

Comment #6 – 1/7/10 – 10:34 a.m.

The only things that bother me about the exposure draft are:

- Email is recognized as a way to formally communicate. However, email is not always about formal communication. Sometimes email is a process, a way to converse when a conversation can't happen. I have seen too many cases where people use "refer to my email on X date" to document something. I may have had several emails from them on that date. It would be so much easier if they simply printed the email to a PDF and included that as documentation. It is more clear that way.
- As I said, email isn't always a formal communication tool. Sometimes, in the spirit of conversation, people put things into emails that they never intended to have someone rely on as a formal opinion.
- The draft suggests that is potentially appropriate to share a formal report in multiple pieces without providing a single source containing all of those pieces. Again, that can lead to confusion. Disk space is cheap and having all the relevant documents, files, PDFs of emails, etc, in one location is much more worthwhile than "here is a list of everything you should have".

I'm nitpicking. Some of it is my own frustration over how to document things. Technology is a great ally - but it can lead to fragmented useless documentation if we don't put forth the effort to pull it together.

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