enables users to filter
  - Establish methods for deploying documentation tools
    - Improve the doc process to submit requirements to the infra team
    - Create a project management model for identifying the priority and difficulty of doc tool tasks
    - Explore if it makes sense to host docs on a separate Drupal site
  - Create tools and workflows for internationalization
  - Ensure web accessibility
- Process
  - Set up process that make documents sustainable and maintainable
    - Explore if there should be an official set of Drupal docs versus community docs (be it with promotion or other)
    - Define sustainable and maintainable
    - Create decision criteria for implementing a formal Drupal process to ensure limited bureaucracy
    - Create a process for distinguishing between versions
    - Develop a upgrade documentation strategy/process for going between versions
    - Improve the process of flagging content with a status
    - Establish archival criteria and process for content and comments
    - Address the link rot issue
  - Establish review process to ensure doc submittals meet requirements
    - Define requirements and standards for documentation (styleguide)
    - Implement a process for accountability for addressing feedback
    - Explore ways to establish an organic way to review contributions and make helpful comments (e.g., mark as reviewed, helpful poll)
  - Define processes that ensures full implementation of tools
    - Create a way to collect feedback on how useful a tool is
    - Make the documentation for the tool readily available
    - Create a method for consistently accessing context sensitive tools
  - Define the scope of international i18N
  - Etablish style and content accuracy requirements

Outreach

- Recruitment
  - Improve the visibility and respectability of docs effort
    - Identify the target groups
    - Determine appropriate marketing tools and channels
    - Determine the Drupal message for doc volunteerism ("Everyone is on the team")
    - Identify ways to get the message out
    - Identify resources for PR implementation
    - Measure the effectiveness of the PR
  - Foster connections between people
    - Identify the missing people (SMEs)
    - Connect mentors to mentees
    - Connect peers to peers
    - Connect humans to topics
  - Create a program that identifies potential contributors
    - Identify the types of contributor needed
    - Identify the task for contributor types
    - Create messages for the contributor types that will get them involved
    - Identify methods/channels/etc that push the message
    - Identify ways that can expand existing contributor roles
- Learning/Productivity
  - Create easy on ramps
    - Identify the things that need work
    - Create a list of easy things that need to be done
    - Document and communicate doc sprint schedules and opportunities
    - Create a way for contributors to jump in and contribute quickly and easily
    - Create a "first response" program for newbies
    - Identify ways to facilitate work in the most appropriate areas
  - Document rules and processes (keep short and to the point)
  - Establish a model that organizes domain expertise
    - Identify "best practices" in other communities
    - Identify potential areas of domain expertise
    - Provide an option for contributors to know when there is a need based on topic, tax, folks, etc
    - Create a way to manage workload and distribution among contributors
  - Maintain standards that help ensure quality results
- Reward/Retention
  - Create a reward system that reflects their needs
    - Identify what motivates people
  - Identify reasons that cause people to arrive, stay, and leave
  - Create process that manage issues of getting people on board and keeping them
- Growth
  - Create contribution maps to show where people can go
  - Create guidance/mentoring processes
  - Identify professional growth paths
- Leadership
  - Define the roles and scope of the documentation contributors
    - Define documentation contributors as a group or not
    - Explore if documentation needs a leadership structure
    - Decide what it takes to be a contributor
    - Define all the components of documentation that need to be managed
    - List the roles (editor, tester, SME, watcher, etc)
    - Define what it means to "own" or be responsible for content
  - Increase efficiency for community management
    - Establish consistent communication/contact templates
    - Provide oversight of what people are doing