

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 1: Title



The slide features the Atlassian Confluence logo in the top left corner. The main title is centered and reads "Delivering enterprise software documentation on a wiki". Below the title, the conference details are listed: "Australasian Online Documentation and Content Conference (AODC) 20th – 22nd May 2009, Melbourne". A green footer bar at the bottom contains the text "Documentation on a wiki, by Sarah Maddox" on the left and "Slide 1" on the right.

ATLASSIAN CONFLUENCE

Delivering enterprise software documentation
on a wiki

Australasian Online Documentation and Content Conference (AODC)
20th – 22nd May 2009, Melbourne

Documentation on a wiki, by Sarah Maddox Slide 1

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 2: Contents



Contents

- Introduction
- Agile development
- Workflow and tracking
- Structure and chaos
- Release management
- Steering wiki development

Documentation on a wiki, by Sarah Maddox

Slide 2

The slide features a blue border and a background with a repeating pattern of small white stars. The content is organized into a central column of six green rounded rectangles, each containing a topic name. The footer consists of a solid green bar with white text.

Delivering Enterprise Software Documentation on a Wiki
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Slide 3: Contents



Contents

- Introduction
- Agile development
- Workflow and tracking
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Documentation on a wiki, by Sarah Maddox

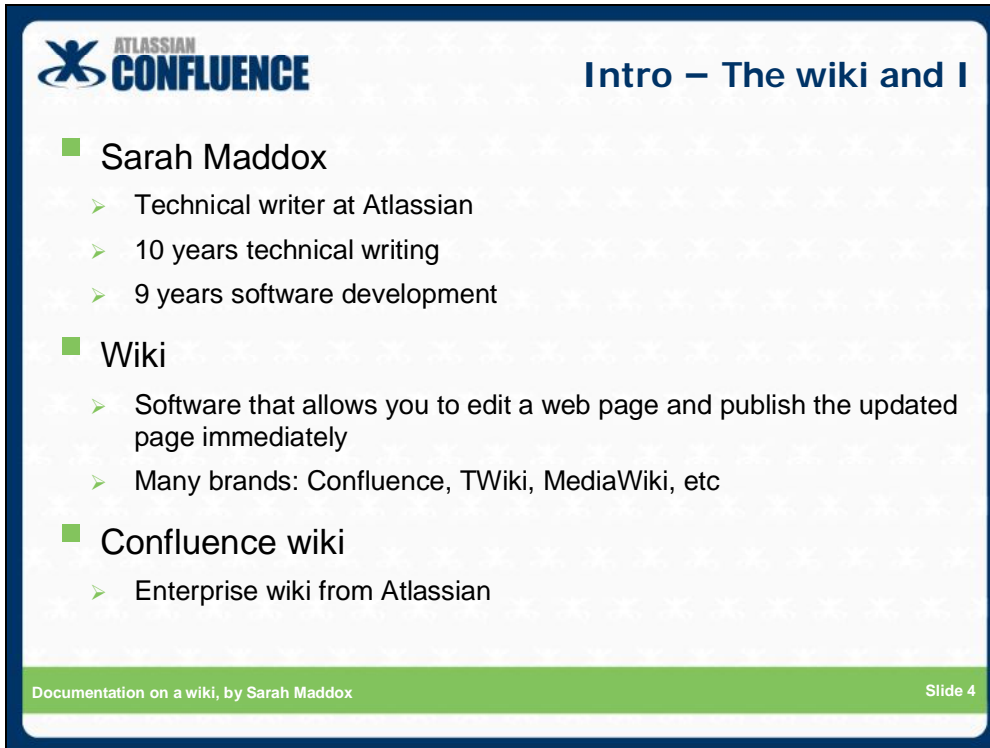
Slide 3

The slide features a blue border and a background of small white stars. The content is organized into a central list of topics, each in a rounded rectangular box. The first box is light green, while the others are dark green. A green footer bar contains the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 3' on the right.

Delivering Enterprise Software Documentation on a Wiki

AODC 2009 presentation by Sarah Maddox

Slide 4: Introduction – The wiki and I



ATLASSIAN CONFLUENCE

Intro – The wiki and I

- Sarah Maddox
 - Technical writer at Atlassian
 - 10 years technical writing
 - 9 years software development
- Wiki
 - Software that allows you to edit a web page and publish the updated page immediately
 - Many brands: Confluence, TWiki, MediaWiki, etc
- Confluence wiki
 - Enterprise wiki from Atlassian

Documentation on a wiki, by Sarah Maddox Slide 4

Speaker's notes:

I'm Sarah Maddox, one of the technical writers at Atlassian. I have more than ten years' experience as a technical writer and about nine years as a developer before that.

I'm using the current version of Confluence:

- * Confluence 2.10
- * Standalone HSQL database
- * Apache Tomcat 6 web server

For our Atlassian technical documentation, we choose to use **core Confluence functionality** with very little customisation.

This is intentional, so that we are using the same wiki as most of our customers. Following the principle of "**eat your own dogfood**".




So we, the tech writers at Atlassian, have set up our procedures to work with "Connie" (the pet name for Confluence) more-or-less unadorned.

These procedures are what I'll be showing you in the next few minutes, along with some hints and tips.

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Slide 5: Introduction – Concepts

ATLASSIAN CONFLUENCE Intro – Concepts

- Ooo-er and Aaah
 -  A challenge presented when using a wiki for technical documentation
 -  One of the ways to tackle the “ooo-er” moment
- Plugin
 - Extends the core functionality of the wiki
 - Similar to an add-on for your browser
- Space
 - A logical collection of pages in Confluence
 - Configurable and managed independently within a wiki site
 - See example 

Documentation on a wiki, by Sarah Maddox Slide 5

Speaker’s notes:

Writing technical documentation requires a level of enthusiasm, determination, sense of humour. Using a wiki, even more so.

You’ll definitely have those “**ooo-er**, what now?” moments.

As a tech writer, you’ll also be someone who enjoys the “**aaah**, that’s neat” feeling when the wiki displays the beauty of your documentation and does it just right.

I’ve been circumspect in scattering the “**aaah**” moments across this presentation. It’s better if you try out a wiki and experience your own moments ;)

Explain the concept of a “**plugin**.”

More about plugins later.

Explain the concept of a “**space**” – discuss and show demo.

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AODC 2009 presentation by Sarah Maddox

Slide 6: Introduction – A space

The image shows a screenshot of the Atlassian Confluence interface. On the left is the 'Dashboard' with a list of spaces: Crowd 1.6, Demonstration Space, Doc Demo Master, Documentation Demo, Playground, and TempBackup. Below this list is a green arrow pointing to the text 'A list of spaces on my Confluence dashboard'. On the right is a page titled 'Using the Directory Browser' with a hierarchical page structure in the left-hand navigation bar. A green starburst graphic with the text 'Live demo' is positioned above the page. Two yellow arrows point from the text 'A hierarchical page structure in a space' and 'A page' to the navigation bar and the main content area of the page, respectively. The bottom of the slide features a green bar with the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 6' on the right.

Live demo of a space:

- * Show the Crowd space.
- * Show the pages via the left-hand navigation bar.
- * Show the Dashboard on my local Confluence instance, with more than one space.

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Slide 7: Contents



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- Introduction
- Agile development
- Workflow and tracking
- Structure and chaos
- Release management
- Steering wiki development

Documentation on a wiki, by Sarah Maddox

Slide 7

The slide features a dark blue border and a light blue background with a pattern of small white stars. The Atlassian Confluence logo is in the top left, and the word 'Contents' is in the top right. A central vertical list of six items is enclosed in a dark blue rounded rectangle. The 'Agile development' item is highlighted with a green background. A green footer bar contains the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 7' on the right.

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Slide 8: Agile development

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Agile development

“We have come to value...

- Responding to change over following a plan
- Customer collaboration over contract negotiation
- Individuals and interactions over processes and tools
- Working software over comprehensive documentation”

➢ But that's off topic

➢ You may find some answers in a [blog post](http://tinyurl.com/8n7pvz) or [two](http://tinyurl.com/a5ntwl)

Why is a wiki useful in an agile environment?

Agile Manifesto and Principles:
<http://agilemanifesto.org/>

Documentation on a wiki, by Sarah Maddox

Slide 8

Speaker's notes:

Why is a wiki useful in an agile environment?

On this slide, I have listed the four main tenets of the agile methodology. I'll go through them quickly now.

The rest of this presentation describes how we use Confluence in an extremely agile environment.

We have come to value... Responding to change: How a wiki helps with responding to change:

- * Developers like wikis (geeky enough) and will contribute to the documentation during each iteration, speeding up the process of document development and review.
- * Wiki provides instant (gratification) publication.
- * Wiki reduces bottlenecks that can occur with strict publication workflow and/or scarcity of technical writers.
- * Technical writers monitor the updates and comments via RSS.

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We have come to value... Customer collaboration: How a wiki helps with customer collaboration:

- * Customers can comment on documentation pages.
- * Selected customers (community developers) can even update the pages.
- * Customers can subscribe to RSS feeds or watches, to monitor the documentation themselves.

We have come to value... Individuals and interactions: How a wiki promotes dealing with individuals and interactions:

- * All of the above.

We have come to value... Working software ...

- * Oh dear. But that's off topic. You may find some answers in a blog post or two:

<http://ffeathers.wordpress.com/2008/01/20/the-agile-technical-writer/>

<http://ffeathers.wordpress.com/2008/01/26/the-agile-technical-writer-ii/>

Background information:

How about documentation of internal processes? We use an internal wiki too.

- * It holds our team guidelines and other information. Descriptive rather than prescriptive.
- * It's great for communication via news items and comments.

If we want to change a guideline:

- * Discuss at standup.
- * Assess impact on existing documentation.
- * Get agreement, probably at next standup.
- * Update the guidelines --- any team member can do this. Even other Atlassians can. We're watching the RSS feed, after all.

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Slide 9: Contents



Contents

- Introduction
- Agile development
- Workflow and tracking**
- Structure and chaos
- Release management
- Steering wiki development

Documentation on a wiki, by Sarah Maddox



Slide 9

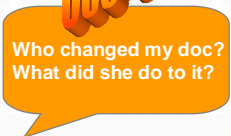
The slide features a dark blue border and a light blue background with a pattern of small white stars. The Atlassian Confluence logo is in the top left, and the word 'Contents' is in the top right. A central dark blue rounded rectangle contains a list of six items, with 'Workflow and tracking' highlighted in a light green box. A green footer bar at the bottom contains the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 9' on the right.

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Slide 10: Workflow and tracking

ATLASSIAN CONFLUENCE Workflow and tracking

- Create, review and publish a page
- Track the page history 
 - View all versions of the page
 - Revert to a previous version of a page
 - View a “diff”
- Set permissions
- Monitor via RSS and “watches”
- Look at some real-life comments 

 Who changed my doc?
What did she do to it?

Documentation on a wiki, by Sarah Maddox Slide 10

Speaker's notes:

Let's take a quick look at the workflow, what there is of it, for:

- * Creating a page.
- * Keeping the page hidden from most viewers until fully reviewed.
- * Reviewing the page.
- * Publishing the page.

Then let's see how you can keep track of updates in your wiki.

Note:

The wiki does not provide built-in workflow functionality. We have devised our own procedures around the **out-of-the-box Confluence** functionality.

There are alternatives, available via plugins. Specifically, the **Approvals Workflow plugin**, written by a third party. You can find information about the plugin here:

<http://confluence.atlassian.com/display/CONFEXT/Approvals+Workflow+Plugin>

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Also the **Content Publishing plugin**:

<http://confluence.atlassian.com/display/CONFEXT/Content+Publishing+Plugin>

We'll discuss plugins again later.

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Slide 11: Workflow and tracking 1

The screenshot shows the Atlassian Confluence interface for editing a page titled "Introducing workflow". The page content includes a heading, a paragraph about workflow features, and a list of plugins. The "Restrictions" section is highlighted, showing options to restrict viewing and editing, with "Restrict viewing of this page" selected. Annotations include a yellow arrow pointing to the main content area labeled "Add your page content" and another yellow arrow pointing to the restrictions section labeled "Restrict viewing to group(s) or user(s)".

Workflow and tracking 1

- Create a page with restricted permissions

These procedures are based on core Confluence functionality. There are alternatives that make use of plugins.

Dashboard > Documentation Demo > Add Page Browse ▾ Sarah ▾ Search

Introducing workflow

Rich Text | Wiki Markup | Preview Draft saved at 11:20 AM Save Cancel

Confluence does not have any built-in workflow.

It does have the features and plugin points to let you design a workflow to suit your needs.

Interesting plugins already created:

- * *Approvals Workflow Plugin*: [http://confluence.atlassian.com/display/CONTEXT/Approvals+Workflow+Plugin]
- * *Content Publishing Plugin*: [http://confluence.atlassian.com/display/CONTEXT/Content+Publishing+Plugin]

Location: Documentation Demo > Home [Edit](#)

Restrictions: [Done](#)

Restrict viewing of this page Restrict editing of this page

[Choose me](#) | [Choose users](#) | [Choose groups](#)

Enter user/group name(s): mv-team Add

Documentation on a wiki, by Sarah Maddox Slide 11

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Slide 12: Workflow and tracking 2

ATLASSIAN CONFLUENCE Workflow and tracking 2

- Review via comments and updates
- Unhide when ready to publish

Our new wiki page lists two third-party workflow plugins
More about plugins later

Dashboard > Documentation Demo > Home > Introducing workflow

Introducing workflow Edit Add Tools

Added by Sarah, last edited by Ed on Jan 12, 2009 (view change) hide comment
Comment: Added note about plugin support

Confluence does not have any built-in workflow.
It does have the features and plugin points to let you design a workflow to suit your needs.
Interesting plugins already created:

- Approvals Workflow Plugin: <http://confluence.atlassian.com/display/CONFEXT/Approvals+Workflow+Plugin>
- Content Publishing Plugin: <http://confluence.atlassian.com/display/CONFEXT/Content+Publishing+Plugin>

Atlassian does not officially support these plugins
Please refer to the [guidelines](#) on Atlassian plugin support.

Add Labels

Comments (1) [Hide Comments](#) | [Collapse All](#) | [Add Comment](#)

Andrew says: about 2 hours ago
I think we should tell them that not all plugins are supported.
[Edit](#) | [Remove](#) | [Reply](#)

Documentation on a wiki, by Sarah Maddox Slide 12

Speaker's notes:

The lock icon means restricted viewing has been applied to this page.

Reviewers can:

- * Update the page itself, and add a mini-comment about their update.
- * Add a comment to the page.

Author can track the updates, apply more changes and remove comments. When ready, publish by removing the page restrictions.

Technical information:

The wiki page in this example lists two useful workflow plugins:

* Approvals Workflow plugin:

<http://confluence.atlassian.com/display/CONFEXT/Approvals+Workflow+Plugin>

* Content Publishing plugin:

<http://confluence.atlassian.com/display/CONFEXT/Content+Publishing+Plugin>

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About these plugins:

- * They are developed and supported by a third party i.e. not Atlassian.
- * We don't use them, because they don't quite suit the requirements of our documentation space.
- * Many customers use them with success.

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Slide 13: Workflow and tracking 3

ATLASSIAN CONFLUENCE Workflow and tracking 3

■ Track the page history, revert and view a “diff” Live demo

Page history shows all updates

Revert to a previous version if necessary

See the differences between two versions

Version	Date	Changed By	Operations
<input type="checkbox"/> CURRENT (v. 3)	Jan 14, 2009 14:46	Sarah: Minor rewording	
<input type="checkbox"/> v_2	Jan 12, 2009 13:38	Ed: Added note about plugin support	Restore this version
<input type="checkbox"/> v_1	Jan 12, 2009 11:56	Sarah	Restore this version

There are 2 changes. [View first change.](#)

```
confluence does not have any built-in workflow.

It does have the features and plugin points to let you design a workflow
to suit your needs.

interesting plugins already created:
Third-party developers have already created some interesting plugins:
* "Approvals workflow Plugin": [http://confluence.atlassian.com/display/CONFEXT/Approvals+workflow+Plugin]
```

Documentation on a wiki, by Sarah Maddox Slide 13

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Slide 14: Workflow and tracking 4

The screenshot shows the 'Set permissions' page in Atlassian Confluence. It features three main sections: 'Groups', 'Individual Users', and 'Anonymous Access'. Each section contains a table of permissions for various actions: Pages, News, Comments, Attachments, Mail, and Space. The 'Groups' section shows permissions for 'confluence-users' and 'my-team'. The 'Individual Users' section shows permissions for 'Administrator (admin)'. The 'Anonymous Access' section shows permissions for 'ANONYMOUS'. Annotations include an orange speech bubble asking 'Can I control the edit rights on my documents?' with an arrow pointing to the 'Space' column for 'my-team'. Another arrow points to the 'my-team' row with the text 'You might allow your team full edit and admin rights while others can only add comments'. A dashed box at the bottom right contains the text 'Global permissions apply across the entire site (not shown here)' and 'Page-level restrictions apply to a single page (not shown here)'. The slide footer includes the Atlassian logo, 'CONFLUENCE', the title 'Workflow and tracking 4', and the text 'Documentation on a wiki, by Sarah Maddox' and 'Slide 14'.

Speaker's notes:

Confluence has a fairly robust and granular permissions scheme.

Global permissions apply as defaults across the entire site. (Not shown above.)

Space permissions apply to a space. They are quite granular:

Using space permissions, you can grant a permission level to one or more groups, and/or to one or more users, and/or to anonymous users i.e. people who have not logged in.

Overview of the space permissions:

- * "View" --- allow people to see content in the space.
- * "Pages" --- allow people to create pages; export to PDF/Word; set page-level permissions; remove pages.
- * "News" --- allow people to create news items (blogs); remove news items.
- * "Comments" --- allow people to create comments (blogs); remove comments.
- * "Attachments" --- allow people to create attachments; remove attachments.
- * "Mail" --- allow people to remove archived email messages.
- * "Space" --- allow people to export the space to PDF/HTML/XML; administer the space

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Page-level permissions (not shown above) --- we have already seen how you can use page-level permissions to restrict viewing of a page. You can:

- * Restricting viewing of a page to certain people/groups.
- * Restricting editing of a page to certain people/groups.

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Slide 15: Workflow and tracking 5

The screenshot shows the Atlassian Confluence interface. On the left, the 'Tools' menu is open, with 'Watch' highlighted. An arrow points from the 'Watch' option to the text 'Watch a page or a space'. On the right, the 'RSS Feed Builder' tool is shown, with an arrow pointing from the text 'Build an RSS feed from one or more spaces'. A yellow speech bubble with the text 'How do I know that the content has changed?' is positioned above the 'Watch' option. A grey dashed box contains the text: '"Watches" go to your email address. RSS readers abound, like Thunderbird (email) and Sage (Firefox add-on)'. The slide footer includes 'Documentation on a wiki, by Sarah Maddox' and 'Slide 15'.

Speaker's notes:

Watching a page or a space:

- * To watch a page, select "Watch" from the "Tools" menu.
- * You can watch a whole space too, from the space "Advanced" view.
- * "Watch" notifications are sent to your email address.

Using RSS feeds:

- * Use the Confluence feed builder to define your feed.
- * Choose how to read the RSS messages – via an RSS reader or an email client like Thunderbird.

Technical information:

Some useful RSS readers...

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Sage feed reader in Firefox

Sage is an addon to your Firefox browser. To install Sage:

- * Start Firefox.
- * Go to this web page: <https://addons.mozilla.org/en-US/firefox/addon/77>
- * Click the “Add to Firefox” button.

To add a feed to Sage:

- * Copy the feed URL from the source (e.g. the Confluence feed builder, or an RSS link on a web site).
- * Click the Sage icon (a green leaf) in your Firefox toolbar.
- * The Sage feed panel will appear on the left. Right-click in the top left Sage panel and select “New Bookmark”. Note that Firefox treats the feeds as bookmarks.

To read your RSS feeds:

- * Click the Sage icon (a green leaf) in your Firefox toolbar.
- * The Sage feed panel will appear on the left. Select your feed in the top left panel.
- * The blog posts will appear in the bottom left panel, and their content will appear in the right panel.

Other readers for Mac OS X:

- * NetNewsWire
- * Vienna
- * Shrook

Other readers for Windows:

- * Feeddemon
- * SharpReader
- * Omega Reader

Other readers for Linux:

- * Liferea
- * Straw

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Web-based readers:

- * Google Reader
- * NewsGator
- * BlogLines

Wikipedia has an extensive list:

http://en.wikipedia.org/wiki/List_of_news_aggregators

And, of course, you can display blog posts on a Confluence wiki page, using the {rss} macro. See the documentation:

<http://confluence.atlassian.com/display/DOC/RSS+Feed+Macro>

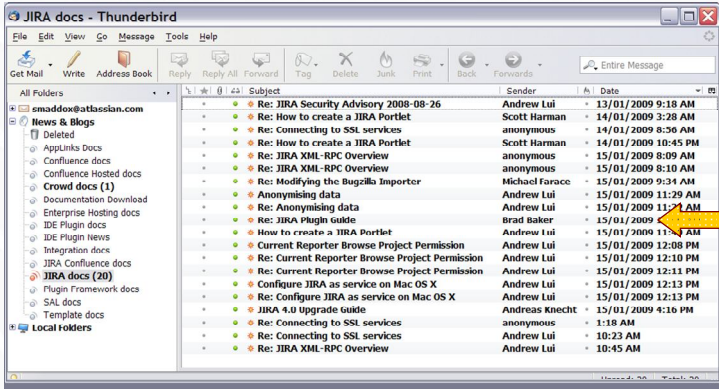
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Slide 16: Workflow and tracking 6

ATLASSIAN CONFLUENCE Workflow and tracking 6

■ RSS feed displayed in Thunderbird

Aaah



Subject	Sender	Date
Re: JIRA Security Advisory 2008-08-26	Andrew Lui	13/01/2009 9:18 AM
Re: How to create a JIRA Portlet	Scott Harman	14/01/2009 3:28 AM
Re: Connecting to SSL services	anonymous	14/01/2009 8:36 AM
Re: How to create a JIRA Portlet	Scott Harman	14/01/2009 10:45 PM
Re: JIRA XML-RPC Overview	anonymous	15/01/2009 8:09 AM
Re: JIRA XML-RPC Overview	anonymous	15/01/2009 8:10 AM
Re: Modifying the Bugzilla Importer	Michael Farace	15/01/2009 9:34 AM
Anonymising data	Andrew Lui	15/01/2009 11:29 AM
Re: Anonymising data	Andrew Lui	15/01/2009 11:31 AM
Re: JIRA Plugin guide	Brad Baker	15/01/2009 11:31 AM
How to create a JIRA Portlet	Andrew Lui	15/01/2009 11:31 AM
Current Reporter Browse Project Permission	Andrew Lui	15/01/2009 12:08 PM
Re: Current Reporter Browse Project Permission	Andrew Lui	15/01/2009 12:10 PM
Re: Current Reporter Browse Project Permission	Andrew Lui	15/01/2009 12:11 PM
Configure JIRA as service on Mac OS X	Andrew Lui	15/01/2009 12:13 PM
Re: Configure JIRA as service on Mac OS X	Andrew Lui	15/01/2009 12:13 PM
JIRA 4.0 upgrade guide	Andreas Knecht	15/01/2009 4:16 PM
Re: Connecting to SSL services	anonymous	1:18 AM
Re: Connecting to SSL services	Andrew Lui	10:23 AM
Re: JIRA XML-RPC Overview	Andrew Lui	10:45 AM

An easy way to manage the wiki page updates and comments

Documentation on a wiki, by Sarah Maddox Slide 16

Speaker's notes:

Thunderbird's "News & Blogs" folder provides an easy way to manage the updates and comments from your wiki pages:

Define the RSS feed in Confluence and copy the feed URL into Thunderbird.

Page updates show page title with author, date and time.

Comments show "Re:...".

Open the message to see the detail of the change/comment.

Click through to the wiki page to adjust if necessary.

Delete the message when you've finished with it.

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Slide 11: Workflow and tracking 7

ATLASSIAN CONFLUENCE

Workflow and tracking 7

- Look at some real-life comments

Some customer comments are short, to the point and directly related to the documentation

Real stuff

Disable Velocity Caching - C...

Anonymous says: Nov 30
The documentation should be updated to tell the user that (apparently as of 2.7 but for sure in 2.9...) that file is in confluence/WEB-INF/lib/confluence-[version].jar#velocity.properties.
[Edit](#) | [Remove](#) | [Reply](#)

Sarah Maddox says: Nov 30
Fixed. Thank you 🙌
Cheers — Sarah
[Edit](#) | [Remove](#) | [Reply](#)

[Add Comment](#)

Documentation on a wiki, by Sarah Maddox Slide 17

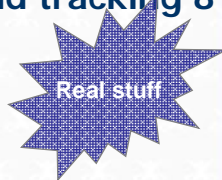
Speaker's notes:

Let's take a look at some comments people have dropped on the Atlassian documentation.

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Slide 18: Workflow and tracking 8

The screenshot shows a Confluence page with the Atlassian logo and the title 'Workflow and tracking 8'. A comment by 'Stefan Reader' is displayed, discussing 'JBoss with tomcat inside' and 'Configuring Tomcat's URI encoding'. The comment includes a code block for Tomcat connector configuration. A response by 'Sarah Maddox' is shown below, with a yellow arrow pointing to the text: 'We have included it in the page, under the heading 'International Characters in Attachment File Names''. A blue starburst graphic with the text 'Real stuff' is positioned to the right of the comment. The bottom of the slide features a green bar with the text 'Documentation on a wiki, by Sarah Maddox' and 'Slide 18'.



Some customer comments are full of hard-won and relevant information, which can be copied into the documentation

"Hi Stefan

Thank you for this information. We have included it in the page, under the heading 'International Characters in Attachment File Names'.

Cheers - Sarah"

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Slide 19: Workflow and tracking 9

The screenshot shows a Confluence discussion thread with the following content:

- Nathan Guetta** says: Hi Sarah, Why didn't you integrate one of your client called Dailymotion in the video widgets ? We're very disappointed here at DM, we thought the love was mutual! 😞
- Bill Arconati** [Atlassian] says: Nathan, looks like a great opportunity. We've logged the request in JIRA. You ca...
- Jens Schumacher** says: Hi Nathan, Dailymotion was actually on my list of services to support, but due...
- Sarah Maddox** says: Hallo Nathan As you can see from the quick responses from other Atlassians above, the love is mutual 😊 I'm just adding my thanks to you for making this comment. Cheers — Sarah
- Nathan Guetta** says: We're starting to feel the LOVE guys! 😊 If you need any help on the integration side, don't hesitate to contact me.

Annotations on the slide:

- A blue starburst graphic with the text "Real stuff" is positioned to the right of the first comment.
- The text "Turning disappointment into LUV" is located to the right of the second and third comments.
- A yellow arrow points from the text "We're starting to feel the LOVE guys! If you need any help on the integration side, don't hesitate to contact me." to the final comment in the thread.

At the bottom of the slide, there is a green bar with the text "Documentation on a wiki, by Sarah Maddox" on the left and "Slide 19" on the right.

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Slide 20: Contents

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- Structure and chaos**
- Release management
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Documentation on a wiki, by Sarah Maddox

Slide 20

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Slide 21: Structure and chaos

ATLASSIAN CONFLUENCE Structure and chaos

- Table of contents within a page
- Left-hand navigation bar showing pages in space Live demo
- Index of documentation versions
- Page ordering Live demo
- Content re-use Live demo

noo-eh!
I can embrace the chaos, but...
Help!

Documentation on a wiki, by Sarah Maddox Slide 21

Speaker's notes:

Many wikis are unstructured. Some may be quite chaotic.

People use the search to find what they need. That works, but for technical documentation you need something more.

You need to show people the scope of the documentation and help them find what they're looking for even if they don't know exactly what that is.

Here are some tips and techniques for adding structure to a Confluence wiki.

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Slide 22: Structure and chaos 1

ATLASSIAN CONFLUENCE Structure and chaos 1

Aaah

■ Table of contents within a page

On this page:

- [Features of LDAP Caching in Crowd](#)
- [Supported LDAP Directories](#)
- [Configuring the Cache](#)
 - [Setting the Maximum Number of Elements in Memory](#)
 - [Setting the Polling Interval for Cache Updates](#)
- [Relaxed DN Standardisation](#)

Features of LDAP Caching in Crowd

Where the LDAP directory supports it, Crowd will keep an up-to-date cache of directory. Use of the cache should improve performance particularly in director

Use the {toc} or {toc-zone} macro to build a linked list of headings within a page

Highlights of this release:

- [Single Sign-On to Google Apps](#)
- [Connector for Apple Open Directory](#)
- [Plugin Frameworks 2.0 and API](#)
- [Other Improvements and Bug-Fixes](#)
- [Complete List of Improvements and Fixes](#)

Responding to your feedback:
★ 45 votes satisfied

Keep logging your [votes](#) and [issues](#). They help us decide what needs doing!

DOWNLOAD
latest version

Limit the heading levels in the TOC for a sophisticated effect, such as the "Highlights of this release:"
{toc:minLevel=2|maxLevel=2}

Upgrading to Crowd 1.5

You can download Crowd from the [Atlassian website](#). If upgrading from a previous version, please read the [Crowd 1.5 Upgrade Notes](#).

Highlights of Crowd 1.5

- 1 Single Sign-On to Google Apps**
 - [Crowd now supports single sign-on \(SSO\) to Google Apps](#)
 - Users can log in to Google Apps using their corporate username and password.

Documentation on a wiki, by Sarah Maddox Slide 22

Real examples:

The real-life wiki pages displayed on this slide are:

*

<http://confluence.atlassian.com/display/CROWD/Configuring+Caching+for+an+LDAP+Directory>

* <http://confluence.atlassian.com/display/CROWD/Crowd+1.5+Release+Notes>

Technical information:

How to use the {toc} and {toc-zone} macros:

<http://www.customware.net/repository/display/AtlassianPlugins/Table+of+Contents+Plugin>

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 23: Structure and chaos 2

The screenshot shows a Confluence page titled "Structure and chaos 2" within a space named "Demonstration materials". The page content includes a section "Documentation Demo 2.0" with a search bar and a list of pages: "Demonstration materials", "Wikis for documentation", "Introducing workflow", and "Managing releases". A blue callout box on the right says "Aaah" with an arrow pointing to the left-hand navigation bar. A green starburst on the right says "Live demo".

■ Administrator edits the space layout

■ Left-hand navigation bar shows pages in space

Dynamic table of contents on the left shows all pages under the "Home" page in the space (configurable)

Documentation on a wiki, by Sarah Maddox Slide 23

Speaker's notes:

An administrator can edit the space layout and add the custom code, to add a left-hand navigation bar to a space.

Live demo:

* Show a documentation space without a left-hand navigation bar --- use the DOCS011 space on my demo version of Confluence

* Now show the DOCS space my demo version of Confluence, which has a left-hand navigation bar.

Real examples:

See the left-hand navigation bar in action in the Crowd documentation:

<http://confluence.atlassian.com/display/CROWD/Crowd+Documentation>

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Technical information:

Customise the layout of the space and add the embedded pages, as described in the Confluence documentation:

<http://confluence.atlassian.com/display/DOC/Adding+a+Navigation+Sidebar>

Delivering Enterprise Software Documentation on a Wiki

AODC 2009 presentation by Sarah Maddox

Slide 24: Structure and chaos 3

The screenshot shows a Confluence page for a space named 'Demonstration materials'. The page title is 'Structure and chaos 3'. The main content area contains a blue expandable section with the heading 'Here are some bits and pieces that you may find useful.' and a single bullet point: 'Wikis for documentation'. A yellow arrow points from this section to a text box on the right that says 'Expandable section at top of left-hand panel shows documentation versions'. The left-hand navigation panel is visible, showing a section titled 'All Versions' with a dropdown arrow and a list of links: 'Click for all versions', 'Documentation Demo 2.0', 'Documentation Demo 1.1', 'Documentation Demo 1.0', and 'Documentation Demo 2.0'. Below the navigation panel is a search box and a list of links: 'Demonstration materials', 'Wikis for documentation', and 'Introducing workflow'. A blue 'Aaah' sticker is placed in the top right corner of the slide. At the bottom of the slide, there is a green bar with the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 24' on the right.

Speaker's notes:

As an addition to the left-hand navigation bar, you can list the spaces which contain previous versions of your documentation.

Do this by editing the space layout again and adding another bit of custom code.

Real examples:

See the left-hand navigation bar with version index in action in the Crowd documentation:

<http://confluence.atlassian.com/display/CROWD/Crowd+Documentation>

Technical information:

Customise the layout of the space and add the embedded page, as described in the Confluence documentation:

<http://confluence.atlassian.com/display/DOC/Adding+an+All+Versions+Section+to+your+Navigation+Bar>

Delivering Enterprise Software Documentation on a Wiki

AODC 2009 presentation by Sarah Maddox

Slide 25: Structure and chaos 4

ATLASSIAN CONFLUENCE

Structure and chaos 4

■ Page ordering

Live demo

Aaah

List Pages - Tree View

Pages News Labels Attachments Bookmarks Mail Advanced Activity Space Admin

View: Recently Updated | Alphabetical | Tree

You can move any page by dragging it to a new position in the tree.

Drag and drop a page or a page tree to a different location

Documentation on a wiki, by Sarah Maddox

Slide 25

Speaker's notes:

You can move a single page or an entire page family.

Confluence will respect the new order everywhere: children macro; children display; pagetree macro (e.g. used in the left-hand navigation bar); PDF export; space pagetree view.

Live Demo:

Move a page to a different position, using my demo version of Confluence.

Background:

This is one of the features that the Atlassian technical writers are proud of. And justifiably so. Thanks to our encouragement (read, badgering), page-ordering was included in Confluence 2.8.

It's also a great example of how technical writers can help to influence the features of a wiki.

Yes, OK, it does help if you work at one of the wiki development companies ;)

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Technical information:

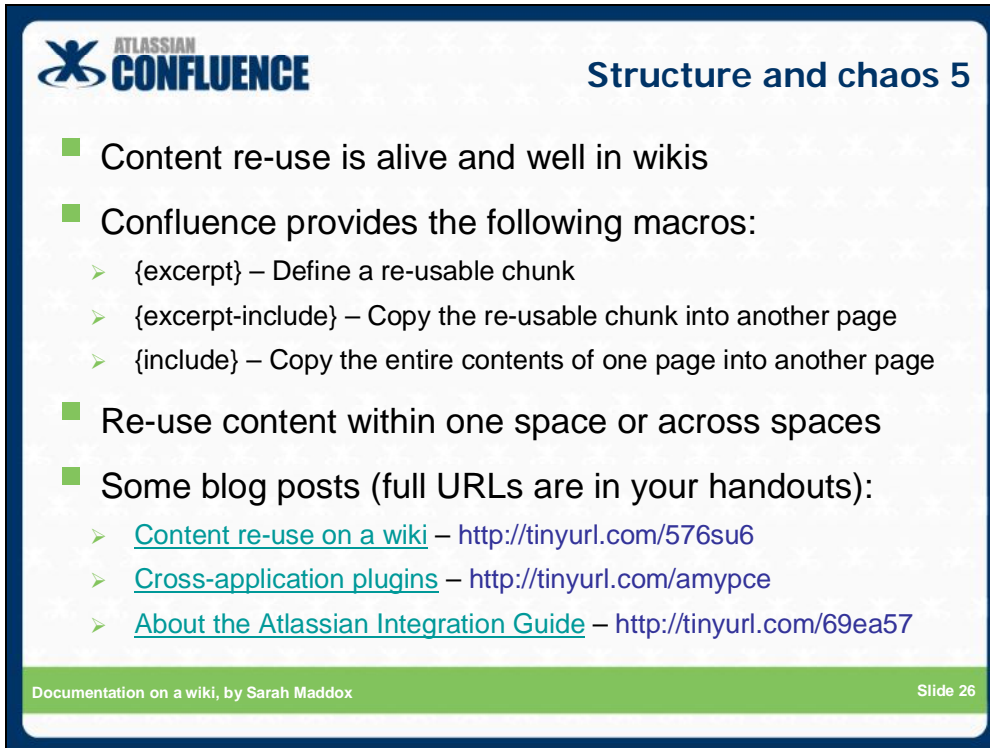
The ins and outs are explained in the Confluence documentation:

* <http://confluence.atlassian.com/display/DOC/Moving+Pages+within+a+Space>

* <http://confluence.atlassian.com/display/DOC/Moving+a+Page>

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 26: Structure and chaos 5



ATLASSIAN CONFLUENCE **Structure and chaos 5**

- Content re-use is alive and well in wikis
- Confluence provides the following macros:
 - {excerpt} – Define a re-usable chunk
 - {excerpt-include} – Copy the re-usable chunk into another page
 - {include} – Copy the entire contents of one page into another page
- Re-use content within one space or across spaces
- Some blog posts (full URLs are in your handouts):
 - [Content re-use on a wiki](http://tinyurl.com/576su6) – <http://tinyurl.com/576su6>
 - [Cross-application plugins](http://tinyurl.com/amypce) – <http://tinyurl.com/amypce>
 - [About the Atlassian Integration Guide](http://tinyurl.com/69ea57) – <http://tinyurl.com/69ea57>

Documentation on a wiki, by Sarah Maddox Slide 26

Speaker's notes:

Some wikis do provide mechanisms for content re-use.

Confluence does.

You can dynamically include all or part of a page into another page, via the {excerpt}, {excerpt-include} and {include} macros.

Live Demo:

* Add a page with a chunk of text enclosed by {excerpt} tags.

* Add another page that includes the excerpt via the {excerpt-include} macro.

* Make it clear that the included excerpt is rendered at display time only i.e. it is not part of the source of the page.

Delivering Enterprise Software Documentation on a Wiki

AODC 2009 presentation by Sarah Maddox

Technical information:

Please take a look at these blog posts on content re-use and how we have applied it in specific circumstances:

* <http://ffeathers.wordpress.com/2008/07/19/content-re-use-on-a-wiki/>

(Tiny URL = <http://tinyurl.com/576su6>)

* <http://ffeathers.wordpress.com/2008/10/25/cross-application-plugins-and-their-documentation/>

(Tiny URL = <http://tinyurl.com/amypce>)

* http://blogs.atlassian.com/news/2008/08/introducing_the_2.html

(Tiny URL = <http://tinyurl.com/69ea57>)

And here's the Confluence documentation on how to use the macros:

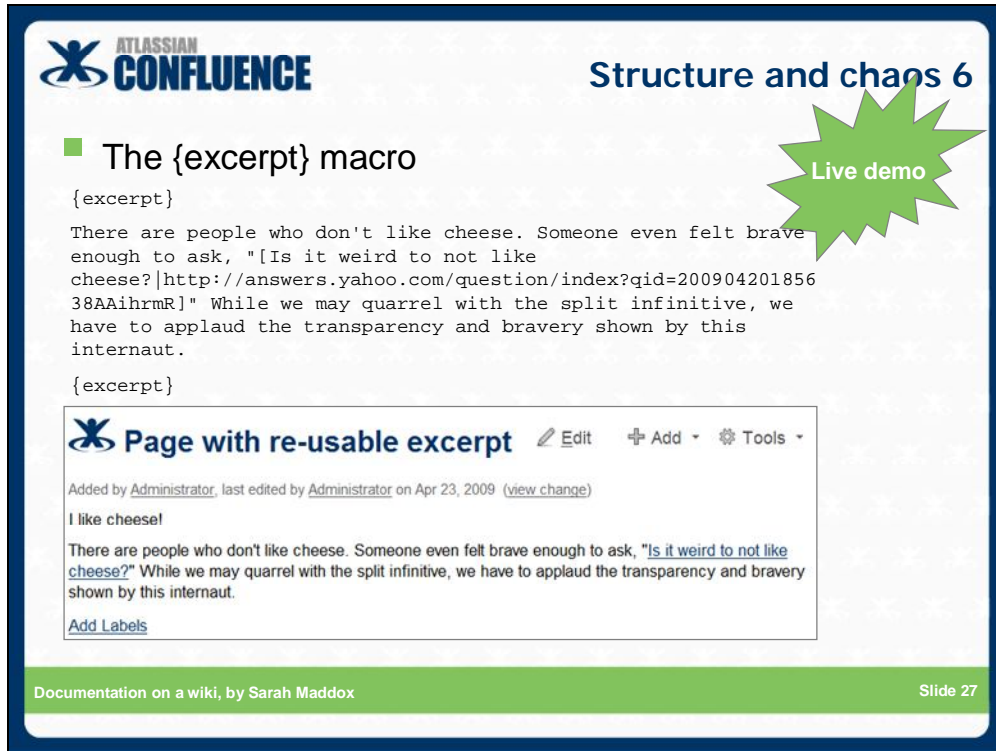
* <http://confluence.atlassian.com/display/DOC/Excerpt+Macro>

* <http://confluence.atlassian.com/display/DOC/Excerpt+Include+Macro>

* <http://confluence.atlassian.com/display/DOC/Include+Page+Macro>

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 27: Structure and chaos 6



ATLASSIAN CONFLUENCE Structure and chaos 6

■ The {excerpt} macro

```
{excerpt}
```

There are people who don't like cheese. Someone even felt brave enough to ask, "[Is it weird to not like cheese?|http://answers.yahoo.com/question/index?qid=20090420185638AAihrmR]" While we may quarrel with the split infinitive, we have to applaud the transparency and bravery shown by this internaut.

```
{excerpt}
```

Page with re-usable excerpt [Edit](#) [Add](#) [Tools](#)

Added by [Administrator](#), last edited by [Administrator](#) on Apr 23, 2009 ([view change](#))

I like cheese!

There are people who don't like cheese. Someone even felt brave enough to ask, "[Is it weird to not like cheese?](#)" While we may quarrel with the split infinitive, we have to applaud the transparency and bravery shown by this internaut.

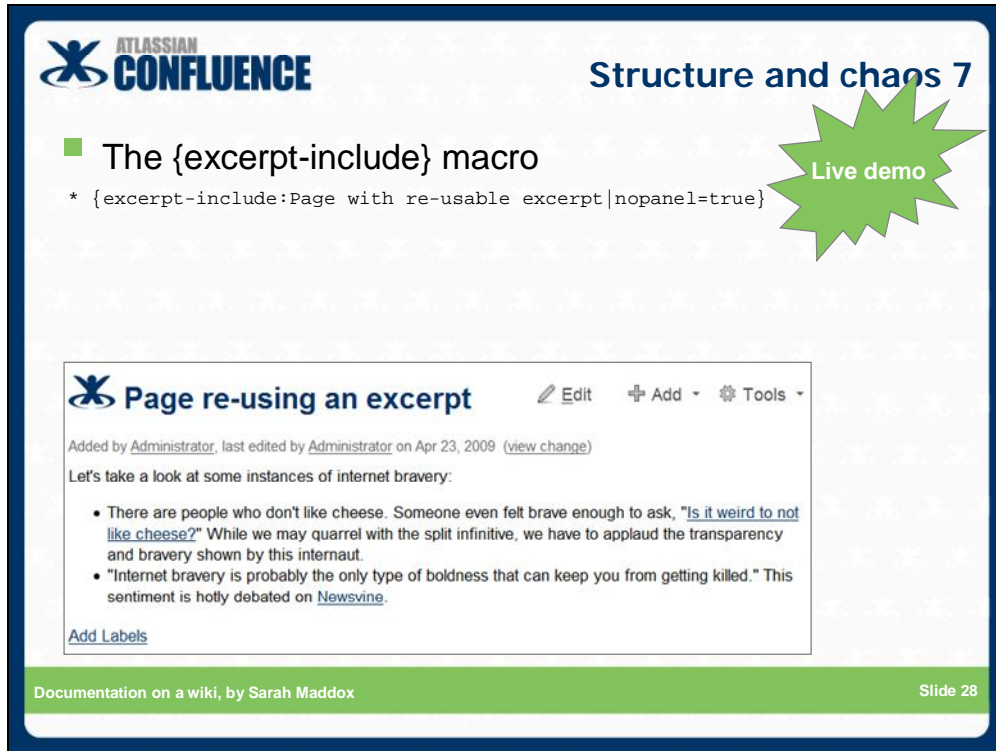
[Add Labels](#)

Live demo

Documentation on a wiki, by Sarah Maddox Slide 27

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 28: Structure and chaos 7



ATLASSIAN CONFLUENCE Structure and chaos 7

- The {excerpt-include} macro
 - * {excerpt-include:Page with re-usable excerpt|nopanel=true}

Live demo

Page re-using an excerpt Edit Add Tools

Added by Administrator, last edited by Administrator on Apr 23, 2009 ([view change](#))

Let's take a look at some instances of internet bravery:

- There are people who don't like cheese. Someone even felt brave enough to ask, "[Is it weird to not like cheese?](#)" While we may quarrel with the split infinitive, we have to applaud the transparency and bravery shown by this interaut.
- "Internet bravery is probably the only type of boldness that can keep you from getting killed." This sentiment is hotly debated on [Newsvine](#).

[Add Labels](#)

Documentation on a wiki, by Sarah Maddox Slide 28

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 29: Contents



Contents

- Introduction
- Agile development
- Workflow and tracking
- Structure and chaos
- Release management
- Steering wiki development


Documentation on a wiki, by Sarah Maddox


Slide 29

The slide features a dark blue border and a light blue background with a faint pattern of small white stars. The content is organized into a central vertical stack of six rounded rectangular buttons. The 'Release management' button is highlighted in a light green color, while the others are dark green. The footer consists of a solid green bar with white text.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 30: Release management



Release management 

- Leading up to release date
 - Work in the “live” space
 - New --- Create new pages with restricted permissions
 - Updates --- Copy existing pages and restrict viewing
 - Follow the usual draft and review procedure
- Close to release date
 - Copy space to create snapshot of current release ...
- On release date
 - Unhide new pages
 - Update content of existing pages
 - Export new release to PDF, HTML and XML ...

Documentation on a wiki, by Sarah Maddox Slide 30

Speaker's notes:

Let's assume that your product goes through a regular release cycle, and you want to retain separate documentation for each major version of the product.

Can you do that on a wiki?

Yes. We use **spaces** for our version-control mechanism.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 31: Release management 1

The screenshot shows the Atlassian Confluence 'Copy Space' interface. The breadcrumb trail is 'Dashboard > Crowd 1.6 > Space Administration > Copy Space'. The page title is 'Copy Space'. On the left, there is a 'Space Operations' sidebar with links for 'Edit Space Details', 'Edit Space Labels', 'Remove Space', 'Copy Space', and 'Trash'. The main content area is titled 'Copy Space' and contains a form with the following fields and options: 'Name' (Crowd 1.6), 'Key' (CROWD016), 'Use existing authors and dates' (checked), 'Copy comments' (unchecked), 'Copy attachments' (checked), and 'Copy personal labels' (unchecked). There are 'Save' and 'Cancel' buttons at the bottom. A yellow arrow points to the 'Copy Space' option in the sidebar. A grey box in the top right corner contains the text: 'The Copy space plugin is not officially supported' and 'More about plugins later'. A text box on the right side of the screenshot says: '“Copy Space” option appears in Space Admin once the plugin is installed'. The footer of the slide contains 'Documentation on a wiki, by Sarah Maddox' and 'Slide 31'.

Technical information:

Here's the documentation on how to use the Copy Space plugin:

* <http://confluence.atlassian.com/display/CONFEXT/Copy+Space+Plugin>

Here's the request to provide official support for the plugin:

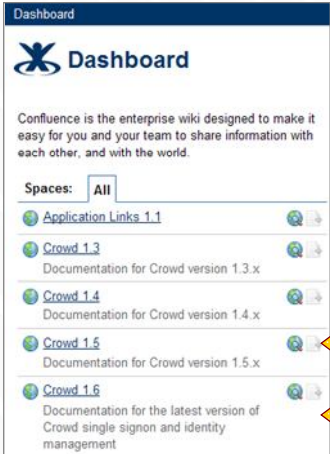
* <http://jira.atlassian.com/browse/CONF-14198>

Vote for it ☺

Delivering Enterprise Software Documentation on a Wiki

AODC 2009 presentation by Sarah Maddox

Slide 32: Release management 2



The screenshot shows the Atlassian Confluence Dashboard. At the top left is the Atlassian Confluence logo. To the right, the title "Release management 2" is displayed. Below the title, a green square bullet point is followed by the text "List of spaces on Dashboard". The main content is a screenshot of the Confluence dashboard interface. It features a "Spaces:" dropdown menu set to "All". Below this, a list of spaces is shown, each with a globe icon and a trash icon. The spaces listed are: "Application Links 1.1", "Crowd 1.3" (Documentation for Crowd version 1.3.x), "Crowd 1.4" (Documentation for Crowd version 1.4.x), "Crowd 1.5" (Documentation for Crowd version 1.5.x), and "Crowd 1.6" (Documentation for the latest version of Crowd single signon and identity management). Two yellow arrows point from the text on the right to the "Crowd 1.5" and "Crowd 1.6" entries. A text box on the right contains the text: "Example comes from Atlassian's documentation wiki at <http://confluence.atlassian.com>". At the bottom of the slide, there is a green bar with the text "Documentation on a wiki, by Sarah Maddox" on the left and "Slide 32" on the right.

Example comes from Atlassian's documentation wiki at <http://confluence.atlassian.com>

Archive spaces, e.g. CROWD015

CROWD space contains current release

Documentation on a wiki, by Sarah Maddox

Slide 32

Speaker's notes:

The Confluence Dashboard shows a list of the spaces in your wiki.

On this slide is an extract from our documentation wiki, listing the spaces for different versions of the Crowd documentation.

Each space holds the documentation for a specific major release of Crowd.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 33: Release management 3

ATLASSIAN CONFLUENCE

Release management 3

- Export major releases to PDF, HTML and XML

Dashboard > Documentation Demo > Browse Space > Export Space

Export Space

Pages | News | Labels | Attachments | Bookmarks | Mail | Advanced | Activity | Space Admin

Advanced

Export content within this space in PDF, XML, or HTML format.

1. First, select your desired export format:

Export Format: HTML Output, PDF Output, XML Output

Other Options: Include comments, Backup Attachments (for XML export only)

2. Then select the pages you want to export:

Pages to export: All (Only permitted to Space and Confluence Admins under XML export), Visible to you (Check All | Clear All)

Home, Introducing workflow, Release management

Export | Cancel

“Export Space” option is available based on space permissions

Documentation on a wiki, by Sarah Maddox

Slide 33

Technical information:

Here's the documentation on how to use the space export functionality:

* <http://confluence.atlassian.com/display/DOC/Exporting+a+Space>

Delivering Enterprise Software Documentation on a Wiki AODC 2009 presentation by Sarah Maddox

Slide 34: Release management 4

ATLASSIAN CONFLUENCE Release management 4

- Supply the downloadable documentation on the wiki

Example comes from Atlassian's documentation wiki at <http://confluence.atlassian.com>

Name	Size	Creator (Last Modifier)	Creation Date	Last Mod. Date	Comment
CROWD-1.6-20081217-PDF.pdf	9.29 MB	Dave OFlynn (modified by Sarah Maddox)	Dec 18, 2008	Jan 12, 2009	Crowd 1.6 documentation (PDF)
CROWD-1.6-20081218-HTML.zip	16.22 MB	Dave OFlynn (modified by Sarah Maddox)	Dec 18, 2008	Jan 12, 2009	Crowd 1.6 documentation (HTML)
CROWD-1.6-20081218-XML.zip	19.53 MB	Dave OFlynn (modified by Sarah Maddox)	Dec 18, 2008	Jan 12, 2009	Crowd 1.6 documentation (XML from Confluence 2.10)
CROWD-1.5-20080904-PDF.pdf	7.24 MB	Sarah Maddox (modified by Sarah Maddox)	Sep 04, 2008	Sep 05, 2008	Crowd 1.5 documentation

Useful for customers who are behind a firewall or using an earlier version of the product

Documentation on a wiki, by Sarah Maddox Slide 34

Real examples:

Here is the Crowd documentation page shown on the above slide:

*

<http://confluence.atlassian.com/display/ALLDOC/Download+the+Crowd+documentation>

Here's the page linking to downloadable documentation for all Atlassian products:

* <http://confluence.atlassian.com/display/ALLDOC/Atlassian+Documentation>

Technical information:

Here's the documentation on how to add an attachment to a page:

* <http://confluence.atlassian.com/display/DOC/Attaching+Files+to+a+Page>

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 35: Contents



Contents

- Introduction
- Agile development
- Workflow and tracking
- Structure and chaos
- Release management
- Steering wiki development


Documentation on a wiki, by Sarah Maddox

Slide 35

The slide features a dark blue border and a light blue background with a pattern of small white stars. The Atlassian Confluence logo is in the top left, and the word 'Contents' is in the top right. A central dark blue rounded rectangle contains six white rounded rectangles, each with a topic name. The bottom-most rectangle is highlighted in green. A green footer bar at the bottom contains the text 'Documentation on a wiki, by Sarah Maddox' on the left and 'Slide 35' on the right.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 36: Steering wiki development



Steering wiki development

- How to make your voice heard
- Plugins
- Core wiki functionality
- DITA and DocBook conversions

Documentation on a wiki, by Sarah Maddox Slide 36

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 37: Steering wiki development 1

ATLASSIAN CONFLUENCE Steering wiki development 1

- Plugins extend the core functionality of the wiki
- Similar to add-ons for your browser
- Developed by Atlassian or third party
- Installed into Confluence by an administrator
- Many – see the [Confluence Extension](#) pages at the link below

How can you make your voice heard in plugin development?
Try out the plugins. Tell the developers what you want.
Visit the Confluence plugin page at:
<http://confluence.atlassian.com/display/CONFEXT/Plugin+Index>

Documentation on a wiki, by Sarah Maddox Slide 37

Technical information:

Documentation on installing and managing plugins in Confluence:

* <http://confluence.atlassian.com/display/DOC/Installing+Plugins+and+Macros>

List of Confluence plugins in the Confluence Extension space, including information on the plugin developer and how to request features or report bugs:

* <http://confluence.atlassian.com/display/CONFEXT/Plugin+Index>

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AODC 2009 presentation by Sarah Maddox

Slide 38: Steering wiki development 2

ATLASSIAN CONFLUENCE Steering wiki development 2

- [Copy Space plugin](#) – already mentioned
- [Gliffy plugin](#) for diagrams:
 - A commercial plugin which we use in the documentation
 - Drawn on the web page
 - Editable by others, just like a wiki page
 - Displays as a JPEG image

Documentation on a wiki, by Sarah Maddox Slide 38

Real examples:

A Gliffy drawing in the Crowd documentation:

<http://confluence.atlassian.com/display/CROWD/Configuring+Caching+for+an+LDAP+Directory>

Technical information:

Documentation on installing and managing plugins in Confluence:

* <http://confluence.atlassian.com/display/DOC/Installing+Plugins+and+Macros>

List of Confluence plugins in the Confluence Extension space:

* <http://confluence.atlassian.com/display/CONFEXT/Plugin+Index>

Documentation for the Copy Space plugin:

* <http://confluence.atlassian.com/display/CONFEXT/Copy+Space+Plugin>

Documentation for the Gliffy plugin:

* <http://confluence.atlassian.com/display/CONFEXT/Gliffy+Plugin+for+Confluence++Diagram+and+draw+in+Confluence>

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AODC 2009 presentation by Sarah Maddox

Slide 39: Steering wiki development 3

ATLASSIAN CONFLUENCE Steering wiki development 3

- Already achieved in Confluence:
 - Copy Space plugin
 - Page ordering
 - Pagetree macro bundled with Confluence
- Still to be done in Confluence:
 - Bundling and support of Copy Space plugin
 - PDF exports
 - Version-specific links to help files

Developers are human too ;) Give them praise and "aah"s. Then tell them what you want.

How can you make your voice heard about Confluence in particular?
Use and abuse the wiki.
Raise and vote for issues at:
<http://jira.atlassian.com/browse/CONF/>

Documentation on a wiki, by Sarah Maddox Slide 39

Speaker's notes:

Technical writers can work with wiki developers, encouraging the development of the features we need.

At Atlassian, the technical writing team is a fairly vocal Confluence user group ;)

Already achieved:

- * Copy Space plugin developed for us in September 2007, by a Confluence developer
- * Page ordering feature built in Confluence 2.8 (April 2008)
- * Pagetree macro (which provides the left-hand navigation bar) bundled with Confluence 2.9 (August 2008)

Even if you're not an Atlassian employee, you can add requests to, and vote for existing requests on, our JIRA issue tracker.

<http://jira.atlassian.com/browse/CONF>

Areas to work on / vote for:

- * Bundling and support of Copy Space plugin --- see <http://jira.atlassian.com/browse/CONF-14198>.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

- * PDF exports --- <http://jira.atlassian.com/browse/CONF-2079> --- but this one is well known and development is underway.
- * Version-specific links to help files --- <http://jira.atlassian.com/browse/CONF-11416>.
- * More – go to the “CONF” project on our JIRA site and pick an issue.

Use and abuse the wiki.

Tell the dev team what you have achieved.

Tell them what you cannot achieve.

Give lots of praise (ooohs and aaahs) - developers are human too.

Delivering Enterprise Software Documentation on a Wiki
AODC 2009 presentation by Sarah Maddox

Slide 40: Steering wiki development 4

ATLASSIAN CONFLUENCE Steering wiki development 4

- DITA to Confluence conversion
 - Open source project and asking for contributors
 - DITA2wiki converts from DITA to wiki markup
 - Not yet from wiki to DITA
- Confluence to DocBook conversion
 - Proprietary solution developed as a Confluence plugin
 - Scroll Wiki Exporter
 - Wiki to DocBook and PDF

How can you make your voice heard?
DITA2wiki project on SourceForge:
<http://sourceforge.net/projects/dita2wiki/>
Scroll Wiki Exporter:
<http://www.scrollyourwiki.com>

Documentation on a wiki, by Sarah Maddox Slide 40

Speaker's notes:

Other initiatives to encourage:

* DITA2wiki

* Scroll Wiki Exporter

Background information:

DITA2wiki:

DITA (Darwin Information Typing Architecture) is an XML-based architecture for designing, writing and publishing technical documentation.

The DITA2wiki project aims to convert content from DITA to wiki (including Confluence) and vice versa.

The DITA2wiki project is now open source and asking for contributors.

* DITA2wiki project on SourceForge --- <http://sourceforge.net/projects/dita2wiki/>

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* Latest news --- <http://development.lombardi.com/?p=577>

* Blog post --- <http://justwriteclick.com/2008/10/16/dita-meets-wiki-output-dita-to-wikitext/>

* Another blog post --- <http://ffeathers.wordpress.com/2008/10/26/playing-with-dita2confluence/>

* Another blog post --- <http://ffeathers.wordpress.com/2008/10/26/update-more-dita2confluence/>

Wiki to DocBook via the Scroll Wiki Exporter:

Scroll Wiki Exporter --- <http://www.scrollyourwiki.com/index.php?page=home>

Blog post --- <http://ffeathers.wordpress.com/2008/09/17/a-confluence-to-xml-export-engine-in-the-making/>

Delivering Enterprise Software Documentation on a Wiki
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Slide 41: Thank you

ATLASSIAN CONFLUENCE

Thank you 😊

- Come up and ask me anything you like
- I have a demo Confluence wiki on my notebook
- Addresses:
 - Email at sarah@atlassian.com
 - Blog at <http://ffeathers.wordpress.com>
 - Atlassian at <http://www.atlassian.com>
 - Documentation wiki at <http://confluence.atlassian.com>

So, the take aways are?

- 1) Confluence works out of the box for technical documentation.
- 2) Help us to steer wiki development the way we want it to go.

Documentation on a wiki, by Sarah Maddox Slide 41

Thank you :)