Technological changes impose a constant evolution on all kinds of artifacts and require new solutions for their efficient maintenance. Appropriate documentation is crucial for usage, maintenance, and evolution. Most of the time, documents are static and describe what an artifact is, and sometimes how it was designed and constructed. However, several other types of documentation needs have been identified in many domains as for instance flexible versioning for keeping track of an artifact's entire evolution or documentation for the reasoning (the why) behind its construction. The latter is especially relevant in the context of augmenting organizational memory.

The first part of this talk is devoted to the illustration of challenging issues occurring in cooperative work documentation. We take as illustration examples geologic maps as they are typical cases of cooperative work that requires the existence of elaborate documentation. Other illustration examples include complex software development and specialized documentation management (e.g., recommendations from the W3C Consortium). We will then focus on our What-How-Why (WHOW!) unified framework to manage all these kinds of documents.

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