

TECHNOLOGY DOCUMENTATION CASE STUDY

Palmview K-8 Computer Lab

Computer Lab Manager · 2021-2022

500+

DEVICES MANAGED

3

DEVICE PLATFORMS



REPEAT REQUESTS

The Challenge

When I arrived at Palmview K-8, there was no centralized documentation system. Technical staff had to figure things out from scratch each time. Teachers struggled with interactive displays. Devices were managed without consistent processes.

- Hundreds of devices across Windows laptops, Chromebooks, iPads, and tablets
- No searchable documentation for common technical issues
- Newly onboarded technical staff needed training resources
- Teachers needed support on interactive display technology

My Approach

I saw an opportunity to build systems that would outlast my time there. Applied the same methodology I use across all projects: Immerse → Identify → Ideate → Collaborate → Build.

Deliverables

- **Knowledge base** using Stack Overflow methodologies
- **Quick-reference guides** for device resets & troubleshooting

Results

- **Reduced repeat support requests** through self-service
- **Improved onboarding** with ready-made resources
- **Teacher enablement** on interactive displays

- **FAQs** for frequently asked technical questions
- **Troubleshooting articles** enabling self-service
- **Inventory systems** tracking devices across platforms
- **Onboarding documentation** for new technical staff
- **Systematic inventory management** across platforms
- **Documentation that outlasted my role**

The Pattern

Just like with XactechED and Arizona Esthetics Institute, I identified a gap, built systems to address it, and created resources that enabled others to succeed. The scale and context change—the approach doesn't.

Knowledge Base Design Technical Documentation Quick Reference Guides User Enablement

Inventory Management Multi-Platform Support

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