

# CASE STUDY 3: IMPLEMENTING DOCS- AS-CODE PRACTICES FOR AGILE DOCUMENTATION

Integrating Documentation with  
CI/CD for Seamless Collaboration

## AT A GLANCE

### Challenges

- Disconnected documentation workflow.
- Lack of collaboration between writers and developers.
- Manual processes leading to slow content releases.

### Outcomes

- Enhanced collaboration between technical writers and developers.
- Faster documentation updates integrated into CI/CD.
- Improved content consistency with automated quality checks.



"Docs-as-Code empowered our documentation process, aligning it with software development for agility and precision"

## IMPLEMENTATION

- Onboarded technical writers, developers, and product managers to the new workflow.
- Encouraged collaboration by integrating documentation updates into the software development process.

## LESSONS LEARNED

- Emphasized the value of automation in maintaining documentation quality.
- Highlighted the importance of training and support for successful adoption of Docs-as-Code practices.



## PROBLEM STATEMENT

- **Issues Identified:** The documentation process was slow and disconnected from software development cycles.
- **Impact:** Delayed documentation releases, fragmented content, and increased user support requests.

## SOLUTIONS

- **Docs-as-Code Workflow:** Integrated documentation into CI/CD pipelines, using GitHub for version control.
- **Content Architecture:** Built modular documentation components to ensure reusable and consistent content.
- **Automation:** Developed automated quality checks for content validation (linting, link validation, and spell checks).
- **Collaboration:** Trained writers, developers, and product managers on the Docs-as-Code workflow for seamless integration.

## OUTCOMES

### Enhanced Collaboration

Integrated workflows improved collaboration between writers and developers, aligning documentation with product releases.

### Faster Releases

Automated content validation enabled quicker content updates, reducing delays.

### Consistent Documentation

Version control in GitHub provided a single source of truth, maintaining documentation accuracy.

### Reduced Support Tickets

Improved and timely documentation reduced support tickets, enhancing user satisfaction.