

# GSoD 2020 - Planning Document

## Information Plan

[Goals and Objectives of the Development Project](#)

[Goals and Objectives for the Publications](#)

[Preliminary User Profile](#)

[High-Level Task Analysis](#)

[Design Implications and Publications Strategy](#)

[Preliminary Media Selection](#)

## Project Plan

[Estimate of Scope and Complexity](#)

[Estimate of Time and Budget](#)

[Estimate of Required Resources](#)

[Milestone Schedule](#)

[Roles and Responsibilities of Team Members](#)

[Production Plan](#)

[Localisation & Translation Plan](#)

[Testing Plan](#)

[Maintenance Plan](#)

## Process:

- Meeting time is every [Wednesday 2030 AEST](#)
- Kanban board is here: <https://github.com/orgs/thegooddocsproject/projects/2>
- All work should be tracked as an issue on the kanban board. Ensure all issues are attached to one of the epics.
- This document describes each of the epics, and provides the framework for planning.

## Information Plan

*The Information Plan ... is the primary document you will use to plan how to manage the publications project, providing the basis for your preliminary estimates of the schedule and budget needed to complete the project.*

The Good Docs Project aims to help open source projects and tech writing communities be more effective, by addressing key documentation pain points. Our end deliverables each address one of these pain points.

This document aims to bring the 2020 Good Docs Project planning into one place. The current work streams are:

- Base template (previously "template for templates")
- Information Architecture (IA)
- Auditing

These work streams all sit adjacent to the templates themselves, but are nevertheless required for a successful project launch.

Additionally, we intend to add templates for:

- Template for API/SDK

## Goals and Objectives of the Development Project

In brief, the template of templates provides guidance for people who want to create their own templates, the information architecture guide provides guidance for planning a docs suite, and writing content using the templates, and the auditing tool provides a framework for measuring and assessing completed documentation quality.

For more information, see:

- Template of templates/base template. Provides guidance for people who want to create their own templates:
  - Lana:  
[https://docs.google.com/document/d/1h-KCHxc0exhhjH8XrOTSIW\\_MkG6GNvzVx2BJXo9C4Hs/edit?usp=sharing](https://docs.google.com/document/d/1h-KCHxc0exhhjH8XrOTSIW_MkG6GNvzVx2BJXo9C4Hs/edit?usp=sharing)
  - Viraji:  
<https://docs.google.com/document/d/1eI6aVG19PnwGSrnQFUs8KjPh9Xdsh51jzXCsa9Fvuh4/edit?usp=sharing>
- Information Architecture Guide. Provides guidance for planning a docs suite, and writing content using the templates:
  - Lana:  
<https://docs.google.com/document/d/1JaiEJnSN0-5VSA2xYPzS1XrUjdzau3m4DwleZd4EfOo/edit?usp=sharing>
- Auditing Framework. Provides a framework for measuring and assessing completed documentation quality:
  - Daniel:  
[https://docs.google.com/document/d/1e6Jc6zh-aMiEKP3BCRb5IVy4Y\\_FCzugYlNeMcJqO9ds/edit?usp=sharing](https://docs.google.com/document/d/1e6Jc6zh-aMiEKP3BCRb5IVy4Y_FCzugYlNeMcJqO9ds/edit?usp=sharing)
- Template for Open Source APIs and SDKs. Provides a template for people wanting to document their API or SDK:

- Ankita:  
[https://docs.google.com/document/d/1WVWR-rN0DXi1QAziGDhxs6KjB3NM-E2ZF\\_JtVdUnE-U/edit?usp=sharing](https://docs.google.com/document/d/1WVWR-rN0DXi1QAziGDhxs6KjB3NM-E2ZF_JtVdUnE-U/edit?usp=sharing)

## Goals and Objectives for the Publications

Each of the deliverables provide guidance and assistance to readers through the process of planning, creating, and assessing their documentation. It also provides a framework for assisting readers to give back to the project.

The definition of success of this project is the ability for an inexperienced reader to use the publications to develop a suite of documentation for their product, assess it for quality, and to be able to create further templates to submit back to the Good Docs project. This hypothetical reader should be able to complete each step of the process in less than 10 hours of work (roughly equivalent to a weekend of work). The steps are:

Step	Description	Deliverable	Reader outcome
1	Preparatory work - audience/task analysis, etc.	IA Guide	An understanding of their reader, and the information their readers will require, including which templates are required
2	Drafting - Initial content into the required templates for their audience.	Templates	A draft documentation suite ready for submission to their project
3	Auditing - Checking documentation quality	Audit Framework	A completed audit report
4	Giving back - Submitting templates to the Good Docs Project for others to use	Base Template	A new template in the Good Docs Project

## Preliminary User Profile

There are two main audience types for this documentation: those who are looking for assistance in writing documentation for their own projects, and those who want to contribute to the Good Docs Project. For ease of reference, we will refer to the first type as "external" users, as their end-goal is to produce content for a project outside of the Good Docs Project. The second type we will refer to as "internal" users, as they are producing content for the Good Docs Project itself. Naturally, there will be significant overlap between these two groups. Some people will begin as external users, and become internal (as their skills improve and they want to give back to the project), and others might begin as internal users, and act as external users from time to time (as they come across projects that would benefit from the templates).

External users are those people who have a project - either open source or otherwise - that requires documentation. These people might have some exposure to technical writing, through using or writing documentation with previous projects, but are unlikely to be trained technical writers. They are more likely to have a development or project management background. We can assume some familiarity with software and concepts such as markdown and version control. We cannot assume familiarity with open source principles, any specific markdown language or tool, or any exposure to technical writing principles such as information architecture, content strategy, or topic-based authoring.

Internal users are people that would like to submit a new template to the Good Docs Project. They have identified a template that they feel is missing from the project and would like to develop it, or they might have an existing template and feel it would be a good addition. These people are more likely to have documentation experience, either as a trained technical writer or having acted in a technical writing role. They may also have held other software related roles, including as a developer. We can assume some familiarity with open source and related tools, as well as basic technical writing concepts and tools.

## High-Level Task Analysis

In this Analysis, each step defined above is broken into a series of tasks that a reader might be expecting to perform, and the likelihood that they would use the documentation to perform this task rated as low, medium, or high. This allows us to perform a simple calculation to determine the critical reader pathways.

Step	Task	Internal Users	External Users	Score
1	Researching whether or not to use templates	Low	High	4

1	Conducting a reader analysis	Low	Medium	3
1	Determining which templates to use	Medium	High	5
2	Checking out templates from the repo	Medium	High	5
2	Entering initial content into the templates	Low	High	4
2	Maintaining completed docs in their own repo	Low	High	4
3	Preparing for a docs audit	Low	Medium	3
3	Conducting a docs audit	Low	Medium	3
3	Analysing and integrating results of an audit	Low	Medium	3
4	Drafting a new template for submission	High	Low	4
4	Submitting a new template to the incubator	High	Low	4
4	Editing existing templates	High	Medium	5

Scoring a 3 for High, 2 for Medium, and 1 for Low, the critical paths, therefore, are (in order):

1. Determining which templates to use (IA)
2. Checking out templates from the repo (Templates)
3. Editing existing templates (Base template)
4. Researching whether or not to use templates (IA)
5. Entering initial content into the templates (Templates)
6. Maintaining completed docs in their own repo (Templates)
7. Drafting a new template for submission (Base template)
8. Submitting a new template to the incubator (Base template)

## Design Implications and Publications Strategy

First point of contact for most readers will be either the project website (<https://thegooddocsproject.dev/>) or the templates repository (<https://github.com/thegooddocsproject/templates>). They will arrive at this page either by clicking a link from elsewhere on the web, or through an organic search.

### Step 1: IA Guide

In order to satisfy the primary critical path of "researching whether or not to use templates", both the site and the repo will need obvious "START HERE" messaging. On the site, it should be on

the index page, and in the repo it should be in the README. From there, a link can lead to the IA guide (step 1). The IA guide must be structured in a way that it is easy to begin. Don't overburden the reader with too much reading or thinking straight away. This could be best addressed by a series of questions, with each answer leading naturally to the next question.

In order to satisfy the critical path of "determining which templates to use", the reader should be able to complete the IA guide in a matter of hours, and complete it with a reasonable idea of the templates required for their project. This could potentially be achieved using a simple questionnaire style "pick your own path" implementation, with buttons to click. Implemented this way, as a questionnaire on a mini-site rather than as a document, it can be easily hosted on the project site and linked to from the README.

## Step 2: Templates

No need to reinvent this, new templates can match the existing template design.

## Step 3: Audit Framework

TBD

## Step 4: Base Template

Readers are likely to require the base template only after they have a certain level of familiarity with the project, either as an external or internal user. However, in order to satisfy the critical pathway of "editing existing templates", it is important that readers are directed to the base template before they start work on editing existing templates, or creating a new template. For this reason, the base template needs to serve as a contributors' guide of sorts. In order to satisfy the critical pathways of "drafting a new template for submission" and "submitting a new template to the incubator" the reader will not only need a good understanding of how write a docs template, but they will also need to know how to contribute to an open source project generally, and to the Good Docs Project specifically. This can be delivered in two parts: in the repo as a template using the same design as the existing templates, and with a companion document on the site which covers contribution information.

# Project Plan

*The Project Plan takes the creative ideas of the Information Plan and sets a course for their development ... A Project Plan that carefully specifies what can be built in the allotted time and at the designated level of quality removes some of the risk.*

## Estimate of Time and Budget

Based on GSoD 'standard' length project, with project launch in late 2020. TBD.

Technical writing projects announced	<b>August 16, 2020 at 22:00 UTC</b> Google announces the accepted technical writer projects
Community bonding	<b>August 17 - September 13, 2020</b> Technical writers get to know mentors, get up to speed with the open source organization, and refine their projects in collaboration with mentors
Doc development	<b>September 14, 2020</b> Doc development officially begins!
	<b>September 14, 2020 - November 30, 2020</b> Technical writers work on their project with guidance from mentors
Project finalization	<b>November 30 - December 5, 2020 at 18:00 UTC</b> Technical writers submit their project reports, also known as final work products
	<b>December 3 - 10, 2020 at 18:00 UTC</b> Technical writers submit their evaluations of the success of the projects and their experience working with the mentors
	<b>December 3 - 10, 2020 at 18:00 UTC</b> Mentors submit their evaluations of the success of the projects and their experience working with the technical writers
Results announced	<b>January 6, 2021</b> Google announces the results of Season of Docs 2020 for standard-length projects

## Milestone Schedule

Work can begin end July 2020, and assumes an end-2020 release date, to coordinate with GSoD project finalization dates, and allow for a soft launch at the Write the Docs Australia/India conference on 3-4 December. This gives us about 90 total working days.

Phase	Start	End	Notes
-------	-------	-----	-------

I - Information Plan (10% - 9 days)	2020-07-27	2020-08-07	
II - Content Strategy (20% - 18 days)	2020-08-10	2020-09-04	If we finish the first two phases earlier, we can begin development early
III - Development (50% - 45 days)	2020-09-07	2020-11-06	Some development can also begin at the same time as planning
IV - Testing (19% - 17 days)	2020-11-09	2020-11-30	This matches with GSoD project finalization dates
V - Evaluation (1% - 1 day)	2020-12-01	2020-12-01	This is an evaluation phase, and can be completed after publication.

### Roles and Responsibilities of Team Members

TBD