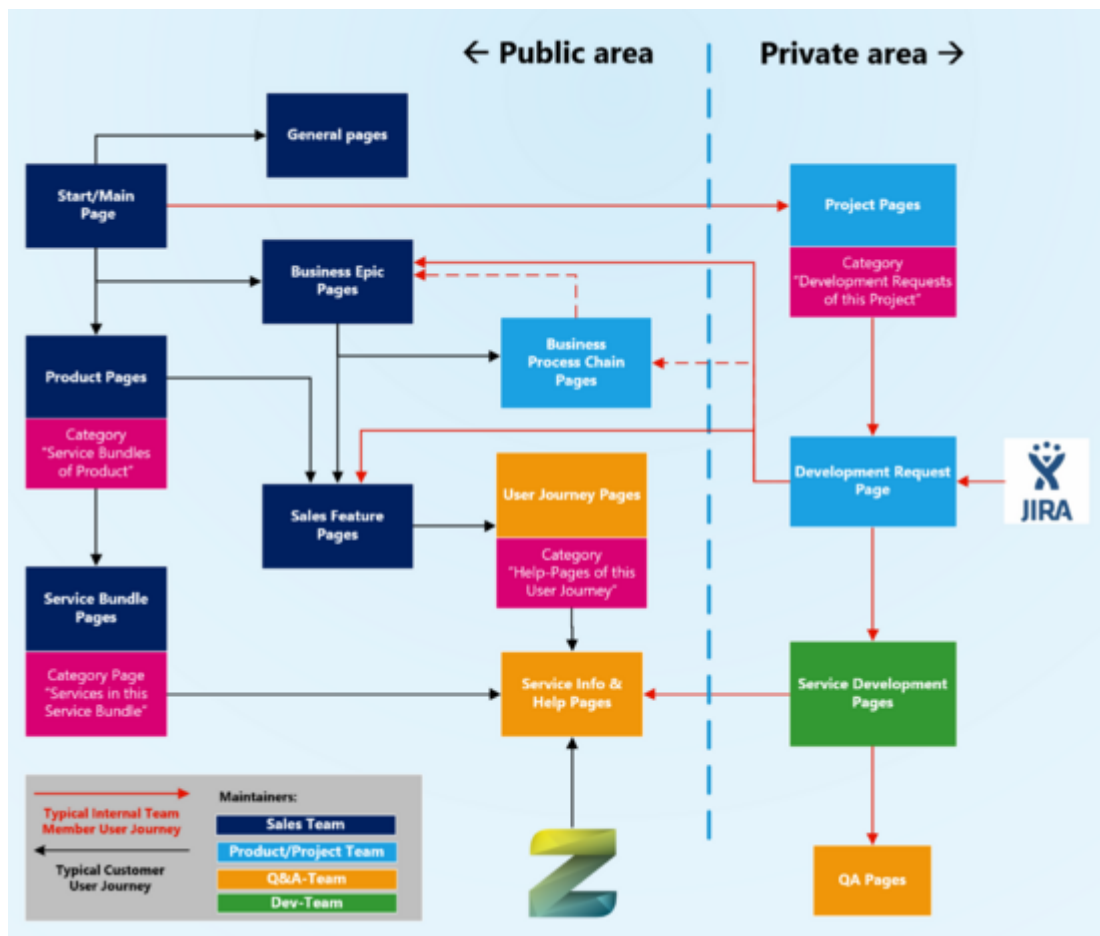


# Basic structure of this wiki

This wiki aims to be an information and collaborative knowledge-management base for all stakeholders of the ZUGSEIL Team and its users.

To clarify the structure of the wiki we have built that chart where each page can clearly be assigned to one page-class. Each page class is member of its own pageclass-category. Here is the list of available page classes:

## General Pages



Basic ZUGSEIL wiki structure

The **Start/Main Page** presents the user an overview of all content and refers to the product pages. From there the user can navigate to various **General Pages** (like this one) which provide information on [ZUGSEIL](#) or the [ZUGSEIL](#) products.

## Product Pages

Each product offered by ZUGSEIL has its own **Product Page**. You can read up on the recommended structure and contents of a Product Page in [this article](#). Each product page serves a category page of all [b-op service bundles](#) which are deployable as part of the product described in this page. Each product page is member of the [Products Category](#). The primary maintainers of Product Pages are

the Sales Team.

## Service Bundle Pages

A [b-op digital](#) may subscribe to Products. Each of these Products consist of one or more [b-op service bundles](#). Each service bundle has its own **Service Bundle Page**. You can read up on the recommended structure and contents of a Service Bundle Page in [this article](#). Each Service Bundle Page serves as Category Page for the **Service Info&Help Pages** of the [b-op services](#) deployable as part of the [service bundle](#). The *primary maintainers of the Service Bundle Pages* are the Product Management Team.

## Service Info&Help Page

The **Service Info&Help Pages** provide various information on a specific service. Each released service version has its own **Service Info&Help Page**. You can read up on the recommended structure and contents of a Service Info&Help Page in [this article](#). The primary maintainers of these pages are the Q&A Team during the tests of the acceptance of the service.

## Business Epic Pages

A **Business Epic Page** contains a description of an area of business.

The target audience for the business Epic pages are:

- potential customers, which seek information on our products
- developers which need basic understanding on the area of business they are developing software for

An *Business Epic Page* is typically structured with these content-sections:

- **Business Area** - a general description of the business area and its specific requirements.
- **Challenges** - descriptions of problems in this area and how these problems are solved by our *Software Features* (each with links to Sales Feature Pages)

All this should be described from a customer`s perspective, so that the customer understands what issues will be resolved by ZUGSEIL products.

The Product Pages are maintained by the Product Management Team.

Examples for Business Epics are *Internal Ordering, Sourcing & Procurement, Warehousing, Fulfillment*

## Sales Feature Pages

Each feature enabled by a product has its own **Sales Feature Page**. A *Software Feature* is a set of functionality, which is defined by one or multiple business processes it covers.

The target audience for the *Software Feature Pages* are:

- potential customers, which seek further information on our products

- developers which need an a business perspective on the business on the service they are developing for

As a result the page focuses on the business case and value it provides (savings, automation level, ...) but not on the business processes on a detailed level, which are described in the *Business Process Pages*.

Each of these *Feature Pages* typically contains these content-sections:

- **Feature description** - a general description of the business case the feature is enabling together with high level business process chains affected by the software feature
- **Business value** - a business value description for the customer ("What value does it deliver for me?")
- **Business Processes** - A text on business processes which are affected by feature (please provide links to the dedicated *business process pages*).

Each **Software Feature Page** also serves as Category Page for the User Journeys enabled by this *Software Sales Feature*.

The Product Pages are maintained by the Product Management Team.

Examples for a Feature is *Regular Internal Ordering*.

## Business Process Pages

A **Business Process Page** provides a detailed description of a business process from its start to its end. They are closely linked to *User Journey Pages*, but describe the business process in an abstract business process engineering manner.

The *Business Process Page* contains these sections:

- **Reference workflow** - a *reference workflow* of this business process (without providing screenshots). This description should be linked to *User Journey Pages* to enable the user how the coverage of this business process will look alike when he is using our software.
- **Step by step** - a description of each step of the entire process. This description should be linked to *Service Pages* and *Service Help Pages*, where the service is are explained. In the case that a step is a subprocess, please create another *Business Process Page* for this subprocess, which is liked from the initial page.
- **Variations** - possible variations of the process and reference to all *software features* which require this business process to operate.

The information should be not from the technical view but rather from the business analysts view, so that a person reading this page understands which value can be generated from our software to his processes.

The Product Pages are the main place for knowhow on our software. When development is planned the initial description is created by product or project management. When the initial creation process is covered, typically development management and support management contribute more to these articles. The target audience for the business process pages are:

- potential customers, which more detailed information on our products and their solution space

- project managers in training, which need to refresh or build their knowledge on how everything is connected in a business process
- developers which need a full detailed view on the entire business process and its known variations for the development process.

Examples for Business Process Pages are:

- Assisted Ordering for a team member
- Laundry Bring-In at a Laundry-Shop

## User Journey Pages

Each task the user wants to complete should have User Journey Page. The name of a **User Journey Page** typically starts with "*How can I ...*". Each user journey page also is a category page, to which all *Service Help Pages* are linked which the user needs to visit, operate or use during the described user journey.

A *User Journey Page* contains these information:

- Exact description of the task to be demonstrated by this user journey
- Step-by-step explanation of what to do (click through-explanation or even video)

Depending on the task of the user, the referencing user journeys can eventually span over multiple services and multiple business processes.

Examples for User Journey Pages are:

- How can I get a quick overview of my orders?
- How can I add a product to an entitlement?

## Service Pages

For each [b-op service](#) developed by ZUGSEIL a **Service Page** is created by the manager responsible for specification for the development of the service. **The target audience for the content of the service page are developers which should receive all information to implement this specific service. The service page is in the "Dev"-namespace which is only accessible to wiki-users having the permission to view the contents of this namespace.**

As a lot of content is created from the b-op Service Descriptor by development automatically, it is essential for the creating manager to perform these steps:

- add into the wiki-source page a reference to the service-uid by adding this content in the page in this form: `<nowiki bop="ServicePage" serviceID="{service-UID}" />`
- make this page member of the category Servicepages by adding this line to the wiki-source page: `[[Category:Service Pages]]`

After this is done, the responsible manager structures the content in these sections (each on Heading-Level):

- **Purpose** - What the user can achieve with it?
- **Business Background** - references to the business process pages which are relevant to this service

- **Layout** - A description on "How does it look like?" (e.g. Mockups, Drawings, ... )
- **Functionality** - A description "What should happen?" (foreground and background)
- **Acceptance Criteria** - A description on what the QA-Team should look on. ("The tests planned for acceptance")

It is considered good practice to link as many other articles as possible to support developers and testers to produce as much quality output as possible.

Upon and during the development-phase the b-op wiki-page generators will then automatically:

- append a "version-history" section containing a table of all versions and their states (planned, development started, in testing, publicly available)
- creates the initial version of a *Service Help Page*, which is then populated by the Q&A team during the testing phase and by the support team after the golive.
- create these subpages for each version
  - development history page, where developers can document important questions. The responsible manager can then further clarify in the service page.
  - The configuration subpage, which contains all configuration options as defined in the b-op service descriptor
  - The dependency subpage, which contains the information of the b-op service descriptor in a human readable way
  - The compatibility subpage, which contains the information of the b-op service descriptor in a human readable way
  - The q&a test subpage, containing relevant information of the q&a process of this service