



GETTING RID OF 'DONE-DONE'

DOCUMENTATION IN AN AGILE ENVIRONMENT
PETER CLAYTON-JONES & JO MILLS | APRIL 2017



“Orion Health is a global company that develops software to drive efficiency in healthcare and improve healthcare outcomes. We deliver technology solutions for integration, population health management and precision medicine.”



Orion Health



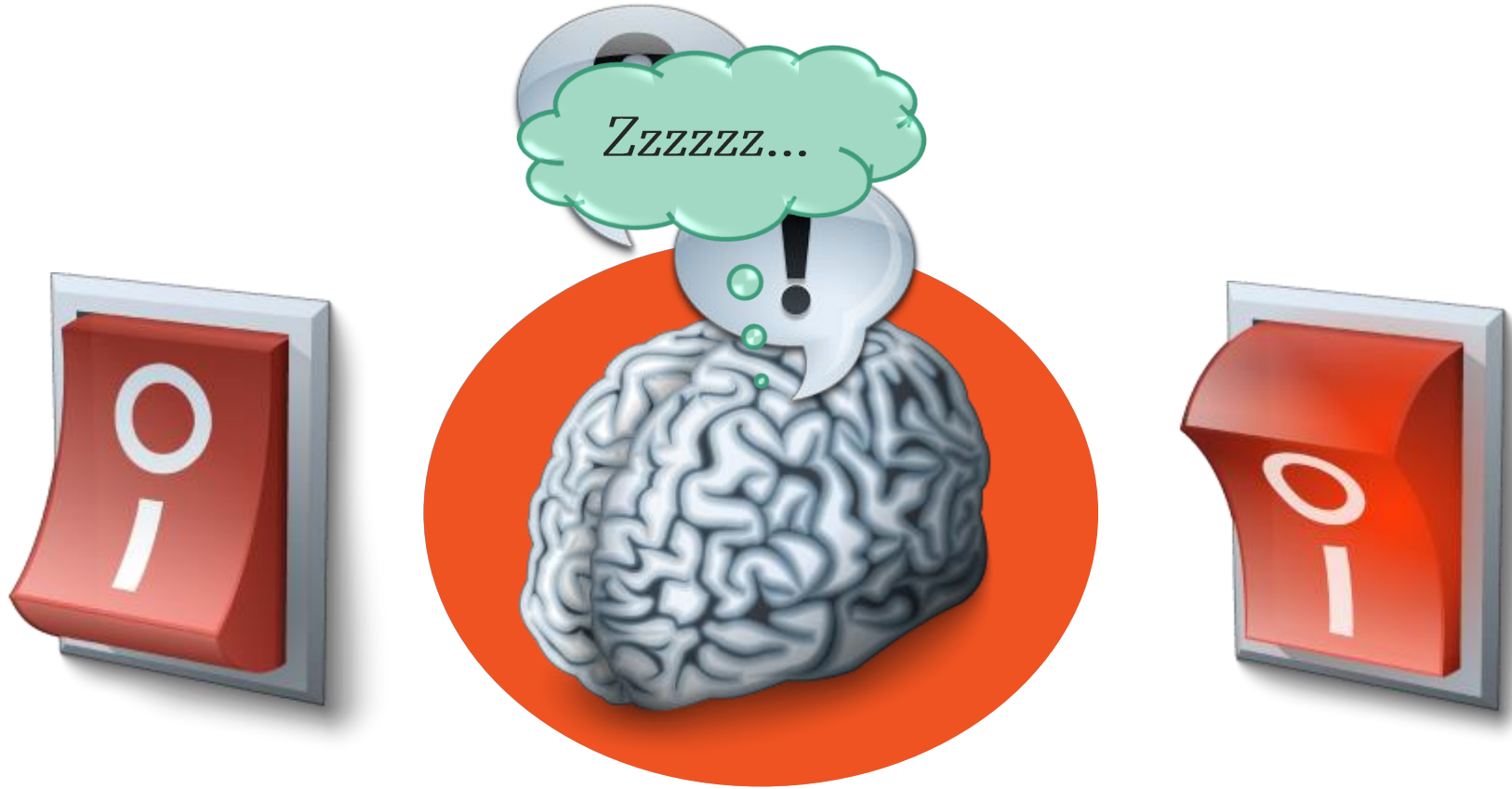
'Done-Done'



Credit: Robyn Budlender



“My brain? That's my second favorite organ.” – Woody Allen



WHAT IS AGILE?



“Agile software development describes a **set of principles** for software development under which requirements and solutions evolve through the **collaborative** effort of **self-organizing, cross-functional** teams.”

WIKIPEDIA



Agile Methodologies



Credit: Olga Guryanova

Kanban

Scrumban

Lean

RAD



Agile Methodologies

Standup
meeting

Backlog
grooming



Sprint
planning

Sprint
retrospective

Sprint
review



Team
leader



Scrum
master



Product
owner



Scrum team



AGILE MANIFESTO

We are uncovering better ways of developing software by doing it and helping others do it.
Through this work we have come to value:

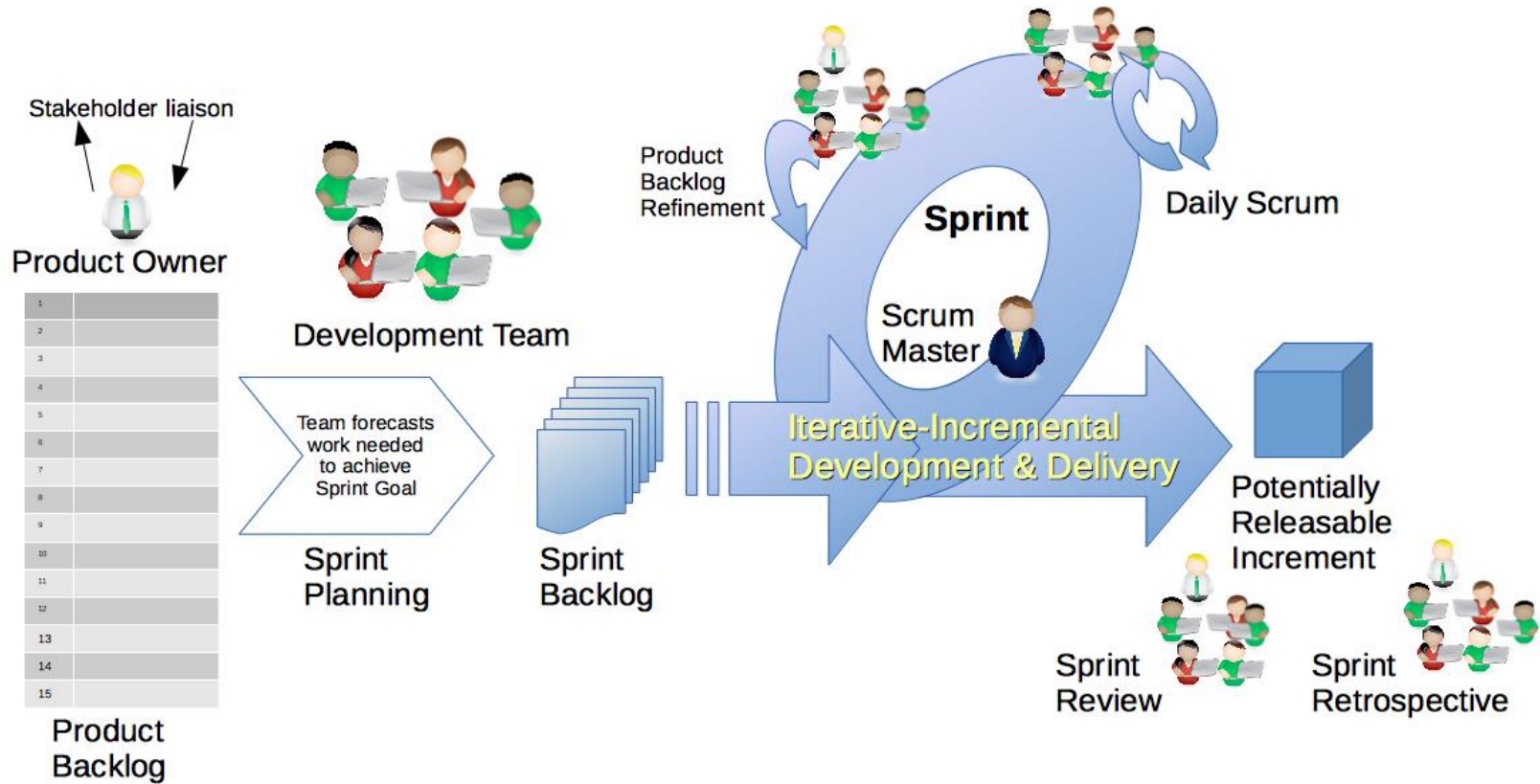
Individuals and interactions over processes and tools
Working software over comprehensive documentation
Customer collaboration over contract negotiation
Responding to change over following a plan

That is, while there is value in the items on the right, we value the items on the left more.



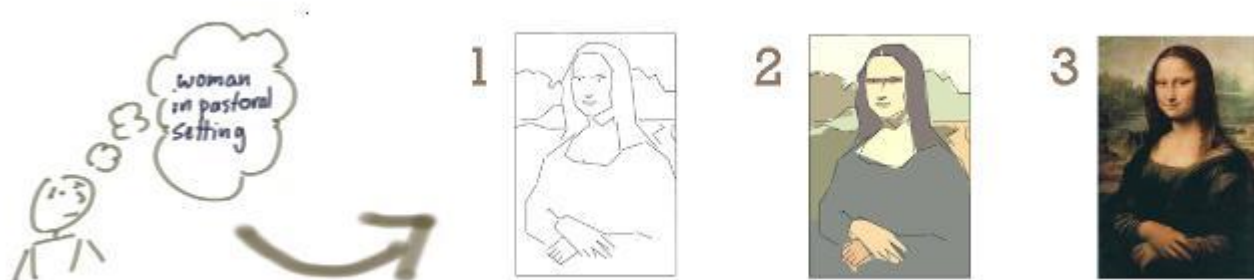
Scrum

Credit: Dr Ian Mitchell, Wikimedia Commons (modified)

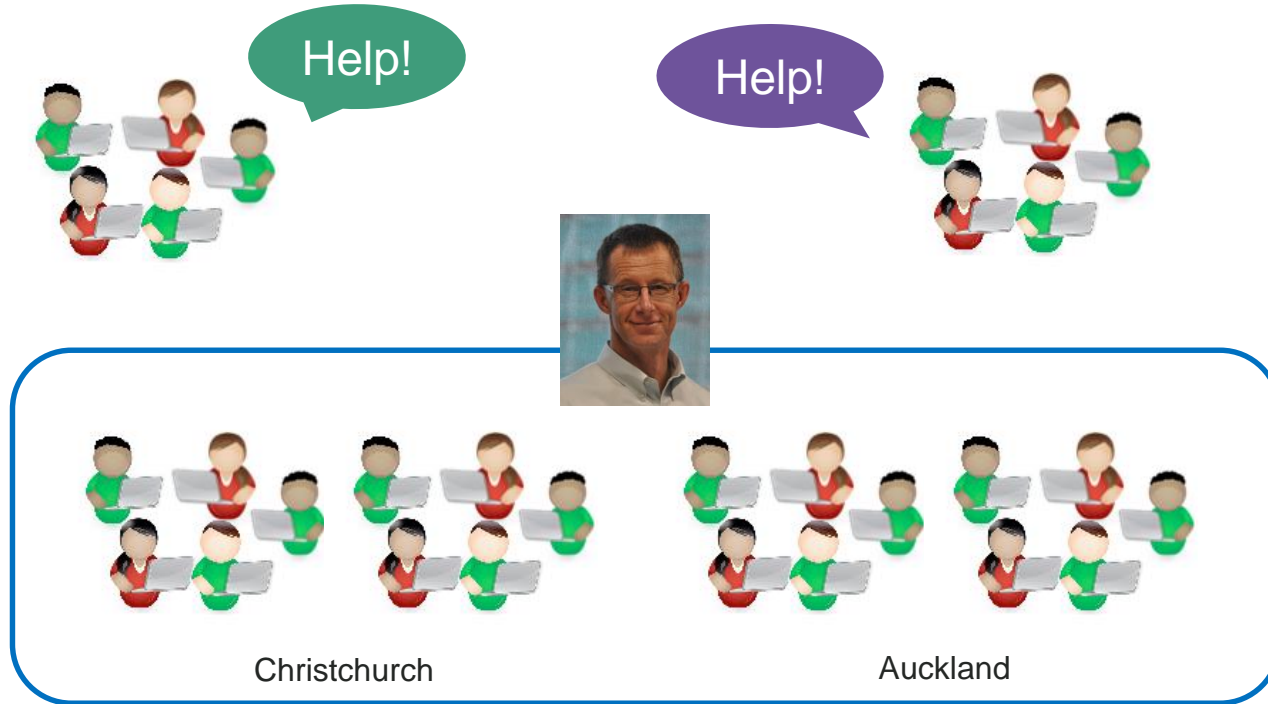


Scrum

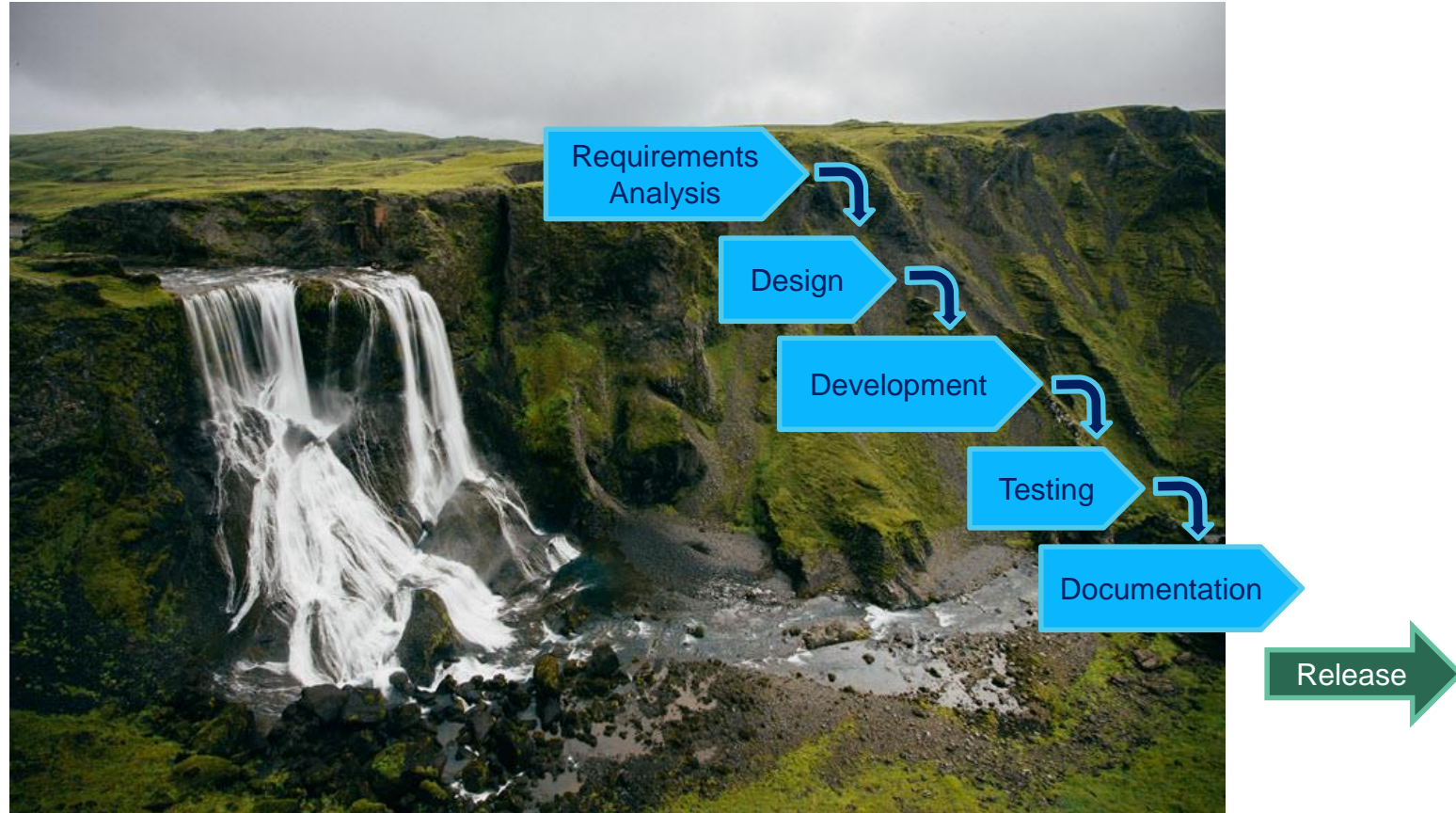
Credit: Jeff Patton



Technical Writers in a Scrum Team



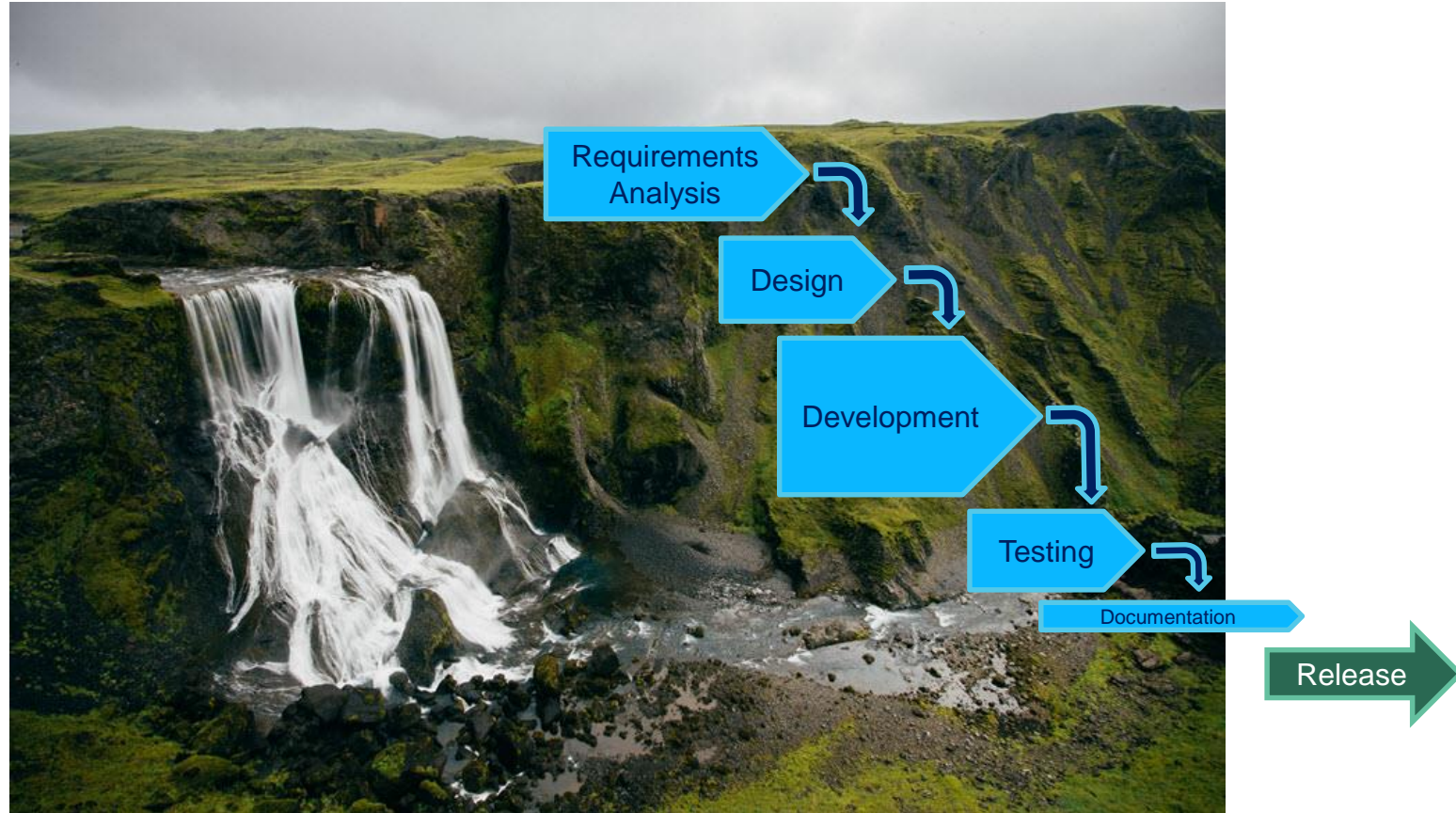
Waterfall



Credit: Jacek Smoter



Waterfall



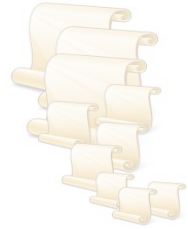
Credit: Jacek Smoter



THE REALITY?



Backlog



- | |
|--|
| 1. Acceptance criteria met <ul style="list-style-type: none">• Business value is achieved.• All functionality for that feature is built. |
| 2. Code is reviewed and approved <ul style="list-style-type: none">• By someone not involved in configuration |
| 3. Testing is complete <ul style="list-style-type: none">• Manual• Cross browser• All acceptance/unit tests pass.• Upgrade testing is done.• Tested successfully in split deploy mode. |
| 4. Branch is merged <ul style="list-style-type: none">• Build is green. |
| 5. Is Documentation done? <ul style="list-style-type: none">• Internal docs• External docs• Release Notes/Known Issues |
| 6. Review by SME/PO |



Backlog



DoD



DoD



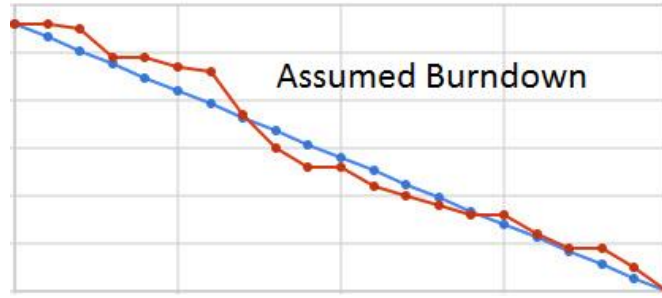
DoD



DoD



Release



Backlog



DoD



DoD

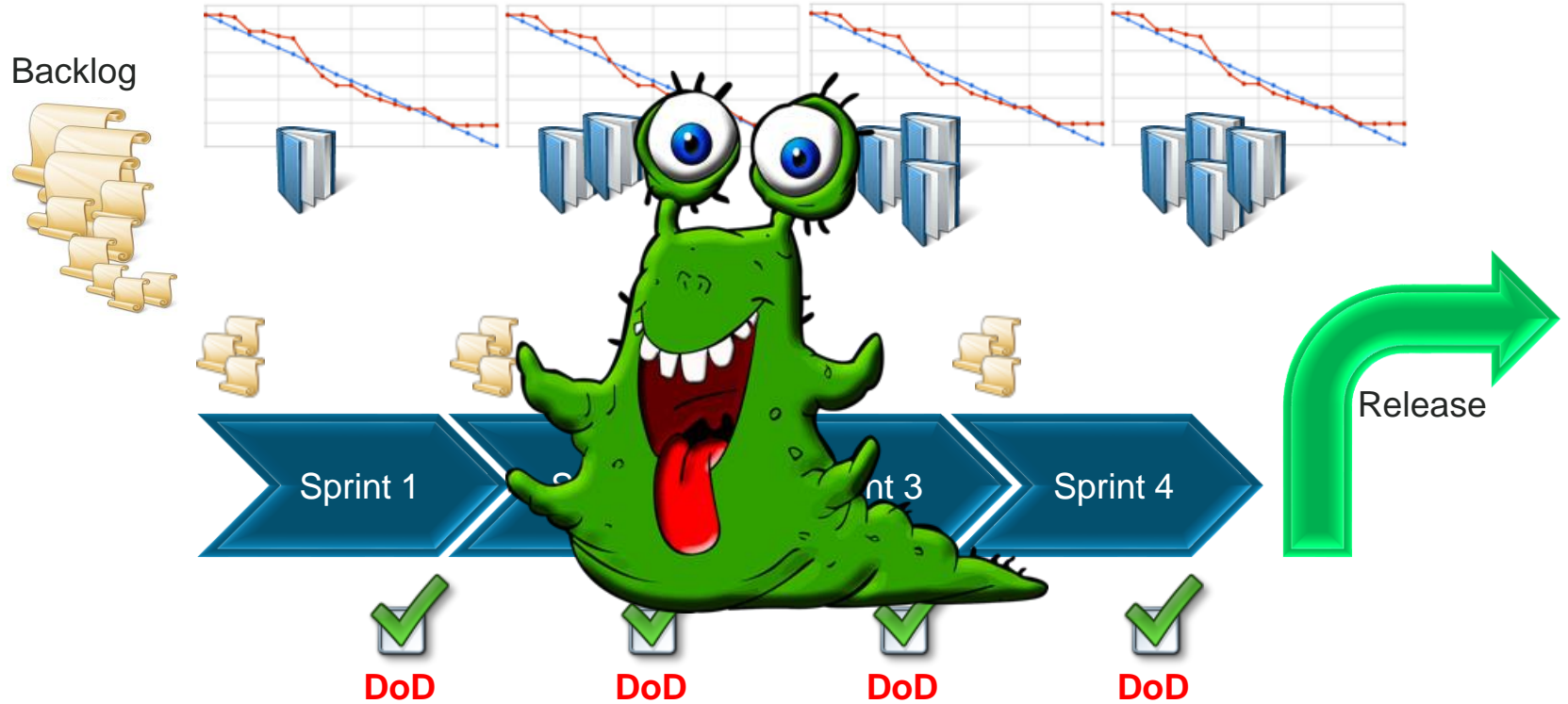


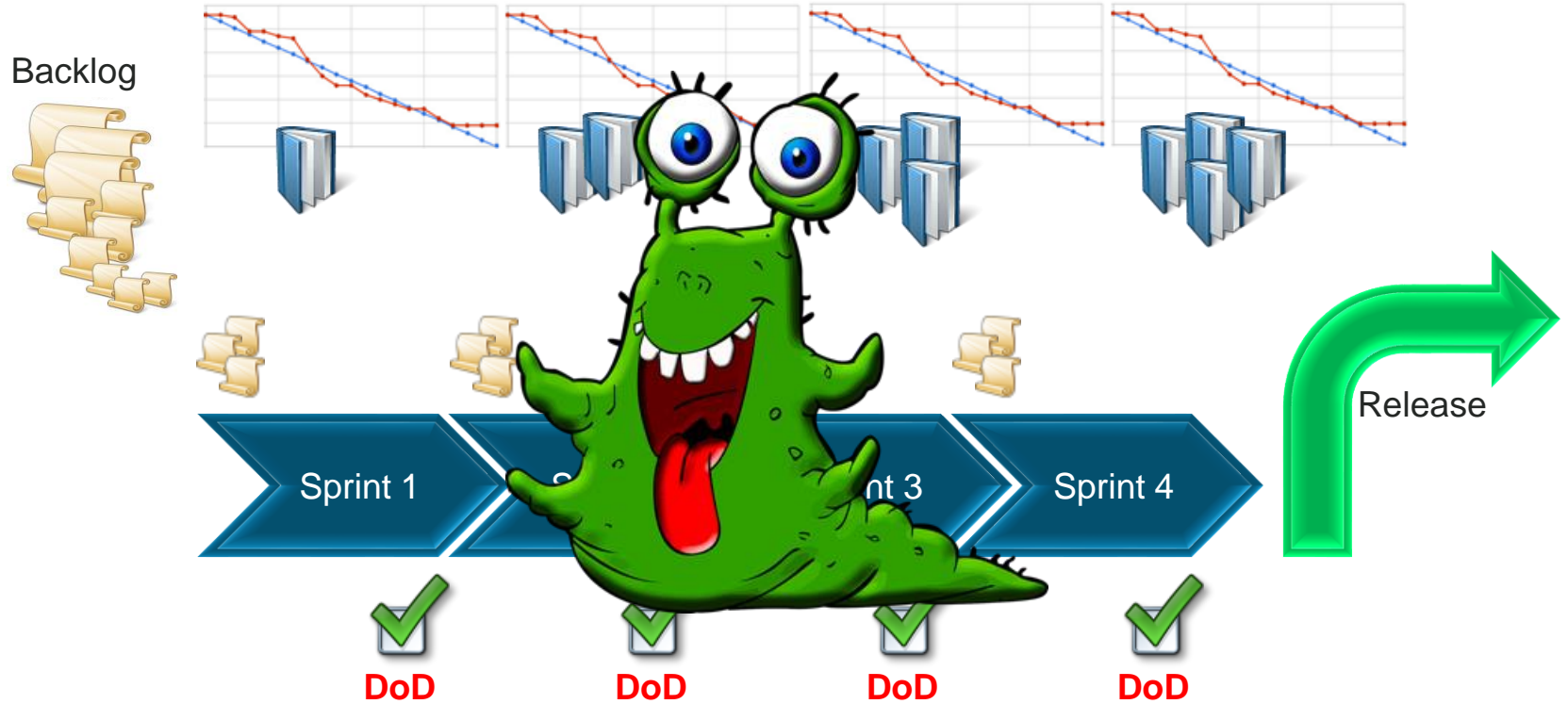
DoD

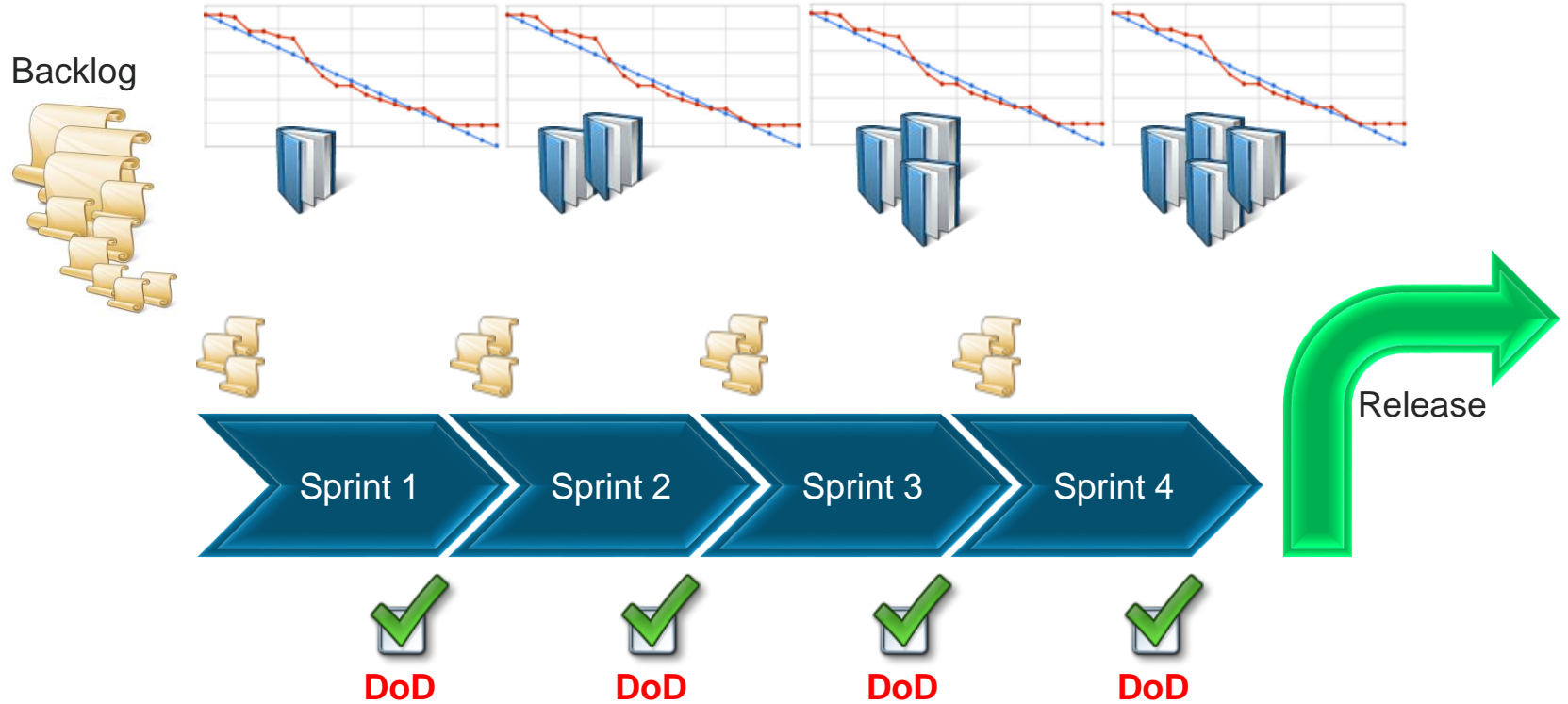


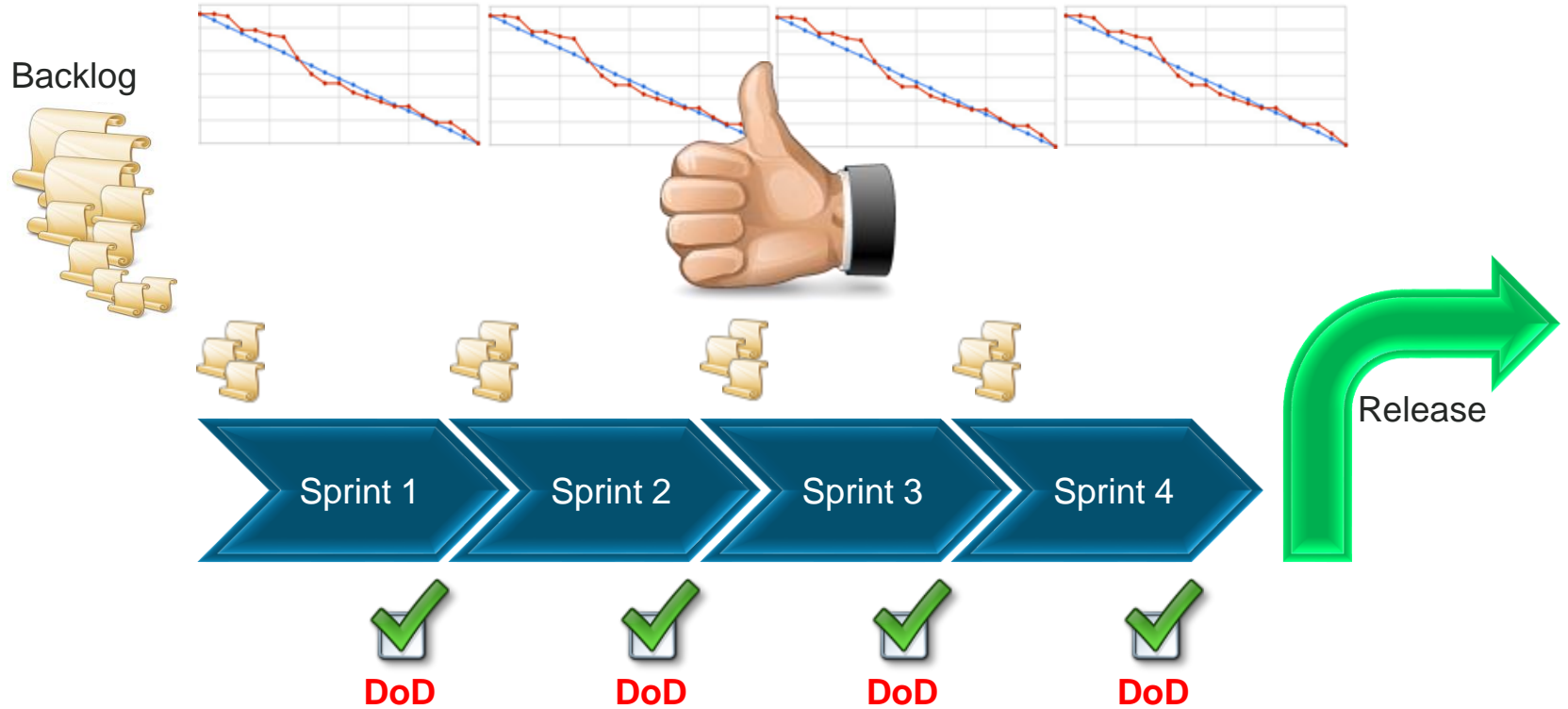
DoD











**WHY DOES THIS
HAPPEN?**



Why Developers Write Horrible Documentation and How to Solve It by Damian Wolf



AGILE MANIFESTO

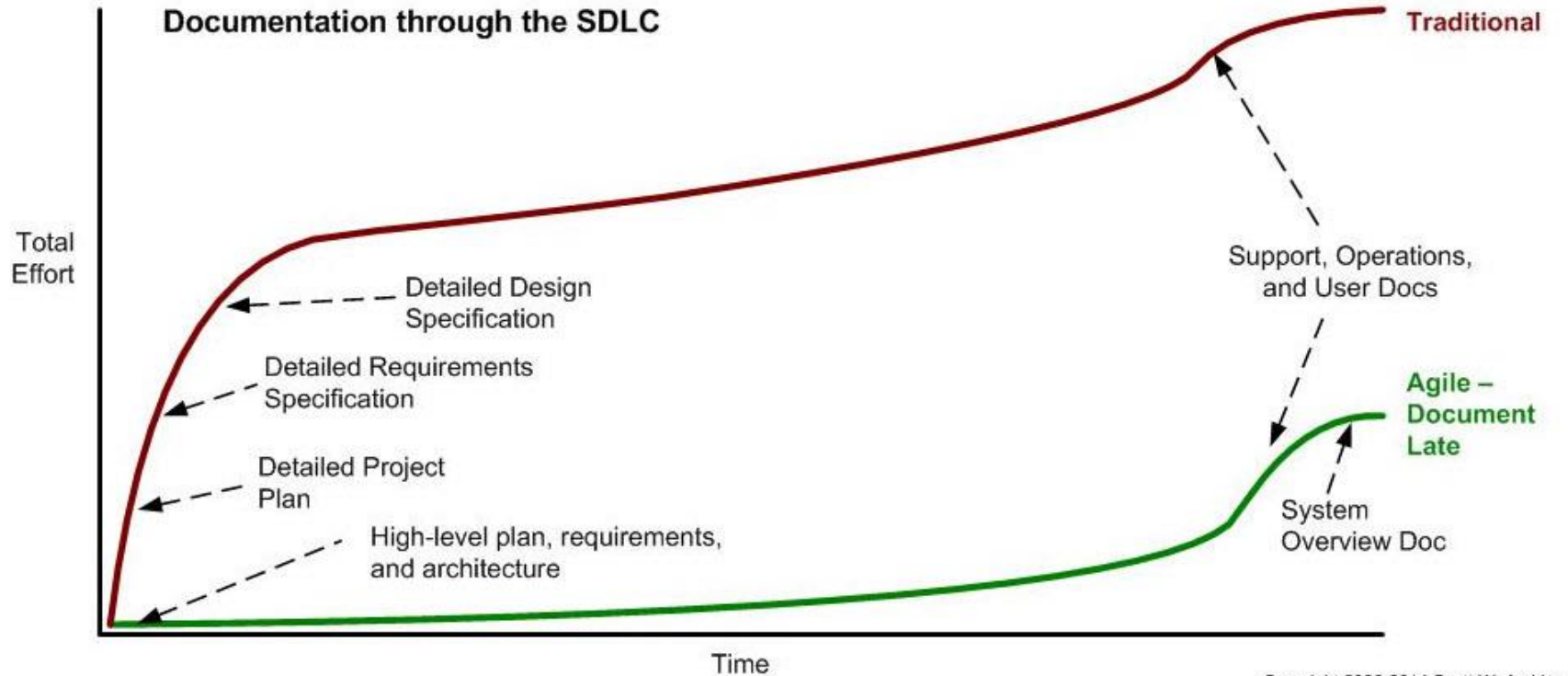
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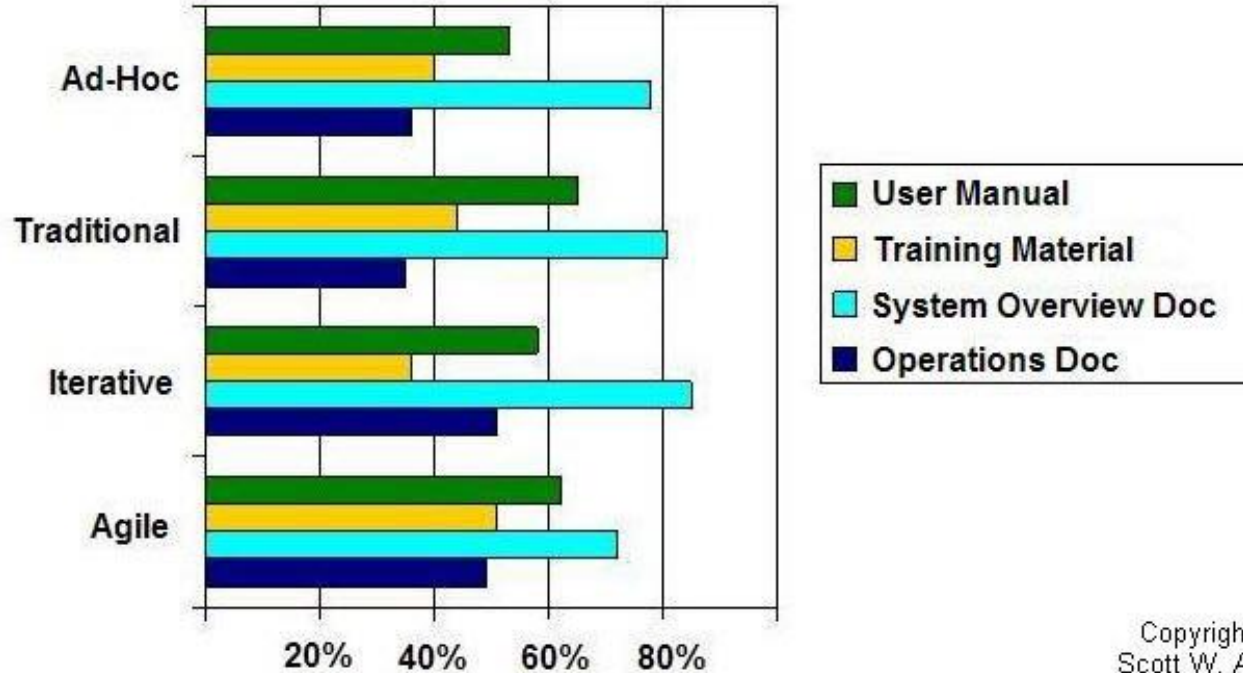
Best Practices for Agile/Lean Documentation by Scott W. Ambler



Copyright 2006-2014 Scott W. Ambler



Percentage of Teams Creating Deliverable Documentation



Copyright 2008
Scott W. Ambler

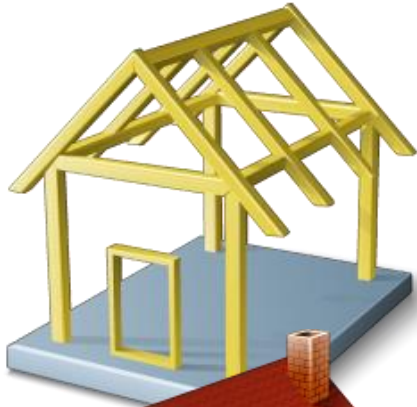




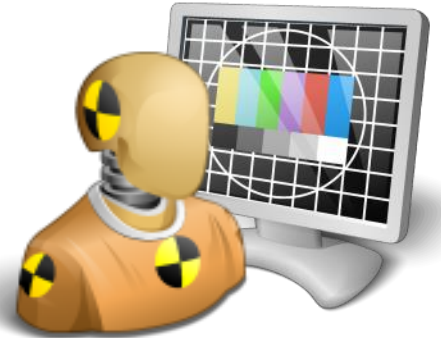
As a (user),
I want to (do something)
so I can (achieve something).

*Ideas Agreement Discussion Sharing
Compromise Brainstorming Designs
Consulting Solutions Exploring*



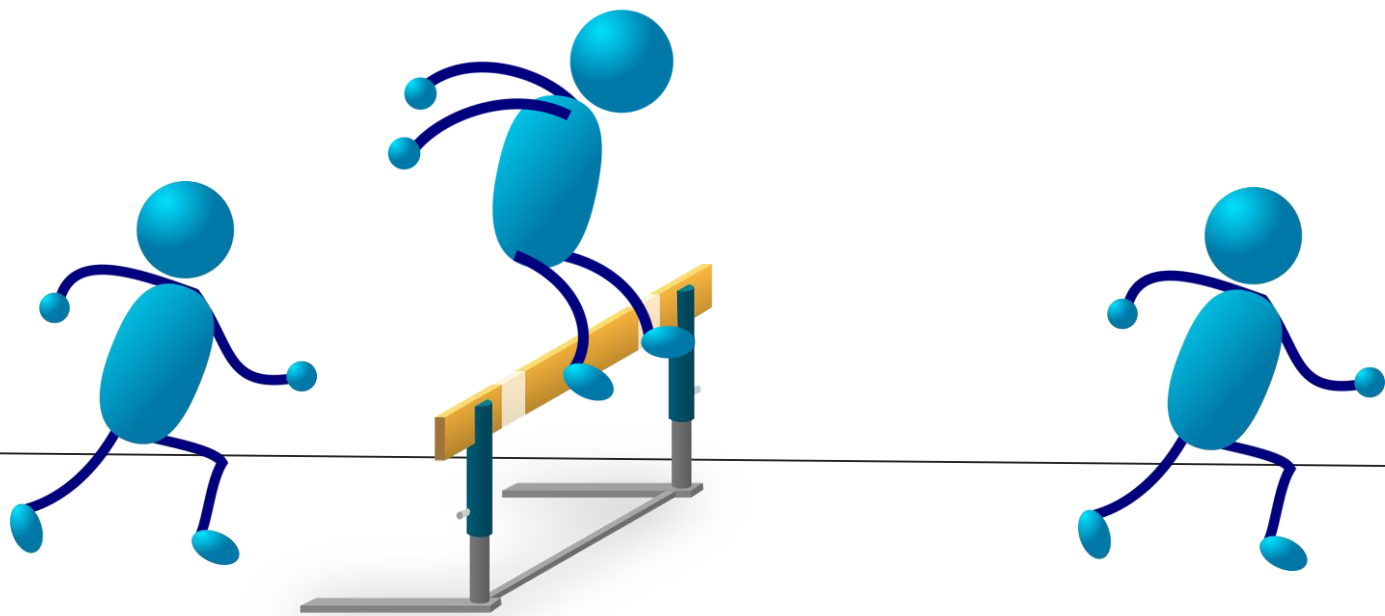


*Ideas Agreement Discussion Sharing
Compromise Brainstorming Designs
Consulting Solutions Exploring*



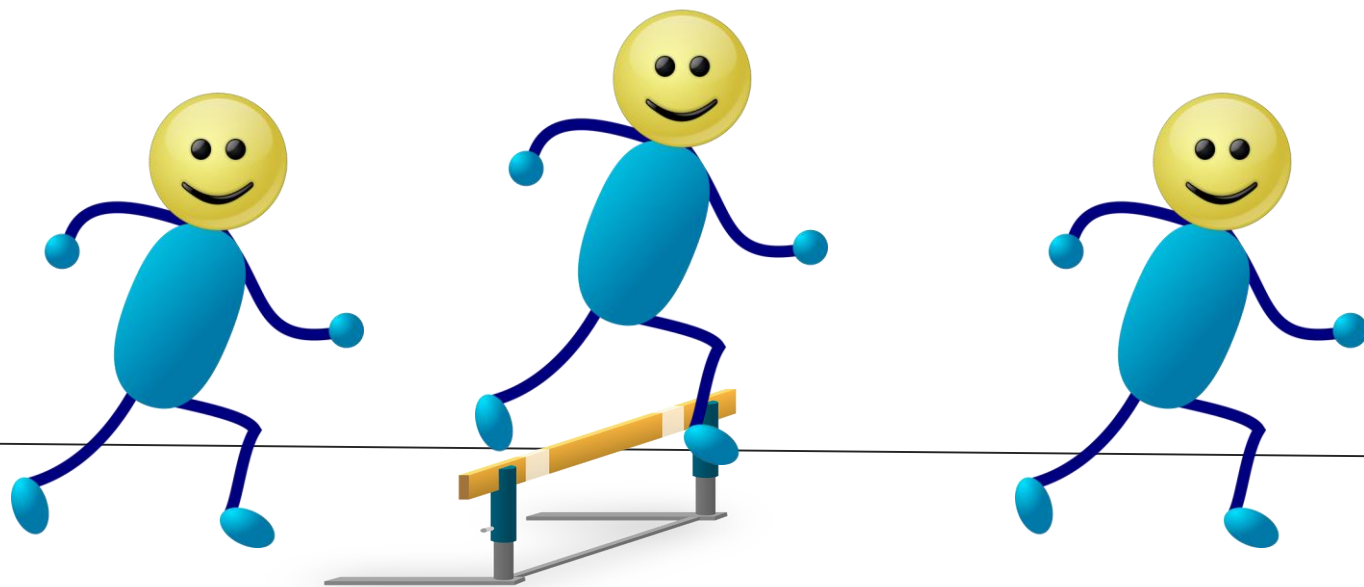
Process Hurdles

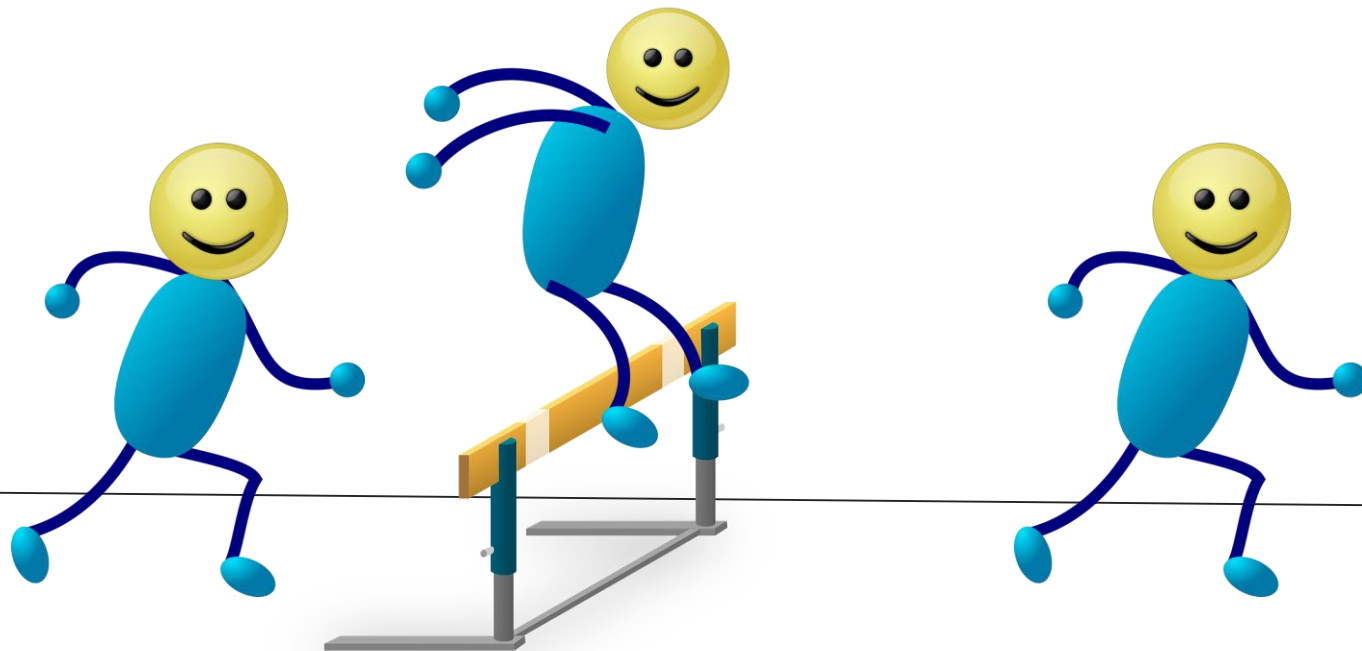


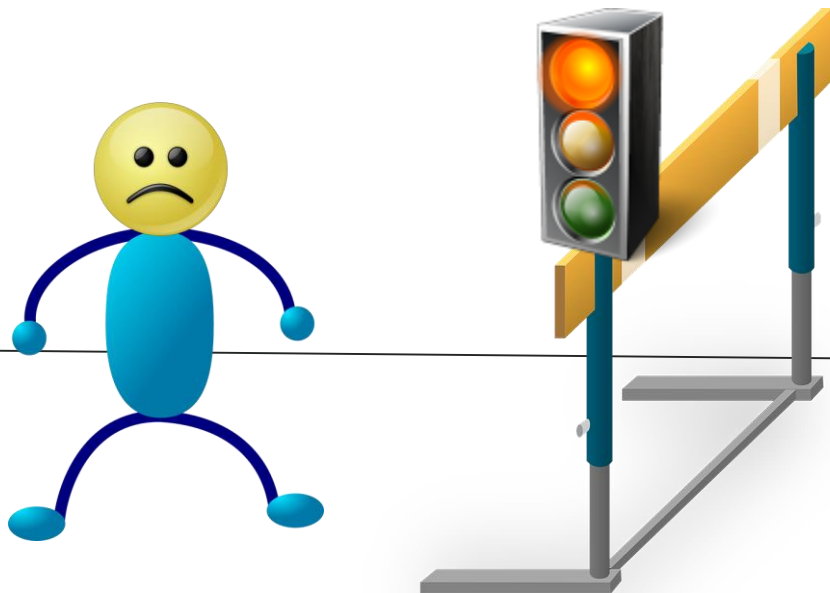


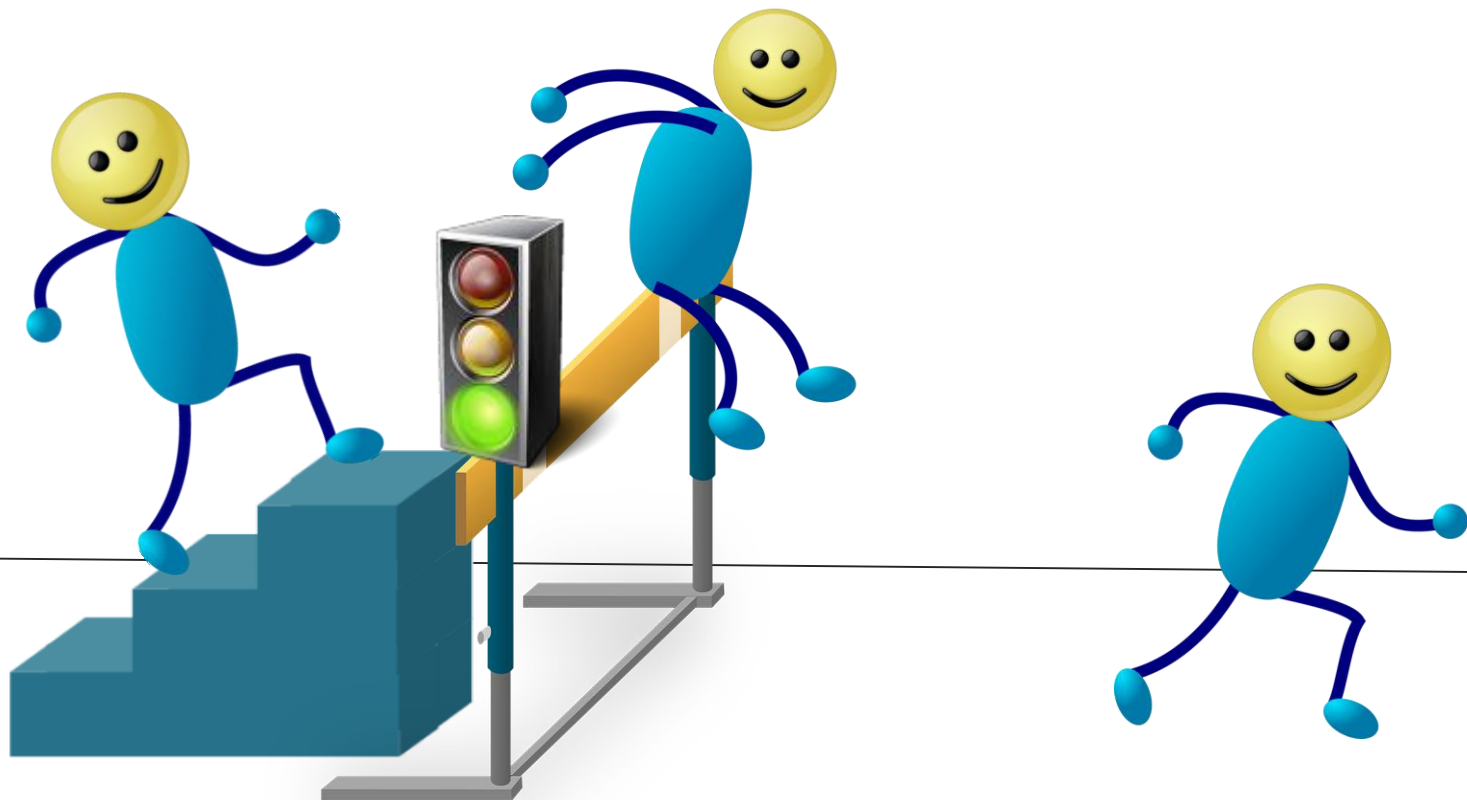


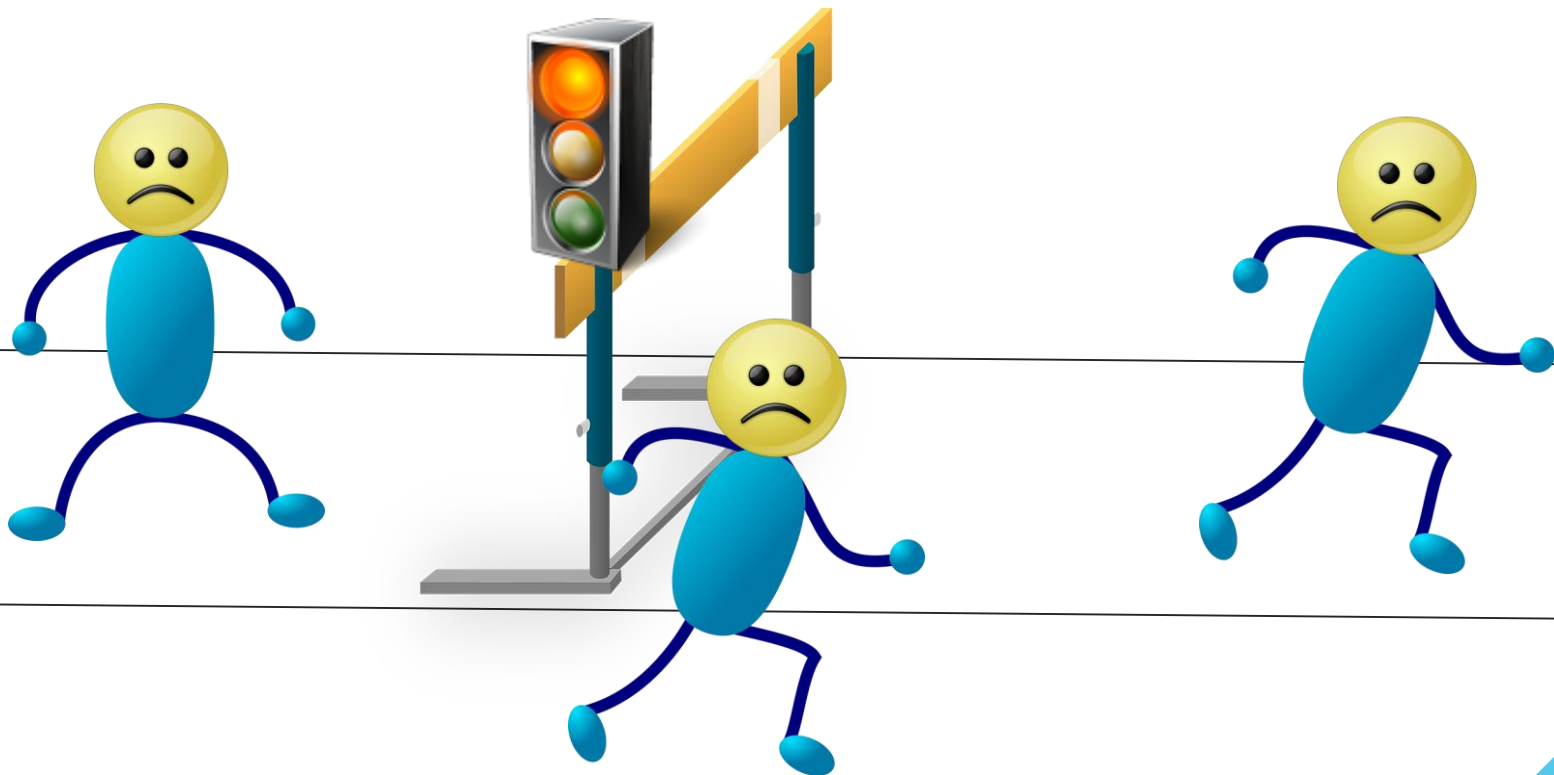


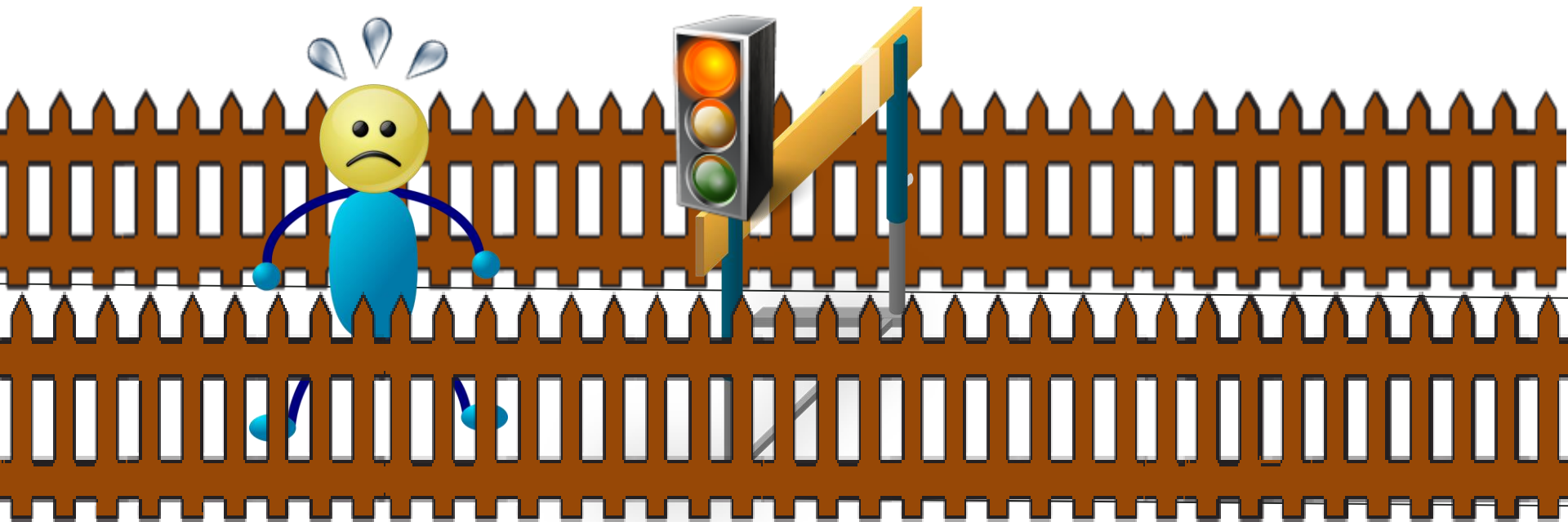












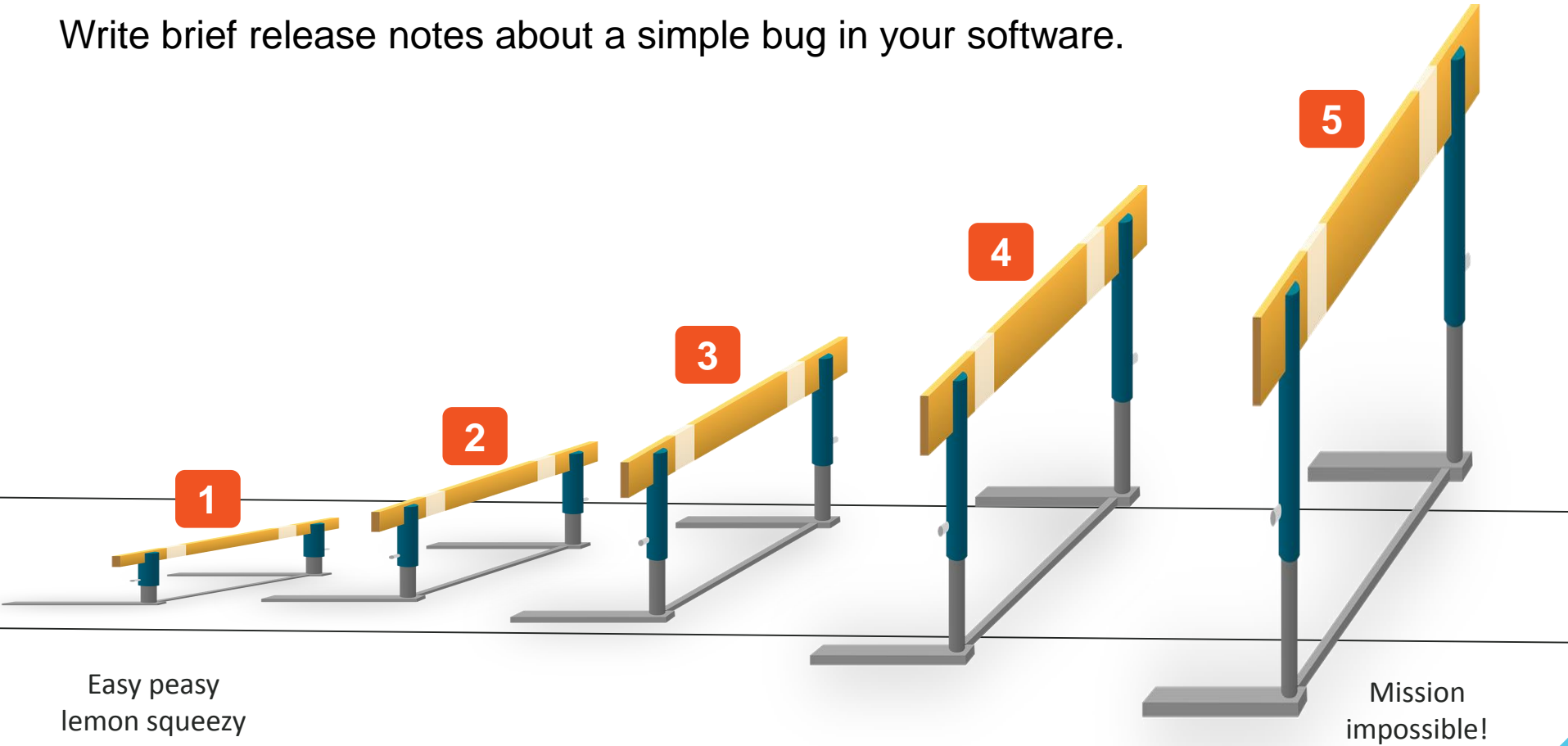


Easy peasy
lemon squeezy

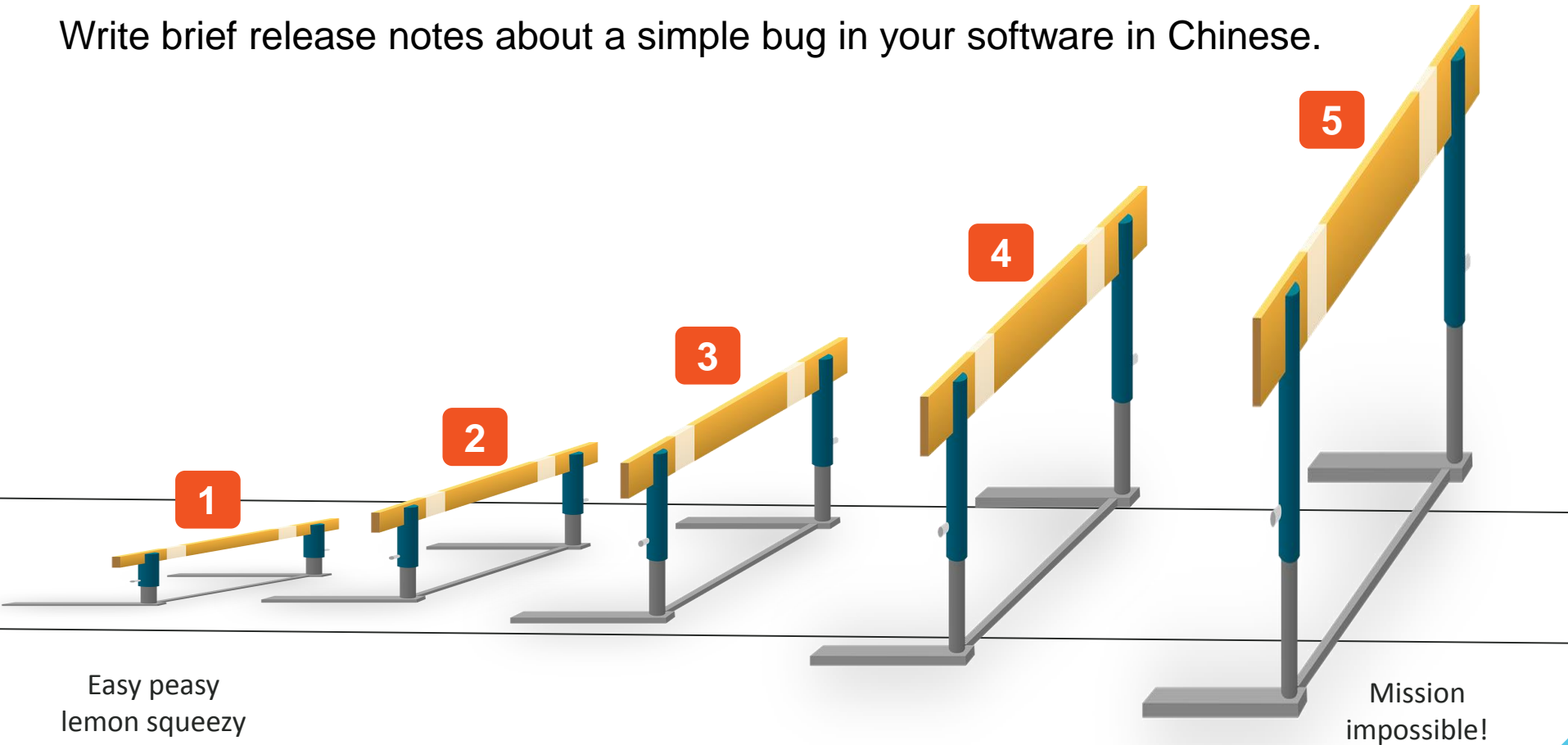
Mission
impossible!



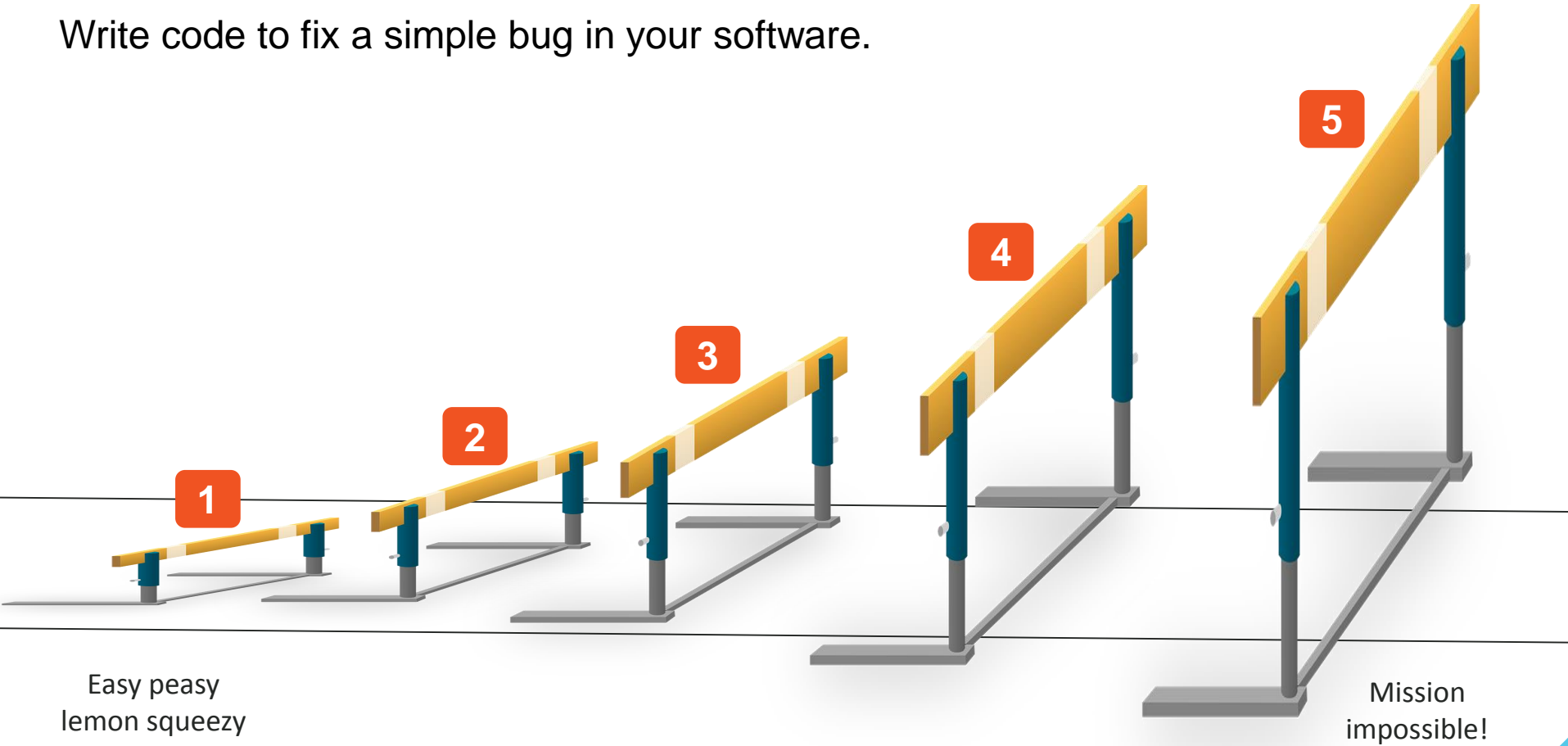
Write brief release notes about a simple bug in your software.



Write brief release notes about a simple bug in your software in Chinese.



Write code to fix a simple bug in your software.



Ability

Fear

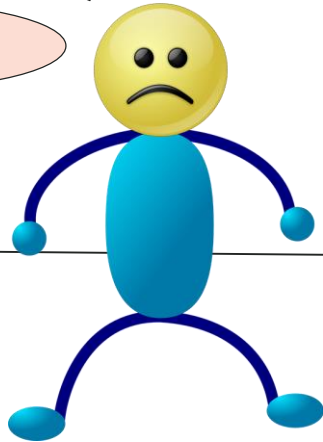
Confidence



My writing's not good enough.

My English is poor.

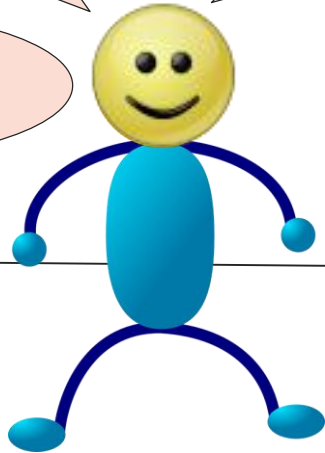
I hate writing.

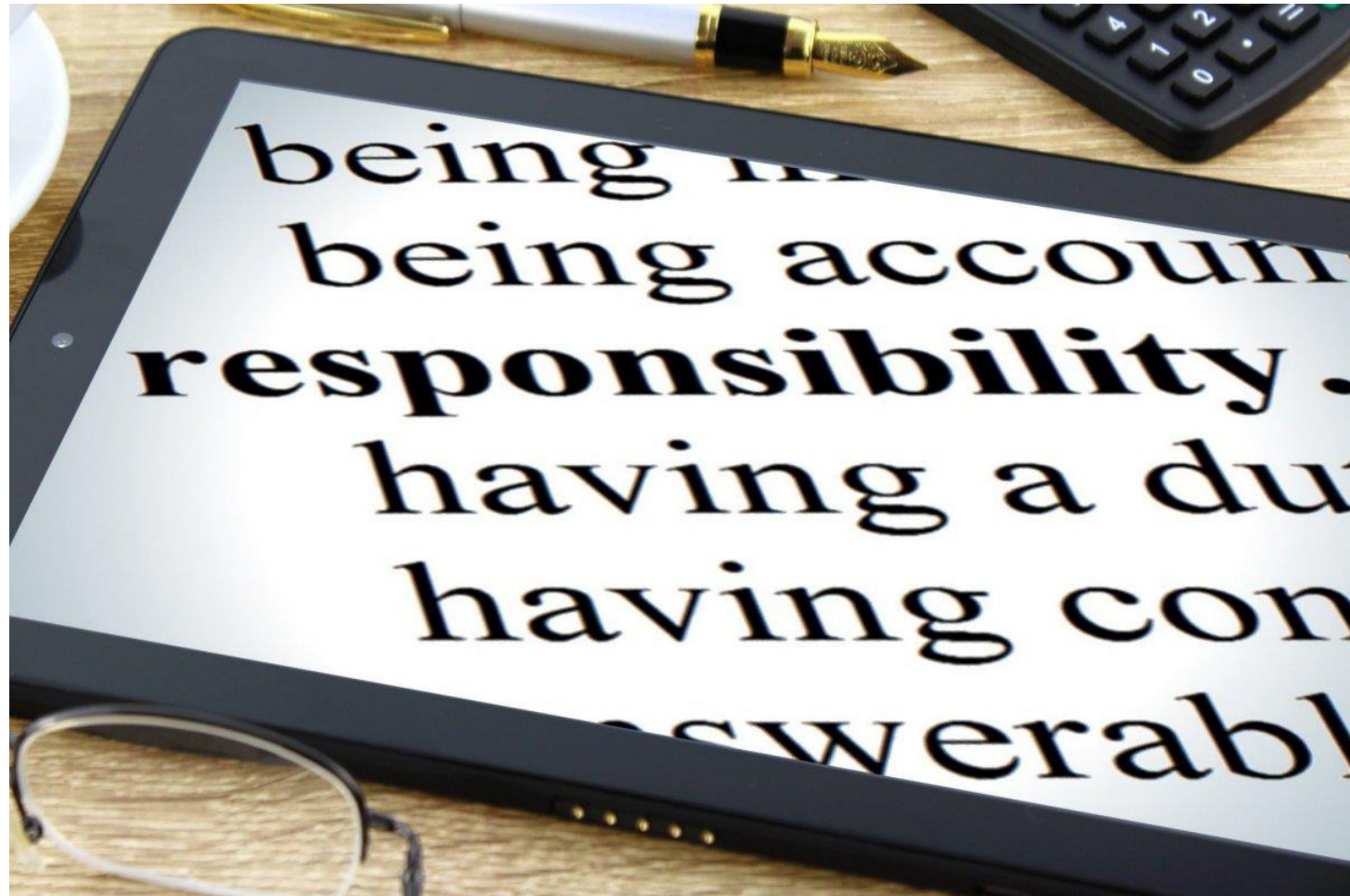


My writing is good enough.

My English is fine.

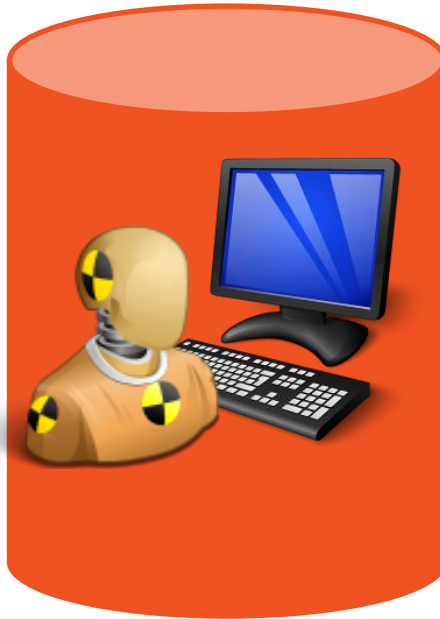
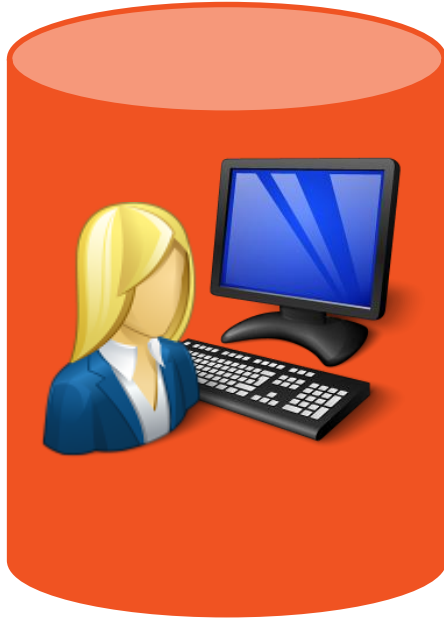
*I don't like writing,
but it's necessary.*



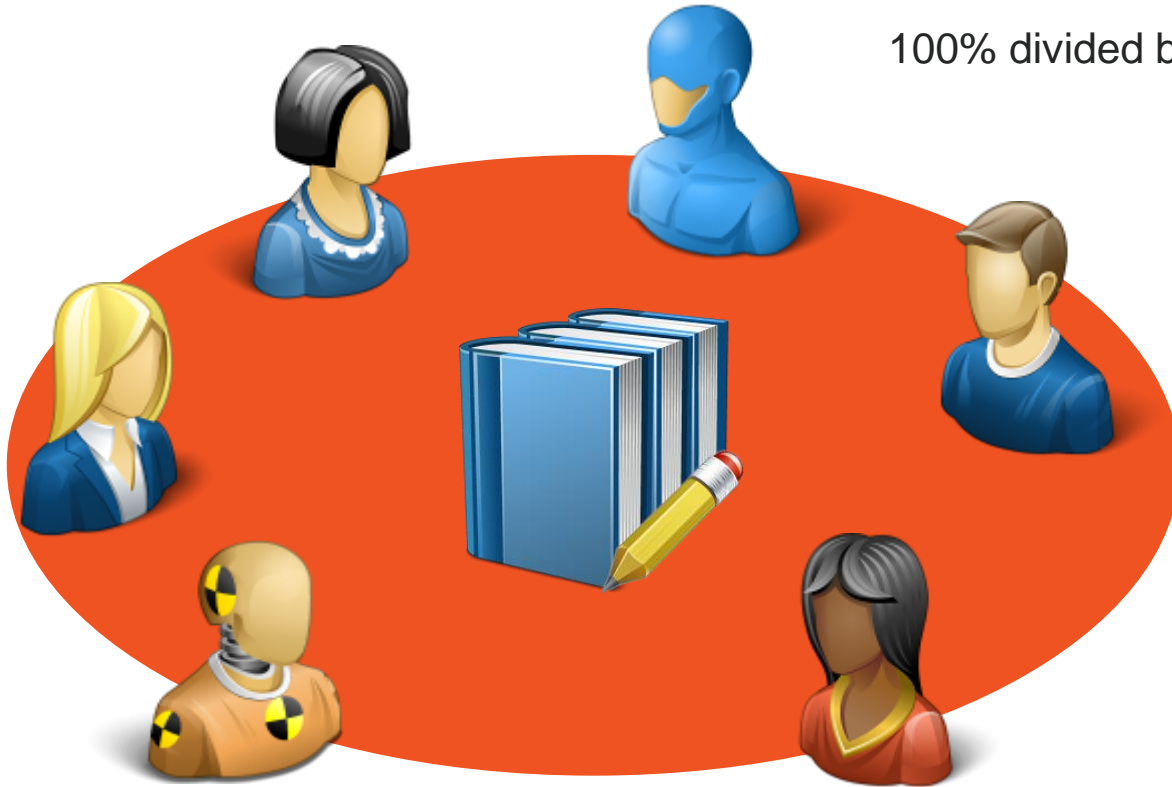




100%



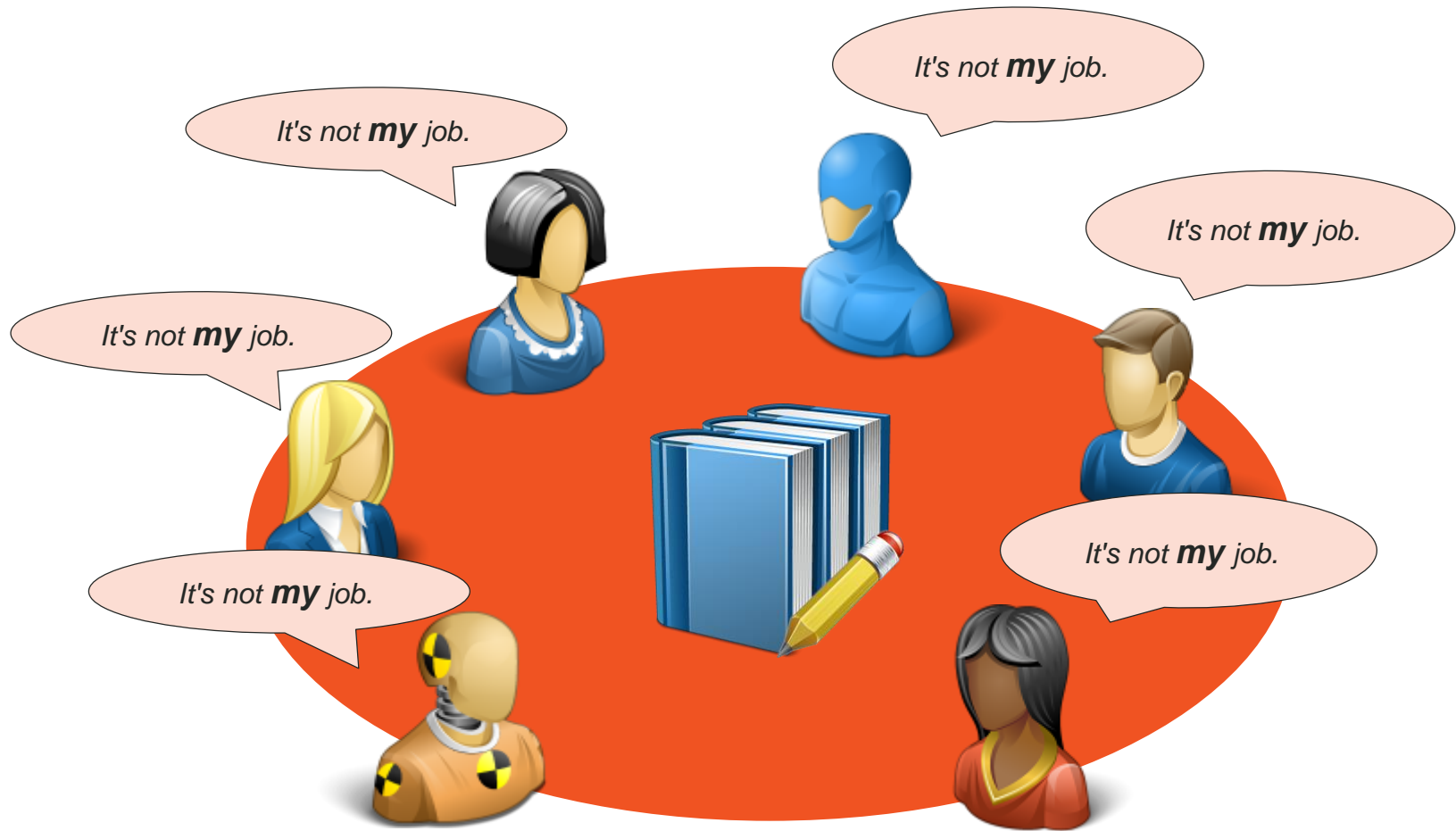
100% divided by 6 = 16.67%



“I always wondered why somebody doesn't do something about that. Then I realized I was somebody.”

LILY TOMLIN





HOW CAN WE FIX IT?



Collaboration

is built on

namiomciconut



Credit: www.lumaxart.com/



Collaboration

is built on

communication



Credit: www.lumaxart.com/





- 
- Requirements and acceptance criteria
 - Feature elaboration
 - UX designs

- Development documents
- User documentation
- Release notes and known issues
- FAQs and implementation tips

Credit: Carabiner Communications

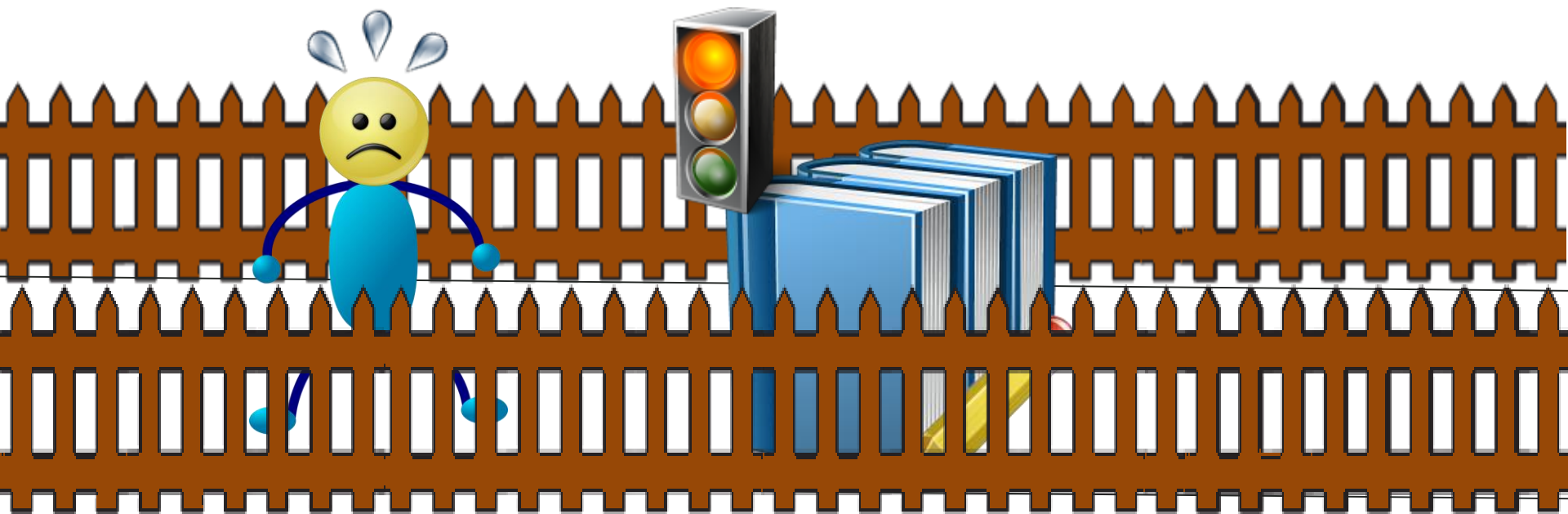


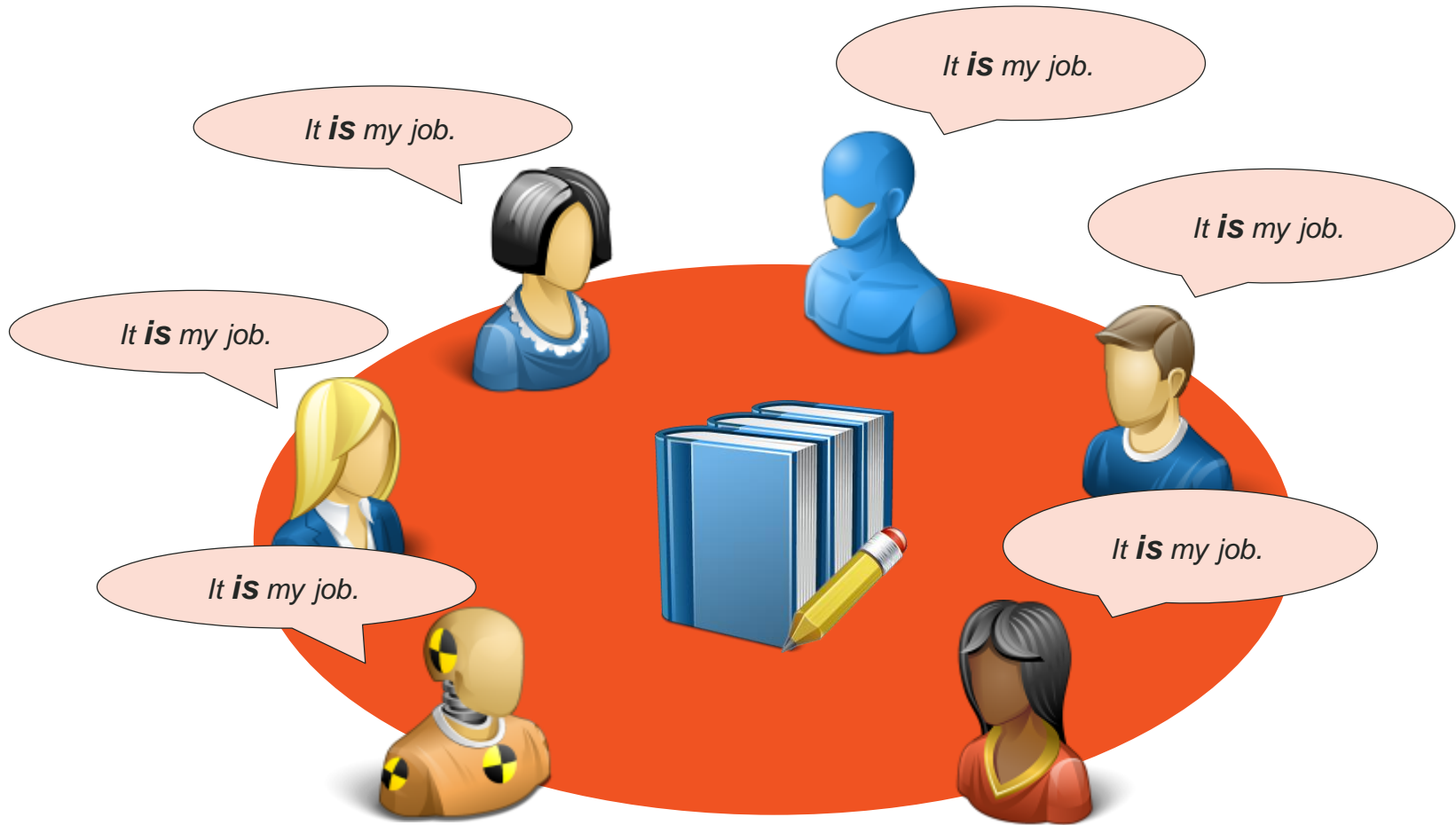


Credit: David Wylie









Gearbox Shared DoR and DoD

Guiding Principles for DoD

- The DoD should prescribe the outcome, not the process.
- It's vital to have a common DoD to enable efficient collaboration across teams.
- No ambiguity. If it's in the checklist, it will be done.
- Teams may add to the DoD to optimize their process.

DoD Types

The Gearbox Tribe believes we need multiple Definitions of Done that have some common standards

Common DoD

- Ticket has publication information including:
 - Updated title
 - Updated description
 - Marked as 'Publicise' or 'Do not publicise'
 - Public workaround (if publicised)
 - Public resolution (if publicised)
- Ticket publication information has been reviewed by a technical writer
- DOKI documentation has been updated
- DOKI documentation has been reviewed by a technical writer.





Credit: Wikipedia.org - Janke



99%





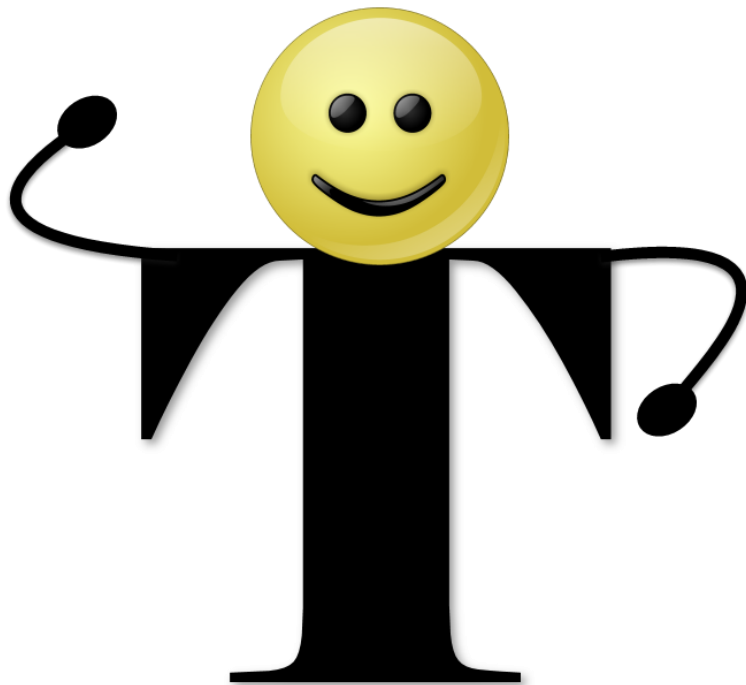
Code Freeze



Documentation Freeze

Release





Analyst	Programmer	Test Engineer	Web Designer	System Engineer
Write Executable Documents	Write Unit Test Code (xUnit)	Write Automated Tests	UX Design	DevOps
Requirements Engineering	Write Production Code	Functional Testing	Java Script, HTML, CSS, LeSS	Python, Perl, Go, shell
Write User Manuals	Design System Architecture, DB	Write Test Plan	Image, Icon, Logo Design	System and OS
...



Analyst	Programmer	Test Engineer	Web Designer	System Engineer
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Write User Manuals	Design System Architecture, DB	Write Test Plan	Image, Icon, Logo Design	System and OS
...

Broad

Deep



The vertical stroke of the “T” is a depth of skill that allows them to contribute to the creative process...

The horizontal stroke of the “T” is the disposition for collaboration across disciplines.

TIM BROWN

Chief Executive, IDEO





Managing

Writing



Researching

Formatting...

Coding

Unit Testing

Integrating

Designing...







Testing



Configuring

Writing

Editing

Communicating

Researching

Clarifying

Formatting...



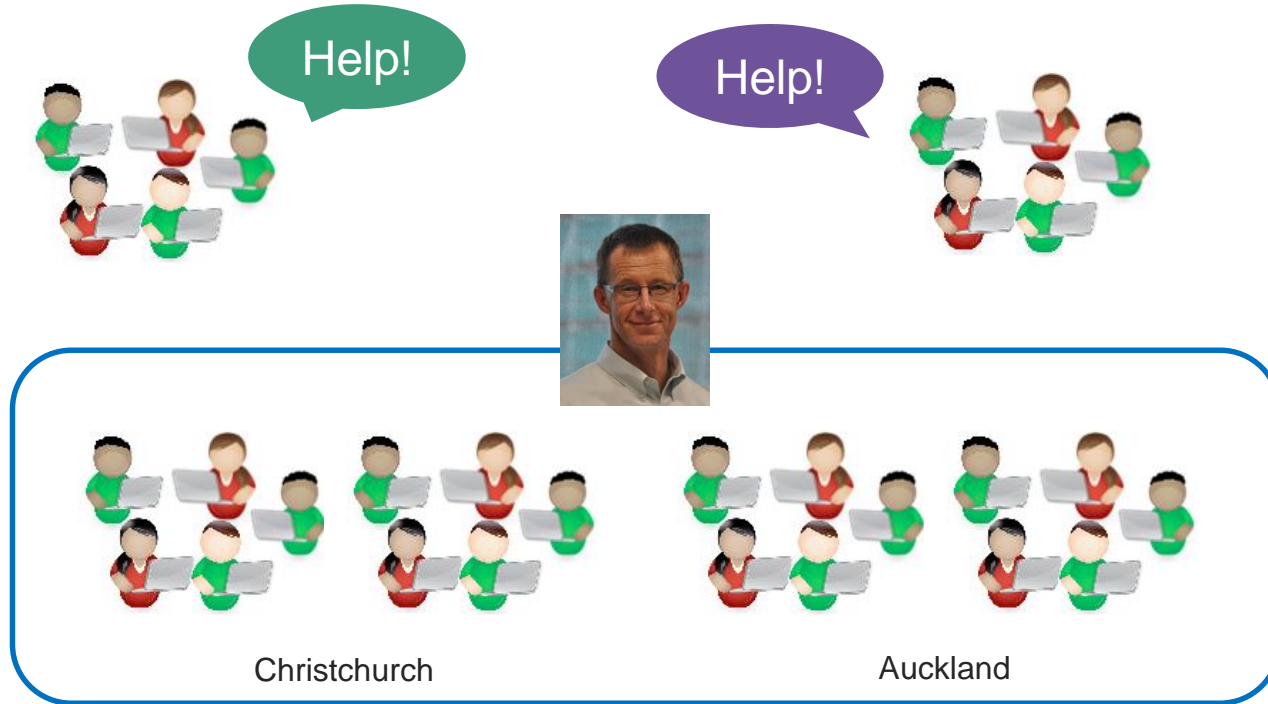




mountaingoatsoftware.com



But I Support Multiple Teams!



Documentation Maturity Matrix



Maturity Level	Low	Medium	High
During Sprint Planning	Create and check new DOKI space Consider documentation required Raise documentation ticket	Create and check new DOKI space Consider documentation required Raise documentation ticket	Create and check new DOKI space Consider documentation required Raise documentation ticket
During Sprint	TW write documentation Apply Orion style and standards Provide technical reiew Final review and close ticket Provide screenshots TW edit and modify screenshots to standard TW set up Help Redirections/in-app help (if required) TW completes publication info and adds DOKI link	Write documentation Use DoD checklists Provide technical review Apply Orion style and standards TW provide editorial reiew Final review and close ticket Provide screenshots TW edit and modify screenshots to standard Set up Help Redirections/in-app help (if required) with TW's assistance Write publication info and adds DOKI link if required TW review Publication Info	Write detail documentation Apply Orion style and standards Use DoD checklists Provide technical review TW provide editorial review Final review and close ticket Include screenshots that comply to Orion standards Set up Help Redirections/in-app help (if required) Write detail publication info and add DOKI link if required TW review Publication Info
Released Documentation	Raise documentation ticket for comments made in released space Update published documentation	Raise documentation ticket for comments made in released space Update published documentation	Raise documentation ticket for comments made in released space Update published documentation
For Release:	Provide content for About this Release page (PO) Check space with DOKI Validator (Green build before release) Generate PDFs (RNs + Kis, Manuals) Prepare space for release Create Release Doc Ticket for sign off Upload PDFs to Release Management Folder	Provide content for About this Release page (PO) Check space with DOKI Validator (Green build before Generate PDFs (RNs + Kis, Manuals) Prepare space for release Create Release Doc Ticket for sign off Upload PDFs to Release Management Folder	Provide content for About this Release page (PO) Check space with DOKI Validator (Green build before release) Generate PDFs (RNs + Kis, Manuals) Prepare space for release Create Release Doc Ticket for sign off Upload PDFs to Release Management Folder

Documentation Maturity Matrix

Team	Writer?	Maturity Level
<Team A>	Embedded in Team	Medium
<Team B>	Supporting	Low
<Team B>	Supporting	High
<Team C>	Supporting	Moderate



Documentation Maturity





Say
"Yes"



Colin Basterfield [Follow](#) – March 13 at 1:33pm

Those who say 'yes' are rewarded by the adventures they have. Those who say 'no' are rewarded by the safety they attain.

Keith Johnstone - Improviser

[Like](#) [Reply](#) [Share](#) ...

[Anthony Marter](#), [David Jeames](#), and [Jakub Jurkiewicz](#) like this



Anthony Marter – Monday at 11:16pm •

And those that say 'Maybe' are rewarded by the splinters from the fence they are sitting on? :D

[Like](#) [Reply](#) [Share](#) ...

[Sarah Brennan](#) and [Jorn Holtus](#) like this



Say
"Yes"

Say
"Thanks"



Say
"Yes"

Say
"Thanks"

Say
"Hello"

"Every time you say 'Hello', you open a door to communication."

Jade Doel - UX Designer



Say
"Yes"

Say
"Thanks"

Say
"Hello"





ORION 
HEALTH
THINKING SOFTWARE FOR LIFE