

# Agile Best Practices in Technical Documentation



# Panel of Experts



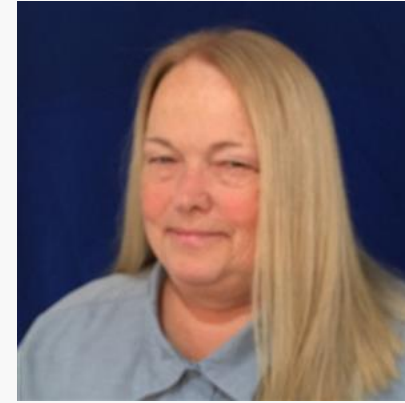
Jo-Ann Fogg  
VMware

“Anticipate what customers will look for, make it available before they realize they need it, collect feedback, and embrace change.”



Sharon Figueira  
HCL, supplier to Ericsson

The need for speed, flexibility and innovation calls for a different approach for managing development. Documentation must be part of this approach if we want to contribute.



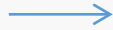
Connie Brown  
ARRIS

“When you give people exactly what they need and when they need it, they are going to love you.”  
- Survey respondent, DIB Digital Trends 2015”

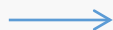
Agile helps!

# Team dimensioning

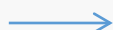
On what basis do you dimension your team?



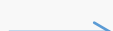
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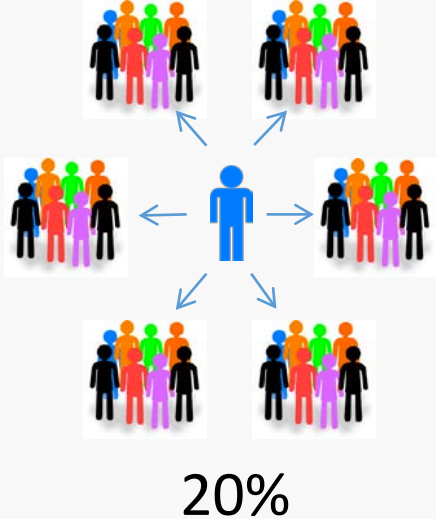
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20%



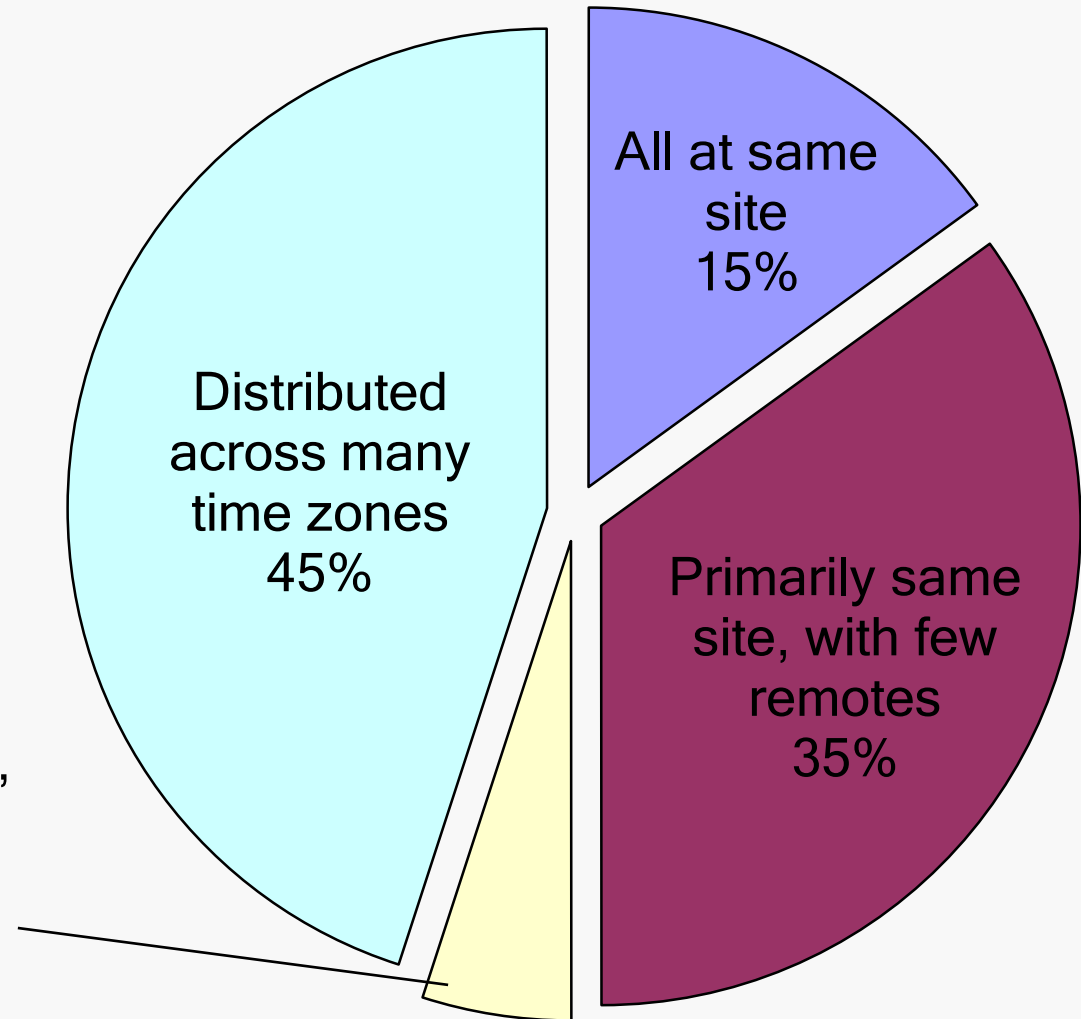
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# Co-location

How important is it to have the team co-located?

Distributed sites,  
but same time  
zone  
5%



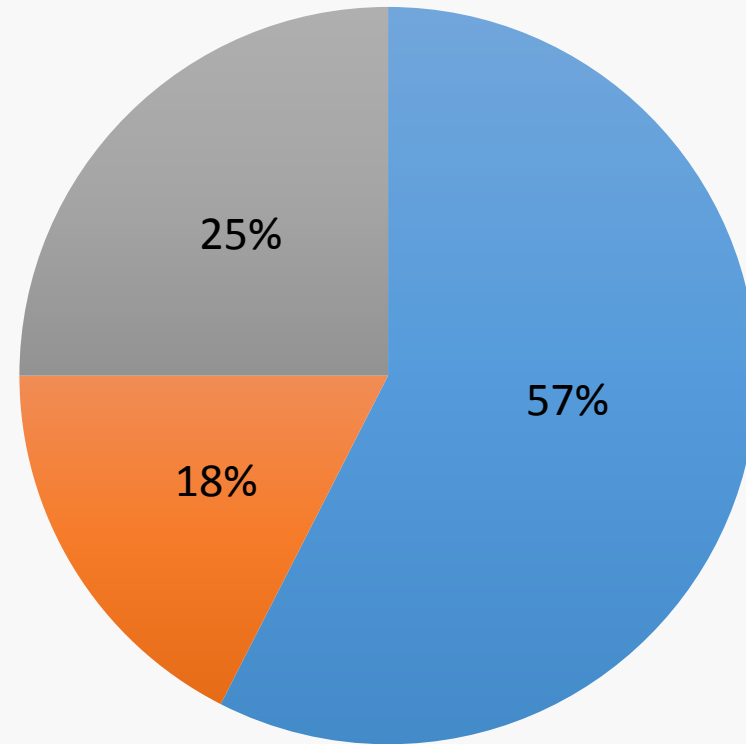
# Planning

How do you plan at the project level while creating sprint-level deliverables?



# Definition of Done

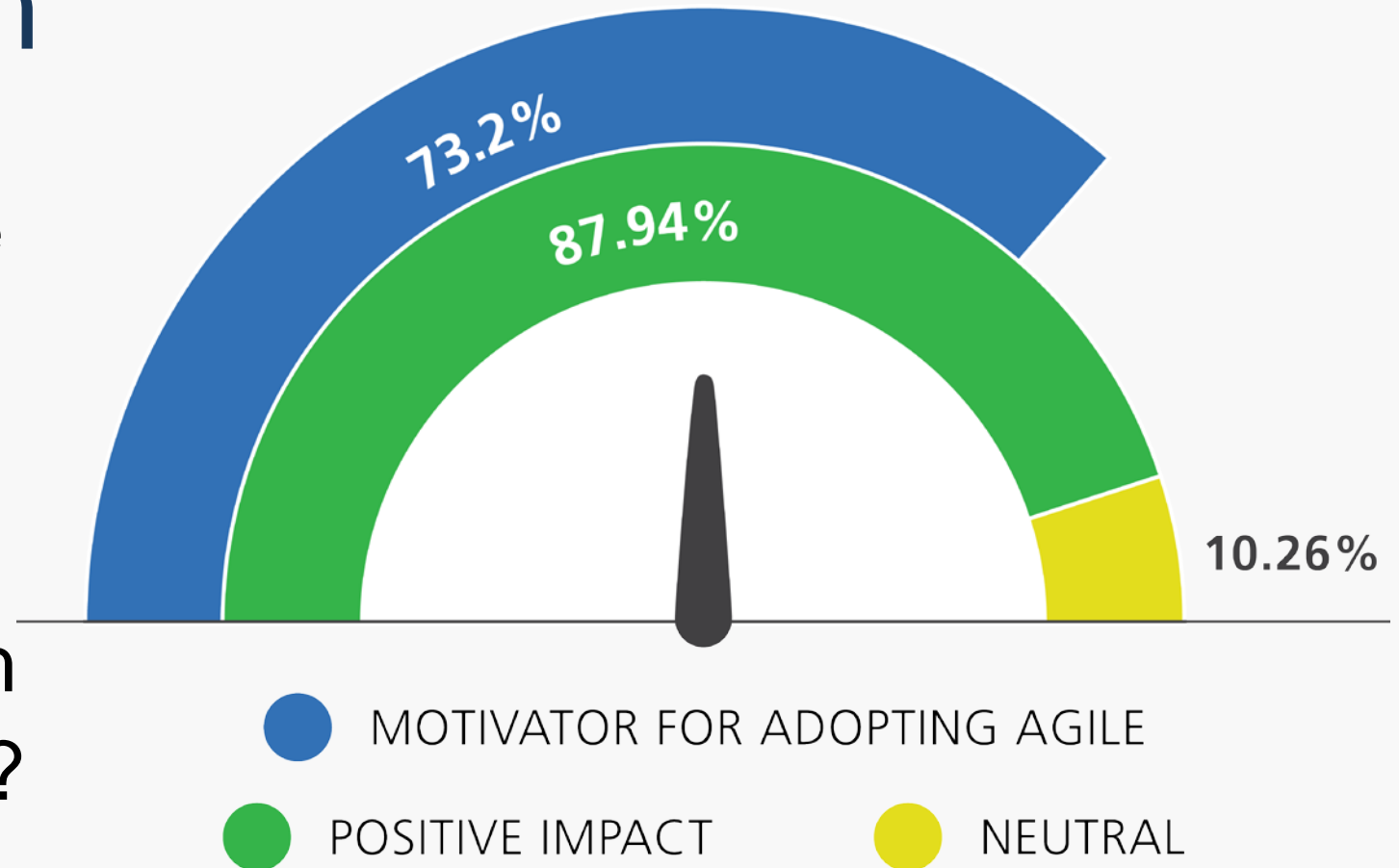
What role does documentation play in the definition of done? How do you determine “done” within the context of documentation – ie edited, approved, published?



- Documentation tasks must be complete before user story is "done"
- User story can be accepted without documentation
- Documentation tasks are not included in user stories

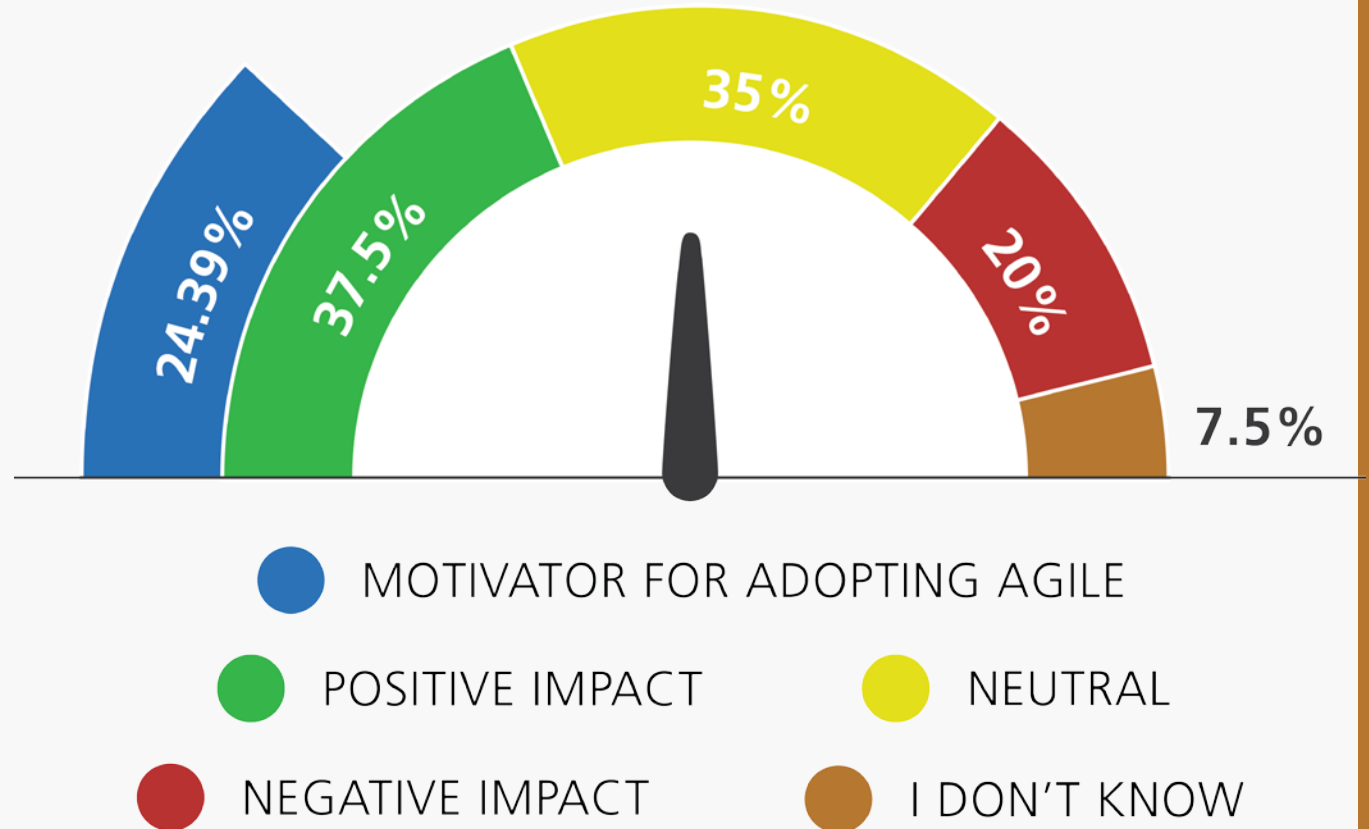
# Collaboration

What has been the impact of Agile on the collaboration within information development? With other departments?



# Development cost

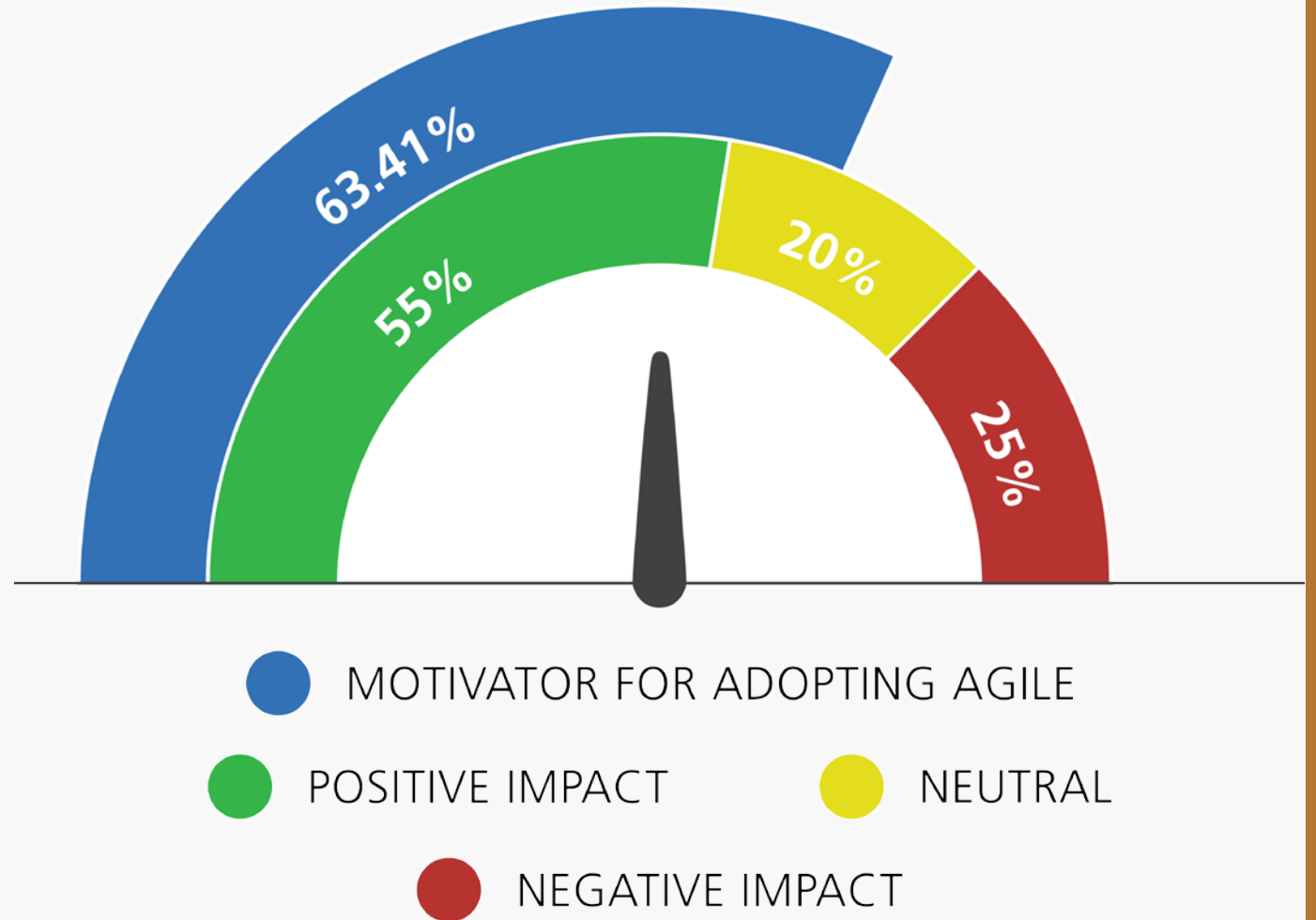
What has been the impact of Agile on the overall development cost for producing information products?





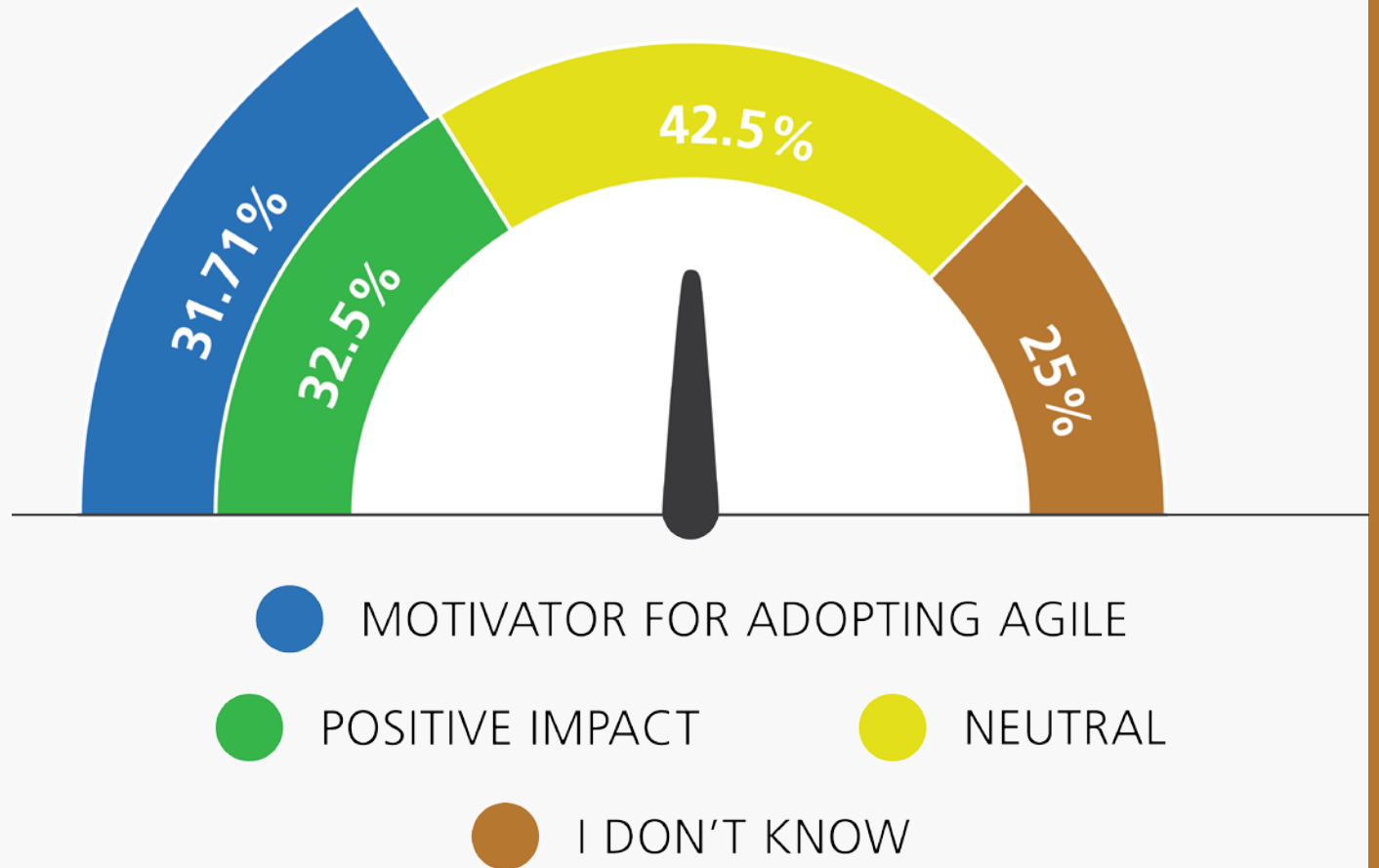
# Development time

What has been the impact of Agile on the overall development time for producing information products?



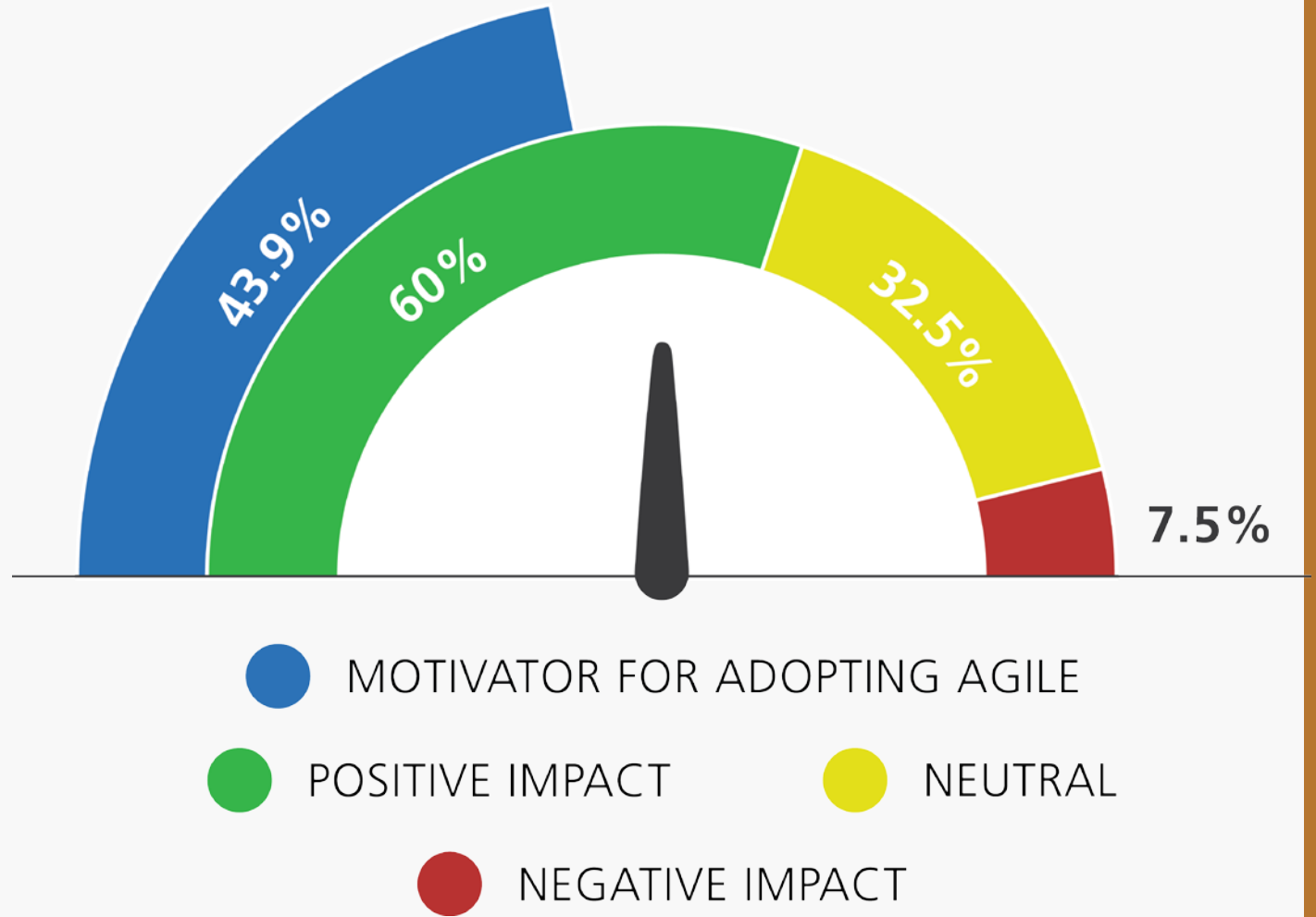
# Customer impact

How has Agile influenced your understanding of your customer and how has that influenced your information products?



# Content Quality

What effect has the Agile process had on the quality of your content?





# Challenges

What has been your greatest challenge in moving to agile?  
How have you resolved it?



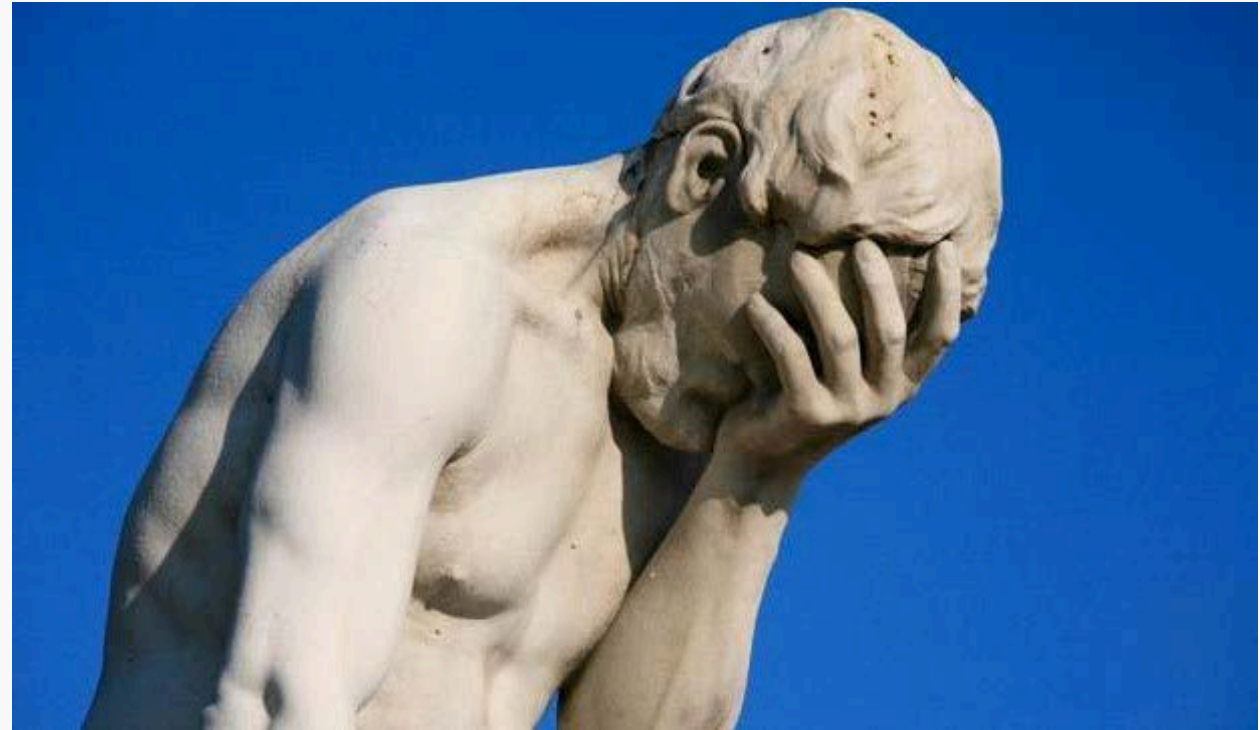
# Surprises

What was your biggest surprise from moving to Agile?



# Disappointment S

What has been your biggest disappointment in moving to Agile?



# Advice

What would your one piece of advice be to a manager of information development that is moving to agile? To the team members?





# Comments, Ideas, Questions?

