### Single-Source Content Development Using Doc-To-Help and Microsoft Word

**Doreen Marson** Technical Documentation Specialist February 16, 2016



Committed to our Members Through Innovation, Service and Integrity



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## **About Me**

- 15+ years of experience in technical documentation

   software, hardware, business processes, large
   companies to small startups
- Have held software trainer, instructional designer and business analysis roles
- Begin using D2H in 2010
- Presenter at WritersUA conference, Webinars and Podcasts.



# Who We Are

### Georgia System Operations (GSOC)

- Not-For-Profit system operations company.
- We service Georgia's electric membership cooperatives and the Southeast energy market.



# **Doc-To-Help Features**

- This project uses the following Doc-To-Help features:
  - Related topics (TOC)
  - Automated glossary links
  - Links to both internal topics, websites, documents and video
  - Indexing
  - Collapsible text
  - Context-sensitive Help (context IDs)
  - Microsoft SharePoint



# **My Doc-To-Help Projects**

### GSOC Data Portal (GDP)

- A web application that provides data reports and interactive workflow processes, and uses a database platform for managing user membership and report data. Built on the .NET platform using SQL Server Reporting Services (SSRS).
  - Mobile Help Doc-To-Help Mobile Help designed for mobile browsers.

#### Interactive Glossary

 Terms, acronyms and definitions used in our environment and industry, integrated into all Doc-To-Help builds.

### Shared Image Library

- Stores all my images used in all D2H builds.

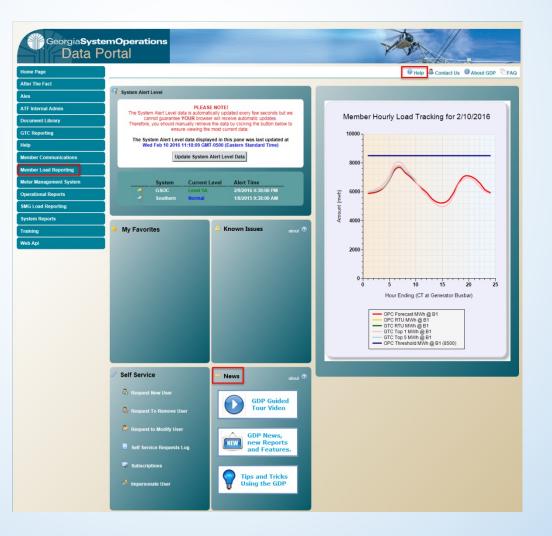
#### SharePoint

Storage, Collaboration and Versioning.



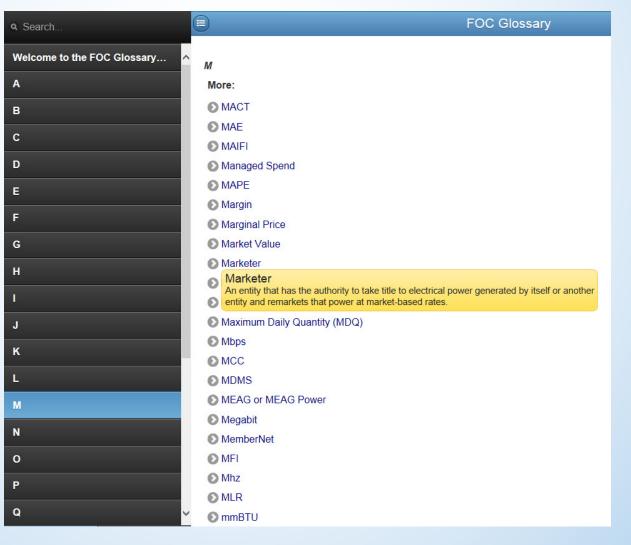
### **GSOC Data Portal (GDP)**

EMCs and employees use GDP to access post operational data and information.



# **The Glossary of Terms**

EMCs and employees use FOC Glossary to find terms, acronyms and definitions used in our environment and industry.





# **Image Library**

#### **Shared library**

of images that illustrate a variety of all my D2H builds. This linked library saves screen real estate, reuses content, and optimizes the project for mobile.

#### DS • Marson • My Doc-To-Help Projects • Images

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FOCalPoint-Banner-glossary.png		
FOCHomePage.png		
GDP_ATF_BulkModifyFunctionality.png		
GDP_ATF_Reptg_EnergyTransfer.png		
GDP_ATF_Reptg_GenerationChart.png		
GDP_ATF_Reptg_GenerationData.png		
GDP_ATF_Reptg_GenerationReport.png		
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GDP_ATF_Reptg_Reserve UtilizationChart.png		
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GDP_Links_LoadMgmtAdvisory.png		
GDP_Member Communications_StatewideCalendar.png		

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MemberNet\_Latest News.png MemberNet\_Links.png MemberNet\_Member Relations.png MemberNet\_Member Relations\_Access Request.png MemberNet\_Member Relations\_Georgia Power Contact Lists.png MemberNet\_Member Relations\_GTC EMC Feedback.png MemberNet\_Member Relations\_Member Correspondence.png MemberNet\_Member Relations\_Member Systems.png MemberNet\_OPC Planning & Budgeting\_Budget-Budget Revision..png MemberNet\_OPC Reports\_Agent Outage Status.png MemberNet\_OPC Reports\_Asset Management Report.png MemberNet OPC Reports Plant Ops Actual.png MemberNet\_OPC Reports\_Plant Ops\_Planned.png MemberNet OPC Reports Plant Outage Actual.png MemberNet\_Power Bill.png MemberNet\_PowerSource.png MemberNet\_Telecom Upgrade.png MemberNet\_Vogtle 3- 4\_Rate Management Program.png MemberNet\_Vogtle 3-4\_Planning\_LRFF.png Member-Portal\_1.png MemberPortal logo4.jpg MemberPortal\_logo4.png MemberPortalHomePage.jpg MemberPortalHomepage.png MemberPortalHomePage2.png MemberPortalSignIn.png Kew\_3.png Note.png OPC\_GasHedge.png pdficon\_small.png TIGER\_Bing\_Aerial\_Basemap.png TIGER\_Bing\_Hybrid\_Basemap.png TIGER\_Bing\_Street\_Basemap.png TIGER\_County\_Basemap.png



# **SharePoint**

#### SharePoint

Storage, Collaboration and Versioning

- Workflow process
- Sync w/Doc-To-Help

Site Actions •  Prowse Documents Library  Compared to the second			
FOCal Point FOC -	GSOC - Sites		
Libraries Archives Shared Documents RRMWorksheets GTC RRMWorksheets ITS RRMWorksheets	Type	Name FOC Glossary GDPHelp2 Images Member Portal	
Public 2	🕈 Add document		



# **Customizing Doc-To-Help**

#### GSOC Data Portal and Glossary

- Custom Themes
- Company logo, color and tagline
- Leverage off existing documents
  - Stored in SharePoint or on File shares
- Search
  - Edit text help guide users on how to use search for easier findability

#### Benefits

- Centralized approach for managing content (manual, user guide, procedures, etc.) generated by SMEs across departments and groups.
- Collaborate and manage content in SharePoint.
- Shared Image library.
- Data is consistent across Family of Companies, groups and departments.



# **Doc-To-Help**

#### **Benefits:**

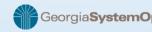
- Author in Word and output to different targets
  - NetHelp browser based help; deliverable in multiple HTML files
    - Context IDs Topic based
    - Multiple outputs based on audience type: Internal or External users
  - Manual Can be online (PDF), hardcopy or both.
  - Mobile Help Browser-based output designed for mobile devices



# **Summing Up**

#### Single-Source to Web, PDF, and Mobile Using D2H, Word and SharePoint:

- Simplifies the Way You Create, Collaborate, and Publish.
- Doc-To-Help produces impressive and useful deliverables for virtually any communication needs you may have.
- MadCap Doc-To-Help provides full-service support.









### THANK YOU FOR ATTENDING TODAY'S WEBINAR!

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Doc-To-Help Introductory/Intermediate Training April 27-29, 2016 (web-based)

\*Offer valid through February 29, 2016.

Note: Courses subject to change. Availability based on student registration.

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