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| Documentation Tools | | | | | |
| Method | **End User Advantages** | **End User Disadvantages** | **Organization Advantage** | **Organization Disadvantage** |
| Knowledge Base (Knowledge Management System) | * Improved knowledge transfer * Self-service * Supports employee growth * 24/7 support |  | * Reduces incoming ticket/calls * Reduced onboarding * Centralized information | * Cost of maintaining * Time consuming to create * No option to track end user experience |
| Frequently Asked Question | * Answers clear questions * Resolves practical issues | * No open questions * Misses user’s marks | * Self service * Specific topics * Reduces ticket/calls * Improved user experience | * Can alienate users |
| Quick Reference Guide/Job Aid | * Easy knowledge transfer | * Limited in information | * Clear and concise knowledge * Handles easier topics | * Topic specific, multiple documents must be created |
| User Guide | * Develops job skills * Provides users with exercises * Step-by-step instructions with visual aids | * Requires motivated learners * Time consuming to read | * Developed by SME * Topic based exercises * Reduces support team workload | * Time consuming to create and maintain |
| Instruction Manual | * Reduces workload of support teams * Key word searchable | * Sometimes used in lieu of training | * Provides clear instructions | * Time consuming to create and maintain |
| Standard Operating Procedure (SOP) | * Valuable training resource * Continuous improvement | * Stifles innovation * Stifles decision-making * Reduces critical thinking | * Structured and efficient * Maintains quality control * Mitigates risk | * Too rigid causes burnout * Too complex/bureaucracy * Outdated information |
| Statement of Work (SOW) | * Determines job/task responsibility * Details results | * Held more liable | * Defines roles/requirements * Assigns jobs/tasks * Describes expected results | * Requires collaboration from all involved entities * Liabilities if deliverables not met |
| Work Instructions (WI) | * Step-by-step instructions help to minimize confusion * Effective learning method * Best practice method applied | * Specific steps that must be followed each time | * Increase user’s productivity * Standardized, high quality * Version control/traceability * Consistent outcome | * Relies on SME and SOP input * Costly to maintain * Change management * Transparency |