



## A Collaborative Approach to Documentation & Knowledge Transfer

### Why is there a “Win the Lottery” Program?

One of the biggest initiatives in the Writing Team is to get knowledge that is in people’s heads into our shared documentation. With that idea in mind, the Win the Lottery program was developed. *“It would be bad for CU\*Answers if you won the lottery! Let’s get your knowledge into our doc,”* we tell all the participants.

### How many people are participating in the program?

Currently 35 people participate in WTL. These people range from programmers, to Quality Control testers, to CSRs and CSOs. Members work at CU\*Answers, CU\*NorthWest, CU\*South, and Xtend.

### What is the format of the program?

Participants meet for a half hour a month. During the kickoff meeting the Writing team member and participant discuss special knowledge the participant has from their role(s) at CU\*Answers and Xtend. They discuss the various ways this information can be disseminated, be it booklet updates, help updates, the creation Answer Book items, etc. Then in later meetings they dive right in!

### Once the information is included in documentation, how is it shared with CU\*Answers staff?

As reference materials are updated, this information is shared via the Reference Page Update email. This way the knowledge is not only shared via the documentation, but also to the company as a whole.

### What are some wins of the program?

**People are using their talents and knowledge to write documentation for the Writing Team.** Through her involvement in WTL, Lora O’Connor has updated large sections of the CASS Certification Guide. From that information the Writing Team created Oper topics on the CASS Certification screens.

**Content is written for CSRs to use in incidents.** During one WTL meeting, Allyn VanDyk created two Answer Book items on questions he is frequently asked by CSRs. Now they are available for CSRs, and he can use them when he is asked for the same information again.

**WTL gives other writers easy access to the Writing team without having to make special arrangements.** During her WTL time, Kasey Woodhead discussed at least two projects for the Conversions team, including a job description for an Education Coordinator during Pre-Conversion Training. The Writing Team member assisted her in laying out the pieces. Then she wrote them, and the Writing Team member provided small tweaks for improvement.

### What are future plans for WTL?

Not sure what the future holds for this program. We are trying to make it grow organically. We want people to enjoy the experience most of all, and to find it valuable to their individual roles in the organization.

### How can I get involved?

We are always looking for more employees to participate in Win the Lottery. Contact a member of the Writing Team to get started.  
**CU\*Answers Managers:** This is a great cross-team goal for your employees.



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