

# 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 actually a great way to document an issue. Bugs are issues with the system that weren't caused by an external source. Imagine if every bug was caused by an external source at all. The IT industry utilizes systems just to keep track of this for you. Some examples are Bugzilla, JIRA and Redmine. These systems allow you to create and provide updates. A great way to use the system for documentation is to update the ticket with what the issue is and what you did to fix it. This is 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 refer back to them when it's needed. Documentation isn't a set it and forget it situation. Systems and processes are constantly changing and 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 quickly. (Required)

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