

DevOps Documentation

Managing documentation in a [shared ownership](#) environment

“Not long ago, people in Chrysler’s headquarters joked that four strangers in an elevator qualify as a **team**.

No one works any longer, they **collaborate**.
Collaboration leads to (of course!) innovation, engagement, creativity, and fulfilment.

Good managers don’t direct, they **facilitate collaboration**.”

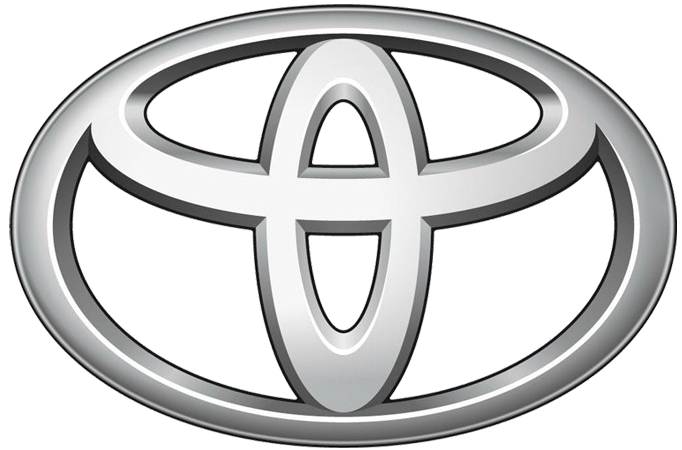
HBR

15%

**increase in revenue from
product collaborations**

collaboration

**find teammates who do
something you can't**



74%

**“social” business uses social
technology to foster
collaboration**

strategy first

technology follows

*“I couldn't do what I did with Linux for Windows, even if I had the source code. The **architecture** just wouldn't support it.”*

Linus Torvalds, 1998

*“A **Book Sprint** starts with an outline for a book idea, and ends with the production of a printed book “*
Anne Gentle, 2009

“Is Collaborative Authoring Over-Hyped?”
Tom Johnson, 2012

**create and maintain
documentation required by
product or service produced as
result of collaboration**

**material that provides
of trial information
or evidence,
or material that serves as a
record**

tech comms framework
is
content strategy

content strategy

Information / content model

content

style guide | DITA | DocBook

design

CSS | template

process

agile | waterfall | kanban

standards

PDF | xliif | SCORM

waterfall

spiral

v-shaped

iterative

open source

Serial (>)

Develop > Document > Translate

Parallel (□)

Develop

□ **Document**

□ **Translate**

Collective (↻)

Develop

↻
Document

↻
Translate



monarchy

scale



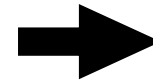
pace



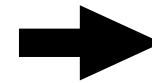
qual.



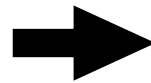
hierarchy



democracy



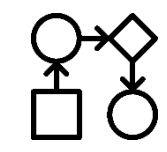
consensus



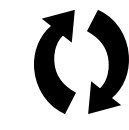
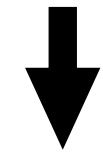
anarchy



content strategy



In. Ar



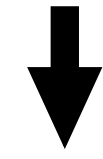
content

TC
SME



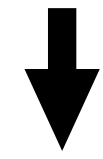
design

UX
UI



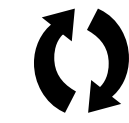
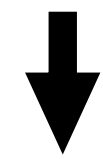
process

TC

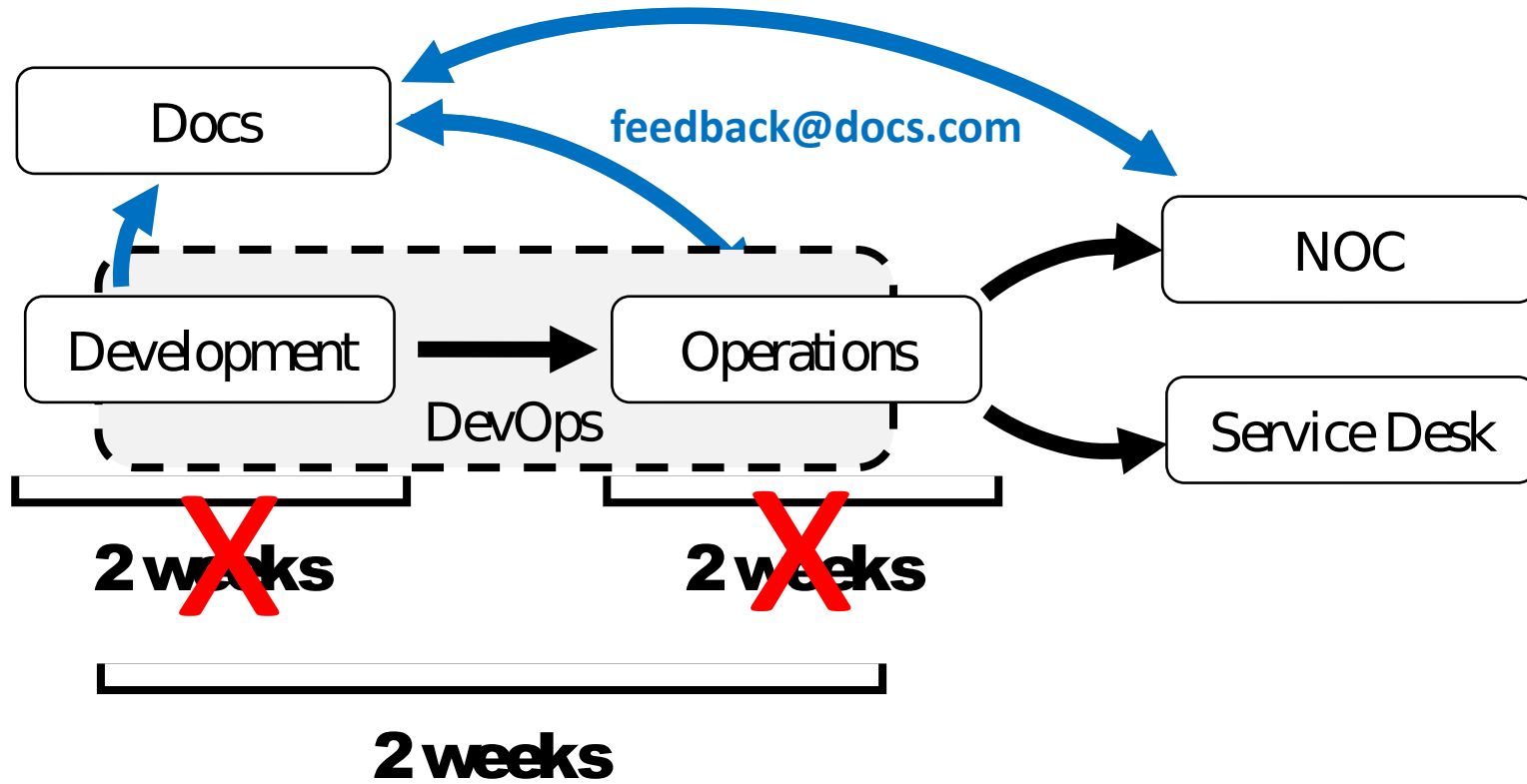


standards

TC



**collaboration between
development and operations to
create, deliver and operate
a product or service**



documentation as a conversation

- **framework**
- **synchronous comms**
- **transparent & open**
- **collaborative**

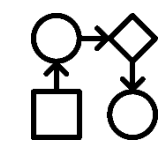
content strategy

design

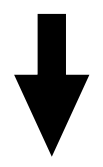
process

standards

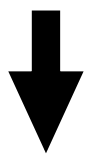
tools



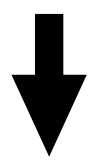
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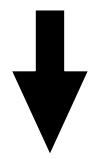
PO



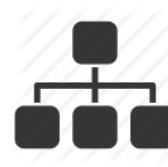
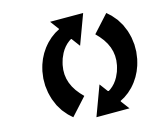
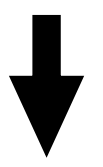
TC



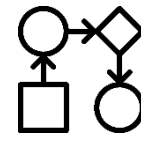
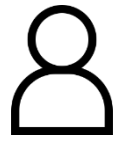
TC



**TC
Dev Ops**



content



product

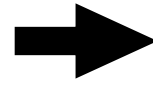
TC



DevOps

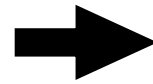
system arch.

Dev



system design

Ops



troubleshooting

Ops

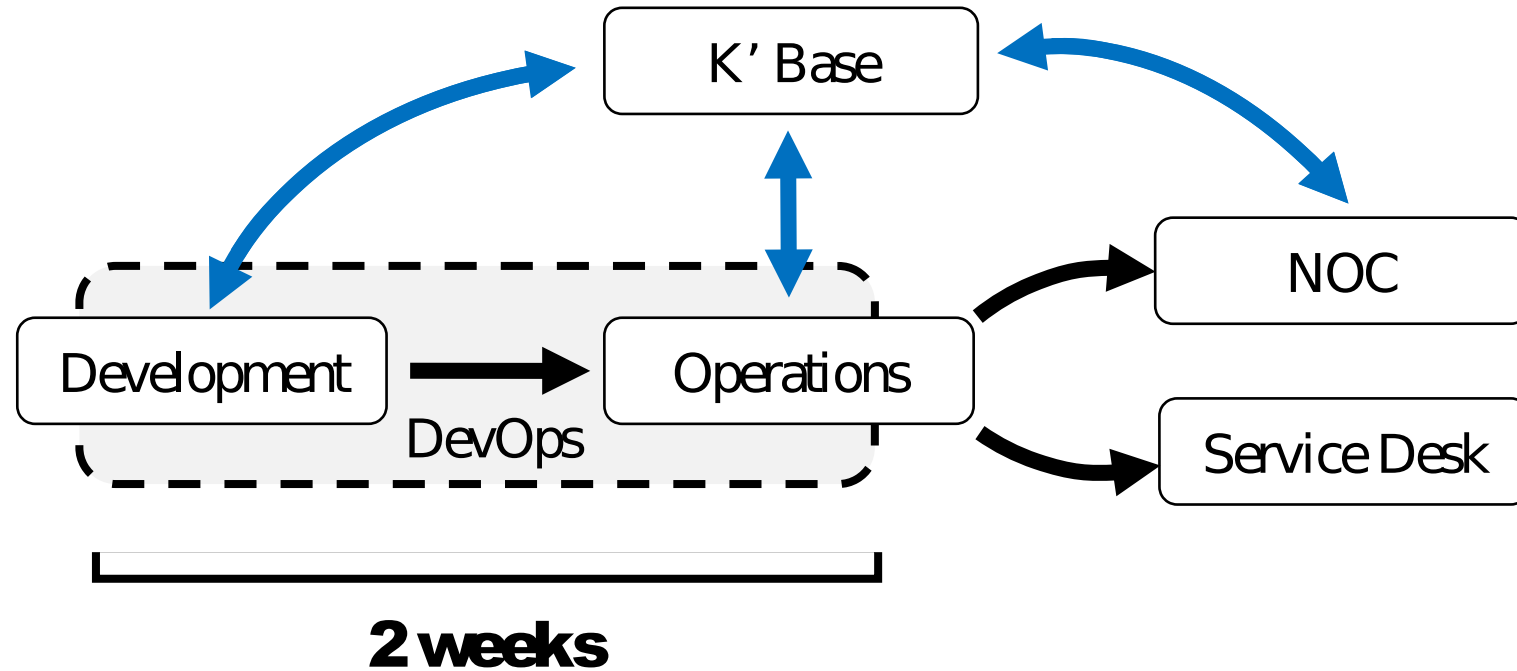


3rd party

Dev
Ops



documentation as a **conversation**



- **deconstruct documentation**
- **create framework**
- **manage each piece
appropriately**

