

Process Documentation

LIB 1201 | November 20, 2013

What is documentation in the workplace?

- Evidence of:
 - “what the organization plans to do”
 - “what it has already done”

(Robinson, 2009, p. 35)

Why is process documentation important?

- Helps with organizational goals (Robinson)
- “Communicates expectations and requirements” (Robinson)
- So that someone else can replicate your work (Robinson)
- When things go wrong, useful to know what led up to it (Edge)
- Reflecting on the successes and failures of a process can help improve it (Edge)

What are some issues?

- Documenting your plans implies that you are actually going to do it (Robinson)
- Documentation must be regularly maintained and updated (Robinson)
- Remember, documentation is the end, not the means! Must have a real purpose (Robinson)

Why are we discussing it in this class?

- Edge: “good documentation” is “a thorough conveyance of thoughts and processes” (p. 18)
- Your research journal blog posts, proposal, bibliography, draft and final paper are all documentation of your research.

Examples...

- Print: manuals, instruction sheets, handouts, etc. (our syllabus!)
- Online: blogs, wikis, collaborative tools, how-to videos, etc.

Your examples!

For Monday, November 25

One blog post on process documentation in response to the following:

Locate one example of process documentation in any format, read it, and write one 100-word blog post in which you describe, summarize and critique it. Does it document thoroughly and completely the process that it claims to document? If you choose a video, please embed the video into your blog post so that we can all view it easily.

You may find it helpful to review the [Edge](#) and [Robinson](#) articles to guide your selection of a good quality example of process documentation.

The draft of the research paper is due by **10 A.M. ON THURSDAY, NOVEMBER 21!**
emailed to me as an attachment, please