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ENG 519

April 22, 2015

Dynamic Documentation Project: Infrastructure

The simplest way to approach this particular topic would be to take the thread-level objects and start sorting help topics by those types of objects. For example, if we had procedure, workaround, error code, FAQ, and best practice, one would sort by that object type. These topic-type definitions would need to be clear and easily accessible so those involved could easily access them. One of the things I learned about this project is that communication on what something means is highly important (“It depends on what your definition of ‘is’ is”); it’s easy for the entire thing to fall apart into chaos if people aren’t on the same page.

From there, the topics would be organized by contextual discovered on the object level. Because it’s a software that runs in only two operating systems, differentiating them based on operating system would be a good way to cut out (presumably) half of the irrelevant information. However, from there, I would organize them based on categories of frequently-occurring issues. Based on my actual time in the forums, I would organize it by connectivity, installation, and games. Because the issues get ultra-specific from those three categories, there would need to be a search function on the category level in order to search for specific games (which are changing as we speak! which is why I didn’t want to add a tree structure category for that). It would also cover any issues with mislabeling to have a search function.

A combined use of a tree structure would limit results, but a search would ensure that a user could still find things that they may have scrolled over in that structure.

I’m a fan of tree structures, so I imitated one here on the next page:

