

# Documentation

# The Problem

- The collaborative documentation environment (TWiki) has problems with accessibility, accuracy, searchability, and formatting
- While version control exists, it does not encourage a review and verification process
- Cruft buildup overtime due to it being a catchall public environment has deepened problems with searchability and ability to deliver accurate and current content

# The Goals

- OSG documentation is easily accessible, usable, accurate and current
- The most valuable OSG documentation is easiest to discover
- Better ways exist to give document feedback/ corrections and to request a new document
- The look and feel of the documentation system is professional and modern

- The targeted technology has been demoed
- Concentrate on heavily used documents based on hit count (Google Analytic) review of the TWiki
- The existing unused documentation will be archived
- Some routine functions will need to find other options (meeting scheduling and minutes, shared working documents, functional area descriptions/introductions)
- User Support documentation will remain separate and managed by the User Support Area

**authorship**

**editorial process**

**curation**

**archival**

**create**

**review**

**publish**

**archive**

**community  
gives  
feedback**

**document  
is not relevant**

**document  
reaches  
critical age**



# Engagement Areas

- Operations
- Technology and Software
- User Support
- Need to add Production Support and Security

Full draft of project plan  
available at:

[https://docs.google.com/document/d/  
1QyeTPbbrONswuJFKi0F\\_icB7rrFRR68qPV  
fOhIdEgHg/edit](https://docs.google.com/document/d/1QyeTPbbrONswuJFKi0F_icB7rrFRR68qPV_fOhIdEgHg/edit)