To:	Jessica Smith, Computer Engineering Project Manager
From:	Elaine McNeil, Technical Writer
Date:	November 24, 2014
Subject:	Upgrading to MadCap Flare

Summary

The technical writing team needs to upgrade our authoring software and convert to single sourcing to decrease our project time and increase our output.

The Problem

Our current system of documenting content in Microsoft Word is problematic. With our current system, updating content takes quite a while to complete. Many documents contain sections of the same content and when that section needs updating, we must update each document individually. Updating each document individually takes quite a lot of time to complete.

The Solution

If we convert to single sourcing, we could update all our documentation simultaneously by updating a single file. Converting to single sourcing will significantly reduce the technical writing team's project time and reducing our project time would enable us to work on more projects as well. Therefore, converting to single sourcing would help the technical writing team finish documentation faster and thus complete more documentation altogether. Reducing our project time would also allow us to fulfill the computer engineers' documentation needs more quickly.

Effect on Computer Engineers

Converting to single sourcing and upgrading to MadCap Flare will affect how the computer engineers interact with the technical writing team. However, the change will be fairly minor. Currently, we send the computer engineers Word documents that they then review and edit via Word's track changes function. MadCap offers similar functions through MadCap Contributor. MadCap Contributor allows SMEs to review, edit, or create content. Through Contributor, SMEs can enter their content into pre-formatted templates or provide feedback by adding comments or editing text. Entering content into templates would allow SMEs to focus solely on content and would make integrating content much easier and faster. With Contributor, computer engineers would only need to follow four steps to review content:

1. Open the review packet sent by the technical writing team
2. Edit the content in Contributor
3. Accept or reject changes or add comments
4. Return the review packet to the technical writing team

Entering content into templates will save both the technical writing team's and the computer engineers' time. Upgrading to MadCap Flare and Contributor will significantly improve the workflow between the technical writing team and the computer engineers. If we do not

convert to single sourcing and upgrade to MadCap Flare and Contributor, the technical writing team will spend more time updating documentation as the amount of documentation we manage grows. The more time we spend updating, the less time we spend creating new documentation for the computer engineers.

Learning MadCap Flare and Contributor would be fairly quick and easy. MadCap offers three training options: onsite, offsite, and web-based training. I believe that the web-based training is the best option for the computer engineers. However, we can also schedule onsite or offsite training. Converting to MadCap Flare and Contributor will take time at first, but it will expedite how the technical writing team and computer engineers collaborate and interact.

If you would like, I can draft a plan for the complete process of switching to MadCap Flare and Contributor. Please contact me at your earliest convenience to discuss the next step.