

SIGMA TECHNOLOGY SEMINARS

Sigma Technology is offering a number of seminars within the product information area. We have gathered knowledge and experience within this area for years and we would happily share some of that with you. The purpose is to trigger your coworkers curiosity and leave you with some new ideas. A seminar is free and can be held at Sigma Technology or at your company.

Please contact us for more information.

DOCUMENTATION USER MODEL AND DOCUMENTATION INFORMATION MODEL

For customer documentation to be perceived as excellent by the reader, it has to include the right content and have the right structure. We will present and talk about our model for Documentation User Model and elaborate on how a Documentation User Model can be developed for a specific product. The Documentation Information Model shows the logical structure between the documents in a library or documentation set. Based on the models, a technical writer can apply an appropriate mindset and that makes it easier for the writer to understand which information the reader needs.

IMPROVING CUSTOMER DOCUMENTATION BY USING TECHNICAL EDITING, ILLUSTRATIONS, NEW MEDIA, AND WRITING TRAINING

There are many actions that can be taken to improve the documentation. We will talk about how technical editing can improve documentation quality, how illustrations can be improved to meet the readers' expectations, how new media can be used to increase understanding, and how writing training may improve the ability of the technical writers to produce high-quality documentation.

MEASURING INFORMATION QUALITY

How to find an innovative way of defining and measuring the quality of information and documentation before it is delivered to the customers? Of course it is possible to review the documents and test procedures, but still, we do not know if we will reach a quality level that the customers are happy with. One way to solve the problem could be to define some Key Performance Indicators (KPIs) and measure those using a software tool before the delivery. So how can we measure if a document will be perceived as good? This is exactly the research that is being done in the joint project between Sigma Technology, Ericsson, and the Linnaeus University. We will present what we are doing in this research project and share the results from some measurements already performed.

AGILE INFORMATION DEVELOPMENT

Agile methods for product and software development are introduced in more and more R&D organizations. This means that the information or documentation organizations also need to adapt to the agile ways of working. We will present our experience from both developing information as part of R&D teams that work agile and from having information/documentation sub-projects that have agile methods applied for the information development.

CMS PLATFORMS FOR DOCUMENTATION AND INFORMATION

Information/Documentation has very specific requirements on Content Management Systems (CMSs) to be able to work with modules, profiles and publishing. We will present different options for CMS platforms, all from tailored CMSs for documentation to using the same system as R&D.

EFFICIENT INFORMATION DEVELOPMENT ORGANIZATIONS

How to set up an information development organization that is efficient and works with long-term competence development? We will elaborate on our experiences on how an information development organization should be set up, what introduction programs need to contain to introduce new technical writer, how training within writing technical English and technical domain competence can be planned, as well as discussing different business models for information/documentation suppliers.