



TiVo Product Support Handbook — Domestic

L&D Documentation Plan

The purpose of this doc plan is to provide the Learning & Development (L&D) team members, Subject Matter Experts (SMEs), and program managers with an overview of the plan and the effort that will be required to create a Master version of the *TiVo Product Support Handbook for CableCo*.

The owner of this plan is Denise Stone, the L&D lead writer assigned to the project.

- **Purpose of the project**
- **Audience**
- **Approvers and SMEs**
- **Time estimates**
- **Risks and requirements**
- **Error! Reference source not found.**
- **Proposed contents**

Purpose of the project

A CableCo handbook is a document that provides detailed information about the TiVo devices and associated features that are delivered and supported by a specific CableCo.

The main focus of this project is to improve the quality of the existing handbook material and then to use it as a master to create a handbook for *any* new domestic CableCo.

Business justification

Providing a master domestic handbook will save time in putting together a handbook for a new CableCo. Chapters of the handbook will be designed as independent modules that can be removed if the CableCo does not need that component.

Using a common structure and style for a CableCo handbook might also help TiVo's NOC and Product Support teams when they need to work with a CableCo to resolve problems.

Audience

The audience for this guide includes:

- CableCo and TiVo technical support (Tiers 1,2, and 3)
- Network Operations Center (NOC) and System Operations Center (SOC) (Tier 4)
- Trainers and instructional designers

Some of this information might also be useful to field installers.

Approvers and SMEs

Approvers will review the documentation plan prior to start of development, and are responsible for final approval of the completed project. Subject matter experts (SMEs) will be relied upon for content input and review of material.

Name	Role/title	Approve	Review
Gautham Pai	Director of Customer Support	yes	
Tori Geiken	Director of Customer Service	yes	
Sue Murray	L&D Manager	yes	yes
Rick McLeod	Senior Manager of Product Supportability		yes
Daniel Shem	Sr. Product Support Program Manager		yes
Dixie Pine	L&D content editor		Copy edit

Time estimates

This section provides an estimate of the time required based on writer estimates applied to the agreed-upon documentation milestones.

Effort required by L&D

To achieve the content goals, the following tasks will be performed by L&D staff:

- Revise content for technical accuracy and current hardware and software. This includes making new screenshots that reflect the v2.7 UI.
- Reorganize the content for ease of use and for modularity.
- Insert *CableCo* as a variable in the document to represent the company name. The variable will be replaced by the actual company name when the master handbook material is prepared for a particular CableCo.
- Edit the content of the existing handbook to reflect current L&D style and terminology.

Writer — Estimated time to apply the copy edit and do the writing:

- 75 hours (300 pages @ 4 pages/hour)
- 15 working days (75 hours @ 5 hours/day, priority medium to high)

Editor — Estimated time to copy edit and make recommendations for reorganizing the 300-page *TiVo Product Support Handbook for ABB* to be structured as a CableCo domestic master doc:

- 75 hours (300 pages @ 4 pages/hour)
- 15 working days (75 hours @ 5 hours/day, priority medium to high)

Total hours: 150

Total days: 30

Project milestones

Note to reviewers and approvers: Please email the lead writer stating your approval of the content at each milestone (Draft 1 review, Draft 2 review, and Final review) by the due date. The Date approved column will reflect the date that your approval or completed review is received.

Milestone	# of days	Due date	Owner	Date approved
Research/analysis of content	30		writer / editor	
New writing			writer / editor	
Draft 1 review	5		reviewers	
Draft 1 copy edit	5		editor	
Incorporate feedback/editing	5		writer	
Final review/sign-off (content freeze)	5		approver	
Publication quality review	3		editor / writer	
Gold copy/Go-Live	1		writer	
Total days	54			

Risks and requirements

Any decisions that will impact development must be communicated to the L&D Manager (Sue Murray) and the lead writer (Denise Stone) immediately. Examples of such impacts might include a change in SME availability, a change in the priority of the L&D project, and so on.

Few of the standard risks are present on this project, because it is based on an existing L&D document.

- L&D staffing—Availability of both the writer and editor is a big factor. There is the possibility that the writer (Denise Stone) may be pulled off to push the updated NOC knowledgebase docs to ServiceNow. There is a possibility that the editor (Dixie Pine) may be pulled off to edit other L&D docs.
- SMEs—Availability and responsiveness of SMEs and other key project contributors.
- HW and SW—Availability of any hardware, software, or other resources necessary for making new screen shots and updating content that has changed . The previous document was based on the v2.4 UI. It will be updated to the v2.7 UI.
- Publication tools—Availability of publication software, including Adobe FrameMaker 11 and the latest FrameMaker documentation templates, SnagIt for screen captures, Adobe Acrobat for creating PDFs, MS Visio, MS Word, and MS Powerpoint.

Proposed contents

The following components will be designed as independent topics. Any component that does *not* apply to a particular CableCo will be removed when the document is started.

- 1 About this document

PART I — TiVo Hardware

- 2 TiVo T6 DVR
- 3 TiVo Pace XG1 DVR
- 4 TiVo Premiere Q DVR
- 5 TiVo Preview
- 6 TiVo Mini
- 7 TiVo Stream
- 8 Accessories
- 9 MoCA
- 10 TiVo Remote Control

PART II — TiVo Features

- 11 UI Walkthrough
- 12 Search and Browse
- 13 Parental Controls
- 14 Video on Demand
- 15 Impulse Pay Per View
- 16 Multi-Room Features
- 17 Settings and Messages

PART III — External Applications

- 18 TiVo App
- 19 TiVo Web Portal
- 20 TiVo Desktop Plus

PART IV — TiVo Service and Support

- 21 Online Account Management
- 22 Service Lifecycle and Service States
- 23 Diagnostics
- 24 Troubleshooting

Glossary