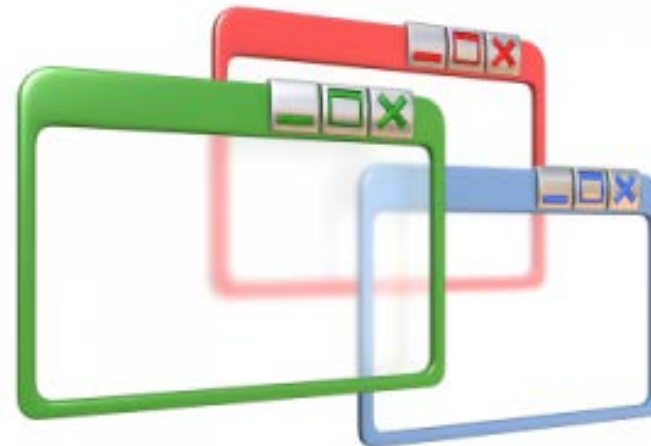


WORKING FOR A SW COMPANY

Software

Dr. Ugur Akinci | TCC6.com



THANKS!



THANKS!



Rajdeep Gupta

STC India Vice President and former STC India President

Managing Director at Blue Dots Consultancy Services, STC DCSA Recipient, SaaS, Mobile Management, Geo Business Dev

PRESENTATION OUTLINE

"Working for a Software Company:
Career Advice and Best Practices"

- 1) My background
- 2) Structure of a software company
- 3) Tech writer's place in the Product Life Cycle
- 4) 5 challenges for tech writers
- 5) Best practices for survival and success



AND AN UNANNOUNCED BONUS...

At the end of my presentation I will give out an unannounced BONUS to every participant of this webinar.

I think you'll enjoy it!

So make sure to stick around 😊



THIS IS ME 😊



MY BACKGROUND

- Studied Electrical Engineering and Sociology
- Worked as
 - NATO translator
 - Desktop publisher
 - Journalist
 - Technical writer since 1998
- **OVERALL:** A writer for 30 years



THE UNIVERSITY OF
TEXAS
AT AUSTIN



BROWN

I WORKED FOR



Honeywell

I'M...

- **STC Associate Fellow** (2015)
- Past President, **STC Washington D.C. Baltimore Chapter**
- Current member of Chapter's **Administrative Council**



STRUCTURE OF A SW COMPANY

DEPARTMENTS:

1. Marketing & Sales
2. MARCOM
3. HR & Finance
4. Development
5. Testing & QA
6. Documentation
7. Customer Service
8. Field Reps



PRODUCT LIFE CYCLE — 1) MRD

Marketing & Sales

WHAT DOES THE CUSTOMER WANT?

TECH WRITER'S CONTRIBUTION:

- MRD (Marketing Requirements Document)

**EVERY
THING**
— IS —
marketing

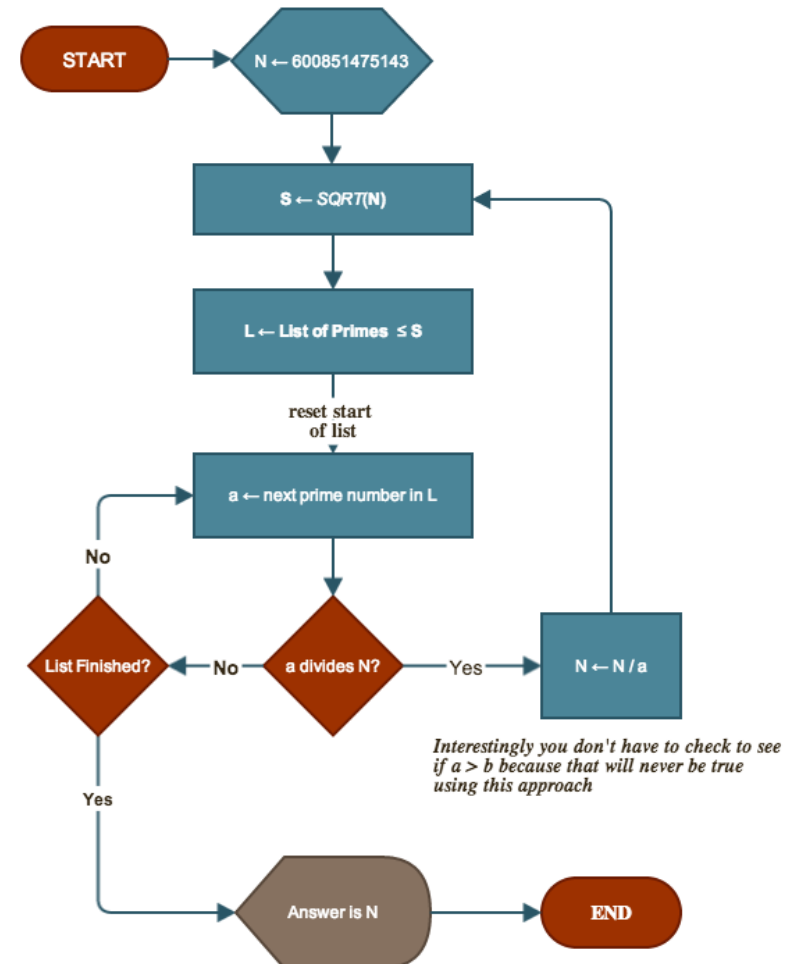


PRODUCT LIFE CYCLE – 2) DESIGN

SW Design

TECH WRITER'S CONTRIBUTION:

- Design Specs Document



PRODUCT LIFE CYCLE — 3) DEVELOPMENT

Coding

TECH WRITER'S CONTRIBUTION:

SDK (Software Development Kit)

- Objects, Methods, Procedures, Libraries, etc.

API (Application Program Interface)

- Commands, messages and descriptions

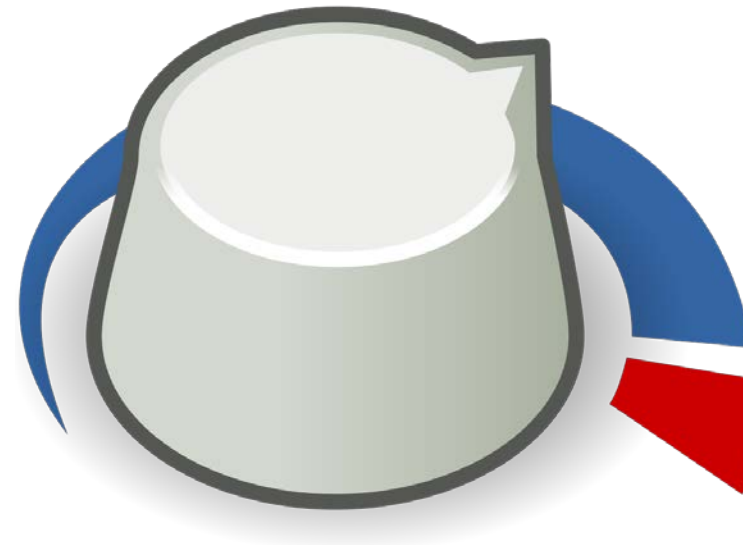


PRODUCT LIFE CYCLE — 4) TESTING

Unit, System, QA Testing

TECH WRITER'S CONTRIBUTION:

- Testing Scenarios



PRODUCT LIFE CYCLE — 5) USER DOCUMENTS

TECH WRITER'S CORE DOMAIN

- **Documentation Plan**
- **SMEs**
- **Existing Documents**
- **Product Testing**
- **Interviewing**
- **Responding to “tickets”**



TOOLS OF OUR TRADE

MS Office

FrameMaker (TCS5)

RoboHelp (TCS5)

Photoshop & Illustrator

SnagIt

AGILE

SourceSafe

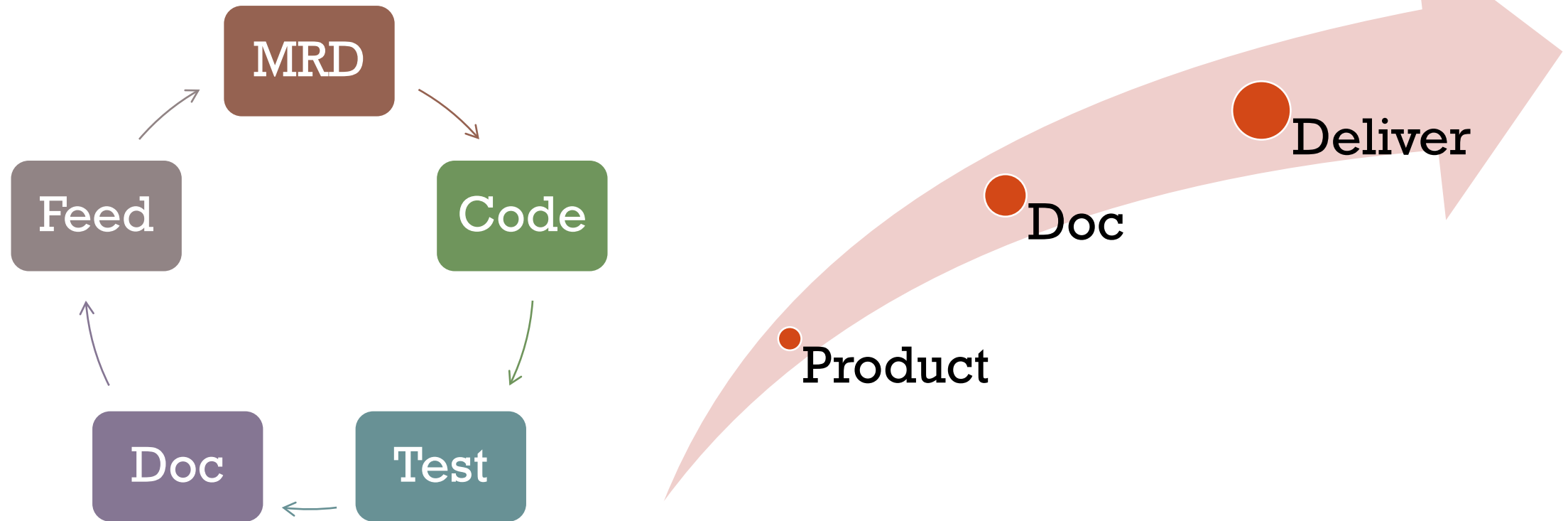
JIRA

Subversion



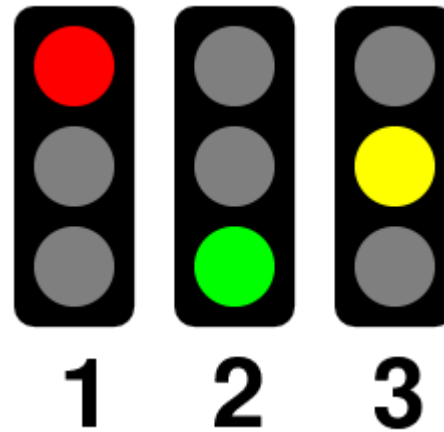
PRODUCT LIFE CYCLE – THE IDEAL

- Product is developed. You write the document. And you deliver.



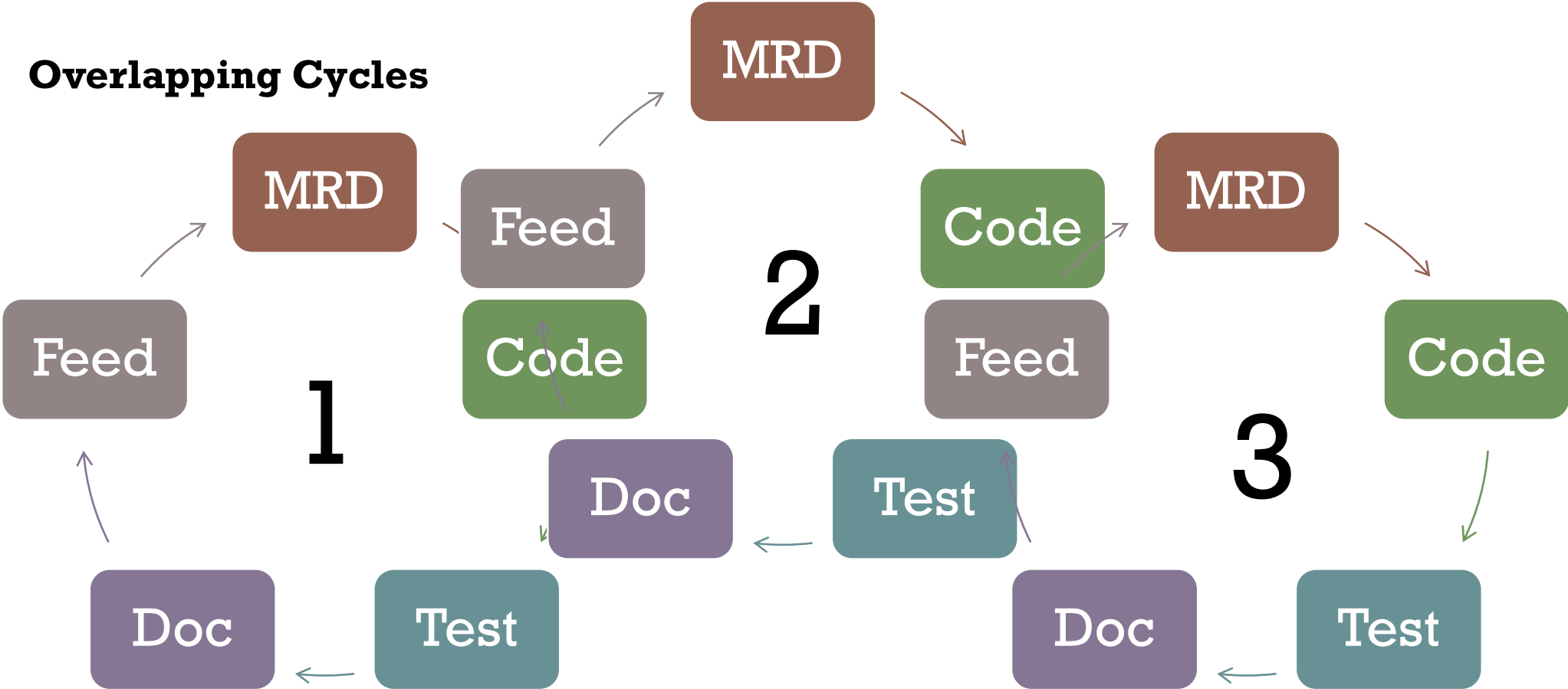
PRODUCT LIFE CYCLE — REALITY

- Customer A wants X
- Write Doc X
- Customer B wants X+Y
- Write Doc X+Y
- Customer A wants X-n
- Write Doc X-n
- Customer C wants 2X+Z
- Write Doc 2X+Z
- Etc.



PRODUCT LIFE CYCLE – REALITY

Overlapping Cycles



CHALLENGES FOR TECH WRITERS - 1

Document Set Control

- **User Guide**
 - **Light Edition**
 - **Pro**
 - **Enterprise**
- **Installation Guide**
- **Quick Start Guide**
- **Help File**
- **System Admin & Config Guide**
- **A&E Specs Document**
- **Release Notes**
- **Web Interface Guide**
- **Licensing Forms**
- **Compatibility Matrix**
- **Version Comparison Chart**
- **Illustrations & Graphics**
- **Etc.**

CHALLENGES FOR TECH WRITERS - 2

Version Control

- **AGILE**
- **JIRA**
- **SourceSafe**
- **Subversion**



CHALLENGES FOR TECH WRITERS - 3

File Control

- **File & Directory Name GUIDELINES**
 - (Doc Number)_Title-Description_(DATE)
 - E.g., “9-24387V4_Super_Guard_User_Guide_August_22_2015.doc “
- **Style & Branding GUIDELINES**
- **Document TEMPLATES**



CHALLENGES FOR TECH WRITERS - 4

Review Management

- **OPTIMUM** Number of reviewers (ideally, stated in **DOC PLAN**)
- **Allow as much time for reviews as writing**
- **You have to DRIVE the process and stay on top of it!**



CHALLENGES FOR TECH WRITERS - 5

Usability (UX)

- **The IDEAL and the REALITY**



BEST PRACTICE FOR SURVIVAL & SUCCESS 1

DOCUMENTATION PLAN

- **Scope**
- **Stake Holders**
- **Review Team**
- **Calendar with Milestones**
- **Chapter Summaries**
- **Prerequisites**
- **Risk Factors**
- **Approvals & Signatures**



BEST PRACTICE FOR SURVIVAL & SUCCESS 2

- **Be a nice helpful team member**
- **Learn EVERYDAY:**
 - **The product**
 - **Tools & techniques**
- **Keep an eye on your files**
- **Volunteer new ideas**
- **Drive the review process**
- **Show interest in other teams**
- **Don't be afraid to ask**
- **Be proud & happy!**



WHAT DID WE LEARN?

- 1) My background
- 2) Structure of a software company
- 3) Tech writer's place in the Product Life Cycle
- 4) 5 challenges for tech writers
- 5) Best practices for survival and success



ANY QUESTIONS?



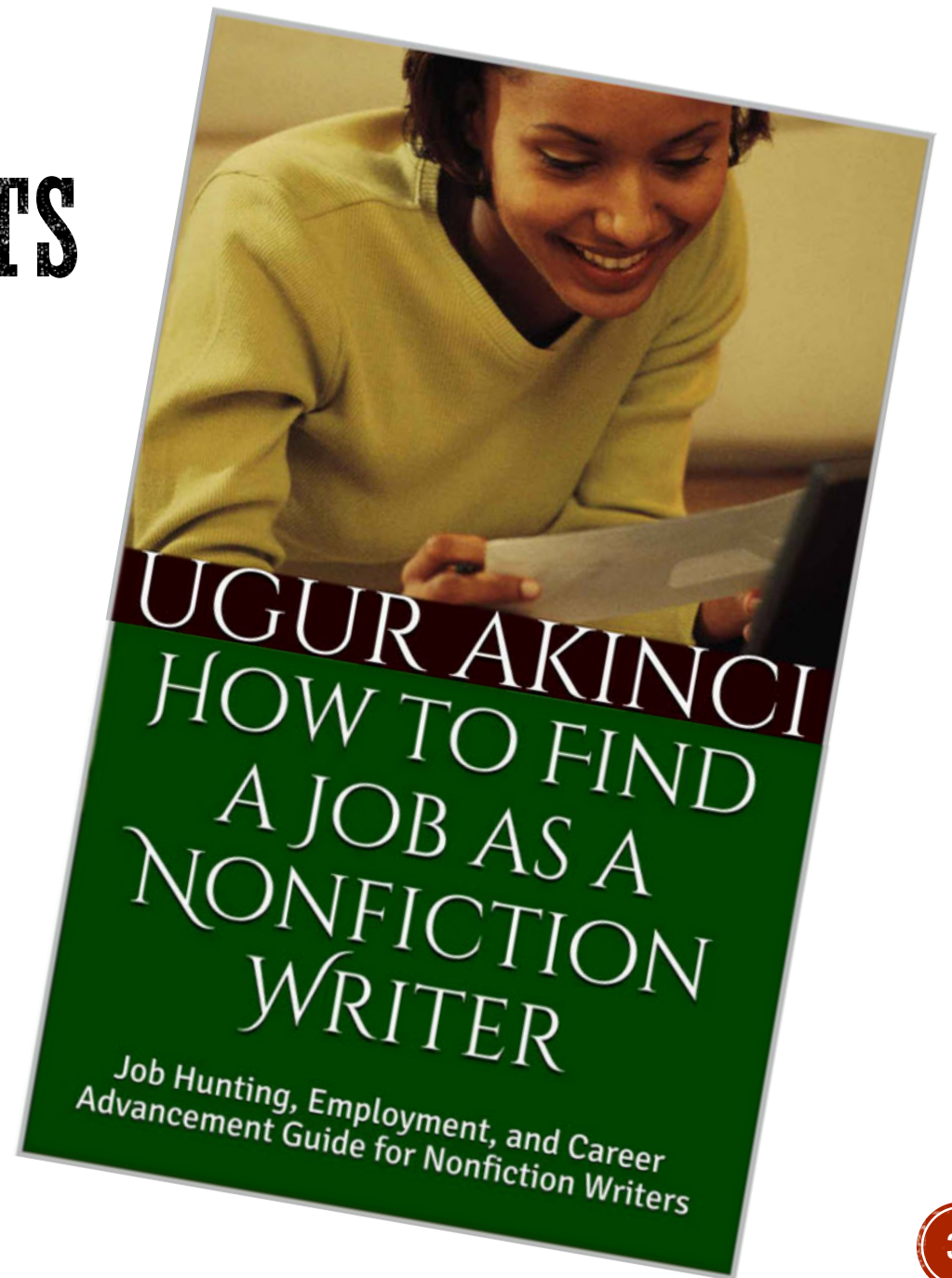
**IF THERE ARE NO OTHER QUESTIONS,
HERE IS MY UNANNOUNCED BONUS...**

(Drumroll please...)



EVERY PARTICIPANT GETS

I hope
it'll
help
you in
your
career!



JOIN ME!



technicalwriter



www.facebook.com/technicalcomm



<https://www.linkedin.com/in/ugurakinci>

WRITER111@GMAIL.COM | TCC6.COM

- **TECH DOC COMPETITION**

<http://wdcb.stcwdc.org/prof-dev/competition/about-the-competition/>

- **FREE TECH WRITING NEWSLETTER**

<http://www.technicalcommunicationcenter.com/free-ezine/>



THANK YOU!