

From Purchase to Productivity

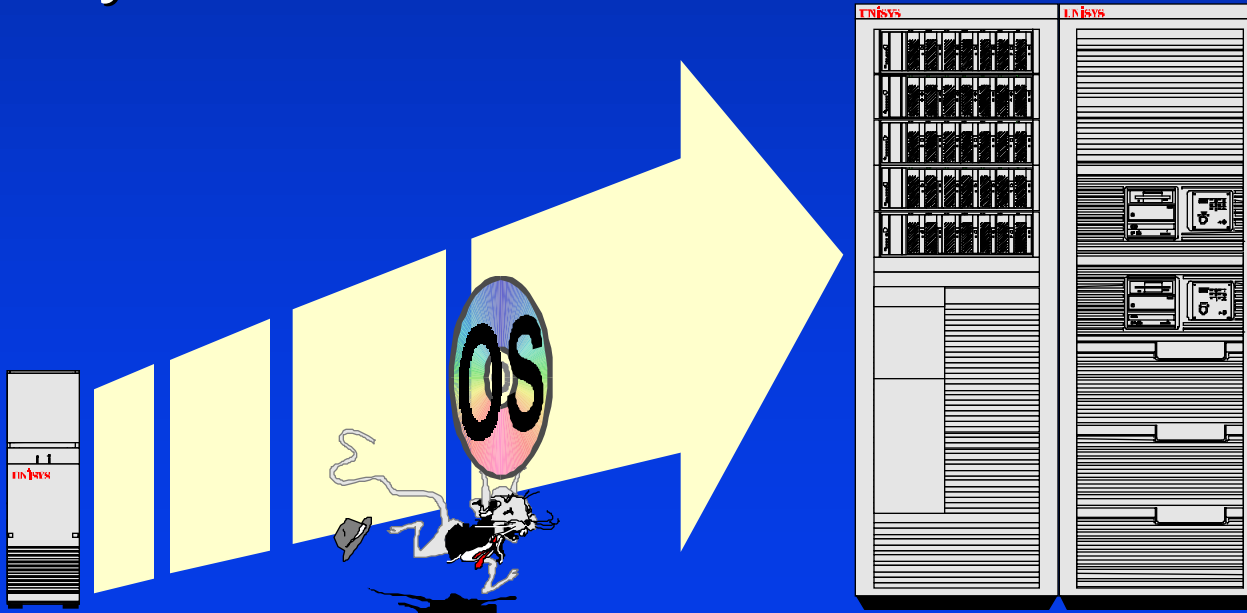
Bridging the Documentation Gap



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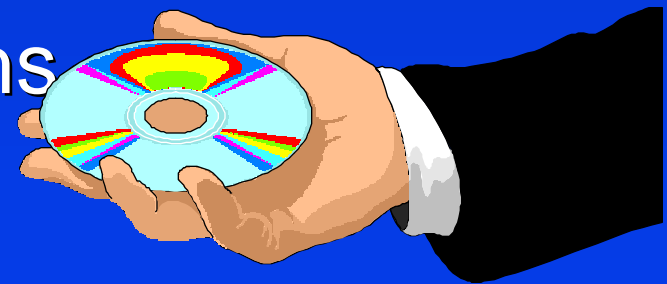
Unisys Platforms Come in All Sizes

- Unisys platforms range in size from desktop units to systems large enough to run an airline reservation system.
- They can all use the same software.



What is a Unisys Software Release?

- Hundreds of software products released at one time, two times a year
- New features, maintenance of existing features
- Compatible over three releases
- Runs on all systems in the hardware family
- Supported for 30 months



Traditional Documentation

- Marketing documentation entices clients to buy your products.
- Technical documentation tells clients how to use your products.



What Questions Do Your Customers Ask?

- What do I do with this box?
- Is there anything I should read first?
- How do I prepare for the new software or hardware?



The MiniLibrary: Release Documentation

- How do you migrate to the new products?
- How does one product interact with another in the release?
- How do products interact with other releases of the same products?



We Needed to Find Out More about Our Customers

- Goal—To provide better service through our release documentation
- Method
 - » Audience analysis
 - » Task analysis



How Did We Do It?

- Brainstorming
- Reviewing customer visit files
- Interviewing support staff
- Using matrixes to organize our information



Example of Matrix Information

Types of Information	External Upper Mgmt	External System Programmers	Unisys Development Group	External Operations and MIS Staff	Internal Operations and MIS Staff
00. High-level marketing on all products					
1. High-level marketing on SSR products and features (overview, benefits to user) -answers 'what' and 'why'	X				
2. Intermediate-level info (conceptual, requirements (HW/SW), commands) -answers 'what,' 'why,' and 'when'		X	X		
3. Detailed level info (-how to implement, -how it affects existing SW, precise operating instructions) -answers 'what,' 'why,' 'when,' and 'how'				X	X
4. Detailed technical info about each product (the full library of docs, not produced by RIM team)				X	X
5. Deimplementation info		X		X	X
6.a. Migration to current release 6. b. Fall-back from current release		X		X	X
7. Product-specific info for current release				X	X

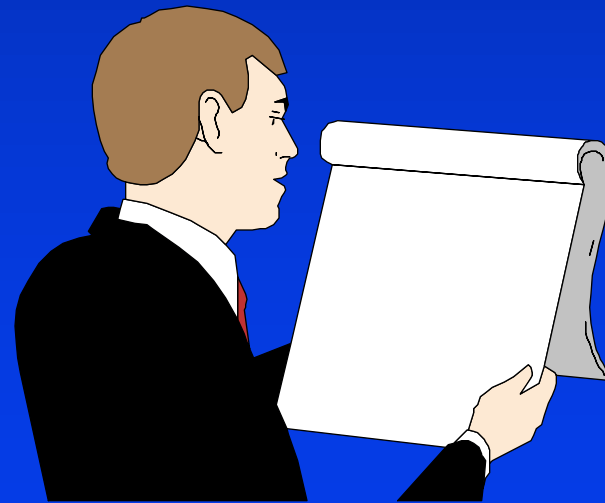
Analysis Results

- 18 Categories of Customers
 - » External: from company management to software users
 - » Internal: from internal program management to support staff



Analysis Results

- 18 Key Tasks
 - » External: from evaluating our release to making it compatible
 - » Internal: from supplying program information to installing



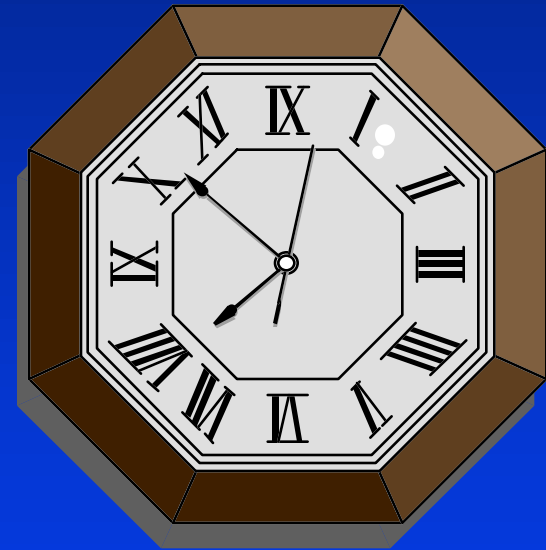
Analysis Results

- 16 Types of Information Needed
 - » External: from high-level overviews to product-level information
 - » Internal: from sales information to customer assistance



What Information Do our Customers Need and When?

- Analysis Results —3 main times when customers have specific needs
 - » Deciding to buy the release
 - » Preparing for the release
 - » Implementing the release



Deciding to Buy the Release

- Customer Needs
 - » Features
 - » Benefits
- Nature of Information: marketing oriented



Preparing for the Release

- Customer Needs
 - » Interaction of new software with existing software
 - » Prerequisites or required tasks
 - » Features missing because of skipped releases: effect on current software
 - » Product identification codes
- Nature of Information: technical and some marketing orientation

Implementing the Release

- Customer Needs
 - » Special installation instructions
 - » Compatibility information
- Nature of Information: technical details



How Our Information Is Organized

Release documentation is a mini-library designed to help our customers

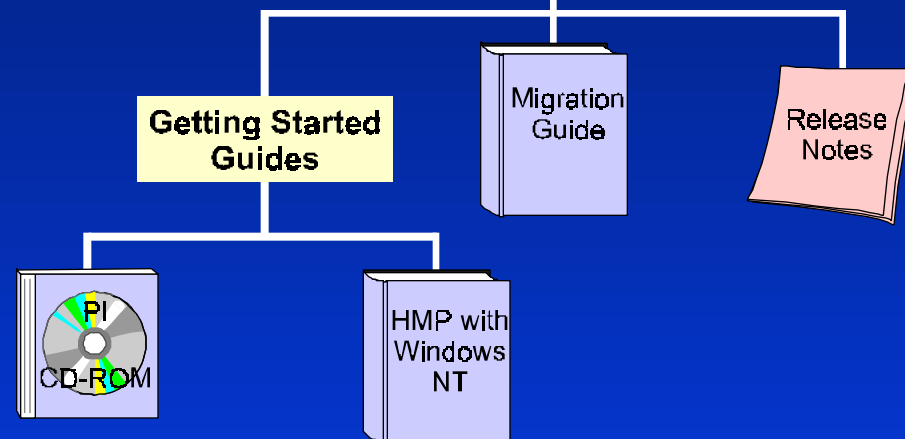
- Make software purchasing decisions
- Plan the installation of a new release
- Install the release



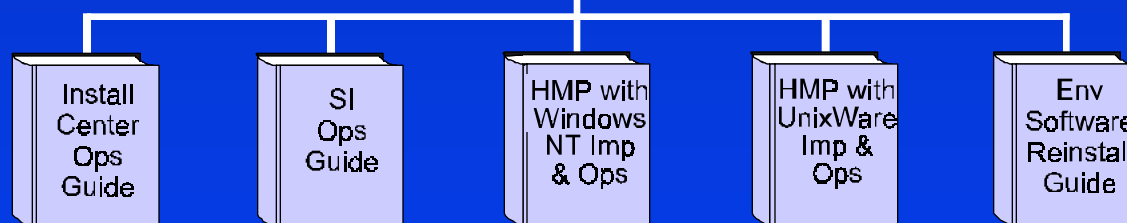
Purchasing Decisions



Installation Planning

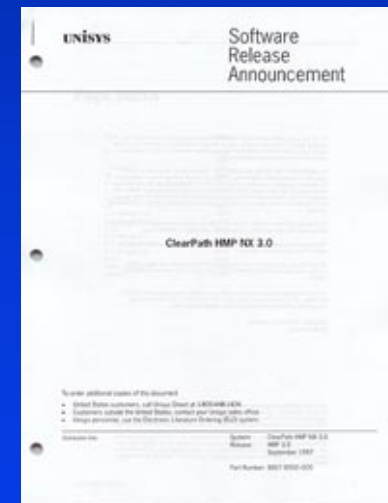
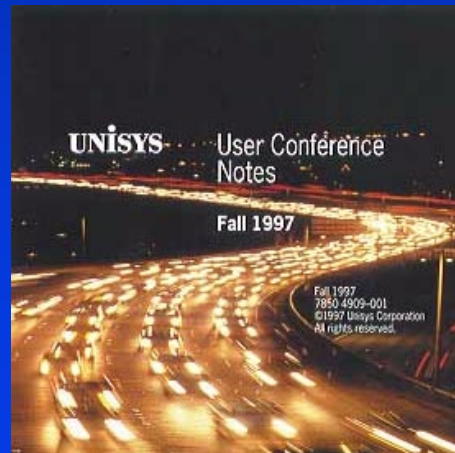
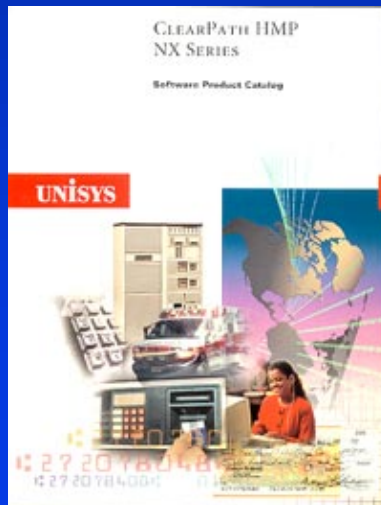


Installing the Release



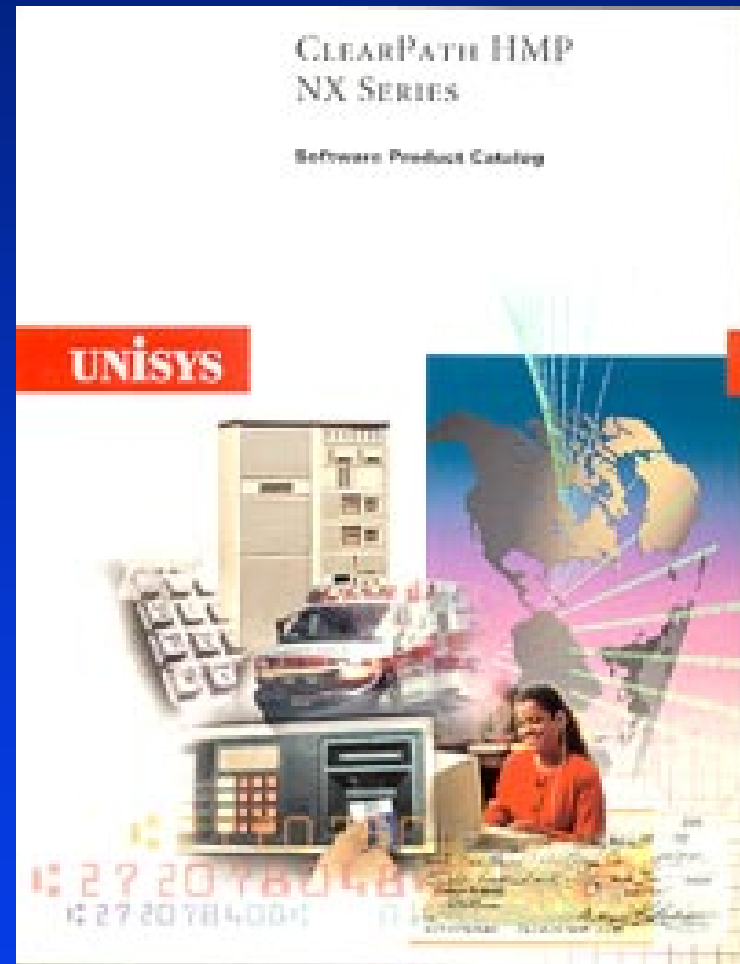
Making Software Purchasing Decisions

- Software Release Announcement
- Software Product Catalog
- User Conference Notes



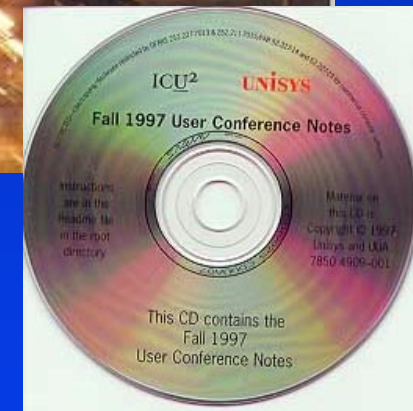
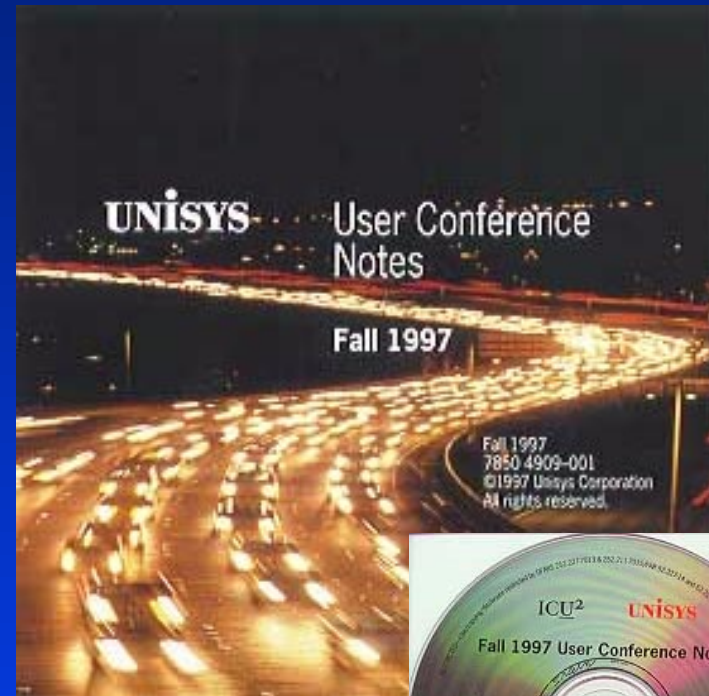
Software Product Catalog

- Describes all software products for a platform
- Lists configuration requirements for each product
- Lists available documentation for each product



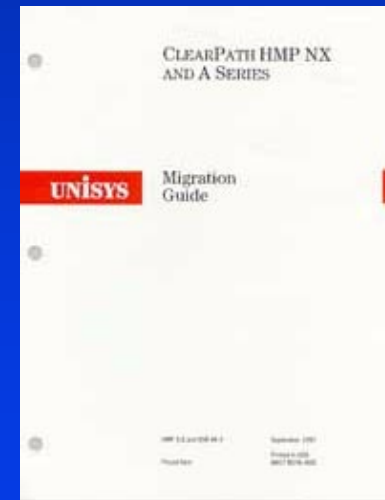
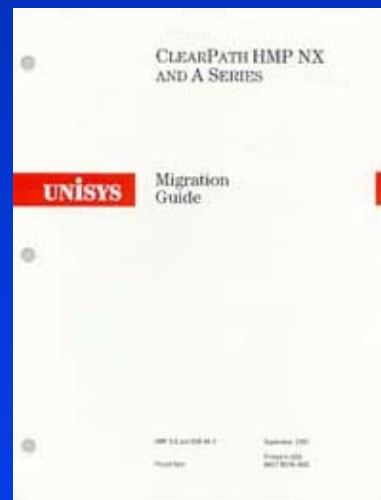
User Conference Notes

- Produced twice a year
- Describes major hardware and software features
- Contains articles of a timely nature
- Produced on CD-ROM and mailed to all customers



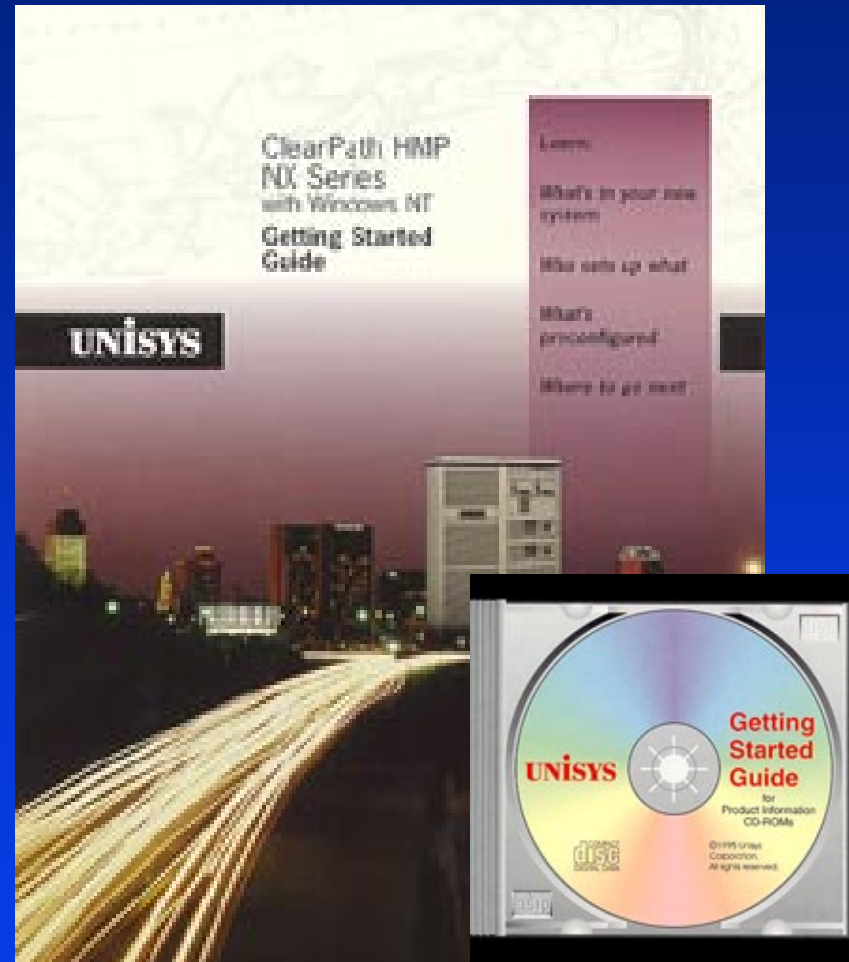
Planning Guides

- Getting Started Guides
- Migration Guide
- Release Notes



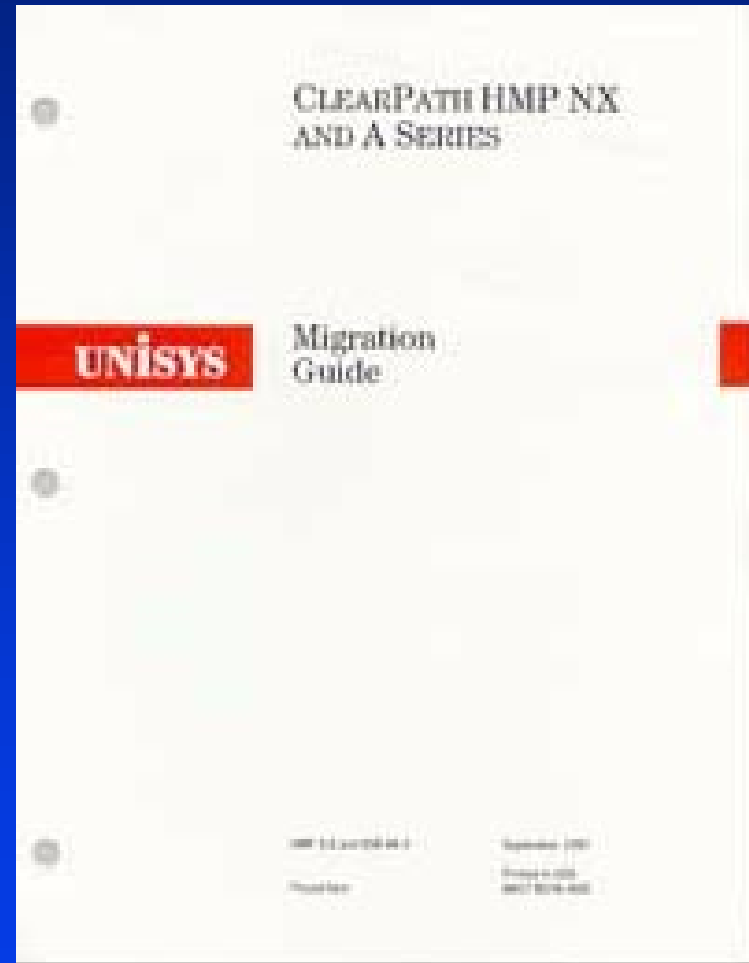
Getting Started Guides

- Provide an overview of a suite of products within a release
- Describe what customers have bought and how the pieces fit together



Migration Guide

- Describes changes from one release to another
- Provides essential information for customers who have skipped releases
- Alerts customers about future product deimplementations



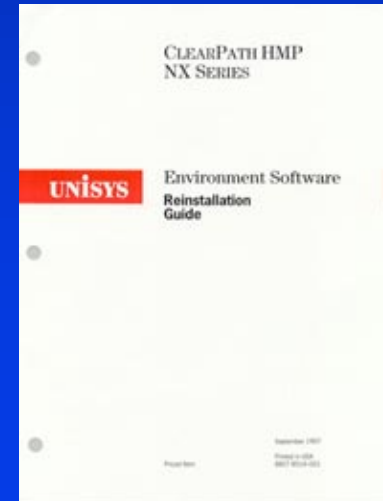
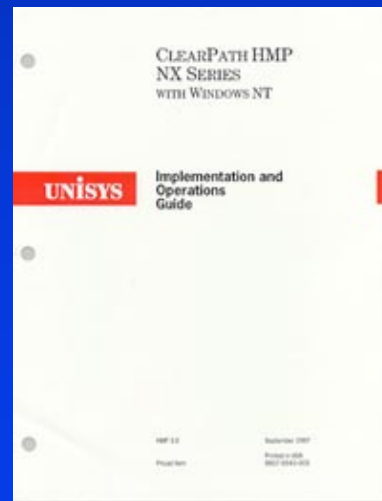
Release Notes

- **Contain information about late-breaking changes**
- **Highlight important material**



Installation Documents

- Software Installation Guides
- Implementation and Operations Guides
- Environment Software Reinstallation Guide



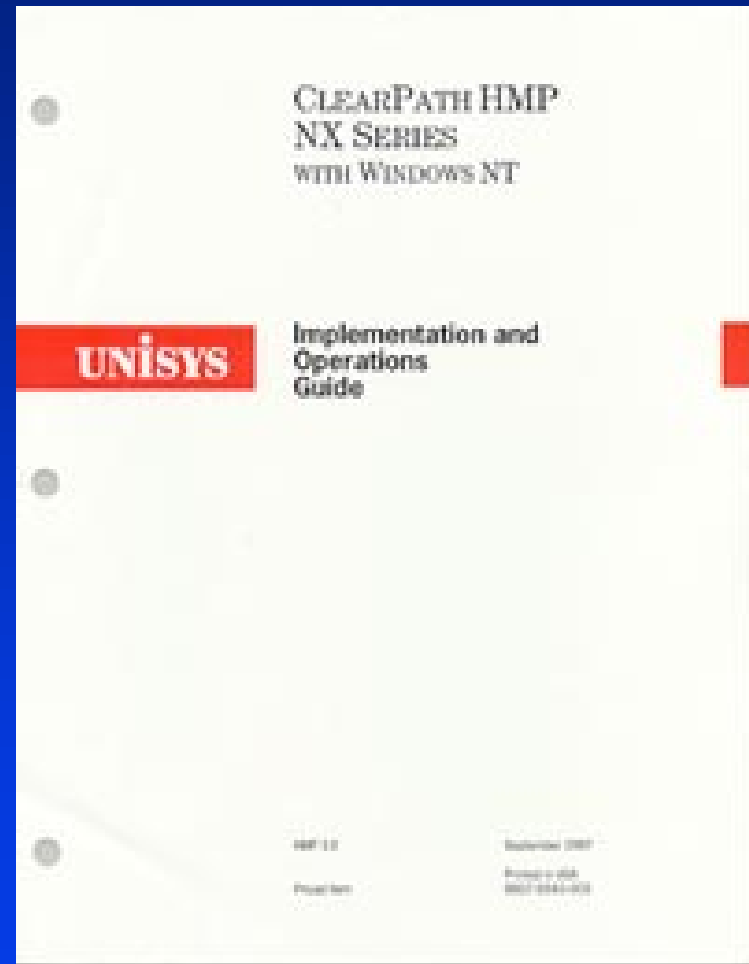
Software Installation Guides

- Provide information about how to install a software release
- Provide instructions for a variety of installation methods



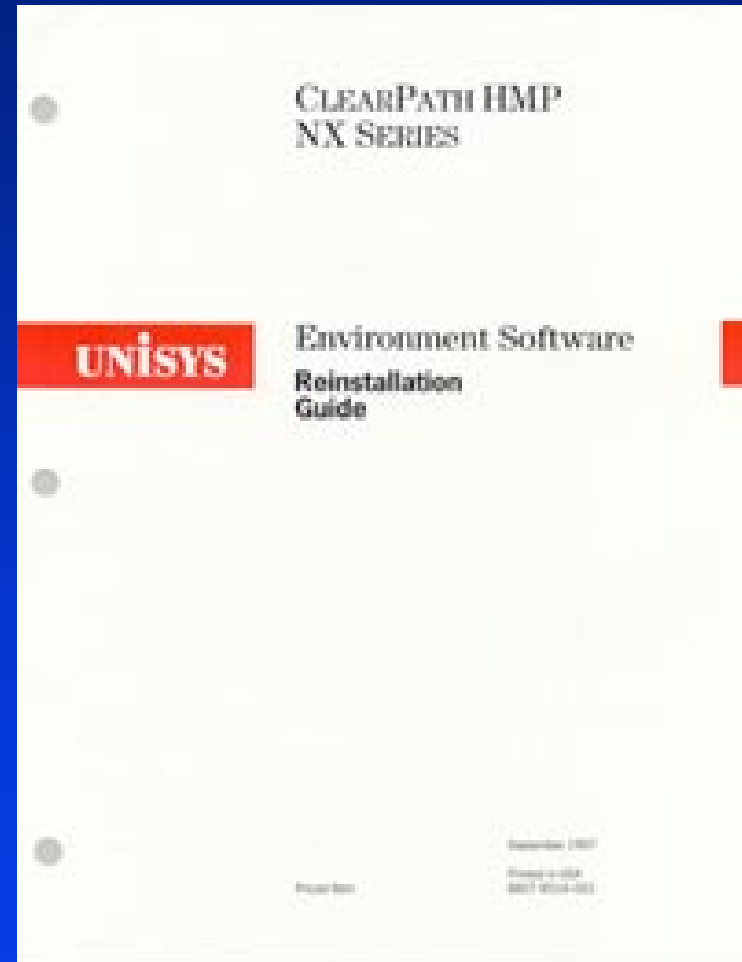
Implementation and Operations Guides

- Explain how to set up and configure the operating system environment
- Help customers understand how to use dual operating system environments



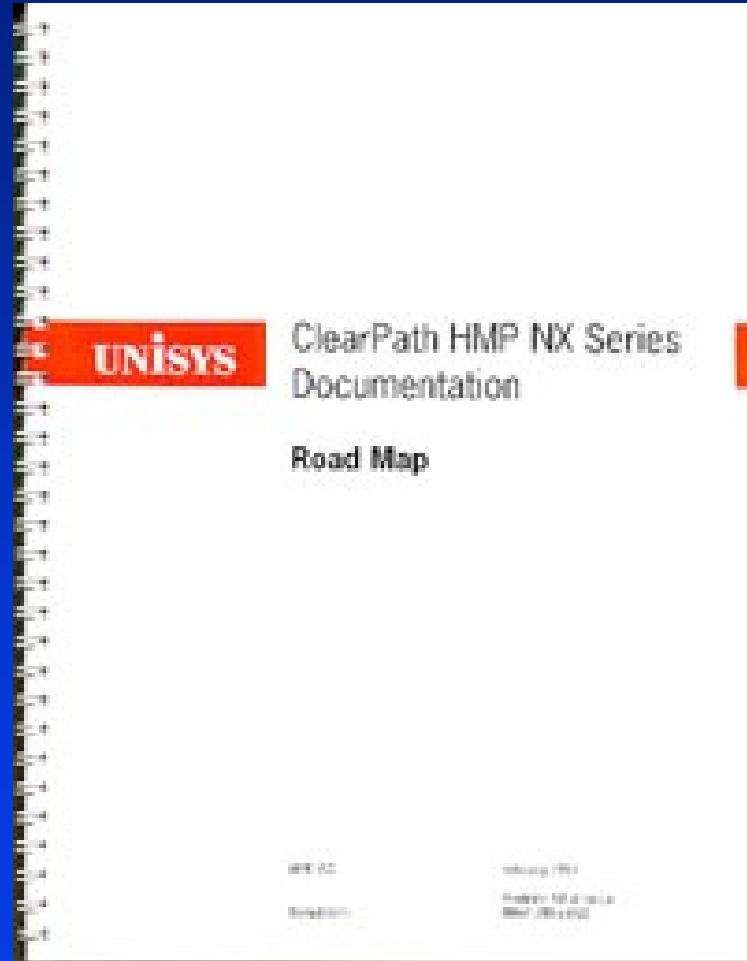
Environment Software Reinstallation Guide

- Supports dual environment products
- Contains reinstallation procedures for the operating environment (if system failure occurs)

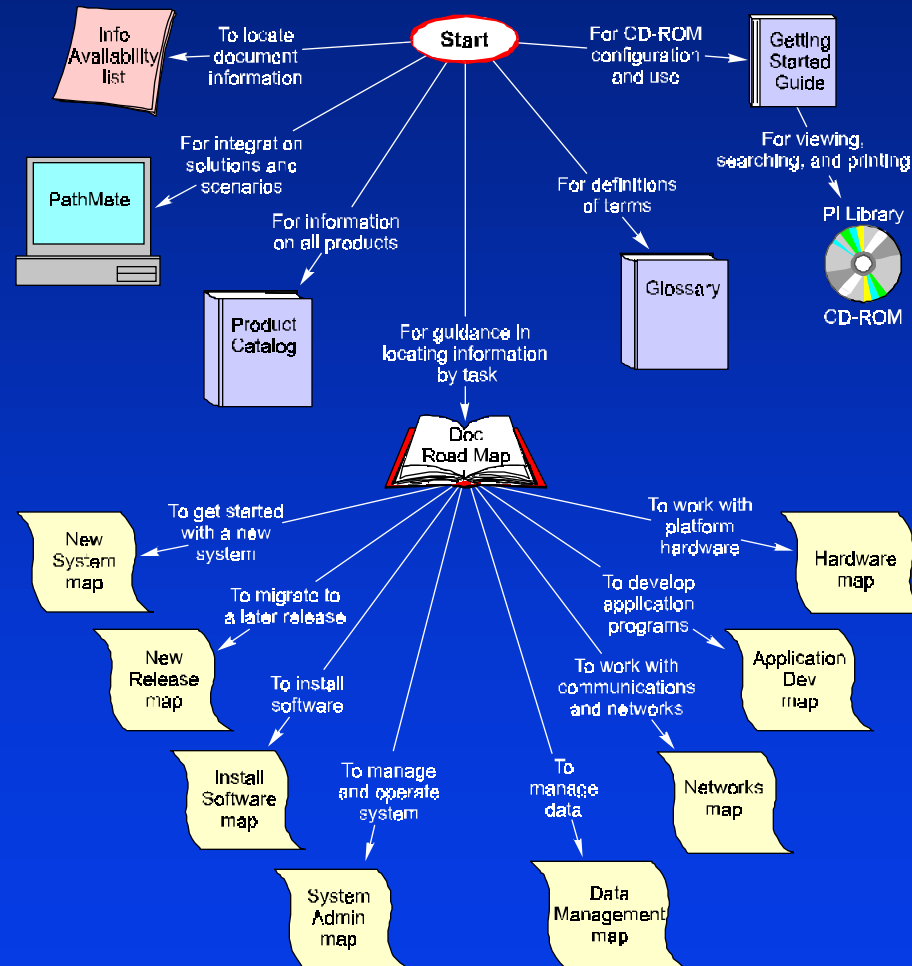


Documentation Road Map

- Unique purpose
- Visual orientation shows customers the product relationships in our documentation library



Graphics Simplify Navigation



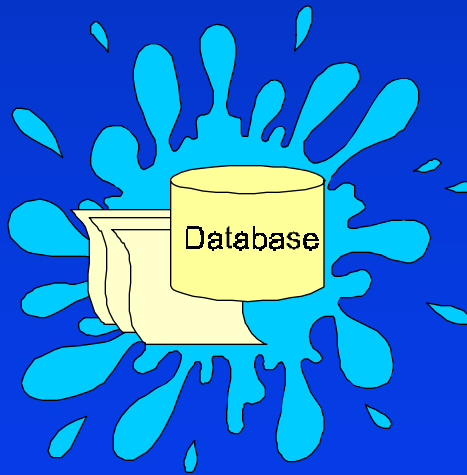
Challenges We Face

- Sources of information
- Product Names
- Keeping up with new technology



Sources of Information

- Engineering Notes
- Marketing specifications
- Feature database
- Source control databases



Product Names

- Engineering vs. marketing names
- Names that change during the development cycle



Keeping Up with New Technology

- Some information has been put into HTML format for the Web
- Some information is in Windows Help format
- Some information now distributed only in PDF format on CD-ROMs
- Must support “legacy” formats, “core” books



Most Important—

Does It Work?