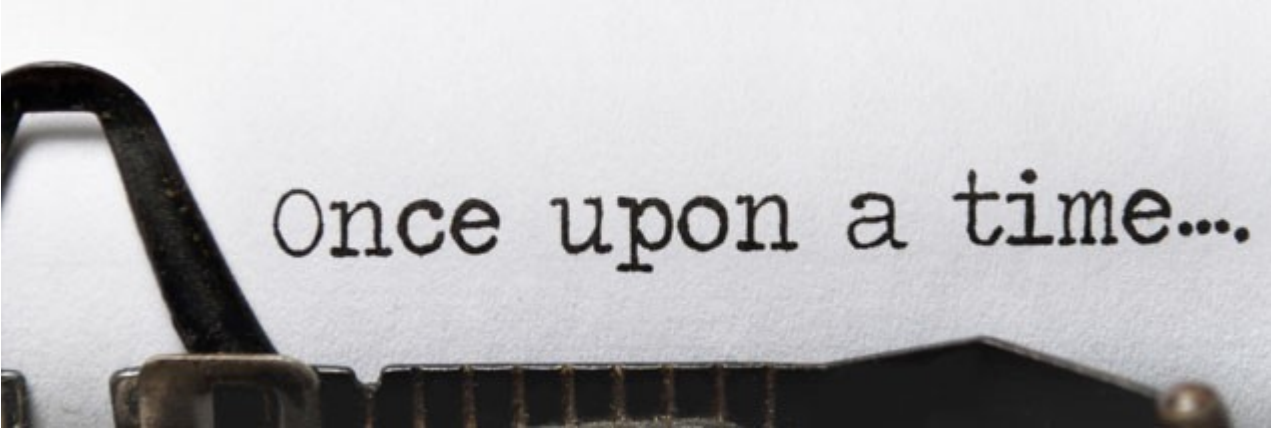
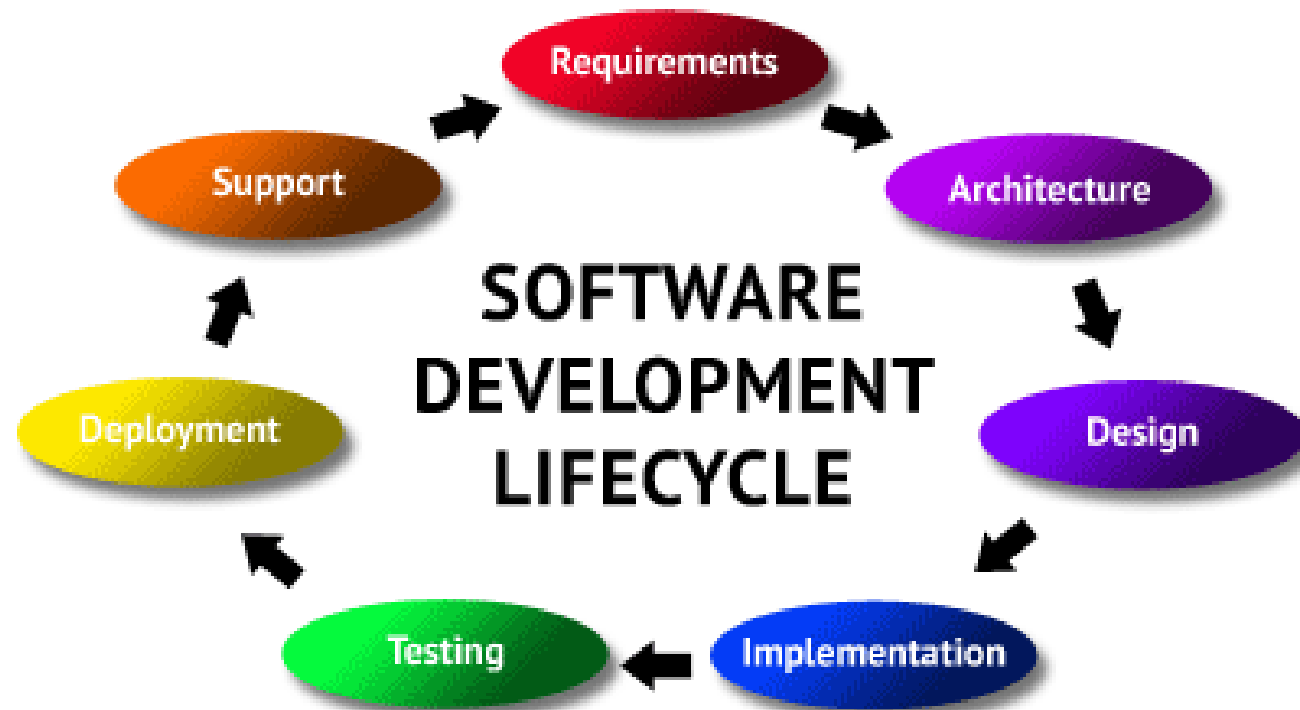


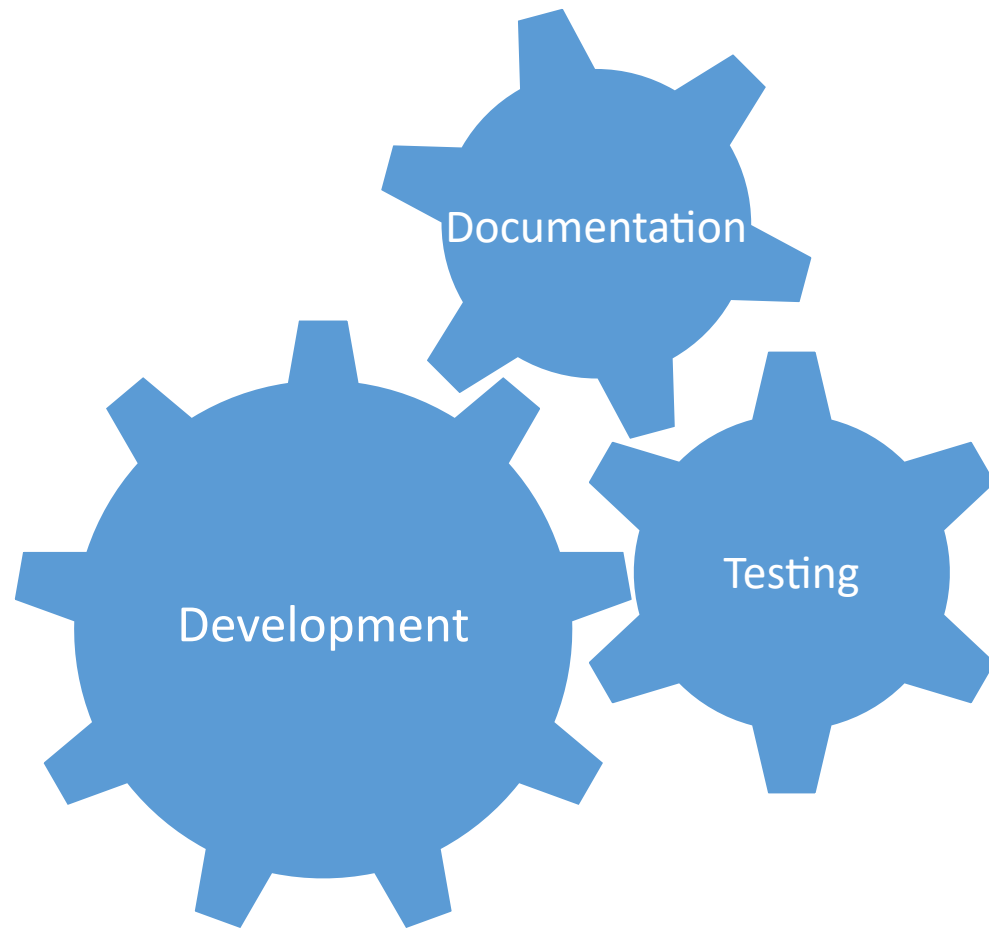
“How to win friends as a Technical Author, and influence the development of software”



Once upon a time...

- Online Help using RoboHelp 2017, and Responsive HTML5
- Customisation using JavaScript and additional HTML tags
- Styles and grammar of existing content updated
- New Global English content created.





Development

Documentation

Testing

Technical Author: challenges of the role

- Gaining credibility
- Locating relevant information
- Catching “under the radar” software changes
- Meeting release dates

“Structured” versus “Ad Hoc”

- Structured Documentation:
 - Formal
 - Relevant to specific functions
 - Located in a structured environment
- Ad hoc information:
 - Informal
 - Wikis
 - Shared network locations
 - In notebooks and in people’s heads!

Technical Author: challenges of the role

- Gaining credibility
- Locating relevant information
- Catching “under the radar” software changes
- Meeting release dates

Developer: challenges of the role

- Distributed development teams
- Different methodologies and standards
- Outsourcing







gestalt (gə'ʃtalt)

An organized whole that is perceived as more than the sum of its parts

- Look and Feel
- Usability
- Terminology
 - Synonyms: folder/directory, table/grid, dialog/panel
 - “Techie” terms for controls
 - Spelling and formatting

Two problems. One solution?

Closer integration between teams

The Technical Author

- Perspective
- Skills



- Avoid appearing overly negative
- Accept any associated work gracefully
- Be original
- Be prepared!

Benefits of Closer Integration

- Documentation that matches the application
- Improved User Interface and workflow
- Terminology which is appropriate and consistent
 - Remove synonyms
 - Improve badly-translated terms
 - Use parallel expressions
- Access to more advanced skills
- Mitigation of known issues
- Enhanced profile of the documentation team

Recommendations

- Arrange access to structured documentation
- Attend development scrums
- Capture documentation requirements in defect-tracking software
- Bribery!

Questions?