Team Charter

Mission Statement

The Knowledge Architecture team designs, maintains, and improves the ways the organization captures and surfaces internal knowledge. We drive engineering education and success through organizational resources and documentation, and we apply these strategies across departments to enable organization-wide technical initiatives. Our mission is to ensure anyone in the organization can discover and access the information they need through structured organization, tools, and support.

Team Structure

Manager
 [Manager Name]

Staff Technical Writer
 Cole Garbo

Senior Technical Writer
 [Senior Technical Writer Name]

Communication

Slack Channels

- 🔒 **[team-internal]:** For communication relevant only to members of the team.
- **[team-public]:** For discussions that involve a broader audience.
- 🔒 **[education-planning]:** For private planning of educational programs.
- **[education-announcements]:** For public announcements around educational programs.

Communication Norms and Expectations

- We complete daily written check-ins on Range to report our progress and plans for the day.
- There is currently a weekly meeting to discuss team structures and processes, but that cadence is expected to change once we have more groundwork established.
- We have a weekly team sync. Every other week, we conduct a retro during our weekly sync.

- We conduct sprint planning meetings biweekly.

Goals

- Build and maintain a central, scalable knowledge hub to capture and store product and engineering knowledge.
- Design organizational systems to continually ensure internal information is discoverable, accessible, and usable.
- Develop strategy and governance around information creation and maintenance, including best practices, template creation, validation and lifecycle policies, and resource repositories.
- Drive engineering excellence and independence by applying these organizational and governance strategies to internal product, project, and process documentation, as both proactive education and by request.
- Maintain the educational program and associated hub to capture critical institutional knowledge for ongoing organizational education and development.

Workflow

- Our sprints are two weeks long and begin with a sprint planning meeting where work is assigned. Sprints end with a retro, which we incorporate into our team sync time every other week.
- We use Jira to ticket and track work. Our team Jira standards and practices are documented in our team wiki.
- For project kickoffs, we have a template that can be used to structure a kickoff meeting or help guide an asynchronous kickoff process.
- When reviewing work, we follow our established guidelines for processes and standards.

Out of Scope

- Internal knowledge resources and documents owned by Legal, HR, and Compliance
- External product documentation
- Non-technical internal communications focused on engagement or policy dissemination

Context

Audience

- Primarily the Engineering and IT orgs
- Anyone needing information on engineering-related products and processes
- Anyone looking for high-level advice on any form of organization or documentation