

# IT-CDA Service Documentation Strategy - Stages' Log

Most recent first:

## 2020/02/18 meeting

Ismael, Pete, Thomas, Aristofanis, Pablo G-J, Dimitra, Nikos, Maria, Alex, Andreas, Eduardo.

### Slides

Phoenix integration (new cernbox) in the coming days.

Today's demo is done from Aristofanis's local host. When *saving*, the application makes a folder, captures the Redux state & prints it in a .JSON file, then adds the assets folder with the images, zips this folder and names it 'Presentation Title'.slides. The inverse happens when *uploading* an existing presentation.

**Action 20200218-1** [JIRA ticket \(https://its.cern.ch/jira/browse/AUTHORING-163\)](https://its.cern.ch/jira/browse/AUTHORING-163) for browsing mode to see the slides in full screen.

**Action 20200218-2** [JIRA ticket \(https://its.cern.ch/jira/browse/AUTHORING-43\)](https://its.cern.ch/jira/browse/AUTHORING-43) to check how the current [CKEditor \(https://ckeditor.com/\)](https://ckeditor.com/) can be changed to achieve choice of *alignment* and *font size*. Review the allowed options and check for various browsers.

**Action 20200218-3** [JIRA ticket \(https://its.cern.ch/jira/browse/AUTHORING-164\)](https://its.cern.ch/jira/browse/AUTHORING-164) to allow background image change.

Functionality-wise focus on:

1. font and alignment (editor)
2. background image
3. pdf export

Phoenix integration is vital, of course, for users to try the application.

### CodiMD archive

Full search done with elastic search. API ready for use from another application, e.g. Indico for a CodiMD page to be archived. Archiving can be done on a note basis or a user basis. When Indico archives on behalf of the user, the node will be read-only and cannot be deleted.

**Action 20200218-4** Thomas will discuss a PDF version of the archive made in addition to the HTML one. Should it be made by Indico?

**Action 20200218-5** Maria asks if anyone sees a need for archiving non-public CodiMD notes. Nikos suggests to check Indico for codiMD pages linked as material and write down the technical feasibility of expanding the archiving to other notes. Pages which **were** *public* (in the CodiMD sense, i.e. *Editable* or *Locked* notes which are *Published* as notes or slides), hence archived and became *restricted* later on, present an issue, i.e. what to do with such archived pages...

### ASDF & ITUM feedback

Similar feedback and very positive in both meetings. Suggestions were also very similar in the two fora. [Go here \(https://codimd.web.cern.ch/s/S1r2wlnUQ#20200217-ITUM-feedback\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#20200217-ITUM-feedback) for all the details.

**Eduardo** collected the following *Documentation requirements* from Johannes Gutleber (CERN ATS-DO)

### **CRITICAL FUNCTIONALITY (Required):**

- write documentation pages directly in a Web editor with formatting capabilities (bold, italics, headers, formatted text)
- easily make tables (table designer rather than plain HTML)
- embed images and videos in the text with page formatting (e.g. text flowing around the images)
- versioning of the articles
- page change history
- comments for page changes
- cross linking of the articles using a wiki style notation (not direct hyperlinks, but like in media wiki or Sharepoint using a functionality like [[page\_title | page\_name]])
- Multi language support (the same documentation in English and French)
- table of contents or navigation menu
- add in on the same page with links to related information (e.g. related pages, related topics)
- search functionality
- tailoring of design (background, fonts, heading styles, footer contents, logo)
- information managed in database with backup and restore capability

### **ADDITIONAL FUNCTIONALITY (nice to have):**

- possibility to comment the documentation in a blog-style fashion
- print and formatted print to PDF
- PDF book creation of articles collections
- public pages and pages with access restrictions (authenticated readers or role based access)
- index creation

### **Eduardo's comments on the above:**

Twiki at CERN is actually quite complete. The only things I'd need advice on would be:

- multiple language support for documentation in en + fr: find a solution (e.g. TopicTranslationsPlugin)
- possibility to "skin" the project wiki to make it visually a bit more attractive / easier to ready.
- For sectional editing support a plugin is needed.
- Get a bit of help from a person who has a good experience with Twiki to set up the structure and recommendations on plugins.
- twiki-like cross-references (active links on twiki names.)
- multi-lingual design

**Action 20200218-6** Pete to check with yesterday's ITUM participant Chris Lee (ATLAS) how they migrate twiki pages to MkDocs.

**Action 20200218-7** Twiki is migratable to [Foswiki \(https://en.wikipedia.org/wiki/Foswiki\)](https://en.wikipedia.org/wiki/Foswiki). Pete will prepare a White Area lecture on this.

## Documentation Project future

The consensus was that the project is useful and should continue. Candidate investigation areas (not all scheduled to be done.)

- The requested improvements of [how-to.docs.cern.ch](https://how-to.docs.cern.ch) already in JIRA.
- Markdown editor investigation. Part of Indico mandate or part of this group. (Thomas)
- Implement a Web site type that simplifies the how-to instructions. (Alex)
- Wordpress was publicised yesterday at ITUM. Not supported but available as is. (Andreas)
- Support to drupal site owners in their transition or migration to Drupal 8. (Maria)

Maria thanks Nikos for sharing the management of this project with her with technical expertise, collaborative and constructive spirit and for delivering the [valuable how-to document \(https://how-to.docs.cern.ch\)](https://how-to.docs.cern.ch).

## Next meeting

**2020/04/28 @ 3PM in the Sprint Room** [Agenda \(https://indico.cern.ch/event/890715/\)](https://indico.cern.ch/event/890715/)

## 2020/02/17 ITUM feedback

[Event agenda \(https://indico.cern.ch/event/862894/\)](https://indico.cern.ch/event/862894/)

- Clarify, in such presentations, the *type* of Documentation covered.
- Make available more MkDocs' themes. For the rest it is brilliant!
- Give an index of existing <service>.docs.cern.ch sites.
- Expand the *search* to cover more than the internals of a given documentation.

## Answers by Nikos to questions raised at the ITUM

Q: Which types of documentation is this targeted at – users, services, apps ? And what is the recommendation on how to structure the content?

A: The project started for IT services documentation, both user-facing and internal. We suggest it is used for services outside the IT and for other contexts. Currently there are 36 documentation sites using the ".docs" subdomain. We don't have a recommendation for the structure of the content, users should organise it as it makes sense for them.

Q: Is there a public directory of all documentation sites using this infrastructure?

A: Not yet - but this is a good idea and it is planned for the future. It will be easier to implement following the future evolution of Web Services.

Q: What about access from the TN?

A: It may be preferable to access these docs using nodes connected to the GPN. Please bring this up at the CNIC meeting.

Comment from ATLAS: We've started converting twiki's to the how-to docs and it is a major improvement.

Q: Is there a single search interface for all documentation sites?

A: Not yet - but this is a good idea and it could be implemented with the upcoming new CERN Search Service.

## 2020/01/30 ASDF feedback

[Event agenda \(https://indico.cern.ch/event/880287/\)](https://indico.cern.ch/event/880287/)

[Minutes by the ASDF admins \(https://indico.cern.ch/event/880287/contributions/3718211/note/\)](https://indico.cern.ch/event/880287/contributions/3718211/note/)

During the discussion on [Nikos's slides](#)

[\(https://indico.cern.ch/event/880287/contributions/3718211/attachments/1974918/3294420/2020-01-30 - IT-ASDF Data transfer challenge documentation project update.pdf\)](https://indico.cern.ch/event/880287/contributions/3718211/attachments/1974918/3294420/2020-01-30 - IT-ASDF Data transfer challenge documentation project update.pdf):

- Nacho Barrientos says their documentation is migrated. Thanks! When moving from gitbook to MkDocs they lost the functionality of a [plugin which would be nice to have \(https://www.npmjs.com/package/gitbook-plugin-terminal\)](https://www.npmjs.com/package/gitbook-plugin-terminal). He says they would love to have it again in MkDocs. Nikos says that maybe we could develop it at CERN and share it upstream with MkDocs. Or at least open it as an issue at the [MkDocs GitHub repository \(https://github.com/mkdocs/mkdocs\)](https://github.com/mkdocs/mkdocs) for future implementation. The original plugin was developed by David Moreno in CERN IT. See [AUTHORING-148 \(https://its.cern.ch/jira/browse/AUTHORING-148\)](https://its.cern.ch/jira/browse/AUTHORING-148).
- Vincent Brillault asks about Editor recommendation. We looked at it and have no conclusion so far. Nikos says that an editor would be ideal if it could:
  - not complicate the production process
  - allow for less advanced users to write documentation
  - GitLab can be used to edit Markdown files directly, but it's not preferred by less advanced users. It could be possible that in the future that becomes more user-friendly and intuitive.
- Tim Bell says that this has been a success given the amount of adopters within a few months. He argues that it is important to keep the process simple. He suggests to create a directory of all the \*.docs.cern.ch sites. Nikos says that:
  - this could be directly taken now from the OpenShift routes on production looking for \*.docs.cern.ch (by the administrators). But this is not dynamic.
  - The CERN Search project is interested in indexing and searching the contents of all static documentation sites.
  - In the future Web Services infrastructure there should be a dedicated *Documentation* site type that would automatically identify all existing documentation sites.
  - See [AUTHORING-147 \(https://its.cern.ch/jira/browse/AUTHORING-147\)](https://its.cern.ch/jira/browse/AUTHORING-147).
- Jan Iven suggests a systematic dump into .html or .pdf format in order to have continuous access for end-users in case of OpenShift failure. The actual files are in GitLab. Nikos suggests that we could transparently dump (.html) files on EOS in parallel to OpenShift. Tim Smith said that this will also be addressed as part of our business continuity policy. See [AUTHORING-146 \(https://its.cern.ch/jira/browse/AUTHORING-146\)](https://its.cern.ch/jira/browse/AUTHORING-146).

## Status on 2020/01/20

Meeting [agenda here \(https://indico.cern.ch/event/865409/\)](https://indico.cern.ch/event/865409/).

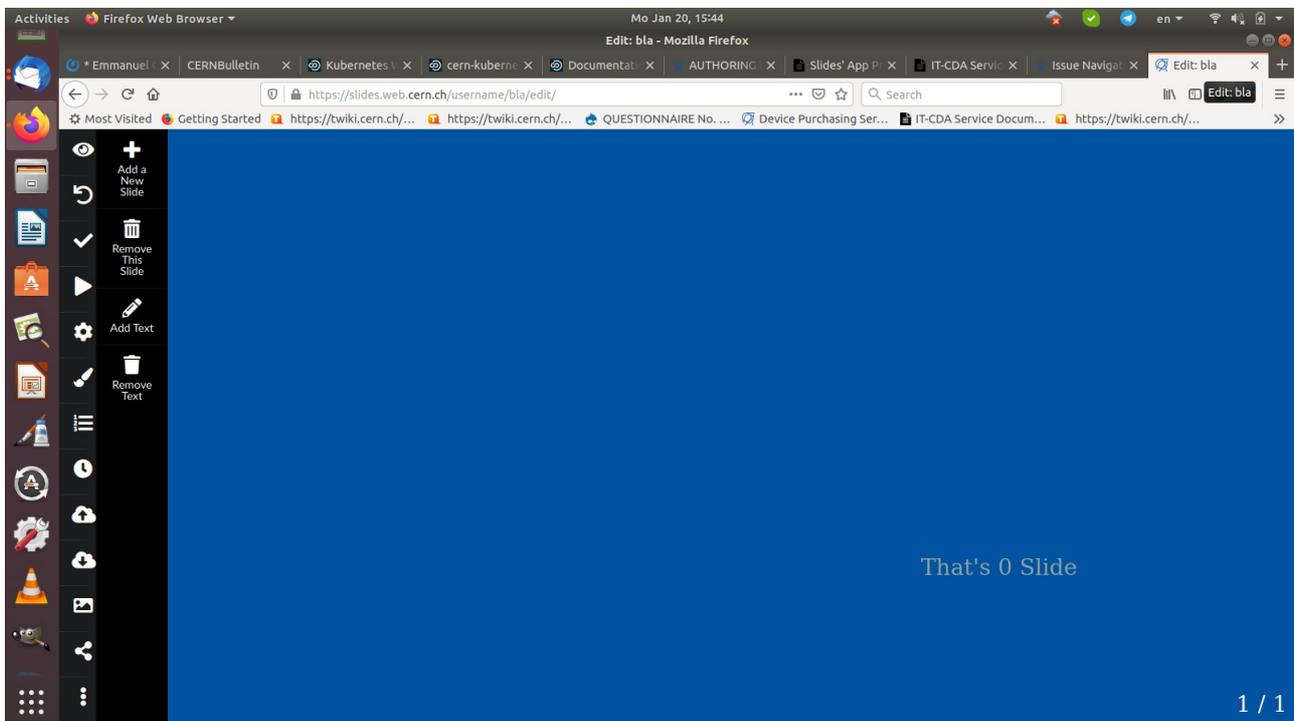
**Present:** Maria, Aristofanis, Eduardo, Andreas, Ismael, Dimitra, Nikos, Thomas, Alex.

## Slides

Aristofanis showed codimd :- ) [slides \(https://codimd.web.cern.ch/p/S1tHwx7-L#/\)](https://codimd.web.cern.ch/p/S1tHwx7-L#/) about his development since our last meeting in November, based on priorities decided then. The *spectacle* editor adaptation was very time-consuming. The very important and immediate need is to **find a way to run a *spectacle* presentation project from within Aristofanis's slides application**. The reason is to profit from in-built *spectacle* functionality, like the pdf and html exports. It also gives a way to nicely store the presentations (folders and files architecture), which will be essential also for loading it. *iframe* is an option, maybe not the best... (Eduardo). Another way is the use of *widgets* (we used this in the CDA Jekyll site and in the careers.cern sites). Discussions on storage also started with Hugo and Piotr. The slides' hosting and accessing should preferably be through CERNbox.

The banners of tools available while *making* slides with Aristofanis's application <https://cern.ch/slides> were shown for comments. See image below. The recommendation is to solve the current technical problems, then have a look at *google slides* (popular to CERN physicists, similar look to Microsoft Powerpoint) for sine qua non functionality.

*The principle of our [slides \(cern.ch/slides\)](https://cern.ch/slides) application is to be web-based and functional without trying to substitute powerpoint.*



**Action 20200120-1:** Aristofanis to check whether he needs *widgets* or *iframe* to integrate *spectacle* in his application. Or which other API *spectacle* supports that returns html. Eduardo will try to help, if needed.

## CodiMD archive

Nikos presented [slides \(https://codimd.web.cern.ch/p/HJ\\_bWx0gU\)](https://codimd.web.cern.ch/p/HJ_bWx0gU) on:

1. the inception of the project (long-term preservation of notes that have a more "permanent" use case, i.e. presentations, minutes and even documentation),
2. the assumptions (e.g. a note can be accessed if its URL is known) and
3. considerations (e.g. full-text search & API for Indico integration).

Dimitra presented the functionality (archive, view, history and user) and architecture (OpenShift, Nginx, flask, EOS, DBoD and *Elasticsearch*). The current assumption is that *public* notes are archived, i.e. *Editable* or *Locked* notes which are *Published* (as notes or slides). Archived notes will have the *Edit* button disabled, given that the note should not be altered.

Eduardo asks about the future of the rendering engine. Nikos says this project concentrates on long-term preservation of the content and will rely on other projects for the long-term preservation of rendering engines.

Thomas says the Indico integration with the CodiMD Archive would very important for *Minutes* and *Slides*. Possibly even directly through CodiMD as a default minute editor for Indico. Nikos says that replacing the Indico *Minutes'* editor in Indico by codimd needs thorough consideration.

**Action 20200120-2** Nikos and Dimitra to discuss with the Indico team about the API design.

Alex said that for documents required to have versions, users use twiki. Eduardo (and Maria) say they use CodiMD, assuming the note will stay for ever. Aristofanis suggests a codimd button for the user to choose if archive is needed. Nikos says the underlying mechanism being now developed by the team would be needed anyway. In general, codimd is a pilot service at cern, it is based on hackmd and there is no assurance that the community will continue to maintain it. This is why the team avoids to make changes in codimd itself, while developing the archiver.

Thomas asked precisions on the Indico API.

## **Report on the Actions agreed in the 2019/11/18 meeting.**

- Action 1 Nikos to enhance the <https://how-to.docs.cern.ch> with the answers to technical questions received from IT members. They concern custom environments and advanced workflows which exist in other solutions: **Done** Alex, Iago and Nikos worked on the [Review before deploying \(https://how-to.docs.cern.ch/advanced/review/\)](https://how-to.docs.cern.ch/advanced/review/).
- Action 2 Nikos will check in OpenShift and Andreas will monitor via the WF section meeting progress on the section's sites migration to <service>.docs.cern.ch [see screenshot \(https://codimd.web.cern.ch/s/S1r2wlnUQ#Feedback-on-how-todocscernch\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#Feedback-on-how-todocscernch): Alex counted the sites in **the .docs.cern.ch on OpenShift production are 36**. Andreas reminded in the WF section meeting for the other sites to be migrated. **Partially pending**
- Action 3 Eduardo and Pete to complete the [Decision tree \(https://cernbox.cern.ch/index.php/apps/files/?dir=/\\_myshares/SharePoint%20\(id%3A211525\)&\)](https://cernbox.cern.ch/index.php/apps/files/?dir=/_myshares/SharePoint%20(id%3A211525)&) for Drupal, twiki and Documentation sites: Eduardo said that Pablo, Pete and himself walked through the Decision tree and eliminated some branches which are not reflected on the decision tree. Nikos asked about the status of *Wordpress*. Andreas said that a SNOW SE will be created emphasising that users are on their own.  
**Action 20200120-3** Pete, Pablo and Eduardo to reflect their new or edited branches in the Decisions Tree on cernbox.
- Action 4 Maria to post in the CDA mattermost channel the question to our python developers what they use to document. **Done** on 2019/11/25. Results on reStructuredText usage in CDA:
  - The Indico team still uses Sphinx/RST for technical docs and finds it quite good for technical documentation with links to code, etc... otherwise it's over-complicated for general purpose usage it's only the user docs which is moved to MKDocs.

- The same feedback was given by the codimd-archive developers (Nikos & Dimitra).

Alex and team works on other requested applications to host on OpenShift to display static content, e.g. javascript single-page applications, a new type of web site we don't have at the moment.

- Action 5 Aristofanis to understand the way cernbox authentication is done to open drawio files. **Done** on 2020/01/14. Result from a discussion with Giuseppe Lo Presti is that learning how the drawio integration to cernbox was done is useful and can be reused because the new project start is imminent and the APIs won't change too much. On the other hand there is no documentation, but Piotr knows well and he will share technical info.

## Documentation Project 2020 strategy

Questions:

1. Mission in 2020
  2. Priorities
  3. Project management team (Nikos is leaving)
- Andreas agrees with Alex that we have achieved stuff but there are new areas to be addressed, which have to be defined. Nikos will present the Doc. Proj. in ITUM (17th Feb) and ASDF (30th Jan), so we can get feedback from users.
  - Alex says that the technology for displaying static content and simplifying the way it is done is in the pipeline but not a priority.

## A.O.B. on SNOW KBs vs MkDocs FAQs

Maria proposed, and everyone agreed, to close [the student project on SNOW KB conversion to .md files \(https://it-student-projects.web.cern.ch/projects/documentation-project-fetch-snow-info-markdown-sites-api\)](https://it-student-projects.web.cern.ch/projects/documentation-project-fetch-snow-info-markdown-sites-api) for inserting them in <service>.docs.cern.ch sites. Reasons:

1. We can't oblige service managers to adopt a standard file hierarchy in their documentation sites, so that the KBs' content could be copied over *automatically*.
2. The main principle of the Web is based on *links* ==> no content maintenance in >1 places.

## Next meeting

**Tuesday February 18th at 3PM in the Sprint room** Agenda

<https://indico.cern.ch/event/883040/>

## Status on 2019/11/25 Twiki survey White Area

By Pete Jones [see slides with all figures](https://indico.cern.ch/event/857140/attachments/1950682/3238223/TWikiSurveyResults.pdf)

[\(https://indico.cern.ch/event/857140/attachments/1950682/3238223/TWikiSurveyResults.pdf\)](https://indico.cern.ch/event/857140/attachments/1950682/3238223/TWikiSurveyResults.pdf). The amount of users who prefer *googledocs* is impressive (700/1040). The collaborative editing feature is the one they probably like most. Most complaints were realted to *search*. Discussions with IT/ST showed that there will be an API (in spring?). They like *Confluence* but we have to pay. We should ask them to try *xwiki*. Those (firemen and some admin people for high management) who use *sharepoint* for their workflows, cannot be served by Markdown or Twiki or Confluence or alfresco or foswiki or xwiki. foswiki a clone and competitor of twiki has more developers but twiki has the original guys who still keep it alive and working.

Because of the very different use cases we have, obviously one solution won't cover all of them. Now we have a list of products we propose. We should now bridge between them.

## Status on 2019/11/18

Meeting [agenda here \(https://indico.cern.ch/event/854786/\)](https://indico.cern.ch/event/854786/).

Present: Tim S., Ismael P., Andreas W., Eduardo A., Nikos K., Maria D., Aristofanis Ch., Thomas B., Pablo J., Michal K.

### About MkDocs sites and how-to.docs

More dithyrambic comments were received from IT ASDF members. See [here \(https://codimd.web.cern.ch/40rhuevQAqQ12ogNtgZ-q?both#Comments-on-the-how-todocscernch-from-IT\)](https://codimd.web.cern.ch/40rhuevQAqQ12ogNtgZ-q?both#Comments-on-the-how-todocscernch-from-IT).

Requests for clarifications and f2f *coaching* for following the <https://how-to.docs.cern.ch> instructions make it obvious that we need to foresee some amount of *support effort* in this project.

**Action 1** Nikos to enhance the <https://how-to.docs.cern.ch> with the answers to technical questions received from IT members. They concern custom environments and advanced workflows which exist in other solutions. All development items are recorded in [the AUTHORIZING Jira tracker \(https://its.cern.ch/jira/projects/AUTHORING/issues/AUTHORING-4?filter=allopenissues\)](https://its.cern.ch/jira/projects/AUTHORING/issues/AUTHORING-4?filter=allopenissues).

**Action 2** Nikos will check in OpenShift and Andreas will monitor via the WF section meeting progress on the section's sites [see screenshot here \(https://codimd.web.cern.ch/s/S1r2wlnUQ#Feedback-on-how-todocscernch\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#Feedback-on-how-todocscernch).

### About sharepoint and other formats

Following discussions with Bruno, Pablo and more [-see notes here- \(https://codimd.web.cern.ch/s/S1r2wlnUQ#Sharepoint\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#Sharepoint) we decided that sharepoint sites are old, few, private and *should be migrated according to Pablo's recommendations or just moved to cernbox as they are or be left to die a natural death* rather than put effort in writing scripts that map .asp to .html and/or .md.

Tim asks about existing sharepoint documentation on Windows and other CDA services. Michal said that it should be re-written. This is what happened with mail services, re-written from <https://mmservices.web.cern.ch/mmservices/> to <https://mailservices.docs.cern.ch/>.

**Action 3** Eduardo and Pete to complete [the Decision tree for Drupal, twiki and Documentation sites \(https://cernbox.cern.ch/index.php/apps/files/?dir=/\\_\\_myshares/SharePoint%20\(id%3A211525\)&\)](https://cernbox.cern.ch/index.php/apps/files/?dir=/__myshares/SharePoint%20(id%3A211525)&).

Eduardo presented his slides for the LHCb workshop today [here \(https://codimd.web.cern.ch/p/BkqpuNjH#/\)](https://codimd.web.cern.ch/p/BkqpuNjH#/) . Feedback he received:

- Concerns about global search (protected data)
- reStructuredText currently widely used
- Codimd use case, improve archival/long term storage/indico integration for presentations
- Unclear best option when need to protect documentation.

Discussion on the feedback from the LHCb workshop presentation [summary slide here \(https://codimd.web.cern.ch/p/BkqpuNjH#/16\)](https://codimd.web.cern.ch/p/BkqpuNjH#/16):

1. They don't like to migrate [reStructuredText \(https://en.wikipedia.org/wiki/ReStructuredText\)](https://en.wikipedia.org/wiki/ReStructuredText)

to MkDocs. One of the reasons is that RST is well integrated into github and gitlab. Also, Python creates RST automatically. Indeed, so far, we recommend MkDocs for *User Documentation*. We should investigate this new use case. Nevertheless Indico was also Sphinx and was migrated to gitbook and then to MkDocs. So we do have the proof that a successful migration was done.

**Action 4** Maria to post in the CDA mattermost channel the question to our python developers what they use to document. [Done on 2019/11/25](#) (<https://mattermost.web.cern.ch/it-dep/pl/qa8kqk1b7bd1tpy7c69r877sdy>). Results:

- The Indico team still uses Sphinx/RST for technical docs and finds it quite good for technical documentation with links to code, etc... otherwise it's over-complicated for general purpose usagelt's only the user docs which is moved to MKDocs.
- The same feedback was given by the codimd-archive developers (Nikos & Dimitra).

2. LHCb asked about *search*. We don't have a solution yet, working on this.

4.codimd archive was asked by LHCb as well. Nikos and his technical student Dimitra work on that. A solution is expected 1st quarter 2020.

## Slides

Aristofanis explained the choice of [spectacle](https://github.com/FormidableLabs/spectacle) (<https://github.com/FormidableLabs/spectacle>) as a basis for his development of *an in-house, web-based slides' editor*. He went through the demo of <https://cern.ch/slides>. So far he stores the state of the slide, as html files in a DB. Please [see here discussions with Michal and Giuseppe](#) (<https://codimd.web.cern.ch/npmeRtjkTluBvdNNh3b42q#20191113>) on cernbox API development and storage solutions. If the file will appear on cernbox as *filename.slides*, we should see how to invoke the way spectacle uses to export as pdf. Or rely on Indico for the pdf export. *spectacle* was preferred to *revea*/because it allows the developer to use REACT components to write the slides' editor.

Pablo asks how many tools to make slides we shall have. Tim explains that .pptx is a thing used so far. If <https://cern.ch/slides> is as attractive in production as it looks at its first steps, then the codimd slides' module will be abandoned.

**Action 5** Aristofanis to understand the way cernbox authentication is done to open *drawio* files.

Title/text/image editing and automatic rendering is very easy on codimd slides. So Thomas recommends to concentrate on providing this functionality before moving the text box around. Header, Footer, Master slide and 2-3 templates of text boxes are good enough to start with.

## Next meeting

Monday 20th January 2020 Agenda <https://indico.cern.ch/event/865409/>

## Preparing for [the 2019/11/18 meeting](https://indico.cern.ch/event/854786/)

Notes from the discussion on 2019/10/22 (Aristofanis, Bruno, Eduardo, Maria D., Nikos, Pablo J., Pete).

**Action 1** [This chart](https://cernbox.cern.ch/index.php/apps/files/?dir=__myshares^ (id:211525)) ([https://cernbox.cern.ch/index.php/apps/files/?dir=\\_\\_myshares^ \(id:211525\)](https://cernbox.cern.ch/index.php/apps/files/?dir=__myshares^ (id:211525))) on Pablo's original will cover the flows for Drupal, twiki and Sharepoint.

Of course, even within a given use case, e.g. *survey* confidentiality of data or user's expertise, may lead to the adoption of a different tool.

## Drupal

A motivation for some users to evaluate another solution is the Drupal 7 to 8 migration.

Analysis by Eduardo:

Thinking about the migration from Drupal 7 into the MkDocs solution, I've run some analysis over existing sites to check how many of them are actively using Book module which implements similar hierarchy documentation functionality.

The results are that only 12 official sites are actively using it, see list

```
https://lhcb-shifters.web.cern.ch
https://alipub.web.cern.ch
https://biodynamo.web.cern.ch/
https://alice-daq.web.cern.ch/
https://alice.web.cern.ch/
https://root.cern/
https://quality.web.cern.ch/
https://cms.cern/ (public website)
https://cms.web.cern.ch (collaboration website)
http://information-technology.web.cern.ch/
https://procurement.web.cern.ch
https://moedal.web.cern.ch/
```

We could start by simplifying the <http://information-technology.web.cern.ch/>. All it needs is to become a list of Documentation sites, one for each service.

Most Drupal sites will be migrated from 7 to 8. Few of the owners, with static pages did or will migrate to markdown.

If we offer Wordpress on OpenShift, some will be encouraged to use it instead of Drupal for easy use cases. Making Wordpress a supported service is also being evaluated.

## Twiki

Survey results' presentation planned by Pete [White Area 2019/11/25](https://indico.cern.ch/event/857140/) (<https://indico.cern.ch/event/857140/>). This will give us ideas on the existing use cases.

Pete is evaluating *foswiki*. It is possible that he'll provide conversion tools.

*xwiki* may follow in his evaluation efforts.

## Sharepoint

The mattermost channel for Sharepoint discussions is [MALT-WorkSpaces](https://mattermost.web.cern.ch/it-dep/channels/malt-workspaces) (<https://mattermost.web.cern.ch/it-dep/channels/malt-workspaces>).

The June 2019 [survey](https://cernbox.cern.ch/index.php/s/fuYkdEbbCjPk1Aa) (<https://cernbox.cern.ch/index.php/s/fuYkdEbbCjPk1Aa>) showed that users like most in sharepoint the collaborative editing and doc contribution.

## [Recommended Sharepoint Alternatives document](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A)

([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A)) (Pablo, Eduardo, Pete). They should be offered to users, based on their use case. The list shouldn't be vast, so the choice will be easier:

1. [Confluence](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Confluence) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#Confluence](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Confluence)) - licensed - free **if** the project is Open Source. Zenodo is a use case. BE/CO use a customised version of Confluence and paid for it. Data export is tricky because it is not stored in markup or markdown. No CERN SSO integrated out of the box. There is a plugin we could activate.
2. [Alfresco](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Alfresco) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#Alfresco](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Alfresco)) - free.
3. [WordPress](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#WordPress-) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#WordPress-](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#WordPress-)) - free (CMS) - Data export is tricky because it is not stored in markup or markdown.
4. [XWiki](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#XWiki-) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#XWiki-](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#XWiki-)) - free (ok for project management).
5. Jira - site license exists - Recommended for small/medium project management - [See related White Area lecture](https://indico.cern.ch/event/827885/) (<https://indico.cern.ch/event/827885/>).
6. [Drupal](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Drupal-) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#Drupal-](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Drupal-)) - free - CMS & powerful survey tool.
7. [FosWiki](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Foswiki-) ([https://codimd.web.cern.ch/gg\\_5ahNzSHeohOsblWzx3A#Foswiki-](https://codimd.web.cern.ch/gg_5ahNzSHeohOsblWzx3A#Foswiki-)) - being evaluated by Pete this year.
8. cernbox - official strategic policy - free.

Documents on other solutions:

- <https://sharepoint-cloud-docs.web.cern.ch/sharepoint-cloud-docs/> (with MAlt alternatives' section)
- <https://codimd.web.cern.ch/KN0CXUUrS2eJnGInVqUFFQ#> (Office 365 for those who need to stay with MS solutions...). Those who absolutely need to stay in sharepoint, will use this option. There is no migration path to this solution. A new site should be defined and content must be ported. This is not automatic. The license cost per user is might be cheaper than the one for Confluence. Nevertheless, it is not our role to raise the cost issue with the users.

**Action 2** Make a website per platform and/or a video that explains to the user what functionality can be expected from each. Then contact the sharepoint sites' content owners.

## **Progress on the [Action from 2019/10/07](https://codimd.web.cern.ch/s/S1r2wlnUQ#Sharepoint-migration-and-Documentation-Project)**

### **<https://codimd.web.cern.ch/s/S1r2wlnUQ#Sharepoint-migration-and-Documentation-Project>**

Pablo extracted sharepoint sites which possibly contain Documentation (URL, owner, dates of last visit and last update). They can be found in

<https://cernbox.cern.ch/index.php/s/RRK1zWOWceHw9kv>. They correspond to site types:

Wiki Wiki Pages Wiki Page Library
---

- The value *Last visit* is not possible to get, because the audit log is disabled.
- These sites in some cases are not only used for documentation but also for collaborative work or as a document repository. The latter can easily be recommended to move to cernbox, if the data there are still valid.

- Bruno recommended *against* opening the sites (in the cernbox link above) without owner's approval, even if they date since 2011, as they may contain confidential info.
- Not sure it is a good idea to migrate the sharepoint sites to MkDocs. They seem to be 8-years-old on average, maybe effort should be concentrated in new documentation creation and these sites should be left to die...If we decide to migrate, in order to automate the process, the SharePoint API is web based and thus accessible from any OS:
  - [Documentation page about how to authenticate to consume the SharePoint API \(https://espace.cern.ch/it-dep-is-internals/Sharepoint/Sharepoint2010/Useful%20info/Programmatic%20access%20\)](https://espace.cern.ch/it-dep-is-internals/Sharepoint/Sharepoint2010/Useful%20info/Programmatic%20access%20)
  - [Documentation on the SharePoint client-side API \(https://docs.microsoft.com/en-us/sharepoint/dev/sp-add-ins/complete-basic-operations-using-sharepoint-client-library-code\)](https://docs.microsoft.com/en-us/sharepoint/dev/sp-add-ins/complete-basic-operations-using-sharepoint-client-library-code).
  - The respective list wiki library should be then used for each page to get the property item that contains the text in html format.
  - html-to-md conversion should be done separately.

Aristofanis tried on *ubuntu* and found only *.net core* available up to API v.3. For *.net framework* the available version is up to v.4.5. The libraries of Microsoft Sharepoint client require a higher version.

**IF** we want to extract and convert, should we:

1. try from another OS?
2. extract from the server side?

## Status on 2019/10/07

Present: Michal, Alex, Emmanuel, Pete, Pablo (Jimenez), Thomas, Maria (Dimou), Aristofanis, Nikos (on vidyo).

Apologies: Tim, Andreas, Bruno.

This meeting had an [Indico agenda \(https://indico.cern.ch/event/853420/\)](https://indico.cern.ch/event/853420/). Check the presentation material there.

## Feedback on how-to.docs.cern.ch

The feedback from IT ASDF members was -so far- "Congratulations" (email sent on Oct 3rd). See [all details here \(https://codimd.web.cern.ch/40rhuevQAqQ12ogNtgZ-g?both#Comments-on-the-how-todocscernch-from-IT\)](https://codimd.web.cern.ch/40rhuevQAqQ12ogNtgZ-g?both#Comments-on-the-how-todocscernch-from-IT).

It is now time to move all CDA internal and/or user-facing documentation to <service>.docs.cern.ch or <service-admin>.docs.cern.ch (MkDocs, gitlab, OpenShift). The list of WF internal documentation with variable naming conventions is appended here.

**Action Andreas:** Make individual migration plans at the WF section meeting.



## Services Documentation

Internal Documentation: <https://webframeworksdocs.web.cern.ch> 4

Service	Documentation URL	Repo URL	Notes
Authoring	<a href="https://authoring-admin.docs.cern.ch">https://authoring-admin.docs.cern.ch</a>	<a href="#">Link</a>	Community
CERN Search	<a href="https://espace.cern.ch/it-dep-is-internals/CernSearch/default.aspx">https://espace.cern.ch/it-dep-is-internals/CernSearch/default.aspx</a>	-	-
Discourse	<a href="https://discourse-docs.web.cern.ch">https://discourse-docs.web.cern.ch</a> 1	<a href="#">Link</a> 1	-
Drupal	<a href="https://drupal-docs.web.cern.ch">https://drupal-docs.web.cern.ch</a> 2	<a href="#">Link</a> 1	Community
GitLab	<a href="https://gitlabdocs.web.cern.ch">https://gitlabdocs.web.cern.ch</a> 1	<a href="#">Link</a>	-
Jenkins	<a href="http://jiradocs.web.cern.ch">http://jiradocs.web.cern.ch</a>	<a href="#">Link</a>	-
JIRA	<a href="https://jenkinsdocs.web.cern.ch">https://jenkinsdocs.web.cern.ch</a>	<a href="#">Link</a>	-
Matomo	-	-	-
Openshift	<a href="https://openshiftdocs.web.cern.ch/openshiftdocs">https://openshiftdocs.web.cern.ch/openshiftdocs</a> 2	<a href="#">Link</a>	-
Publishing	<ul style="list-style-type: none"> <li><a href="https://publishing.docs.cern.ch">https://publishing.docs.cern.ch</a></li> <li><a href="https://publishing-admin.docs.cern.ch/">https://publishing-admin.docs.cern.ch/</a></li> </ul>	<ul style="list-style-type: none"> <li>Users doc</li> <li>Admin doc</li> </ul>	-
Push notifications	<a href="http://push-docs.web.cern.ch/push-docs">http://push-docs.web.cern.ch/push-docs</a>	<a href="#">Link</a>	Private Community
Search aaS	<ul style="list-style-type: none"> <li><a href="https://cemsearch-internal-docs.web.cern.ch">https://cemsearch-internal-docs.web.cern.ch</a></li> <li><a href="https://cemsearch-admin-docs.web.cern.ch">https://cemsearch-admin-docs.web.cern.ch</a></li> <li><a href="https://cemsearchdocs.web.cern.ch">https://cemsearchdocs.web.cern.ch</a></li> </ul>	<ul style="list-style-type: none"> <li>Internal</li> <li>Admin</li> <li>Docs</li> </ul>	-
Sentry	<a href="https://sentry.docs.cern.ch">https://sentry.docs.cern.ch</a>	<a href="#">Link</a>	-
Sharepoint	<ul style="list-style-type: none"> <li><a href="https://espace.cern.ch/it-dep-is-internals/Sharepoint/default.aspx">https://espace.cern.ch/it-dep-is-internals/Sharepoint/default.aspx</a></li> <li><a href="https://sharepoint-cloud-docs.web.cern.ch">https://sharepoint-cloud-docs.web.cern.ch</a></li> </ul>	<a href="#">Link</a>	-
TWiki	<a href="https://twikidocs.web.cern.ch">https://twikidocs.web.cern.ch</a>	<a href="#">Link</a>	-
Web Services	<a href="https://espace.cern.ch/it-dep-is-internals/Webservices/default.aspx">https://espace.cern.ch/it-dep-is-internals/Webservices/default.aspx</a> 1	-	Overview 1
WebEOS	<a href="https://webeos-docs.web.cern.ch">https://webeos-docs.web.cern.ch</a>	<a href="#">Link</a>	-

Michal agreed to go ahead with AD documentation as well. He asked for a recipe for documentation portions that have to appear in multiple places. Nikos documented this [in the how-to Advanced Topics \(https://how-to.docs.cern.ch/advanced/custom\\_python\\_packages/\)](https://how-to.docs.cern.ch/advanced/custom_python_packages/). This is a topic about adding custom Python packages to MkDocs, including a Python plugin that serves the purpose of embedding snippets in more than one locations.

## Sharepoint migration and Documentation Project

This discussion defines part of [Aristofanis's Main project \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation).

Despite the fact that it is hard to identify *which* of the thousands of sharepoint sites contain documentation pages, the need to *cover all use cases* and give clear recommendations to the users led to the following agreement:

**Action Pablo, with help from Bruno:** List the sharepoint sites that might be documentation (e.g. check use of the wiki libraries) with:

1. Site URL
2. Content owner's name
3. Last update date
4. Last visit (from the logs)

This list will help us with the analysis:

- quantity of sites to migrate,
- likely up-to-dateness of the content,
- applicability of a MkDocs solution,
- need -or not- and effort for a conversion tool,
- migration effort

**Action CDA members:** Please send us your own sharepoint sites containing documentation pages. See [Maria's mattermost post of September 26th in the CDA service managers' channel \(https://mattermost.web.cern.ch/it-dep/pl/yeeienhza3rkte3rtthu8jqafw\)](https://mattermost.web.cern.ch/it-dep/pl/yeeienhza3rkte3rtthu8jqafw).

Thomas mentioned [the use case of FAQs in sharepoint \(https://espace.cern.ch/AVC-workspace/default.aspx\)](https://espace.cern.ch/AVC-workspace/default.aspx) (maybe not accessible by all CDA) which would profit from a conversion tool to MkDocs, for the service managers to integrate them directly in their documentation pages (**Action Aristofanis**).

html-to-mkdocs conversion would also be useful, not for MALT but for page formatting purposes.

## Non-powerpoint slides

This is the 2nd part of Aristofanis's work and leads to his BSc thesis. [This recipe \(https://twiki.cern.ch/EduTech/NonPowerPointSlides\)](https://twiki.cern.ch/EduTech/NonPowerPointSlides) is insufficient for users who don't want to use Markdown syntax to make their slides. Aristofanis presented [alternative products \(https://slides.com/aristofanischionis/first-test#/\)](https://slides.com/aristofanischionis/first-test#/) and [a short video \(https://www.youtube.com/watch?v=nB9Wvb2q6Sw\)](https://www.youtube.com/watch?v=nB9Wvb2q6Sw) on how to use <https://slides.com/>, a recent company, co-founded by the author of *reveal* [see here the CERN instance \(https://reveal.web.cern.ch/reveal/\)](https://reveal.web.cern.ch/reveal/).

Our policy is to replace Microsoft PowerPoint with an *open source, web-based, (ideally) free of charge* product that covers our use cases with a different philosophy than the ".pptx substitutes" à la LibreOffice, OpenOffice etc. We also don't wish to resort to Google. Hence:

**Action Emmanuel:** Discuss with Tim whether a negotiation with slides.com is a good idea. The argument would be based on a *collaboration* rather than a good license price.

**Action Aristofanis:** Make a prototype of a CERN-made slide-maker based on [reveal \(https://www.w3.org/2013/06/revealjs/#/\)](https://www.w3.org/2013/06/revealjs/#/). Timescale and maintenance concerns were discussed. If the Open Source community endorses the tool and helps, this effort might give an ideal outcome.

## ATLAS request on CDA Documentation recommendations

Maria was asked to present again IT Documentation recommendations to an ATLAS Workshop in December ([see here last presentation \(https://dimou.web.cern.ch/dimou/reveal/reveal.js/atlas-20171211.html\)](https://dimou.web.cern.ch/dimou/reveal/reveal.js/atlas-20171211.html)). We agreed to the following actions:

**Action Pete:** Thanks to his current survey to make an inventory of twiki use by ATLAS.

**Action Maria, Emmanuel:** Prepare together and present a global view of CDA/MALT recommendation covering multiple tools, including drupal. Input by all doc. proj. members is indispensable.

## Next meeting

Monday 18th November @ 3PM CET **in room 28-R-015**. Please see event <https://indico.cern.ch/event/854786/> to prepare.

## Comments on the [how-to.docs.cern.ch](https://how-to.docs.cern.ch) from IT

On 25.10.19 10:11, Coralie wrote:

> Hello Maria, Hello Nikos,

>

> Thank you so much **for** the excellent guide **on** how **to** produce documentation **with** MkDocs.

> I'm following the guide right now, and I must say, I've rarely seen such a well-written how-to!

> Thanks a lot **for** the effort you put **into** this, much appreciated.

> Cheers,

>

> Coralie (a technical student **from** IT-CS-CE documenting her code right now)

On 04.10.19 11:25, Lionel Cons wrote:

> CERN Authoring - Documentation writes:

> > We now invite you **to** visit the how-to guide we have prepared: [...]

>

> I have used your guide **to create** two docs web sites **for** the messaging services.

>

> Your guide **is** very well written **and** everything works **as** expected.

>

> Congratulations.

>

> Cheers,

>

> Lionel

On 04.10.19 09:31, Sebastian Lopienski wrote:

> Dear Maria, Nikos,

>

> Congratulations **for** completing this project, **AND for** preparing such an excellent how-to documentation. It **is** a real pleasure **to read**, **and** so clear!!

>

> I'm actually looking **forward to** deploying some documentation **as** soon **as** I need **to do** so! :-)

>

> Cheers,

> Sebastian

>

```
>
>> On 3 Oct 2019, at 12:36, documentation-contact (CERN Authoring -
Documentation) <documentation-contact@cern.ch> wrote:
>>
>> Dear IT-ASDF attendee,
>>
>> At the IT-ASDF event on March 14th 2019 we presented our plans for a common
documentation workflow, followed by an interesting discussion.
>>
>> We now invite you to visit the how-to guide we have prepared: <https://how-
to.docs.cern.ch>, create or migrate your Markdown-based static documentation
site with MkDocs, adopting the <service>.docs.cern.ch convention, and send us
your feedback and comments.
>>
>> If you already have documentation with GitBook you might find this specific
section on migrating to MkDocs useful. If on top of that your current
documentation with GitBook is hosted on WebEOS, you might find this advanced
topic also useful.
>>
>> Thank you and best regards,
>>
>> Nikos Kasioumis & Maria Dimou
```

## Status on 2019/09/30

Notes from the [White Area talk for CDA members by Nikos \(https://indico.cern.ch/event/829649/\)](https://indico.cern.ch/event/829649/) navigating through the <https://how-to.docs.cern.ch/> Instructions' site, on **How to create or migrate documentation to MkDocs/OpenShift**. Clarifications based on audience questions:

1. Yes, a separate site should be defined for every documentation (question by Pete).
2. URL customisation (Step 5 in the "New Documentation" section) is about how to adopt the .docs subdomain, as opposed to the default .web. This is not mandatory but clearly recommended by the Documentation Project.
3. A command-line operation or web form to set-up and sync between web services, gitlab and OpenShift was suggested by Pedro, to save time from following explicitly the multiple steps listed in [https://how-to.docs.cern.ch](https://how-to.docs.cern.ch/). We estimate this 'nice-to-have' feature of low priority because of variable expertise level in our user community and non-negligible maintenance cost of such script/form as well as other development priorities in the Documentation Project.
4. In the [Advanced topics \(https://how-to.docs.cern.ch/advanced/\)](https://how-to.docs.cern.ch/advanced/): The instructions on how to [customise the Nginx web service \(https://how-to.docs.cern.ch/advanced/nginx/\)](https://how-to.docs.cern.ch/advanced/nginx/) to unambiguously impose the site name (Redirection) were explained.
5. Restricted (e.g. Admin) sites should be different from the public site. E.g. Thomas' sites are <https://fixed-telephony-service.docs.cern.ch/> and <https://fixed-telephony-service-admin.docs.cern.ch/>. Alex confirmed this is the best way to go, i.e. keep things separate (public vs restricted). **Action** Nikos will include this additional recommendation (about service-admin.docs.cern.ch naming convention) to the "Keep in mind" section of [https://how-to.docs.cern.ch/new/new\\_site/](https://how-to.docs.cern.ch/new/new_site/).
6. Tim asked what about other formats, not only migration out of gitbook. Maria said that Sharepoint .aspx to .md file conversion is part of [Aristofanis's project \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-)

[conversion-tools-documentation](#)), starting tomorrow. Tim said that the Drupal service should suggest to their users how and when their sites could/should be migrated. Eduardo said that some Drupal sites already migrated to MkDocs but not all of them are static and massive adoption will be difficult. **Action** Nikos will create an *Advanced Topic* in <https://how-to.docs.cern.ch>, called *Basics and Best Practices on how structure a MkDocs documentation*. Pete asked about plans for twiki to Markdown migration tools/script/plans. This is also part of [Aristofanis's project \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation) with lower priority, compared to purely Malt activities (.aspx and .pptx alternatives). **Action** For every format to MkDocs migration we should document for the users possible gain or loss of functionality e.g. [twiki tables \(https://twiki.cern.ch/LCG/MiddlewareReadiness#Baseline\\_Versions\)](https://twiki.cern.ch/LCG/MiddlewareReadiness#Baseline_Versions) vs [Mkdocs tables \(https://codimd.web.cern.ch/Sfmu0gjARYeYvBZNYe0gCw#\)](https://codimd.web.cern.ch/Sfmu0gjARYeYvBZNYe0gCw#).

7. The automatic URL migration in a current working item in Alex's team e.g. currently <https://mailservices-docs.web.cern.ch/> and <https://mailservices.docs.cern.ch/> co-exist and display identical content. **Action** Nikos to check and include in <https://how-to.docs.cern.ch/>.

## Status on 2019/08/19

**Present:** Tim, Emmanuel, Andreas, Alex, Nikos, Maria, Aristofanis.

1. [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#) are now a proper Markdown site: <https://how-to.docs.cern.ch/> (<https://how-to.docs.cern.ch/>). Thank you Niko!  
Points from the discussion:
  1. Nikos will now configure OpenShift to display the specific URL <https://how-to-docs.web.cern.ch/> as <https://how-to.docs.cern.ch>.
  2. The site name `<service>-docs` will be explicitly required in this *how-to* documentation.
  3. The same documentation doesn't yet explain the way to turn a URL from `<service>-docs.web.cern.ch` into `<service>.docs.cern.ch`. This will be added now.
  4. The way to register a *restricted access* site, will also be added in the same *how-to* documentation, even if this part will have to be re-written later. For now, restrictions are only possible for **separate** web sites, not sub-directories. As the readers and adopters will be ASDF members from IT dept, we expect no problem in understanding the process.
  5. Nikos got positive feedback from BE dept. They ask what to do with members of their projects who have no CERN login, hence they can't publish [gitlab.cern.ch](https://gitlab.cern.ch). Alex suggest that they do follow the *how-to* instructions, while continuing to publish their doc in [github.com](https://github.com) or [gitlab.com](https://gitlab.com). When Federation is implemented in the new AuTH model, we may give them [gitlab.cern.ch](https://gitlab.cern.ch) access. The new model will contain Roles and Groups. This allows "account" grouping under CERN, FNAL etc and facilitates accounting for Virtual Bills. Eventually, there will be some form of real charging because we pay for [gitlab](https://gitlab.com).
  6. The re-direct implementation and sub-domain subscription are still pending in the IT-CDA-WF developers' team.
2. Welcome to Aristofanis who will start in a month to work on *conversion tools* for documentation (other formats and/or dynamic pages), slides and other [MAlt needs \(https://indico.cern.ch/event/799512/\)](https://indico.cern.ch/event/799512/). See here [Aristofanis's project description \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation). This project description was discussed. The

idea is that the *Main Project* part on MAlt conversion tools for sharepoint etc documentation and off-the-shelf alternatives to .pptx slides will be the Aristofanis's MSc thesis. COnsensus was that development contribution to the gitlab/OpenShift/AuTH *infrastructure* should be left as last priority for him.

3. **Next meeting: Monday 7th October @ 3PM in the Social Room.**

## Status on 2019/07/31

Rescheduling Documentation project checkpoint meeting of August 1st due to clash with ASDF talk by Daniel on *the latest gitlab CI setup*. New date **August 19th @ 3 PM**. Invitation sent. Unfortunately Thomas won't be back yet but notes will be <https://codimd.web.cern.ch/s/S1r2wlnUQ> By that time the emails to IT members of the ASDF will have been sent and feedback collected.

## Status on 2019/07/18

- a. Thanks to Nikos, EOS-defined documentation sites <http://fixed-telephony-service.web.cern.ch/> and <https://it-e-learning.web.cern.ch> are now migrated to OpenShift and to the new naming scheme <http://fixed-telephony-service.docs.cern.ch/> and <https://it-e-learning.docs.cern.ch> and *Redirects* are set.
- b. The sub-site <https://it-e-learning.docs.cern.ch/administration/>, which had restricted access in EOS, is now public, until SSO access is ready.
- c. We couldn't find the admin web site for the fixed-telephony-service corresponding to <https://it-e-learning.docs.cern.ch/administration/>. Where is it?
- d. Nikos enhanced the [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jJzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jJzu3IPZCQ#) and prepares a proper MkDocs site. Please comment on the site name proposals <https://howto.docs.cern.ch> (by Nikos) or <https://documentation-instructions.docs.cern.ch> (Maria) or [https://howto\\_write\\_doc.docs.cern.ch](https://howto_write_doc.docs.cern.ch) (by Maria) or *what else?*
- e. Nikos will send individual emails to the ASDF members from IT **during the 1st week of August** (he has the individual emails' list). See [here the exact text of the mail, which should be edited to replace the Instructions' URL when the proper site, with name decided in d above, is ready! \(https://codimd.web.cern.ch/s/S1r2wlnUQ#Actions-decided-on-20190522\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#Actions-decided-on-20190522).  
Known dates of absences of the documentation-project management team:  
20-31/7 Nikos  
23/8-14/9 Maria  
14/9-30/9 Nikos (CSC)
- f. Technical student Aristofanis Chionis will work, as of this autumn, on conversion scripts for other documentation formats and MAlt tools, mainly for making slides. Please [see the project description here \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation) and comment.
- g. Checkpoint meeting **August 1st at 4pm in the social room**. Please reply to the invitation! Thank you!

## Status on 2019/06/19

a. Alex deployed in production the code for <service>.docs.cern.ch. The OpenShift-defined site *mailservices-docs.web.cern.ch* is now migrated to *mailservices.docs.cern.ch*. This is very good timing in view of ITMM & ITTF Kopano presentations next week, where our recommended technology and naming scheme for documentation can also be mentioned. *Redirect* from *mailservices-docs.web.cern.ch* to *mailservices.docs.cern.ch* is not needed because the files are the same in OpenShift, only the displayed URL changes. When SSO access is implemented, we should re-check this.

b. EOS-defined documentation sites <https://it-e-learning.web.cern.ch/> and <http://fixed-telephony-service.web.cern.ch/> will be migrated to OpenShift and then to the new naming scheme <https://it-e-learning.docs.cern.ch/> and <http://fixed-telephony-service.docs.cern.ch/> by Maria and Nikos mid-July, in order to also enhance the [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#). When this migration will be done, *Redirect* shall be needed.

c. As agreed on June 3rd (see earlier notes), the individual emails to the ASDF members from IT will be sent **during the week of June 24th** by Nikos (currently on holiday but he has the individual emails' list). See [here the exact text of the mail \(https://codimd.web.cern.ch/s/S1r2wlnUQ#Actions-decided-on-20190522\)](https://codimd.web.cern.ch/s/S1r2wlnUQ#Actions-decided-on-20190522).

d. Maria asked for a new *stagiaire*, hopefully coming mid-September, to apply, test, identify shortcomings of the [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#) and turn them into a Markdown web site - suggested name: <https://documentation-instructions.docs.cern.ch>. Please see [internship project proposal here \(https://it-student-projects.web.cern.ch/projects/documentation-project-migration-static-web-sites-markdown\)](https://it-student-projects.web.cern.ch/projects/documentation-project-migration-static-web-sites-markdown).

e. Nikos will give the White Area lecture on our Documentation Project to CDA on **Monday September 30th**. Maria prepared [event \(https://indico.cern.ch/event/829649/\)](https://indico.cern.ch/event/829649/). Please enhance the description. All documentation-project e-group members have management rights in this event.

f. Alex's summary of the current limitations in a. and b. above:  
The command used was (for Nikos' [Instructions]  
(<https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#>) - the web UI could be used as well):

```
'''  
oc create route edge mailservices.docs.cern.ch --insecure-policy=Redirect --  
hostname=mailservices.docs.cern.ch --service=mailservices-docs  
'''
```

For reference, there are still some limitations. This is just a workaround and full support for docs.cern.ch will need a complete rewrite of webservices (or a manual setup). We can now use docs.cern.ch in the following conditions:

1. Openshift "official" site using the Instructions]  
(<https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#>).
2. SSO requires that the same base name is used in the docs URL (i.e if the site is created initially as sitename.web.cern.ch, it can use SSO for sitename.docs.cern.ch but not for othername.docs.cern.ch)

fixed-telephony-service.web.cern.ch and it-e-learning.web.cern.ch are hosted in webeos and do not meet the first criteria.

mailservices.docs.cern.ch cannot use SSO yet because it does not meet the second criteria (SSO

would work with mailservices-docs.docs.cern.ch though, since the initial URL is mailservices-docs.web.cern.ch).

g. Very positive comments from IT [see here \(https://mattermost.web.cern.ch/it-dep/pl/j7gmmoiqujrcbr4rq5aknm67hh\)](https://mattermost.web.cern.ch/it-dep/pl/j7gmmoiqujrcbr4rq5aknm67hh).

## New timelines 2019/06/03

Following a discussion between the Documentation Project managers (Nikos K. & Maria D.) the individual emails to the ASDF members from IT will be sent **during the week of June 24th** by Nikos (currently on holiday). Reasons:

- a. Alex's implementation of <service>.docs.cern.ch, including SSO access for restricted/admin pages will be complete.
- b. Nikos should test (with SSO included) before changing the [Instructions \(https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#).
- c. Maria currently editing OpenShift-defined site <https://mailservices-docs.web.cern.ch/> met performance problems to pull/push on 29/5 and this morning 3/6. It would be good to continue this pilot usage *until* we reach smooth operation and *before* inviting others (outside CDA).

Nikos will **not** give the June 24th White Area lecture to CDA (his first working day).

Info sent by Maria to Tim, Emmanuel, Andreas, Thomas, cc: Nikos.

## News on 2019/05/23

Following Emmanuel's feedback to Maria, the text for the email to ASDF members from IT is changed and will be sent once:

- a. Alex finishes the implementation (including SSO access)
- b. Nikos updates the [Instructions \(https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#) to reflect the **.doc** site definition and the SSO possibilities.

## Actions decided on 2019/05/22

Taken with f2f discussions (no meeting):

1. Nikos to *test* the method, implemented by Alex, to configure a web site in OpenShift so that it appears as <service>.**.docs**.cern.ch and *update* the [Instructions \(https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaJ917TT6jJzu3IPZCQ#) to include this possibility, even though SSO is not yet implemented. Niko, please substitute 'project' with 'service' to use the same terms everywhere.
2. Maria to email the appended text to ASDF members *from IT Dept only* willing to test and send us feedback. To discuss the feedback we'll receive, we shall organise our next checkpoint meeting. Documentation-project members please **comment/correct** this message text:

Dear IT service managers,  
thanks **to** the good **work of** our Paas, gitlab **and** web authoring developers,  
we are now able **to** invite you **to** follow these instructions  
<https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#> **and create** a static  
Markdown web site **in** OpenShift, **called** <service>.docs.cern.ch.  
SSO **access is also** possible. Please test **and** send us your feedback.

Thank you very much **for** your interest **in** the CDA Documentation Project.

## Status on 2019/05/08

Applied Nikos's [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#) for OpenShift-based site creation with the Mkdocs boilerplate and the gitlab configuration for builds running on OpenShift to create site <https://cern.ch/mailex-services-docs>. Thanks are due to Nikos for clear instructions and help with novice user (Maria).

To discuss:

Will existing sites now named <service>-docs.cern.ch be automatically migrated to <service>.docs.cern.ch? No! Hence, we should go to the <service>.docs.cern.ch directly.

## Actions decided on 2019/05/08

1. Nikos to update the [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#) to include the <service>.docs.cern.ch, when Alex has tested and put in operation the SSO access possibility.
2. It should be clear in the instructions that the site should be defined in webservices as <service>-docs.cern.ch but when the owner changes the route in OpenShift, it will be changed to <service>.docs... This will also appear in the Instructions when point 1, above, is done.
3. Re-discuss the restricted parts of a given documentation site later. At this moment the recommendation, for implementation purposes becomes "create a new site for Administration" pages.
4. New documentation sites from within our group should be migrated to <service>.docs.cern.ch.
5. Walk through Nikos's [Instructions \(https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jJJzu3lPZCQ#) at the [ASDF a.s.a.p. \(https://indico.cern.ch/category/7664/\)](https://indico.cern.ch/category/7664/). This will give us IT input to fix things and open-up to others, e.g. ATLAS, who are already interested.
6. About *Editors* the draft shortlist by Nikos is [here \(https://codimd.web.cern.ch/s/HJR1MdyY4#\)](https://codimd.web.cern.ch/s/HJR1MdyY4#). A few testers will be approached to evaluate and give us feedback.
7. About *MkDocs themes* we now have only the *Material* theme in the template, which is the default, and another two (MkDocs and ReadTheDocs). Michal said some more themes are desirable. He will send the ones he wants to Nikos.
8. After point 7 above, Nikos will update the Instructions to guide newcomers for a theme selection.
9. How about organising [a White Area \(https://indico.cern.ch/category/7664/\)](https://indico.cern.ch/category/7664/) to inform our CDA colleagues and inspire them to embark in this effort?

Next meeting: After ASDF presentation and subsequent feedback. Possible dates for the presentation 23 May or 20 June with Maria and Emmanuel (Nikos being away) **IF** the SSO implementation for <service>.docs.cern.ch is tested and in operation.

## Policy on FAQs 2019/05/02

Following two White Area discussions [on 2019/02/25 \(https://indico.cern.ch/event/801306/\)](https://indico.cern.ch/event/801306/) and [on 2019/04/29 \(https://indico.cern.ch/event/801864/\)](https://indico.cern.ch/event/801864/) about future FAQ locations the policy conclusion agreed with the CDA management on is:

1. We need to find out whether there is a API to synchronise between SNow KBs and Markdown service site sections with FAQs. Thus, Markdown sites can contain everything without the service managers having to maintain stuff in many places. Ideally with a flag signaling what has precedence (SNow or the Markdown site).
2. Discourse remains the recommended tool for community peer help.

## Status on 2019/04/15

- The user acceptance evaluation decided at the late meeting was converted to editor evaluation and will be done in the near future, when we know which shortlist of editors we wish to try.
- Discussion on editors' recommendations was left for the next meeting. Alex mentioned <https://www.netlifycms.org/>
- On how to create a new documentation site in OpenShift. Nikos's [steps presented here \(https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#).
- It is now impossible to hang the new site name under the .docs.cern.ch domain. We can't use the existing machinery of creating a site under .web.cern.ch. It has to still be done manually. To accelerate the process of this design and development Bruno suggests a sprint on how to add <myservice>.docs.cern.ch sites automatically in DNS. **Should we do this?**
- The **restricted access** to some sub-directories (=specific documentation sections) was discussed. Alex & Bruno find the implementation complicated in OpenShift and suggest independent sites for public and admin pages. Others explain that this is what we recommended, already implemented in some cases, e.g. <https://cern.ch/it-e-learning/administration> and some services will eventually require it, e.g. SNow Level 1,2,3 documentation.
- Scripts for automatically mapping gitbook syntax to mkdocs was left as an exercise to expert IT service managers with existing gitbooks willing to move.

## Actions decided on 2019/04/15

1. Nikos - finalise the steps for Openshift-based site creation (currently in openshift-dev). [DONE here! \(https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#\)](https://codimd.web.cern.ch/0kWaj917TT6jjzu3IPZCQ#)
2. All - confirm/approve steps above.
3. Nikos & Alex - Publish MkDocs S2I on OpenShift production.

Next meeting: **Thursday May 9th at 9am NB!** unusual time!

## Status on 2019/04/01

Progress in the last 2 weeks:

- docs.cern.ch created. Need to issue the certificate.
- Nikos & Alex discussed the OpenShift web site creation & the gitlab repo. They recommend the CI creation in OpenShift (with S2I). Important reason for this choice is the installation of security updates and maintenance of the CI, which wouldn't happen in the case of gitlab CI, unless the user/owner pushes an update.
- Automation of the gitlab & OpenShift steps to hide the complexity is possible but when the user only sees *StackEdit* (or other editor) and anything breaks in the series of automated steps the debug will come to us.
- Tim suggests that we envisage Markdown-based documentation for all the thousands of services defined in the SNow service catalogue, hence we need to know the feasibility of automation of the whole process.
- Physicists use *Overleaf* and they never actually see gitlab. How can we do this 'masking' for general service documentation?

## **Actions decided on 2019/04/01**

1. To evaluate user acceptance Nikos and Emmanuel will start by getting feedback from a few non-IT users (e.g. the cern library) on the use of Markdown (with a selection of editors), to start with.
2. Move Maria's [it-e-learning \(https://cern.ch/it-e-learning\)](https://cern.ch/it-e-learning) site to test the 5 steps of automation and change its gitlab location and the web server from EOS to OpenShift.

- **Next meeting: April 15 @ 2pm in the Social Room**

## **Status on 2019/03/18**

Implementation discussion on the [ASDF outcome \(https://indico.cern.ch/event/800408/\)](https://indico.cern.ch/event/800408/), mainly the gitlab environment for <service>.docs.cern.ch. The debate was what/if/how to automate from the following:

1. infrastructure for web site creation <service>.docs.cern.ch
2. OpenShift (we used EOS so far for some cases)
3. gitlab repo + CI -> Mkdocs template

www / webservices

↳ new site

↳ documentation site (for docs)

↳ [Service name]

① ↳ [Service name]. doc(s). cern. ch  
. docs .

③ ↳ gitlab repo + CI → mkdocs template.

② ↳ OpenShift + EOS / ndr EOS ?

tree:

public site

Admin /

admin site

.htaccess

① + ② + ③ 2 weeks  
+ CSO

~~④~~

## Actions decided on 2019/03/18

1. Alex & students will offer a new button *documentation site* from [the OpenShift console](https://openshift.cern.ch/console/catalog) (<https://openshift.cern.ch/console/catalog>).
2. Alex will check what the gitlab plans for a functional Markdown editor are and inform us.
3. The webservices developers will make available a new documentation-specific option on [the create new site page](https://webservices.web.cern.ch/webservices/Services/CreateNewSite/Default.aspx) (<https://webservices.web.cern.ch/webservices/Services/CreateNewSite/Default.aspx>)
4. Nikos will follow [this recipe](https://discourse.web.cern.ch/t/deploy-mkdocs-documentation-on-openshift/565/2) (<https://discourse.web.cern.ch/t/deploy-mkdocs-documentation-on-openshift/565/2>) to create the template.
5. Project management by Nikos+Maria

6. Consider [suggestions by Tim Bell in the ASDF mattermost channel](#) (<https://mattermost.web.cern.ch/it-dep/pl/ikpbfqc5z7fg58rqyigg4kj1ir>) namely:

- a. add an automatic 'help us improve the docs' block ? This is nice to allow users of documentation to submit improved content.
- b. automatically add an appropriate license statement also in the template? (see discussion on ~FOSS at CERN )

Next meeting: **Monday April 1st at 2pm in the Social room** . Created [e-group documentation-project](#) (<https://e-groups.cern.ch/e-groups/Egroup.do?egroupId=10325469>).

## Status on 2019/03/14

[ASDF Presentations on Documentation](https://indico.cern.ch/event/800408/) (<https://indico.cern.ch/event/800408/>) inventory of tools (by N.Kasioumis) and Service Documentation (by M.Dimou). Participants ask for:

- \* search across documentation
- \* gitlab infrastructure
- \* gitbook to mkdocs migration
- \* SNow KB content
- \* a technical writer who produces documentation

There was a consensus that CDA gives priority to the creation of the gitlab and OpenShift environments for service managers IT-wide to start moving their documentation there.

## Status on 2019/02/20

[Slides](https://codimd.web.cern.ch/p/HkV-909H4#/) (<https://codimd.web.cern.ch/p/HkV-909H4#/>) FAQ-specific for the A.O.B. of the White Area lectures kick-off Mon 25/2 @ 3pm.

## Status on 2019/02/18

Discussion in view of gitbook disappearance from the public domain (Tim, Thomas, Sebastian, Emmanuel, Nikos, Maria D.) for a future ASDF **14 March @ 4pm** .

\* Internal note: We shall probably recommend an OpenShift site, not EOS. ==> No need to create a service account. **Question:** Please do inform Maria, if this comes true, as this means that the [Service Documentation Guidelines] (<https://twiki.cern.ch/Edutech/ServiceDocumentationGuidelines>) must be changed.

\* **Action:** Set some dates for the one-click preparation of the environment (default domain name, gitlab, web server).

\* We used no tool to convert the Indico doc from gitbook to MkDocs. The main difference is the way MkDocs uses to build the table of contents [see here an example] (<https://gitlab.cern.ch/dimou/it-e-learning/blob/master/mkdocs.yml>) and [its published result] (<http://cern.ch/it-e-learning>).

\* Sharepoint will die (in <=3years).

\* FAQs should not be mentioned in ASDF. **Action:** FAQs should be further debated internally in CDA.

\* **Action:** Maria & Nikos - 10' mins each to leave room for discussion. Content: Nikos sets the landscape with popular tools in use today. Maria lists what we use and agreed to use in the CDA Documentation strategy (Markdown with MkDocs and gitlab). Twiki running service, sharepoint faceout, web dfs/afs out, eos/openshift ok. SNow is ok for KBs. Organised doc. is more complete and structure.

\* No policy statement today about the value of `_service_` in the future `_service_.doc.cern.ch`.

## Discussion on FAQs 2019/02/07

Discussed the CDA Doc. strategy with N.Kasioumis & N.Kane. Natalie rightly reminded:

- On FAQs:
  - The SNow KBs send reminders prompting for update. The user-facing documentation in Markdown won't.
  - 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 automatically notifications about new KBs showing up. The user-facing documentation in Markdown won't.
- On replacing currently existing sites with Markdown:
  - printing, account, certificate, mail & other group service pages today run scripts that show info relevant to the user's login or IP.
  - because of the above sinequanon for adoption of the strategy some funds should be found for hiring the student [job description \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation) who was refused during the last Technical students' selection in the autumn 2018.
  - alternatively, we could make a few Working Groups doing *sprints* for the porting of

dynamic features from today's service web sites into the new documentation.

**2019/02/07:** Question submitted to the SLM today:

- On 2018/11/21 we had 3 votes in favour of the creation of the format <service>.docs.cern.ch URLs (Maria, Tim, Thomas) to facilitate Public Service Documentation identification by the user community.
  - when selecting the <service> name Natalie suggested we should take into consideration the [SNOW Customer Service names in the Service Catalogue \(https://cern.service-now.com/service-portal/service-area.do?name=IT-Services\)](https://cern.service-now.com/service-portal/service-area.do?name=IT-Services). Should we?
- Emmanuel had said that the gitlab environment would be prepared (replication of the boilerplate, web server, service account etc).
- The above 2 bullets are not done (I discussed with Andreas and Bruno). Please give management directive for one of Bruno's students to work on this. I have made the cookbook but the process is not easy for newcomers to git.

**2019/02/07:** Reviewed *FAQs location* strategy: Not *discourse*, into the *Public Service documentation*. Approved by the [CDA SLM meeting on 2019/01/24 \(https://indico.cern.ch/event/787521/\)](https://indico.cern.ch/event/787521/). Slides updated  [\(https://codimd.web.cern.ch/p/Hy3SjYE2X#/12\)](https://codimd.web.cern.ch/p/Hy3SjYE2X#/12). Full rationale [here \(https://indico.cern.ch/event/791304/contributions/3286501/note/\)](https://indico.cern.ch/event/791304/contributions/3286501/note/).

**2018/11/07:** Discussion at the CDA/IC section meeting [General section information \(https://indico.cern.ch/event/770306/\)](https://indico.cern.ch/event/770306/).

**2018/10/31:** Summary [slides endorsed by a dedicated CDA SLM \(https://hackmd.web.cern.ch/p/Hy3SjYE2X/\)](https://hackmd.web.cern.ch/p/Hy3SjYE2X/) .

**2018/09/20:** [Technical Student \(https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-standard-documentation-workflow-and-conversion-tools-documentation) (refused) and [Stagiaire Catarina Vieira \(https://it-student-projects.web.cern.ch/projects/malt-related-project-new-documentation-testing-dateness-and-functionality\)](https://it-student-projects.web.cern.ch/projects/malt-related-project-new-documentation-testing-dateness-and-functionality) (found and coming on 2019-01-07 for 2 months at 50%) project proposals to help with the implementation.

**2018-08-23:** Initial draft document discussed between Tim, Emmanuel, Thomas & Maria D. in the appended text.

This page briefly lists the types of documentation every Service needs to have and where each of them should live.

## Purpose

These guidelines are established as a reference for service managers in order to ensure:

- a common look and feel for all user-facing documentation of CDA services
- that all service documentation is independent from a temporary administrative structure
- that central tools are used whenever possible
- that publishing and maintaining this information is as easy and standardised as possible
- as little data redundancy as possible

## Proposed Guidelines

Each CDA service should implement the following documentation

1. **Short General Service Description:** SNow FE/SE Description and the relevant bubble of <https://cern.ch/it-dep-cda/services/> (currently manually synchronised, hopefully automated in the future).

short service description on SNow:



([https://hackmd.web.cern.ch/uploads/upload\\_da9cb7750ad8ab201ea805610ca7f6e5.png](https://hackmd.web.cern.ch/uploads/upload_da9cb7750ad8ab201ea805610ca7f6e5.png)  
=350x) (<https://cern.service-now.com/service-portal/service-element.do?name=Indico-Service>)

short service description on the CDA site



([https://hackmd.web.cern.ch/uploads/upload\\_815a513119cf7e76cd8f94941ae94c69.png](https://hackmd.web.cern.ch/uploads/upload_815a513119cf7e76cd8f94941ae94c69.png)  
=350x) (<https://it-dep-cda.web.cern.ch/it-dep-cda/services/indico/>)

1. **Detailed Service Description:** Dedicated Service Site which URL should not contain any reference to the organisational unit currently running the service, and which content should include:

- Public service web site and/or User Guide (Markdown) *for all users*

- public or restricted to CERN users, example [the Indico User Guide](https://indico-user-docs.web.cern.ch/indico-user-docs/) (<https://indico-user-docs.web.cern.ch/indico-user-docs/>)



([https://hackmd.web.cern.ch/uploads/upload\\_98b51de2093b9ab93ab16b73.png](https://hackmd.web.cern.ch/uploads/upload_98b51de2093b9ab93ab16b73.png)  
=350x) (<https://indico-user-docs.web.cern.ch/indico-user-docs/>)

- Administration Guide (Markdown) *for service managers' internal use. It can be hosted on the same web site but shouldn't be linked from the public view.*

- restricted to service administrators, example [the Indico Ops Guide](https://indico-ops.web.cern.ch/indico-ops/) (<https://indico-ops.web.cern.ch/indico-ops/>).



([https://hackmd.web.cern.ch/uploads/upload\\_1d060e9bd81a488117bad95e.png](https://hackmd.web.cern.ch/uploads/upload_1d060e9bd81a488117bad95e.png)  
=350x) (<https://indico-ops.web.cern.ch/indico-ops/>)

1. **FAQs:** SNow KBs *for all users and Level 1,2 supporters*



([https://hackmd.web.cern.ch/uploads/upload\\_c9898728e3f144f9d7915b87c0b51a63.png](https://hackmd.web.cern.ch/uploads/upload_c9898728e3f144f9d7915b87c0b51a63.png)  
=350x) (<https://cern.service-now.com/service-portal/fag.do?se=Indico-Service>)

2. **Service Incidents/Changes:** SNow SSB

 (<https://cern.service-now.com/service-portal/ssb.do?area=IT>)

1. **Change Requests:** Tracked in either Github/Gitlab Issues or Jira tickets, and entered either directly or through SNow requests.

 (<https://github.com/indico/indico/issues>)

## 2. **Privacy Notice:** SNow

Please check [this cookbook \(https://twiki.cern.ch/Edutech/ServiceDocumentationGuidelines\)](https://twiki.cern.ch/Edutech/ServiceDocumentationGuidelines) that contains the basic steps for doing point 2 above.

## **How these guidelines were born**

- [IC section internal reflection \(https://hackmd.web.cern.ch/s/rjXzcvzem#\)](https://hackmd.web.cern.ch/s/rjXzcvzem#)
- [Group-wide reflection \(https://twiki.cern.ch/CDAGroup/CDAPublicDoc\)](https://twiki.cern.ch/CDAGroup/CDAPublicDoc)
- [Technical notes \(https://twiki.cern.ch/Edutech/ServiceDocumentationGuidelines\)](https://twiki.cern.ch/Edutech/ServiceDocumentationGuidelines) on Markdown editing, gitlab publishing and EOS hosting