

Where to store FAQs of CDA services

Maria Dimou

With input from:

Thomas Baron, Natalie Kane

Ismael Posada, Catarina Vieira

In use today

1. SNow KBs (the only form of FAQs, Level 1,2 supporters, agree to use) and/or
2. Sections in the Public or Administration Guides.

FAQs should be in *one* place, else the users will be discouraged. The question is *where?*

Alt A: FAQs in *discourse* for *new* services

With just one SNow KBs that points there.

[See the IT e-learning service example.](#)

Issues with A?

Discourse is good as discussion forum but not for FAQs. They require up-to-dateness, structure and autonomy of the service owner to create/delete topics.

- * *Sub-categories* can only be created by the discourse moderators=>no autonomy to change internal classification.
- * *Topics* can only be deleted by the discourse moderators.
- * A user with Edit rights can only delete a post , **not a Topic**.
- * People with moderator rights have all powers on all categories of the discourse instance. A non-desirable responsibility.
- * When one clicks on a topic, 'suggested topics' appear at the page bottom that can be from other categories and confuse novice users.

Example

Alt B: FAQs in the Service Documentation

Also for **new services**, a FAQ section in the Public Service Site (Markdown) with restrictions set, where appropriate, for the Administrator sections.

With just one SNow KBs that points there. [Example](#)

Issues with B?

Service managers with many SNow KBs remind us of features we'll miss:

- SNow generates automatic reminders prompting for update.
- The SNow KBs can be updated by the supporters, not only the service managers. We'd have to persuade the supporters and complicate edit rights in gitlab so they can update the FAQs in Markdown.
- SNow sends automatic notifications about new KBs showing up.

So,
where
store FAQs?

Lets discuss!