



LONG-TERM DOCUMENTATION MAINTENANCE:

CRITICALLY NECESSARY,

DEEPLY UNDERAPPRECIATED

KENZIE WOODBRIDGE

@rainbowkenz

MAY 2019
BCNET



HI! I'M KENZIE (PRONOUNS: THEY/THEM)

I... ATTEND MEETINGS?

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HI! I'M KENZIE (PRONOUNS: THEY/THEM)

I CONTRIBUTE SUBSTANTIVELY IN
MEETINGS!

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HI! I'M KENZIE (PRONOUNS: THEY/THEM)

I CARE ABOUT DOCUMENTATION A LOT
(AND TALK OBSESSIVELY ABOUT IT IN MEETINGS)

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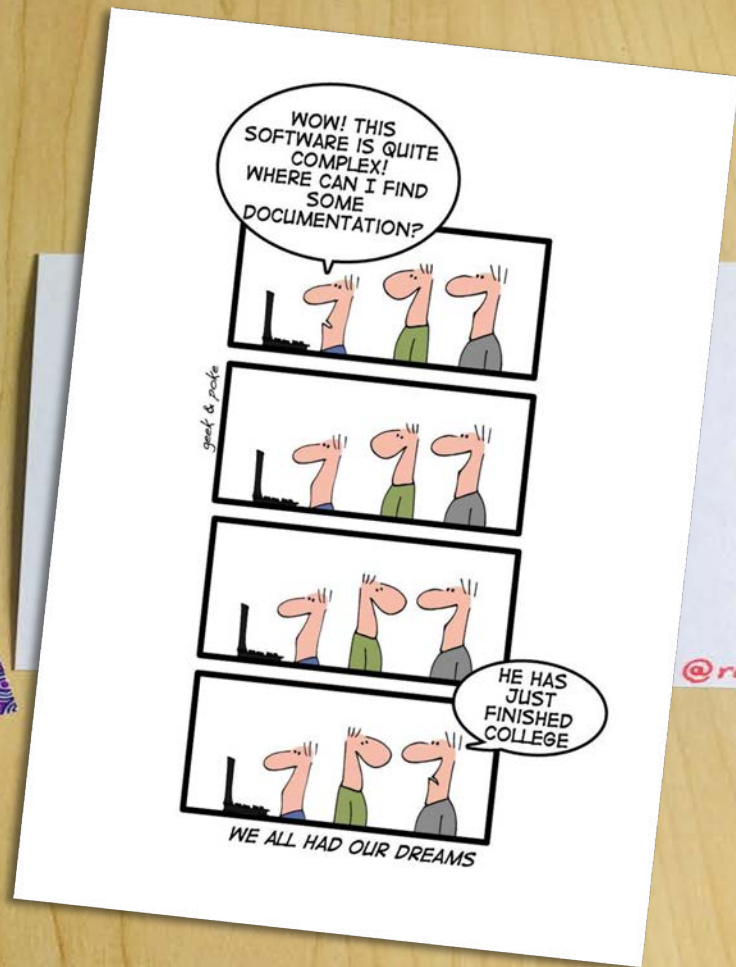
HI! I'M KENZIE (PRONOUNS: THEY/THEM)

WORK AT BCIT. WRITE AND EDIT DOCS.

DESIGN AND DELIVER USER TRAINING.

SUPPORT AND ADVOCATE FOR USERS.

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THE PROBLEM

DOCUMENTATION IS GREAT...

... BUT **ONLY** WHEN IT IS *CURRENT, ACCURATE, AND RELEVANT.*

AND SOMETIMES, IT ISN'T.

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DEFINITIONS

WHAT IS DOCUMENTATION?

"THE LIFE-CHANGING MAGIC OF
WRITING THINGS DOWN."

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DEFINITIONS

WHAT IS DOCUMENTATION?

DEVELOPER DOCUMENTATION, USER
DOCUMENTATION, CODE COMMENTS, KNOWLEDGE
BASE, CODE SAMPLES, RELEASE NOTES, EMBEDDED
HELP, UI TEXT, USER MANUAL, ETC., ETC., ETC.

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DEFINITIONS

WHAT IS LONG-TERM MAINTENANCE?

EVERYTHING WE DO TO ENSURE CONTINUED
ACCURACY, RELEVANCE, AND CURRENCY OF OUR
DOCUMENTATION OVER MONTHS TO YEARS.

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THE HARD TRUTH

TECHNOLOGY WON'T SAVE US.
TECHNOLOGICAL SOLUTIONS CAN *HELP*...
... BUT, IT STILL COMES DOWN TO PEOPLE.
I'M SO SORRY.

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THE PLAN

~~A. INTRODUCTIONS AND DEFINITIONS~~

~~B. CRUSH HOPES AND DREAMS~~

C. WHAT MAKES A MAINTENANCE
STRATEGY "GOOD"?

D. STRATEGIES

E. SUMMARY AND CONCLUSIONS

F. RESTORE OPTIMISM AND HOPE FOR FUTURE

(OPTIONAL, TIME-PERMITTING)

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CRITERIA

A GOOD DOCS MAINTENANCE STRATEGY:

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CRITERIA

A GOOD DOCS MAINTENANCE STRATEGY:

1. WORKS FOR THE PEOPLE USING IT




@rainbowkan2



CRITERIA

A GOOD DOCS MAINTENANCE STRATEGY:







1. WORKS FOR THE PEOPLE USING IT  
2. ENSURES DOCS REMAIN *ACCURATE, RELEVANT,*
AND CURRENT OVER TIME  

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CRITERIA

A GOOD DOCS MAINTENANCE STRATEGY:









1. WORKS FOR THE PEOPLE USING IT  
2. ENSURES DOCS REMAIN *ACCURATE, RELEVANT,*
AND CURRENT OVER TIME  
3. IS SELF-SUSTAINING/ENCOURAGES USE  

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CRITERIA

A GOOD DOCS MAINTENANCE STRATEGY:











1. WORKS FOR THE PEOPLE USING IT  
2. ENSURES DOCS REMAIN *ACCURATE, RELEVANT,*
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3. IS SELF-SUSTAINING/ENCOURAGES USE  
4. FITS BUDGETS (MONEY, TIME, ATTENTION,
PERFORMANCE, ETC.)  

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CRITERIA

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1. WORKS FOR THE PEOPLE USING IT  
2. ENSURES DOCS REMAIN *ACCURATE, RELEVANT,*
AND CURRENT OVER TIME  
3. IS SELF-SUSTAINING/ENCOURAGES USE  
4. FITS BUDGETS (MONEY, TIME, ATTENTION,
PERFORMANCE, ETC.)  
5. IS FORWARD-THINKING AND CAN SCALE AS
NEEDED  

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THE PLAN, REVISITED



~~A. INTRODUCTIONS AND DEFINITIONS~~

~~B. CRUSH HOPES AND DREAMS~~

~~C. WHAT MAKES A MAINTENANCE
STRATEGY "GOOD"?~~

D. STRATEGIES

E. SUMMARY AND CONCLUSIONS

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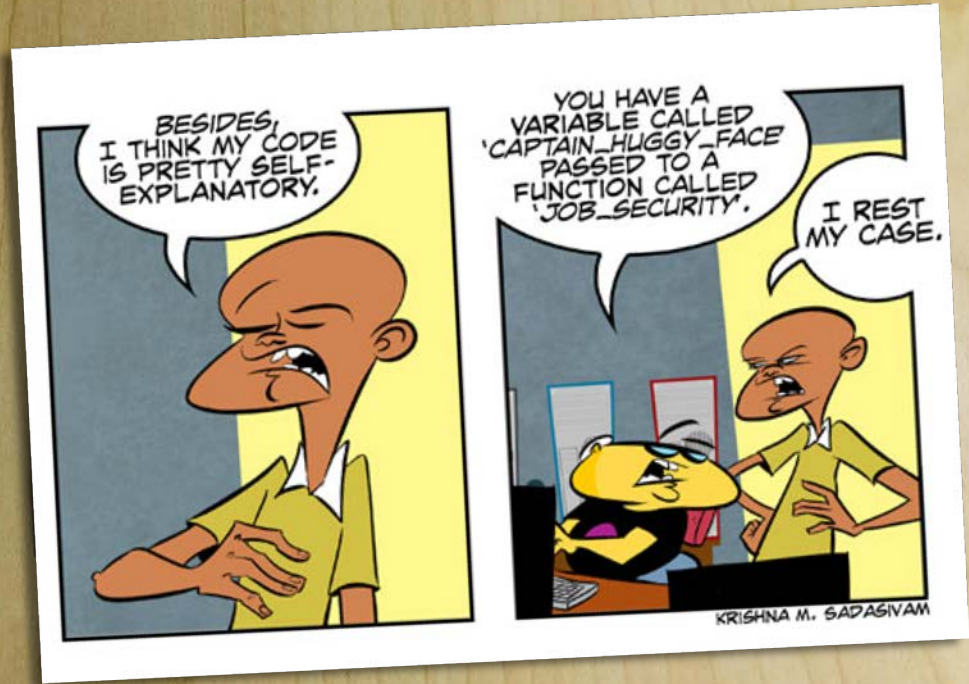
DOCS STRATEGIES THAT SUPPORT MAINTENANCE:

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DOCS STRATEGIES THAT SUPPORT MAINTENANCE:

* "SELF-DOCUMENTING" CODE

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"SELF-DOCUMENTED" CODE?

CAN: 😊 ⚙️ ✅ 🐷 📅 📈

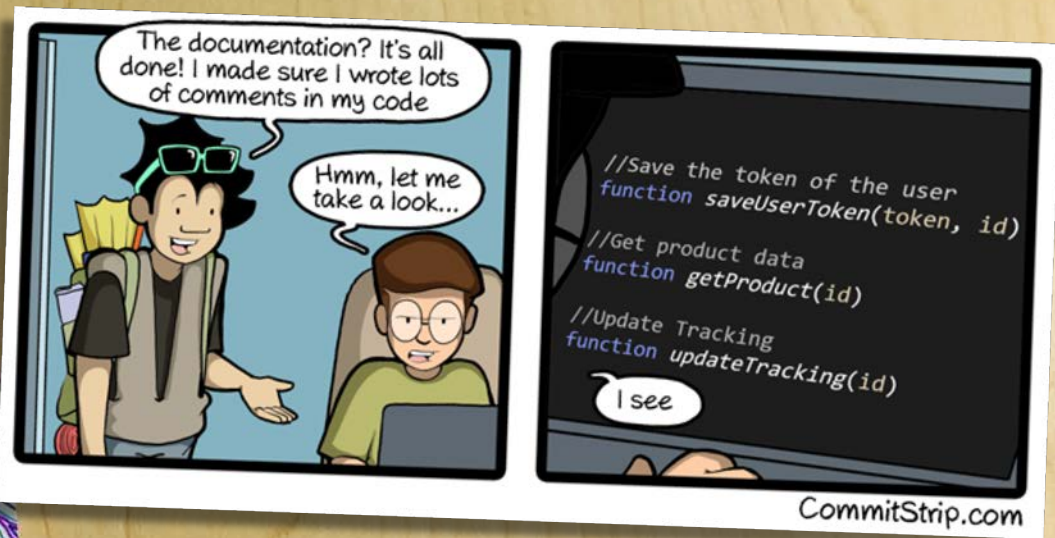
- * MAKE CODE BASE MORE MAINTAINABLE
- * SAVE FUTURE DEVELOPER TIME
- * INSPIRE ENTHUSIASM
- * MAKE OUTDATED INFO ~~VERY~~ UNLIKELY

BUT: ❌ 👤 👤 👎 ⌚

- * ~~QUALITY CAN BE TERRIBLE~~ (SRRY)
- * NO HOLISTIC VIEW OF DOCS - HARD TO IDENTIFY GAPS, DUPLICATIONS, ETC.
- * INACCESSIBLE TO END USERS, LIMITED REUSABILITY

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WELL-WRITTEN CODE?

CAN: 😊 ⚙️ ✅ 🐷 📅 📈

- * MAKE CODE BASE MORE MAINTAINABLE
- * SAVE FUTURE DEVELOPER TIME
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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE






* STRUCTURED CONTENT



STRUCTURED CONTENT (DITA, ETC.)



CAN:    

- * MAKE DUPLICATION AND INCONSISTENCY UNLIKELY
- * BUILD IN HOLISTIC VIEW OF DOCS
- * MAKE DOCS EASIER TO UPDATE OVER TIME
- * SCALE WELL

BUT:      

- * DOCS TOOL IS LIKELY COMPLETELY SEPARATE FROM CODE BASE
- * DAUNTING FOR INEXPERIENCED WRITERS

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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



* STRUCTURED CONTENT



STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



* STRUCTURED CONTENT



* AUTOMATIC DOC GENERATION

AUTOMATIC DOCUMENTATION GENERATION



CAN:        

- * BE JUST SO MUCH FUN! (IF YOU ARE A DEVELOPER)
- * MAKE DOCS EASY TO UPDATE - JUST GENERATE AGAIN
- * ENSURE THAT CODE SAMPLES ARE VERY LIKELY TO ACTUALLY WORK

BUT:  

- * QUALITY IS VARIABLE AND GAPS ARE INEVITABLE
- * GENERATOR IS ONE MORE THING TO MAINTAIN

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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



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* GOOD RECORDS

GOOD RECORDS

Knowledge Articles

Knowledge Article contains marqui.

Drag a column header here to group by that column

Solution...	Content Owner	Title	Review Date	Audience	Status
1041		Knowledge Article #1041 - Resetting passwords and reactivating users in Marqui	3/14/2020	ITS Only	Updated
1351	Kenzie Woodbridge	Creating an "Edit this BCIT page in Marqui" bookmarklet in Firefox	5/30/2019	Faculty and Staff	Updated
1372		CAS Login Look & Feel	12/7/2019	ITS Only	Updated
1373		Marqui: Applying CSS to the Rich Text Editor	9/12/2019	ITS Only	Updated
1374		Public Web Banners	1/24/2019	ITS Only	Review
1382		Embedded Contact Directory Lists	6/17/2019	ITS Only	Updated
1413		Marqui: WXGET Select	9/12/2019	ITS Only	Updated
1414		Urgent request to release program catalogue page	7/26/2019	ITS Only	Updated
1415		Current workflow for getting Videos onto bdt.ca	5/17/2016	ITS Only	Review
✓ 1416		Form Handling	11/19/2019	ITS Only	Published
1420		Public Template Type	9/12/2019	ITS Only	Updated
1421		Peekaboo Script	7/1/2019	ITS Only	Updated
1423		Web Services YouTube account	1/24/2019	ITS Only	Review
1429	Kenzie Woodbridge	Bookmarklet to edit current page in Marqui	2/1/2019	ITS Only	Review
1430		Common Use Classes	7/26/2019	ITS Only	Updated
1431		New Root Folder Checklist	6/17/2019	ITS Only	Updated
1442		Marqui and Zombie Pages	6/17/2019	ITS Only	Updated
1447	Kenzie Woodbridge	Marqui Links and Troubleshooting	6/15/2019	ITS Only	Updated
1453		New Department Sitelet Checklist	12/7/2019	ITS Only	Updated
1488		Marqui User Stylesheet	1/24/2019	ITS Only	Review



GOOD RECORDS



CAN:    

- * MAKE HOLISTIC VIEW ACCESSIBLE ON DEMAND

- * HELP IDENTIFY DUPLICATIONS AND GAPS

BUT:      

- * RECORDS ARE ONE MORE THING TO MAINTAIN

- * RECORD-KEEPING IS THE EASIEST THING TO DROP

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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



* STRUCTURED CONTENT



* AUTOMATIC DOC GENERATION



* GOOD RECORDS



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* ~~"SELF-DOCUMENTING"~~ GOOD CODE



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* AUTOMATIC DOC GENERATION



* GOOD RECORDS



* DEDICATED DOCS STRATEGIST/TEAM
INTEGRATED WITH DEV TEAM

DOCS STRATEGIST/TEAM INTEGRATED WITH DEVS



CAN:        

- * MAINTAIN GOOD HOLISTIC OVERALL VIEW OF DOCS
- * DEAL WITH GAPS, DUPLICATIONS, OUTDATED INFO
- * SUPPORT DEVS, USER SUPPORT TEAM, USERS, ETC.

BUT:  

- * REQUIRES \$, ORGANIZATIONAL WILL

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DOCS ENVIRONMENT/PROCESSES INTEGRATED WITH DEV ENVIRONMENT/PROCESSES

STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



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SMALL SCALE, BUDGET:

STRATEGIES THAT SUPPORT MAINTENANCE:

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SMALL SCALE, BUDGET:

* "LET'S GO REVIEW ALL THE DOCS"



"LET'S GO REVIEW ALL THE DOCS"



CAN: ⚠️ ⌚

- * PROVIDE GOOD HOLISTIC VIEW OF DOCS
- * IDENTIFY GAPS, DUPLICATIONS, OUTDATED CONTENT

BUT: ❌ 👤 👤 😞 ⚙️ ⚙️ ⚠️ 🐷 📅 ❌

- * DOESN'T SCALE; TIME-CONSUMING AND ONEROUS IF LOTS O' DOCS
- * MORE LIKELY TO BE INTERRUPTED/NOT FINISHED
- * EVERYONE LOVES IT... UNTIL THEY DON'T

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SMALL SCALE, BUDGET:

* "LET'S GO REVIEW ALL THE DOCS"



* USER-TRIGGERED REVIEW/
UPDATE

USER-TRIGGERED REVIEW/UPDATE



CAN:      

- * ENSURE NO WASTED WORK
- * PRIORITIZE EFFORTS
- * BE CHEAP/FREE

BUT:    

- * LACKS HOLISTIC VIEW OF DOCS
- * CAN'T IDENTIFY GAPS OR DUPLICATIONS
- * DOESN'T REALLY SCALE

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STRATEGIES THAT SUPPORT MAINTENANCE:

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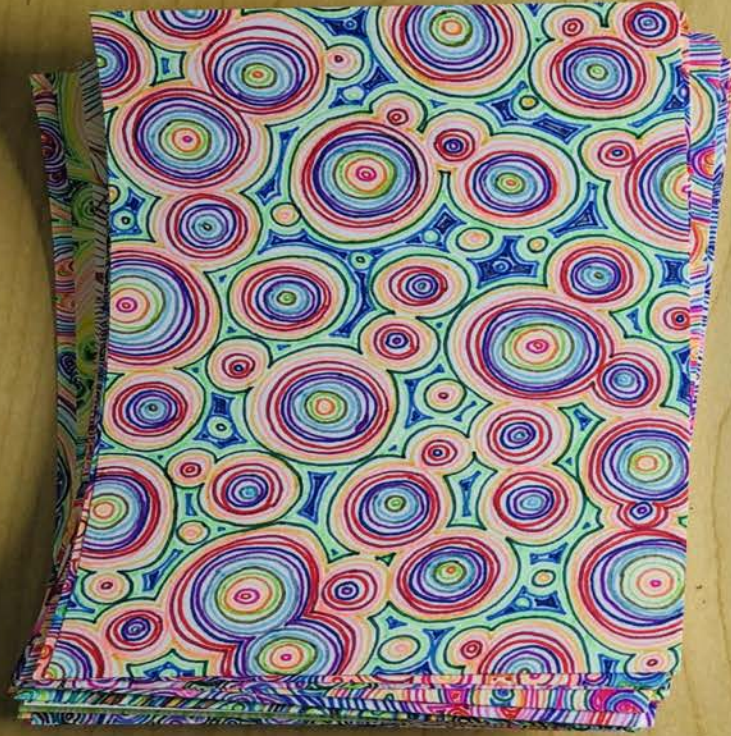
* METRICS-DIRECTED
REVIEW

METRICS-DIRECTED REVIEW

TOP THREE RESOURCES:
(HOME PAGE) 9.68
16.86
6.96
+ 3.81
37.25%

Search Term ?	Total Unique Searches ?	↓
	279	
	% of Total: 100.00% (279)	
1. /fs	10 (3.58%)	
2. /f	9 (3.23%)	
3. /f	8 (2.87%)	
4. /f	7 (2.51%)	
5. /f	6 (2.15%)	
6. /f	6 (2.15%)	
7. /f	5 (1.79%)	
8. /f	4 (1.43%)	
9. /f	4 (1.43%)	
10. /f	3 (1.08%)	
10. /fsr/admin/unified/2255.shtml	1 (0.03%)	
	64 (1.74%)	

METRICS-DIRECTED REVIEW



CAN:        

* PRIORITIZE EFFORTS BY USER NEED

* BE EFFICIENT

* BE USED AT ANY SCALE

BUT:  

* DELIBERATELY CREATES GAPS

* NO HOLISTIC VIEW

* CAN'T IDENTIFY DUPLICATIONS, ETC.

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STRATEGIES THAT SUPPORT MAINTENANCE:

* ~~"SELF-DOCUMENTING"~~ GOOD CODE



* STRUCTURED CONTENT



* AUTOMATIC DOC GENERATION



* GOOD RECORDS



* DEDICATED DOCS STRATEGIST/TEAM
INTEGRATED WITH DEV TEAM



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SMALL SCALE, BUDGET:

* "LET'S GO REVIEW ALL THE
DOCS"




* USER-TRIGGERED REVIEW/
UPDATE



* METRICS-DIRECTED
REVIEW



STRATEGIES THAT SUPPORT MAINTENANCE:

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UPDATE 

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REVIEW 

LARGER SCALE, BUDGET, PERIOD OF
TIME, AUDIENCE, TEAM:

STRATEGIES THAT SUPPORT MAINTENANCE:

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SMALL SCALE, BUDGET:

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UPDATE 

* METRICS-DIRECTED
REVIEW 

LARGER SCALE, BUDGET, PERIOD OF TIME, AUDIENCE, TEAM:







* SCHEDULED ENFORCED
REVIEW

SCHEDULED ENFORCED REGULAR REVIEW

Total Non Retired Articles: 584

Current Review Work Items: 121

Articles Past Review: 121

CAN:      

- * MAKE OUTDATED DOCS RARE/SHORT-LIVED
- * ELIMINATE GAPS AND DUPLICATIONS
- * MAKE WORKLOAD MANAGEABLE OVER TIME

BUT:    


- * REQUIRES COMMITTED RESOURCE/S TO SUPPORT AND ENFORCE REVIEW
- * RELIANT ON GOOD RECORDS

Knowledge Article #784 Needs to Be Reviewed.

1. Read the existing article here:
<http://kb.bcit.ca/fsr/web/marqui/784.html>
2. Fill out the Task Completion Details. There are four possibilities:
 - No changes required - The article is correct and current as is.
 - Changes required - the article requires some changes to be correct and current. You can either:
 - a) list the required changes in the Task Completion Details.
 - b) attach the edited file to the Knowledge Article record, or

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* "LET'S GO REVIEW ALL THE DOCS" 


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REVIEW 

LARGER SCALE, BUDGET, PERIOD OF TIME, AUDIENCE, TEAM:

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UPDATE 

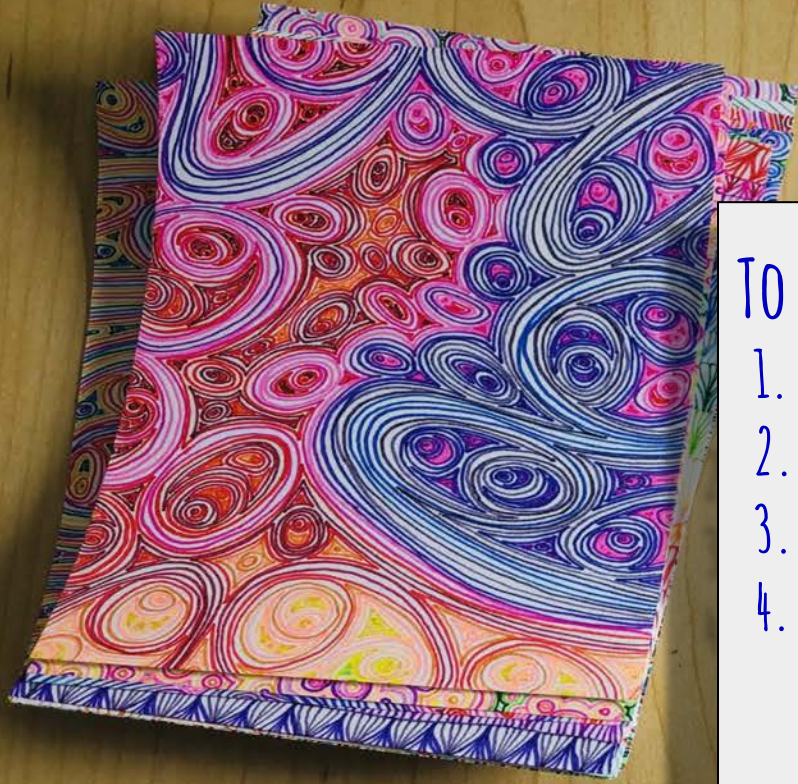
* METRICS-DIRECTED
REVIEW 

LARGER SCALE, BUDGET, PERIOD OF TIME, AUDIENCE, TEAM:

* SCHEDULED ENFORCED
REVIEW 

* "GRAND UNIFIED THEORY OF
EVERYTHING"

"GRAND UNIFIED THEORY OF EVERYTHING" NANCE"



TO START:

1. ASSIGN AND WORKLOAD A DOCS PERSON
2. ADD USER TRIGGER FOR REVIEW (5 MINS)
3. ADD ANALYTICS/METRICS (30 MINS)
4. "LET'S REVIEW ALL THE DOCS!" (ONCE)
 - A. ASSIGN OWNERS/MAINTAINERS
 - B. START KEEPING GOOD RECORDS
5. START SCHEDULING/ENFORCING REGULAR REVIEW

"GRAND UNIFIED THEORY OF DOCS MAINTENANCE"

TO START:

LATER ON:

- * KEEP ON ENFORCING REGULAR REVIEW (FOREVER)
- * DO METRICS-DIRECTED REVIEW (5-30 MINS, REPEAT)
- * LOOK AT ENSURING GOOD CODE AND CONSIDER USING
AUTOMATIC DOCUMENTATION GENERATOR
- * CONSIDER STRUCTURED CONTENT APPROACH FOR DOCS
 - START WITH DOCS TEMPLATES

"GRAND UNIFIED THEORY OF DOCS MAINTENANCE"



CAN:        


- * REINFORCE EACH STRATEGY AND REWARD USE
- * BACKFILL DEFICIENCIES OF ANY ONE STRATEGY
- * ENSURE THAT KANBAN BOARD NEVER EMPTIES

BUT:  

- * HEY PRESTO, COMPLEXITY!

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LARGER SCALE, BUDGET, PERIOD OF TIME, AUDIENCE, TEAM:

* SCHEDULED ENFORCED
REVIEW 

* "GRAND UNIFIED THEORY OF
EVERYTHING DOCS
MAINTENANCE" 

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E. SUMMARY AND CONCLUSIONS

F. RESTORE OPTIMISM AND HOPE FOR FUTURE

(OPTIONAL, TIME-PERMITTING)

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SUMMARY



- * SCALE AND RESOURCES ARE IMPORTANT.
- * PLENTY OF STRATEGIES TO CHOOSE FROM.
- * START NOW WITH WHAT AND WHO YOU HAVE, FROM WHERE YOU ARE. SOMETHING > NOTHING.
- * KEEP GOING. AND GOOD LUCK!

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THANK YOU!



THESE SLIDES:

[BIT.LY/DOCSMAINTFORBCNET](https://bit.ly/docsmaintforbcnet)

NOTES AND SOURCES:

[FURTHER RESOURCES ON DOCUMENTATION
MAINTENANCE](#)

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