

# Charter for the Internal Dev Docs team

TLDR: [the Internal Dev Docs team](#) is here to assist with internal developer documentation. We want your team to benefit from [our writing expertise](#), and [we need your help](#) to improve written communication processes.

## Problem

Today, our internal docs hamper product development and innovation. We're not aligned on what format or forum to share information. We don't understand each other or the platform and interrupt each other's roadmap work to gain clarity. We toil to find information and it is often incomplete when we do find it.

## Solution

After first building awareness of issues and getting people excited about the future we'll perform the following:

- create practical tools, [guidelines](#), examples, and templates
- offer consultancy, writing, and training to everyone in TDP
- empower developers to deliver great features with a clear purpose and efficient usage
- curate pre-existing platform documentation

Ultimately, we want to collaborate early during creation of new platform tools to deliver documentation that inspires user confidence in tooling.

## Benefits

Better platform docs drive quicker technology adoption. Clear and up-to-date docs reduce toil for devs to implement the right solutions. New engineers become vital senior members faster. This also means less interruptive Slack messages, improved platform stability, and more time focused on roadmaps to build better products faster. The value extends so far that even customers benefit from increased platform stability and faster innovation due to reduced errors, rework, and waste.

## Our services

Here are the specific services we provide as an [Internal Developer Docs team](#):

- Write documentation for new platform features
- Questions about [New Relic Quality Standards](#)
  - review of [Change Design Docs](#) for new authors
- Review and edit nr-platform-docs or PRs for:
  - reading efficiency and skimmability
  - Information Architecture and searchability
  - adherence to style guidelines
- Review important platform blog posts
- Write or review content for:
  - internal UI tools
  - readme's for tool repos
  - command-line help menus
  - error messages
- Help write change design docs

- Help with diagrams
- Provide advice on where to place content
- Provide training to teams or individuals to improve writing quality

## Partner with us

This is a partnership and we're only as good as our work together. As a team developing our platform, here are some things your team can start doing today to help build a culture of internal documentation:

- Ask for help related to any of the [services we provide](#)
- Look at your hero process
  - Migrate knowledge out of Slack and into docs
  - Consider a help channel FAQ if your team doesn't have one
- Do you have a doc repo outside nr-platform-docs that's used by multiple teams? Let's talk migration
- Link video demos and deep dives to appropriate guides in nr-platform-docs
- File jiras for the Internal Dev Doc team, link them to your MMFs, and ping jpugh
- Review docs PRs
- Share your ideas and feedback on content
- Check out the [nr-platform-docs style guide and efficiency tips](#)

## KPIs

Our FY22 Strategy: focus on the most critical gaps (support Cumulus migration and lack of content strategy) and build a culture of docs in TDP to help New Relic scale.

## Execution

### ▼ Drive content strategy

- Provide guidelines on what content goes where
- Define information architecture
- Ensure teams know about new platform features and changes

#### Measurements:

- # of pageviews
- Improvements to docs survey sentiments
- Readability scores
- Decreased word count
- Reduce amount of unused or noisy content
- Improve discoverability

### ▼ Support the cloud migration

- Execute Cumulus documentation roadmap epic
- Meet with stakeholders to understand migration pain points

Measured via doc surveys at 2 to 3 month point of a team's migration.

### ▼ Build a culture of documentation

- Create templates and "gold" standard docs

- Raise awareness of templates, strategy, etc.

**Measurements:**

- # of repo contributions
- Which teams we've worked with, % of points on each team
- PR review time
- New platform developers onboarded faster

▼ Consult on writing

- Identify where content should live
- Provide guidelines for improving content

**Measurements:**

- Improve readability
- Decreased word count
- # of teams we've worked with

▼ Tinker with tooling

- Collect usage and traffic data
- Add features like last-modified, quick edit buttons
- Investigate sharing platform with Gatsby docs sites

**Measurements:**

- # of contributions
- PR review time

## How we work

For details on how we work, our priorities, and how to contact us, see the [Internal Dev Doc team page in Confluence](#).