DocOps Evolution
Documentation at CA

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Prague Technology Days
May 30 - June 1, 2018

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How Did We Get Here?

- Changing technology
- Changing needs
- Changing products

In 2014, CA launched DocOps, its new wiki-based documentation platform. There were push and pull factors behind this decision.

On the one hand, CA's documentation needed to keep pace with Agile development.

And on the other, the technology was now available to move beyond the static "book" format.

Legacy Doc

- Printed books
- Downloadable guides
- Online 'bookshelves'
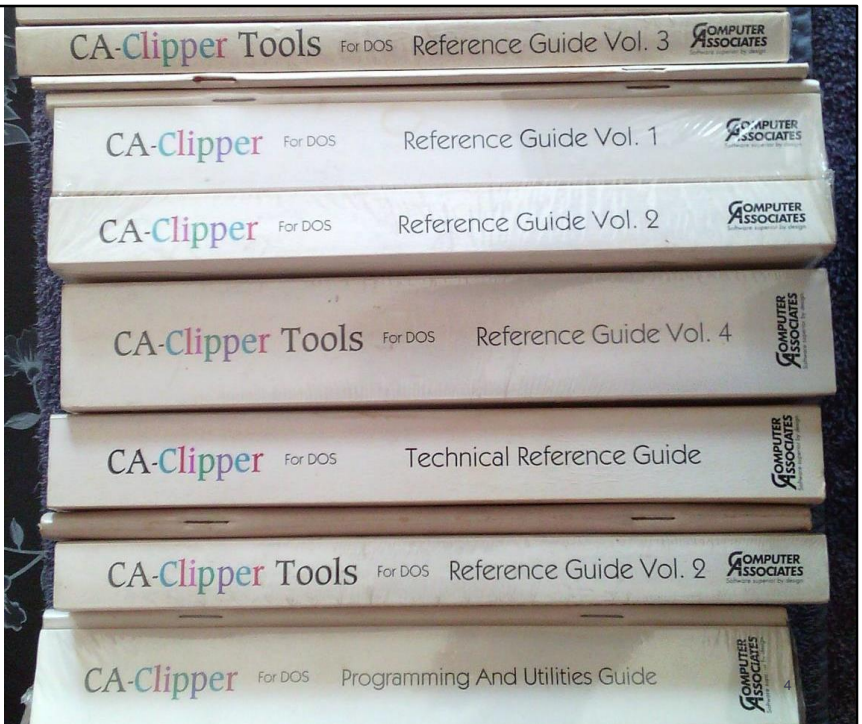
In the beginning, we had printed manuals, like the ones you see here, and – despite some technological advances – all our documentation until DocOps followed the "book" paradigm.

We later switched to downloadable guides.

And more recently, we moved to online HTML "bookshelves", which also offer downloads.

But these all basically mimicked the format and frequency of the old printed guides.

We published them when a new release came out and usually didn't touch them again.

Legacy Doc Challenges

- Slow to update
- No collaboration
- No analytics
- Limited findability
- Limited searchability
- Dead trees

CA-Clipper Tools For DOS Reference Guide Vol. 3 — COMPUTER ASSOCIATES

CA-Clipper For DOS Reference Guide Vol. 1 — COMPUTER ASSOCIATES

CA-Clipper For DOS Reference Guide Vol. 2 — COMPUTER ASSOCIATES

CA-Clipper Tools For DOS Reference Guide Vol. 4 — COMPUTER ASSOCIATES

CA-Clipper For DOS Technical Reference Guide — COMPUTER ASSOCIATES

CA-Clipper Tools For DOS Reference Guide Vol. 2 — COMPUTER ASSOCIATES

CA-Clipper For DOS Programming And Utilities Guide — COMPUTER ASSOCIATES

Our old documentation platforms all had limitations that switching to Agile development allowed us to address:

First, there was no quick and easy way for customers, developers or support engineers to provide the writers with feedback on the doc.

And even if the writers did get feedback, updating the doc could be a painfully slow process.

We also had very little idea how our customers were using the doc: which pages were popular, which pages were unpopular…

Documentation + DevOps = DocOps

DocOps means:

- Doc developed and released in lockstep with product

- No waiting for the end of the development cycle

- Agile approach: collaboration, speed, continuous release

The DocOps platform was designed to address all those issues.

Our DocOps platform allows us to update our documentation much more easily and much more quickly. It also allows customers, developers and support engineers to leave feedback directly on the doc.

If necessary, writers can then update or correct the existing documentation, often in a matter of minutes. It's continuous improvement brought to documentation.

Jim Turcotte: "DocOps means crowdsourced, single-sourced software documentation housed in a central repository – in our case, a wiki-based platform. DocOps means documentation that is developed and released in lockstep with DevOps applications. DocOps means that software companies can no longer afford to wait for code freezes or localization drops at the end of the development cycle; product information has to be developed using an Agile approach with tools that enable collaboration, agility, and continuous release."

Impact of DocOps

The move to DocOps wasn't just a case of migrating the old content to a new platform.

It also required us to rethink the existing documentation.

The new platform and the new delivery cadence meant that we couldn't do things in exactly the same way anymore.

Release Notes

CA MICS® Resource Management

Release 12.9

Rate This Page

The content on this page was useful to me.

Disagree strongly ○1 ○2 ○3 ○4 ○5 Agree strongly

Submit rating and optional comments about this page

First of all, we wanted to avoid pages like this.

One of the key changes we made was to the structure of a lot of the documentation.

Because customers were now finding our doc via Google searches, we had to weed out pages like these, and replace them with articles that made sense out of context.

Taking scattered pieces of information and fashioning them into a coherent article is known internally as "chunking", and it remains an ongoing process.

The 'Car Manual' Analogy

- Explain how to drive from A to B
- Don't describe every nut and bolt

Fig. 22

9
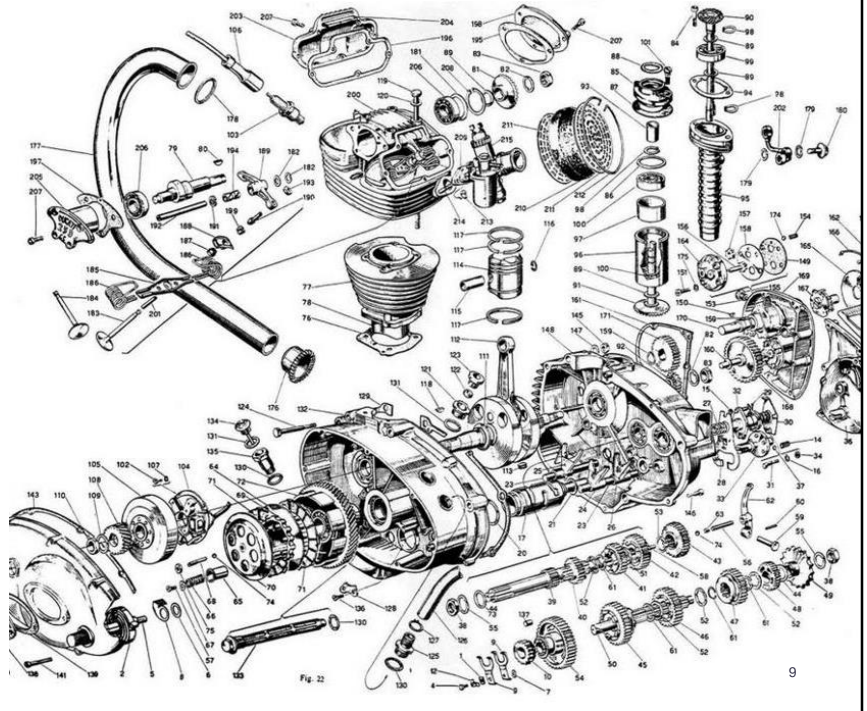
The analogy we sometimes use is a car manual. If they're planning a trip, most people don't need a description of every nut and bolt in the engine...

The 'Car Manual' Analogy

- Explain how to drive from A to B
- Don't describe every nut and bolt
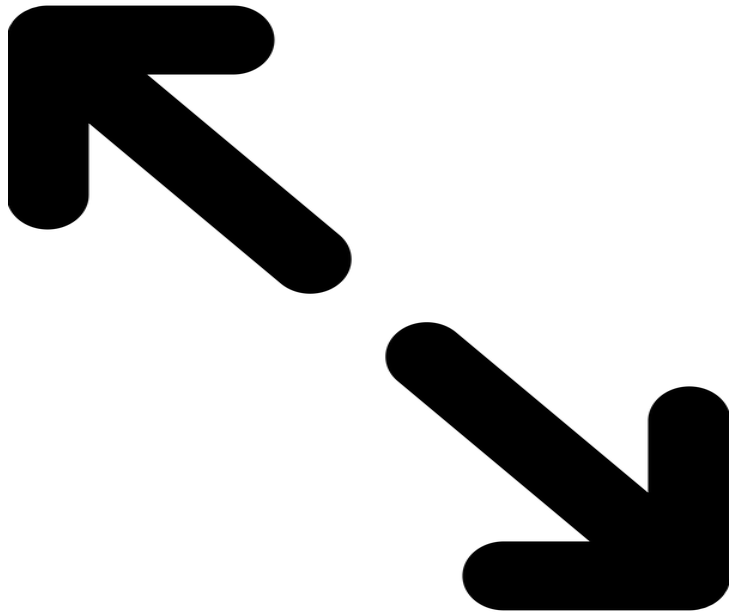
10

...they just want to know how to drive from A to B.

Similarly, for most customers, product documentation should provide a map that gets them from where they are to where they need to be, by documenting the most common scenarios.

Standards

- Unified look and feel
- One size *doesn't* fit all

Another factor that affects our documentation is our standards, which not only cover what we write but how we present it.

Standards give our documentation a unified look and feel, which means that a customer who's familiar with the documentation of one CA product will be instantly familiar with the documentation for another of our products.

But we also need to acknowledge that sometimes one size doesn't fit all: that a product sometimes has specific documentation needs, and that a well-established mainframe product has different requirements to a new web-based tool.

Finding that balance is an important part of our job.

Translation & Localization

- 6.5 languages/product
- 342 translations
- 7.4 million words
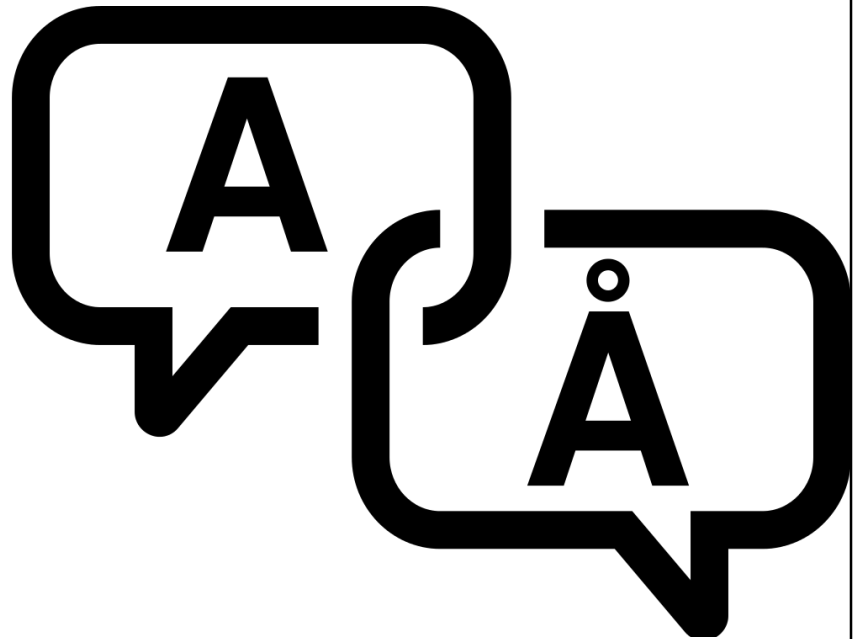
One of the key roles our Standards play is in making it easier for product documentation to be translated into different languages.

We currently handle nearly 350 translations – an average of 6.5 languages per product -- and need to leave the door open to further translations should the need arise.

Now I'll hand you over to my colleague and countryman Trevor Robinson, who'll talk you through some of the DocOps platform's main features.

ca technologies

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DocOps Overview

Information Engineering

This part of the presentation won't look at the documentation in detail but will focus on a few key areas that might be of general interest and give a few tips for navigating around Docops and finding the information that you're interested in.

DocOps Home Page https://docops.ca.com/home
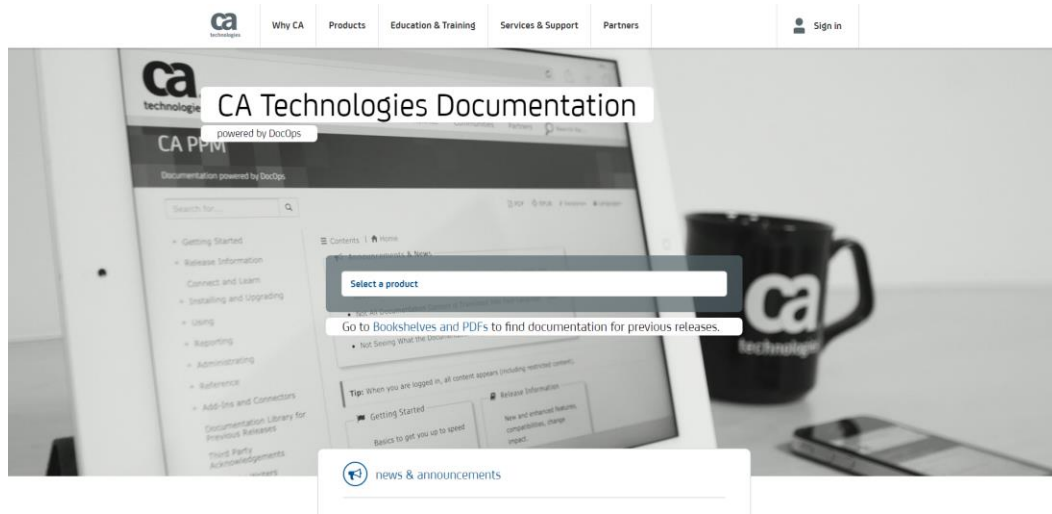
This is the DocOps home page. This is the usual starting point for accessing the online documentation.

DocOps Home Page **https://docops.ca.com/home**
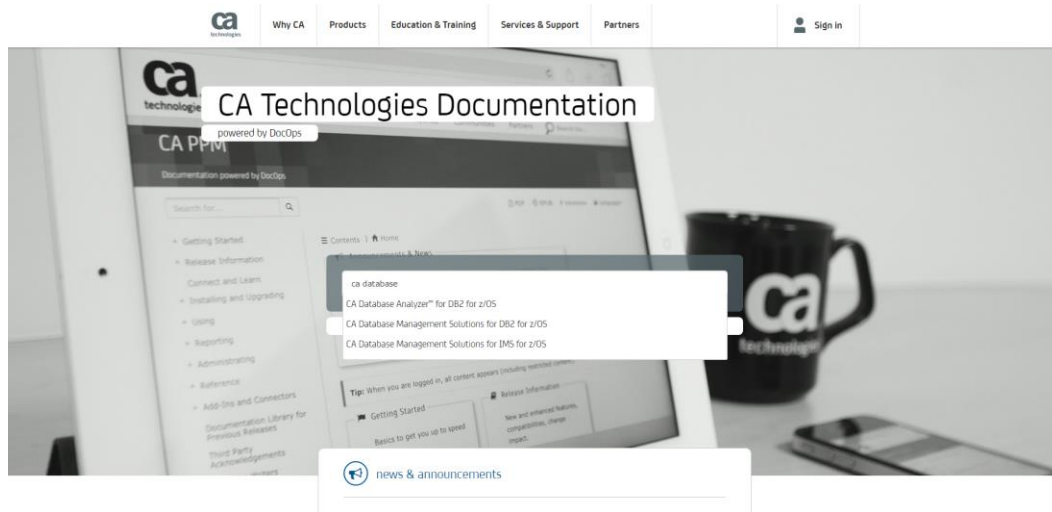
Start by typing the name of your product or part of the name, then select it from the dropdown list. For example CA Database Management Solutions for DB2.

Product Landing Page

You are taken to the product landing page, usually the latest full GA version. For CA Database Management Solutions for DB2, that means version 19.

In the top right corner, use the version picker to switch between different versions of the product.

Searching the Doc

The Announcements and News section contains … announcements and news such as upcoming events like this one, ways to actively participate in product development.

There's an expandable table of contents in the navigation pane on the left, and a set of task-based boxes in the main part of the page.

Expand the ToC entry at the left to drill into the content hierarchy, or click on one of the task-based boxes.

Note the search box at the top left. Use this search field to search the entire product doc set – more on the next slide.

To search for messages, use the "Messages" search box. This will search only the messages documentation and provide more focused search results.

You can enter the whole message code, or a part of the message followed by *, or even part of the actual message text.
EXAMPLE : PFL0077W (Auxiliary)

Search Tips

On this page, you can find a few tricks and tips to help narrow down your search results.

For example, you can find information about how Boolean operators, or regular expressions can be used to fine tune your search.

Download PDF or EPUB
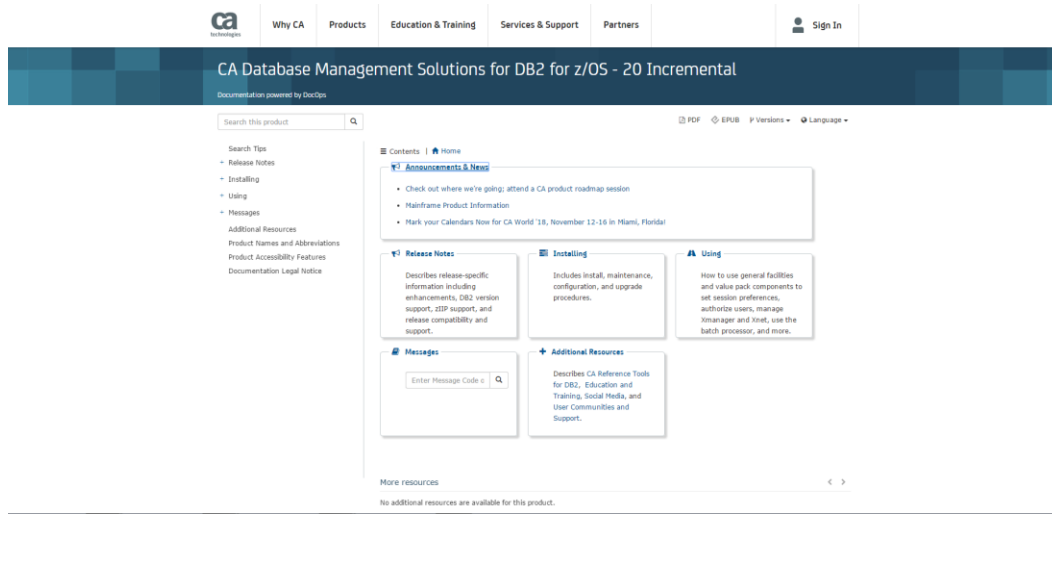
Back on the main Landing page, next to the version picker you can see a PDF icon, and an EPUB icon to download the documentation in an offline format. The EPUB version is suitable for use on mobile devices.

NOTE: YOU NEED TO BE LOGGED IN TO DOWNLOAD THE DOCUMENTATION.

There are other advantages of being logged in:

- You can choose to be a page watcher and be notified any time a page changes
- You can leave comments on a page

Both of these are covered in more detail in the next slides.

Also, we can use DocOps analytics data to understand which pages are popular/unpopular with our customers, where we should focus on improving the documentation. Adriel will provide more insight in the next part of this presentation.

From this page you can download the offline PDF or EPUB version of the entire documentation set.

The whole doc set is a large document.

If you're interested in a specific part of the documentation, you can download just a sub-set of the documentation, or even a single page.

Download PDF or EPUB

For example, you can download the documentation for just the "Using" section. If you click on either of the icons on this page, it will download the PDF only for this page and all of its child pages, if it has any.

You can search the downloaded pdf doc using the standard CTRL+F shortcut. Or better, use the Advanced Search option (Edit> Advanced Search or type CTRL-ALT-F on Windows or CMD-OPT-F on the Mac.) In the Advanced Search window, simply type in the word or phrase you are looking for and hit the Search button. Acrobat will return a contextual list of all hits.

Watching Pages

After you log in, you will also see a "Watch" button next to the PDF icon. EXPAND.

This enables you to set a Watch on some or all of the pages in the DocOps space for this product. Whenever a change is made to a watched page, you will receive an email notification informing you about the change.

When you click on the Watch button, a dialogue box opens and asks you if you want to watch the current page only, or the whole space.

Release Notes

We're currently looking at the space for CA Database Management Solutions for DB2, which is actually a suite of products.

In the Release Notes section you can find release information related to CA DB management Solutions for DB2, e.g. new features per increment.

Release Notes

There are also links to all the respective product spaces.

We're now going to switch to the REPORT FACILTY product space.

Release Notes

New Features and Enhancements

On this page, you can see what new features and enhancements have been delivered so far in the current incremental version of Report Facility.

Release Comparison

Also in the Release Notes section, the Release Comparison page provides an overview of the main feature differences between the currently supported versions.

This was one of the improvements we made in response to feedback that we received from customers, who wanted a clear overview of the differences between versions.

Leaving Feedback

At the bottom of each page there is a *moderated* comment section. If you are logged in, you can leave any comments here about any issues in the documentation, questions or suggestions for improving the documentation. DocOps is a highly collaborative platform and feedback from the people that use the documentation helps us to continually improve it.

The Information Engineer responsible for the product receives an automatic notification about the comment and our goal is to reply to any comments normally within 48 hours.

If you found it difficult to find the information you were looking for, leave us a comment about that. Your comments will help us to improve the documentation.

Leaving Feedback

Here's an example of a recent comment that was responded to, related to Snapshot General Services.

Pre-DocOps Documentation
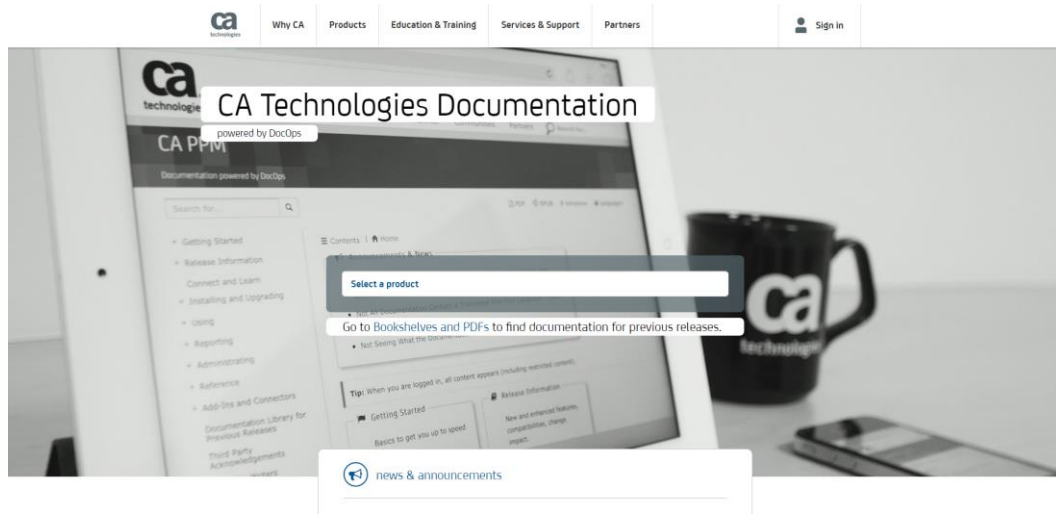
If the product release that you are interested in isn't listed in the drop down on the DocOps Home page, the documentation may be available as a PDF file.

Click Bookshelves and PDFs.

Pre-DocOps Documentation

In the search box, start typing the name of the product.

Pre-DocOps Documentation

Here for example, a PDF doc is available for release 17.0 of Database Management Solutions for DB2.

A search for "Intertest for CICS" reveals a range of documents that are available.

You can also use the navigation tree on the left to visually scan for the product name.

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DocOps Analytics

Information Engineering

This part of the presentation will provide a high level overview of the DocOps platform, including navigating around Docops and finding the information that you're interested in.

DocOps is a wiki at heart.

DocOps is a collaborative platform that invites stakeholders to influence the content that is created and edited.
Customers engage with CA Information Engineers (IEs) by commenting on sections of documentation (more on that later).
Also, IE's analyze reader patterns and behavior to detect insights that help to enhance customers' experience of DocOps.

There are two dashboards that display these insights to IEs:

- **Customer Usage Metrics**

  Displays trends for customer engagement and content usage
- **Source Compliance Metrics**

  Displays compliance scores and status for DocOps content

Customer Usage

34
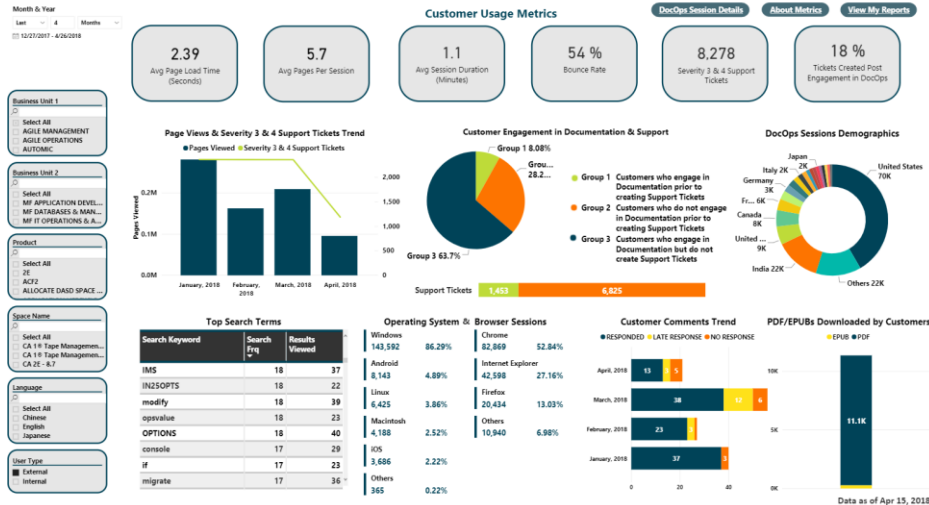
Key Performance Indicators

IEs, Product Owners, and Product Managers can choose their KPIs and then compare performance in segmented periods, demographics, or between products.

KPIs include:
- **Page**
  Displays every page viewed in a product space
- **Session**
  Displays session details like duration, pages visited, and bounce rate
- **Customer engagement**
  Did the customer comment? What was the result?

Customer Engagement

Product
Automation Point 11.5

Range
January 27-April 26, 2018

Customer Engagement in Documentation & Support

Group 1 6.67%

Grou...
18.3...

Group 3
75%

- Group 1 Customers who engage in Documentation prior to creating Support Tickets
- Group 2 Customers who do not engage in Documentation prior to creating Support Tickets
- Group 3 Customers who engage in Documentation but do not create Support Tickets

Support Tickets   4   18

36

Source Compliance

KPIs include:

- **Article length**
  Displays whether a doc contains articles that violate CA standards for length
- **Attachment and Link Errors**
  Displays whether a doc contains broken links and attachments that do not appear to the reader
- **Customer Comments and Response Status**
  Displays whether comments have been answered in less than 24 hours
- **And more**

Pop Quiz

Which of the following is true about DocOps Analytics?

- Enhances DocOps as a collaborative, agile platform
- Streamlines access to CA Support
- Continuously improves SEO
- Helps IEs assess the strengths and weaknesses of their docs, elevating UX
- Enriches the quality of documentation
- All of the above

Information Engineering

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Thank You.