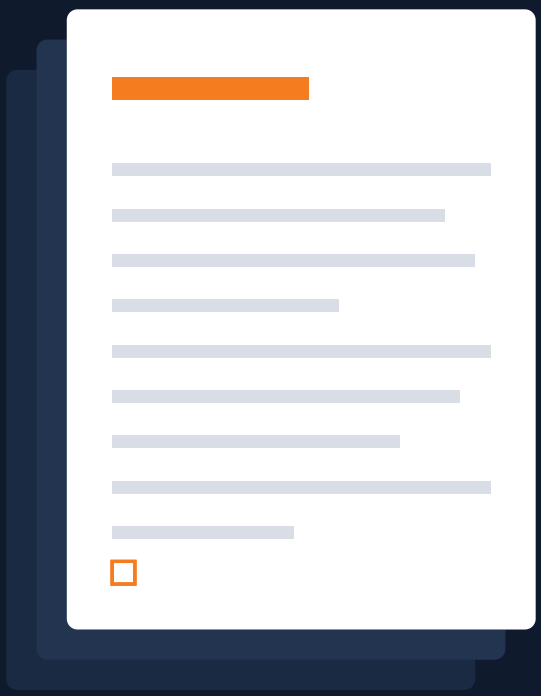
Documentation
Services Lab



FREE TEMPLATE

TECHNICAL DOCUMENTATION

Technical Documentation

An internal knowledge-base article or architecture overview that explains how a system or product works.

INTENDED USERS

Cross-functional teams, Tech Leads

TYPICAL USE CASE

Internal knowledge bases, architecture overviews

About this template

Use this template to explain a system, service or product to people across the organisation: what it does, how it is built, how it connects to other systems and who owns it. Keep it readable by non-specialists at the top and add depth further down.

Detail	
Intended users	Cross-functional teams, Tech Leads
Typical use case	Internal knowledge bases, architecture overviews

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Document title		**Document ID**	
Version		**Owner**	
Approved by		**Effective date**	
Next review date			

Version	Date	Author	Summary of changes
[1.0]	*[DD/MM/YYYY]*	*[Name]*	*[Initial release]*

01 Overview

GUIDANCE *In 3-5 sentences: what the system is, the problem it solves, and who uses it.*

System name	*[Name]*
Owner / team	*[Team]*
Status	*[Production / Beta / Deprecated]*
Primary users	*[Who uses it]*

02 Key Concepts

GUIDANCE *Explain the 3-6 ideas a reader must understand before the rest makes sense.*

Concept	Explanation
[Concept]	*[Short explanation]*

03 Architecture

GUIDANCE *Describe the main components and how data flows between them. Add a diagram.*

Architecture diagram
[Insert architecture diagram]

Component	Responsibility	Technology	Owner
[Service / module]	*[What it does]*	*[Stack]*	*[Team]*

Component	Responsibility	Technology	Owner

04 Integrations & Dependencies

GUIDANCE *List upstream and downstream systems and what would break if each one failed.*

System	Direction	Data exchanged	Impact if unavailable
[System]	*[In / Out]*	*[Data]*	*[Impact]*

05 How To (Common Tasks)

GUIDANCE *Link or summarise the tasks readers most often need to do.*

Task	How / link
[e.g. Request access]	*[Steps or link]*

06 Ownership & Support

GUIDANCE *Make it obvious who to contact and where.*

Team channel		**On-call / escalation**	
Ticket queue		**Runbook link**	

07 Glossary

GUIDANCE *Define terms, acronyms and product names a new reader might not know.*

Term	Definition
[Term]	*[Plain-language definition]*

08 References & Related Documents

GUIDANCE *Link supporting documents so readers can go deeper.*

Document	Owner	Link / location
[Title]	*[Team]*	*[URL or path]*

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YOUR TEMPLATE IS READY. YOUR TIME IS LIMITED.

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