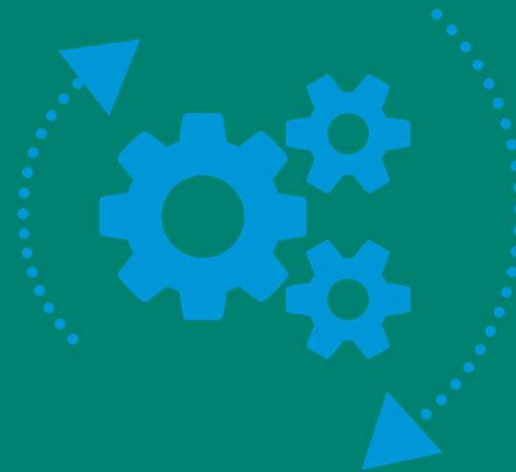
Welcome to Support Programs

New Work Support

Technical Writer Onboarding

12/06/2021

Process Overview



What is the New Work Documentation Team?

Key acronyms:

Technical Support Guide (TSG)

Support Engineer (SE)

Technical Writer (TW)

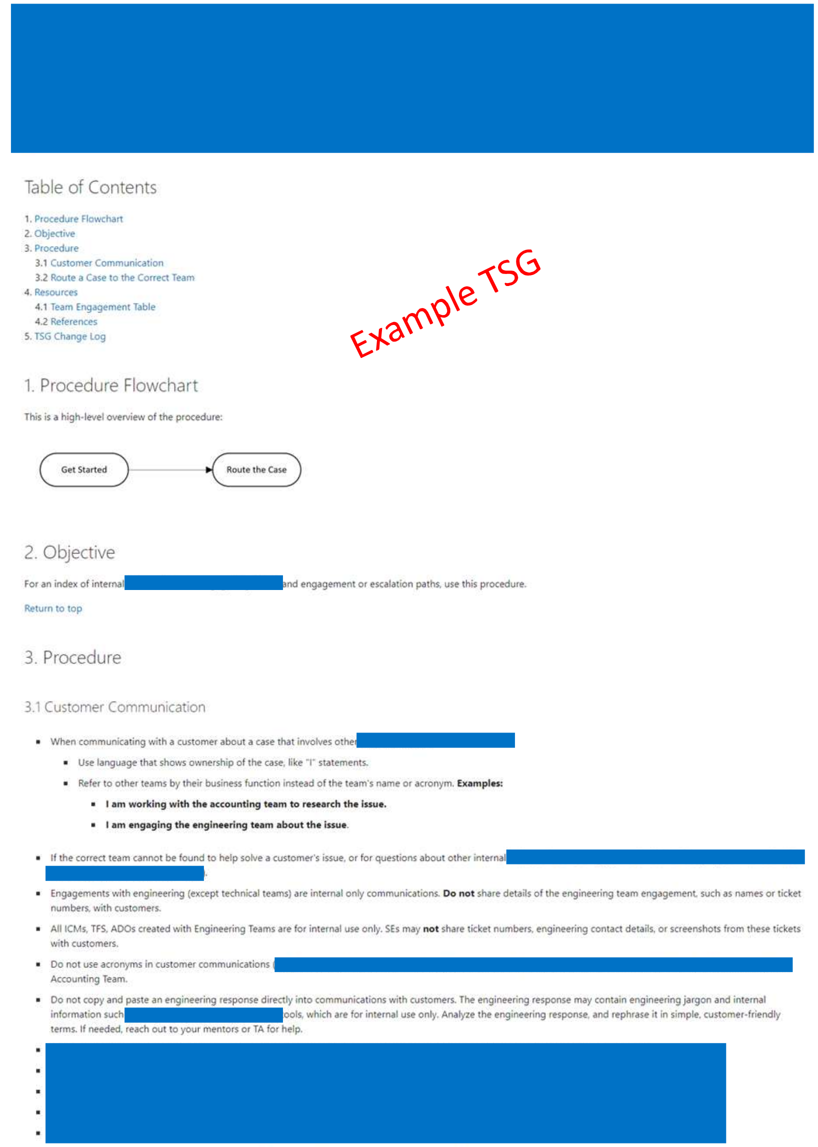
Technical Lead (TL)

Project Manager (PM)

The New Work Documentation Team writes, edits, and publishes TSGs using simplified English.

The TSGs are used by our SEs to assist customers when they call for support.

New Work TSGs document the New Work products.


[redacted]

Example TSG

Table of Contents

1. Procedure Flowchart

This is a high-level overview of the procedure:

2. Objective

For an index of internal [redacted] and engagement or escalation paths, use this procedure.

Return to top

3. Procedure

3.1 Customer Communication

- When communicating with a customer about a case that involves othe[redacted]
  - Use language that shows ownership of the case, like "I" statements.
  - Refer to other teams by their business function instead of the team's name or acronym. **Examples:**
    - **I am working with the accounting team to research the issue.**
    - **I am engaging the engineering team about the issue.**
- If the correct team cannot be found to help solve a customer's issue, or for questions about other internal [redacted].
- Engagements with engineering (except technical teams) are internal only communications. **Do not** share details of the engineering team engagement, such as names or ticket numbers, with customers.
- All ICMs, TFS, ADOs created with Engineering Teams are for internal use only. SEs may **not** share ticket numbers, engineering contact details, or screenshots from these tickets with customers.
- Do not use acronyms in customer communications ([redacted] Accounting Team.
- Do not copy and paste an engineering response directly into communications with customers. The engineering response may contain engineering jargon and internal information such[redacted]ools, which are for internal use only. Analyze the engineering response, and rephrase it in simple, customer-friendly terms. If needed, reach out to your mentors or TA for help.
- [redacted]

Welcome to Support Programs!

Processes

TWs are responsible for two primary workflows: **Active Reviews** and **ModTracks**. These workflows affect our **TSGs**. These documents are used by SEs to assist customers.

Active Reviews

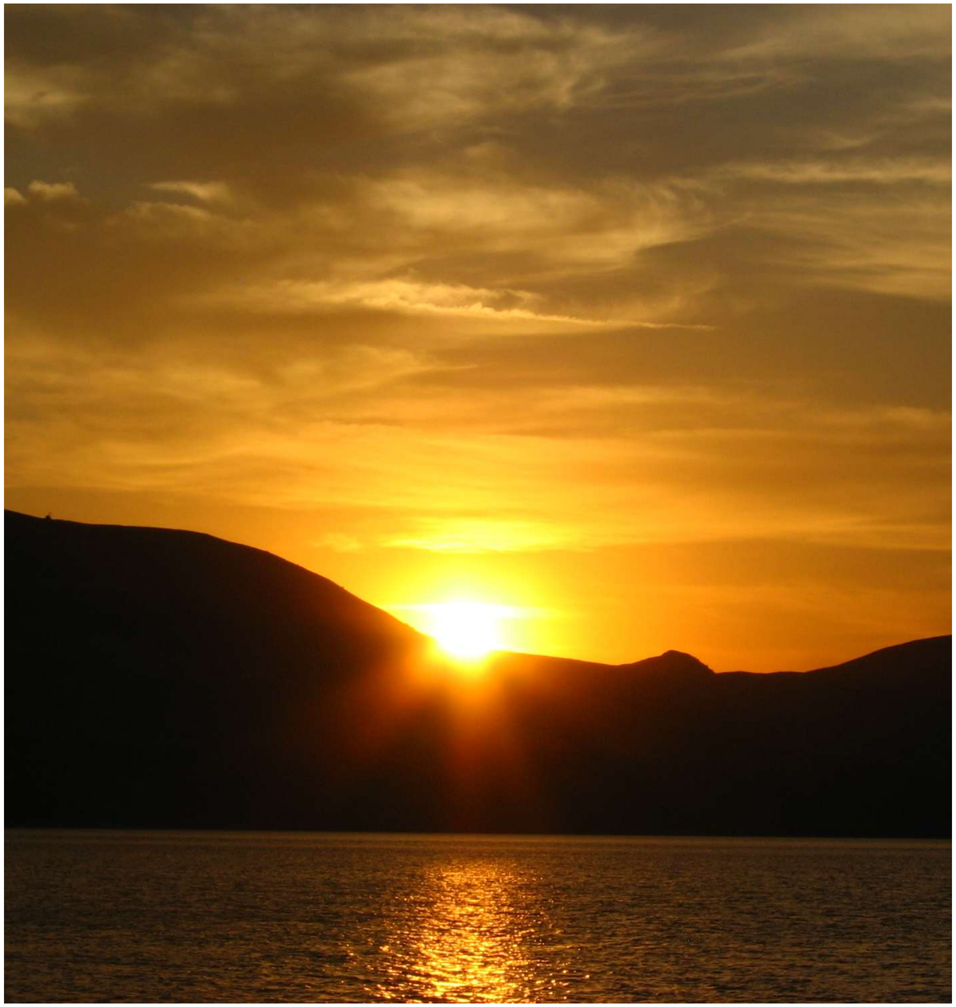
Active reviews are **proactive** evaluations of TSGs. We proactively ask questions and review documentation for technical accuracy.

ModTracks

ModTracks are **reactive** changes to TSGs. When our audience identifies information that must be updated in the documentation, they engage Support Programs with a ModTrack (change request).

Kanban Boards

Proactive Reviews and ModTracks have their own tracking boards.



Proactive Review and ModTrack Kanban Boards

Kanban boards are used to **track** the progress of work items.

- Each ticket on the board represents a single TSG in our workflow.
- Tickets are assigned to one owner at a time.
- Tickets start on the left side of the board and move to the right.
- Each column has an action that must be completed before the item can move to the right.

Proactive Kanban

- This is a scheduled review of New Work TSGs.
- TSGs are assigned to TWs and TLs.
- 20 working days are allowed to make corrections and changes to the TSG.
- Communication with the SME assigned to the TSG subject matter is expected.

ModTrack Kanban

- These are requested changes to the TSGs.
- Complex ModTracks are assigned according to the TW who owns the TSG to be corrected.
- Simple ModTracks may be assigned to a TW with spare time.
- The goal is to resolve these as quickly as possible. (The deadline is 10 working days. We are working against a metric on this board.)

Stand-up Meetings

Stand-up Meetings

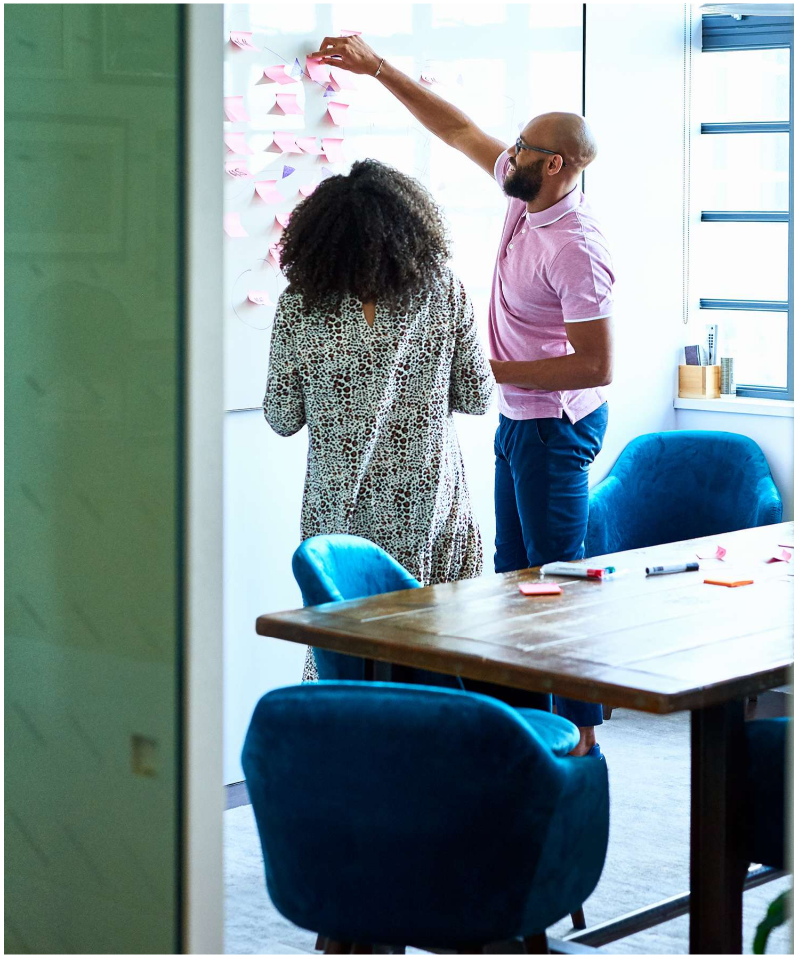
Stand-up Meetings are used to **report** status to the wider team to ensure that we are working efficiently. We usually screen share the Active Review Kanban during these meetings.

Be ready to answer the following questions:

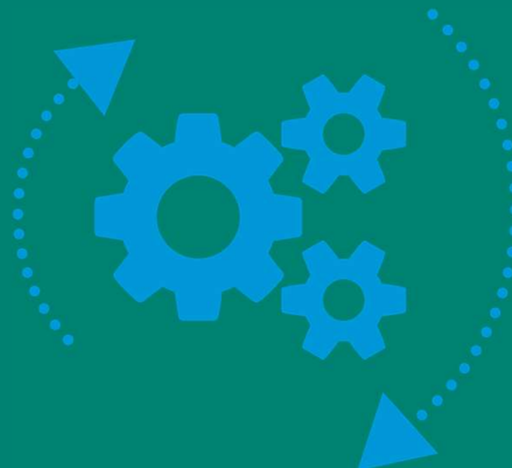
- **What did you do yesterday?**
- **What will you do today?**
- **What (if anything) is blocking you?**

After the above questions are answered by each team member, the meeting leader will ask each person if they have any **parking lot** items.

The **parking lot** segment of the meeting is an opportunity to ask questions of the team or have extended discussions, especially if they are not associated with the Kanban board.



Workflows



Proactive Review Flow

Day 1

- Create the draft document.
- **Email** subject matter experts (SMEs). Try to send specific questions. Include a review deadline date (2 weeks).

Week 1

- Review and mark up draft documents. Ensure that all approved Sections are present. Save in the Collaboration folder under the writer's name.

Weeks 2 and 3

- Incorporate SME feedback (if received).
- Get SME approval for technical accuracy (if responsive).
- Complete Peer Review and Editor review.

  Note: These are not steps in order. We are not required to wait for SME responses to push the TSG into Peer Review and Editor tasks.

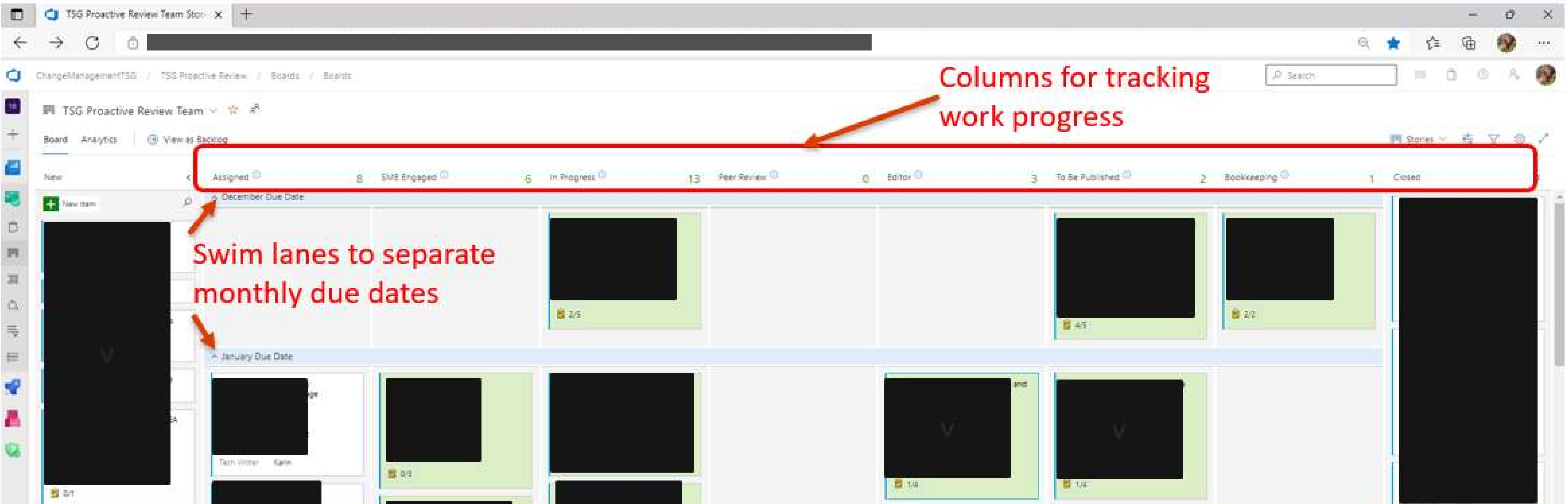
Week 4

- Finalize changes in the draft document.
- Receive approval form SMEs (add as an attachment or as a comment in the discussion section of the ticket)
- Publish documents.

Note: In the Kanban ticket, add as much detail about the review and the changes to content as possible.

Gold stars for accuracy and early completion!

Active Review Kanban



Geography of the Active Review Kanban

- Each square on the board is a ticket and can be opened by double click to see details.
- In the **Working Documents** section of the ticket, provide a link to the draft doc and a link to the TSG in Knowledge Management.
- In the **Discussion** section of the ticket, provide detailed updates and team notifications.
- **Tasks** are located on the front of the tickets and are used to track high level objectives and to-do items.

Active Review Questions

What happens if the SME misses the review deadline?

- Make a note of it in the Kanban item and continue to edit and complete the work without SME input. Try to find another SME to work with.
- Questions left unanswered by the SME may be added as comments in the working document for the next active review cycle.

Conversations beyond the SME due date?

- Continue conversations with the SME as needed.
- If the SME offers major revisions that impact the Expected Due Date, talk to the PM about making this a Project and changing the due date of the review.

What if none of the SMEs respond?

- Make a note of non-response in the Kanban item and continue to edit and complete the review without SME input.
- Move the Ticket forward to Peer Review then to Editor as soon as the document has been edited by the Tech Writer.
- Do not wait for SME response to move the Ticket through the review process.

Expected Due Date?

- Do not miss the Expected Due Date. Just don’t. Contact your TL or PM if there is an issue.