

Document Types and Structuring

Documentation should be structured to make information easy to find and easy to understand. Documentation should answer the classic 5 questions: What, Why, When, Where, and How?

The preferred documentation structure on the Main Company space should be organized to follow the pattern below.

1. **What and Why:** Non-technical overview page, with description and background of the subject. This page should also display a sidebar that presents quick links to all data objects related to the subject.
 1. **When and Where:** Sub-pages that describe sub-topics and processes in further detail. For example, topics such as security, setup, processes.
 1. Graphic work flows/process maps, procedural steps to accomplish tasks
 2. Sidebar links to SQL data tables used in processes described on the page
 1. Data table documentation with links to data fields that show original source of data
 3. Sidebar links to SQL procedures/jobs used in processes described on the page
 1. SQL job documentation with links to fields that are populated/updated by the job
 2. **How:** Task-based topics that describe how to accomplish a task or goal.

However, the complexity of the information presented should match the complexity of the subject matter. Simplicity is paramount when presenting information. All steps listed above are not required for all documentation.

Topic Types

- [Concept Topics](#) — A concept presents general information so the reader can understand the background and context of a subject. A concept topic answers the questions of what and why. A concept topic should always support a task or goal the reader wants to accomplish.
- [Reference Topics](#) — A reference topic presents detailed facts, often organized into a table or list. Reference topics are designed for speed. Readers want to find the information they need quickly and move on.
- [Task Topics](#) — A task topic documents the steps of a particular task or procedure. Task topics are more strictly structured than concept topics. A task topic answers the question of how to. A task topic is often incorporated as a section of a process topic.

Content Model

A content model is an architectural framework for a collection of content.

A standard content model defines three information types: concept, task, and reference. These three content types inherit characteristics of the topic information type and can be specialized for specific purposes.

Figure 1: Linked and organized topics that form a web of information.

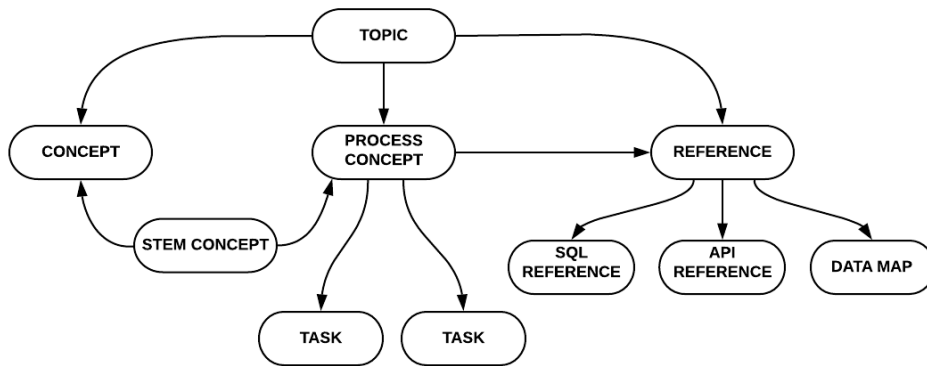


Figure 2: A basic topic model requires a title, descriptive topic information, and links to related content.

Title
Excerpt macro <short description 50 - 100 words>
<optional abstract>
Related Pages
Incoming Links macro