





Process



Rick Easton Tracy Castles, not Silos

16.25 – 17.00 - auditorium



Castles, Not Silos

Creating Useful Transactional Knowledge Depots By Rick Tracy Living Documentation Event 2025



Conference Options

Contents

- Why do we Silo?
- Specialization vs Isolation
- Exploring The Castle
- Building The Castle
- Storming The Castle
- Promoting The Castle
- What is Living Documentation?

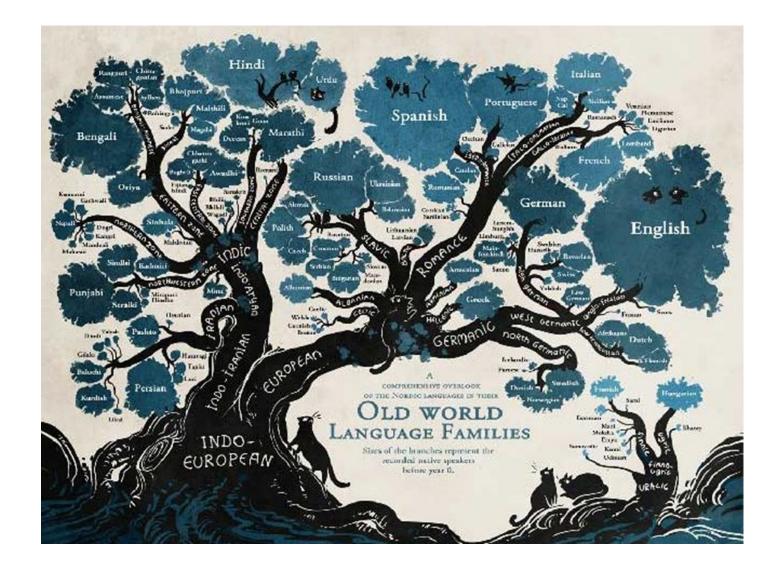




Why Do We Silo?

- Effective internal communication & collaboration
- Less variety can mean more depth
- Easily identified knowledge
- Less misunderstanding due to controlled communication
- Familiarity breeds safety

Silo Example: Language

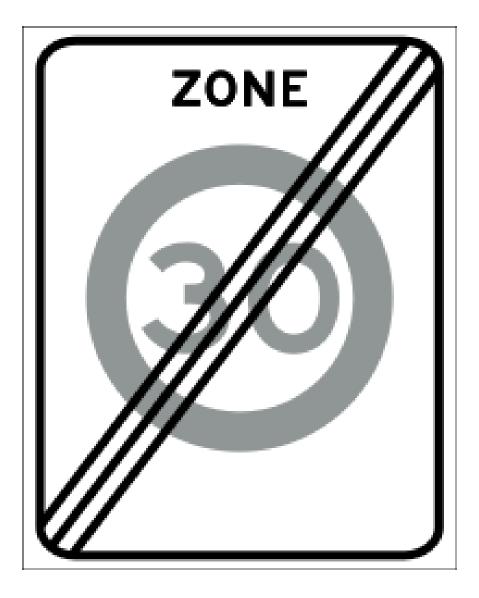


Example 1: Inuit "Snow"

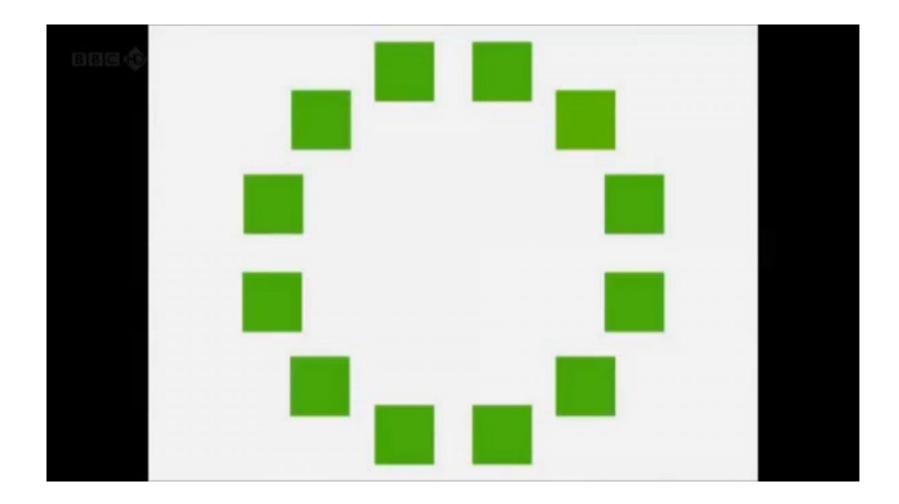


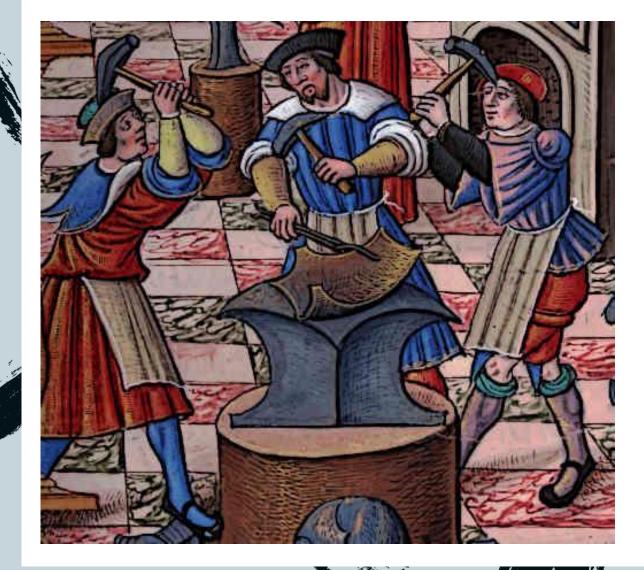
qanuk: 'snowflake' kaneq: 'frost' kanevvluk: 'fine snow' qanikcaq: 'snow on ground' muruaneq: 'soft deep snow' nutaryuk: 'fresh snow' pirta: 'blizzard' qengaruk: 'snow bank'

Example 2: End of Speed Limits



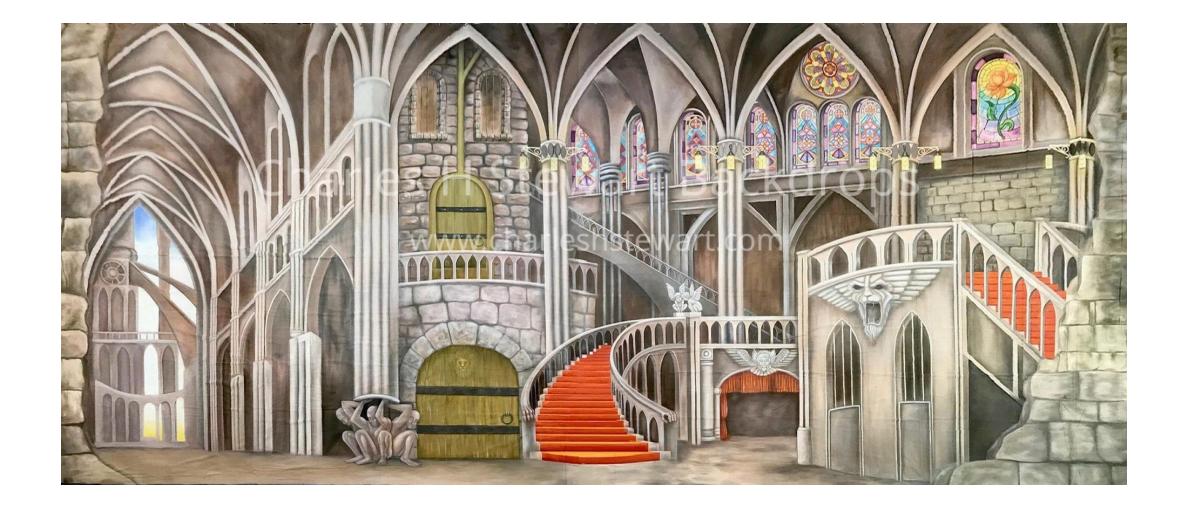
Specialized Knowledge





The Curse of Specialization

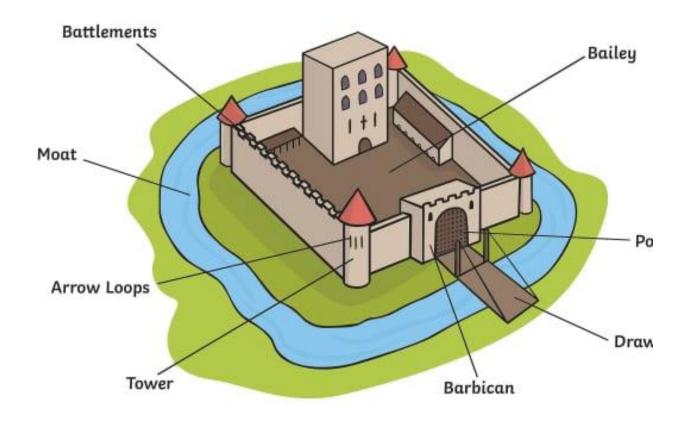
- General Knowledge Blindness
- Knowledge "death"
- Isolation



Exploring The Castle

Castle Elements

- Enclosure
- Layers
- Towers
- Courtyard
- Fort





Safety vs Accessibility

- Enclosed but not shut
- Identified AND inviting
- Different levels of access

Example of Important / Inaccessible



Walls for Documentation

- Create defined space
- Protect from random alteration
- Allow for control of the flow of information





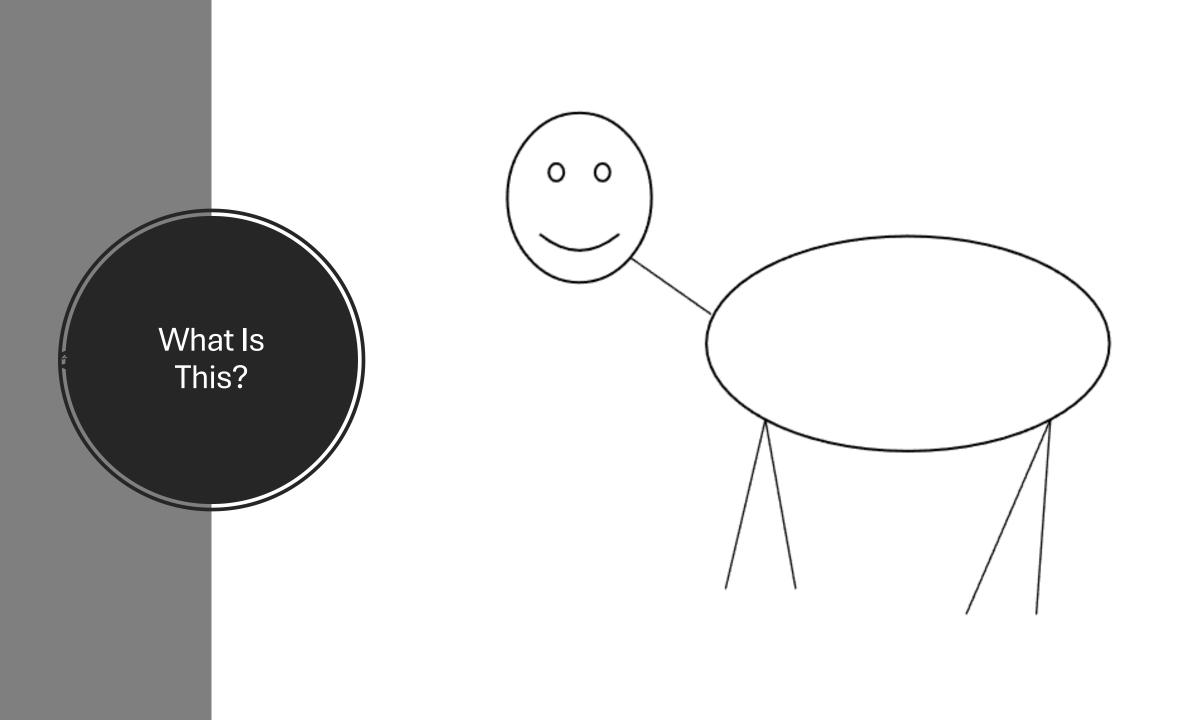
Towers

- Use Knowledge to examine:
- The outside world
- The inside one
- Knowledge itself

Perspectives Alter Definitions

- Carriage
 - Manufacturer
 - Driver
 - Passenger
 - Planner





The Courtyard

Transactional Knowledge

- Interaction causes more knowledge to be created
- This is especially when there is a large difference in context
- Knowledge is data + people





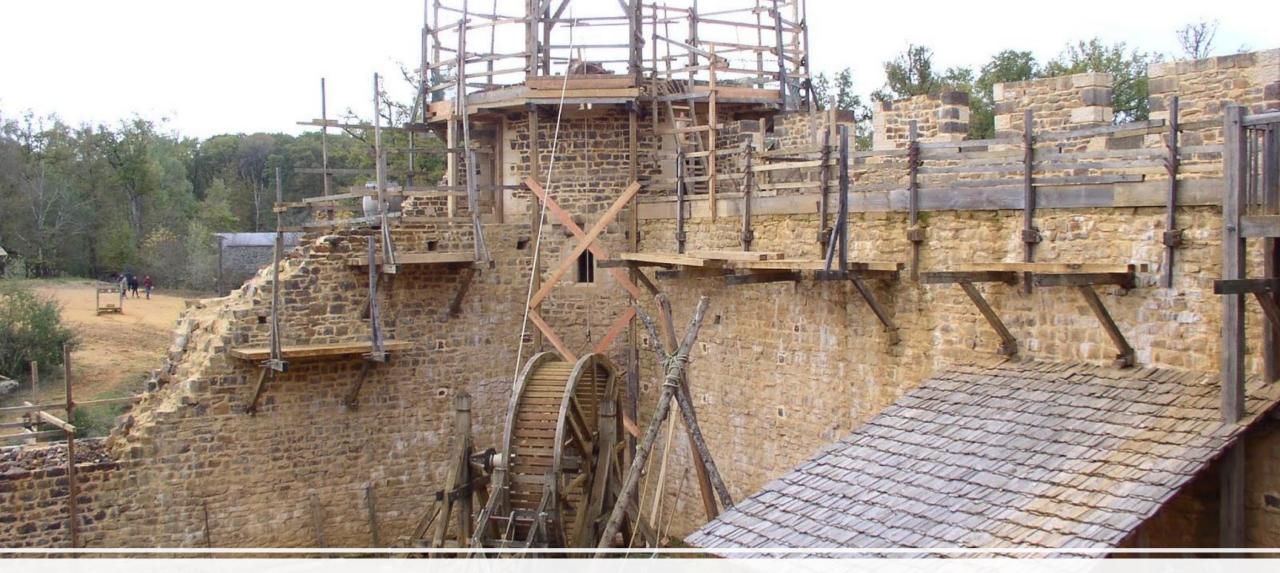
The Fort





Deep Knowledge

- Gives purpose to other elements
- Is the core message
- Can and should be filtered



Building The Castle

Documentation Elements

- Purpose
- Storage
- Communication
- Debate/Review
- Exchange
- Destruction



Purpose

- Why are we writing this?
- What's the value?
- Why not somewhere else?





Storage

- Part of Knowledge Nation
- Deep Knowledge
- Lock it up



Communication

- Courtyard marketplace for Transactional Knowledge
- Stands, Products, Events
- People

Debate/Review

- Review & Debate in Courtyard
- Examine from Towers
- Edit in Fort





Exchange

- Use dies down
- Keep good inventory of documentation use
- Little-to-unused documents? Courtyard Sale!

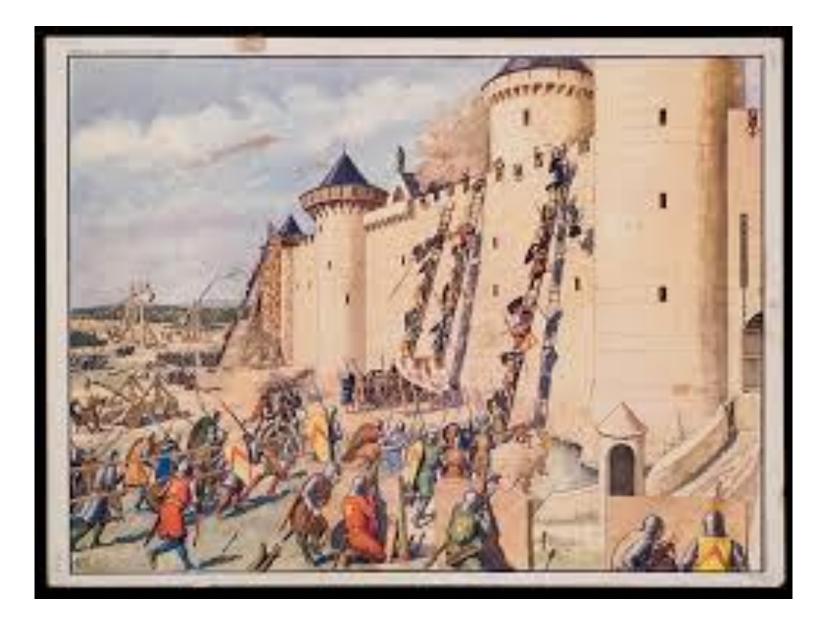


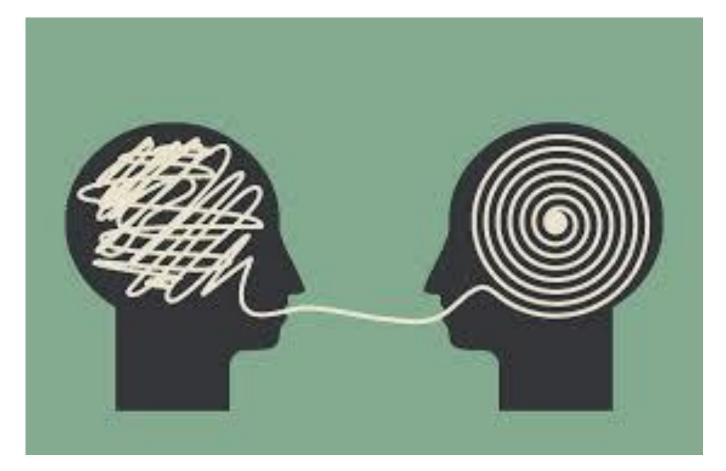


Destruction

- Heresy!
- Too much = too vague
- No Golden Rule
- Depots are different*

Storming The Castle



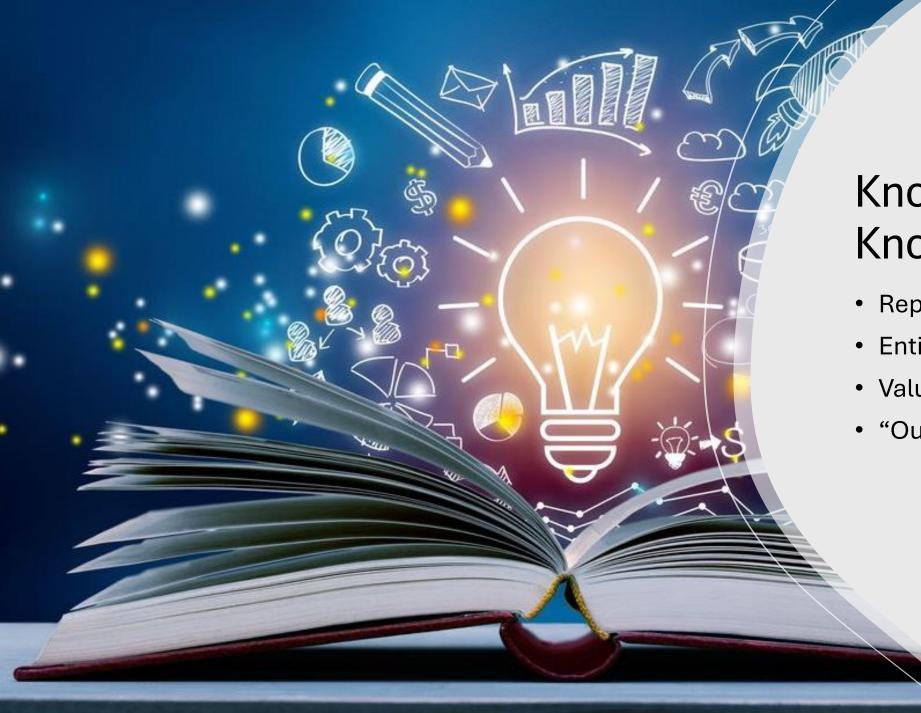


Who Owns Knowledge?

- Knowledge exists without
 ownership
- Similar Documentation can exist in another castle
- Cooperation builds up both castle's value
- Challenge if general knowledge needs to be in anyone's castle.



Promoting The Castle



Knowledge of Knowledge

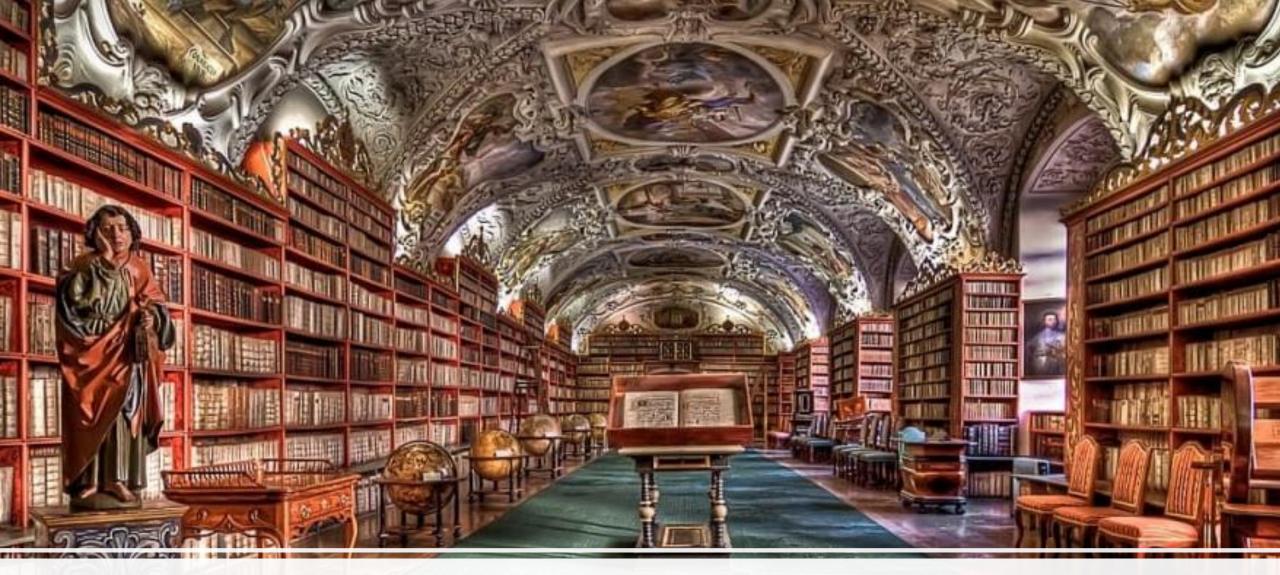
- Reputation
- Entice to Stay
- Value of Knowledge
- "Outside" People

Legacy vs Ruins





The Modern Castle



Or Maybe...





Parting Ideas

- You need a place where people can keep knowledge from documentation alive
- Your castle needs to be safe yet inviting, steeped in knowledge yet accessible, professional and open to learning.
- Living Documentation isn't just knowledge, it's knowledge +
- Knowledge resides in places, and lives in interaction
- The biggest difference is PEOPLE



Thank you for your attention!

Share your insights using the hashtag **#LDE25** and tag **@ICT Improve**!



14.00 Walk in 14.30 Opening Keynote Gáspár Nagy - RAMP up your 14.35 - 15.15 testing solution: test automation patterns Auditorium 15.25 - 16.10 Choose between three tracks: Karl van Heijster Testing: A Philosophical Retrospective Jennek Geels The journey is the reward Workshop Bas Dijkstra & Gáspár Nágy 15.25 - 17.00 I know it's only RegnRoll (but I like it) -Making the most of the Automation phase in BDD (part 1)

10 April 2025

PROGRAMME

Living Documentation Event

Auditorium

P083

P030

Auditorium

16.15 - 17.00 Choose between two tracks: **Rob Albers, Ronald Holthuizen &** Martijn van Tienen - BDD, (A)TDD and DevOps practices as a recipe for continuous compliance P083 Rick Easton Tracy - Castles, not Silos Auditorium Workshop Bas Dijkstra & Gáspár Nágy -Continuation I know it's only RegnRoll (but I like it) - Making the most of the Automation phase in BDD (part 2) PO30 17.05 - 17.50 Choose between three tracks: Jacob Duizer - From Team Topologies to Behavior-Driven Development: P083 **Building Teams That Deliver** Pieter Withaar - AI-First BDD, what if we redesign BDD to be Al-first? Auditorium Machiel van der Bijl - Model Driven Design (MDD): A new approach to Living Documentation P030 17.55 - 18.50 Dinner: Beer and pizza's 18.55 - 19.35 Keynote: Angelo Hulshout - GenAl and creativity - threat, or tool Auditorium 19.35 -20.15 LDE Community + Panel Discussion Auditorium 20.15 - 21.00 **Drinks**

Improve Part of ICT Group