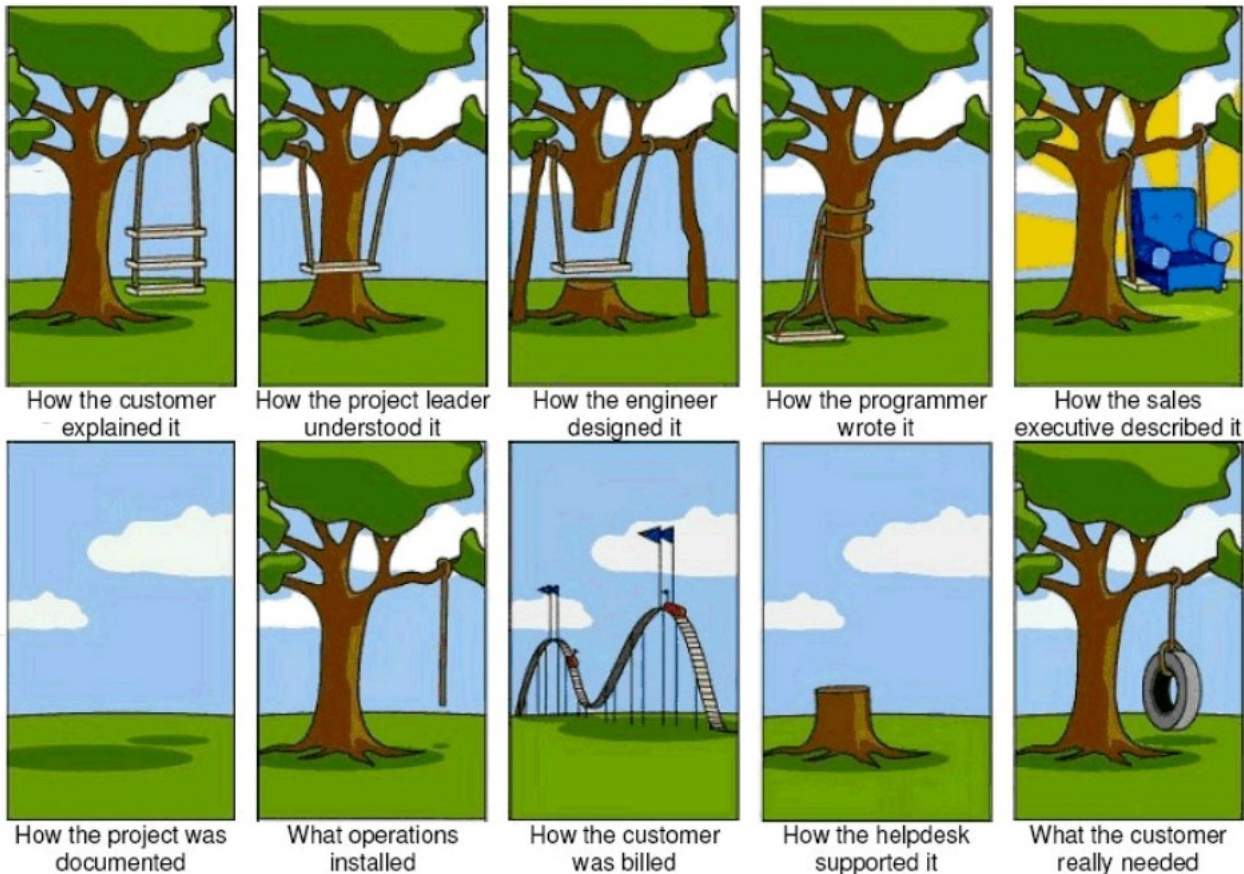# Misalignment of visions within a company when information is missing

(Basics of technical communication)

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Technical writers add information, which they need to be allowed to collect:

• **"Unwritten"** data that belongs to the company's shared knowledge: why would developpers write technical information they all know... so this information is missing,

• **"Untold"** explanations because they are not part of the product, yet essential to understand how to use it (technical context, but external to the company),

• **"Unknown"** process description because nobody asked it to the user, who is the only person to know it... so this information is missing, and it goes beyond use cases : how will users use the product and in what order, to answer their professional needs . This unknown set of information includes **user** terminology and **user** process logic (this needs be underlined once again).

In order to gather this information, the technical writer is acting as a journalist across the entire company and on the client side.

This may appear logical, but it is not part of most companies good practices.