Webinar On

How to design and improve your documentation workflow continuously?

Speaker

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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

- Swim lanes
- RACI Matrix
- Stakeholders
- Activities
- Roles
- Communication
Business Process Modelling

- Activity
- Gateway
- Event
- Swim lane
- Message flow
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

- Draft article
- Peer review
- Editorial review
- Publication ready
- Live

Receive KT
Screenshots
glossary

Feedback
Revise

Language
Context

SEO
Discoverability

Analytics
Feedback
Typical process

- **Content writer**: Initial draft of headway and release notes → Receive KT from QA team → Refine draft → Draft - Ready for publication

- **Documentation Editor**: Receive KT from QA team → Final review

- **Support Team**: Receive KT from QA team → Accurate? (Yes)

- **QA Team**: Give KT on feature (release notes & Headway content) → Accurate? (Yes) → Publish
## RACI Matrix - Example

<table>
<thead>
<tr>
<th>Activity</th>
<th>Role</th>
<th>Technical writer</th>
<th>Documentation manager</th>
<th>Developer</th>
<th>Product Manager</th>
<th>Customer support Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screenshots</td>
<td>R</td>
<td>A</td>
<td>I</td>
<td></td>
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<tr>
<td>Draft content</td>
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<td>A</td>
<td>I</td>
<td>C</td>
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<td>C</td>
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<td>I</td>
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</tbody>
</table>
Workflow Mapping

- Stakeholder consultation
- Current and future state
- Workflow measurements
- Governance
Data

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

Content writer
- Initial draft of headway and release notes
  - Receive KT from QA team
    - Refine draft
      - Draft - Ready for publication
        - Final review
          - Yes
            - Accurate?
              - Yes
                - Publish
              - No
                - Go back to Receive KT from QA team

Documentation Editor
- Receive KT from QA team
  - Final review
    - Yes
      - Accurate?
        - Yes
          - Publish
        - No
          - Go back to Receive KT from QA team

Support Team
- Receive KT from QA team
  - Accurate?
    - Yes
      - Publish
    - No
      - Go back to Receive KT from QA team

QA Team
- Give KT on feature (release notes & Headway content)
  - Accurate?
    - Yes
      - Publish
    - No
      - Go back to Receive KT from QA team
Leveraging data

- Workflow status
- Automate workflow process
- Utilise technology tools
- Analytics
Workflow metrics

- Time taken at granular
- Missed deadlines
- Resource capacity
- Customer feedback
Tech stack

- Feedback
- Knowledge base
- Workflow automation
- Project management
Process review

1. Review process every quarter
2. Focus on customer outcomes
3. Stakeholder consultation
Automation

- Repetitive work
- Think about automation
- Focus on high-value tasks
Value proposition

- Take measurements
- Analytics for insights
- Link to customer outcomes
Questions?
Thank You!