

WIKI CLEANUP TO ALIGN WITH PRODUCT RELEASES ACROSS ENGINEERING TEAMS*

OVERVIEW

Led a documentation audit across 8 engineering teams, streamlining thousands of outdated Confluence pages into a clean, accurate knowledge base. This effort is currently in progress (60% completed within the first 6 months).

PROBLEM STATEMENT

By early 2025, development teams (50+ users) were drowning in outdated and inconsistent documentation in Confluence. Thousands of pages had not been updated in over a year. Teams were unsure whether the information was still accurate or useful for customers. New product features were being released, but documentation lagged far behind, creating a disconnect between the product and the end users.

PROPOSED SOLUTION

To address the gap between the documentation and product releases, a structured cleanup and auditing process was launched. The process included:

1. **Gap Analysis:** Retrieved and analyzed all wiki data, prioritizing pages older than 365 days.
2. **Identify Ownership:** Sorted documents by last updater and team to identify ownership.
3. **Organization:** Compiled each owner's content into a single summary page for a simplified review.
4. **Collaboration:** Met with every team to walk through their outdated pages, determine relevance, and decide next steps:
 - a. **Still relevant?** Reviewed, updated, and saved with a current timestamp.
 - b. **Outdated but potentially useful?** Tagged with "archive content" to retain metrics and enable future sorting.
 - c. **Obsolete?** Deleted or officially archived.

The original goal was to complete the audit within 12 months. Halfway through the timeline, the team aimed to accelerate progress and finish in just 6-8 months.

RESULTS

As we approach the 6-month mark, the cleanup is at about 60% complete. This is a significant milestone given the shared resources and team coordination required. Every team was engaged in the review process, and the documentation was actively being transformed into a leaner, more accurate, and useful knowledge base.

**Denotes this project is ongoing*