

# Documentation Needs Analysis

**Begin here**

Our documentation is inadequate or out of date

yes

no

We experience loss of time due to questions from users

yes

no

Our programmers are overburdened with writing documentation

yes

no

We support a growing help-desk function

yes

no

We experience problems resulting from employee turnover

yes

no

Our staff spends too much time training new employees

yes

no

There are problems or costs resulting from lack of documentation or training for programmers and users

yes

no

There is a poor perception of the MIS department by users, customers, upper management

yes

no

We have missed business opportunities because of incomplete knowledge about our system

yes

no

We lose time in maintenance activities by not knowing where in the system to make the changes and not knowing the impact of potential changes

yes

Your documentation is probably adequate. If we may help you with other computer administration needs, please call us at 206-248-9462

no

We are involved with ISO 9000

no

yes

Your business system needs to be documented