

Where to start...

Why edit?
Fit for purpose



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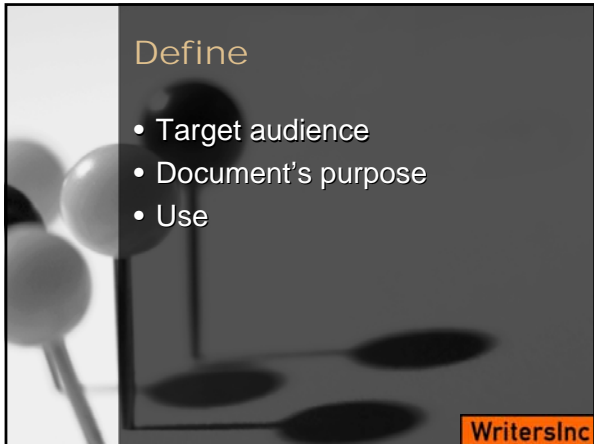
Document development process

The Six Ds



Define and design

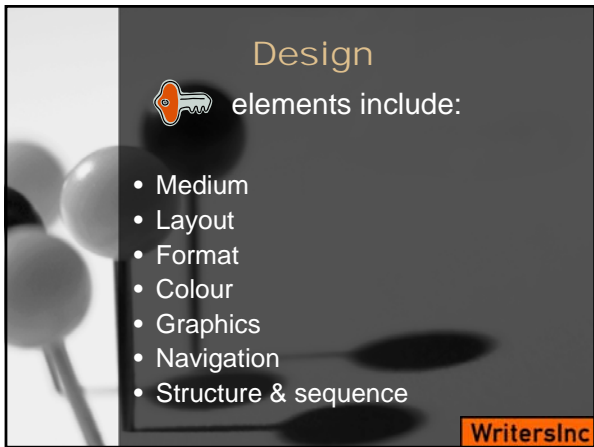





Define

- Target audience
- Document's purpose
- Use

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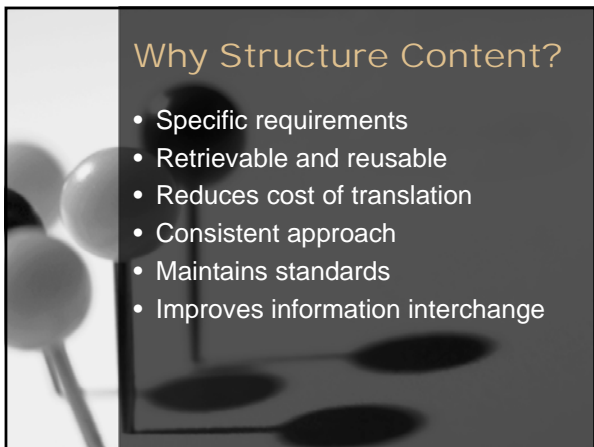


Design

 elements include:

- Medium
- Layout
- Format
- Colour
- Graphics
- Navigation
- Structure & sequence


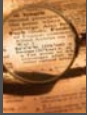

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Why Structure Content?

- Specific requirements
- Retrievable and reusable
- Reduces cost of translation
- Consistent approach
- Maintains standards
- Improves information interchange

Structured Content

- Form
- Focus
- Discipline

Information Mapping

- Not the layout and format
- Not the template
- Is about form, focus and discipline
- Method

Teller	Sellotape
Desk	
Copy paper	Mortgage Manager
Accountant	Shelving
Underwriter	Highlighters
Business Advisor	
Clerk	Swivel chair
Pens	
Bin	Staplers
	Staples
Stamps	Account Manager
Phones	
Fax	Copier

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Teller	Desk	Copy paper
Shelving	Highlighters	Underwriter
Clerk	Swivel chair	Pens
Bin	Stamps	Accountant
Fax	Sellotape	Business Advisor
Staples	Account Manager	Staplers
Mortgage Manager	Copier	Phones

Teller	Desk	Copy paper
Accountant	Shelving	Highlighters
Clerk	Swivel chair	Pens
Underwriter	Bin	Stamps
Account Manager	Fax	Sellotape
Business Advisor	Copier	Staplers
Mortgage Manager	Phones	Staples

Professions	Office Equip	Consumables
Teller	Desk	Copy paper
Accountant	Shelving	Highlighters
Clerk	Swivel chair	Pens
Underwriter	Bin	Stamps
Account Manager	Fax	Sellotape
Business Advisor	Copier	Staplers
Mortgage Manager	Phones	Staples

Information Mapping™

Design Principles

- Chunking
- Relevance
- Labeling
- Consistency
- Integrated graphics
- Accessible detail

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Information Mapping™

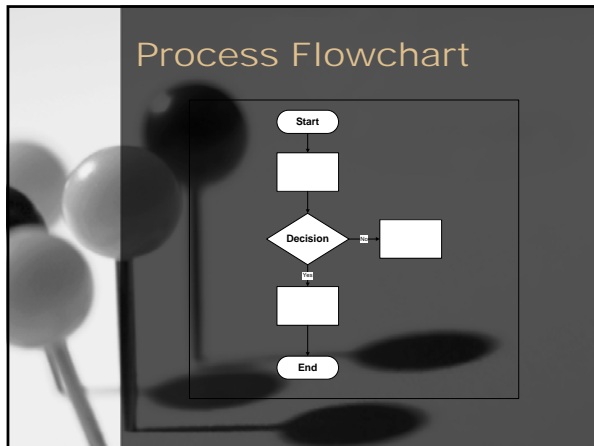
Information types

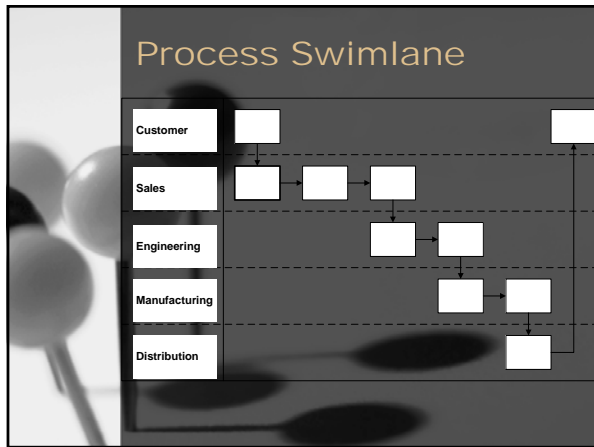
- Process
- Procedure
- Structure
- Concept
- Principle
- Fact

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Process Table


Stage	Who	Description
1	Line Manager	Assigns job tasks using Maximo and generates daily job task sheet for each tradesperson.
2	Tradesperson	Completes daily job tasks and: •adds comments on the status of each job on the list •Notes any equipment or materials required •hands in the work task job sheet to the Line Manager at close of business
3	Line Manager	Checks the work task job sheets: •re-assigns any jobs not completed •orders any equipment or material required to complete jobs, and •forwards work task job sheets to Finance for payroll processing





- ### Procedure
- How to Bath a Cat
1. Put on thick rubber gloves and waterproof clothing
 2. Fill a small tub with warm water
 3. Add MouseOh shampoo
 4. Holding the cat by the scruff of its neck, carefully lower it into the tub...

Structure



Part	Provides protection from...
Hard hat	Falling objects
Jacket	Fire and water
Gloves	Water, fire and sharp objects

Concept

A weta is a New Zealand native insect that has:

- An extremely tough exoskeleton
- Huge, powerful mandibles
- Enormous, spiky back legs, and
- Long, scary antennae.

Policies

- All students must submit assignments to Turnitin
- No site access
- AUT is committed to ensuring that it maintains a safe and healthy work environment for staff, students and visitors.

Facts

Attributes	Lipizzaner	Quarterhorse	Cleveland Bay
Usual colour	Grey	Brown	Bay
Height	16h plus	15h	16h plus
Used for	Dressage Carriage	Cutting Western	Carriage Hack

Present facts using:

- Text
- Tables
- Bulleted or numbered list
- Graphs

Do (development)

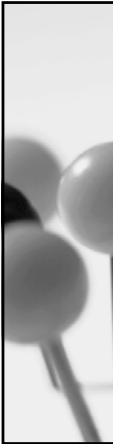
Trained writers need to know:

- Purpose, audience and context
- Document types and genres
- Structure
- Sequence

Get it right from the start

De-bug

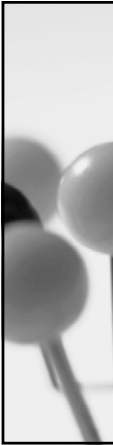
- Check often
- Fit for purpose
- Copy, standards, content



The Art of the User Manual

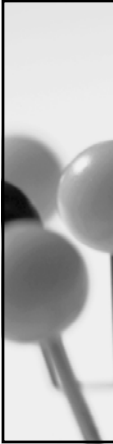
Creating user manuals is an art. As with any form of art, there are rules:

- Use at least 20 technical terms in the first 3 pages of the manual to discourage users immediately
- Make the manual as voluminous as possible. Readers may delay using it indefinitely.



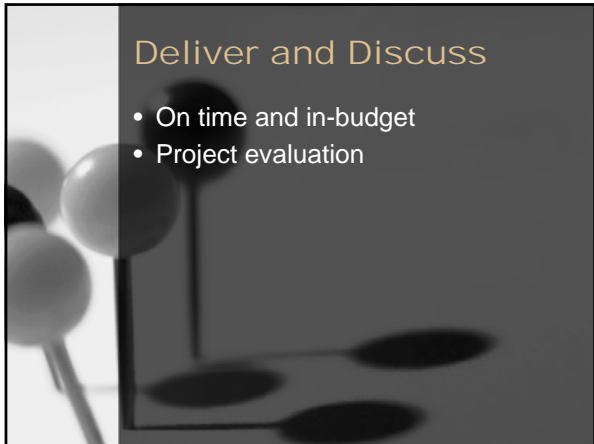
Tools

- Checklists
- Standards and style guides
- Macros
- QA tools – Flesch-Kincaid



WritersInc QA

- Templates
- Follow process
- Project communication – Wikis
- Audience, purpose and use
- Type of edit
- Use skilled writers and editors
- Avoid using me as an editor
- Flesch-Kincaid
- Turn around time
- Testing



Deliver and Discuss

- On time and in-budget
- Project evaluation



If You Want to Know More...

- http://www.ditanews.com/tools/STC_Intercom.pdf
- <http://www.ditausers.org/>
- <http://www.ch.ic.ac.uk/omf/cml/epub/xml.html>



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