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

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Georgia**SystemOperations**

Committed to our Members Through Innovation, Service and Integrity

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.

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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**
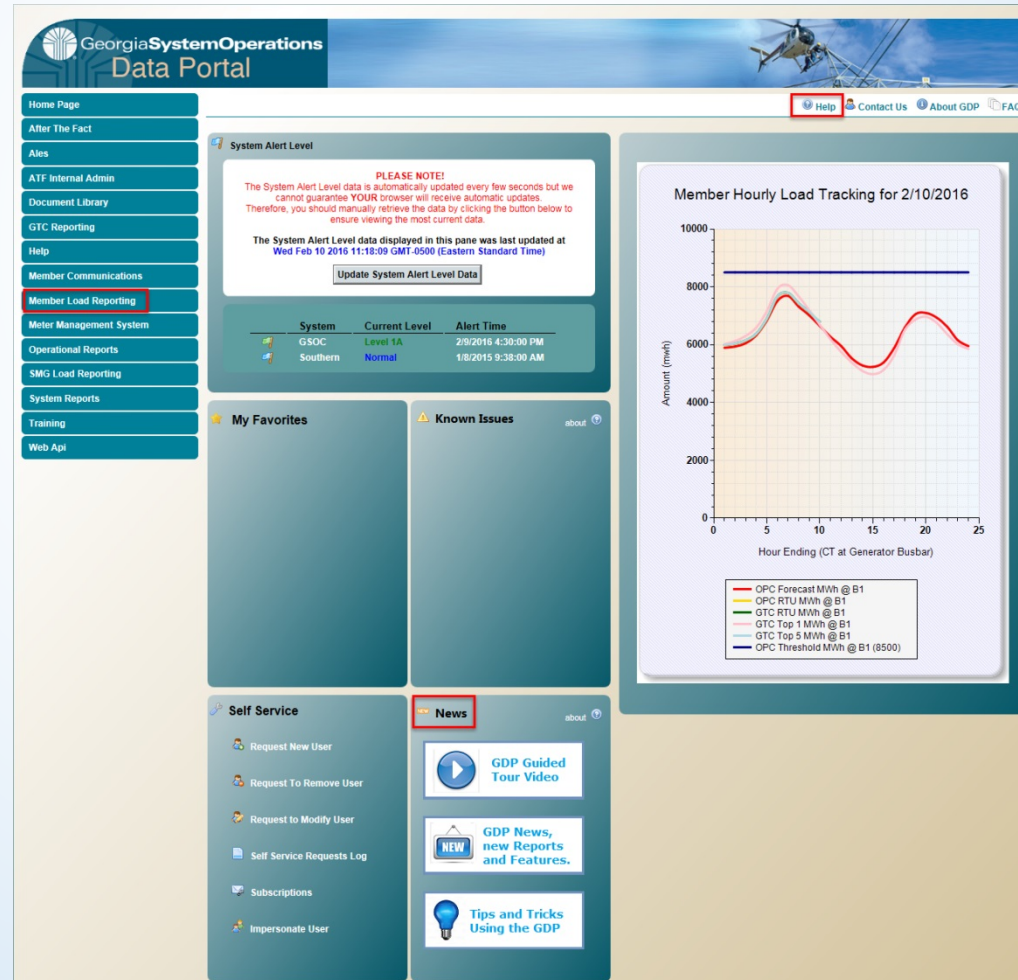 - Stores all my images used in all D2H builds.

- **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.
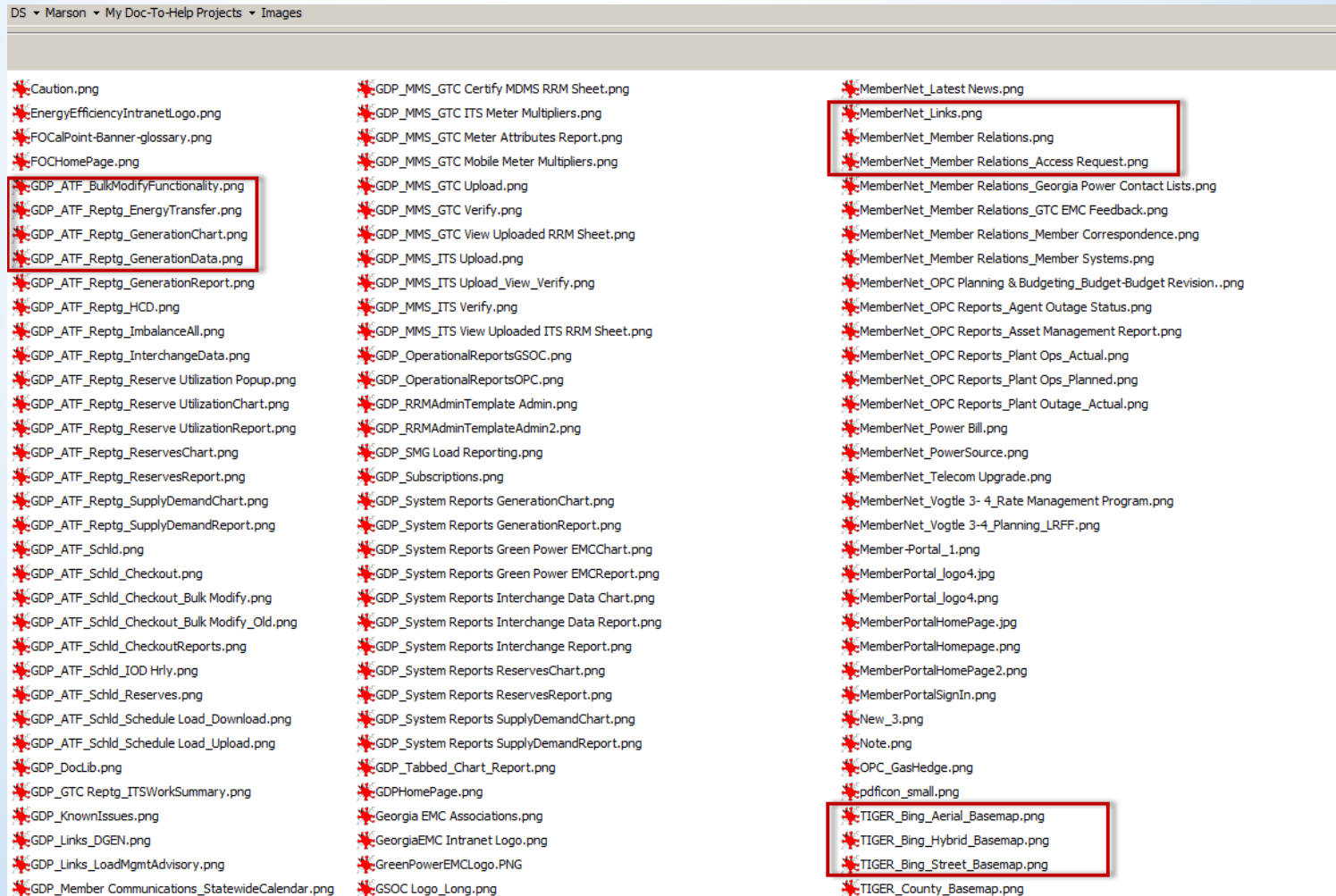
SharePoint

SharePoint

Storage, Collaboration and Versioning

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

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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