

Importance of Technical Support and Documentation

Compare IT documentation to oral tradition of recording community events & practices for continuity

Aspect	IT Documentation	Oral Tradition (IKS)
Purpose	Records processes, system details, and troubleshooting steps for continuity and reference.	Preserves community history, cultural practices, and wisdom for future generations.
Format	Written manuals, digital files, diagrams, databases.	Storytelling, songs, rituals, and spoken narratives.
Transmission	Shared through printed guides, online repositories, training materials.	Passed down through elders, leaders, and community gatherings.
Strengths	Precise, structured, easily replicated, scalable, and accessible globally.	Culturally rich, flexible, fosters personal connection, adapts to context, and maintains identity.
Limitations	Can become outdated, requires literacy and technology, risk of data loss if not backed up.	Risk of distortion or loss over time, depends on memory and living custodians.
Continuity Role	Ensures system maintenance, upgrades, and knowledge transfer in IT.	Ensures cultural survival, values, and identity are carried forward in the community.

Conclusion

Both IT documentation and oral tradition show that people always find way to keep important knowledge for the next generation. In IT the documentation make sure that system can still work and people can follow step when problem happen. In oral tradition the stories and practices keep the culture alive and give young people sense of identity. Even if the style is different both are made so that nothing important will be forgotten and that is why they are both valuable for continuity.