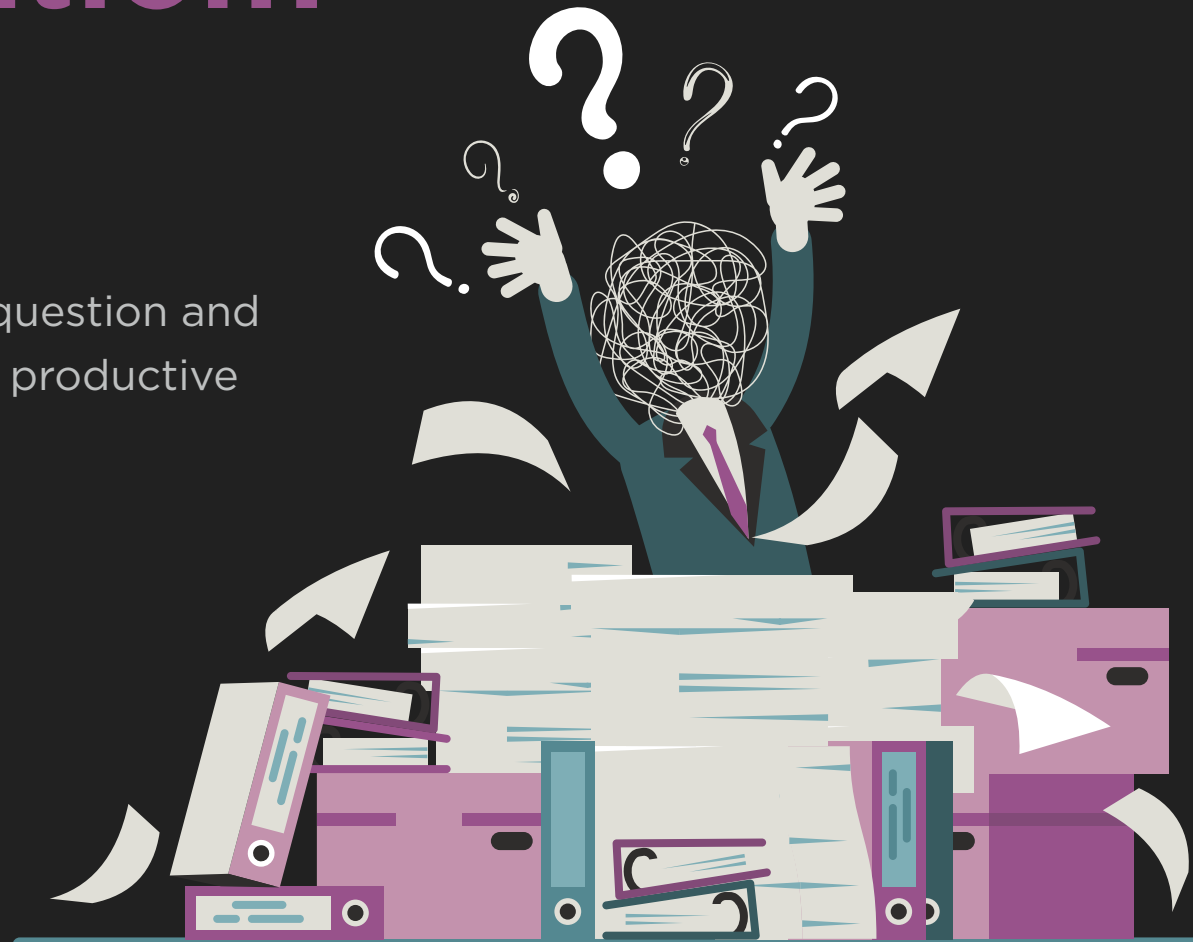


# Where's the Documentation?

How to stop asking this question and  
make your team(s) more productive



Documenting critical IT information is not a pleasurable task for most technicians. What's worse is when you take the time to create great documentation but then you can't find the information you need when you need it.

What if we told you that you can solve this problem? What if you can have all your documentation in one place where it's easy to find when you need it?

If you're sick of wasting hours looking for the information you need and then not finding it, you've probably asked yourself in frustration, "Where's the documentation?"

Well, here's the answer. Unless you structure and centralize your documentation, you're going to run into one of these five problems. Let's see whether these scenarios sound familiar.



# 1

## Information sprawl

Your documentation can be scattered across several different platforms. It could live in SharePoint, a password manager, a ticketing system, Confluence, your asset management software or maybe even that old Wiki that a former colleague started before they left last year. When you don't know where your documentation is, it's like looking for a needle in a haystack – not just one but a bunch of haystacks and you don't even know which haystack to look in.



# 2

## Schrödinger's documentation

The documentation may or may not exist. You don't know until you start looking for it. The problem with Schrödinger's documentation is that you can waste a considerable amount of time looking for documentation that doesn't even exist.



# 3

## I am the documentation

If the documentation lives inside someone's head, you may never feel the need for it as long as that person is around to answer your questions. But what if they go on vacation or leave the organization? The documentation walks out the door with them. This situation is unsustainable. Even if you are the documentation, do you really want to answer the same questions every time you hire someone? Think of all the other problems you could solve with all that time.



# 4

## “In the fridge” documentation

We’ve all been down this road. You’re starving. It’s late at night and all the stores are closed. You search the fridge for something to eat. You find a container in the back – it’s your favorite dish! Except you don’t remember the last time you had it. You open it and it’s moldy.

This happens at work too. You thought you had the documentation you needed to solve a problem, only to realize that the documentation is outdated and not useful anymore. Now you are left to solve the problem with no documentation whatsoever.



# 5

## The missing piece of the puzzle

Imagine you're building a puzzle on the dining room table and can't find the last missing piece. Imagine how frustrating that feels.

When you're trying to solve a complex challenge with an executive breathing down your neck, that missing piece could land you in serious trouble. You have enough documentation to give you false hope of a clean and easy resolution but then you find out you're missing that one admin password, that one troubleshooting hack or that one vendor contact you need to get the job done. You end up asking yourself that dreaded question we talked about.



# Where is the documentation?

You probably downloaded this eBook to stop asking this question, and thankfully, there is a solution.

You can solve all the documentation problems we discussed by having a single source of truth — all your documentation in one place, with all the key pieces linked to each other so you know where to look for the information you need, and more importantly, find it.

This includes all your critical information pertaining to your hardware assets, software licenses, users, vendors, locations, networks and passwords. Track, find and manage all your documentation from one place so your team(s) can be as efficient and productive as possible without ever running into roadblocks.

Want to have documentation you never have to worry about? It's possible.



# Overcome these problems with an industry-leading intelligence-driven documentation solution



IT Glue is the gold standard for IT documentation. Our solution comes with intelligence-driven templates to help you standardize procedures using the knowledge in your head. It also has over 55 out-of-the-box integrations to automate your documentation. Curious to see how you can find, track and manage all your critical information effortlessly?

# 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

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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.

