

DIALOG

# Documentation Challenges

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# Agenda

- ◆ What makes a good technical author?
- ◆ Dyalog's documentation process
- ◆ What documentation is available for Dyalog
- ◆ Suggestions



# To Be a Good Technical Author...

- ◆ You can't document what you don't understand!
- ◆ Must balance:
  - ◆ Technical knowledge
  - ◆ Curiosity
  - ◆ Restraint
- ◆ Need to be pedantic and detail-oriented
- ◆ Always use language for non-native speakers
- ◆ Must be inoffensive across cultures



# Internal Considerations

- ◆ Know your limitations
- ◆ Know your developers
- ◆ Know your resources



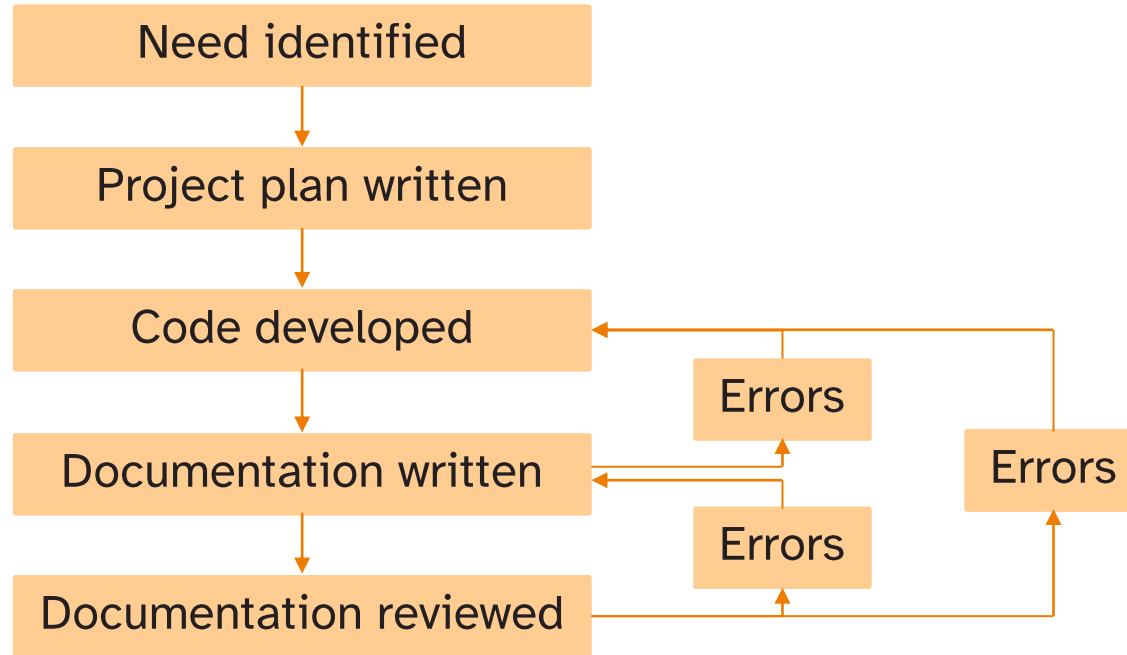
# To Produce Good Documentation...

- ◆ Always remember that individual customers:
  - ◆ learn in different ways
  - ◆ have differing expectations
  - ◆ start from unique knowledge bases
- ◆ Similar considerations to UI design

*Good documentation is like electricity/running water!*



# Dyalog's Documentation Process



# Dyalog's Documentation Set

- ◆ Documentation Centre (all docs – online):
  - ◆ [docs.dyalog.com](https://docs.dyalog.com)
  - ◆ Website: Resources > Documentation
  - ◆ RIDE Session: Help > Documentation Centre
- ◆ Within a Windows Session (all docs – offline):
  - ◆ Help > Documentation Center
- ◆ Online documentation:
  - ◆ [help.dyalog.com](https://help.dyalog.com) (F1 from Windows Session or the RIDE)
  - ◆ RIDE Session: Help > Dyalog Help
  - ◆ Windows/RIDE Session: F1
  - ◆ Windows: Help > Dyalog Help (offline CHM file)
- ◆ GitHub documentation:
  - ◆ <https://github.com/Dyalog>



# Suggestions

- Tell me!
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