

Documentation Sucks

Lack of Documentation Sucks More

Systems Administration

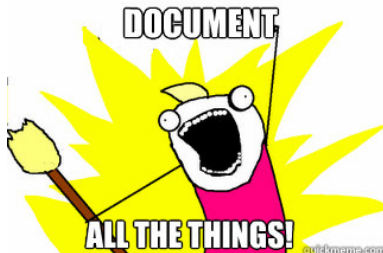
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Why do we document things?

- So that we can retain knowledge
- So that we can perform tasks consistently
- So that we can delegate jobs
- So that we can describe what we do (and don't) do

What do we document?



- Everything!
- Are you joking?
- Sort of.
- Comprehensive documentation is good, but not always possible.

How do we get started?

- Document things you hate to do.
- Document the things your assistant should do, or would do if you had one.
- Document the next things you do. Repeat.
- Document the most critical things.
- OpsDocs are a good place to start.

What tools should we use?

- It doesn't matter. Something beats nothing every time
- Use what you already have/know.
- Choose simplicity over power.
- Some good things to consider:
 - Wikis/CMSs
 - Version Control Systems
 - Document management systems (Sharepoint, Horde)

What now?

- We're going to work on an OpsDoc for RT
- We're going to use TiddlyWiki¹ (<http://tiddlywiki.com/>)
- On the I: drive, get empty.zip, rt_opsdoc.html, TiddlySaver.jar
- There's a lot that you won't know yet. Work on:
 - Common Tasks
 - Service Level Agreement
 - Pager Playbook, Disaster Recovery (time permitting)
- Some SLA resources:
 - <http://www.slateplate.com/>
 - http://www.bestpracticehelp.com/Developing_a_Service_Level_Agreement_A_Checklist.pdf

¹Use Chrome when working with TiddlyWiki.