



A simple guide
to creating a
knowledge base
(and keeping it running)

by April Allen

DevLogic
Words in code & prose.

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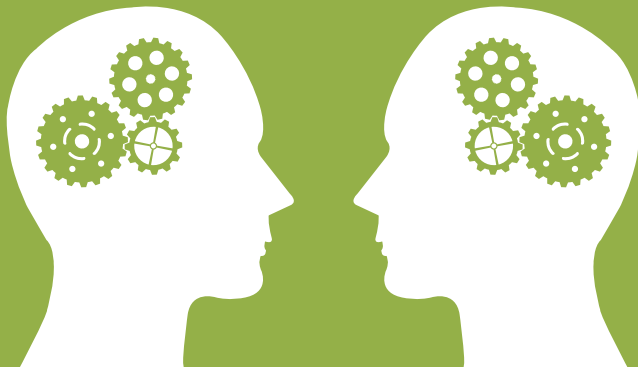
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Feedback

It's important that this book stays relevant and useful to you. If you think anything should be added please send your suggestions to aprill@devlogic.com.au.



About Aprill Allen



In 1991 my mother took me to a careers psychologist. I was 16 and I had no idea what I wanted to be when I finished school. I did a bunch of quizzes, and after all the number crunching nothing definitive came out in terms of careers. Not like those people who were just *born* to be musicians, or athletes, or scientists. I scored high in administrative areas, and had an aptitude for originality. The psychologist's report insisted on me having some sort of creative career with an administrative angle, or I'd be unsatisfied.

I put the results in a, now dusty, file and forgot about them.

When I read back over that report now I laugh, because that's exactly where my meandering career path has ended up. I went from a career in music retail to visual merchandising, to technical support, and finally to freelance copywriting. And while a lot of people find it hard to combine the creative with the technical, I managed to straddle both camps most of the time.

Before I became a freelance copywriter, I worked in IT for 13 years. During that time I supported operational roles across the Internet and finance industries. During my last job interview I said I enjoyed creating documentation in the quiet times, which got a few belly laughs.

But I was serious. *And* I got the job.



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