

DOCUMENTED INFORMATION SUPPORT  
(DIS)

# WHITE PAPER

WHY DOCUMENTATION IS YOUR SECRET WEAPON FOR SUCCESS  
- A CONVERSATION WITH LINDA GEORGIOU



# Purpose

This paper is about changing how leaders think about documentation. Too often, it's seen as an afterthought - a pile of manuals no one reads. But when it's done right, Documented Information Support (DIS) is the secret weapon that makes transformation stick. DIS isn't just paperwork. It's how organisations transfer knowledge, keep people confident, and stop new systems from becoming expensive shelf-ware.

## Scope

This white paper provides strategic insight for organisations evaluating or strengthening their approach to Documented Information Support (DIS), positioning it as a transformation enabler rather than a compliance formality. It challenges the outdated perception of documentation as static manuals, reframing it as a living system that drives confidence, consistency, and adoption.

The paper explores the risks of poor documentation, such as shadow processes, data errors, and stalled uptake and outlines how modern DIS practices, including role-based guides, embedded tools, and training alignment, deliver clarity and resilience. It details the business value of DIS, from reducing rework and improving compliance to enabling automation and enhancing user experience.

It also examines common pitfalls, including late-stage documentation, lack of ownership, and disconnects between process and guidance. A strong emphasis is placed on data governance, showing how clear instructions lead to cleaner data and more reliable reporting.

Finally, the paper presents a forward-looking view of DIS as smart, composable, and AI-enabled. It concludes by outlining how AXIUM supports clients across the transformation lifecycle—from process capture and training integration to post-go-live optimisation and long-term capability uplift.

## Best Practice

### Start Early

Document as you design, not as you scramble before go-live.

### Keep it Practical

Use clear language, quick reference tools, and role-based guides.

### Make it Living

Update it as systems evolve so it stays trusted and useful.

### Link it to Training

Documentation and training should work hand-in-hand.

## Introduction

**Interviewer:** Linda, most people groan when they hear the word “documentation.” Why should leaders care?

**Linda Georgiou:** Because documentation isn’t boring when it’s done properly. It’s empowering. Imagine walking into a new system on Monday and having everything you need – the steps, the why, the tips and tricks – right at your fingertips. That’s what DIS delivers. It’s the difference between chaos and confidence.

### 1. Why Now?

**Interviewer:** So why is this such a big deal right now?

**Linda:** The world is more complex than ever. Think about massive ERP rollouts, tight compliance rules, or AI tools reshaping how we work. If your people don’t have the right information at the right time, they either make mistakes or make it up. That’s when costs blow out and trust falls apart.

### 2. What’s Different About Modern DIS?

**Interviewer:** Isn’t documentation just writing instructions?

**Linda:** That’s the old way. Today, DIS is digital, role-based, and integrated into the systems you use. At AXIUM, we build quick reference guides, FAQs, and “day in the life” walk-throughs that sit right where people work. It’s not a dusty binder – it’s living guidance that evolves with the business.

## 3. What's in it for Business Leaders?

**Interviewer:** What's the real payoff?

**Linda:** Simple - fewer errors, happier teams, and faster adoption. One client cut re-work by a third just by having updated guidance ready for go-live. Another used DIS as the foundation for AI automation, which saved thousands of hours in reporting. Documentation might not sound glamorous, but it pays off in real dollars.

## 4. Where Do Projects Go Wrong?

**Interviewer:** What happens when documentation gets overlooked?

**Linda:** People fall back on old habits. Shadow processes pop up. Data quality slips. And suddenly your shiny new system feels clunky. Too many projects leave documentation to the end, or worse, outsource it with no link to training or process design. If people don't trust the guidance, they won't use it.

## 5. The Data Connection

**Interviewer:** How does this tie to data quality?

**Linda:** Clear instructions lead to cleaner data. If ten people enter the same field ten different ways, your reports are a mess. With good documentation, you get consistency, accuracy, and reporting you can actually rely on. DIS and data governance go hand-in-hand.

## 6. The Future of Documentation

**Interviewer:** What's next for DIS?

**Linda:** Think smart documentation. AI tools that generate instructions, check compliance, or guide you through a process in real time. Imagine asking your system, "How do I raise this request?" and getting a simple, step-by-step answer right there. That's where we're heading - documentation as a digital assistant, not a PDF.

## 7. How AXIUM Helps

**Interviewer:** Where does AXIUM come in?

**Linda:** We weave DIS into every project, not bolt it on at the end.

That means:

- Capturing business processes as they're designed
- Creating role-based guidance, FAQs, and quick reference tools
- Aligning documentation with training and ERP systems
- Setting up governance so it stays fresh and trusted

We've done this on some of the biggest programs in Australia, from state to federal government. It works because we don't just write documents; we build confidence and capability.

## 8. Ready To Start?

**Interviewer:** What's the first steps for leaders?

**Linda:** Stop thinking of documentation as paperwork. Think of it as a performance enabler. Whether you're just starting design or already live, strengthening your DIS can boost adoption, cut costs, and give your people the confidence to succeed. And the earlier you start, the easier it is.

# Interviewee



**Linda Georgiou**  
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