

Re: Do you have a Knowledge Officer?

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- *From:* Alistair <alistair@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 02 Oct 2007 12:52:08 -0700
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On 29 Sep, 21:39, Robert <n...@xxxxxx> wrote:

On Sat, 29 Sep 2007 10:28:24 -0700, Alistair <alist...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Documentation is not maintained; all too often, updates are completed with no time allotted to update documentation. So knowledge is not important.

Wrong. Every line of code can be traced back through a Detailed Design and High Level Design to a Business Requirement. And it can be traced forward through as many levels of test results all the way to a User Acceptance Test.

I hope that was said with your tongue in your cheek. I can assure you that many systems that I have worked in did not maintain documentation after release and, therefore, the only reliable documentation was the code. And where that says things like 'remove after 1984' (in code being maintained in 1997) or 'I dont know what this does so I left it in. If you have got this far then you are a braver man than I am'!

THEY wrote the code. Don't they talk to each other?

IT people are world renowned for their inability to communicate in clear to any but techies.

As for Robert's 4-hour escalation in the knowledge free guru environment: when I worked on a support team we were held to 30 minutes before being ceremonially dis-embowelled (failure was not tolerated).

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How long does it take to write a PERL script to discard bad transactions?

Pearl? Wazzat? Does it run on Big Iron?

I once naively suggested we should at least save employee numbers from the paychecks we were deleting. The scornful answer was "We don't have time for that. Let them complain through the chain of command." Whoops, excuse me.