Assign Freshness Maintenance Work

September 10, 2026

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Use freshness maintenance work to make sure stale documentation is investigated by the right person and resolved promptly. This process helps you keep your workspace documentation accurate as your application changes.

Overview

Freshness maintenance work is used when documentation needs attention after the underlying application, configuration, architecture, or security information has changed. You can use the workspace area to review documentation activity and create or follow a maintenance request for content that needs to be checked.

Assigning work is especially important when documentation covers a specific area of responsibility. For example, a team member responsible for frontend components can investigate interface documentation, while a security owner can review content such as 🛡️ **Network Security**. Clear ownership prevents requests from being overlooked and makes it easier to confirm that a stale item has been resolved.

The available workspace experience includes guidance titled **How to create a maintenance request** and a status indicator such as **4 All Resolved**. Use these areas to understand the current state of maintenance work and to follow the documented request process. The currently available workspace evidence does not show a separate on-screen **Owner** field or assignment control, so follow your organization’s maintenance-request instructions when recording the responsible person.

> 📷 *Screenshot pending: Workspace view showing documentation freshness maintenance requests and their assigned owners.*

Prerequisites

Before you begin, make sure that you have:

- Access to the relevant **Workspace**.
- Identified the documentation that may be stale or needs investigation.
- Identified the person or team responsible for reviewing that documentation.
- The information needed to describe the change, such as the affected documentation area, feature, configuration, or security topic.
- Permission to create or manage maintenance requests in your organization’s workspace.
- An agreed way to identify the assignee in a maintenance request, such as a team name, person name, or internal ownership convention.

Step-by-Step Instructions

1. Open the **Workspace Sidebar**.
2. Select **Workspace**.
3. Review the workspace status indicator, such as **4 All Resolved**, to understand whether existing maintenance work is already complete.
4. Select **How to create a maintenance request**.
5. Read the maintenance-request guidance shown in the workspace.
6. Start a maintenance request for the documentation that requires investigation.
7. Identify the affected documentation area in the maintenance request.
8. Describe why the documentation may be stale.
9. Record the person or team responsible for investigating the request using your organization’s assignment convention.
10. Include the expected resolution work in the request, such as reviewing content, updating documentation, or confirming that no update is needed.
11. Submit or save the maintenance request using the action provided in your workspace.
12. Return to the workspace to confirm that the request is visible for follow-up.

> 📷 *Screenshot pending: Maintenance request guidance and request-creation controls in the Workspace.*

13. Open the assigned maintenance request when the responsible person has completed the investigation.
14. Review the documented outcome before marking the work as complete.
15. Select **Resolve** when the documentation has been corrected or the investigation confirms that no change is required.
16. Check the workspace status again to confirm that the resolved request is reflected in the current totals.

Tips and Best Practices

- Assign work to the person or team that owns the affected subject area. For example, assign security-related content to the appropriate security owner when the request concerns 🛡️ **Network Security**.
- Write the maintenance request so the assignee can act without needing to ask what is stale. Include the documentation topic, what changed, and what needs to be verified.
- Use a consistent owner format across requests. For example, use the same team names or individual naming convention each time. This makes it easier to identify who is accountable for follow-up.
- Do not select **Resolve** until the documentation has been reviewed and the required outcome is recorded. Resolving a request should mean the investigation is complete, not merely that someone has acknowledged it.
- Review the **4 All Resolved** indicator as a high-level completion signal. If you expected open work but see only resolved work, confirm that the request was created in the correct **Workspace**.
- Use the workspace's maintenance-request guidance rather than relying on informal messages. The **How to create a maintenance request** guidance provides the workflow users can follow in the application.
- If the stale content is part of generated documentation, review the relevant documentation workflow before resolving the request. You may need to use **Generate Documentation** → to refresh generated material after the underlying source changes.

Related Pages

- Create a Maintenance Request
- Resolve Freshness Maintenance Work
- Generate Documentation
- Documentation Hub
- Export Documentation
- Manage Documentation Templates

Troubleshooting

You cannot find an owner assignment field

The verified workspace labels do not show a separate **Owner**, **Assignee**, or similar field. Open **How to create a maintenance request** and follow the instructions available in your workspace. If your organization requires formal assignment, record the responsible person or team using the approved maintenance-request format and contact a workspace administrator if assignment controls are missing.

The request does not appear in the expected workspace

Open the **Workspace Sidebar** and confirm that you selected the correct **Workspace** before creating the request. Then review the workspace status and request list again.

The request was resolved too early

Open the request and confirm whether the documentation was actually updated or verified. If follow-up work is still needed, create a new maintenance request with a clear owner and a description of the remaining work. Use **Resolve** only after the investigation and required documentation changes are complete.