



# Documentation Review Cycle

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# Why Documentation Review?

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- Overall improvement
- Accurate and up-to-date documents
- Increases credibility

# The Need

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- Technically correct document
- Concise Information
- Avoid Chaos
- Timely Delivery
- Satisfaction

# Review Objectives

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- Evaluate the documented information
  - Accuracy
  - Completeness
  - Conciseness
- Reduce the defect percentage
  - Defect Type Ranking – 40.86 to 42.97% error in guidance documentation.
- Improve the quality of documents
  - Focus on correcting the defects

# Review Expectations

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- Defined role of participants and active participation
  - Participants should understand their roles and activities to practice effective and efficient review.
- Take ownership of respective modules
- Verification of technical details
- A shared vision amongst reviewers
  - Focus on the work product

# How Can We Deliver the Best

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- Being Involved from the beginning
  - Helps in understanding the Project or Module details
  - Helps in understanding the audience
  - Helps in deciding the type of manuals required
  - Helps in selecting the tools to be used for documenting

# How Can We Deliver the Best Contd.

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- Understanding the Technical Details
  - Gathering the inputs from FDD, SRS, etc.
  - Holding interactive sessions with Domain or Module Expert or getting involved in FDD reviews
  - Self-study
  - Listing the key points

# How Can We Deliver the Best Contd.

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- By interacting with Respective Owners
  - Respective Module Owners can plan accordingly
    - Interaction Time, Review Time
- Knowing the Product
  - Usability is important

# How Can We Deliver the Best Contd.

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- Timely Delivery
  - Defining a placeholder in Project schedule
  - Identifying the Responsibility
  - Sending Documents for timely review and receiving the same
  - Being in sync. with the team
  - Tracking Project Schedule time-to-time

# How Can We Deliver the Best Contd.

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- Make use of document review tools to make the reviewing cycle more efficient.
- Maintain versions for comparison.

# Reviews

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Obtain Management  
Commitment

- Peer Review
  - Review by people who have coordinated knowledge and skills.
    - Provide a list of exactly what you need them to review
  - Assess peer review practice
  - Prepare procedure documents
  - Formulate a program agenda
- Presentation Review
  - Review amongst the technical writers
- Subject matter expert review
  - Review for technical information
- Overall Review
  - Review by the testing team for detecting defects.

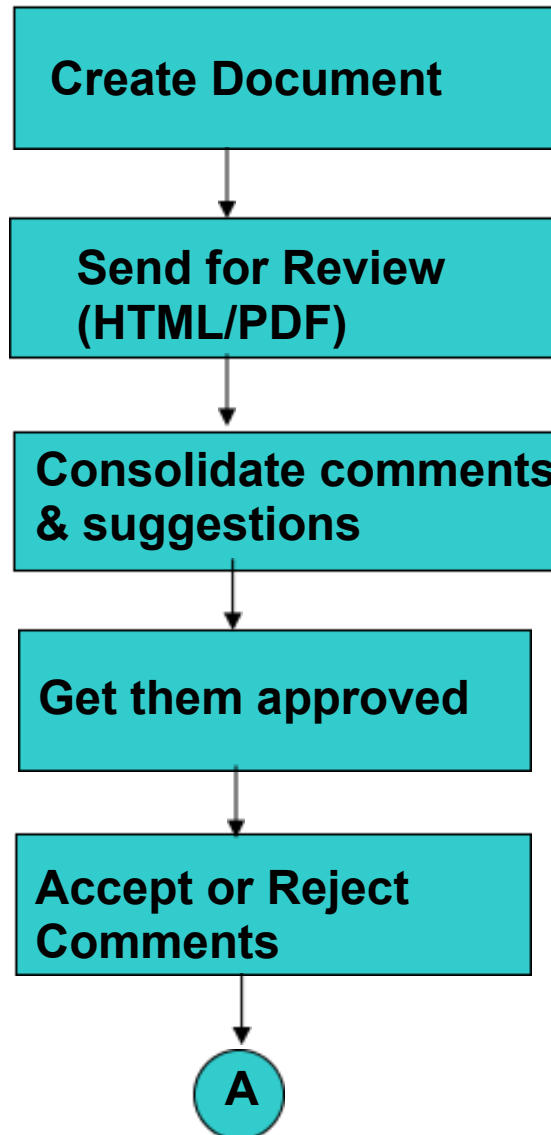
# The Review Process

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- Plan the review process
- Develop a clear, focused charge for each reviewer to identify important issues and invite suggestions for improvement.
- Prepare and maintain a review record.
- Make recommended changes to document and respond to the reviewer's comments.

# Workflow of Document Review Process

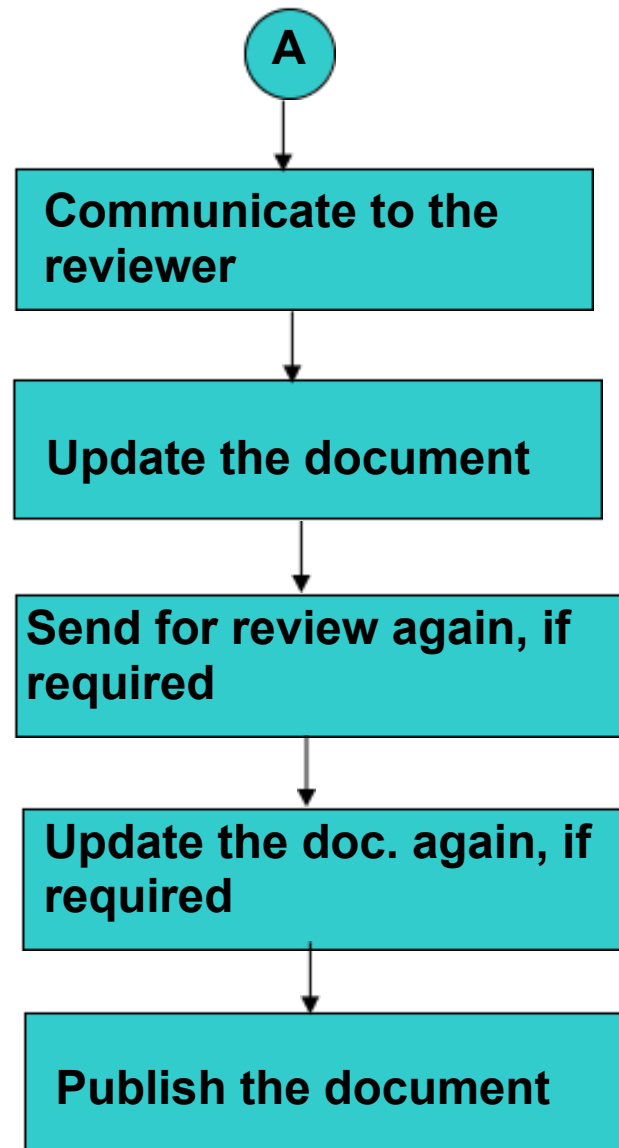
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**NOTE**  
The original document should never be allowed to be edited by the reviewer.

# Workflow of Document Review Process Contd.

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# Review Focus

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- Before circulation
  - Review the document for readability and clarity.
  - Review for correct English usage
  - Review and evaluate the technical content
  - Make a reviewers checklist
    - Focus on the technical review and not on editorial review
    - Verify the technical accuracy of all procedural steps.
    - Verify the accuracy of all screen captures in the document.

# Review Focus Contd.

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- After review
  - Review the sent checklist
  - Take a positive approach
  - Maintain a tracking list
  - Decide and let the reviewer know which comments would be incorporated
  - Call a meeting if required.
  - Publish the final copy.

# Documentation Cycle for an X-Project ( an example)

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- Planned Documentation Project Schedule
  - Project Documentation Implementation
    - Product Documentation Period – 10 days (12/14/06 – 12/28/06)
    - Documentation Verification (5/22/07 – 5/25/07)
- Actual Documentation Schedule
  - Product Documentation Period – 40 days (4/2/07 – 5/25/07)
  - Documentation Verification
- Tasks
  - 9 manuals were to be updated/prepared
    - Rebranding
    - Updating
    - Prepare from scratch
    - Few unscheduled tasks

# The Impact

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- Finish Documentation by all means as per the Project Schedule
- Documentation presentation compromised
- All tasks were not 100% complete

# What Could have Been Better

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- Involvement from defining & planning onwards
  - Tech Pubs providing a preliminary estimate
- Defining Documentation plan at a granular level.
- Tracking schedule on periodic basis
- Transparency with reporting & action planning about risks and issues
- Reviews



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PRODUCT DOCUMENTATION COULD HAVE BEEN BETTER

# Challenges

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- Involving Team (Let us do it)
- Getting Proper reviews
- Handling Last Minute Changes
- The 'R' Word



**THANK YOU**