

Documentation Choices

Documentation functions are used to support the training and communication functions. This will provide a consistent message to all audience groups.

Documentation Input Factor

Decision Input Factor	Why is This Characteristic Important?	How Could the Characteristic Affect the Choice of Services?
Budget Size	What resources are available to create, review and finalize documentation? Small, medium, or large budget?	The size of the documentation budget may determine whether the organization can afford to have the content customized per audience group or whether it will be using standard documentation for all audience groups.
Geographic reach	The wider the geographic reach of the enterprise, the more questions need to be answered.	If the organization spans more than one continent, does it need the documentation to be translated in the local language or can the documentation be delivered in one language? What are the preferred documentation vehicles that are to be used (e.g. email, intranet, news updates, brochures, newsletters, etc.)?
Does the organization have a pool of SME's (Subject Matter Experts) that can be drawn upon to review documentation? <ul style="list-style-type: none"> ➤ Public Affairs ➤ Sales / Marketing ➤ R&D ➤ Finance 	Which, if any, of these resources are in house or under contract?	How many of these staff resources can be supplied?
What are the documentation goals? <ul style="list-style-type: none"> ➤ Content choices ➤ Audience analysis ➤ Delivery choices 	Content: How many screens will be developed for the application? Will online help need to be developed in addition to training/communication documentation? Is there a format / template to follow (also for communication / branding	Metrics: <ul style="list-style-type: none"> ➤ Typically 12 developers to 1 tech writer. ➤ 50 pages / month (from scratch: 1.25 pages per day) <p>Will there be other routes of</p>

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	<p>purposes)</p> <p>What type of on-going documentation support do employees need? (e.g. updates to system: internal; updates to external users)</p> <p>What is the planned release methodology for the application?</p>	<p>documentation created about the application not secured by this project?</p> <p>Will the documentation be updated according to release methodology?</p>
Infrastructure and technology?	It is imperative to know the hardware, software, and network capabilities of the documentation.	Before electing a documentation strategy, be sure that the organization has the appropriate infrastructure. For example, if documentation is being delivered to non-employees, legal review required prior to printing / update on website.
Culture	Documentation must be congruent with the culture of the organization, as well as the country. Use of humor and certain colors may be acceptable in one country but cause offense in another.	Consider the cultural sensitivities of the country, as well as those of the organization.