



Webinar On

# How to design and improve your documentation workflow continuously ?

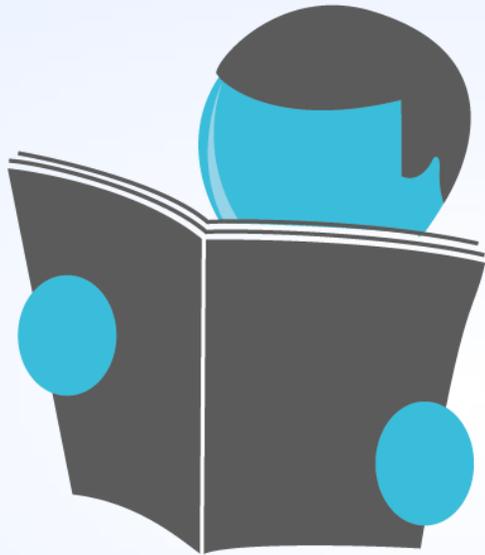
Speaker

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Head of Data Science, Kovai.co



# Overview



Documentation workflow



Optimisation

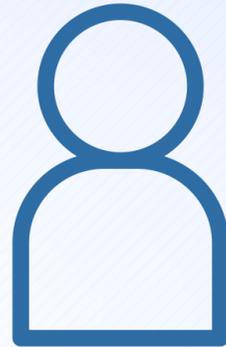


Tips and tricks

# Documentation process



Iterative process



Solo writer



Framework

# Chaos



# Framework



Good principles



Components



Business process (workflow)

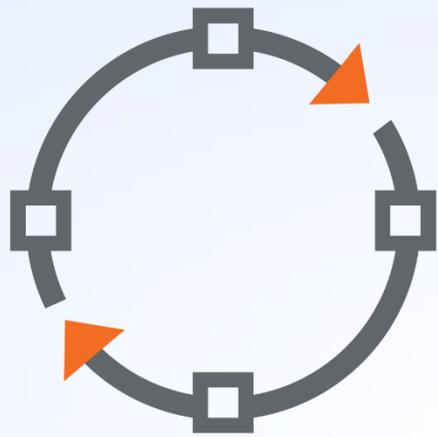


Documentation standards



Style guides

# Business process



Business Process  
Modelling



Swim lanes



Stakeholders



Activities



RACI Matrix

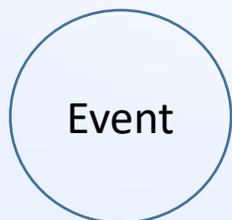
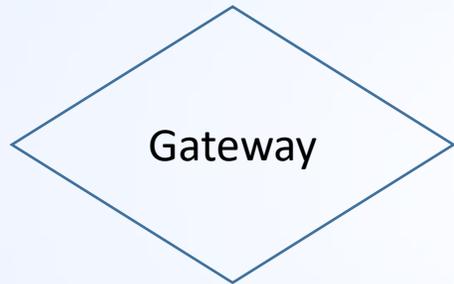


Roles



Communication

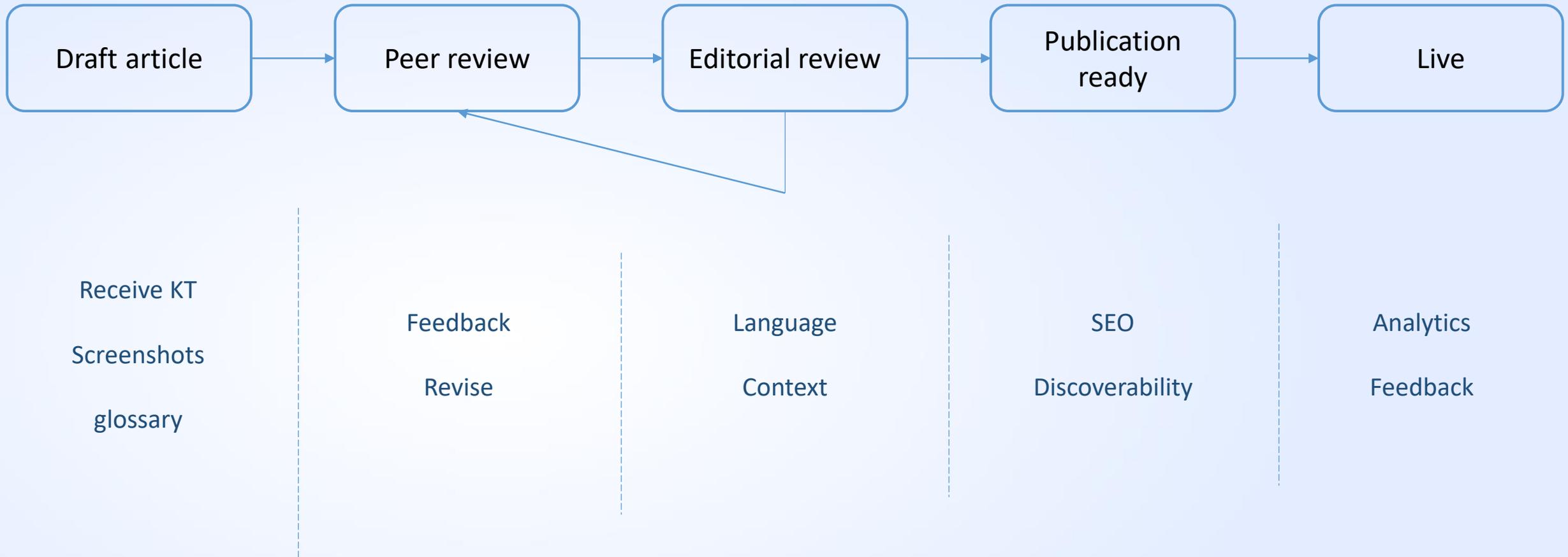
# Business Process Modelling



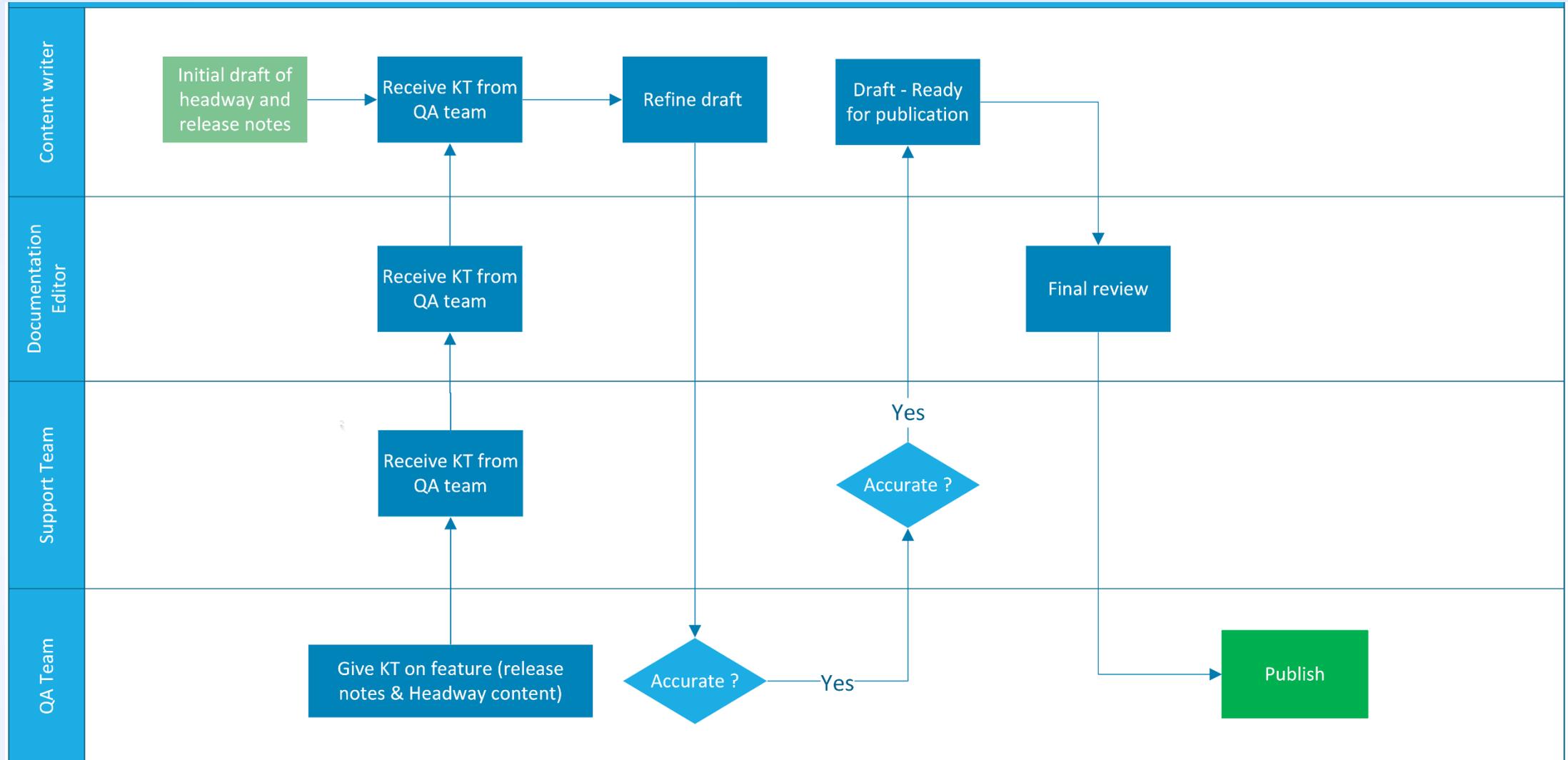
# RACI Matrix

- R** Responsible for doing an activity
- A** Accountable for driving an outcome
- C** Consulted before decision
- I** Informed about all activities

# Typical process



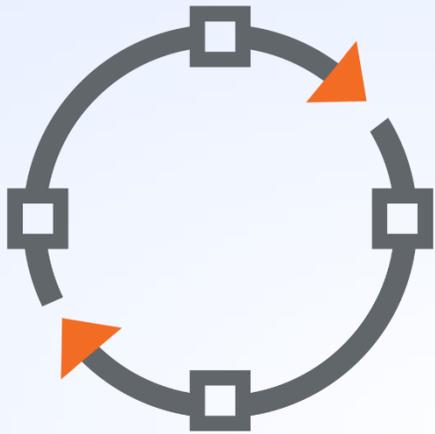
# Typical process



# RACI Matrix - Example

Role \ Activity	Technical writer	Documentation manager	Developer	Product Manager	Customer support Manager
Screenshots	R	A	I		
Draft content	R	A	I	C	I
Content approval	R	A			
FAQs	R	A	C	I	C
Address Feedback	R	A	C	C	C
Reporting	R	A		I	I

# Workflow Mapping



Workflow



Stakeholder consultation



Current and future state



Workflow measurements



Governance

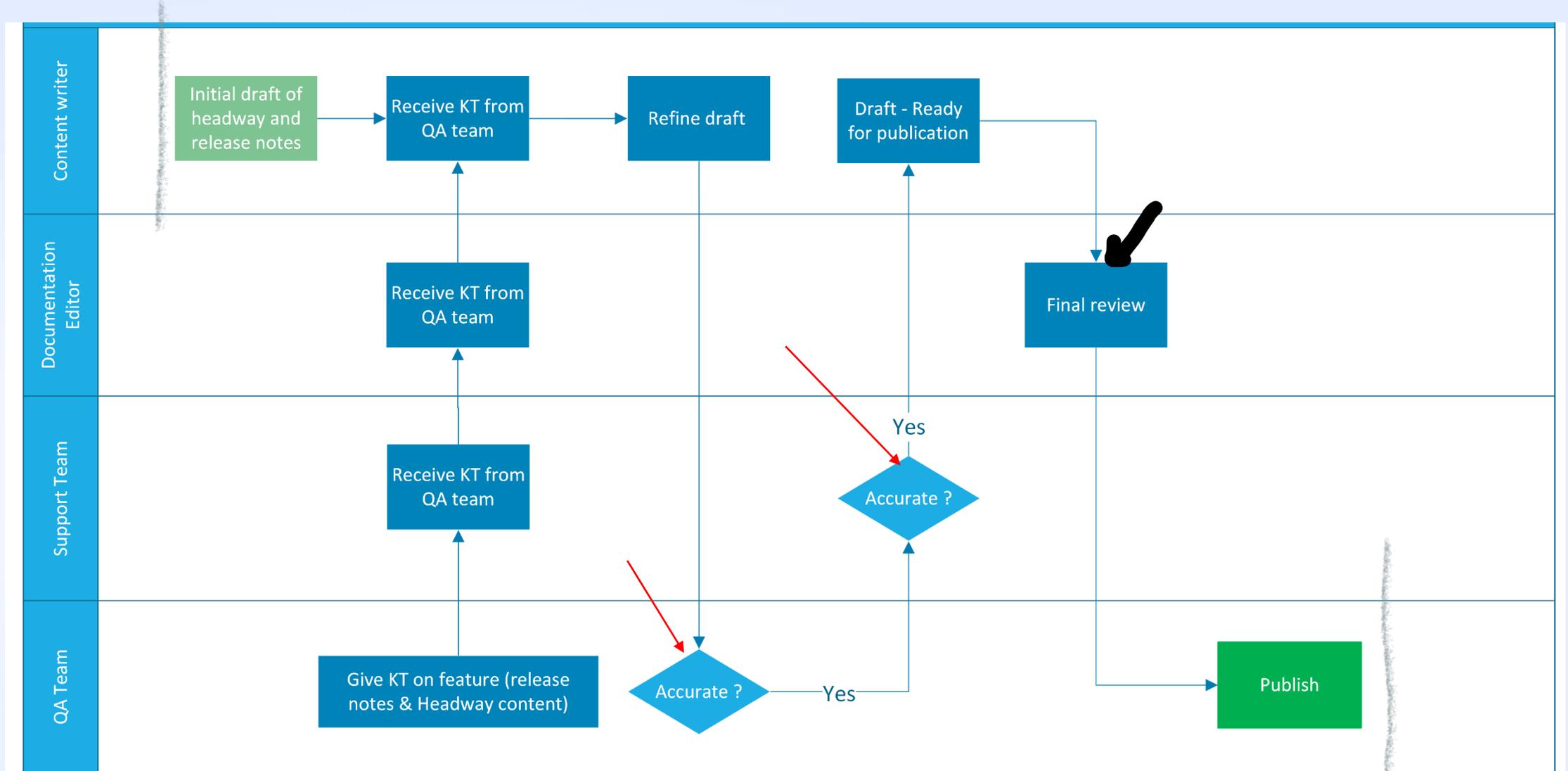
# Data



Data

- ✓ Focus on **Time to Value & Content quality**
- ✓ Process metrics – time, quality, resource
- ✓ Identify bottlenecks
- ✓ Documentation risks

# Typical process



# Leveraging data



Data



Workflow status



Automate workflow process



Utilise technology tools



Analytics

# Workflow metrics



Metrics



Time taken at granular



Missed deadlines



Resource capacity



Customer feedback

# Tech stack

Feedback

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Knowledge base

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Workflow automation

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Project management

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# Process review



Review process every quarter



Focus on customer outcomes



Stakeholder consultation

# Automation

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- ✓ Repetitive work
- ✓ Think about automation
- ✓ Focus on high-value tasks

# Value proposition



Take measurements



Analytics for insights



Link to customer outcomes

Questions ?

# Thank You!

