

# How to Get Your Team to Use, Write and Update Documentation



# Introduction

IT Glue has been a leader in the IT documentation industry since 2014. We specialize in bringing together all the documentation that multifunctional IT teams need to excel, under a single pane of glass.

In many organizations, only a few people might really appreciate great documentation. However, several others may not be as engaged or see the value in it. Without team buy-in, your documentation journey could falter before it has even started. So, how do you get your team to use, write and update documentation?

This eBook addresses that very question. After all, every organization benefits from having great documentation, and we want to share our experience and our partners' experiences to help your organization document with the best.



# Why you need team buy-in

Documentation is not solitary or siloed work. It requires consistent process execution from members of various teams. Even if you automate documentation, you need your team members to manage and use the documented information proactively. Most importantly, you can prevent knowledge leaks and have a single source of truth with the help of excellent documentation. Without team buy-in, you cannot keep your organizational knowledge up to date.

Great documentation benefits everyone in the organization, not just the management. Even if your team isn't focused on the company's bottom line, they can still witness many benefits through documentation. For instance, robust documentation eliminates inaccurate or out-of-date information in the company's knowledge ecosystem. This eliminates the time spent searching for non-existent information and boosts overall efficiency among your technicians.

Here's a list of reasons why team involvement matters in documentation:

- 1 Promotes creativity:**  
When all your team members operate as silos, they quickly run out of new ideas. Documentation brings together all the team knowledge and allows your team members to develop newer and better ideas.
- 2 Boosts team knowledge:**  
A team committed to documentation can increase its overall knowledge significantly. The combined responsibility to manage information efficiently will ensure active participation from all team members and improve their knowledge strength.
- 3 Better ownership:**  
Employees must understand what they work for in an organization. In other words, they need to see the big picture to become more productive. Transparent documentation provides a better understanding of each employee's role and instills a sense of ownership. This boosts engagement in various organizational activities.

# How to engage your team in documentation

You want to embrace documentation, and you want your team's help. In many cases, people are either too busy or uninspired to deal with something new, no matter how easy it makes their life in the long run. Despite that, you can still find ways to motivate your team to make the most of your documentation. Through our experience working with thousands of organizations, here are seven things we learned about documentation to get your people to commit:

## 1. Make documentation easy

One of the key things to do before you get your team's buy-in is to make the entire documentation process easy. You can achieve that by incorporating specific measures that promote consistent documentation. For instance, you can start using templates to structure your documents and make everything consistent.

Before involving your team, you must ensure that you have centralized all your documentation in a unified solution like IT Glue. Bring in your existing documentation from different applications and import the documentation from your remote monitoring solution, service desk, backup and more. This prevents your team from switching between applications to search for information.

## 2. Make documentation valuable to use

Documentation is useless if no one in your organization gains value from it. To ensure total commitment from your team, you need to make them understand the value they gain from it. Storing piles of information in your IT environment is not documentation. You need to leverage a robust solution to create value.

For instance, IT Glue has a feature called relationship mapping or related items that lets you identify documents based on the relationships between them. This gives you a complete picture of your IT environment and allows for better information management. With easy access to relevant information and less time spent searching, your team will understand the importance of documentation.

## 3. Keep focusing the benefits

Your team may understand the value of documentation but still not commit fully to the documentation process. In such cases, you must keep reminding them about the benefits of documentation. For instance, they can easily identify issues in a process if it is properly documented. Also, documentation can help them avoid costly errors. Most importantly, your team members can do their job independently without being micromanaged.

If you are looking for top management buy-in, you need to convey the benefits of documentation to the company. Documentation prevents your work from coming to a halt due to the absence of a critical team member. Also, documentation ensures consistency, boosts efficiency, improves productivity and makes results predictable. In the long run, this results in massive cost savings.



## 4. Create a leadership structure

Assigning a team member as a documentation leader will go a long way toward getting your team's buy-in. The documentation leader will fully document all processes and keep company knowledge updated. While, the documentation leader doesn't have to be a manager, you need the right person to reach out to their peers regularly and get them on board with documentation.

When you assign documentation leaders, don't expect your entire team to get on board overnight. Even with proactive steps like this, you still need time to get everyone involved. If required, assign peer leadership for multiple documentation processes, and stretch out the leadership role rather than narrowing it down to one or two people.

## 5. Define the roles of your team

When you introduce something new in your team, the most asked question will be: what is my role in this? Or, how will this change affect my regular work? You must answer these questions before you involve your team in the documentation process. People take more ownership in a process when they have something to contribute.

You need to assign roles with regards to who can raise issues, who can contribute to documentation, who can edit it, who can approve it, etc. The documentation leader has to monitor the performance of various team members and report to the leadership periodically. Also, create a communication channel where people can share their updates based on their assigned roles.



## 6. Incorporate peer review

A great documentation culture has the team supporting each other. Hence, it's worth doing regular peer reviews to celebrate those doing it well. These reviews should identify the strengths and weaknesses of each team member in the documentation process. Here, each team member can work with another team member to ensure the completion of each other's responsibilities. You can also incorporate individual reviews for those who might be a little more uncooperative.

Peer reviews provide insights into how your team approaches its documentation tasks. You can leverage these insights to take stock of your team members' performance and reassign them to different roles if necessary.

## 7. Establish a documentation culture

You need to let your team members know that documentation is a core value of your organization. For the most part, we recommend the carrot-and-stick motivation policy because documentation should be positive for your organizational culture if you're doing it right. You can provide rewards and incentives to people taking their documentation responsibilities seriously. Most importantly, give them compliments for achieving their documentation milestones.

You might need to use the stick occasionally if people resist buy-in and don't appear to have a good reason. In our experience, it happens, but usually, people buy in sooner or later. Once you make it a core part of your organizational culture, your team has no choice but to go forward.





## Conclusion

IT Glue has won awards for Best Ease of Use and Highest User Adoption because we have prioritized those facets. We know it doesn't matter how good your documentation is if nobody looks at it, so we've prioritized making documentation easy to create, easy to find and valuable to use. With a robust documentation tool like IT Glue, getting your team's buy-in will no longer be a daunting task. Simply follow these seven tips to get your team more involved in your documentation journey.

# Secure, Mature and Integrated Documentation



## Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



## See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



## Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



## Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

# Trusted by More than 13,000 Partners in 70+ Countries



STREAMWOOD  
ILLINOIS

REVO  
HEALTH



## Safeguard Your IT Operations with Secure Documentation

Request a Demo

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

