OOo Documentation

Online Help and Beyond

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Agenda

- Why Docs?
- A Docs Inventory
- OOo Help Today
- How to get involved
- What's missing?
- OOo Docs Tomorrow
- Q&A

Why Documentation?

- Documentation helps
  - > users to **work** with the application
  - > developers to **program** for the application
  - > administrators to **configure** the application
- Documentation may be mandatory by local law
- Documentation can also
  - > raise product **awareness**
  - > improve product **experience**
  - > lower ramp-up **barriers**
  - > lead to product **adoption**
  - > lower support load
- and often Documentation needs to straighten out what implementation botched up

A Docs Inventory
What's out there?

Documentation	Owner	Source Location	Delivery	Format	Remarks
Online Help	Sun	Source CVS	with the bits	xhp (xml)	
Getting Started Guide	OOo	oooauthors.org	Download	Pdf	For OOo 2
Getting Started Guide	Sun	Sun	Docs.Sun.Com, CD	sgml	for StarOffice, closed source
User Guide	OOo	documentation.o.org	Download	Pdf	For OOo 1, for OOo 2
User Guide Chapters	OOo	oooauthors.org	Download	Pdf	For OOo 1, for OOo 2
BASIC Guide	Sun	Sun	Docs.Sun.Com, CD	sgml	for StarOffice, closed source
Migration Guide	OOo	oooauthors.org	Download	Pdf	For OOo 2
Developer's Guide	Sun	Sun	Docs.Sun.Com, CD, Web	sxw /sgml	for StarOffice, closed source
Administration Guide	Sun	Sun	Docs.Sun.Com, CD	sgml	for StarOffice, closed source
Numerous docs at support.openoffice.org: Links to community support, commercial support, mail lists, forums, templates, samples, cliparts and more extras, Wiki, commercial and free to download books					
Many more sites in many different languages					

OOo Help Today

- Source Format
- Repository
- Authoring Framework
- Processes

OOo Help Today
Source Format

- Help sources are open since OOo 1.x

- Help sources are all converted into a documented XML format since OOo 2

- XML source format is based on an easy, straightforward DTD

OOo Help Today
Repository

- All help files are now part of the code base
  - > help module: *helpcontent2*
  - > help content follows application branches
- Help module *helpcontent2* is (largely) autonomous, with the following exceptions
  - > images are located in *default_images*
  - > help agent trigger ids are located in the configuration
- Localization goes with the help files
  - > *localize.sdf* contains localized strings for all files in a directory

OOo Help Today
Authoring Framework

- ## Text or XML Editor
  - > Help files can be authored using any text or XML editor

- ## Help files can be authored using OOo
  - > there is a framework consisting of macros, menus, and XSL filters available,
    see:
    documentation.openoffice.org/online_help
  - > current framework only available for OOo 1.x, porting is ongoing: **any help highly appreciated**

- ## There is a guide describing technical details

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OOo Help Today
Processes

- Use CWS for changing help
  - > piggybacking on engineering processes
  - > using engineering tools
- Fits nicely in existing build environment
  - > is built just like any other OOo module
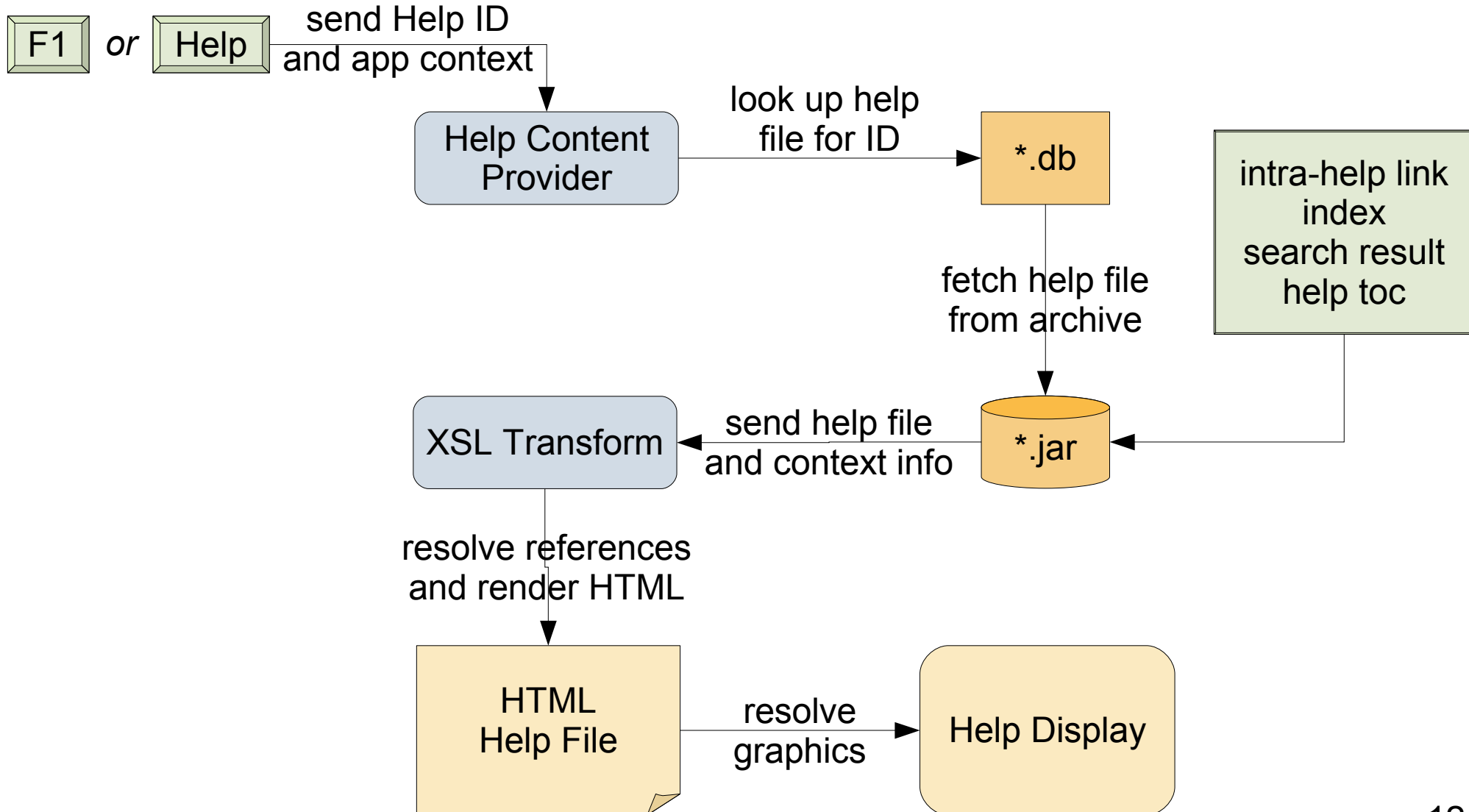- Available inside and outside

Intermission

Intermission

The mechanics of OOo help

- # Help Components
  - > ## "Tips" (Bubble help)
    - – implemented by Developers, UI element name
  - > ## Extended Tips (Shift+F1)
    - – part of help files, underestimated (we think)
  - > ## Content-sensitive Help (F1)
    - – part of help files, favorite entry point
  - > ## Help Agent
    - – part of OOo configuration, hardly used, often neglected
  - > ## Help Index
    - – part of help files
  - > ## Help Contents
    - – maintained manually
  - > ## Search
    - – needs improvement

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Intermission
Calling for Help

OpenOffice.org
Conference

| F1 | *or* | Help | send Help ID
and app context |

Help Content
Provider → look up help
file for ID → *.db

intra-help link
index
search result
help toc

fetch help file
from archive

XSL Transform ← send help file
and context info ← *.jar

resolve references
and render HTML

HTML
Help File → resolve
graphics → Help Display

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Intermission

Help Authoring Mechanics from 10,000 ft

- Authoring Environment
  - > Inside a CWS when working on multiple help files
  - > On standalone files when submitting them as patches

- Editing the files
  - > use OOo with authoring framework (currently OOo 1.x only)
  - > use standard text or XML editor
  - > read the for details on how to use the elements Authoring Guide

- Verifying the changes and handing them back
  - > build the helpcontent2 module and verify the output
  - > submit the changes to CVS

  or

Back to Main Track...

How to get involved
Our humble suggestions

- **Phase 1**: Report Bugs
- **Phase 2**: Submit Patches
- **Phase 3**: Fix Issues
- **Phase 4**: Create and Modify Help
- **Phase 5**: Sponsor a Help Area

How to get involved

Phase 1: Report Bugs

- What you need
    - > A recent OpenOffice.org installation
    - > An account on OpenOffice.org
    - > Get a little familiar with Issuezilla

- What you *don't* need
    - > ~~Programming experience~~
    - > ~~Knowledge of the help file format~~
    - > ~~Long term commitment~~

- What you do
    - > Find issues (wrong instructions, terminology flaws, missing descriptions)
    - > Report them using Issuezilla

- What you get
    - > A better Help
    - > We may start keeping a top 10 **issues submitters** list ;-)

How to get involved
Phase 2: Submit Patches

- What you need
  - > see Phase 1, plus:
  - > ideally some knowledge of the XML help file format
- What you *don't* need
  - > ~~Programming Experience~~
  - > ~~Long term commitment~~
- What you do
  - > Find issues and report them using Issuezilla
  - > Attach a suggested patch that fixes the bug to the submitted issue (this can just be a piece of text or XML code)
- What you get
  - > A better Help containing *your* contribution
  - > We may start keeping a top 10 **patch submitters** list ;-)

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How to get involved
Phase 3: Fix Issues

- What you need
  - > see Phase 2, plus:
  - > some knowledge of the XML help file format
  - > ideally some knowledge of the build environment

- What you *don't* need
  - > ~~Programming Experience~~
  - > ~~Long term commitment~~

- What you do
  - > Find issues and report them using Issuezilla
  - > Work in a CWS fixing the issues in the source files, this can be a CWS shared with other contributors maintained by one

- What you get
  - > A better Help containing *your* contribution
  - > We may start keeping a top 10 **bug fixers** list ;-)

How to get involved
Phase 4: Create and Modify Help

- What you need
  - > see Phase 3, plus
  - > knowledge about the help file organization and structure

- What you *don't* need
  - > ~~Programming Experience~~
  - > ~~Long term commitment~~

- What you do
  - > Work in a CWS creating new help files or refurbishing existing help files in coordination with the help content owner
  - > this can be a CWS shared with other contributors maintained by one

- What you get
  - > A better Help containing *your* contribution
  - > You will get credit as a **help author**, your name will be added to the (to be created) list of sponsors in the help, downloaded millions of times, visible throughout the world. Cool, eh?

How to get involved

Phase 5: Sponsor a Help Area

- What you need
  - > see Phase 4, plus
  - > Long-term commitment

- What you *don't* need
  - > ~~Programming Experience~~

- What you do
  - > Be responsible for a specific help area (the size of which can be defined), check and monitor accuracy, suggest and implement changes, track issues, coordinate with help owner

- What you get
  - > A better Help containing *your* contribution
  - > You will get credit as a **help sponsor**, your name will be added to the (to be created) list of sponsors in the help, downloaded millions of times, visible throughout the world. Cool, eh?

The Future of OOo Docs

- Intensify collaboration between Sun and community
    - > we encourage you to help working on the online help
    - > we offer to help on other documents

- Open Source all Sun documents
    - > Currently closed source documents will be open sourced in the near future: DevGuide, BASIC Guide, Admin Guide, Getting Started Guide

- Improve reuse of existing docs, content exchange
    - > There are some overlaps, lets make use of them

- Improve document version tracking and repository

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The Future of OOo Docs
cont'd

- ## Maintain a visible docs task list
  - > Helpers should quickly see what's being done and what needs to be done

- ## Implement regular phone meeting of core team
  - > build a core team with long-term commitment

- ## Implement or improve feedback channels
  - > Make it easier for users to reply to praise and complain instantly

- ## Consistent presentation of Docs, Templates
  - > Have one common appearance of all OOo docs
  - > Automize layout creation to focus on content

The Future of OOo Docs
cont'd

- ## Content Governance Model
  - > who decides what's being done, who prioritizes, have a documentation review board

- ## Maintain help online and "collaborable" (wiki)

- ## Look at Web 2.0
  - > dynamic creation of targeted documentation

- ## <your idea goes here>
  - > there's lots more...

Thanks for any Feedback!

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Q&A

OOo Documentation

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