

MET PROCESSORS

THE FIREBURST DOCUMENTATION PROBLEM

The Situation

The Infrastructure Manager at MET Processors asked your team to find a way to remove the root cause of the Fireburst website problem and to suggest what should be done to get the “company documentation up to standard”. She specifically mentioned she would like to achieve the following: The docs should be clear and concise, as well as, easy to read and to access, so that there is no excuse for out of date docs.

Other stakeholders also wanted to ensure that the new documentation would be up to date at all times. They expressed the need to have proper version signed off by all appropriate stakeholders. You do not want to introduce extra processes and red tape, but all SME's need to buy into this new practice. The aim would be to have a standardized structure that will make it easy for everyone to contribute timely and accurately. This solution would be further leveraged if the navigation is easy and does not create any barriers to compliance.

Your team has already looked at certain actions and depending on your requirements it could be any of the following:

1. Make SME's responsible for upgrades and incorporate into their KPI's.
2. Automate revision control with an alert system for renewals.
3. Conduct regular documentation “awareness” sessions.
4. Get SME's and Senior Management to agree on a general template to be used for all documentation updates.
5. Provide portal with docs and a quick hyperlink to that portal.
6. Get a team to look at benchmarking best practices and then implement into the organization.
7. Identify and publicizes a single C-level ownership of this practice.
8. Govern access to docs by a “keyword” search facility.
9. Pre-set periodic audits with accountability for each type of documentation.

Your team needs to generate the appropriate requirements and suggest an alternative to remove this root cause from causing any additional or recurring incidents in the future.