



[2moroDocs](#) 2moroDocs

@

[@kristil](#) Hope the day and time change wasn't at fault here - [#tcchat](#) missed ya!

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[Kristil](#) Kristi Leach

Damn, missed agile docs [#tcchat](#) tonight.

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[Kristil](#) Kristi Leach

[@2moroDocs](#) I think I have a [#tcchat](#) topic idea: barriers to best practices.

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[ms_marques](#) Michele Marques

@

[@2moroDocs](#) sure [#tcchat](#)

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Oops - family duties call. Have to sign off. Thanks everyone for a most enjoyable [#tcchat](#) this evening/afternoon

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@

[@afox98](#) Great! thanks. Will work on that tomorrow. :) [#tcchat](#)

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... [@sarahmaddox](#) [@afox98](#) [@ms_marques](#) Think ur exp will help. Will pass on the Skype info, for sure [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Works for me. Happy to help.

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[@sarahmaddox](#) [@afox98](#) [@ms_marques](#) If u don't mind, I may contact u more re working w/geo dispersed teams. Was a ques raised earlier [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Had a great time! Thanks for hosting.

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@

[@afox98](#) YW. Thank you very much for dropping by 2day. Your comments are very helpful. [#tcchat](#)

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@

[@sarahmaddox](#) Thanks, Sarah! Appreciate your comments, and fitting this in. [#tcchat](#)

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@

[@mojoneill](#) My goodness! What a nice thing to say. Always glad that you're here. Great insights - [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Not usually daily w/in projects-bigger issue is priorities changing across projects (one heats up quicker than another).

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Thanks, Julie and everyone - enjoyed it![5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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@

[@afox98](#) Do priorities change daily w/the scrums? Isn't that a purpose of those daily meetings? [#tcchat](#)[5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[mojoneill](#) Michael O'Neill

@

[@2moroDocs](#) Julie, you are the hostess with the mostest. [#tcchat](#)[5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[sarahmaddox](#) Sarah Maddox

@

[@2moroDocs](#) Thanks so much again Julie and all. Great [#tcchat](#) session![5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[mojoneill](#) Michael O'Neill

@

[@ms_marques](#) hehe... use of sulfer to treat rubber to make it harder, more durable. "vulcanization".[#tcchat](#)[5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) I have to help my team w/ priorities a lot (I'm a mgr). Sometimes projects put on hold for doc until we can get to them.[5 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[ms_marques](#) Michele Marques[@mojoneill](#) what's vulcanize? I like the sound of that [#tcchat](#)

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@

@[ms_marques](#) Makes sense. Seems like the whole thing would come crashing down like a house of cards w/poor comm [#tcchat](#)

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@

@[afox98](#) do you ever have to triage with all that multiple team & project work going on? [#tcchat](#)

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[ms_marques](#) Michele Marques

Biggest problem is when there is poor communication [#tcchat](#)

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A8: looks like we've got writers stretched too thin, outnumbered while dev swirls around them, & unable to get access. Plus geo [#tcchat](#)

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[mojoneill](#) Michael O'Neill

@

@[ms_marques](#) ahhhh... I've never heard it called that before. Nice. Personally, we sinter and vulcanize...but don't harden. [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[2moroDocs](#) [#tcchat](#) A8: spreading across multiple teams, writing doc that's NOT feature-focused since user stories are broken down that way.

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[ms_marques](#) Michele Marques

@
 @mojoneill hardening are iterations for firming up product, defect fixing and production steps [#tcchat](#)
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Earlier, a big prob was even getting doc teams in on the scrums, etc. The old story: writing not necessary til the end [#tcchat](#)

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[ms_marques](#) Michele Marques

@
 @mojoneill I see you use the same Android client for [#tcchat](#) ;)

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[sarahmaddox](#) Sarah Maddox

A8: [#tcchat](#) Many many devs, splitting into small teams and optimising their processes. Just 1 tech writer. Impossible to optimise.

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@
 @texaswriter Yikes. That would make it difficult, for sure. [#tcchat](#) Thx for dropping by -

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[texaswriter](#) Jessica Dickerson

@
 @TC_Chat Sharing time between projects that aren't on the same iteration schedule. Can't easily plan.

[#tcchat](#)

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[mojoneill](#) Michael O'Neill

@
 @ms_marques ok. I have to ask, what is "hardening"? [#tcchat](#)

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[ms_marques](#) Michele Marques

A7 schedule editing mostly when preparing for release, during hardening [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q8: What is biggest challenge for tech writers in agile environment? [#tcchat](#)

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You guys are cracking me up here. [#tcchat](#) Must. concentrate. Hmmmmm

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[afox98](#) Alyssa Fox

@

@[2moroDocs](#) [#tcchat](#) S1 comments? Regular basis. If it's a brand-new product/doc set, we do first draft reviews too by doc lead/mgr.

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@

@[afox98](#) Is that on a reg basis for some projects? Or as-needed? Wondering cuz of S1 comments. [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[TC_Chat](#) [#tcchat](#) We always do editing-quick onceover during iterations, whole book review l8r by proj team, final polish edit by doc lead.

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[mojoneill](#) Michael O'Neill

@

@[ms_marques](#) I love your typos. [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

A7 [#tcchat](#) Agree with [@mojoneill](#) plus we do comprehensive review in each iteration as we develop the docs

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[ms_marques](#) Michele Marques

[@afox98](#) I hear you. I had late night scrub with India. Not bad except for exit demo [#tcchat](#)

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[mojoneill](#) Michael O'Neill

A7: Editing is an ongoing process that never stops. [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q7: Is there time for editing? [#tcchat](#)

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@

[@ms_marques](#) I'm impressed! Chats would be tough to do on a phone. I'm scared to even try! [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Some scrums early in morning or late at night for us to accommodate those around world. India mainly.

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) If someone can't make scrum due to time zones or out, they send notes to scrummaster, who compiles & posts.

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[2moroDocs](#) 2moroDocs

Yikes! Running out of time. Will post two ques [#tcchat](#)

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[ms_marques](#) Michele Marques

@[sarahmaddox](#) nope... on my Android phone, and my own carelessness [#tcchat](#)

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Even with Skype, there are still times when it's night for some in one part of world, day in other. @[afox98](#) where ur notes come in? [#tcchat](#)

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[ms_marques](#) Michele Marques

A6 iteration reviews now, which are more focussed [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

@[ms_marques](#) Ah, I was wondering. Sounded quite cool, actually. Indisputably, indubitably a team :) [#tcchat](#) Can u blame it on the iPhone?

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[mojoneill](#) Michael O'Neill

@

@[ms_marques](#) drat! and here I was dreaming up all sorts of scenarios where the existance of a team could be in dispute... ;P [#tcchat](#)

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[ms_marques](#) Michele Marques

Stupid autocorrect! Meant with India! [#tcchat](#)

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[2moroDocs](#) 2moroDocs

@

@[sarahmaddox](#) That's a great idea. Will pass that on. U have a wide range of time zones. Just from setting up this chat, I wonder... [#tcchat](#)

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[mojoneill](#) Michael O'Neill

@

@[ms_marques](#) What does, "indisputable team" mean? [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

@[mojoneill](#) LOL [#tcchat](#)

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[ms_marques](#) Michele Marques

@[2moroDocs](#) my best agile exp was as a lone Canadian with Indisputable team and a few in US [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

@[afox98](#) [#tcchat](#) Yes, plus the issue tracker and various wikis help a lot. Shared code base too.

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[mojoneill](#) Michael O'Neill

@

@[sarahmaddox](#) Yeah, but do you make them actually stand up if they are on skype? :P [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[2moroDocs](#) [#tcchat](#) We have distributed teams too. We use Skype too, also send in notes for scrums and compile and post.

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[sarahmaddox](#) Sarah Maddox

@

@[2moroDocs](#) [#tcchat](#) We have teams in US, Australia, Poland, Amsterdam and a few others. Team

members join standups via Skype :)

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[2moroDocs](#) 2moroDocs

Anyone dealing w/geographically dispersed agile teams? Any probs or suggestions? [#tcchat](#)

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[ms_marques](#) Michele Marques

Oops that was A5 not A4 [#tcchat](#)

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Earlier today, found that ppl were on agile teams where scrums/stories, etc done across the world, so couldn't participate [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[2moroDocs](#) [#tcchat](#) Yep. More "in-person", quick reviews too in bits & pieces, instead of sending out whole book.

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[ms_marques](#) Michele Marques

A4 user stories are the challenge! I want user stories, but they are at the level of backlog/story, and not necessarily user task [#tcchat](#)

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@

@[afox98](#) Seems like u get a sense after a while abt what really needs review, IMO. Suppose that helps when review times cut [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Generally dev does, but anyone can.

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@

[@afox98](#) Who creates them? Dev? Writers? QA? All? [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@TC_Chat](#) [#tcchat](#) A6: We eliminated first draft review except for v1.0 products. Now have team review, & final polish review by doc lead/mgr.

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[mojoneill](#) Michael O'Neill

I'd like to see an example of a user story someone uses....anyone have one to share. [#tcchat](#)

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Time for reviews speaks to the quality item you mentioned earlier, [@mojoneill](#) [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@TC_Chat](#) [#tcchat](#) A5: User stories can be created at any time and put in backlog.

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[mojoneill](#) Michael O'Neill

btw: I collect thoughts and opinions on how agile manifesto relates to docs. Please share yours:

<http://bit.ly/fa2Bfi> [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q6: How have review cycles been affected? Shortened? Eliminated? Piecemeal? [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@TC_Chat](#) [#tcchat](#) A5: User stories developed from requirements in backlog, tasks populated during iteration planning at start of sprint.[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[ms_marques](#) Michele Marques[@2moroDocs](#) Glad to join... [#tcchat](#) is great conversation[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[2moroDocs](#) 2moroDocsLet me know if I'm jumping around too much. Many parts to consider re agile & limited time [#tcchat](#)[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[ms_marques](#) Michele Marques[@sarahmaddox](#) so every sprint is a release? Wow! [#tcchat](#)[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[TC_Chat](#) TC_ChatQ5: How are user stories developed, and how often for a sprint? [#tcchat](#)[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[mojoneill](#) Michael O'Neill

@

[@sarahmaddox](#) I think that's the only way it works. IMO. [#tcchat](#)[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[2moroDocs](#) 2moroDocs

@

[@ms_marques](#) Hi there! Thx for dropping by - [#tcchat](#)[6 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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@

[@sarahmaddox](#) Wow. UGC in-house. That's interesting [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

[@ms_marques](#) Hallo Michelle [#tcchat](#) :)

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[sarahmaddox](#) Sarah Maddox

[@mojoneill](#) [#tcchat](#) Big question! Engi and support do a lot of the maint updates directly on the wiki. We monitor and fix if necessary.

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@

[@mojoneill](#) Oh yeah - *that* An issue, for sure [#tcchat](#)

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[ms_marques](#) Michele Marques

A3 after a few releases down to 50% of previous iteration length... but sprint length is more important than under waterfall [#tcchat](#)

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[mojoneill](#) Michael O'Neill

[@sarahmaddox](#) oohh...sarah, how does engi collaborate with tpubs on topics? [#tcchat](#)

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[afox98](#) Alyssa Fox

@

[@2moroDocs](#) [#tcchat](#) Yeah, we do enterprise software & are struggling to implement some of the agile principles (ship when it's "done", etc.)

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Just thinking out loud... If nothing else, the infrastructure would be in place for dev/test/docs etc to move quickly [#tcchat](#)

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[mojoneill](#) Michael O'Neill

@

@[2moroDocs](#) Interesting. What about quality? [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

@[2moroDocs](#) [#tcchat](#) Yes, 2-week release schedule for docs. Also update as we go, especially for maintenance. Docs are all on a wiki.

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[2moroDocs](#) 2moroDocs

More suited, I mean, for quicker response. Think that's needed more these days than ever before [#tcchat](#)

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Just an observation, but it seems like agile is really more suited to today's gotta-have-it-now reality of 24/7/365 era of the web [#tcchat](#)

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[2moroDocs](#) 2moroDocs

@

@[sarahmaddox](#) so you're likely on a 2-wk release sched for docs, too. Or can you update/upload as you go? [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[TC_Chat](#) [#tcchat](#) A4: More real-time than before (previously mostly @ end). Planning improved a lot, less reactive & more in tune w/ changes.

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[TC_Chat](#) TC_Chat

Q4: (related to Q3) How much is real-time fixes vs. doc of new features? How much reactive vs. planned?

[#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

A3: [#tcchat](#) Always been agile here. Some products release every 2 weeks, some (hosted) every couple of days. Long-running major releases too

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[afox98](#) Alyssa Fox

@

@[TC_Chat](#) [#tcchat](#) A3: For large projects, not at all, sadly. For smaller projects, by about 2-3 months.

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[TC_Chat](#) TC_Chat

Q3: How much have dev cycles shortened? [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[sarahmaddox](#) [#tcchat](#) It works sometimes, but other times we have some conflicts. Very hard to have writers on multiple agile projects.

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[sarahmaddox](#) Sarah Maddox

@

@[afox98](#) [#tcchat](#) Very interesting. We're planning to do that next year. Looking forward to trying it, but apprehensive

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[afox98](#) Alyssa Fox

@

[@sarahmaddox](#) [#tcchat](#) Our sprints are a little longer, and we try to stagger the planning meetings for those on multiple projects.

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For folks who may be watching, by iteration planning meetings, are you referring to dev sprints? (if I have that right) [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

[@afox98](#) [#tcchat](#) I cover products encompassing 5 teams. Planning meetings every 2 weeks. Would be 10 hours every 2 weeks :(More next year

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[afox98](#) Alyssa Fox

@

[@sarahmaddox](#) [#tcchat](#) Yes, we attend all iteration planning meetings, usually an hour or an hour and a half, depending on project.

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[mojoneill](#) Michael O'Neill

A2: Understanding the true nature (not professed label) of the dev process and figuring out how you can or cannot be part of it. [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

[@afox98](#) [#tcchat](#) Do you attend all iteration planning meetings, and how long are they?

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[TC_Chat](#) TC_Chat

RT [@afox98](#): [@TC_Chat](#) A2: daily scrums and iteration planning are most important to my team [#tcchat](#)

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[TC_Chat](#) TC_Chat

RT [@afox98](#): [@TC_Chat](#) A1: Like [@sarahmaddox](#) said, the self-managing part is a big deal. [#tcchat](#)
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[sarahmaddox](#) Sarah Maddox

@

[@2moroDocs](#) [#tcchat](#) Very good question! I don't think it especially needs an agile environment. It's a good principle for all.

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@

[@sarahmaddox](#) Does an Agile environment lend itself to such a situation more readily, do you think?

[#tcchat](#)

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@

[@mojoneill](#) Glad that you're able to. Always interesting [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q2: What is the most imp't main component for doc teams (daily scrums, dev sprints, user stories)?

[#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

A1: [#tcchat](#) The bit I really like is that you should hire the best people, then leave them alone and trust them to do what's best

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@

[@afox98](#) Hi there! Thanks for stopping by today [#tcchat](#)

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[2moroDocs](#) 2moroDocs

A1: Also more collaboration & responding quickly to change? [#tcchat](#)

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[mojoneill](#) Michael O'Neill

A1: They are delineated in the Manifesto for Agile SOFTWARE Development (emphasis added).

<http://bit.ly/Avs5> [#tcchat](#)

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[afox98](#) Alyssa Fox

@

@[TC_Chat](#) A1: more team communication, flexibility, iterative development [#tcchat](#)

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»



[sarahmaddox](#) Sarah Maddox

@

@[mojoneill](#) Hallo Michael :) [#tcchat](#) great to see you too!

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@

@[sarahmaddox](#) LOL. Exactly! [#tcchat](#) Hope everyone's having a nice Dec and not having too many cookies yet

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[sarahmaddox](#) Sarah Maddox

@

@[TC_Chat](#) A1: [#tcchat](#) Less documentation ;) more interaction with people

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»



[mojoneill](#) Michael O'Neill

@

@[sarahmaddox](#) hey sarah! great to see you again! [#tcchat](#)

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»



[mojoneill](#) Michael O'Neill

@

[@2moroDocs](#) try to make it every chance I get! [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q1: What are the basic principles of agile? [#tcchat](#)

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[sarahmaddox](#) Sarah Maddox

@

[@2moroDocs](#) Oh come all ye tc-chatters? [#tcchat](#) ;)

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[2moroDocs](#) 2moroDocs

@

[@sarahmaddox](#) Hi Sarah! [#tcchat](#)

6 hours ago [Favorite](#) [Retweet](#) [Reply](#)

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[sarahmaddox](#) Sarah Maddox

Hallo all [#tcchat](#)

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Instead of my usual rock & roll, have holiday music in the background. Tis the season - [#tcchat](#)

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@

[@mojoneill](#) Howdy! Good to see you back for S2 [#tcchat](#)

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Main topics: Basics, daily scrums/meetings, dev cycles, reviews, editing [#tcchat](#)

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Note: will post ques using [@TC_Chat](#). Then you can open that feed & easily see current questions [#tcchat](#)

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[mojoneill](#) Michael O'Neill

[@2moroDocs](#) we shall. [#tcchat](#)

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[2moroDocs](#) 2moroDocs

Reminders: Add [#tcchat](#) to your tweets. Avoid using techcomm as it will overwhelm that tag. Thx! Also, no proprietary info!

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[2moroDocs](#) 2moroDocs

Here we go. S2. [#tcchat](#) Welcome! Let's chat abt Writing Docs in an Agile Dev Environment, shall we?

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[bjimeneziii](#) Ben Jimenez

Finished minimalism principles 1-2. More tomorrow. [#techcomm](#) [#tcchat](#)

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[KnowledgeBishop](#) Tristan Bishop

In one hour, join [#tcchat](#) session 2 to discuss "Writing Docs in an Agile Dev Shop". [#techcomm](#)

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S2 of today's [#tcchat](#) just a few hours away. See you at 6pm PST! Topic: Writing Docs in an Agile Dev Environment

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[TC_Chat](#) [TC_Chat](#)

S2 of today's [#tcchat](#) just a few hours away. See you at 6pm PST! Topic: Writing Docs in an Agile Dev Environment [#techcomm](#)

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@

[@super_structure](#) The age-old dilemma. That is so frustrating. [#tcchat](#)

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[@super_structure](#) [@mojoneill](#) [@kemulholland](#) Thanks for participating in today's [#tcchat](#)!

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[hletutour](#) H el ene Le Tutour

@

[@2moroDocs](#) You're welcome, my pleasure [#tcchat](#)

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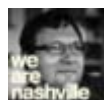
[2moroDocs](#) [2moroDocs](#)

@

[@hletutour](#) Thanks for coming today! Really nice to chat w/someone way across the world today. [#tcchat](#)

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[super_structure](#) Jason Coleman

@

[@TC_Chat](#) A7: Convincing colleagues docs aren't smthng tacked on in the end if there's enough time, instead of involved from beginng. [#tcchat](#)

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An hour has already transpired, believe it or not. So I'll officially close this S1. [#tcchat](#)

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[hletutour](#) H el ene Le Tutour

[#tcchat](#) have to sign off too. Thanks for great convo, as always :-)

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@

[@pattyblount](#) Thank you so much, Patty. Your comments and experience w/Agile most helpful! [#tcchat](#)

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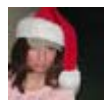
[2moroDocs](#) 2moroDocs

@

[@pattyblount2](#) So frustrating. I'll never understand reluctance in industry re excluding writrs. All I can think of is build biz case [#tcchat](#)

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[PattyBlount](#) Patty Blount

[#tcchat](#) - must dash to next meeting. Thank you, [@2moroDocs](#), as always, for engaging dialogue!

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[2moroDocs](#) 2moroDocs

Q7: Only other things I can think of: reduced editing time & review cycles [#tcchat](#)

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[PattyBlount2](#) Patty Blount

@

[@2moroDocs](#) [#tcchat](#) Yes. I'm not involved in them nor do I know who actually is. Folks still think doc is done at the end.

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[2moroDocs](#) 2moroDocs

@

[@pattyblount2](#) Suppose that also applies to dev of user stories? [#tcchat](#)

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[PattyBlount2](#) Patty Blount

[#tcchat](#) Q7: Same as before - TWs do more than "write". If we're involved early, we can affect entire UX

not just doc.

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[2moroDocs](#) 2moroDocs

(tossing out a few ques since we're about out of time) [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q7: What is biggest challenge for tech writers in agile environment? [#tcchat](#)

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[2moroDocs](#) 2moroDocs

@

[@pattyblount2](#) [@hletutour](#) Grt pt. Makes it easier to get the info out there more quickly. Upload to web instantaneous [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q6: How are user stories developed, and how often for a sprint? [#tcchat](#)

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[PattyBlount2](#) Patty Blount

[@2moroDocs](#) [@hletutour](#) [#tcchat](#) And, less content to review makes it easier for TWs to deliver in various formats.

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Only 10 mins left. Another ques... [#tcchat](#)

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[hletutour](#) H el ene Le Tutour

@

[@2moroDocs](#) yeah, not always easy 4 me, but at least I get info! [#tcchat](#)

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@
 @hletutour Grt approach. Adapt to reviewer's preferred mode of comm. That always helps, too, I think.
 #tcchat

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@
 @pattyblount2 YW. He has a lot of good info in there. #tcchat

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[hletutour](#) H l ne Le Tutour

@
 @super_structure some ppl send me comments by emails, others insert cmts in PDF files, others come 2 c me... #tcchat

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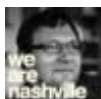


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In my exp, got a feel for what I knew was correct/OK and what I needed SMEs to review. Didn't have to review as much info, Helps. #tcchat

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[super_structure](#) Jason Coleman

@
 @PattyBlount2 Oh, so true. I can only generally get topics reviewed, and everyone wants 'em in a different format (pdf, doc, email) #tcchat

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[PattyBlount2](#) Patty Blount

@
 @2moroDocs #tcchat Excellent! Thanks for this link.

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Preso from @larry_kunz has info re agile, including effect on review cycles <http://slidesha.re/9SafeN>

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**[hletutour](#)** H l ne Le Tutour

@

[@2moroDocs](#) **[@PattyBlount2](#)** **[#tcchat](#)** Also my experience: reviewers'd rather read small chunks of info than the whole manual**[15 hours ago](#)** **[Favorite](#)** **[Reply](#)** **[Delete](#)**

»

**[PattyBlount2](#)** Patty Blount

@

[@2moroDocs](#) **[#tcchat](#)** Sad, right? Even developers don't want to RTFM. They'd rather read a single procedure! :)**[15 hours ago](#)** **[Favorite](#)** **[Retweet](#)** **[Reply](#)**

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**[2moroDocs](#)** 2moroDocsLooking for a link. Back in a min - **[#tcchat](#)****[15 hours ago](#)** **[Favorite](#)** **[Retweet](#)** **[Reply](#)**

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**[super_structure](#)** Jason Coleman

@

[@2moroDocs](#) Like I mntd to **[@PattyBlount2](#)** , scrums are frcturd by office (I'm remote, thus on my own). No idea if T.S. gets inc. daily **[#tcchat](#)****[15 hours ago](#)** **[Favorite](#)** **[Retweet](#)** **[Reply](#)**

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**[2moroDocs](#)** 2moroDocs

@

[@PattyBlount2](#) Makes sense. Imagine reviewers more inclined to look at pieces instead of large chunks (agile env or not). **[#tcchat](#)****[15 hours ago](#)** **[Favorite](#)** **[Retweet](#)** **[Reply](#)**

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**[hletutour](#)** H l ne Le Tutour

@

[@2moroDocs](#) A small team in my co. experiments Agile, & scrums only include dev, but they dev a library, not a pdt, so mayb it's diff **[#tcchat](#)****[15 hours ago](#)** **[Favorite](#)** **[Reply](#)** **[Delete](#)**

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[TC_Chat](#) TC_Chat

Q5: Oops! (Shld be 5, not 4) RT [@tc_chat](#): Q4: Is there time for editing? Reviews? [#tcchat](#)
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Last thought brings to mind: who is included in daily scrums? Dev (obviously), QA/test, docs (should be). Who else? [#tcchat](#)

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[PattyBlount2](#) Patty Blount

[#tcchat](#) Q4: Strangely, yes. Since scope is small, easier to get content edited/revised in sprint than whole doc set at release beta time.

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@
[@super_structure](#) Is tech support in on the scrums? Seems like they sure need to be aware of changes coming as well [#tcchat](#)

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[super_structure](#) Jason Coleman

@
[@TC_Chat](#) [@TC_Chat](#) Generally get reslvd in forum. Tried to make cntcts with Tech. Spprt so they fwd them on to me to roll in to docs. [#tcchat](#)

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[hletutour](#) H el ene Le Tutour

@
[@2moroDocs](#) seems ok to me ;-) [#tcchat](#)

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[TC_Chat](#) TC_Chat

Q4: Is there time for editing? Reviews? [#tcchat](#)
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[2moroDocs](#) 2moroDocs

(Hope I'm not jumping around too much here. Just seems like many aspects to cover) [#tcchat](#)

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Thinking of agile as in working in a hurry makes me think of next ques... [#tcchat](#)

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[2moroDocs](#) 2moroDocs

Wondering: do daily meetings ever turn into triage situations? [#tcchat](#)

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[TC_Chat](#) TC_Chat

@

[@super_structure](#) Not silly! Mayb a cust ques might come up that needs 2 b addressed, or update needed that can't wait for dev cycle [#tcchat](#)

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[PattyBlount2](#) Patty Blount

@

[@2moroDocs](#) [#tcchat](#) Agree. We used to fix doc probs only at next release. Now we can fix probs anytime.

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[super_structure](#) Jason Coleman

@

[@TC_Chat](#) Silly question: What do you mean by "real-time" there in Q3? [#tcchat](#)

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[TC_Chat](#) TC_Chat

RT [@pattyblount2](#): [#tcchat](#) Question from Patty: Has anyone got Agile success stories to share?

[#techcomm](#)

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RT [@pattyblount2](#): **#tcchat** Question from Patty: Has anyone got Agile success stories to share?

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Are real-time fixes & updates needed in non-agile shops? How might those be addressed? Seems like agile more suited for real-time **#tcchat**

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[hletutour](#) H el ene Le Tutour

#tcchat Q4: not working w/ Agile, but dev cycles tend to shorten > 1 small version per trimester instead of 1 big annual version

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[PattyBlount2](#) Patty Blount

#tcchat Question from Patty: Has anyone got Agile success stories to share?

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@[@super_structure](#) Hi there! Thanks for stopping by - **#tcchat**

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[PattyBlount2](#) Patty Blount

#tcchat Q4 Went from annual release cycle to monthly. However, monthly release is MUCH smaller.

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[super_structure](#) Jason Coleman

@**#tcchat** [@PattyBlount2](#) I've found this to be true, as well. Fractured scrums by location; with remote ppl just making notes to themselves.

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[TC_Chat](#) TC_Chat

Q4: How much have dev cycles shortened? [#tcchat](#)

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[PattyBlount2](#) Patty Blount

@

[@hletutour](#) Agreed! [#tcchat](#) Web-based doc not just PDF manuals, etc.

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@

[@hletutour](#) Makes sense. Real-time updates seem more suited to websites, wikis, etc. [#tcchat](#)

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[2moroDocs](#) 2moroDocs

@

[@mojoneill](#) Thanks! [#tcchat](#)

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[PattyBlount2](#) Patty Blount

[#tcchat](#) Right now, access to the software is my biggest challenge. It's complex software that requires a server environment, not single node

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[2moroDocs](#) 2moroDocs

@

[@mojoneill](#) What are avenues to fix? Who do you talk to? Scrummaster? Dev teams? [#tcchat](#)

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[hletutour](#) Hélène Le Tutour

I think the doc format also needs to be adapted to fit Agile needs. Can't continue to generate PDF files, for example. [#tcchat](#)

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[mojoneill](#) Michael O'Neill
gotta split. thanks everyone! will catch up in S2! [#tcchat](#)
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[mojoneill](#) Michael O'Neill
@[@2moroDocs](#) at that point, there is no process. There's only theater. [#tcchat](#)
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[PattyBlount2](#) Patty Blount
@[@2moroDocs](#) [#tcchat](#) Agreed. We're not really Agile yet. We're still old linear process in accelerated schedule. Trying to fix that.
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[2moroDocs](#) 2moroDocs
If docs end up being more of a catch-up situation due to exclusion from scrums, doesn't the whole Agile process fall apart? [#tcchat](#)
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[2moroDocs](#) 2moroDocs
@[@pattyblount2](#) That's great. Docs need to be involved. It seems that excluding docs in Agile defeats the purpose of it. [#tcchat](#)
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[PattyBlount2](#) Patty Blount
[#tcchat](#) Can't answer Q3 yet; not enough data for me. Rough guess = seems about even
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[PattyBlount2](#) Patty Blount
[#tcchat](#) Agile is forcing me to be assertive and even aggressive to get what I need to do my job.
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[TC_Chat](#) TC_Chat

Q3: How much is real-time fixes vs. doc of new features? How much reactive vs. planned? [#tcchat](#)

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[2moroDocs](#) 2moroDocs

@

[@pattyblount2](#) Think that if writers can bring up \$ (the 'ol bottom line) perhaps it'll help [#tcchat](#)

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[PattyBlount2](#) Patty Blount

@

[@2moroDocs](#) [#tcchat](#) There are reports and status updated posted to a portal. Not nec. bugs.

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[2moroDocs](#) 2moroDocs

@

[@pattyblount2](#) Can c that. If daily standups held in middle of night 4 you, can't participate. Do they share anything? Bug db access? [#tcchat](#)

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[PattyBlount2](#) Patty Blount

[#tcchat](#) [@2moroDocs](#) Good link. Issue came up today; Dev changed plan, we did not know about it because we're not in scrums. Time=wasted.

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[hletutour](#) Hélène Le Tutour

@

[@2moroDocs](#) Thanks for the link :-)
[#tcchat](#)

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[hletutour](#) Hélène Le Tutour

@

[@2moroDocs](#) unfortunately I don't have that kind of tools in my company. [#tcchat](#)

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Don't know if it would help or not, but here are some thoughts on bus cases for dev access <http://bit.ly/dqK1yG> **#tcchat**

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[PattyBlount2](#) Patty Blount

@

@[2moroDocs](#) **#tcchat** I think Developers and Prod. Mgmt. are writing user stories. I'm not. I use them as the standard to hit when writing

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[PattyBlount2](#) Patty Blount

#tcchat Agile seems better suited for groups in same physical location. Time zone differences are so hard to manage.

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[2moroDocs](#) 2moroDocs

@

@[pattyblount2](#) Who develops the user stories, then? @[hletutour](#) user stories used to determine what's usable? **#tcchat**

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[hletutour](#) H l ne Le Tutour

@

@[PattyBlount2](#) That's true with or without Agile! It's very hard to get info be4 SW is ready. **#tcchat**

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[PattyBlount](#) Patty Blount

@

@[mojoneill](#) **#tcchat** Yes. Biggest challenge to overcome.

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[mojoneill](#) Michael O'Neill

@

@[PattyBlount2](#) notice the cognitive dissonance: "you must be agile" + "you are not part of the team"

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[PattyBlount2](#) Patty Blount

@

[@2moroDocs](#) [#tcchat](#) Found Dev teams not as open to TW participation as I'd like. Keep telling me "we're not ready for you yet"[15 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

>>

[PattyBlount2](#) Patty Blount[#tcchat](#) Q2: I still have not attended daily scrums (they're held in China overnight). I rely on user stories and access to product to write[15 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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Is it difficult to get involved with daily scrums, or are dev teams more open to writer participation?

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[hletutour](#) H el ene Le TutourI guess that would be users? RT [@mojoneill](#): [@hletutour](#) who gets to define "usable". [#tcchat](#)[15 hours ago](#) [Favorite](#) [Reply](#) [Delete](#)

>>

[mojoneill](#) Michael O'Neill

@

[@PattyBlount2](#) yes. that can be a challenge. what you are dealing with is zealotry... not always the friend of understanding. [#tcchat](#)[15 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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[TC_Chat](#) TC_Chat

Q2: What is the most imp't main components for doc teams (daily scrums, dev sprints, user stories)?

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[mojoneill](#) Michael O'Neill

@

@[hletutour](#) who gets to define "usable". [#tcchat](#)

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[PattyBlount2](#) Patty Blount

@

@[mojoneill](#) [#tcchat](#) True! But I must constantly reinforce this with teams, who believe it applies to all doc.

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[hletutour](#) Hélène Le Tutour

Yes, definitely, I think tech writers' main goal is to produce usable documentation (oops, forgot the tag)

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[kemulholland](#) karen mulholland

[#tcchat](#) ...and there's the phone call. Catch you next week!

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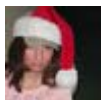
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@[pattyblount](#) Makes me think of second ques I have planned [#tcchat](#)

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[mojoneill](#) Michael O'Neill

...but the methodology can be applied to other disciplines. [#tcchat](#)

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[@mojoneill](#) Thx; great link! [#tcchat](#)
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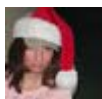
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[mojoneill](#) Michael O'Neill

@

[@2moroDocs](#) agile is a methodology for developing software. the context of the manifesto is talking about engi. docs. (more) [#tcchat](#)
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[PattyBlount](#) Patty Blount[#tcchat](#) [@2moroDocs](#) Not most important but certainly important. Agile also promotes teamwork, giving TWs a chance at equal voice during dev15 hours ago [Favorite](#) [Retweet](#) [Reply](#)

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[mojoneill](#) Michael O'Neill

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[@pattyblount2](#) [@kemulholland](#) [@mojoneill](#) Thx for coming by [#tcchat](#)
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[kemulholland](#) karen mulholland

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[@2moroDocs](#) checking in from Austin, Texas - but may have to leave at any point. [#tcchat](#)
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[PattyBlount2](#) Patty Blount

Oops forgot the [#tcchat](#) tag. Hello from NY!
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[mojoneill](#) Michael O'Neill

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[@2moroDocs](#) here for a few minutes from the great megalopolis of Iowa City, IA [#tcchat](#)
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I'm there, from France! [#tcchat](#)

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[bjimeneziii](#) Ben Jimenez

At Minimalism workshop [#techcomm](#) [#tcchat](#)

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[JustSystems](#) JustSystems

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[larry_kunz](#) Larry Kunz

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[@ihearttechdocs](#) Thanks for the RT about this week's **#tcchat** -

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[KnowledgeBishop](#) Tristan Bishop

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[@vinokoor](#) Thanks for translating the **#tcchat** announcement into Hebrew!

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[@hletutour](#) Thanks for translating the **#tcchat** announcement into French! Merci -

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[ihearttechdocs](#) Ivan Walsh

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[hletutour](#) H el ene Le Tutour

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[vinokoor](#) Gil Vinokoor

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[lrmeyer747](#) Lori Meyer

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Time zone refs in case you want to check your location for **#tchat** time. <http://www.worldtimezone.com/> & <http://www.timezoneconverter.com/>

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