

**DOCUMENT ALL THE THINGS**  
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**PYCON UK 2015**

# WHAT IS DOCUMENTATION?

# WHY DOES DOCUMENTATION MATTER?

# DOCUMENTATION IS SCALING FOR KNOWLEDGE

**SUNLIGHT IS THE BEST DISINFECTANT**

**ERROR MESSAGES ARE DOCUMENTATION TOO**

**WHY IS SO MUCH  
DOCUMENTATION TERRIBLE?**

**DOCUMENTATION IS LIKE FLOSSING  
YOU KNOW IT'S GOOD FOR YOU, BUT THAT DOESN'T MEAN YOU DO IT**



**GOOD DOCUMENTATION  
REQUIRES INCENTIVES**

**WHEN YOU NEED DOCUMENTATION MOST  
YOU OFTEN HAVE ANOTHER JOB TO DO**

**WHEN YOU KNOW MORE THAN THE DOCS  
YOU'VE NO INCENTIVE TO IMPROVE THEM**

**GOOD DOCUMENTATION  
REQUIRES EMPATHY**

**FORGET HOW EASY IT FEELS NOW YOU KNOW**

**UNDERSTAND WHAT IT FELT LIKE NOT TO KNOW**

**GOOD DOCUMENTATION  
IS HARD**

# HOW TO CREATE GOOD DOCUMENTATION?



**DON'T JUST SAY WHAT, SAY WHY**

**IF YOU DON'T KNOW WHY, "WHAT" IS BETTER THAN NOTHING**

**CHECKLISTS ARE AWESOME**

**STOP ANSWERING QUESTIONS**

# PAIR DOCUMENTING

**STATIC SITES ARE AWESOME**

**WIKIS ARE THE RCS OF DOCUMENTATION**

**THERE IS NO  
SILVER BULLET!**



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