## Documentation Workload

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| **Status** | **Tasks** | **Notes:** |
| **Working** | Export updated list of ~~upcoming expiring~~ all documents on one spreadsheet and will send the revised updated document spreadsheet. |  |
| **Working** | NON-ServiceNow fields in the document will be CAPITALIZED to distinguish which fields are in SN and which ones are added by TW. |  |
| **In progress** | Work with Cathy and SN Leads to populate Ownership group column from SN.  **Note:** Customer KB has various groups, Service Desk KB is determined by SN Leads. |  |
| **Working** | Add POC column (not in SN), next to Ownership Group, as person to be able to speak to. |  |
| **Working** | Rename Lift field with Level of Effort (LOE). LOE would be measured numerically. |  |
| **Done** | Add AGE field, calculate age from Valid To Date (auto calculate).  **Note:** The Valid To date may not be accurate given the number of times documents were “kicked down the road” but can calculate how many days before a document expires. |  |
| **Planning** | Use ***Priority*** rating listed in SCTASK as a baseline in the document list to determine level of impact to the user, department, or whole bureau   * Wiki reference would be an LOE of 1, 2-3 paragraphs of info would be an LOE of 2, etc. * An SOP that affects Bureau policy is higher than an expiring document being worked on because the SOP is expiring with impact the majority of users, then it will supersede current work (with customer agreement). * Age of document would also be a factor in determining priority (see above). |  |
| **Working** | When updating the documents, stagger the due date to closely reflect the original publish date. **Note:** This will prevent documents having to be updated at the same time. |  |
| **Working** | Documents that the TW can determine if they need to be updated. For example: eStorefront had 4 new documents, however, there were other documents related to eStorefront with outdated language and links that can be fixed; iPhone Password reset. |  |
| **Planning** | Dany to update and send the Document Validation and Task Work Instructions Workflow discussed with previous PM to Rafael. |  |
| **Planning** | Create the documentation plan with the stakeholders.  \*Previous work experience has helped with the work planning and RoadMap. |  |

## Completion Goals

* What does the plan tell us?
* How much could we target to complete by the end of the fiscal year?
  + Discussion with Mike and Cathy: “Update the Valid To date for articles and give people X number of days to work their documents to help keep outstanding tasks in SN low.
  + Review the existing 135+ tasks in SN.
  + Provide users with a 90-day window to update articles moving forward, so articles expiring 1-1-25, will need to be identified, task created, and communicated by 10-1-24
  + Backlog: What can we review, retire, update before the end of the fiscal year?

## Documentation Notes

* Consistency of LEADS and Technician support
  + At times leads decommit resources from Dany, which he needs for progress. (TW does not have access to some systems, webpages, processes)
  + Rafael offered that some of our College educated resources may have more writing experience given how many papers they had to turn in for their College work.
* Buy-in from LEADs
  + Rafael will facilitate Techs to assist TW and will need to make sure commitments by LEADS of resources sticks.
  + Dany will help map work so Rafael can give an expectation to the LEADS of the effort and timeframe commitment from support staff.