Solvas|Digitize Documentation Process

Last updated by | Aucharla Venkatesh | Dec 11, 2019 at 2:53 PM GMT+5:30

The Solvas|Digitize Documentation Process defines the flow for requesting new articles or updating existing articles on ServiceNow.
The documentation process will be a part of the Agile methodology. The documentation sprint will be parallel with the product development sprint.
Digidocs project board on Azure DevOps will be used as a part of documentation sprints to track documentation roadmap, documents life cycle and capacity.
Link: https://deloitte-fintech.visualstudio.com/Solvas/_backlogs/backlog/Digidocs/Features ⧉

This board tracks the articles addressed for all involved stakeholders. Feature need-based articles tracking will be continued on Digiboard only.

People involved in this project are as follows:

1. Product Owner - **@Chris Pruszko**
2. Pod Leaders – **@Kennetha Smith-Tolbert**, **@Whitney Mauriello**, **@Paula West** and **@Jonathan Hadden**
3. QRM Team - **@Pasvankias, John**
4. Project Management team – **@Alexa McKenna**, **@Ethan Sauer**, **@Poornima Dey** and **@Pragya Srivastava**
5. QA Team – **@Nitisha Prakash**, **@Vijay Nyalpelli** and Team for additional Information
6. Development Team – If required
7. Technical Writers– **@Aucharla Venkatesh**, **@Polepalli Lakshmi Sweta** and **@Reshma Mohammed Begum**

Roles and Responsibilities:

This section describes the roles and responsibilities of an Individual and/or Team to make sure that the desired documentation is achieved within defined periods.

Product Owner and Project Management Team:

- Discuss, in collaboration with the Technical Writing team, about the areas/features where documentation is needed
- Provide the inputs to the Technical Writer for creating articles (inputs such as Functional Demos, Test cases, Scratch information)
- Prioritize the document items for the sprint
- If required, carry out the initial/final review of the articles and provide feedback

Pod Leaders

- Inform the Technical Writer about the issues required for documentation

- Provide the inputs to the Technical Writer for creating articles (inputs such as Functional Demos, Test cases, Scratch information)
- Prioritize the document items for the sprint
- Carry out the L2/final review of the articles and provide feedback

QA Team

- Provide the inputs to the Technical Writer for creating articles (inputs such as Functional Demos, Test cases, Scratch information)
- If required, team to carry out the review of the articles and provide feedback

Development Team

- If required, provide the inputs to the Technical Writer for creating articles (inputs such as Approach/Functionality Documents, Technical information)
- If required, team to carry out the review of the articles and provide feedback

Technical Writer

- Create Features/PBIs/Tasks for documentation against the development items in Digidocs board
- Carry out the input analysis and request additional information, if required
- Provide estimated hours for each PBI and its child Tasks
- Develop the required articles as per the standards
- Submit the documents for review through Servicenow and update DigiDocs board
- Incorporate the comments/feedback given by the reviewer
- Perform L1 review of the articles produced by peers
- Mark the DigiDocs board work item as Done once the article is approved
- Manage the overall DigiDocs board to cover areas not included in the above

Solvas|Digitze Documentation Process Flow

The following documentation process must be adhered by individuals or team for raising a request for new articles or updating the existing articles:

Articles Flow Overview