

 Watson Wyatt Worldwide	Technical Communications ■ Lake Oswego 97TCPLAN.DOC
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1997 Documentation Architecture Plan

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Revision History

DATE	VERSION/DESCRIPTION	AUTHOR
10/8/96	Version 1: Discussion draft	Joe Corrado
10/11/96	Version 2: Revised draft	Joe Corrado
10/21/96	Version 3: Draft revised for online doc. plans	Joe Corrado

Plan Approvals

Title	Name	Initials	Date
Tech. Com. Mgr.	Joe C.		
Operations Mgr.	Dave T.		
PENSIONS Project. Mgr.	KR G.		
H&W Project Mgr.	Doug B.		
PBC Project Mgr.	Bruce S.		
CAF Project Mgr.	Bert L.		
WWSW Director	Greg C.		

Overview

WWSW is evolving to a new business model: the HR Edge Integrated Call Center (ICC). It is anticipated that future versions of WWS software products will be systematically implemented within this new service-delivery model. At the same time, WWS is moving to a radically simplified customization strategy for PENSIONS and H&W: the Parameterized Benefits Calculator (PBC). The PBC consists of a Visual Basic GUI tool known as the *Plan Blueprint Editor* and a rules-based C/C++ *PBC engine* that binds and executes small chunks of C/C++ code known as *techniques*.

The innovative ICC model and the PBC strategy entail the development of new technical communications plans and programs to meet the information needs of old and new audiences. Accordingly, this document

proposes a new documentation architecture or framework that is sturdy and flexible enough to accommodate the particular, and increasingly demanding, needs of both internal and external WWS audiences. After general agreement is gained about this architectural plan, product-specific publication plans will follow.

Plan Assumptions

- 1. ICC implementation schedule is undefined.** At this time, there is no published schedule for implementing the ICC. It is anticipated that the first implementation phase could begin as soon as Q1 of 1997. Our working assumption here is that the evolution to the ICC will take place throughout 1997 and continue well into 1998.
- 2. PBC implementation schedule has priority.** PENSIONS 3.1 and H&W 4.0 are expected to support the PBC. PENSIONS 3.1 is scheduled for production release on or about 4-1-97. H&W 4.0 is scheduled for production release on or about 4-25-97. Accordingly, PBC-related documentation developments have temporal priority over ICC-related developments.
- 3. Information delivery expectations are high.** WWW recently opened its new Internet home page (<http://www.watsonwyatt.com>) offering global, on-demand access to WWW news, publications, hot topics, careers, service data, and interactive demos. We assume here that a commitment to leading-edge communications for our external audiences makes no sense without a corresponding commitment to internal audiences that depend on current, accurate, complete, and clear information for delivering their services. Additionally, the move from our current reliance on extensive hardcopy documentation to an online help / online documents approach is based on several assumptions:
 4. The sheer volume of our current documentation creates an impression of excessive complexity. This perception is an obstacle to the ready adoption and use of the documents—and perhaps, an impediment to the ready adoption of the software itself.
 5. The material and production costs of large, limited-run documents will continue to increase.
 6. Non-programmer audiences generally need documentation for fast reference to complex or infrequently used application operation procedures. Secondarily, this audience needs documentation for training on basic operations.
 7. Programmer audiences generally need documentation for fast reference to complex or infrequently used system design/development procedures and programming functions, macros, and data structures.
 8. Considering that only an online system can offer “information refining” capabilities like Boolean searches and hypertext linking, for quick and convenient reference to small amounts of information, online retrieval systems are superior to hardcopy documentation.
 9. Considering our evolution to HR Edge and the ICC, information domains should no longer be aligned along product lines. Instead, reference information should be organized and accessed according to need or function.
 10. The ancillary purposes/uses of printed documentation can be addressed by offering a set of compact “Getting Started” booklets. Moreover, online information retrieval systems enable the user to print “pages” or ranges of pages selectively.

Current Documentation Architecture (...1996)

DOCUMENTATION TYPE

Product	<i>Sample Plan Guide</i>	<i>Programming Ref.</i>	<i>Data Model Ref.</i>	<i>Customization Guide</i>	<i>Technique Author. Guide</i>	<i>Install/Configure Guide</i>	<i>Admin. Guide</i>	<i>User Guide</i>	<i>Release Note / SP / FN</i>	<i>Quick Ref. Card</i>
PEN C++ Base Lib.	■	■				■			■	
FEEDBACK						■	■	■	■	■
H&W	■	■	■	■	■	■		■	■	■
PENSIONS	■	■	■	■	■	■		■	■	■
REWARD						■		■	■	■
NEXSERV				■		■	■		■	■

Moving to NewView Documentation (1997...)

Starting in November of 1996, REWARD & FEEDBACK documentation work will be performed by the Tech Com group on an on-request basis only. Requests for any documentation on these two products will be handled on a first-come / first-serve basis—according to the schedule(s) that project leads have already defined in their pub. plan(s). Pub. plans no longer need to be maintained by the Tech Com group for these two products. So, in general, neither REWARD nor FEEDBACK work will take precedence over any documentation project scheduled to start after 11-1-96. Except in rare cases, Tech Com will follow a FIFO (first-in / first-out) project scheduling strategy for these two products.

Even though future REWARD and FEEDBACK documentation projects will be on request only, neither of these products has ever represented a major drain on Tech Com resources. (In fact, the FEEDBACK documentation was only reformatted and edited by Tech Com.) However, we do anticipate increased demands on our resources due to the expanding scope (more functions/features/add-ins) and increasing complexity (more product integration/linkage via NEXSERV and the Desktop) of WWS products.

Beginning in Q4 of 1996, the following new products, product versions, or add-ins are scheduled for release:

Product	DESCRIPTION	RELEASE SCHEDULE
NEXSERV 1.01	1.0 (NsCOM and NsDS32—NEXSERV engine with NT database connection and thread pool management) + Pipes 3.7 (replaces NsCOM).	10-96 (DONE)
NEXSERV 1.02	1.01 + NsWorkflow (multithreaded, process step workflow engine); NsWEB (World Wide Web connectivity for business logic); and NsDBAPI (with Oracle, Sybase, and ODBC drivers).	11-96
NEXSERV 1.1	1.02 + NsIVR (Interactive Voice Response connectivity to handle phone lines); NsMail and NsFAX (interfaces to business logic)	Q1 - 97
PENSIONS 3.05	FedEx version (release note only)	11-15-96
PENSIONS 3.01	Westinghouse version (C++ Prog. Ref. update and release note)	12-15-96
PENSIONS 3.1	PBC version of PENSIONS	Q2 - 97
H&W 4.0	PBC version of CHOICE	Q2 - 97

NewView Audiences

AUDIENCE	TYPE	PRIMARY INFORMATION NEED(S)
1. Systems Administrators	Delivery Center	Procedures and guidelines for installing, integrating, and configuring WWS systems
2a. Analyst Customizers (Blueprint authors)	Delivery Center	Procedures for constructing blueprints + examples (PENSIONS and H&W)
2b. Programmer Customizers (Technique authors <i>et al.</i>)	Delivery Center	Procedures in Visual Basic and C++ for customizing WWS software deliverables + examples
3a. Plan Administrators	End Users	Procedures and guidelines for setting up and maintaining ICC Desktop applications + general CSR supervisory examples
3b. Customer Service Reps.	End Users	Procedures and guidelines for operating the ICC Desktop

NewView Information Domains

AUDIENC E	INFORMATION DOMAIN	HARDCOPY	ONLINE HELP	ONLINE DOC
1.	<ul style="list-style-type: none"> Network, database, telephony, Web, IVR—general installation information 	<ul style="list-style-type: none"> HR Edge Systems Administration Guide 	<ul style="list-style-type: none"> System maintenance help 	<ul style="list-style-type: none"> NA
2.	<ul style="list-style-type: none"> Plans, events, reports, GUI—general customization information 	<ul style="list-style-type: none"> GS: H&S Plan Customizing GS: PENSIONS Plan Customizing 	<ul style="list-style-type: none"> Plan Blueprint Editor Help 	<ul style="list-style-type: none"> PENSIONS reference & customization H&W reference and customization Technique authoring Blueprint editing NEXSERV family docs
3.	<ul style="list-style-type: none"> Desktop objects—general operating information 	<ul style="list-style-type: none"> GS: Using the HR Edge Desktop 	<ul style="list-style-type: none"> Desktop Help 	<ul style="list-style-type: none"> PENSIONS users H&W users Desktop administration

NewView Media

TYPE	DESCRIPTION
Guide	Hardcopy manual with a form factor of 7.5" x 9". Conventional page design, spiral-bound
Getting Started books	Hardcopy manual with a form factor of 7.5" x 9". Conventional page design, saddle-stitched Contents will include: <ul style="list-style-type: none"> an HR Edge "information map" (either as a separate insert or a bound-in foldout) a topic-specific introduction / overview the "top 20" procedures for application operation with brief examples major screen images with callouts a standard reference to using online help / documentation
Release notes	Hardcopy pages; conventional design, stapled
Online Help	Refer to the <i>Online Help / Documentation Plan</i>

NewView Documentation Tools

■ = Primary tool—all content

□ = Secondary tool—partial content

➔ = Possible migration path from source file(s) to target file(s)

DELIVERABLE	ROBOH.	WORD	FRAME	ACROBAT
HR Edge Systems Administration Guide	■	←■		
Audience 2 reference	□	←□	←■→	■
Audience 3 reference	□	←□	←■→	■
Getting Started booklets		■↑		
Release Note / Service Pack / Field Note		■		
Quick Reference Card		■		

NewView Development Strategy

Under the NewView approach, documentation will be an information iceberg—only the very tip will be visible. Nevertheless, the predominantly “submerged” material also must be written, edited, formatted, checked, and converted to final media. All WWS audiences will perceive that there is less documentation than before. Just the opposite will be true.

Tech Com anticipates increased demands on our resources due to the:

1. Loss of a senior writer who is not expected to be replaced
2. Expanding scope and increasing complexity of WWS product information
3. Rapid move to online documentation via Acrobat (a new set of tools and file requirements)
4. Design and development of three completely new deliverables (Getting Started booklets)

Increased Tech Com work is expected to result over the long term because of the first two factors cited above; over the short term, the last two factors will add further burden. To compensate for this increased load, Tech Com will seek to forge a new “balance of responsibility” in the information-transfer/capture process.

More than ever before, we will depend on SMEs to provide timely, complete, and accurate information. And except for serious and blatant errors or omissions that we detect, we will not be able to offer proactive service or the level of feedback that was previously possible. So, with the exception of application interface operation data, the primary responsibility for the timely transfer or capture of information to be documented now rests with the SMEs.

Subject-Matter Experts

SUBJECT MATTER	EXPERT
PBC Engine	Bruce S.
PBC GUI	David E.
PBC Expression Syntax	Dan N.
PENSIONS 3.1 BLE Architecture	K.R. G.
H&W 4.0 BLE Architecture	Doug B.
THREADMAN	Bert L.
ICC Desktop	Bert L.
NEXSERV / IVR	Bruce S.
NEXSERV / NS-Web	Bruce S.

