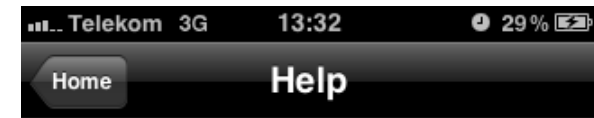
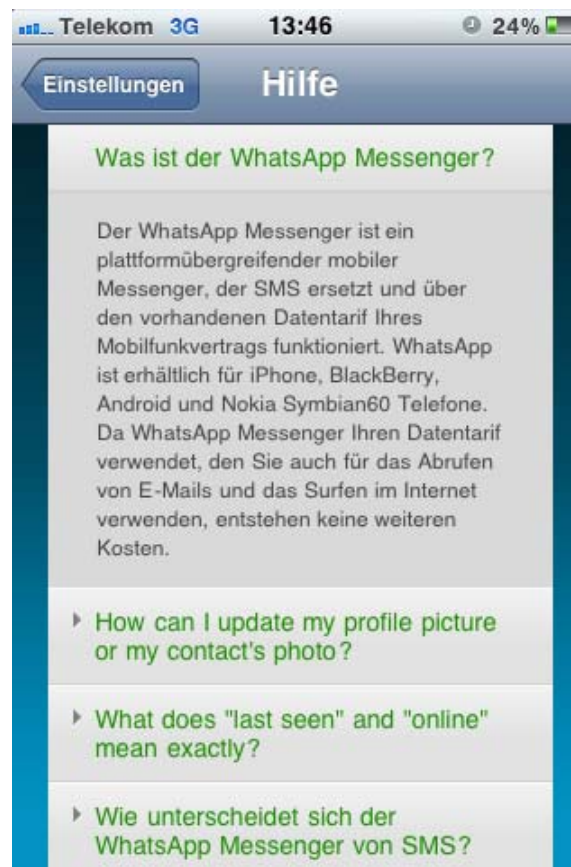
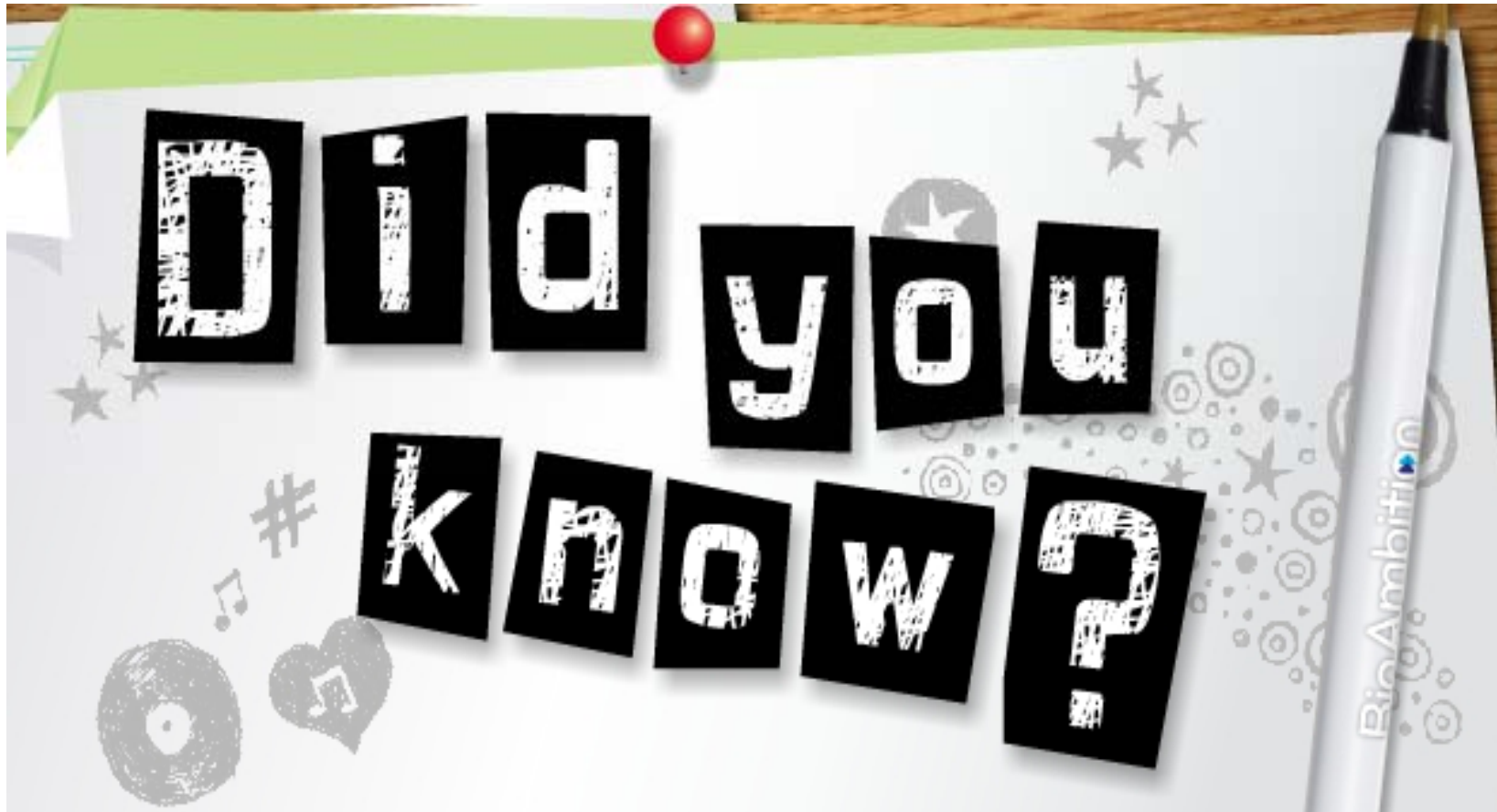


The modern way of writing Software documentation



- ① Tap to scan a Tag.
- ② Access all of the Tags that you've viewed and flagged.
- ③ View up to 15 thumbnails of your most recently viewed Tags. Tap and hold a Tag to view additional options.
- ④ Tap to access your list of flagged Tags.
- ⑤ Explore new Tags with content that you might find interesting.





Shift happens, Video von Karl Fisch and Scott McLeod








What does it all mean?

We have to produce information that really matters

Conventional (book-oriented) writing



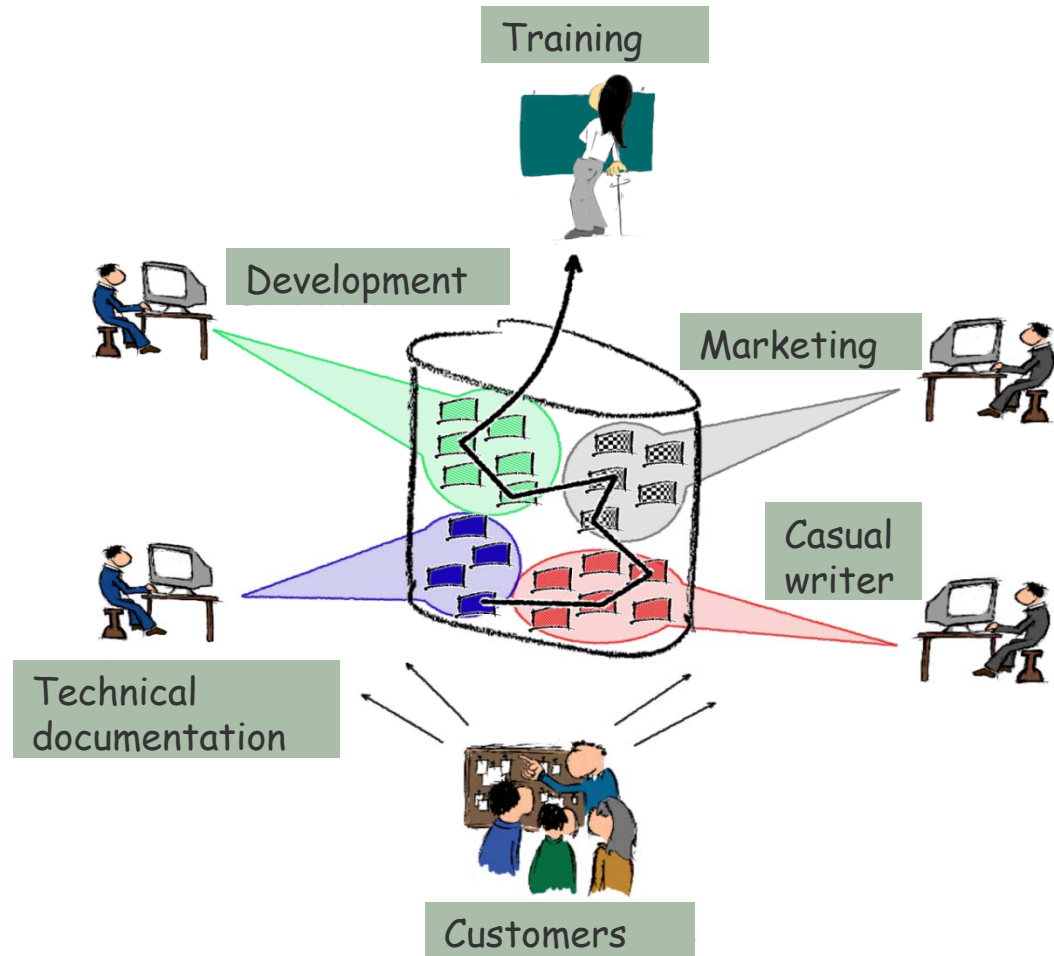
-  High degree of redundancy
-  High error rate
-  Inconsistency
-  Large volumes
-  High maintenance costs

Current Trends

- Collaboration
- Mobile Usage
- Cloud Solution

Challenges for content creation

1. Increase of collaborative authoring
2. Contribution of different user groups
3. Content has to be changed permanently



Solution: Topic-based information networks



How we get there



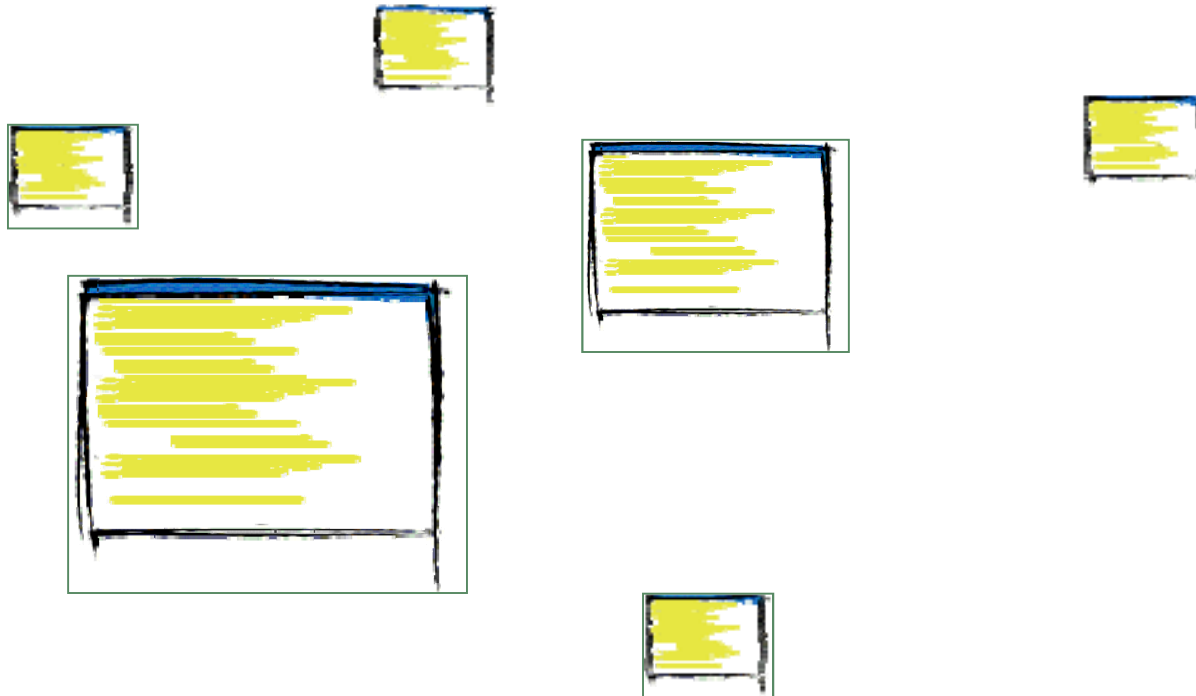
Preparation on different levels:

- Methodical
- Technical
- Cultural

Method: Topic-based structuring

- Class concept method[©] (Prof. Sissi Closs)
- Tool approach: Online help tools, CMS, Wikis, ...
- Tool-neutral approach: XML standards, especially DITA

Principle 1: Divide content into smaller pieces

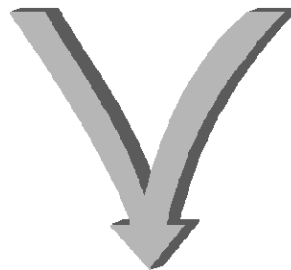


What is a topic?



Information chunk that

- Answers **one** question (How do I...? What is...? etc.)
- Makes sense in any context
- Can stand alone for users (**self-contained**)
- Usually has a heading



Can be re-used in different ways



Sample unstructured text

Move the car onto the driveway and attach the water hose to a spout and pull the free end over to the car.
Use a sponge to apply the soapy water to the car and scrub off the dirt. You should have a bucket with soapy water.
Rinse the car by spraying clean water from the hose.
A water hose is useful for cleaning and gardening projects around the yard.
Keep the hose coiled on a large hook near a water spout.
After the washing you should dry the car using a dampened chamois.

Sample: Divide content into pieces (topics)

Move the car onto the driveway and attach the water hose to a spout and pull the free end over to the car.

Use a sponge to apply the soapy water to the car and scrub off the dirt. You should have a bucket with soapy water.

Rinse the car by spraying clean water from the hose.

A water hose is useful for cleaning and gardening projects around the yard.

Keep the hose coiled on a large hook near a water spout.

After the washing you should dry the car using a dampened chamois.



Basic topic rules



- 1** Keep it short and simple.
- 2** Describe only one subject per topic
- 3** Be concise (**Minimalism**: Don't mention unnecessary things)
- 4** Be precise
- 5** Describe the same thing only once (**Single point of truth**)
- 6** Make use of technical possibilities (**layers**)
- 7** Describe the same kind of things in the same way

Topic-based structure is useful everywhere



Benefits of a topic-based world



- Individual topics are easier to **create**, **reuse**, and **update** than an entire document.
- **Many different** experts can contribute knowledge at the same time.
- Faster time to market:
 - Topics can be reviewed by experts in the specific subject as soon as they are updated.
 - Individual topics can be published as soon as they are ready.
 - Topics can be translated before entire deliverables are complete.

Sample: Embedded help

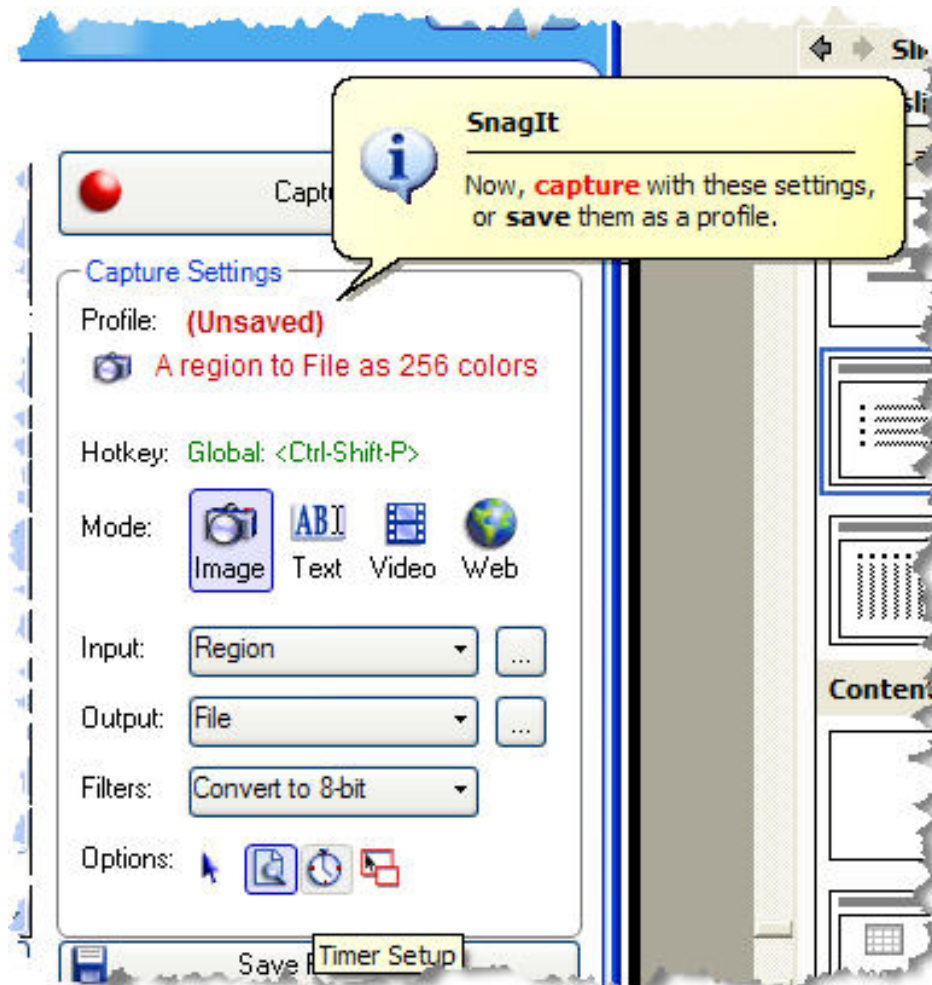
- Help topics can be accessed directly from the product user interface

The screenshot shows the QuickBooks Online Edition 'Enter Bills' interface. A yellow callout box in the top right corner contains the text: **QuickBooks Online Edition** and <http://oe.quickbooks.com/try.shtml>. The main interface includes a navigation bar with 'Company', 'Customers', 'Vendors', and 'Employees'. The 'Enter Bills' form has fields for Vendor, Ref #, Bill Date (09/10/2004), Amount Due, Terms (Net 10), Due Date (09/20/2004), and Memo. Below the form is a table with columns: #, Account, Amount, Description, Customer, Billable, and Tax. A 'How Do I...' help window is open, listing related activities: Track expenses?, Enter a bill?, Track 1099 payments?, and Edit a bill?.

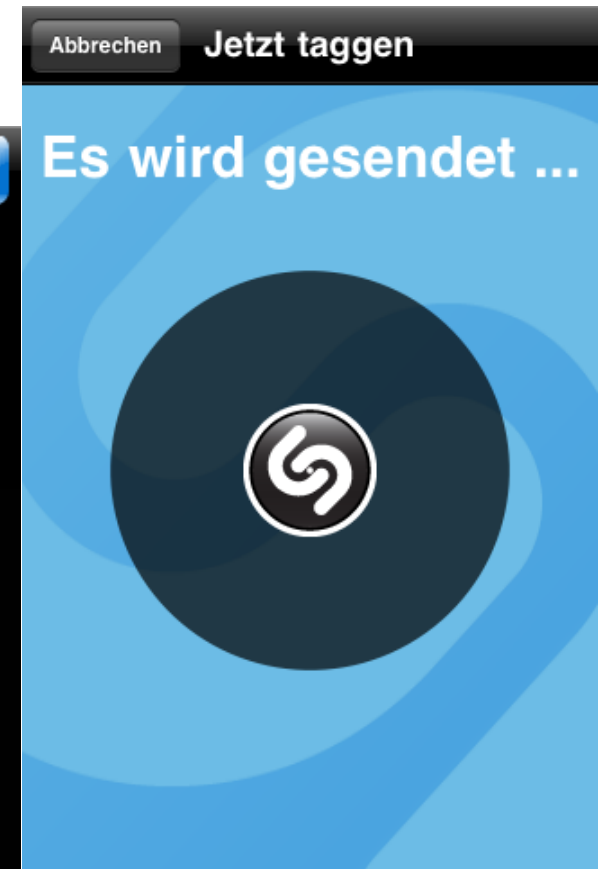
#	Account	Amount	Description	Customer	Billable	Tax
1						
2						

How Do I...
▶ Track expenses?
▶ Enter a bill?
▶ Track 1099 payments?
▶ Edit a bill?






















































































































































































































































Sample: Proactive help



Sample: Direct Access



Problem: Hundreds and thousands of topics

 1207.xml	 1452.xml	 1697.xml	 1942.xml	 2194.xml	 2446.xml	 2691.xml
 1214.xml	 1459.xml	 1704.xml	 1949.xml	 2201.xml	 2453.xml	 2698.xml
 1221.xml	 1466.xml	 1711.xml	 1956.xml	 2208.xml	 2460.xml	 2705.xml
 1228.xml	 1473.xml	 1718.xml	 1963.xml	 2215.xml	 2467.xml	 2712.xml
 1235.xml	 1480.xml	 1725.xml	 1970.xml	 2222.xml	 2474.xml	 2719.xml
 1242.xml	 1487.xml	 1732.xml	 1977.xml	 2229.xml	 2481.xml	 2726.xml
 1249.xml	 1494.xml	 1739.xml	 1984.xml	 2236.xml	 2488.xml	 2733.xml
 1256.xml	 1501.xml	 1746.xml	 1991.xml	 2243.xml	 2495.xml	 2740.xml
 1263.xml	 1508.xml	 1753.xml	 1998.xml	 2250.xml	 2502.xml	 2747.xml
 1270.xml	 1515.xml	 1760.xml	 2005.xml	 2257.xml	 2509.xml	 2754.xml
 1277.xml	 1522.xml	 1767.xml	 2012.xml	 2264.xml	 2516.xml	 2761.xml
 1284.xml	 1529.xml	 1774.xml	 2019.xml	 2271.xml	 2523.xml	 2768.xml
 1291.xml	 1536.xml	 1781.xml	 2033.xml	 2278.xml	 2530.xml	 2775.xml
 1298.xml	 1543.xml	 1788.xml	 2040.xml	 2285.xml	 2537.xml	 2782.xml
 1305.xml	 1550.xml	 1795.xml	 2047.xml	 2292.xml	 2544.xml	 2789.xml
 1312.xml	 1557.xml	 1802.xml	 2054.xml	 2299.xml	 2551.xml	 2796.xml
 1319.xml	 1564.xml	 1809.xml	 2061.xml	 2306.xml	 2558.xml	 2803.xml
 1326.xml	 1571.xml	 1816.xml	 2068.xml	 2313.xml	 2565.xml	 2810.xml
 1333.xml	 1578.xml	 1823.xml	 2075.xml	 2320.xml	 2572.xml	 2817.xml
 1340.xml	 1585.xml	 1830.xml	 2082.xml	 2327.xml	 2579.xml	 2824.xml
 1347.xml	 1592.xml	 1837.xml	 2089.xml	 2334.xml	 2586.xml	 2831.xml
 1354.xml	 1599.xml	 1844.xml	 2096.xml	 2341.xml	 2593.xml	 2838.xml
 1361.xml	 1606.xml	 1851.xml	 2103.xml	 2348.xml	 2600.xml	 2845.xml
 1368.xml	 1613.xml	 1858.xml	 2110.xml	 2355.xml	 2607.xml	 2852.xml
 1375.xml	 1620.xml	 1865.xml	 2117.xml	 2362.xml	 2614.xml	 2859.xml
 1382.xml	 1627.xml	 1872.xml	 2124.xml	 2369.xml	 2621.xml	 2866.xml
 1389.xml	 1634.xml	 1879.xml	 2131.xml	 2383.xml	 2628.xml	 2873.xml
 1396.xml	 1641.xml	 1886.xml	 2138.xml	 2390.xml	 2635.xml	 2880.xml
 1403.xml	 1648.xml	 1893.xml	 2145.xml	 2397.xml	 2642.xml	 2887.xml
 1410.xml	 1655.xml	 1900.xml	 2152.xml	 2404.xml	 2649.xml	 2894.xml
 1417.xml	 1662.xml	 1907.xml	 2159.xml	 2411.xml	 2656.xml	 2901.xml
 1424.xml	 1669.xml	 1914.xml	 2166.xml	 2418.xml	 2663.xml	 2908.xml
 1431.xml	 1676.xml	 1921.xml	 2173.xml	 2425.xml	 2670.xml	 2915.xml
 1438.xml	 1683.xml	 1928.xml	 2180.xml	 2432.xml	 2677.xml	 2922.xml
 1445.xml	 1690.xml	 1935.xml	 2187.xml	 2439.xml	 2684.xml	 2929.xml

Principle 2: Define categories (Topic Types)



Sample: Topic types



Task

Move the hose to the driveway and attach the water hose to the spout and pull the free end over to the car.

Use a sponge to apply the soapy water to the car and scrub off the dirt. You should have a bucket with soapy water.

Definition

A water hose is useful for cleaning and gardening projects in the yard.

Keep the hose coiled on a large hook near a water spout. After the washing you should dry the car using a dampened chamois.

Result: Better information



Changing the oil in your car

Washing the car

Keep your car looking great by washing it regularly.

1. Move the car onto the driveway.
2. Attach the water hose to a spout and pull the free end over to the car.
3. Fill a bucket with soapy water.
4. Use a sponge to apply the soapy water to the car and scrub off the dirt.
5. Rinse the car by spraying clean water from the hose.
6. Dry the car using a dampened chamois.

Water hose

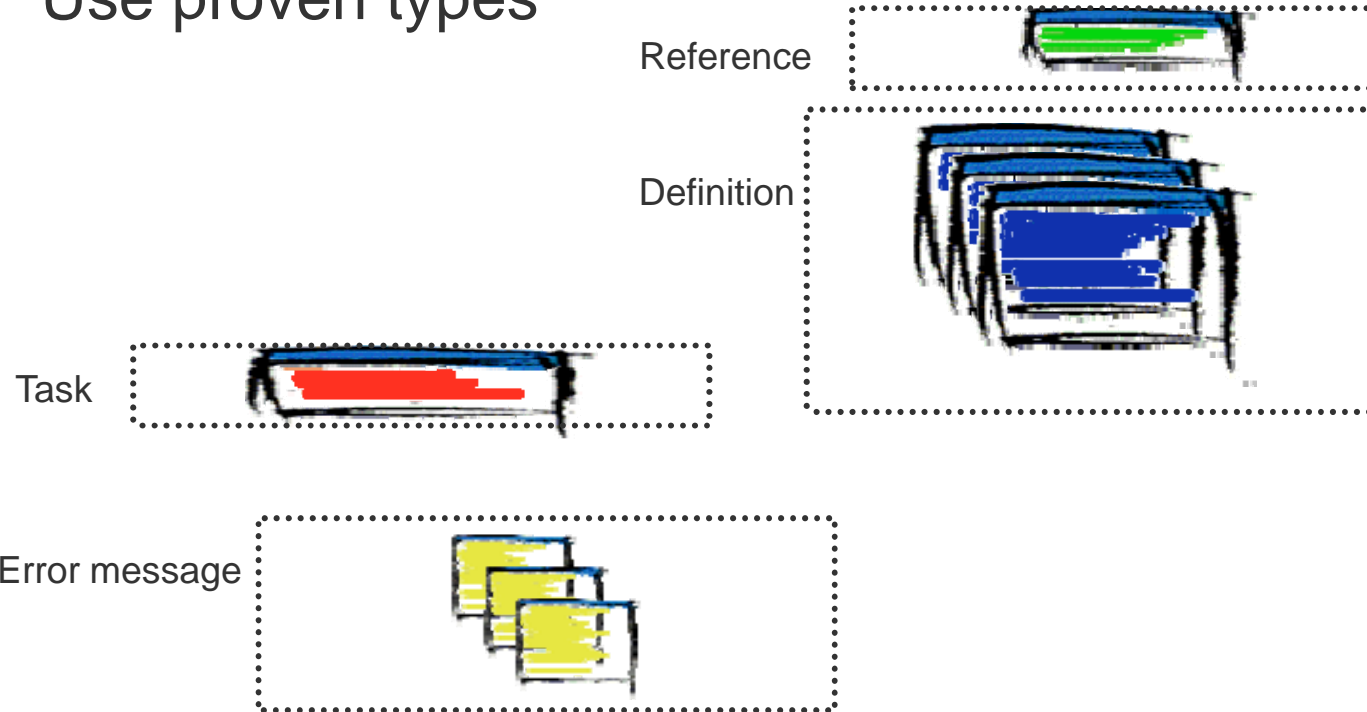
A water hose is useful for cleaning and gardening projects around the yard. Keep the hose coiled on a large hook near a water spout.



Problem: How to define topic types?



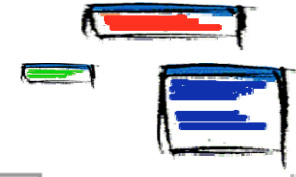
1. Use proven types



2. Use proven methods to define new ones:
Class Concept Method[©] (Prof. Sissi Closs)

Principle 3: Unify through standardization

Class Concept Method[©] (Prof. Sissi Cross)



Topic-Klasse	Inhalt	ID Konvention	Title Konvention	IVZ	IX	Layout	Anzeige
Beschreibung	Überblick über System, Einführungen, Besonderheiten der GUI	DES_[kurztitel]	[<i>substantiv</i>]	ja	ja	help.css	main window
Aufgabe	einzelne Aufgaben in Form von Schrittanleitungen	HOW_[kurztitel]	[<i>aufgabe verbal, verb im infinity</i>]	ja	ja	help.css	main window
Ablauf	Zusammenhang und Reihenfolge der Teilaufgaben einer komplexen Aufgabe	FLW_[kurztitel]	Ablauf [<i>aufgabe verbal, verb im infinity</i>]	ja	ja	help.css	main window

Anleitung

>>> Weg ins Fenster

Kurzbeschreibung, wozu Aufgabe **ohne** Jumps. Nur **Popups** auf Begriffsdefinitionen sind erlaubt.

Voraussetzung (optional)

Voraussetzungen, die zur Ausführung der Aufgabe erfüllt sein müssen, zum Beispiel erforderliche Rechte. Beschreibung **ohne** Jumps. Nur **Popups** auf Begriffsdefinitionen sind erlaubt.

✓ Start der Schritte

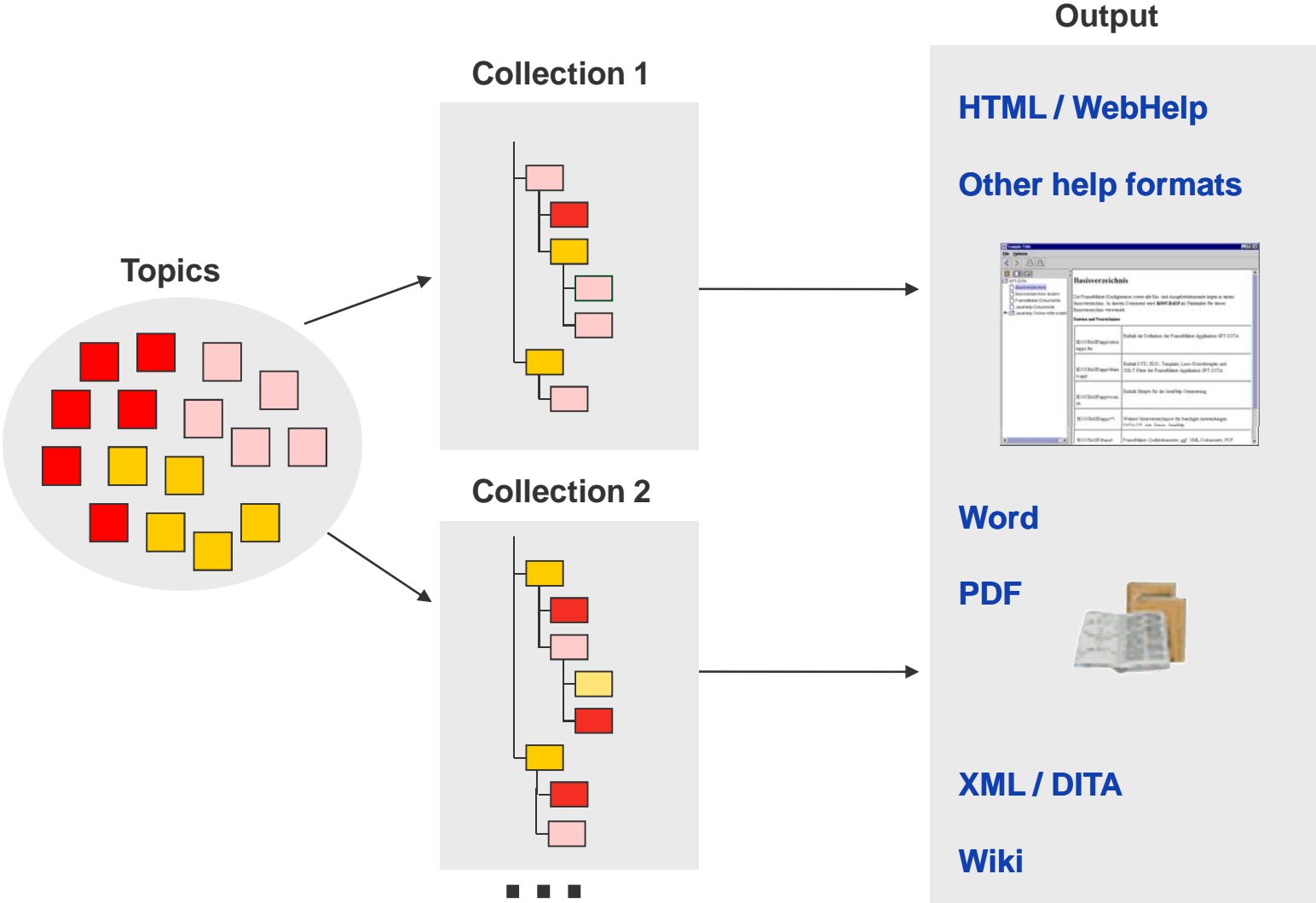
1. Schritt 1 **ohne** Links
2. Schritt 2 **ohne** Links
3. ...

Kurze Angabe des Ergebnisses

Verwandte Aufgaben (optional)

- Aufgabe 1
- Aufgabe 2
- ...

Topic-based documentation world



Challenges in a topic-based world



- Learning to think in topics, not in books
- Finding the adequate level of modularization
- Selecting the appropriate topic type
- Organizing topics and their relations
- Finding already existing topics
- Avoiding an uncontrollable growth of meaningless topics



Technology

- Source: DITA
- Output (mobile): HTML5

What is DITA?



- Standardized XML architecture for print and online documentation
- Supports topic-oriented structuring
- Supports typing
 - Predefined topic types (concept, task, reference, glossary entry)
 - Predefined collection types (book)
 - Supports link types
- Offers promising support for collaboration



What is the big goal?

Single Sourcing on a broad basis to

- Avoid **redundancy** in the sources
- Produce content in **collaboration**
- Improve **consistency**
- Fulfill quality standards

Re-using topics

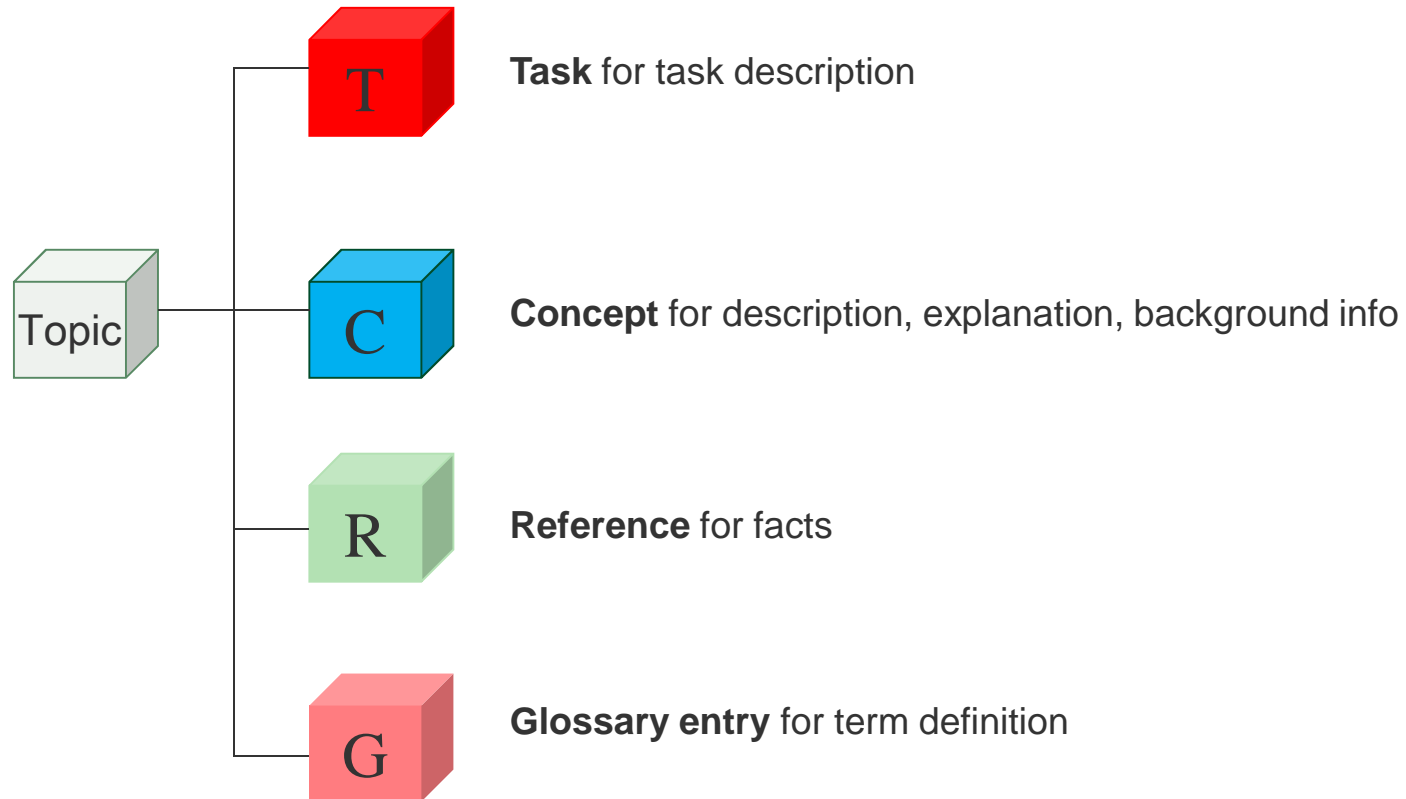




DITA's history

- Defined by IBM at the end of the 1990s
- V1.0 standardized by OASIS in May 2005
- V1.2 standardized by OASIS in Nov 2011
- OASIS: Organization for the Advancement of Structured Information Standards
 - DITA Technical Committee
 - Subcommittees for:
 - Translation
 - Learning and Training
 - Machine Industry
 - Help

DITA Topic Types



DITA concept: What is?



```
<?xml version="1.0" encoding="utf-8" ?>
- <concept id="waterhoseconcept" xml:lang="en-us">
  <title>Water hose</title>
  - <conbody>
    <p>A water hose is useful for cleaning and gardening projects
      around the yard. Keep the hose coiled on a large hook near a
      water spout.</p>
  </conbody>
  - <related-links>
    - <link href=" ../tasks/washingthecar.xml" format="dita"
      type="task">
      <linktext>Washing the car</linktext>
    </link>
  </related-links>
</concept>
```

HTML5 for mobile documentation

- HTML5
- CSS3
- JavaScript, predefined libraries:
 - jQuery Mobile
 - jQTouch

jQuery Mobile

```
<!DOCTYPE html>
<html>
  <head>
    <title>My Page</title>
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <link rel="stylesheet"
href="http://code.jquery.com/mobile/1.0.1/jquery.mobile-1.0.1.min.css" />
    <script src="http://code.jquery.com/jquery-1.6.4.min.js"></script>
    <script
src="http://code.jquery.com/mobile/1.0.1/jquery.mobile-1.0.1.min.js"></script>
  </head>
  <body>

  <div data-role="page">

    <div data-role="header">
      <h1>My Title</h1>
    </div><!-- /header -->

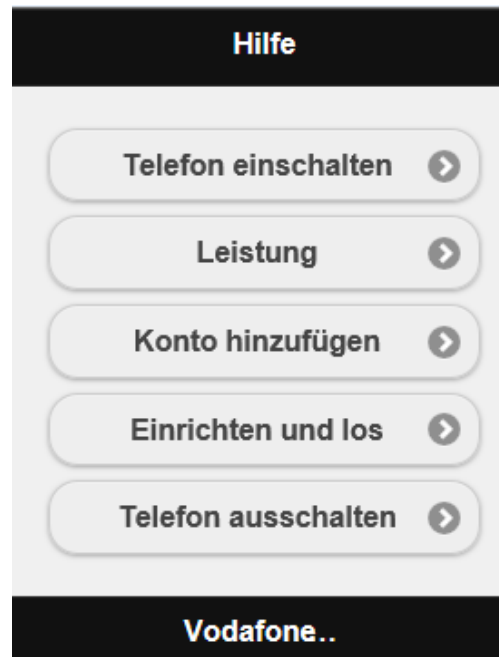
    <div data-role="content">
      <p>Hello world</p>
    </div><!-- /content -->

  </div><!-- /page -->
```



jQuery Mobile: Navigation

```
<script src="jqm/jquery-1.6.4.min.js"></script>
<script src="jqm/jquery.mobile-1.0rc1.min.js"></script>
</head>
<body>
<div data-role="page" data-theme="c">
  <div data-role="header">
    <h1>Hilfe</h1>
  </div><!-- /header -->
  <div data-role="content">
    <a href="Topics/T_einschalten.html" data-role="button" data-icon="arrow-r" data-iconpos="right">Telefon einschalten</a>
    <a href="Topics/C_Leistung.html" data-role="button" data-icon="arrow-r" data-iconpos="right">Leistung</a>
    <a href="Topics/T_Konto_hinzufuegen.html" data-role="button" data-icon="arrow-r" data-iconpos="right">Konto hinzufuegen</a>
    <a href="Topics/T_einrichten.html" data-role="button" data-icon="arrow-r" data-iconpos="right">Einrichten und los</a>
    <a href="Topics/T_ausschalten.html" data-role="button" data-icon="arrow-r" data-iconpos="right">Telefon ausschalten</a>
  </div><!-- /content -->
</div>
```

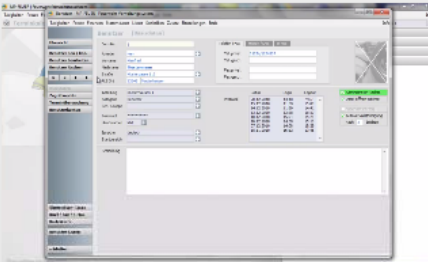


jQuery Mobile: Video + Geolocation

Montagevideo


Schneekettenmontage Polar

Diese Schneekette ist besonders gut geeignet, wenn der Einsatzbereich auch über stark vereistes und unbefestigtes Gelände führt.



0:04 / 0:32


KÖNIG Polar Schneeketten - www.aut...



0:00 / 5:34

Geolocation

Ihre Position:
Lat= 48.9969006
Lon= 8.3485683



Karte Satellit

500 m
2000 ft

Kartendaten - Nutzungsbedingungen

Zurück zum Hauptmenü

Schönstr. 91, D-81543 München - Tel: 089-669955

Tools

- Classic Online help authoring software
 - Flare, RoboHelp
 - ...
- Authoring Software supporting DITA
 - FrameMaker + DITA-OT, Oxygen Editor
 - ...
- Content Management Systems
 - Xdocs, Author-it, ixiaSoft DITA CMS, DITAworks...
 - ...
- Wikis
 - MediaWiki, Confluence, ...
- Authoring Software for mobile Apps
 - 4M, AppMakr, ...

Questions?

closs@c-topic.de