Relics for the Organization of Knowledge and Documentation (ROKD) - status update for 9/21/22

Jeremy Pugh

Product

Last modified on Wednesday, September 21, 2022

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Recent achievements

Looking back the last couple of weeks, our ROKD workgroup continues to thrive and drive value for the Product Org. Since we last reported archiving ~50 Confluence spaces, **we've accomplished the following:**

- decreased the onboarding noise for TDP by removing 30% of links (either outdated or redundant with other Nerdlife onboarding spaces) from the Eng Process Nerdlife space
- created a first draft of a CDD for consolidating our various engineering, security, quality, and experience standards
- prioritized our backlog to focus on the top communication, collaboration, and knowledge management concerns of product Relics

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Prioritizing our backlog

For the backlog efforts, we'd really like to thank the many Relics outside the core ROKD group that helped provide backlog items or add comments and discussion.

After ranking the backlog by importance and feasibility, **we arrived at these top 10**

priorities that will have us working closely with Engineering, Product Ops, and the team managing our intranet over the coming months:

1. Propose specific intent behind our vital doc sites and Confluence spaces so teams know where to write or find info

2. Remove stale content from product onboarding and general onboarding nerdlife pages

3. Implement a federated search tool

4. Create a one-pager for every tool Product uses (Name, description, purpose, installation/configuration, how to get access/permissions, help resources, point person, etc) and a dashboard with links to each page

5. Create a process for eliminating competing definitions (Entities are a great example)

6. Share NRQL query examples broadly instead of hoarding within single team content repos

7. Increase occurrence and efficiency of doc contributions

8. Identify Nerdlife pages to archive

9. Provide guidance on video tools, content, and best practices for demos and docs. Not just guidance but also actual rules: no API keys, no actual customer data, no recording customer sessions (or using recordings of customer sessions) without their (the customer's) express permission, etc

10. Update dev vs dev-announcements guidance because dev-announcements feel overwhelming.

Looking ahead

Looking ahead the next 2 weeks, **we have already started tackling our #1 priority**: to create a listing of recommended places to store certain documents or types of content which we will be promoting in various venues:

- This week - we are working internally amongst ROKD on a draft proposal

- Next week - we will open the draft up for all engineers to comment and we will revise and publish

Get involved

Interested to know more, provide feedback, or want to pitch in? [Visit our #engineering-knowledge-workgroup channel in Slack](#).

Comments

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