

# Assignment 1 – Project Plan and Content Map

## Product Development Project Overview

### Description

New software similar to Microsoft Word will be developed. This new software has many of the features of Microsoft Word with some key differences. This software will boast the following additional features:

- editable on mobile
- adaptive content that responds to any screen size
- export to any output
- file sharing similar to google docs – live editing/comment functions
- hundreds of adaptive content templates to choose from
- topic-based authoring options
- create workbooks with word documents
- live help via chat

### Vision and goals of the software development project

**Vision:** To develop a word processing software that will surpass Microsoft Word in number of active users. A software that can be used by anyone, anywhere on any device, that allows the user to create any output desired.

#### Goals:

- To bring this software to market within 6 months.
- To hit all scheduled milestones in the development process.
- To ensure that this software can be used, with ease, on all devices (PC, Mac, mobile devices, tablets).
- To ensure that there are no critical errors in the software and that the number of software bugs is limited to 5 at the time of deployment.

### Scope

Within 6 months, to develop and release the full version of our product to all users in 15 leading industries across the globe.

### Schedule and Milestones

#### Project Management (Weeks 1 &2)

- Initiate Project
- Plan Project
- Project Close

#### Definition (Weeks 1 & 2)

- Determine business requirements
- Create process model

- Functional specifications

#### Software Design (**Weeks 3-8**)

- Define technical architecture
- Define software standards
- Create physical environment
- Produce technical specifications
- Software prototypes
- Create testing plans

#### Software Development (**Weeks 8-20**)

- Develop test software
- Produce user training materials
- Produce technical documentation
- Software testing
- Documentation testing
- User acceptance testing

#### Software Implementation (**Weeks 20 – 22**)

- Establish acceptance environment
- Test results
- Update supporting materials

#### Training (**Weeks 22 – 27**)

- Train users (on software and documentation)
- Convert data
- Deploy software

#### Deployment (**Weeks 27-30**)

- Validate use-cases
- Ensure organizational readiness

## Information Development and Content Plan

### Project Vision and Goals

**Vision:** To create unified and adaptive technical content that will improve the user experience with the software in every context.

#### Goals:

- To deliver all content at the scheduled intervals.
- To respond to all communications from stakeholders within 24 hours.
- To produce adaptive content that can be used adequately on any device.
- To anticipate the needs of the user in all aspects of content development.
- To create a unified content strategy that re-uses content whenever possible.

## Scope of work

For this documentation and content development project we will be focusing on:

- Creating content for the end user.
- Creating content for the System Administrator user.
- Automating content re-use.

## Audience Analysis

The audience for the content that will support the software will fall into two main categories: End Users and System Administrators. They need the content for various reasons and will consume it in various contexts. These reasons and contexts are overviewed in the table below.

User	Why They Need Content	Context
<b>End Users</b>		
Professionals	They use the content in order to complete certain tasks for their jobs.	In the office and at home, likely on a laptop or desktop. There are times, like travel or on their own time, that they would access content from their tablets or mobile devices.
Students	They use the content in order to complete assignments for school.	At school, the library or a coffee shop. Likely on a laptop or tablet. Could be used on mobile when needed (while on the bus, to revise edited work quickly before re-submission, etc.).
Personal Users	They use the content in order to complete various personal documents.	At home on a laptop, most likely on a tablet to complete shorter documents, less often than the other users.
<b>System Administrators</b>		
External	To learn best practices when it comes to installation, updating, etc.	At work on a laptop or desktop computer while installing the software or helping their users.
Internal	To learn how to best support users.	At work on a laptop or desktop computer while using the software to do their day-to-day tasks.

## Reuse strategy:

**Automated re-use:** Using MadCap Flare, the content will be tagged in order to be automated for re-use.

**Component-based re-use:** Information will be created in a topic/component-based way. Each of these components will be re-used as often as needed across all documents to ensure consistency of information as well as adequate time management.

**Derivative re-use:** Re-use will not be locked so that authors can change components if needed but the system will still be able to tag and track the content use.

**Adaptive Content Considerations:** All content will be considered for its adaptability between outputs. The device used to view the content will be taken into consideration and planned for (e.g.> smaller chunks of text for mobile).

### Content Map

The following tables outline the information products and component pieces required for this project. There are multiple instances where content will be re-used across information products. This style of content map has been modelled after the examples given by Rockley & Cooper, 2012 (p. 145).

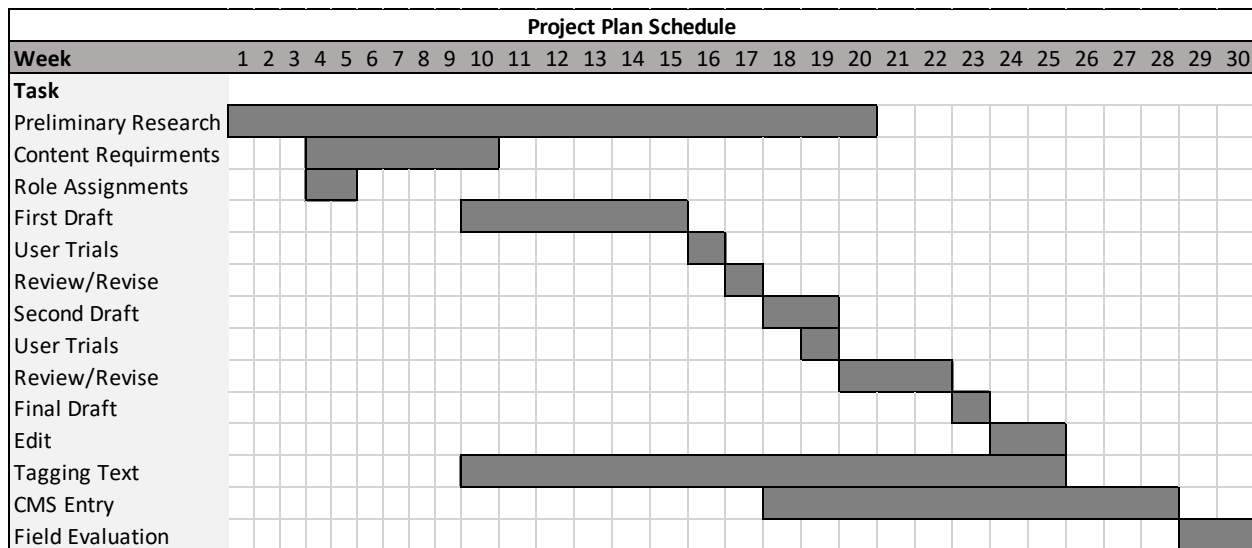
<b>User Documents</b>				
<b>Embedded Help</b>	<b>Software Overview</b>	<b>Installation Guide</b>	<b>User Manual</b>	<b>Configuration Guide</b>
Overview	Overview	Getting Started	Overview	Overview
Processes	Processes	Technical Specifications	User Tasks	Procedures
Product Description	Product Description	Product Description	Reference Section	Troubleshooting
Features & Benefits	Features & Benefits	Downloads	Installation Process	Summary
User Tasks	Value Proposition	Processes	Features	
Troubleshooting	Summary	Summary	Troubleshooting	
Summary			Summary	

<b>Marketing</b>				
<b>Website Copy</b>	<b>Social Media</b>	<b>Brochures</b>	<b>Monthly Newsletter</b>	<b>Elevator Pitch</b>
Mission, Vision, Values	Features & Benefits	Value Proposition	Use Cases	Overview
Features & Benefits	Testimonials	Features & Benefits	Testimonials	Features & Benefits
Use Cases	Case Studies	Overview	Overview	Value Proposition
Testimonials	Success Stories	Logo	Success Stories	
Success Stories	Logo		Logo	
FAQs				
Logo				

Training		
<b>Sales Training</b>	<b>Installation Guide</b>	<b>Software Tutorial</b>
Overview	Getting Started	Getting Started
Use Cases	Technical Specifications	Overview
Customer Personas	Downloads	Downloads
Success Stories	Processes	Procedures
Value Proposition	Summary	Summary

### Schedule and Milestones

This project will span 30 weeks (6 months) and will follow the Agile software methodology used by the development team. As such, the documentation team will be involved with the project from the beginning. The 30 weeks represented in the documentation project plan coincide with the 30 weeks needed for the software deployment.



### Detailed Task Breakdown:

- Preliminary research (**Weeks 1-20**)
  - Audience Analysis (**Weeks 1-3**)
  - Software Research (document search and hands-on research) (**Weeks 1-4 for documents and as possible for hands-on depending on development progress**)
  - SMEs – Interviews/Consultations (**Weeks 4-6**)
- Determine user content needs (how they currently get content, how users want to get content, workplace activities of users) (**Weeks 4-10**)
- Identify Required Content and potential re-use strategies (**Weeks 4-10**)
- Assign Writing/Editing Roles and Responsibilities (**Weeks 4-5**)

- First Draft Written (**Week 15**)
- User Trials of Documents (**Week 16**)
- Review/Revise (**Week 17**)
- Second Draft Written (**Week 18**)
- User Trials of Documents (**Week 19**)
- Review/Revise (**Week 20-22**)
- Final Draft (**Week 23**)
- Edit (**Week 24**)
- Tagging of Text/Entry into CMS (**Ongoing**)
- Field Evaluation (**Weeks 29-30**)

### Roles and Responsibilities of team members

The following team members will be responsible for the tasks outlined below.

Role	Responsibilities
Senior Writers (2)	Review Meetings, Assigning Tasks, Tracking Progress, Coordination with Developers, Create and Maintain Schedule, User Analysis, Topic Development
Junior Writers (2)	Create Content, Write Assigned Sections, Interview SMEs, Research (Users and Software)
Editor	Edits Documents, Ensures Flow and Consistency
SMEs	Research Interviewees, Technical Review
Marketing	Design of Graphics, Research (providing collateral), Research Interviewees, Component Review
Training	Research Interviewees, Component Review

### Dependencies and risks/mitigation plan

#### Dependencies:

- Before the documentation can be fully completed, the software must be completed. Care will need to be taken to ensure that there is ample time to produce content between the completion of the software and the completion of the documentation.
- Completion of research depends on the availability of the SMEs. It may be difficult to carve out time to consult the SMEs as they will be busy completing the development of the project. The Senior and Junior writers may need to attend development meetings to get the information they seek.

#### Mitigation Plan:

- Care will be taken to ensure that writers are kept up to date with software changes by ensuring that one Junior writer is present (via teleconference) at the weekly development scrums.

- Content maps will be used to help mitigate the delays associated with last-minute software changes.

## References

Barker, T. T. (2005). *Writing software documentation: a task-oriented approach* (Second ed.). New York, NY: Pearson, Longman.

Rockley, A., and Cooper, R. (2012). *Managing Enterprise Content: A Unified Content Strategy*. San Francisco, CA. New Riders.

Riordan, D. G. (2014). *Technical report writing today* (Tenth ed.). Boston, MA: Wadsworth, Cengage Learning.