

Technical Documentation Project Plan

Project Summary, Goal(s), Scope, Resources, and Deliverables

- **Project Summary**

This documentation project supports the creation of a quick-start user guide for the JBL Flip 3 speaker and is included with the product.

- **Project Goal(s)**

1. This project plan will guide and aid in creating the quick-start user guide.
2. This project plan will also properly inform relevant stakeholders of the purpose of the project, how and when it will be completed, the risks involved, and what resources and deliverables are required.
3. Additionally, it will also provide guidance on how to handle unforeseen changes.

- **Project Scope**

This project covers the creation of a quick-start user guide for the JBL Flip 3 Bluetooth Speaker that will be included with the product. The user guide will be delivered as an online PDF and printed 8.5" X 11" paper.

- **Project Resources**

Access to a laptop or computer, a graphics program such as Word, Adobe, or similar, to create the product, and a supplier for the final product. People knowledgeable about the JBL Flip 3 Bluetooth speaker will also be helpful to consult when creating the quick-start

user guide. Project resources also include relevant employees and departments, such as the technical writer, project manager, product manager, Human Resources, subject matter experts, and relevant stakeholders.

- **Project Deliverables**

This project will deliver an 8.5” X 11” quick-start user guide packaged with the product.

The document will also be available online as a PDF. This project will not deliver any other technical documentation.

Project Stakeholders, Timeline, Risks, and Change Management

- **Project Stakeholders**

The project manager and product manager are both internal stakeholders with significant power, and it is essential to keep them informed and involved throughout the process. Other employees involved in the project launch and the design department will prove helpful. Other company executives also have an interest in the product's success, making them key stakeholders. The technical writers will be closely working with the project, so their involvement will be throughout the project. The customer should be considered, even though their involvement is limited to the end of the project, specifically when they purchase and receive their product. Other stakeholders include compatible music services, such as Spotify and Apple Music, as well as retailers that sell Bluetooth Speakers and their accessories.

- **Project Timeline**

1. The initial draft of the quick-start user guide is expected to be completed by October 13th, and the technical writer will review and edit the document for the remainder of the week.
2. After that, a technical review, conducted with SME experts such as the lead engineer and the project manager, is due by the 24th, focusing on feedback for technical accuracy (Hogo Next Editorial Team, 2025).
3. After that, it will undergo an editorial review, led by the editorial team and the technical writer, and is expected to be completed by the 31st.
4. Then, the final draft will be completed and submitted on November 10th, after reviewing it with key stakeholders and gathering feedback.

- **Project Risks**

Project risks include inaccessible documentation, lack of communication concerning the project schedule, pressure to reduce the timeline, and stakeholder delays in action (Stakeholder Map, 2019).

Inaccessible documentation is a risk that can be mitigated by prioritizing accessibility. This will include adding alt text and captions to images, using highly contrasting colors, adding an online translation option that supports multiple languages in the physical copy, and prioritizing accessibility in focus testing (freeCodeCamp, 2024).

When everyone does not clearly understand the project schedule, tasks can be missed, and the project can be thrown into chaos. Holding meetings with the project team and sharing the schedule and its updates with necessary stakeholders will mitigate potential undercommunication (Stakeholder Map, 2019).

Pressure to reduce the timeline or editing tasks will be mitigated by sharing the schedule early on with the stakeholders and including rationale for the timing decisions (Stakeholder Map, 2019).

To mitigate stakeholder delays in the project timeline, we will implement a stakeholder engagement plan tailored to each stakeholder's influence (Stakeholder Map, 2019).

- **Project Change Management**

I will use 5 Principles of Change Management from Change Management Insight (Abbas, 2022).

The first Principle is that Planning is the key (Abbas, 2022). Ensure that top management is informed and approves changes before implementation (Abbas, 2022). The second principle is to communicate with stakeholders throughout the process (Abbas, 2022). Ensure that stakeholders are aware of any changes made. The third principle is to involve employees in the change process (Abbas, 2022). Employees are likely to be resistant to change, so involving them from the beginning is a great way to manage resistance by keeping them informed and giving them a chance to provide feedback and be involved in the implementation (Abbas, 2022). The fourth principle is training and support (Abbas, 2022). This is a great way to support employee growth, enhancing competence and providing tools that also aid in change management (Abbas, 2022). The fifth principle is measuring progress and success (Abbas, 2022). Document what went well and what didn't so that improvements can be made and lessons can be learned for future change implementation (Abbas, 2022).

Project Conflict Mitigation and Usability Testing

- **Conflict Mitigation**

When conflict arises, identifying the source is a significant first step (*How Do You Handle Documentation Conflicts and Feedback?*, 2024). When resolving the conflict, using collaborative techniques such as asking questions and active listening will ensure that whoever is involved feels heard and valued. It is also essential to act on the parts of critique that, upon further thought and discussion, prove valuable to put into action. It is important not to write off concerns or critiques, even when they are not presented respectfully. I would also encourage open dialogue with disputing parties, pulling in management only when the conflict is going nowhere. Having rules of conduct for acceptable conflict will help guide it away from personal territory. Some rules would include active listening, steering away from using 'you' in accusations, and restating the argument that you believe the other is presenting.

- **Usability Testing**

As with all products with a user base, usability testing will be important to identify any areas the team missed. Usability testing means issues and potential problems are highlighted before launch, and the user base can give direct feedback to the team (Experience UX, 2015). In my user guide, the usability testing will ensure that the directions are clear and easy to follow.

References

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