

ExInsights Wiki - Holistic Platform meets Dynamic Documentation

Yash Jadav
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In the relentless and ever-evolving landscape of Software Platform development, where cutting-edge technologies and frameworks are in constant flux, one element stands as the cornerstone of success: Documentation. Often overshadowed by the allure of new features and innovative code, documentation is far more than a simple record of how things work—it's the blueprint that underpins the entire development process. It serves as the essential guide that bridges the gap between complex software and its users, transforming intricate systems into accessible, functional, and scalable solutions.

Comprehensive documentation is the silent force that not only drives innovation but also ensures the sustainability and longevity of software platforms. It empowers developers by providing clear guidelines and references, enabling them to build upon existing work without reinventing the wheel. For Clients, it demystifies the complexities of the software, offering step-by-step instructions, use cases, and troubleshooting tips that enhance their experience and productivity.



Moreover, in a field where team members, technologies, and even companies may change rapidly, well-maintained documentation ensures continuity. It captures institutional knowledge, preserving the insights and decisions of the development process, so that the platform can evolve and scale seamlessly over time. In essence, documentation is not just a support tool—it's the backbone that supports every aspect of software platform development, from initial conception to long-term growth and innovation. Exafluence, "ExInsights Platform", is one such example

What is ExfInsights? What does the Documentation showcase?

ExfInsights, powered by ExfDigital, offers a suite of advanced features designed to give clients a clear view of their potential with pre-built, modular solutions. These state-of-the-art components are easily customizable to meet specific client needs, minimizing risk and accelerating the delivery of secure, production-ready applications.

The ExfInsights platform documentation provides essential information for users to understand the environment. It is organized into sections that cover features such as Source Data Ingestion, Metadata Matching, Transformation Rule Builder, Data Quality, Deployment, and Support. The Table of Contents (TOC) allows for easy navigation through various topics. Documentation is updated regularly for fixes and enhancements by our product development team.

How is Exafluence creating documentation for its Platforms?

Creating comprehensive software platform documentation is a multifaceted process that requires careful planning to ensure clarity, accessibility, and value for all stakeholders. At Exafluence, we have meticulously addressed key aspects to construct effective documentation. We prioritized the needs of various user groups, such as developers, Clients, and support teams, tailoring content to meet their specific requirements. Our documentation is structured logically, with a clear table of contents and consistent layout, making navigation intuitive. We emphasize clear and concise writing, avoiding jargon and providing examples for better understanding.



Visual aids, such as diagrams and screenshots, are integrated to illustrate complex concepts. Recognizing the dynamic nature of software, we maintain a process for regular updates, ensuring the documentation stays current. We also focus on accessibility, adhering to best practices for inclusivity, and offer content in word and PDF formats. Additionally, we included cross-referencing and hyperlinks to enhance usability, allowing users to easily explore related topics. Through these efforts, Exafluence ensures that our documentation serves as a practical and empowering resource, enabling users to fully leverage the platform's capabilities.

What's are the steps in creating comprehensive documentation for software platforms?

Step	Details
 Identify Stakeholders	We 1st determine the stakeholders who will be utilising this document. The list includes developers, QC team, admins and end users.
 Context	Started with an introduction on the purpose of the platform, the architecture and key components. We utilised diagrams and flowcharts to illustrate the workflows and architecture. Further we maintain consistency in terminology, naming conventions and formatting across all documents
 Content	Here we have adjusted the tone, depth and complexity of the documentation to match the needs of each audience. The focus is on the most critical sections first, such as data ingestion, metadata matching, transformation rule builder, data quality and deployment. We have also provided usage examples
 Access Control	To maintain the integrity of our documentation, we have restricted admin and editing access to the core group. Other users will have "Read Only" access. Certain client specific information may be added to the page upon request and will be accessible to the client only, e.g. The support page, which will have the relevant contact details. Additionally, we have implemented version control to track changes and manage updates across different software versions
 Regular Updates	We carry out periodic reviews and updates to ensure documentation stays current with platform changes. Post changes in the documentation, we will send out an official email to the relevant stakeholders about the updates.

What Platform are we utilising to create our Documentation?

Platform: We are utilising Confluence (by Atlassian) as our Platform which is easy to navigate, and users can download pages in PDF and Word format as per their convenience



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