Technical Documentation Process Map (6/6/19)

Applicability: This process applies to technical documents that do not have an SOP.

Original requester	Technical writer/editor	Localization team

Process flow:

- Request new or revised documentation via ticket
- Will this documentation improve content selection?
  - No → This is out of scope for our team, but we can help you identify other resources
  - Yes → **Provide applicable requirements docs for evaluation & 1st draft**
- Will doc require localization?
  - No → Is this software documentation?
  - Yes → Contact localization team with doc requirements → Localization provides schedule input
- Is this software documentation?
  - No → Ticket evaluated. Schedule created & shared [SLA: 3 bus. days]
  - Yes → **Provide est. date of stable FC build (for 1st draft) & est. date of stable final build (for final version)**
- **If software doc, provide stable FC build**
- First draft created & sent for review **(if software doc, stable FC build required)** [SLA varies by complexity, avg. 10-15 bus. days]
- Requester reviews doc & provides feedback [SLA: 3-5 bus. days; returning feedback faster accelerates the schedule]
- Feedback incorporated. Second draft created & sent for review [SLA varies by complexity, avg. 3-5 bus. days]
- Requester reviews doc & provides feedback [SLA: 3-5 bus. days; returning feedback faster accelerates the schedule]
- **If software doc, provide stable final build**
- Feedback incorporated. Final version created **(if software doc, stable final build required)** [SLA varies by complexity, avg. 3-5 bus. days]
- Is doc being localized?
  - Yes → Final version sent to localization vendor [SLA will be provided by team] → Localized versions returned from vendor → Do post-localization checklist & fixes [SLA: 1-2 bus. days]
  - No → Final version delivered to document owner, unless owner requests otherwise
- Special circumstances: Were there any small content changes after delivery of final version? (software changes, etc.)
  - No → No action required.
  - Yes → Provide change details to writer/editor