Cloud Docs Refresh Project Summary

Date completed: September 2023

Project owner: <u>Tricia Burmeister</u>





Main areas for improvement

"Typically what I find is clear and readable, and it has been getting better. However, wayfinding remains a challenge."

"It's really hard to find what you are searching for unless you know already where it is, or how it's worded."

"Currently the documentation is dispersed, not well structured, and incomplete."

Main areas for improvement

Navigation and findability:

- Product names as the primary organizing concept
- Many navigation-focused pages and sections that link between each other
- Unclear and incomplete navigation menus

Content coverage and freshness:

- Overly-detailed content on landing pages
- Missing content on landing pages
- Topics covered on multiple pages (sharded and duplicated)

Focus of this docs project

- High-level entry points
- Landing page structure and content
- Collection structure and navigation
- Enable future page revisions and doc work by other contributors

- In scope: User docs for Toolforge and Cloud VPS
- Out of scope: WMCS admin docs; tool-related docs not on Wikitech

Entry points: Wikitech main page

Before

Wikitech is the home of technical documentation for Wikimedia Foundation infrastructure and services. This includes production clusters, Wikimedia Cloud Services, Toolforge hosting, and the Beta Cluster. To edit this wiki, you need a Wikimedia developer account. Wikitech does not use the Wikimedia Unified Login (like on Wikipedia) and does not permit editing without an account.



An overview of the Wikimedia Cloud Services (WMCS) products and ecosystem.



Wikimedia Cloud VPS provides a cloud computing infrastructure powered by OpenStack for projects related to the Wikimedia movement.



Toolforge is a hosting environment for developers working on tools (bots, webservices, scheduled jobs) that help maintain and support Wikimedia wikis.



Wiki Replicas and offerings for analysis, Tool building, and exploration. Both Cloud VPS and Toolforge can be used to access Data Services.

Data Services



Wikimedia production infrastructure is the servers, software, and databases that power the live Wikimedia Foundation websites. It is maintained by the Wikimedia Site Reliability Engineering team as well as other teams. This includes:

- . MediaWiki at WMF: highly-configured deployment of MediaWiki, the free software wiki platform.
- . Data centers: physical locations where our servers are racked.
- . Traffic: Wikimedia CDN, as powered by Varnish.
- ... and vast array of other applications, from Apache Traffic Server to Zookeeper!

To learn how to operate your own MediaWiki site, refer the documentation on mediawiki.org instead.

After

Wikitech hosts technical documentation for Wikimedia Foundation infrastructure and services. To edit this wiki, you need a Wikimedia developer account. Wikitech does not use the Wikimedia Unified Login (like on Wikipedia) and does not permit editing without an account.



Wikimedia Cloud Services (WMCS) provides tools, services, and support to technical contributors who build or maintain software that helps the Wikimedia movement. For help deciding which service is right for you, see the Cloud Services introduction.

Hosting for tools

Use Toolforge to build and host tools (bots, webservices, scheduled jobs) that support wiki projects.

Data services

Analyze wiki content and data in PAWS, Quarry, and Superset, or access data services from within Cloud VPS or Toolforge.

Cloud VPS

For advanced users: administer and run your own servers on Cloud VPS, Wikimedia cloud computing infrastructure powered by OpenStack.



Wikimedia production is the servers, software, and databases that power the live Wikimedia Foundation websites. It is maintained by the Wikimedia Site Reliability Engineering team as well as other teams.

MediaWiki at WMF

Our highly-configured deployment of MediaWiki, the free software wiki platform. To learn how to operate your own MediaWiki site, see mediawiki.org.

Data centers

Physical locations where our servers are racked.

Wikimedia CDN

Powered by Varnish.

Main improvements

- Start navigating without learning WMCS structure and product names
- Task-focused headings provide context about what each product will help the user accomplish
- Page equally divided between major audiences of Wikitech
- More consistent content presentation and formatting
- Present WMCS products in the order that we want users to consider them

Entry points: product landing pages

Before: Toolforge portal

Portal:Toolforge

toolforge.org redirects here. You might be looking for the Lists of Toolforge tools.

Create or deploy your own tools on Toolforge

Toolforge quickstart

Create and manage tool accounts

Toolforge documentation

- Tool developer and maintainer documentation: Learn how to follow basic Toolforge workflows to create and maintain tools using Tool Accounts.
- Toolforge administrator documentation: Documentation for administrators of the Toolforge service itself.

Communication and support

Support and administration of the WMCS resources is provided by the Wikimedia Foundation Cloud Services team and Wikimedia movement volunteers. Please reach out with questions and join the conversation:

Discuss and receive general support

- Chat in real time in the IRC channel #wikimedia-cloud connect, the bridged Telegram group ₺, or the bridged Mattermost channel ₺
- Discuss via email after you have subscribed to the cloud@ mailing list

Stay aware of critical changes and

plans

- Subscribe to the cloud-announce@ mailing list (all messages are also mirrored to the cloud@ list)
- Read the News wiki page

Track work tasks and report bugs

Use a subproject of the #Cloud-Services Phabricator project to track confirmed bug reports and feature requests about the Cloud Services infrastructure itself

Read stories and WMCS blog posts

Read the Cloud Services Blog (for the broader Wikimedia movement, see the Wikimedia Technical Blog (2))

Toolforge



Search Toolforge documentation

Search

- Cloud Services overview
- Toolforge user docs

Get started

- Quickstart: set up and get access
- . How Toolforge works
- Rules you must follow
- Tutorials

Build and run tools

- Navigate tool accounts and files
- Kubernetes backend
- Run a web service
- · Schedule and manage jobs
- Language-specific details:
 - Python
 - Pywikibot

After: Toolforge portal

Portal:Toolforge

toolforge.org redirects here. You might be looking for the Lists of Toolforge tools.

Toolforge is a free cloud hosting platform for Wikimedia contributors. It provides web servers, data access, job management, and other features to help developers maintain tools and bots.

Toolforge is part of the Wikimedia Cloud Services (WMCS) suite of services. It is supported by Wikimedia Foundation staff and volunteers.

Deploy your tool on Toolforge

Use Toolforge to host and maintain tools.

Go to the Toolforge user docs

Administer Toolforge

Manage the Toolforge platform and its infrastructure.

Go to the Toolforge admin docs

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Services infrastructure itself

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Before: Cloud VPS portal



Please read the Wikimedia Cloud Services introduction first.



To participate with Cloud VPS, you will need a Wikimedia Developer Account.

This page contains information about Cloud VPS and links to developer documentation.

Cloud VPS Documentation

About Cloud VPS

Cloud VPS (Virtual Private Server) provides a cloud computing infrastructure powered by OpenStack for projects related to the Wikimedia movement. The environment includes access to a variety of data services. Cloud VPS is meant to make it easier for developers and system administrators to try out improvements to Wikimedia infrastructure (including MediaWiki), power research and analytics, and host projects that are not viable in the Toolforge environment.

At the moment Debian is the only available operating system since it's a reliable and stable GNU/Linux distribution.

Virtual machines running on Cloud VPS are subject to the instance lifecycle.

Cloud VPS developer documentation

See Cloud VPS help for more technical documentation related to Cloud VPS.

Terms and conditions

You must review and agree to our terms and conditions.

Account Holders who plan to use WMCS resources and products must read and agree to the following:

- Wikimedia Cloud Services Terms of Use
- · Code of Conduct for technical spaces
- Cloud VPS projects must not collect, store, or share private data or personally identifiable information, such as user names, passwords, or IP addresses, except when complying with the conditions listed in the Wikimedia Cloud Services Terms of Use.

Request a Cloud VPS Project

To request a Cloud VPS Project, you will need to create a new project request on Phabricator, the Wikimedia community's technical project management tool. A Wikimedia developer account is required. Please read our guidelines for project requests before requesting a project

Join an existing project

- 1. Choose a project to join with OpenStack browser.
- 2. Request membership by creating a Phabricator task and assigning it directly to the project administrator(s).

Cloud VPS



Search Cloud VPS documentation

Search

- Cloud Services overview
- Cloud VPS user docs

Get started

- About Cloud VPS projects
- · Cloud VPS user roles and rights
- List of Cloud VPS projects ☑

Instances and access

- · Set up a Cloud VPS instance
- Access Cloud VPS instances
- Access instances with PuTTY and WinSCP
- · Add disk space to instances (detachable
- volumes)
- · Add database instances (Trove) to a project
- Set up a LAMP stack
- · Set up an instance using MediaWiki-Vagrant

Security and policies

- · Security groups and firewall settings
- Sudo policies
- Server groups

After: Cloud VPS portal

Portal:Cloud VPS

Cloud VPS (Virtual Private Server) provides cloud computing infrastructure, powered by OpenStack, for projects related to the Wikimedia movement. Cloud VPS makes it easier for developers to test improvements to Wikimedia infrastructure (including MediaWiki), do research and analyze data, and host projects that are not viable on Toolforge.



Before you proceed, read the Wikimedia Cloud Services introduction to decide which service is right for you.

Create and manage Cloud VPS projects

Administer your own virtual servers (instances) and Cloud VPS projects.

Go to the Cloud VPS user docs

Administer Cloud VPS

Manage the Cloud VPS infrastructure.

Go to the Cloud VPS admin docs

Communication and support

Support and administration of the WMCS resources is provided by the Wikimedia Foundation Cloud Services team and Wikimedia movement volunteers. Please reach out with questions and join the conversation:

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Read stories and WMCS blog posts

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Categories: Portals | Cloud VPS

Main improvements

- Navigation by audience into product documentation; clearly separate admindocs and user docs
- Reduce duplicate content and streamline page by focusing on function (portal vs. landing page)
- More consistent content presentation and formatting across all doc collections

Information architecture: Navigation

Before

After

Toolforge

Search Toolforge documentation

Search

- · Cloud Services overview
- Toolforge user docs

Get started

- · Quickstart: set up and get access
- · How Toolforge works
- · Rules you must follow
- Tutorials

Build and run tools

- · Navigate tool accounts and files
- Kubernetes backend
- Run a web service
- · Schedule and manage jobs
- · Language-specific details:
- Python
- Pywikibot
- Node.js
- PHP
- ...more languages/frameworks
- · Use Redis for caching
- · Index content with Elasticsearch

Access shared storage and databases

- · Access shared storage and public wiki dumps
- · Access wiki replicas
- · Access replica search indices
- Manage tool databases

Share and maintain tools

- Set up version control and code review
- · Develop successful tools
- Find and share tools on Toolhub
- Delete a tool
- · Contribute to Toolforge

Get help

- . How and where to get help
- Troubleshooting

Search · Cloud Services, Cloud VPS, and Toolforge

Toolforge

- overview
- Toolforge technical documentation

Search Toolforge Documentation

- Help and communication
- . Terms and conditions
- Technical documentation resources

Getting started

- · Toolforge quickstart guide
- · How-tos, tutorials and walkthroughs
- Troubleshooting

Running tools

- Tool accounts
- Backends
 - Kubernetes (default)
- · Grid engine (deprecated)
- Web services
- Jobs framework
- Developing successful tools

Language/framework-specific

documentation

- Java
- Mono/.NET
- Node.js
- PHP
- Python
- Pywikibot
- Rust

Toolforge services

- Version control
- Databases
- Elasticsearch
- Redis
- Dumps

Administration

Contributing to Toolforge infrastructure

Main improvements

- Task-focused section headings and link text: make it clearer what a click will help you do or learn
- Link ordering reflects user journey and progressive disclosure
- Increase visibility of storage and database content
- Fixed issues with search by switching to category- instead of prefix-based
- Added links to frequently-used tools / dashboards
- Admin-focused pages removed: created a <u>new, separate menu for admins</u>

Before

Cloud VPS



- Cloud VPS technical documentation
- Cloud Services, Cloud VPS, and Toolforge overview
- Cloud VPS project
- Cloud VPS user roles and rights
- Help and communication
- Glossary
- Technical documentation resources

Instances and access

- Set up a Cloud VPS Instance
- Access Cloud VPS Instances
- Access Cloud VPS Instances with PuTTY and WinSCP
- Add Disk Space to instances (detachable volumes)

Security and policies

- Security groups and firewall settings
- Sudo policies
- Server groups

Horizon, proxies and Puppet

- About Horizon
- Floating IP addresses
- · Proxy to reach Cloud VPS server
- Puppet on Cloud VPS
- Fupper on Cloud VF3
- Standalone puppetmaster

Additional documentation

- Set up a Cloud VPS Instance using MediaWiki-Vagrant
- Set up a Cloud VPS Instance using LAMP stack
- Development recommendations for easily moving to production

Programmatic usage

- OpenStack APIs
- Terraform

Administration

Cloud VPS infrastructure

After

Cloud VPS



Search Cloud VPS documentation

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- · Cloud Services overview
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- Puppet on Cloud VPS
- Standalone puppetmaster

Get help

- · Help and communication
- Recommendations for moving to production

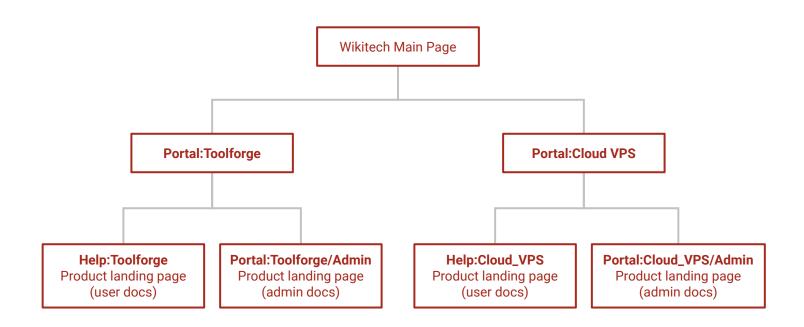
Programmatic usage

OpenStack APIs

Main improvements

- Missing pages added to navigation; non-essential pages removed
- Menu has more structure; meaningful groupings like "Get started" and "Get help" instead of "Additional documentation"
- Added ability to search within Cloud VPS docs collection
- Added links to frequently-used tools / dashboards

Navigation flow



Main improvements

- One user-focused landing page per product
- Clearer flow into, within, and across collections
- Detailed and duplicated content moved from navigation pages into more appropriate content pages
- Parallel content structure makes docs easier to navigate and maintain because users can build a mental model of what to expect and where

Information architecture: Category metadata

New categories on Wikitech

Doc types

- How-to guide
- Tutorial
- Landing page
- Overview

Programming languages

Category:Programming languages Documentation pages by programming language. Subcategories This category has the following 6 subcategories, out of 6 total. J ▶ Java (1 P) ▶ Mono (1 P) Node.js (2 P) ▶ PHP (3 P) ▶ Python (6 P) R ▶ Rust (2 P) Category: Documentation

Main improvements

- Enables collection search from nav menus to use category instead of prefix-based search (easier to maintain, doesn't require as much moving of docs)
- Enables navigation and browse by category (see all Tutorials, browse docs about using Rust)
- No need to maintain manual lists like <u>Help:Toolforge/How_to</u>; (now redirects to <u>Category:How-to-guide</u>)
- <u>Doc types</u> help keep page content focused and purposeful

Content audit: Page revisions

Docs I rewrote or heavily revised

In addition to the landing page and navigation revisions, I revised some content pages. This wasn't originally in scope, but I did it because I was moving content into them, or needed to change them so I could feel good about linking to them from the new and improved landing pages.

Overviews:

- Portal:Toolforge/About_Toolforge
- Help:Cloud Services introduction

How-to docs:

- Help:Toolforge/Quickstart
- Help:Toolforge/Tool Accounts
- Help:Cloud_VPS_project

Cloud Services Introduction: before

wmflabs.org and wmcloud.org redirect here. You might be looking for the Lists of Toolforge tools or the List of Cloud VPS projects.

Wikimedia Cloud Services (WMCS) provides tools, services, and support for technical collaborators who want to contribute in Wikimedia software projects. Use Cloud Services to host your software tools for the Wikimedia movement, without charge.

Contents [hide] 1 Service concepts 2 Toolforge 3 Cloud VPS 3.1 How is Cloud VPS organized? 3.2 Who gets a Cloud VPS project? 3.3 What is a Cloud VPS project? 3.4 How does Cloud VPS work? 4 What is the difference between Cloud VPS and Toolforge? 5 Data Services 5.1 Superset 5.2 PAWS 6 Which service is right for you? 7 Get started



Service concepts

11 Historical information

10 Learn more

Data as a service

8 Communication and support9 Technology stack

Superset and PAWS empower technically curious to advanced users to query wiki replicas and create scripts, tutorials, and data visualizations to analyze and improve Wikimedia projects.

Platform as a service

Toolforge is for intermediate to advanced users working on tools, bots, webservices that support Wikimedia projects.

See #Toolforge below.

Infrastructure as a service

Cloud VPS is for advanced users who need to administer their own servers for Wikimedia operations and software development.

See #Cloud V/PS helow

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Cloud Services Introduction: revised to be task-focused

Wikimedia Cloud Services (WMCS) provides tools, services, and support for technical collaborators who want to contribute to Wikimedia software projects. Use Cloud Services to host your software tools for the Wikimedia movement, without charge.

Contents [hide]

- 1 What can you do with Cloud Services?
 - 1.1 Host tools on Wikimedia servers
 - 1.2 Run scripts and visualize data
 - 1.3 Administer servers for software development
 - 1.3.1 What is the difference between Cloud VPS and Toolforge?
 - 1.4 Access databases and data dumps
 - 1.4.1 Access wiki databases for tool development
 - 1.4.2 Query wiki replicas and dumps in a browser
- 2 Which service is right for you?
- 3 Before you start
- 4 Learn more
- 5 Communication and support

What can you do with Cloud Services? [edit | edit source]

Host tools on Wikimedia servers [edit | edit source]

Tools and bots make it easier to edit and maintain Wikimedia projects. For developers who support Wikimedia projects by developing tools and bots, **Toolforge** provides the following features:

- Free, reliable, and scalable shared hosting, including web servers, databases and other data storage
- A distributed job processing system
- Support for multiple users to collaboratively maintain and manage tools

To use Toolforge you need:

- Some programming knowledge
- · An understanding of Unix command line

To get started, visit Help:Toolforge. Or, learn more about creating bots 2.

Run scripts and visualize data [edit | edit | source]

A stuble and efficient hosting platform.

Services that support the creation, operation, and maintenance of tools. Technical and commonity support for users of our products.

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Lookforge Query

Lookforge Query

Lookforge Query

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Lookforge Query

With house 50, 100 Miles and 100 Miles an

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PAWS is a Jupyter notebook installation hosted by Wikimedia. PAWS notebooks can be used for creating tutorials, running live code, creating data visualizations, running basic bots, and more.

About Toolforge: before

Overview

This page will help you understand what Toolforge is, some of its features, and how it is structured.

If you already know these basics, then you are ready to start developing tools! Visit the Toolforge Portal for more information.

Before you start

Before you can start using Toolforge to create and maintain tools, you'll need:

- An SSH client (like Putty or WinSCP or Linux command line)
- · An understanding of Unix command line

What is Toolforge?

Toolforge is a hosting environment, also known as Platform as a Service. Toolforge makes it easy for you to perform analytics, administer bots, run webservices, and create tools. Tools help project editors, technical contributors, and other volunteers who work on Wikimedia projects.

Toolforge is part of the Wikimedia Cloud Services (WMCS) suite of services. It is supported by Wikimedia Foundation staff and volunteers.

What is a tool?

Tools are software applications, web applications, gadgets, and bots that help people working on Wikimedia projects. Tools can do all kinds of tasks like helping editors discover quick tasks to do, making automatic edits, visualizing data, extracting metadata, and more.

What tools are hosted on Toolforge?

For a list of tools hosted on Toolforge, visit:

- https://admin.toolforge.org/tools ♂
- Toolhub 🛂
- Hav's Tool Directory ≥

What are the main features of Toolforge?

- . A supported hosting environment for tools, web services, continuous bots, and scheduled tasks
- · Access to replicated production databases
- . Shared management of tool accounts, where tools and bots are stored
- . Support for mosh, SSH, SFTP
- · Version control via Gerrit and Git
- Support for Redis
- Support for Elasticsearch

How is Toolforge structured?

Toolforge is made up of the following main parts: the bastion hosts, the Kubernetes cluster, and the databases.

Bastion hosts

About Toolforge: after

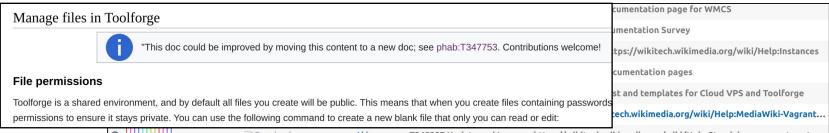
Key concepts: tools, tool accounts, and maintainers [edit | edit source] The terms "tool", "tool account", and "project" have the same meaning in Toolforge: "tool accounts" and "tool" are often used interchangeably. The tool is the basic unit of deployment in Toolforge, Each tool is actually a tool account with resources, processes, and other components in a tool-specific namespace. A tool account is a group account associated with a tool. A tool account can have one or more members or tool maintainers. You create a separate tool account for each new tool you develop on Toolforge. When you're invited to work on or help maintain a tool, you'll join an existing tool account. Tool accounts enable multiple maintainers to collaboratively manage the software source code, configuration, and jobs for that tool. Run continuous or periodic Join existing tool accounts Access wiki replicas, APIs, other People who have access to a tool account are called maintainers. Maintainers have access to the tool account's code and data. Maintainers can: · Create tool accounts/tools . Join existing tool accounts/tools . Leave tool accounts/tools in the care of others . Log in (sudo) to the tool accounts/tools Components of Toolforge [edit | edit | source] Bastion hosts [edit | edit source] A bastion is the main host on any given network for external users to log in to. Toolforge users can choose from two bastion hosts: login.toolforge.org user login to access tools interactively; use this host for most tasks dev.toolforge.org functionally identical to login host, but used for heavy processing, such as compiles Storage (NFS) [edit | edit source] NFS is used for many purposes in Toolforge, including: Storing tool home directories and files (in /data/project/<TOOL NAME>) Distributing tool source code to the Kubernetes computing backend . Storing database access credentials (in \$HOME/replica.my.cnf) and Kubernetes TLS certificates . Storing logs that are generated at runtime from webservices and jobs · Distributing wiki dumps · Storing tool temp files

Docs I deprecated, decimated, or redirected

- Help:Getting Started
- Help:Glossary
- <u>Help:Toolforge/Dumps</u>
- Help:Toolforge/How_to
- Help:Toolforge/My first Pywikibot tool
- <u>Technical documentation checklist and templates</u>
- ...and more!

Content audit: Curating Phabricator tasks

Connecting actionable tasks to docs



⊗ -	✓ Resolved	Aklapper	T245297 Update and Improve https://wikitech.wikimedia.org/wiki/Help:Standalone_puppetmaster
o <u> </u>	Open	None	T245314 Update and improve: https://wikitech.wikimedia.org/wiki/Help:Toolforge/Java
∞ <mark>-</mark>	Duplicate	None	$\textcolor{red}{\textbf{T245685}}\textbf{Improve content design of: https://wikitech.wikimedia.org/wiki/Help:Toolforge/My_first}$
© •	Open	None	T126094 Create a "Beginners guide to creating a Cloud VPS instance" wiki page
○ 	Open	None	T347637 Clean up Cloud VPS doc content and sequence for account / project / instance setup and \dots
○ -	Open	Frostly	T334697 Update Help:Access to Toolforge instances with PuTTY and WinSCP
	Open	None	${\bf T232404\ Restructure\ and\ improve\ content\ for:\ https://wikitech.wikimedia.org/wiki/Help:Toolforg}$
	Open	Frostly	T347753 Create a new doc about managing and sharing files in Toolforge
	Open	None	T347887 Consolidate information about tool memory, resources, and quota into one doc
	Open	None	T347888 Move content out of Kubernetes doc and into web and jobs framework docs
○	Open	None	T347890 Deprecate Help:Resize_root_partition_of_an_OpenStack_hosted_virtual_machine
◎	Open	None	T347893 Refresh Toolforge Performance doc, consolidate related info, and make it more visible

^JT203131

Main improvements

- Better-scoped and more approachable <u>mega-task</u> that gathers together existing and newly-filed tasks for WMCS docs. (They also have project tags).
- New tasks are written to make it as easy as possible for anyone to claim them and help improve the docs.
 - Someone already claimed one of them just days after I filed it! :)
- Cleaned-up / resolved overly broad or ambiguous doc tasks.
- Connections between pages on-wiki and tasks in Phabricator makes doc work more visible and inviting.

Thanks to Alex, Kamil, Francesco, David, Nicholas, and everyone else who collaborated or provided feedback and reviews to support this work! <3

Now...don't you wanna go fix some docs?

Yeah!