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.

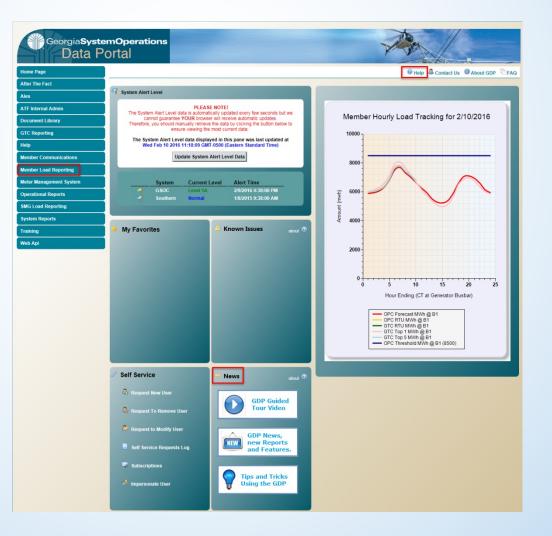
SharePoint

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.

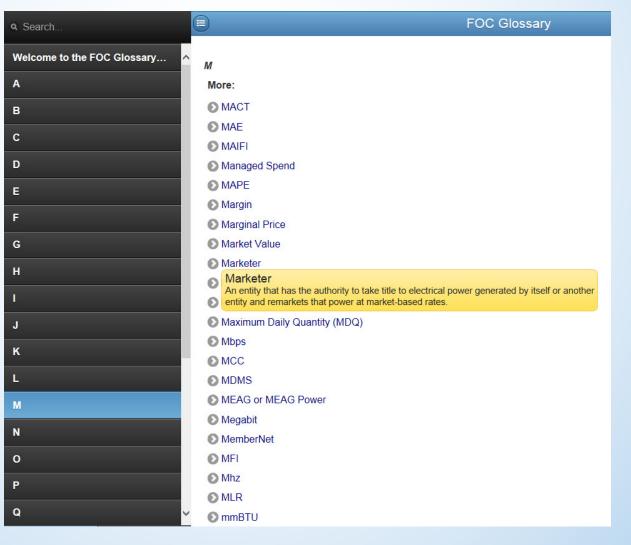




Image Library

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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EnergyEfficiencyIntranetLogo.png		
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		
GDP_ATF_Reptg_HCD.png		
GDP_ATF_Reptg_ImbalanceAll.png		
GDP_ATF_Reptg_InterchangeData.png		
GDP_ATF_Reptg_Reserve Utilization Popup.png		
GDP_ATF_Reptg_Reserve UtilizationChart.png		
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GDP_ATF_Schld_CheckoutReports.png		
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GDP_ATF_Schld_Schedule Load_Upload.png		
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GDP_KnownIssues.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:

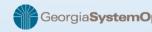
- Author in Word and output to different targets
 - NetHelp browser based help; deliverable in multiple HTML files
 - Context IDs Topic based
 - Multiple outputs based on audience type: Internal or External users
 - Manual Can be online (PDF), hardcopy or both.
 - Mobile Help Browser-based output designed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









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