MGT 3745 readings

Week 1 reading:

Using at least 200 words, describe a notable wicked problem for students at Georgia Tech during their academic journey or wicked problems for Georgia Tech graduates. Include at least two of the 10 properties listed from the [Strategy as a wicked problemLinks to an external site.](https://galileo-gatech.primo.exlibrisgroup.com/permalink/01GALI_GIT/2svbjk/cdi_proquest_miscellaneous_227842631) reading. Describe three ways technology/software (w/c)ould counter the wicked problems you listed.  
  
After reading [Docs for Developers - Chpt 2 (use O'Reilly and enter your GaTech email)Links to an external site.](https://tinyurl.com/docsfordevs), list the 12 documentation content types and the problem each content type solves.

As a Georgia Tech graduates, I think a notable wicked problem for them could be work- academic balance issue. I assume the Georgia Tech graduates mentioned here are the undergraduate seniors who are planning to graduate. During this time, they not only need to focus on the academic concepts so that to meet the graduate requirement, but also need to find an internships or jobs during this time, and this could be a hard challenge to balance these two things and reduce their anxiety.

The reason why I think this could be a wicked problem for them is because there have no such solutions to this problem identified as true or false, but good or bad. Georgia Tech graduates might focus on the academic more than finding the jobs and it depends on how this thing weighted inside their mind, and the solution for this matter could only be good or bad instead of true or false. Another characteristic that this problem can be identified as a wicked problem is this problem also entwined with other problems, such as should Georgia Tech graduates focusing on finding jobs more or finishing academy so that to be able to graduate. Another characteristic is this problem exists several stakeholders, it depends on whether that student is an international student, or planning to take graduate program, or the regular pathway and go finding a job after graduate. Different stakeholders can have different ideas.

One way to address the issue is by creating an online community blog, where graduates can chat and learn from each other's experiences. Georgia Tech advisors could also join to provide solutions for different stakeholders.

Another solution involves crafting advertising posters and emailing them to GT graduates. This would invite them to virtual meetings with professionals/advisors, providing help if they face the issue.

Connecting graduated students through an online platform is a third strategy. This enables sharing ideas and feedback to offer insights for current GT graduates' decisions.

Content types:

Code comment: for describing what you did and why you did. Preserve the past contents to save future developers’ time. Reduce confusion and ambiguity.

READMEs: solve the problem that why the code matter. A single text file to include additional summary or explanation.

Getting started documentation: help users get up and running, building trust with your users that guide and support them. Make users getting interests with our product.

Conceptual documentation: help user understands the idea behind the service. Describe how the service works to users.

Procedural documentation: This includes the tutorials and how-to guides. For installation instruction to API integration. Make users solve their tasks and as quick as possible.

Tutorials: Tutorials help users test an integration without implementing real code.

How-to-guides: A how-to guide shows how users can solve actual business problems by performing specific steps with your service.

Reference documentation: Sometimes users encounter errors or friction, and reference documentation helps them quickly get back on track.

API reference: Provides a detailed reference for all its resources and endpoints and lists and defines status codes and error messages.

Glossary: collection of terms and definitions that are specific to your service, field, or industry, and the unclear terminologies definition.

Troubleshooting documentation: As you or your users identify known issues in your product, you can document workarounds in a variety of ways using troubleshooting documentation.

Change documentation: Understanding when changes took place and when customers were impacted can be useful information when troubleshooting, provide information for what, when, and why this occurred.