Welcome to
Single Sourcing: Where Do I Start?

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2012 North America Average Cost Per Ticket (Service Desk):

A. $10
B. $25
C. $60
D. $100
Documentation Saves $$

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General Electric Study

5-month study; Documentation created by a professional writer vs. documentation created by a non-professional

Number of incidents created for product when docs written by a professional writer: 59

Number of incidents reported for product when docs written by a non-professional writer: 641
Do the Math

59 tickets x $60/ticket = $3,540

641 tickets x $60/ticket = $38,460

Good documentation reduced support costs by 90%
Overview

Single Sourcing Tools in Flare

- Variables
- Snippets
- Conditions
- Snippet Conditions
- Nested TOCs
- Project Linking
- External Resources

This presentation

Other single sourcing topics *not* covered in this presentation
Variables

Variable key concepts

• Strings of unformatted text
• Can change on a target-by-target basis

Good examples

• Company name
• Phone number
• Product Name
• Version number
• Book/Guide name
Variables

Two types of variables:

- Single Definition
- Multiple Definition (new in Flare 10)

Overriding definition for a target:

- For single definition variables
- For multiple definition variables
Snippets

Snippet key concepts

- Formatted chunks including any valid Flare XML
- Used in more than one place in the project
- Any length
- Can be “boilerplate” and converted to text

Good examples

- Reused warnings, notes
- Boilerplate content for images with captions
- Reused procedures (or parts of procedures)
Conditions

Conditional text key concepts
• Applied at character/word/sentence/paragraph/topic level
• Used to filter out content not applicable to all audiences
• Can be used in Project Organizer, Content Explorer, TOC editor, etc.
• Indicated by color

Good examples
• Advanced vs. General user guide
• Role-based information (external KB vs internal Help desk resource)
• Multiple client support
Demo

Lets see how these are used in Flare v10
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