

# Managing the Communication Between Writers and SMEs

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# Introduction

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- ◆ The development of most products is a complex process involving a variety of disciplines.
- ◆ It is essential that the writers establish close relationships with all other groups in the process and that they build effective and efficient systems of communication between them.

# The Cognos Team

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- ◆ Marketing Personnel
  - Provide the vision
- ◆ Developers
  - Design and build the system
- ◆ Quality Assurance (QC)
  - Establish quality
- ◆ User Interface Experts (UI)
  - Design a usable interface



# The Cognos Team (con't)

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## ◆ The Writers!

Prepare ...

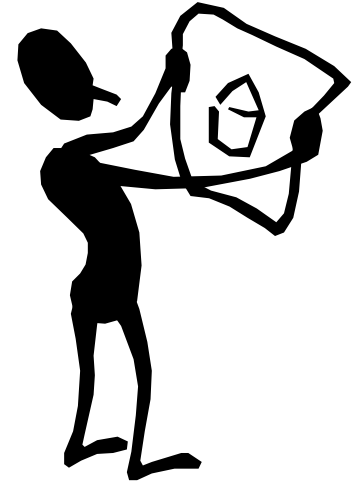
- online task and reference help
- paper tutorials (introductory & advanced)
- conceptual documents
- data preparation guides
- installation guides
- wizards



# The Project Life Cycle

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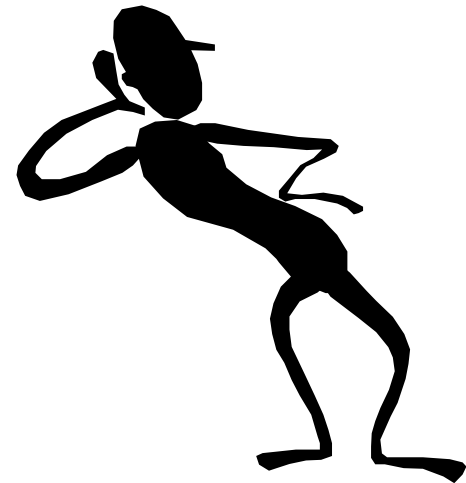
- ◆ Stage 1: Project Ramp Up
  - establish face-to-face communication
  - do your homework
  - prepare a documentation plan
  - prepare a schedule
  - hold a launch party



# The Project Life Cycle (con't)

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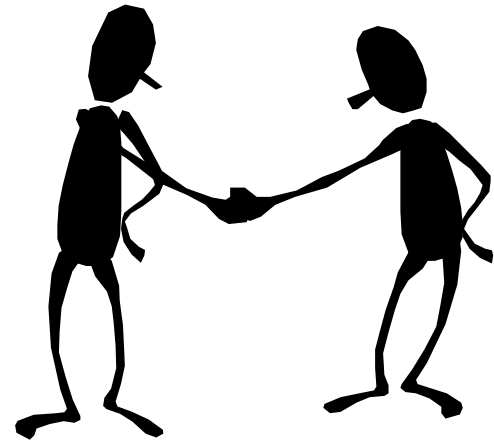
- ◆ Stage 2: Software Development
  - gather information
  - get early input
  - facilitate reviews



# The Project Life Cycle (con't)

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- ◆ Stage 3: Project Conclusion
  - perform a post-mortem
  - send out thank you's
  - have a celebration party



# Summary

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- ◆ The most important form of communication is face-to-face.
- ◆ You should communicate your needs early.
- ◆ Be flexible and considerate when preparing review schedules, size, and medium.

