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Status of user documentation for EGEE

Ideas for discussion

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Outline of discussion (1)

1. **The users have expressed dissatisfaction in this area**

   - **User documentation has been identified in the user survey by NA4 as a priority item for improvement**

2. **User documentation has been mentioned in the keynote talks on Monday by:**

   - **Bob Jones**

   - **Vincent**

   - **Erwin**

3. **I have personally talked to various people about this, this week:**

   - **Malcolm/ David Ferguson**

   - **Bob Jones**

   - **Vincent/ Florence**

   - **Markus Schulz**

Outline of discussion (2)

1. **User documentation has been mentioned by some of the other plenary talks including:**

   - **OSG**

   - **Diligent**

2. **The idea of good quality documentation emerging in a co-ordinated way from volunteers without direction is unrealistic**

3. **The present source of user documentation is:**

   - **NA3**

   - **EIS/ ARDA (SA1/ NA4)**

4. **The UIG was established in Den Haag with willing (but busy) volunteers and has no executive**

What is the problem?

1. There is no writing group in the project

2. In general people do not like writing (user documentation)

3. There is no repository for documentation

4. There is no search engine for documentation

5. There is no organization to deal with documentation feedback/ enhancement

6. User documentation is not included in the release processes for s/w

7. User documentation is not included in the requirements for s/w

8. User documentation is only one part of the problem, and some of this is applicable to other documentation, eg system administration

Ideas about how to improve things

1. Review work of UIG/NA4 and identify areas for action

2. Make UIG into an editorial board which:

    - Sets direction and priorities

    - Meets regularly (3-4 times per year)

    - Is accountable to the PEB

3. The activities have to provide resources for writing documents

    - The activities must put this provision into their activity plan (TA)

    - We must make documents either deliverables or milestones for the activities

4. The activities most likely to contribute to this are:

    - NA4

    - NA3

    - SA1/SA3

5. It is possible that SA1/SA3 will plan to provide an editorial/ custodial/ publishing function for this documentation

And ....

Feedback