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Issue # 12

Problem-focused Documentation Cheat-Sheet



Always get written approval for requirements.

Without it, the line between what was agreed to and "just one more small change" quickly disappears.



Revise priorities when scope is added; answer the question, "Yes, I can add this, but which of the current scope items should I defer?" to prevent project delays.



Some may view this as adding unnecessary bureaucracy to development, slowing progress and frustrating clients who want immediate results. However, taking shortcuts by simply implementing whatever is requested is shortsighted. Much like learning to walk before running, **establishing clear communication** and thoroughly assessing requirements creates alignment that leads to genuinely satisfied clients over the long term.



PROBLEM-FOCUSED DOCUMENTATION

When documentation focuses on problems first and includes everyone's input, it leads to better solutions. It's not just about writing things down, it's about **creating space for critical thinking and shared understanding.**



PROBLEM FOCUSED DOCUMENTATION

What problems are we trying to solve?

Who is experiencing the problem? (specific roles/departments)

What specific task or decision are they struggling with?

Why is the current process inadequate?

How are they currently solving this problem?

When do they need this information? (daily, monthly, ad-hoc)



What's the **minimum amount of data** you need to answer those questions? What are the **expected user actions** based on the report?



Clarify if visual preferences are user requests or actual needs. Propose alternatives based on the problem if needed



Document and communicate potential drawbacks of imposed visuals: clearly show the impact on time, cost, performance, and maintenance



Documentation should be standardized, frequently updated, easily accessible, visual, and valuable



Build **acceptance testing to validate results** and visuals



Clearly define roles and responsibilities for each stage of testing.