

Documentation Project Plan

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Created on 6/30/2025

Updated last on: 7/8/2025

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Overview

PURPOSE

The purpose of this document is to present the plan to create and deliver documentation that aligns with the company's goals. The goal of this project is to introduce strong documentation strategies and policies into the Company's culture. Documentation helps ensure consent and expectations and tells the narrative for decisions made.

SCOPE

This project includes accessing, updating and implementing the documentation policies and Standards for the support department at the Company.

TARGET AUDIENCE

This project plan was developed for use by both executives and company employees.

In order for this project to be successful, stakeholders will have to show their support and commitment. The documentation is being generated and used by the Company's employees and will also include documentation shared with customers.

Questions

Thoughts on current documentation?

What are the expectations of the documentation plan?

Content Strategy

TYPES OF DOCUMENTS

User guides, API docs, FAQs, Quick-start guides, release notes, templates, customer responses to common issues.

The organization's mission and core values, company culture, employment policies, training manuals, employee health benefits, paid time off policies, and payment procedures. Harassment and discrimination guidelines.

HOW THE CONTENT WILL BE STRUCTURED AND ORGANIZED

Map out the hierarchy of topics, navigation structure, and cross-referencing to help users find what they need easily. Create documents tailored to the intended audience. If it's for customers vs employees, then layman's terms may be needed, describing what some of the more advance technical words mean.

It's important to use a clear structure to make the document easy to understand and follow. There will be a Style Guide created for writers to follow if needed.

To make the content have the most impact, it should be concise and precise. Include visuals to help clarify steps, especially for customer documentation. It's important to utilize a version control method. This will help diagnose problems that were set up using the old processes.

Review the documentation plan put in place and determine what documents are being utilized. Ask peers for suggestions for improvement. Maintain the documentation by keeping it up to date and relevant.

STYLE GUIDE AND TONE

Establish a consistent tone, voice, and terminology (e.g., formal vs conversational). With this being an established alarm company with “A smarter piece of mind” as a slogan, I would say we could lean towards more formal documentation.

Once the documentation policy is rolled out, there will be a documentation playbook that will be used as the guide for writing documentation. It will go over what to cover and how, and how to change that based on the audience.

Timeline and Milestones

KEY PHASES

<i>What</i>	<i>Who</i>	<i>When</i>
Planning	Dennis, Mitch, Kaela	
Drafting	Management, team members, SMEs	
Review	Peers, SMEs	
Approval	Management	
Publishing	Management, SME's	
Maintenance	Everyone	

Roles & Responsibilities

WRITERS, EDITORS, SUBJECT MATTER EXPERTS (SMES)

1. Identify data owners – define who creates, reviews, and approves content at each stage
2. Define data ownership policies
3. Plan for SME reviews, usability testing, and incorporating user feedback

A technical writer's primary responsibility is to create content intended for users of a product or service. They will need to be thorough, yet concise.

REVIEWERS AND APPROVERS

Reviewers will be peers, or other members of the same team. Reviewers can also be from a different team if the content is not sensitive. This ensures the information is accurate, but also usable by someone who doesn't do that process very often.

Approvers will be managers and data stewards who have completed the same processes before.

Tools and Resources

AUTHORING TOOLS

SharePoint, OneDrive, and Loop

VERSION CONTROL

Have an archive folder for older versions or a revision table.

COLLABORATION PLATFORMS

We will be using Loop to collaborate on documentation updates. Then we will also use Loop to create resource pages for support members. These resource pages will include updates about the vendor. Any relevant links to their documentation, as well as links to our documentation.

Review and Quality Assurance

PEER REVIEWS

It's helpful for peers to review documents to help find spelling and grammar errors and make sure the content is complete and easy to follow.

SME VALIDATION

Anybody can write the documentation, but it's up to SMEs to ensure the data is accurate and complete.

USABILITY TESTING (IF APPLICABLE)

Use metrics (like page views or support ticket deflection) to gauge effectiveness.

Risk and Mitigation

DELAYS IN CONTENT DELIVERY

Some things that could cause a delay in content delivery is that a new product is still being tested.

INCOMPLETE OR CHANGING REQUIREMENTS

Shifts in management or IT resources can delay approval processes.

RESOURCE CONSTRAINTS

No database or management system to help with version control. Time can be a restraint, especially if an interview to get a process or procedure is needed.

Maintenance Plan

UPDATE CYCLES

Update cycles should be done once or twice a year to ensure all information is up-to-date and still relevant. Data ownership should be monitored and reviewed.

OWNERSHIP OF ONGOING EDITS

The current data steward or support manager will ensure that employees have been assigned areas and are maintaining documentation.

ARCHIVING OUTDATED CONTENT

Create an archive folder for all documentation that has reached the end of life. This can be a form of version control, where we update the process, but archive the old version.

REVISION LOG

<i>Name</i>	<i>Date</i>	<i>Content Revised</i>