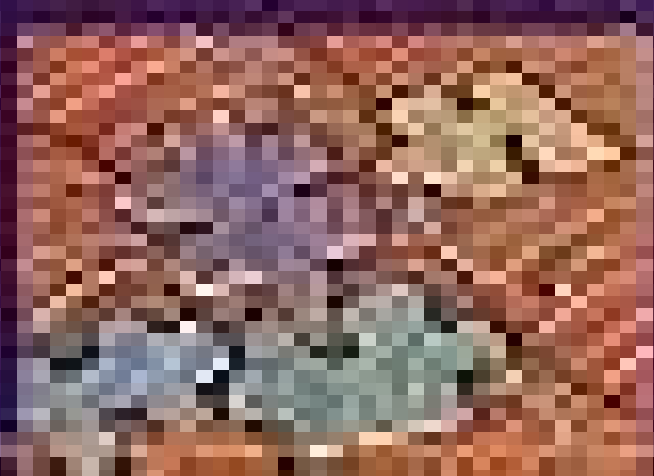


MANAGING YOUR DOCUMENTATION PROJECTS

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# Managing Your Documentation Projects

**Michael Brown**



## **Managing Your Documentation Projects:**

**Information Development** JoAnn T. Hackos, 2007-01-29 A revolutionary new resource that brings documentation product management ideas up to date The 1994 bestselling classic *Managing Your Documentation Projects* set the industry standard for technical documentation However since then much has changed in the world of information development With this new title JoAnn Hackos looks beyond the structured project of the 1980s and 1990s Instead she focuses on the rapidly changing projects of the 21st century and addresses how to introduce agile information development without neglecting the central focus of planning information design and development around the needs of information users As an information development manager you are expected to reduce costs and project time do more work with fewer resources and less money and increase the value of the information you deliver Recognizing this Hackos has carefully designed this book to help you do precisely that She helps you make strategic decisions about information development and directs the discussion of project management toward smarter decision making An update of the original 1994 *Information Process Maturity Model IPMM* presents you with a method by which you can compare the state of your organization to others evaluate your current status and then consider what is necessary in order to move to the next level *Information Development* offers a completely new look at best practices for all phases of the document development lifecycle including Managing a corporate information portfolio Evaluating process maturity Partnering with customers and developing user scenarios Developing team effectiveness and collaboration Planning and monitoring information projects Managing translation and production Evaluating project performance Managing for quality efficiency and cost effectiveness The companion Web site includes electronic versions of the templates and checklists featured in the book Wiley Technology Publishing Timely Practical Reliable Visit our Web site at [www.wiley.com/compbooks](http://www.wiley.com/compbooks)

**Managing Your Documentation Projects** JoAnn T. Hackos, 1994 Practical authoritative and the first comprehensive guide to managing every phase of your publication project The only book devoted exclusively to technical publication project management *Managing Your Documentation Projects* arms you with proven strategies and techniques for producing high quality extremely usable documentation while cutting cost and time to market Dr JoAnn T Hackos a top documentation design and project management consultant to major corporations including IBM and Hewlett Packard shares with you the fruit of her more than 15 years of experience in the field She gives you Clear cut rational guidelines to managing every phase of the project from planning and development through production distribution and project evaluation Scores of usable templates checklists summaries and forms Dozens of real life case studies and scenarios taken from the author's extensive experience at top corporations Techniques applicable to virtually all fields of documentation *Managing Your Documentation Projects* was designed to function as a comprehensive guide for new managers and a daily tool of survival for veterans It is also an invaluable resource for technical writers editors graphic designers consultants and anyone called upon to produce high quality technical documentation on time and within budget JOANN T HACKOS PhD is President of

ComtechServices Inc an information design firm in Denver Colorado andSan Jose California She is also president of JoAnn Hackos Associates Inc a strategic planning and management consultingfirm In 1993 she served as president of the Society for TechnicalCommunication STC and is a frequent conference keynote speaker onsuch topics as quality and usability of products and services theimportance of meeting the needs of the customer and projectmanagement **Managing**

**Documentation Projects in an Imperfect World** Gabriel Lanyi,1994 **Managing Documentation Projects in an Imperfect World** guides you step by step through the entire process of documentation production From the all important planning stage through the writing and production cycles to testing and maintenance procedures this book helps you to overcome the obstacles all documentation projects face Lead writers documentation managers executives in charge of documentation groups and project leaders with documentation responsibility will discover coherent methods and valuable tips on how to set up manage and monitor documentation projects **The Art of Technical Documentation** Katherine Haramundanis,1998

**The Art of Technical Documentation** Second Edition shows how to apply analytical thought to gather dissect and understand technical information and how to organize and present it for the reader of print and on line material This book has been completely updated to include new information on documentation design and development indexing technical editing help systems Web presentation use of color animation graphics SGML and HTML **The Art of Technical Documentation** Second Edition also covers issues such as working in teams with graphic designers and production departments Questions are provided at the back of each chapter for use in the classroom Practical approach applies principles of technical writing to the workplace Revised to include information on preparing on line work including using graphics for Web display and designing for on line help Includes information on creating complete information sets containing both hard copy and on line documentation **Conference Proceedings** ,1999 *The Technical Communicator's Handbook* Dan Richard Jones,2000

*The Technical Communicator's Handbook* offers concise discussions of more than 300 essential topics in technical communication for students and practicing professionals in a variety of technical disciplines The handbook's format spiral binding and convenient tabs and clear style make it particularly accessible while its systematic organization and comprehensive approach make it equally useful as a classroom teaching tool or a quick reference for technical writers *The Technical Communicator's Handbook* begins with five sections covering the essential topics of the technical communication process from planning to production The remaining four sections cover topics all technical writers need to know to succeed in their fields including Internet use correspondence and a wide variety of technical documents Unique qualities of this handbook include discussions of brainstorming mind mapping and freewriting evaluating Internet sources style tone and bias designing and illustrating on line as well as print documents and major editing strategies Complete sections are devoted to using the Internet and developing a wide variety of interpersonal skills Lists of practical tips and computer tools provide expert advice to students and professionals alike Both the tips and the section by section bibliographies reflect the input of

practicing professionals      **A Writer's Handbook for Engineers** David A. McMurrey, Joanne Buckley, 2008 This handbook covers numerous types of common writing projects likely to be found in a career as an engineering student or a practicing engineer Support is given in document development efforts by a useful variety of tools to plan develop format and finalize engineering writing projects Plenty of examples from engineering fields and disciplines are given specializing the content to engineering students while still covering the basic mechanics of writing with a wide range of writing related topics      **TEXT Technology** ,2001      **Organizational Communication and Change** Philip J. Salem, 1999 The chapters in this volume drawn from the second Organizational Communication and Change conference focus on changes in the ways people enact and make sense of organization including behaviours that stimulate and constitute change      *Special Libraries* ,1993 Vols for 1980 include Annual directory issue      *Consultants & Consulting Organizations Directory* Cengage Gale, 2009-05-12      *Index to IEEE Publications* Institute of Electrical and Electronics Engineers, 1994      The Architect's Handbook of Professional Practice David S. Haviland, 1994      **Managing a Programming Project** Philip W. Metzger, John Boddie, 1996 For software programming managers programmers and lead technicians With over 250 000 copies sold in its previous editions this premier guide to managing software development has been updated in this third edition to account for increases in computer power the use of software development tools and object oriented environments      Designing and Writing Online Documentation William Horton, 1994-11-07 The 1 guide to creating effective online documentation is now updated and expanded to reflect the latest technological advances including multimedia online documentation is a different medium as different from books as television is from radio or movies from novels This edition treats online documentation as the new electronic medium it is William Horton Written by an internationally renowned pioneer in the field of technical communication this is an incomparable guide to the art and science of creating online documents and documentation systems Rather than concentrating on any one particular program or operating system William Horton cuts to the heart of effective human computer interaction and extrapolates a set of universal principles that can be applied to any form of online documentation from messages menus and help files to computer tutorials and hypertexts Maintaining an end user s perspective throughout he guides you step by step through every crucial design decision without ever losing sight of the final goal clear effective online documentation that people enjoy using Proven techniques that help reduce support and training costs for software products eliminate the need for paper documentation make programs more appealing and easier to use and more A practical hands on approach supported by the latest research and supplemented with dozens of case studies and illustrations Includes new chapters on multimedia and computer based training Comprehensive coverage of all online documentation media words graphics animation and sound Updated information on organizing and structuring documents with examples from Windows OS 2 and Macintosh interfaces      **New Technical Books** New York Public Library, 1994      Word for Windows Companion Mark W. Crane, 1990      **The Guide to Translation and Localization** Lingo Systems

(Firm), Timothy J. Hickey, 1999 This compendium of information on translation Managing Your Terminology Translation Tools Documentation Project Management Software Localization Project Management Getting the Best Quality Translation Software Internalization Quality Assurance Translation Resources Managing the Development Project United Nations. Department for Development Support and Management Services, 1993 **The Accidental Project Manager** Patricia Ensworth, 2001-08-09 Why do so many software projects fail The reality is that many of these projects are led by programmers or developers thrown into the role of project manager without the necessary skills or training to see a project through successfully Patricia Ensworth has written a hands on survival guide designed to rescue the accidental project manager and help them to quickly ramp up on all key areas involved in software project management This book provides a no nonsense jargon free approach to getting the job done With the help of useful templates checklists and sample forms as well as pointers to essential resources Ensworth gives concise easy to understand advice on everything needed to hit the ground running including phases of project development role assignment in the development team the tools of the trade and criteria for success

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