

Existing Workflow Issues for ABC Authoring Tool:

The current review process is unreliable, inefficient, and extremely time consuming. Based on observations of the workflow and an analysis of sample videos from 4 writers with varying levels of expertise using the tool, we determined that it takes an **average of 5 minutes** to submit a release note for review and access the reviewer comments in the ABC Authoring Tool. Most writers have an average of 8 release notes per on-cycle release, and each release note goes through multiple rounds of reviews with various stakeholders. A release note that goes through a minimum of 3 review rounds with 2 reviewers is $2 (3 \times 5) \text{ minutes} = 30 \text{ minutes}$. When scaled across the total number of writers and the average number of release notes submitted for review per release, we estimate that **approximately 400 hours are being wasted on admin tasks/clicks** related to the review process. We need an alternative method until this bug in ABC is fixed.

Other Pain Points:

- Writers don't receive automatic notifications when reviewers submit feedback.
- Access to reviewer comments isn't intuitive.
- Tool stops loading comments resulting in missing content.
- After revising the content, writers must create new review tasks for reviewers to access the latest version of the content.

Project Goals:

Create an alternative solution using GDocs. This tool is already used by the P&T Foundation Skill Development and Education teams for interval content reviews and it works well for them.

Actions:

- Create a shared GDocs folder for release note content.
- Create a folder layout.
- Create a release note template with scannable summary.
- Configure Drive on Slack to receive reviewer notifications.
- Create a best practice guide.
- Create a guidance runbook.
- Train a small group of writers to pilot this review process before rolling it out to the larger group before the next big release.