Engineer

Wrote 50,000 words of software documentation

Wrote 50,000 words of comprehensive software documentation utilizing Markdown in GitHub, Craft, and Confluence, thereby ensuring the retention of knowledge and the transparency of the process.

2022 – 2024

50,000

words of documentation, so the knowledge stayed

Situation. Most of what mattered about the product and how the team worked lived in people's heads. That's fine right up until someone new joins, or someone leaves — and then onboarding crawls and a chunk of institutional memory is one resignation away from being gone for good.

Task. The aim was to get that knowledge out of heads and into documentation people would actually keep and use: clear enough to be read, structured enough to be maintained rather than abandoned after a month.

Action. Much of it was written by hand, around 50,000 words by the end, in Markdown across GitHub, Craft and Confluence depending on where each piece belonged. It covered the architecture, the processes and the practical how-to material — the questions people kept asking. It was kept version-controlled and, just as importantly, findable, because documentation nobody can locate might as well not exist.

Result. The knowledge stopped being fragile. New people got up to speed faster, the process became something you could point at instead of reconstruct from memory, and the whole thing turned auditable: you could see how and why work was done rather than take it on trust.

Bring this experience to your project

Use “Wrote 50,000 words of software documentation” as a starting point for a similar challenge in your organisation. The services behind this work are available for your project. Somebody on your side of the table when a supplier, a budget or an architecture decision needs a second informed opinion.

Explore our services Get in touch →

Look behind the result

Read the situation, decisions and result in this example. We can discuss which parts transfer to your constraints and which need another approach. Wrote 50,000 words of software documentation — 50,000 words of documentation, so the knowledge stayed

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Losing knowledge when people move on?

Talk through your project with the engineer responsible for delivery. We agree the scope, price basis and handover in writing before work begins.

Role context: Product Owner and Project Development Manager. It draws on Team Leadership, Technical Leadership, Mentoring & Coaching and Documentation. And while you are here, we are rather good at Technical Leadership & Consulting and Technical Documentation.

Get in touch Explore our services

One piece of **a longer record** — and it is all on this site.

Every entry is written the same way: the situation, the task, what we did and what changed.

See the whole record

Define the improvement you need

Bring the decision, the people affected and the options already considered. We can make the tradeoffs explicit and leave a documented recommendation.

See what it costs Get in touch →

Losing knowledge when people move on?

Ask about the decisions behind “Wrote 50,000 words of software documentation”. You will speak with the people who can explain the work and assess your own project.

Explore our services

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Take this page with you

Contact card

Carefully Crafted With Love by D.

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