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

1. Need identified
2. Project plan written
3. Code developed
4. Documentation written
5. Documentation reviewed

Errors can occur at any stage and require rework.
Dyalog's Documentation Set

- Documentation Centre (all docs – online):
  - 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 (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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