

Managing Documentation in a Nutshell

- **Build trust** with colleagues to establish your success
- **Build trust** with your manager to access resources
- **Keep metrics** to evaluate your processes
- **Specify contents** to ensure cost-effectiveness
- **Know your skills and weaknesses** to prepare for the future
- **Build a network** of supporters to promote your interests
- **Profile your users** to be able to add value
- **Implement IPMM*** to improve your processes
- And **don't whine** about grammar or developers!

* Information Process Maturity Model