



**To Doc or Not To Doc**



# Chi sono

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# Software Doc

- Quale problema vogliamo risolvere con la documentazione?
- Quale problema stiamo introducendo con la documentazione?
  
- parliamone ....



# Un giorno

Senza intermediari!

Senza traduzioni!

Semplicemente diremo al computer quello che vogliamo... esattamente.



# **Siii , ma**

oggi non è proprio così!



**InformAtelier**

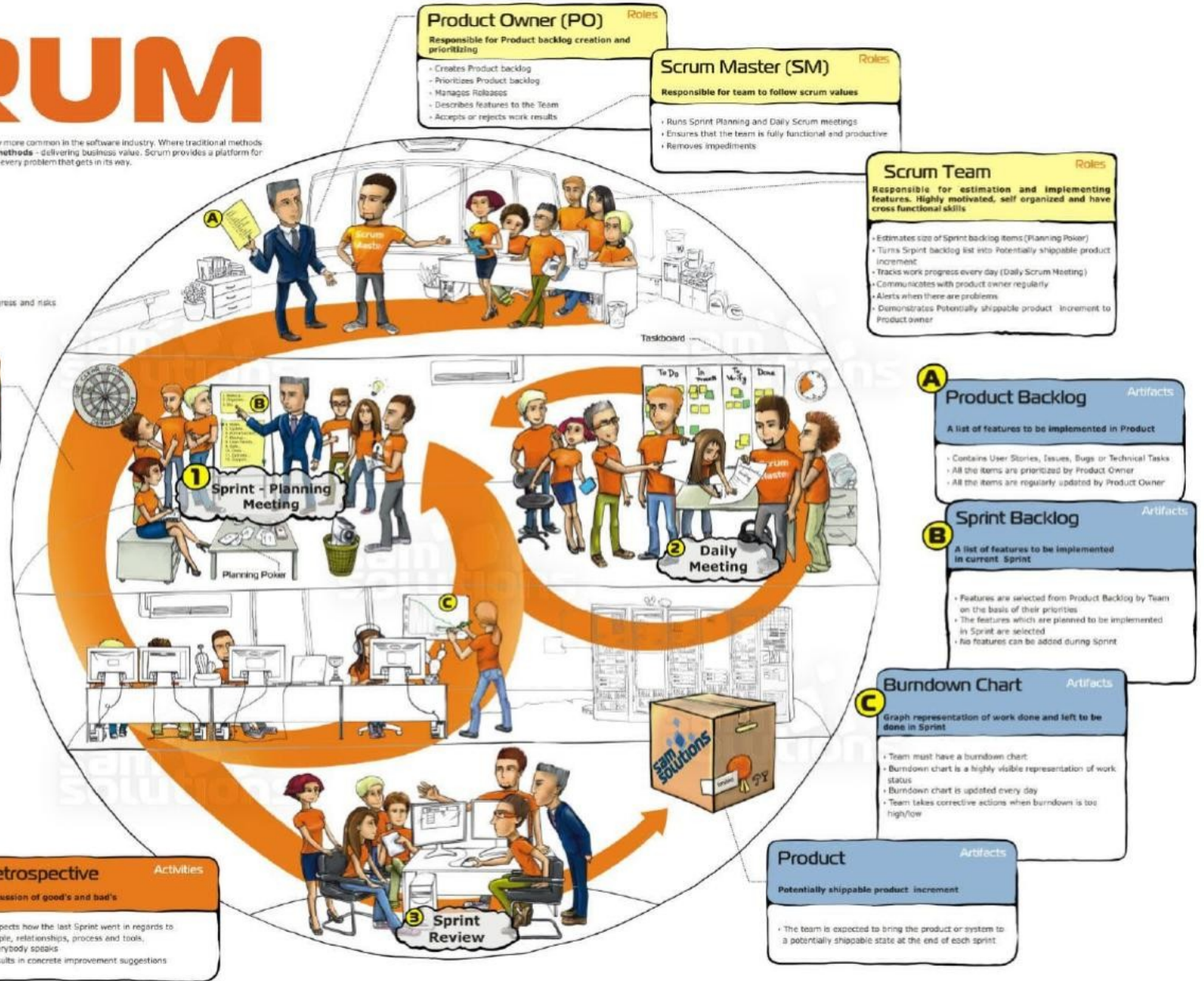
# SCRUM

Scrum is a management framework that is becoming increasingly more common in the software industry. Where traditional methods focus on staying on track, Scrum is aimed at – like other **Agile methods** – delivering business value. Scrum provides a platform for people to work together effectively and relentlessly makes visible every problem that gets in its way.

**Manifesto for Agile Software Development:**  
 Individuals and interactions over processes and tools  
 Working software over comprehensive documentation  
 Customer collaboration over contract negotiation  
 Responding to change over following a plan

**The essence of Scrum is:**

- The team is given clear goals
- The team organizes itself around the work
- The team regularly delivers the most valuable features
- The team receives feedback from people outside it
- The team reflects on its way of working in order to improve
- The entire organisation has visibility into the team's progress
- The team and management honestly communicate about progress and risks



**Product Owner (PO)** Roles  
 Responsible for Product backlog creation and prioritizing

- Creates Product backlog
- Prioritizes Product backlog
- Manages Releases
- Describes features to the Team
- Accepts or rejects work results

**Scrum Master (SM)** Roles  
 Responsible for team to follow scrum values

- Runs Sprint Planning and Daily Scrum meetings
- Ensures that the team is fully functional and productive
- Removes impediments

**Scrum Team** Roles  
 Responsible for estimation and implementing features. Highly motivated, self organized and have cross functional skills

- Estimates size of Sprint backlog items (Planning Poker)
- Turns Sprint backlog list into Potentially shippable product increment
- Tracks work progress every day (Daily Scrum Meeting)
- Communicates with product owner regularly
- Alerts when there are problems
- Demonstrates Potentially shippable product increment to Product owner

**Sprint** Activities  
 2-4 week period of work on new features of Product

- Team uses appropriate best engineering practices during sprint
- Team delivers something after each sprint

**1 Sprint Planning Meeting** Activities  
 Selecting, discussion, and estimation of features for current sprint

- Selecting, analyzing, and estimating Product Backlog for Sprint
- Product owner describes the details of the features to the Team
- Product owner answers the questions from the Team
- The Team plays Planning Poker and estimates the features
- All team members commit to them

**2 Daily Scrum Meeting** Activities  
 Status of work progress meeting

- Same time, same place every day, lasts 15 minutes
- Everybody answers the 3 questions:  
 1. What have I done?  
 2. What am I going to do?  
 3. What problems do I have?
- Team members address each other not Scrum Master

**3 Sprint Review** Activities  
 Demonstration of implemented features on working product

- Demo is done after each sprint
- All stakeholders and other teams can be invited to the demo
- Demo shows working product
- Product owner makes a decision whether team has achieved the goal of the sprint

**Retrospective** Activities  
 Discussion of good's and bad's

- Inspects how the last Sprint went in regards to people, relationships, process and tools
- Everybody speaks
- Results in concrete improvement suggestions

**A Product Backlog** Artifacts  
 A list of features to be implemented in Product

- Contains User Stories, Issues, Bugs or Technical Tasks
- All the items are prioritized by Product Owner
- All the items are regularly updated by Product Owner

**B Sprint Backlog** Artifacts  
 A list of features to be implemented in current Sprint

- Features are selected from Product Backlog by Team on the basis of their priorities
- The features which are planned to be implemented in Sprint are selected
- No features can be added during Sprint

**C Burndown Chart** Artifacts  
 Graph representation of work done and left to be done in Sprint

- Team must have a burndown chart
- Burndown chart is a highly visible representation of work status
- Burndown chart is updated every day
- Team takes corrective actions when burndown is too high/low

**Product** Artifacts  
 Potentially shippable product increment

- The team is expected to bring the product or system to a potentially shippable state at the end of each sprint

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[www.sam-solutions.com](http://www.sam-solutions.com)

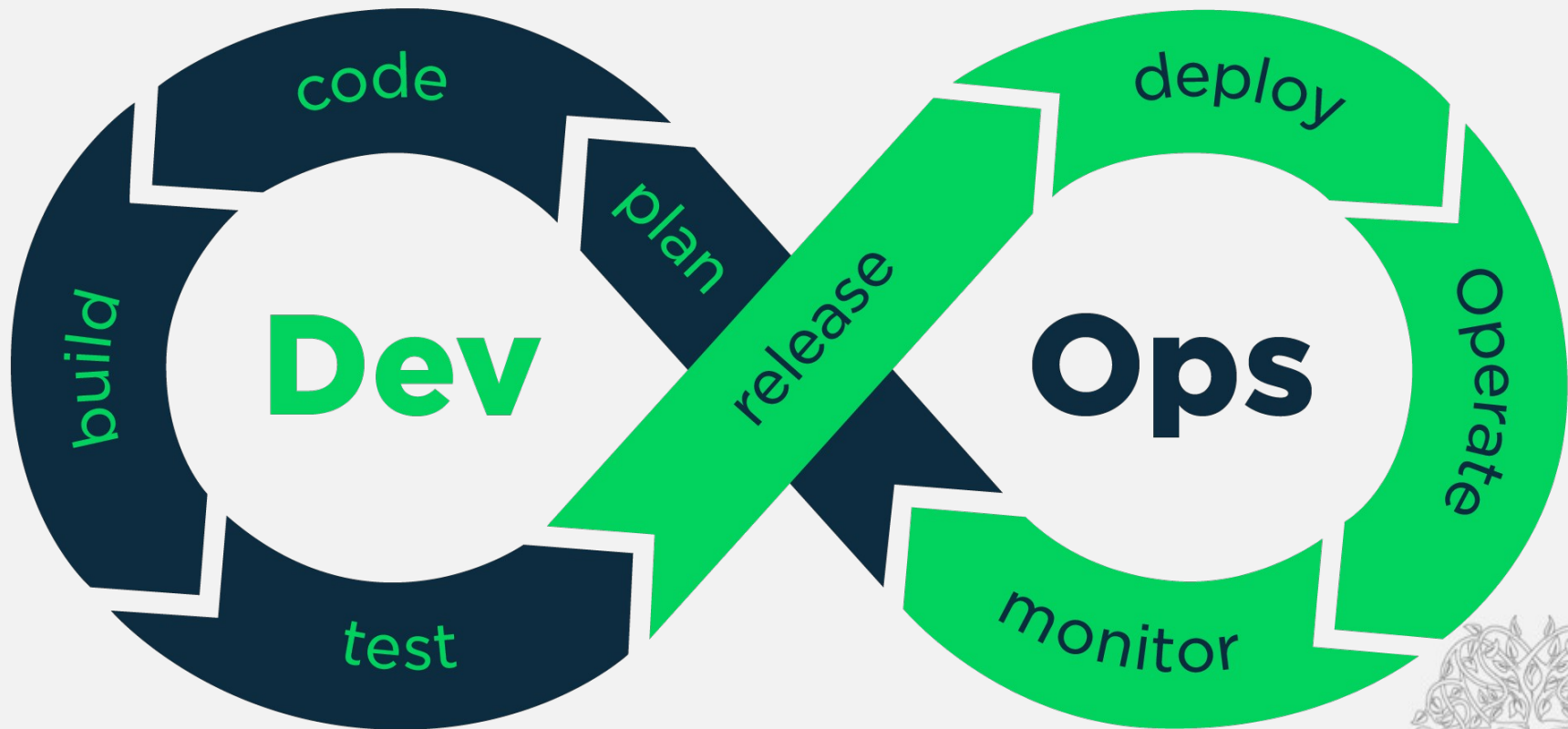
**Agile Project Management with Scrum**  
 Ken Schwaber  
 Apply the principles of Scrum, one of the most popular agile programming methods, to software project management — and focus your team on delivering real business value.

**Scrum and XP from the Trenches**  
 Henrik Kniberg  
 This book aims to give you a head start by providing a detailed down-to-earth account of how one Swedish company implemented Scrum and XP with a team of approximately 40 people and how they continuously improved their process over a year's time.

**Succeeding With Agile**  
 Mike Cohn  
 This is the definitive, realistic, actionable guide to starting fast with Scrum and agile—and then succeeding over the long haul.

**Links:**  
<http://www.scrumalliance.org>  
<http://www.mountainpeakssoftware.com>  
<http://www.agilemanifesto.org>  
<http://www.agile.by>

# Oggi - i rilasci



# Oggi - i componenti

RASCI\_Matrix.xls [Compatibility Mode] - Microsoft Excel

The ITIL® Process Map V3

**RASCI Matrix**

[Click here to see the Legend](#)

ITIL Processes	Service Design	Service Transition	Service Operation	CSI	External
<b>1</b> Service Strategy					
1.1 Service Portfolio Management	C	I		C	
1.1.1 Strategic Service Assessment	C	I	I	R	I
1.1.2 Service Strategy Definition	C	I	I	I	I
1.1.3 Service Portfolio Update	C	I	I	I	I
1.1.4 Strategic Planning	I	I	I	I	I
1.2 Financial Management					
1.2.1 Financial Management Support	C				
1.2.2 Financial Planning	C		C	C	C
1.2.3 Financial Analysis and Reporting	I	I	I	I	I
1.2.4 Service Invoicing	C	I			
<b>2</b> Service Design					
2.1 Service Catalogue Management	I	I	I	I	I
2.2 Service Level Management	I	I	I	I	I
2.2.1 Maintenance of the SLM Framework	AR	I	I	I	I
2.2.2 Sign up Customers to Standard Services	AR	I	I	I	I
2.2.3 Identification of Service Requirements	AR	I	S	S	C
2.2.4 Decomposition of Business Service into Supporting Services	A	S	R		
2.2.5 Technical and Organizational Service Design	A	S	R	R	C

Ready



# Oggi- i ruoli

How Projects Really Work (version 1.5)

Create your own cartoon at [www.projectcartoon.com](http://www.projectcartoon.com)



How the customer explained it



How the project leader understood it



How the analyst designed it



How the programmer wrote it



What the beta testers received



How the business consultant described it



How the project was documented



What operations installed



How the customer was billed



How it was supported



What marketing advertised



What the customer really needed

# Zachman Framework®

## The Zachman Framework for Enterprise Architecture™ The Enterprise Ontology™

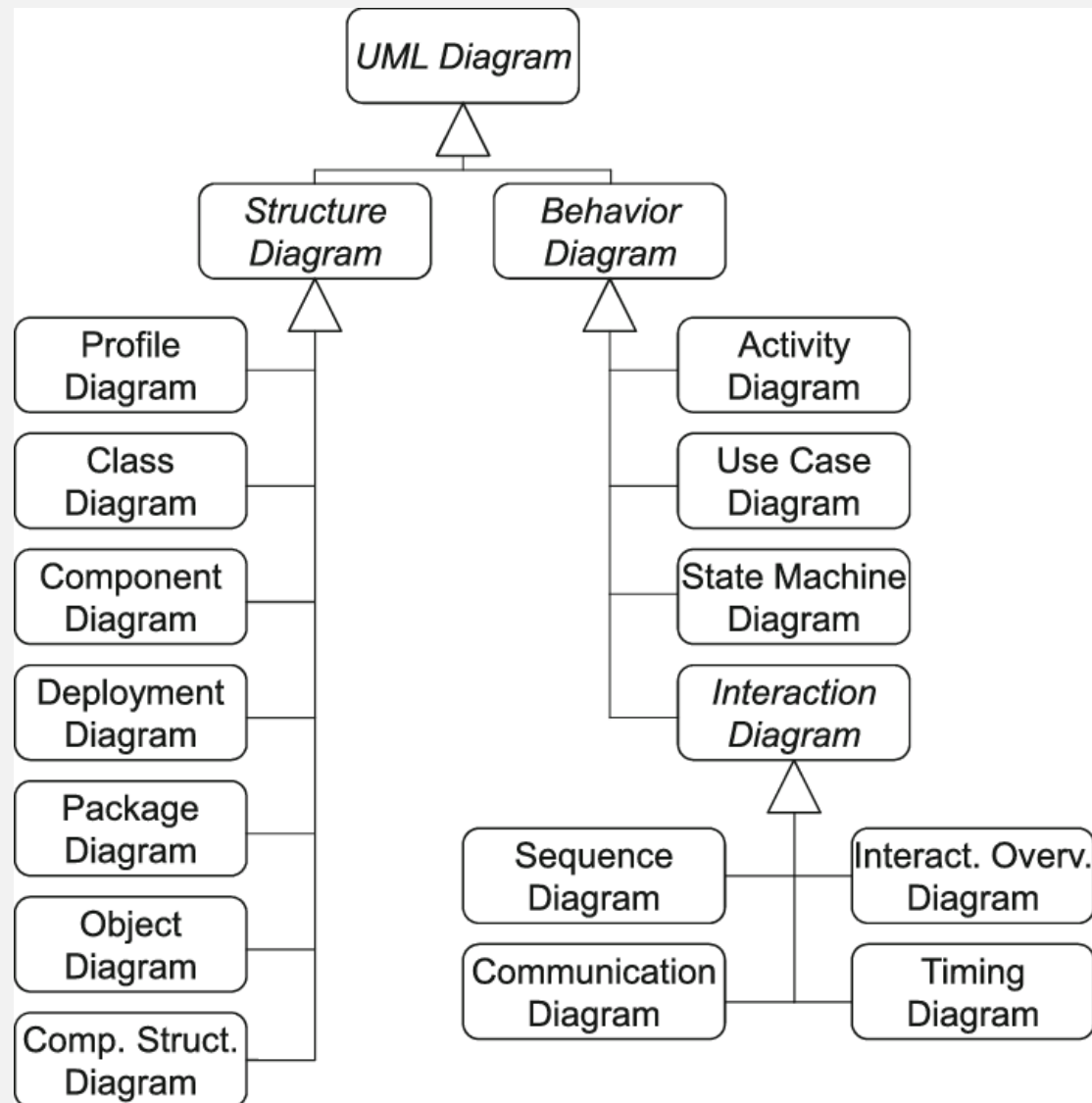
Version 3.0



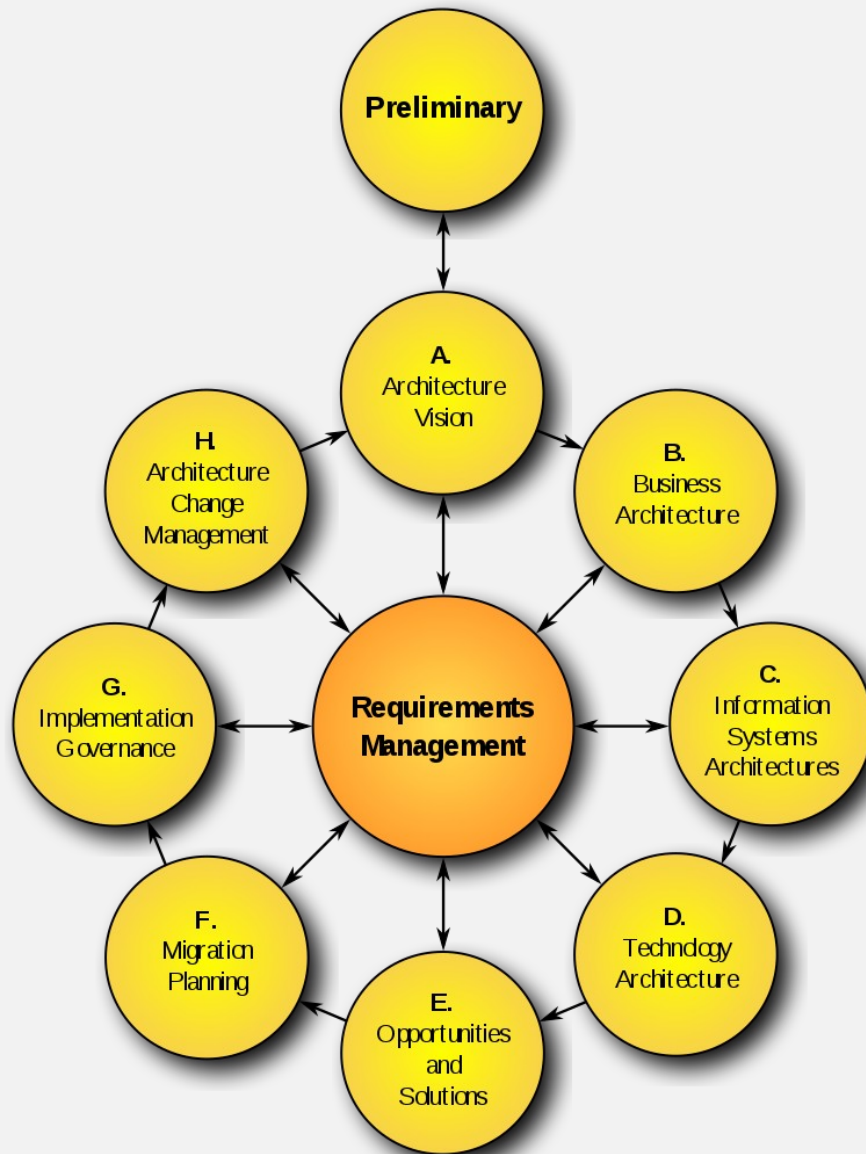
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\*Nonvertical integrations lines are shown for example purposes only and are not a complete set. Complete, integrative relationships connecting every cell horizontally potentially exist.

# Unified ML<sup>®</sup>



# Togaf®



# Qualche volta è troppo



# Reazione

## Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it.  
Through this work we have come to value:

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

That is, while there is value in the items on the right, we value the items on the left more.



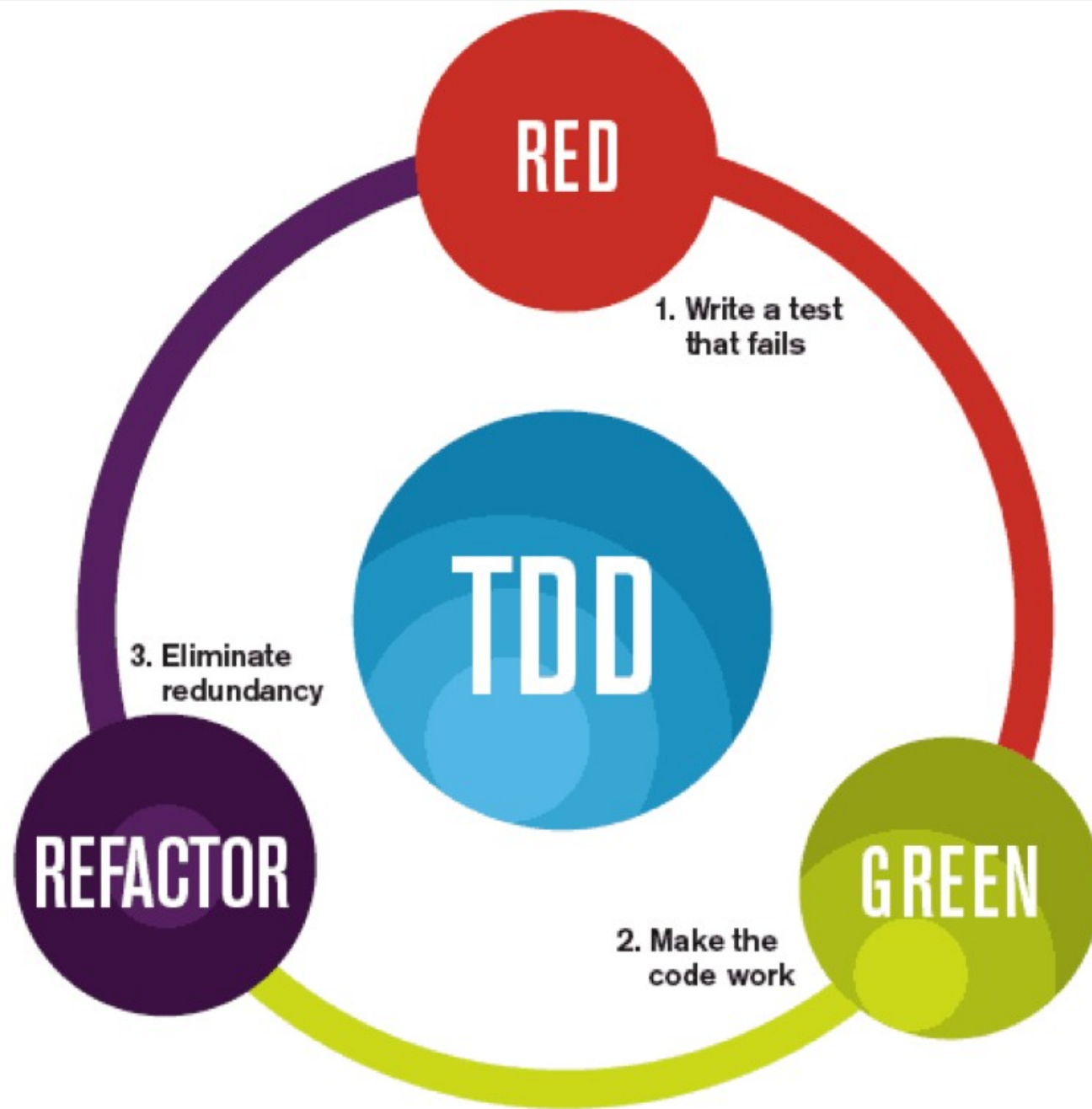
# **Siiii , ma**

quando è abbastanza esauriente?

- Cosa lasciamo fuori?



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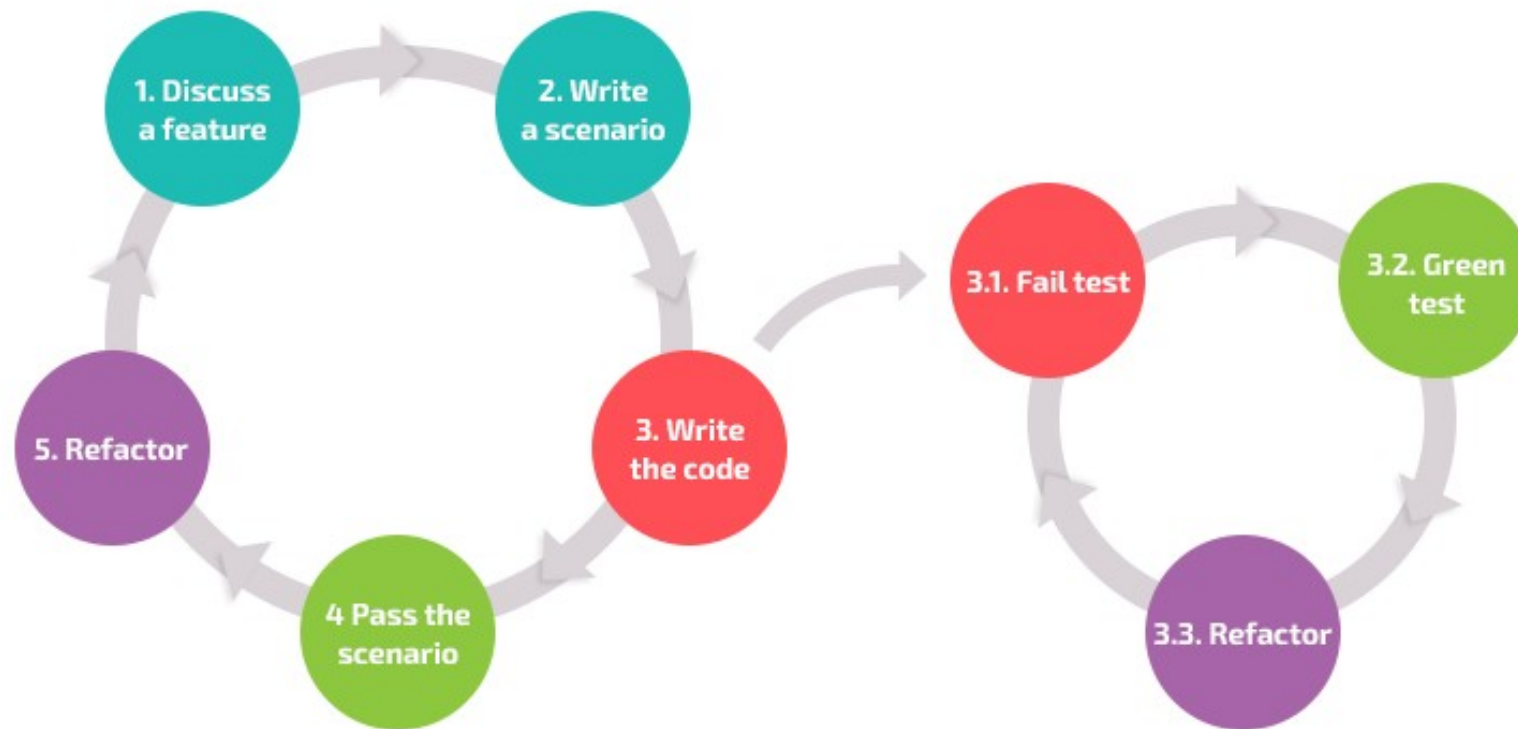


The mantra of Test-Driven Development (TDD) is "red, green, refactor."





# THE BDD PROCESS



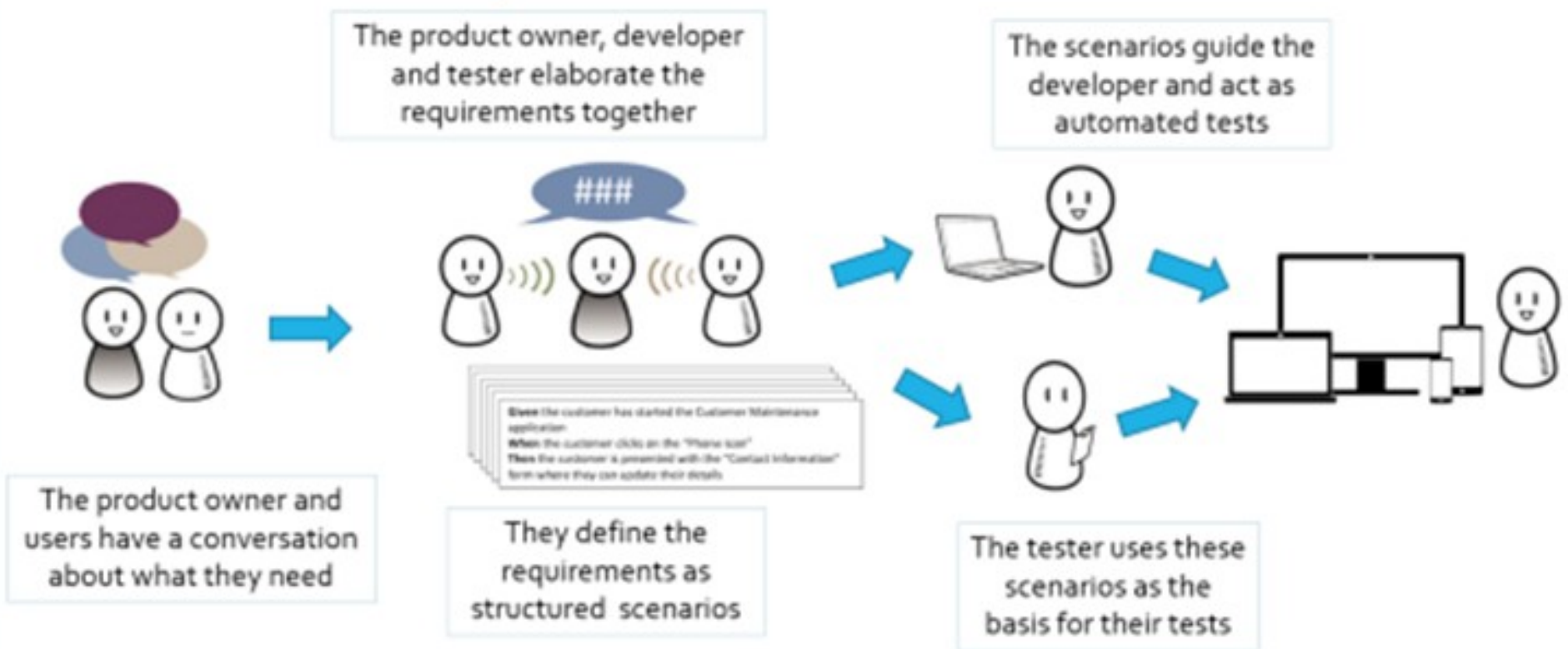
[www.apriorit.com](http://www.apriorit.com)



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# BDD Roles

## BDD Development Process



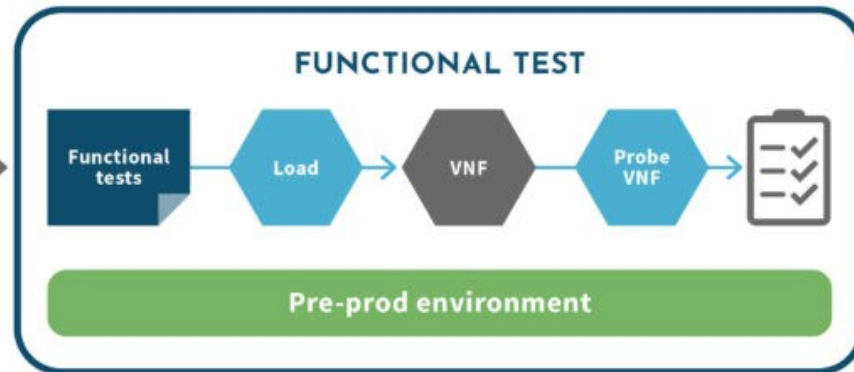
Network Engineering trigger a pre-production build of VNF release candidate



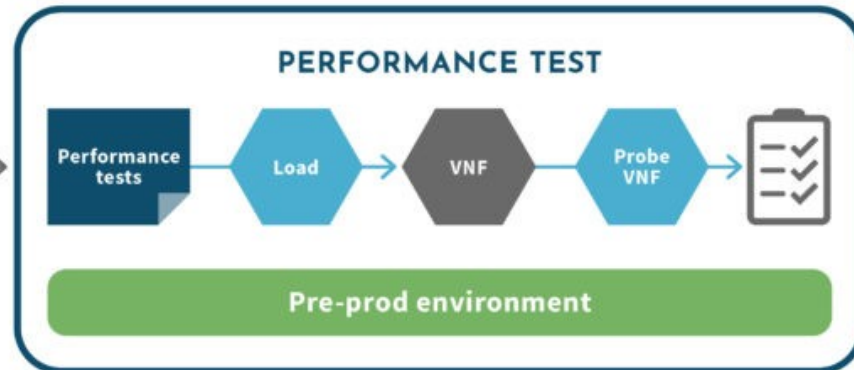
Jenkins kicks off a sequence of formal tests in pre-production environment



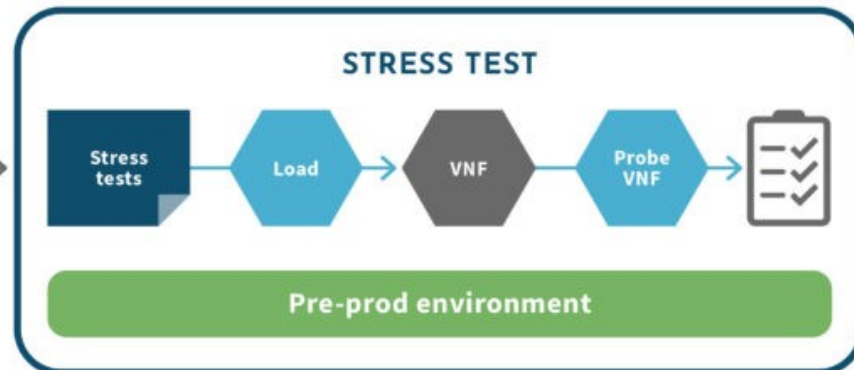
On success the VNF release candidate is certified ready for production in nexus



Behaviour Test scenarios and packages are owned by service engineering and pre-defined across VNF vendors



Pre-production environments are automatically cleaned and setup with test dependencies



# Scegli i tuoi test

## 4 Testing levels

- 4.1 Unit testing
- 4.2 Integration testing
- 4.3 System testing
- 4.4 Acceptance testing

## 5 Testing types, techniques and tactics

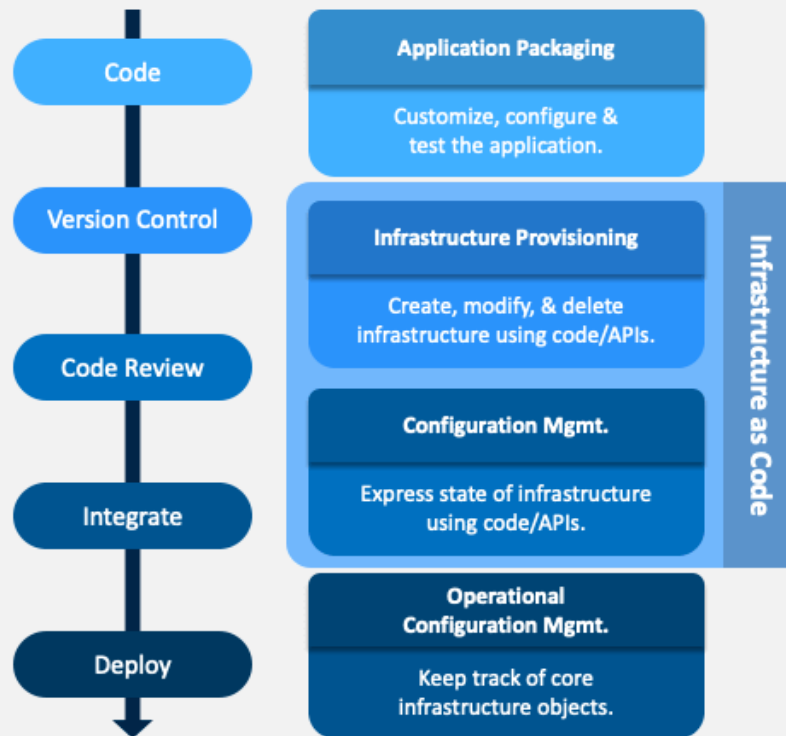
- 5.1 Installation testing
- 5.2 Compatibility testing
- 5.3 Smoke and sanity testing
- 5.4 Regression testing
- 5.5 Acceptance testing
- 5.6 Alpha testing
- 5.7 Beta testing
- 5.8 Functional vs non-functional testing
- 5.9 Continuous testing
- 5.10 Destructive testing
- 5.11 Software performance testing
- 5.12 Usability testing
- 5.13 Accessibility testing
- 5.14 Security testing
- 5.15 Internationalization and localization
- 5.16 Development testing
- 5.17 A/B testing
- 5.18 Concurrent testing
- 5.19 Conformance testing or type testing
- 5.20 Output comparison testing
- 5.21 Property testing
- 5.22 VCR testing



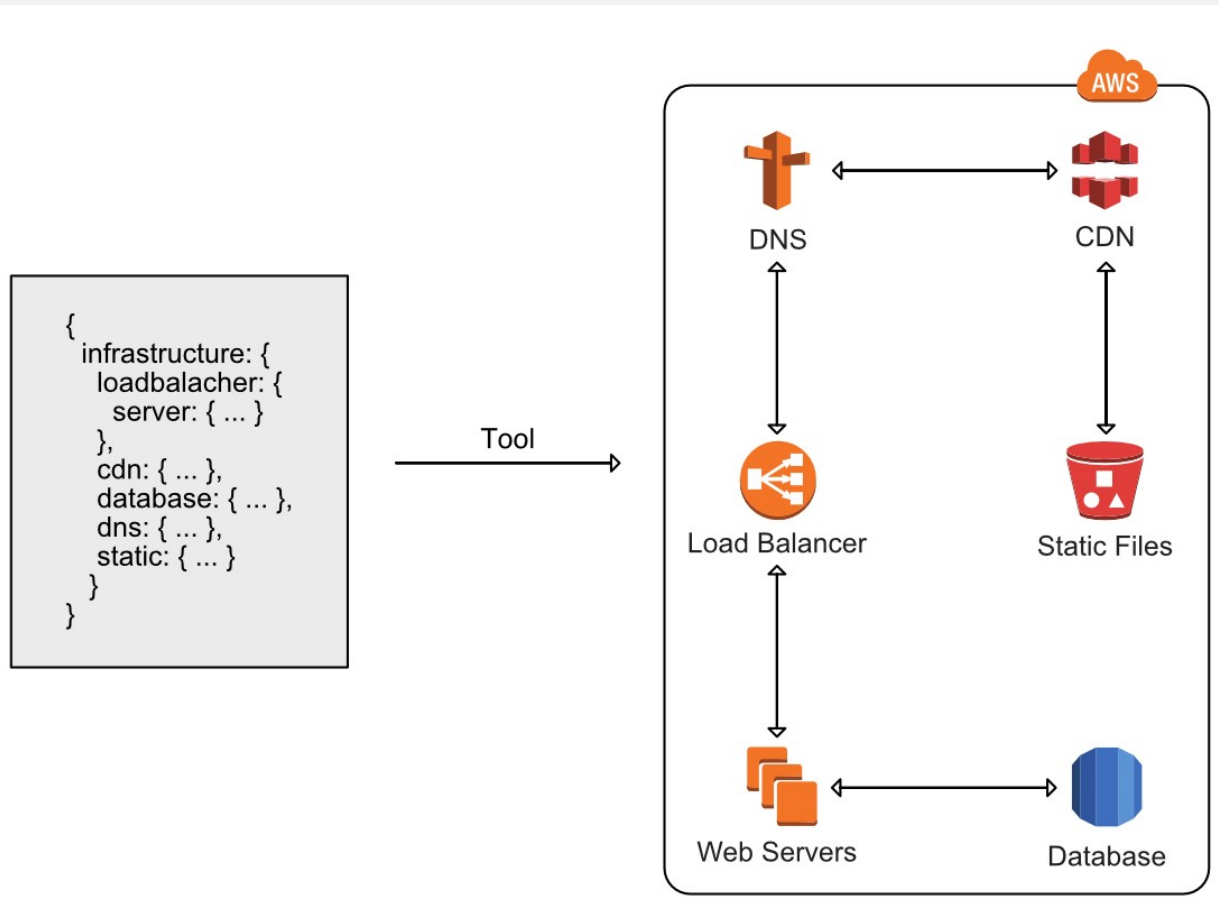
# Infrastructure as Code

## INFRASTRUCTURE AS CODE

Enter your sub headline here



# Infrastructure example



# Doc API - JavaDoc

Java™ 2 Platform Standard Ed. 5.0

All Classes

Packages

- [java.applet](#)
- [java.awt](#)
- [java.awt.color](#)
- [java.awt.datatransfer](#)
- [java.awt.dnd](#)
- [java.awt.event](#)
- [java.awt.font](#)

All Classes

- [AbstractAction](#)
- [AbstractBorder](#)
- [AbstractButton](#)
- [AbstractCellEditor](#)
- [AbstractCollection](#)
- [AbstractColorChooserPanel](#)
- [AbstractDocument](#)
- [AbstractDocument.AttributeContext](#)
- [AbstractDocument.Content](#)
- [AbstractDocument.ElementEdit](#)
- [AbstractExecutorService](#)
- [AbstractInterruptibleChannel](#)
- [AbstractLayoutCache](#)
- [AbstractLayoutCache.NodeDimensions](#)
- [AbstractList](#)
- [AbstractListModel](#)
- [AbstractMap](#)
- [AbstractMethodError](#)
- [AbstractPreferences](#)
- [AbstractQueue](#)
- [AbstractQueuedSynchronizer](#)
- [AbstractSelectableChannel](#)
- [AbstractSelectionKey](#)
- [AbstractSelector](#)
- [AbstractSequentialList](#)
- [AbstractSet](#)
- [AbstractSpinnerModel](#)
- [AbstractTableModel](#)
- [AbstractUndoableEdit](#)
- [AbstractWriter](#)
- [AccessControlContext](#)
- [AccessControlException](#)

Overview Package Class Use Tree **Deprecated** Index Help

PREV NEXT

FRAMES NO FRAMES

Java™ 2 Platform Standard Ed. 5.0

## Java™ 2 Platform Standard Edition 5.0 API Specification

This document is the API specification for the Java 2 Platform Standard Edition 5.0.

See: [Description](#)

### Java 2 Platform Packages

<a href="#">java.applet</a>	Provides the classes necessary to create an applet and the classes an applet uses to communicate with its applet context.
<a href="#">java.awt</a>	Contains all of the classes for creating user interfaces and for painting graphics and images.
<a href="#">java.awt.color</a>	Provides classes for color spaces.
<a href="#">java.awt.datatransfer</a>	Provides interfaces and classes for transferring data between and within applications.
<a href="#">java.awt.dnd</a>	Drag and Drop is a direct manipulation gesture found in many Graphical User Interface systems that provides a mechanism to transfer information between two entities logically associated with presentation elements in the GUI.
<a href="#">java.awt.event</a>	Provides interfaces and classes for dealing with different types of events fired by AWT components.
<a href="#">java.awt.font</a>	Provides classes and interface relating to fonts.
<a href="#">java.awt.geom</a>	Provides the Java 2D classes for defining and performing operations on objects related to two-dimensional geometry.
<a href="#">java.awt.im</a>	Provides classes and interfaces for the input method framework.
<a href="#">java.awt.im.spi</a>	Provides interfaces that enable the development of input methods that can be used with any Java runtime environment.
<a href="#">java.awt.image</a>	Provides classes for creating and modifying images.
<a href="#">java.awt.image.renderable</a>	Provides classes and interfaces for producing rendering-independent images.
<a href="#">java.awt.print</a>	Provides classes and interfaces for a general printing API.
<a href="#">java.beans</a>	Contains classes related to developing <i>beans</i> -- components based on the JavaBeans™ architecture.
<a href="#">java.beans.beancontext</a>	Provides classes and interfaces relating to bean context.
<a href="#">java.io</a>	Provides for system input and output through data streams, serialization and the file system.
<a href="#">java.lang</a>	Provides classes that are fundamental to the design of the Java programming language.
<a href="#">java.lang.annotation</a>	Provides library support for the Java programming language annotation facility.



# Doc API - OpenAPI

The image shows a side-by-side view of an IDE. On the left, a code editor displays an OpenAPI specification in YAML format. On the right, the rendered API documentation is visible, including a title, description, version, filterable tags, a list of paths, and a detailed view of the GET /estimates/time endpoint with its summary, description, and parameters table.

```
1 # this is an example of the Uber API
2 # as a demonstration of an API spec in YAML
3 swagger: '2.0'
4 info:
5   title: Uber API
6   description: Move your app forward with the Uber API
7   version: "1.0.0"
8 # the domain of the service
9 host: api.uber.com
10 # array of all schemes that your API supports
11 schemes:
12   - https
13 # will be prefixed to all paths
14 basePath: /v1
15 produces:
16   - application/json
17 paths:
18   /products:
19     get:
20       summary: Products
21       description: List of products
22       parameters:
23         - name: start_latitude
24           in: query
25           description: Latitude component of start location.
26           required: true
27           type: number
28           format: double
29         - name: start_longitude
30           in: query
31           description: Longitude component of start location.
32           required: true
33           type: number
34           format: double
35         - name: customer_uid
36           in: query
37           type: string
38           format: uuid
39           description: Unique customer identifier to be used for experience
40             customization.
41         - name: product_id
42           in: query
43           type: string
44           format: string
45           description: Product ID
46           required: true
47           type: string
48           format: string
49       responses:
50         200:
51           description: List of products
52   /estimates/price:
53     get:
54       summary: Price Estimates
55       description: The Price Estimates endpoint returns ETAs for all products
56         offered at a given location, with the responses expressed as integers
57         in seconds. We recommend that this endpoint be called every minute to
58         provide the most accurate, up-to-date ETAs.
59       parameters:
60         - name: start_latitude
61           in: query
62           description: Latitude component of start location.
63           required: true
64           type: number
65           format: double
66         - name: start_longitude
67           in: query
68           description: Longitude component of start location.
69           required: true
70           type: number
71           format: double
72         - name: customer_uid
73           in: query
74           type: string
75           format: uuid
76           description: Unique customer identifier to be used for experience
77             customization.
78         - name: product_id
79           in: query
80           type: string
81           format: string
82           description: Product ID
83           required: true
84           type: string
85           format: string
86       responses:
87         200:
88           description: Price Estimates
89   /estimates/time:
90     get:
91       summary: Time Estimates
92       description: The Time Estimates endpoint returns ETAs for all products
93         offered at a given location, with the responses expressed as integers
94         in seconds. We recommend that this endpoint be called every minute to
95         provide the most accurate, up-to-date ETAs.
96       parameters:
97         - name: start_latitude
98           in: query
99           description: Latitude component of start location.
100          required: true
101          type: number
102          format: double
103         - name: start_longitude
104           in: query
105           description: Longitude component of start location.
106          required: true
107          type: number
108          format: double
109         - name: customer_uid
110           in: query
111           type: string
112           format: uuid
113           description: Unique customer identifier to be used for experience
114             customization.
115         - name: product_id
116           in: query
117           type: string
118           format: string
119           description: Product ID
120           required: true
121           type: string
122           format: string
123       responses:
124         200:
125           description: Time Estimates
```

## Uber API

Move your app forward with the Uber API

Version 1.0.0

Filter operations by a tag:

Products Estimates User

## Paths

- /products
- /estimates/price
- /estimates/time

### GET /estimates/time

Estimates

#### Summary

Time Estimates

#### Description

The Time Estimates endpoint returns ETAs for all products offered at a given location, with the responses expressed as integers in seconds. We recommend that this endpoint be called every minute to provide the most accurate, up-to-date ETAs.

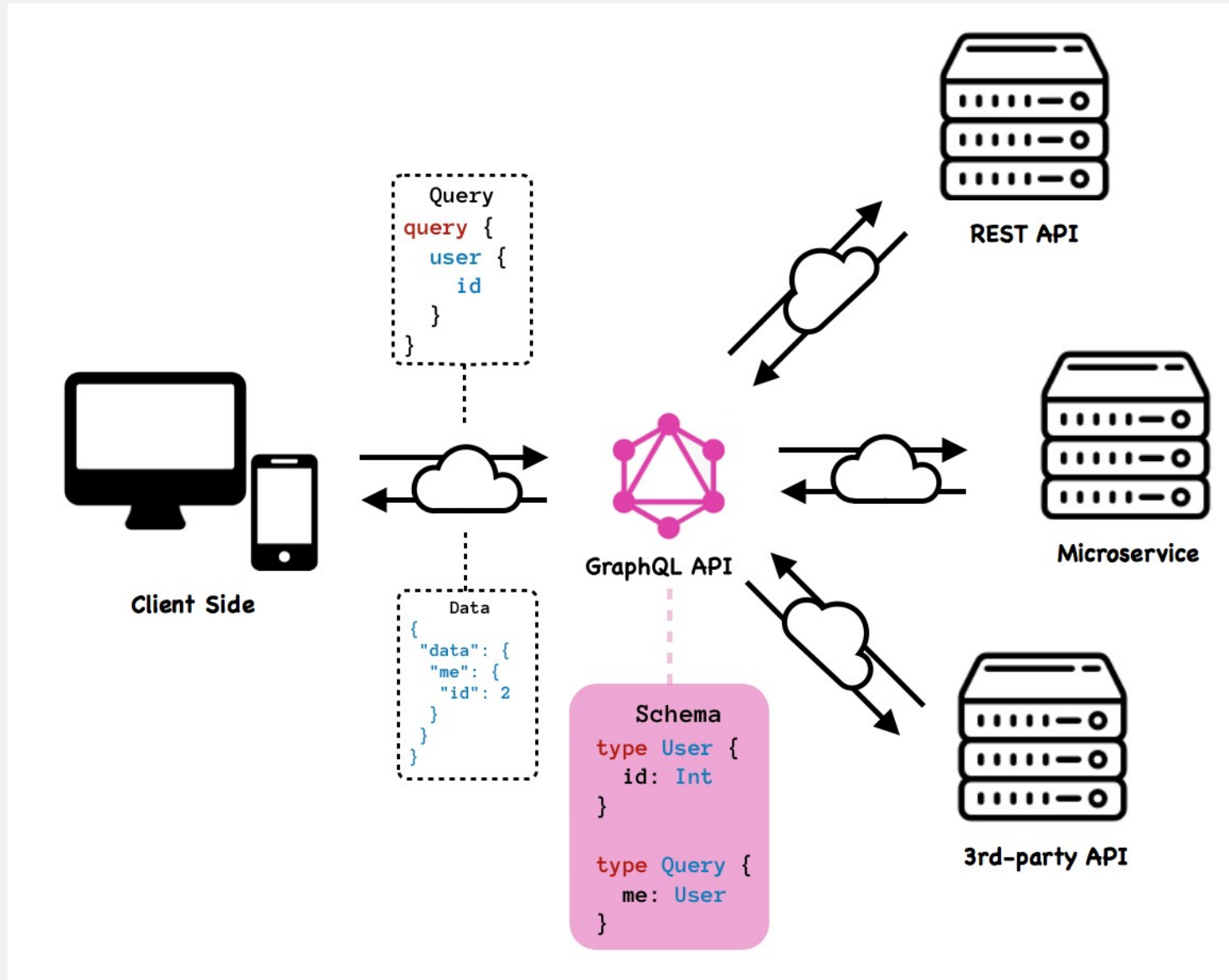
#### Parameters

Name	Located in	Description	Required	Schema
start_latitude	query	Latitude component of start location.	Yes	⇔ number (double)
start_longitude	query	Longitude component of start location.	Yes	⇔ number (double)



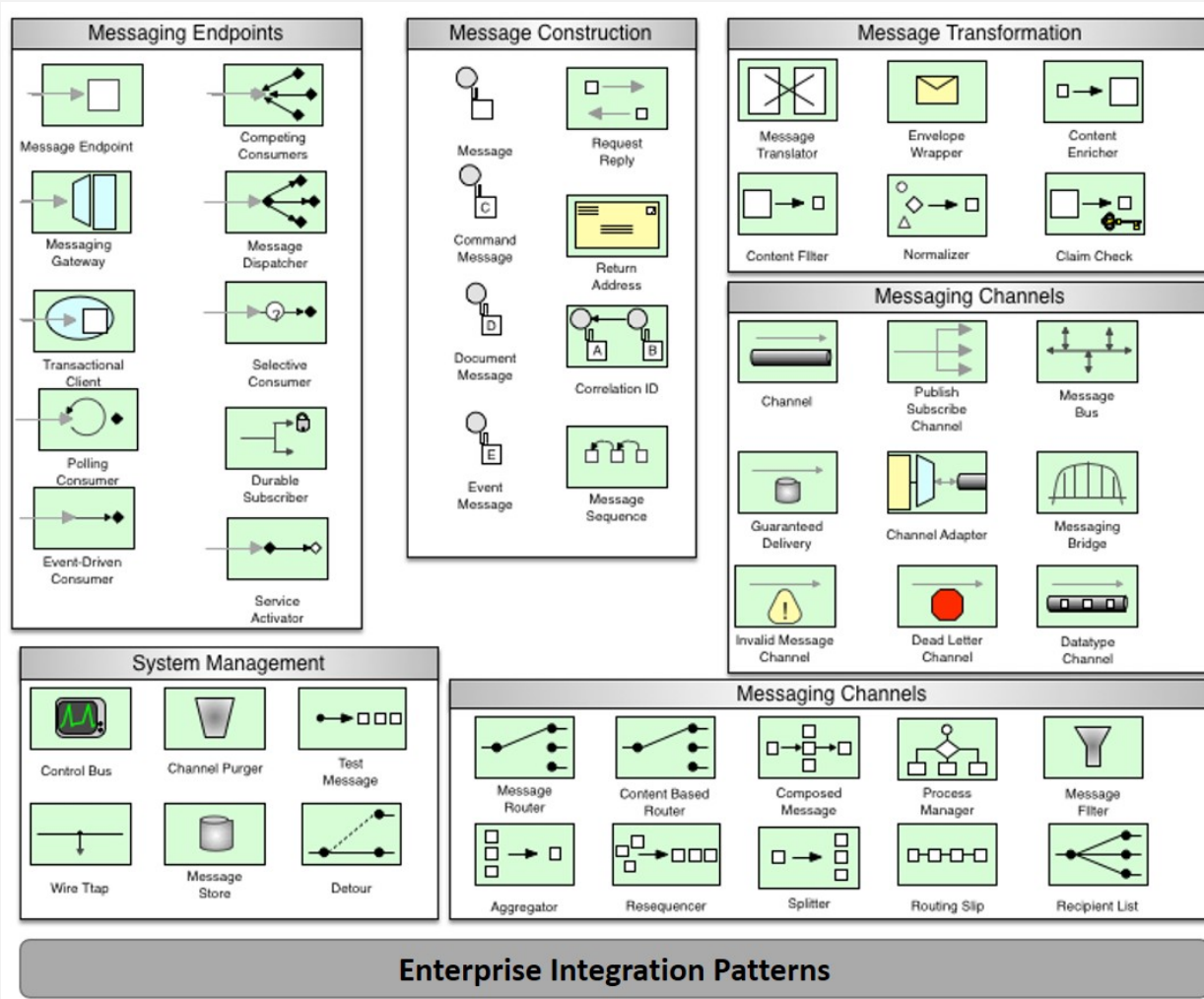


# Doc API - GraphQL



# Framework Patterns

- Conventions & Vocabulary

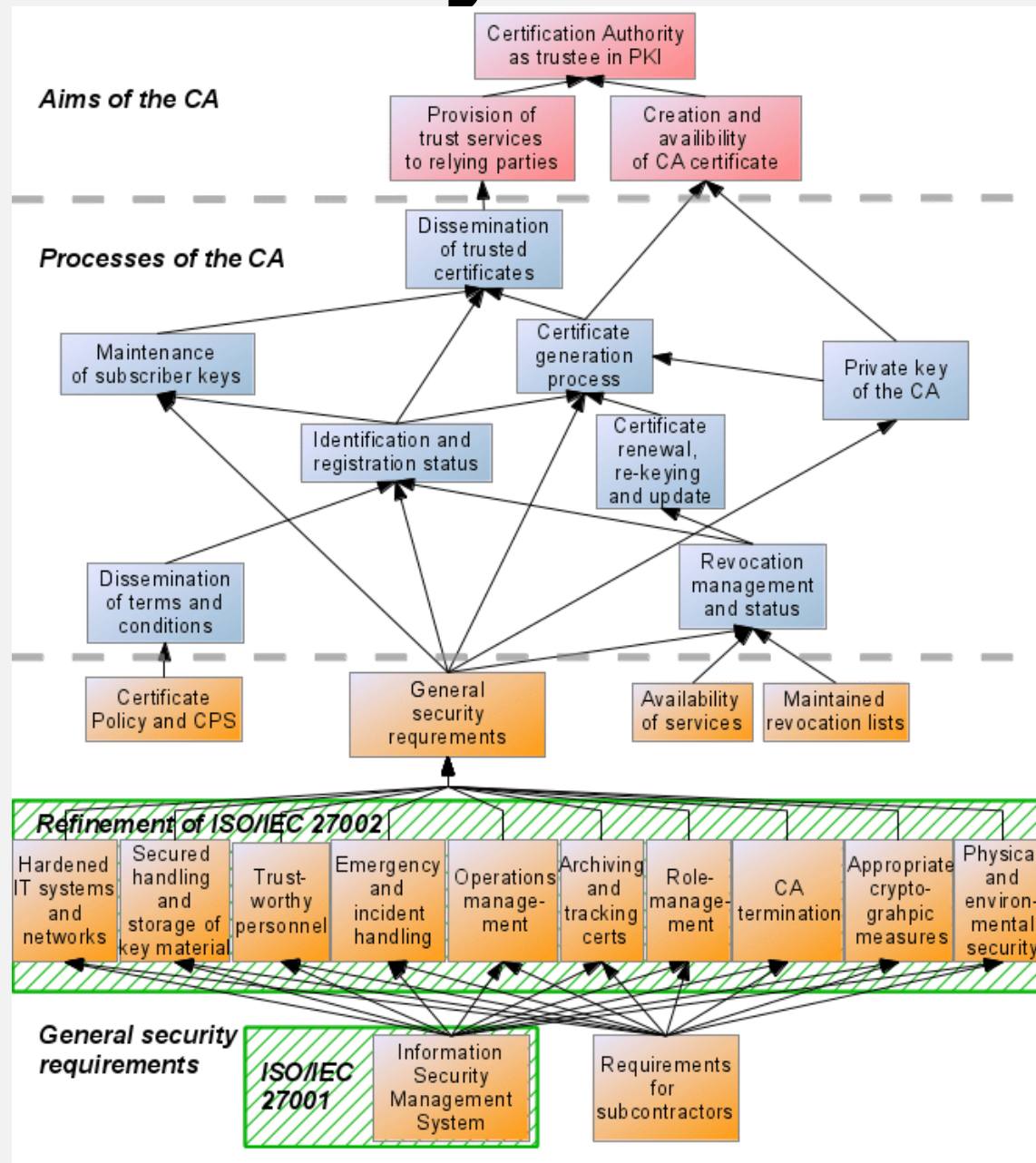


# Licences Doc

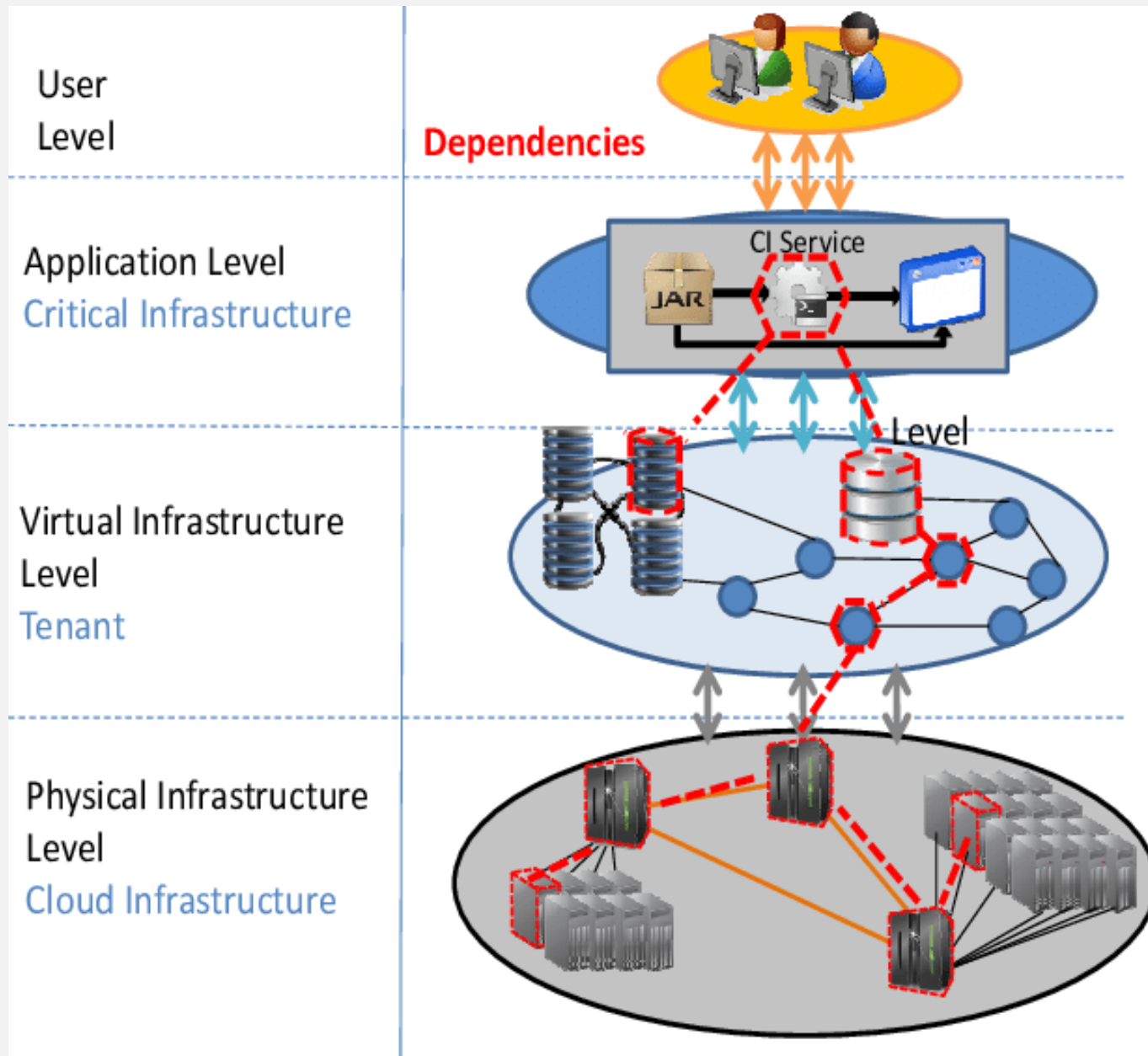
report\_17164.xls [Compatibility Mode] - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Sircon ID	Prod user ID	Last Name	First Name	Middle Name	Suffix	Firm Name	SSN / EIN	License State	License Number	License Status	License Type	Original Issue Date	Expr Date	Business Units	Re	
1	694653						CUSTOM BENEFIT PROGRAMS INC	123456789	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Lif	
2	694638						FARMINGTON CO	123456790	Arizona (AZ)	64349	AC	Non-Resident Producer Firm	6/26/1998	6/30/2012	AWD	Lif	
3	739101						SECURITY INS SERVICES INC	123456791	Illinois (IL)	100306002	AC	Business Entity Producer	7/28/2004	7/28/2012	AWD	No	
4	694653						CUSTOM BENEFIT PROGRAMS INC	123456792	West Virginia (WV)	100110212	AC	Business Entity Producer	4/25/2006	6/30/2012	AWD	No	
5	694638						FARMINGTON CO	123456793	Arizona (AZ)	64349	AC	Non-Resident Producer Firm	6/26/1998	6/30/2012	Lif		
6	697317						ACCG-GOVERNMENT EMPLOYEE BENEFITS C	123456794	Arizona (AZ)	133745	AC	Non-Resident Producer Firm	6/14/2002	6/30/2012	Lif		
7	694725						BENEFIT ALLIANCE INC	123456795	Utah (UT)	346084	AC	Non-Res Producer Organization	6/1/2010	6/30/2012	AWD	Ac	
8	694653						CUSTOM BENEFIT PROGRAMS INC	123456796	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Ac	
9	697317						ACCG-GOVERNMENT EMPLOYEE BENEFITS C	123456797	Arizona (AZ)	133745	AC	Non-Resident Producer Firm	6/14/2002	6/30/2012	AWD	Lif	
10	694653						CUSTOM BENEFIT PROGRAMS INC	123456798	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Lif	
11	739101						SECURITY INS SERVICES INC	123456799	Illinois (IL)	100306002	AC	Business Entity Producer	7/28/2004	7/28/2012	AWD	No	
12	694725						BENEFIT ALLIANCE INC	123456800	Utah (UT)	346084	AC	Non-Res Producer Organization	6/1/2010	6/30/2012	AWD	Ac	
13	694653						CUSTOM BENEFIT PROGRAMS INC	123456801	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Ac	

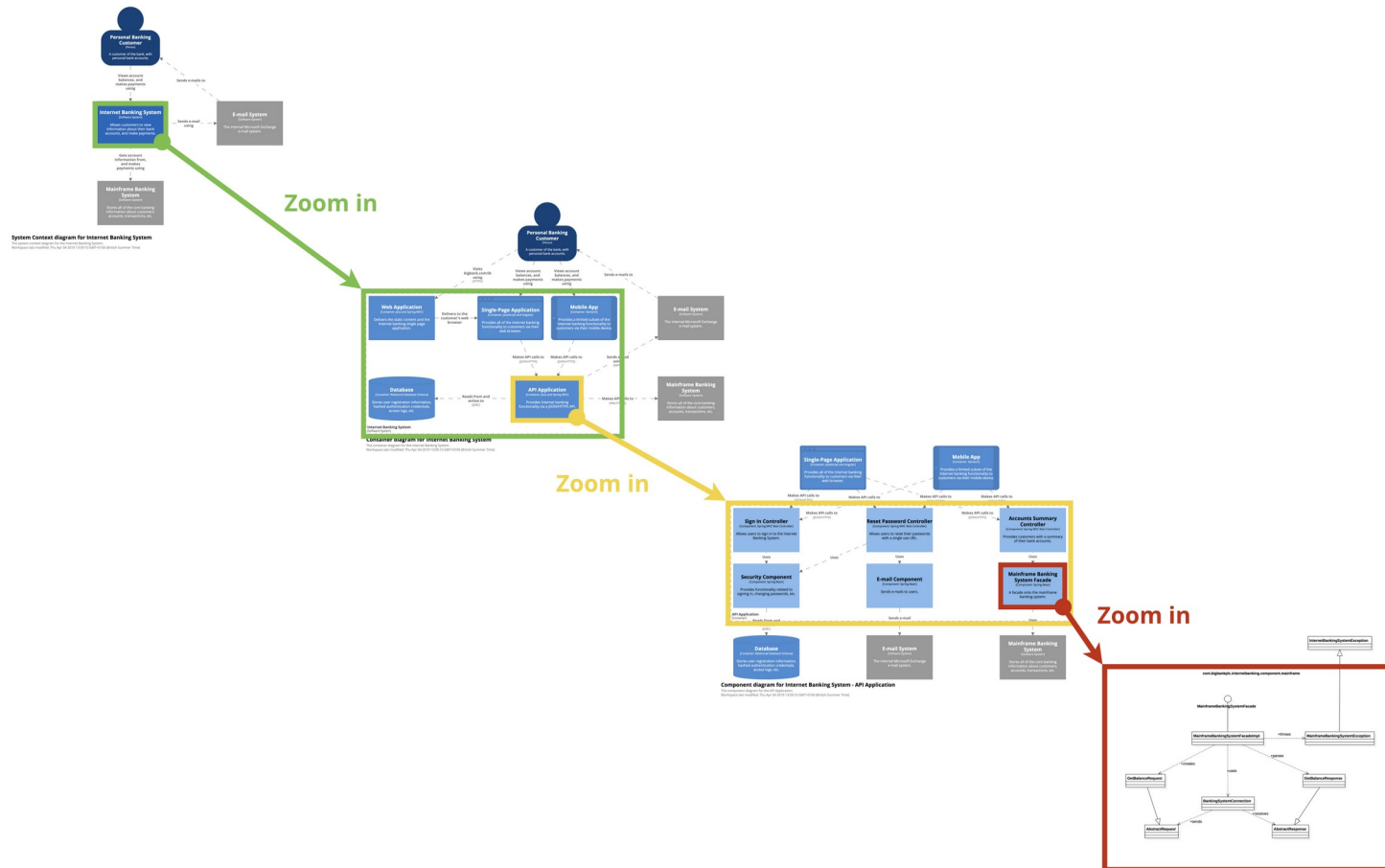
# Security Chains



# Security Levels



# c4model



Level 1  
**Context**

Level 2  
**Containers**

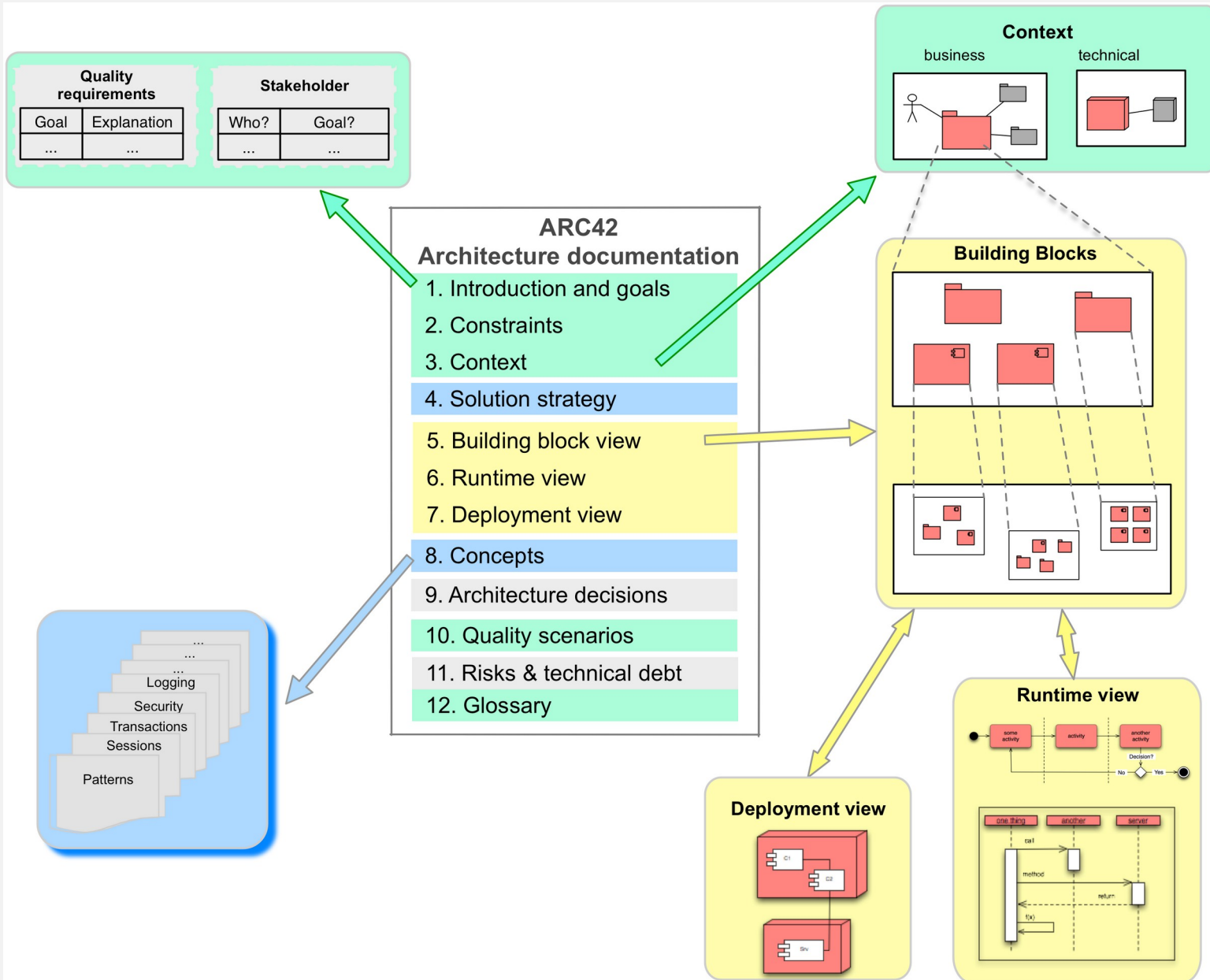
Level 3  
**Components**

Level 4  
**Code**



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# arc42



# Architecture Decision Record

**Title** – short noun phrase e.g. “Use Kotlin for BackEnd Microservice”

**Status** – Proposed/Accepted/Deprecated/Superseded

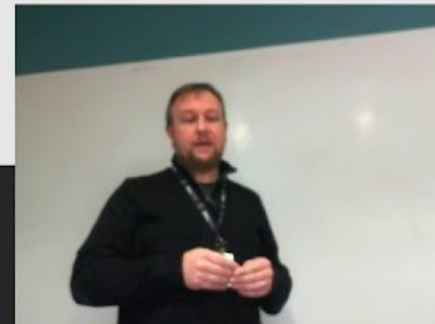
**Context** – forces at play...often in tension & value neutral (just the facts)

**Decision** - "We will ..."

**Consequences** - All consequences positive, neutral and negative



GS Application Development Lightning Talks



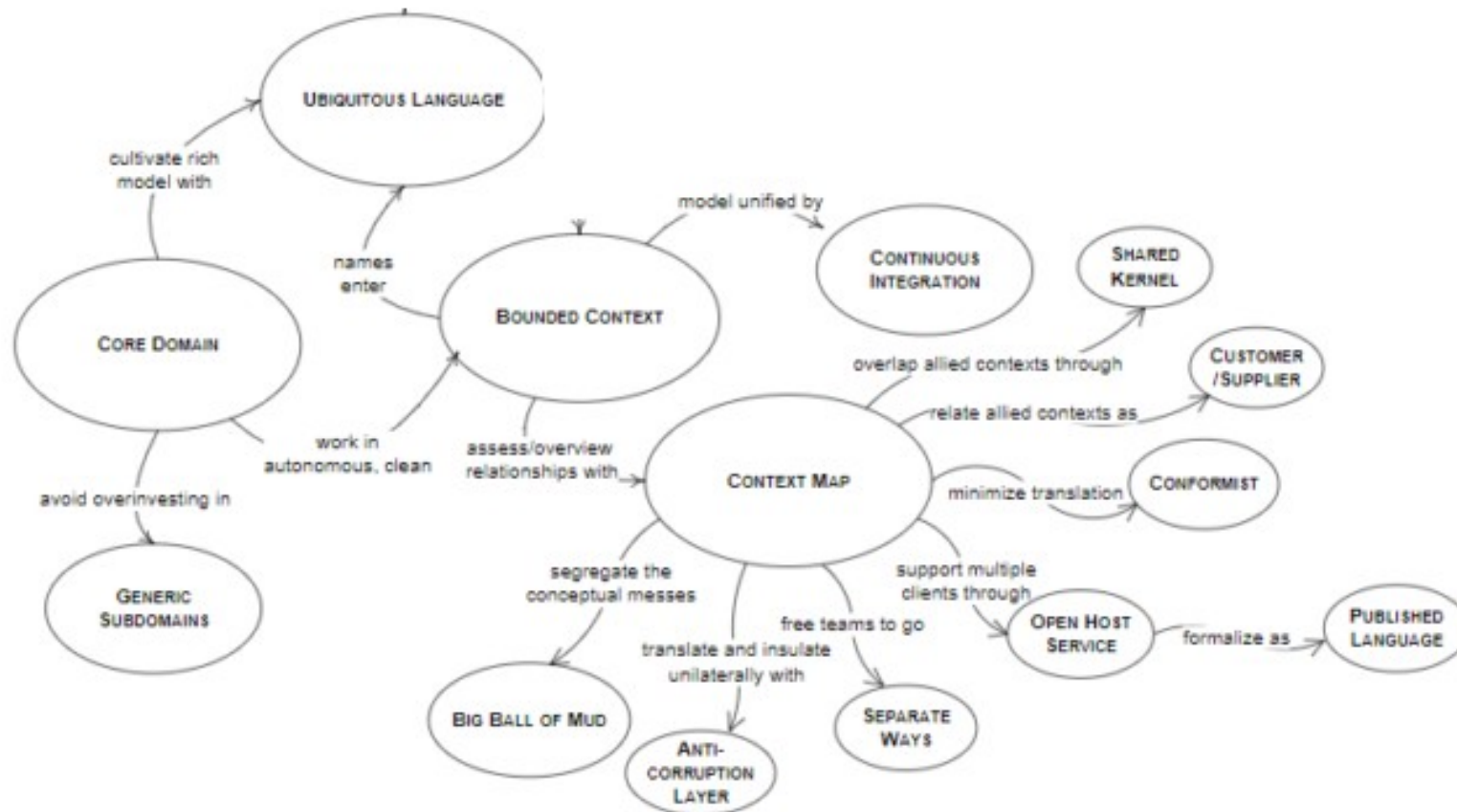
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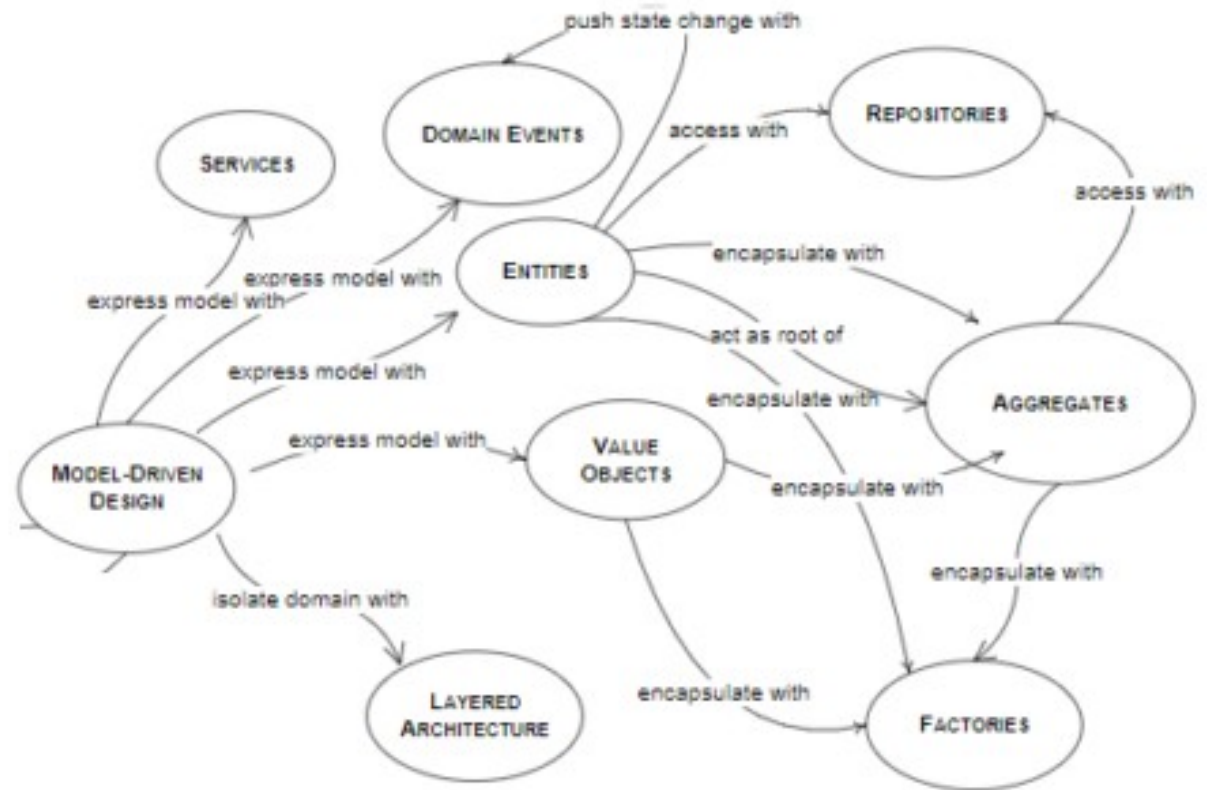
# Domain Driven Design



# DDD strategic



# DDD tactic



# Goal tracking

The screenshot displays a Trello board named "Team Goal Setting Central" for the organization "Trello Inc". The board is organized into several columns representing different goal categories:

- Goal 1: Grow Customers By 25%**
  - Trello Tips:** Set S. M. A. R. T Goals (Click for more info)
  - Goal Stakeholders:** [User avatars]
  - At Risk:** Current Progress Towards "Grow Customers By 25%"
  - Up Next:** Launch customer referral email program. (Jan 31)
  - Trello Tips:** Cards can summarize specific projects and efforts that your team is working on to reach the goal.
- Goal 2: Reduce Office Supply Costs By 15%**
  - Achieved!** [Up Next] [At Risk]
  - Missed (for now)** [In Progress]
  - On Track** [Trello Tips] [Planning]
  - Trello Tip:** Card labels! What do they mean? (Click for more info)
  - Goal Stakeholders:** [User avatars]
  - On Track:** Current Progress Towards "Reduce Office Supply \$\$ By 15%"
  - In Progress:** Reduce total team printing volume by 20%
  - Achieved!:** Negotiate loyalty discount with supplier for new fiscal year
- Goal Template**
  - Trello Tip:** Keep a list "template" that you can copy and rename for each new goal.
  - Goal Stakeholders:** [User avatars]
  - On Track:** Current Progress Towards Goal
  - Trello Tips:** Try these 5 team-building exercises for setting goals! (Click for more info)
- Done (Q1 2019)**
  - Trello Tips:** Put finished projects and closed goals here.
  - Achieved!:** Hire 5 new people for 2019!
- Done (Q4 2018)**
  - Trello Tips:** Create new "Done" lists for each quarter to build a history of accomplished goals.



# Issue tracking

The screenshot displays the Jira issue tracking interface. At the top, a navigation bar includes 'Jira', 'Dashboards', 'Projects', 'Issues', 'Boards', 'Portfolio', and a 'Create' button. A search bar is located on the right. The main content area is titled 'Open issues' and features a 'Switch filter' dropdown. A sidebar on the left lists various issues, with 'DEMO-36 Company Rebrand' selected. The main view shows the details for 'DEMO-36 Company Rebrand', including its type (Epic), priority (High), status (TO DO), and resolution (Unresolved). The description reads: 'Update the company logo, colors, and all brand elements in conjunction with the acquisition.' The 'Attachments' section is empty, and the 'Issues in Epic' section lists 'DEMO-37 Change logo on customer facing websites' as an open issue assigned to Rachel Wright. The 'Activity' section shows no comments yet.



# Potremmo continuare

se solo potessimo fermare il tempo ....



# Riassunto

- Documentazione è importante.
- Documentare è importante.
- Scegliere il giusto mix è fondamentale.



# Share Stories

- Uri Hasson:  
“Story telling fuse the present and the past to reshape our future brains.”





# Quindi

- “Put the right letters together and make a better day”, Alphabet Street , Prince

