

Ticketing Systems and Documenting Your Work

Have you ever worked hard on something that had a lot of steps and took a long time only to have to do it again in the IT world. That's why it's important to document the work you do. Documentation might seem like a time suck but it's not when you're documenting an issue. Bugs are issues with the system that weren't caused by an external source. Imagine if every time you have a bug, you have to document it at all. The IT industry utilizes systems just to keep track of this for you. Some examples are Bugzilla, JIRA and Redmine and provide updates. A great way to use the system for documentation is to update the ticket with what the issue is and for two reasons. The first is that it keeps the user in the loop. The second is that it helps you audit your steps in case you need to create a documentation trail. You have a lot of options of where you want to write and store your documentation. You can use lots of other mediums. Just make sure it's accessible to everyone else in your company. If you have a monthly review, you can refer back to them when it's needed. Documentation isn't a set it and forget it situation. Systems and processes are constantly changing that you aren't reading something that's old. One last thing I want to call out about writing documentation is that you want to be as concise as possible so that when someone reads your document, they can find what they need.

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