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software

| **LIVE WEBINAR**

The Art and Science of Rapid Prototyping in MadCap Flare



Presented By:

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Alcon



Before We Get Started...



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and emailed to all registrants



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RAY DAVIS

The Art and Science of Rapid Prototyping with Madcap Flare

PULLING BACK THE CURTAINS ON AN INSPECTION

- Safe and effective
- FDA can show up at any time
- What do they want?
 - » Prove that you are in control of your processes
 - » Prove that what you are doing is intentional
- Inspections are a *BIG* deal

WHAT HAPPENS DURING AN INSPECTION

- Preparation for the inspection
- Inspectors arrive at your location
- Often start with a facility tour
 - » Anything they see or hear is subject to inspection
 - » Clean desk policy. Systems locked.
 - » Doors closed
 - » Keep chit-chat to a minimum
- Shown to a specially prepared “front room”
- Goal: Show that you are in control of your changes



FRONT ROOM

- In the front room, inspector, quality leaders.
- Very calm and refined and polite.
- Roles:
 - » One or two people are usually the spokes persons
 - » Senior subject matter expert
 - » Scribe
- Goals:
 - » Isolate the inspectors from the chaos
 - » Present requested evidence

BACKROOM

- Backroom preparation started days or weeks ago
 - » Printers, plenty of paper, lines of communication
 - » SMEs on reserve
- Trying to anticipate where an inspector's questions will lead and get a jump on finding that information
- Printing evidence and bringing it to the front room
- Goals:
 - » Coordinate SMEs and gather evidence
 - » Make it look like the front room has the answers at their finger-tips



SEPARATE RESPONSIBILITIES – ONE GOAL

Front room

Purpose

- Respond to direct questions
- Keep it moving

Tools

- Communication with back room
- Soft people skills

Product

- Present evidence
- Satisfy requirements



Back room

Purpose

- Support front room
- Anticipate direction

Tools

- Access to SMEs
- Research evidence

Product

- Information
- Provide printed evidence

HOW DOES THIS SERVE TECH COMM?

When designing a new online system, or a document, or any new data vehicle, the same stakeholders want a say.

- » Those stakeholders often have experience (in-the-field or otherwise) that you don't. It's like an audience analysis.
- » Stakeholders sometimes are aware of requirements you aren't.
- » Those stakeholders are sometimes approvers. Getting buy-in.
- » Several smaller meetings gives more people a venue to speak.

RAPID-PROTOTYPING IN FLARE

- Rapid prototyping usually refers to CAD models and physical examples
- Flare gives you similar capabilities
 - » Built in templates
 - » Control how much content you build
 - » Updates available before the next meeting
- Puts appropriate focus on the document, not the tools



WHO ARE THE PLAYERS

Front room

- Facilitator
 - » Project manager
 - » Tech comm manager
 - » Technical writer
- Stakeholders
 - » Users
 - » “Regulators”
- Scribe

Back room

- Document author
- Flare expert

THE SCIENCE – FRONT ROOM / BACK ROOM PHILOSOPHY

Front room

- It can be a literal or virtual room
- Keep stakeholders separate from backroom to minimize distractions
- One point of contact
- Running demo
- Pointing out features
- Asking for feedback
- Transcribing feedback

THE SCIENCE – FRONT ROOM / BACK ROOM PHILOSOPHY

Back room

- Responding to questions.
 - » “Search for this term.”
 - » “Go to this procedure.”
- Running builds
- Updates on the fly

THE ART – GETTING GOOD REQUIREMENTS

- Address concerns of stakeholders during the meeting
 - » Move past those concerns in the next meeting.
 - » Like a burn-down list
- Can cover a lot of ground in a short amount of time

THE ART – GETTING GOOD REQUIREMENTS

- Need someone to facilitate
 - » Slow the conversation so you can record everything
 - » Keep everyone on point
- Risk that stakeholders don't address the original issue and a good solution is passed over for an adequate one

SET EXPECTATIONS

This is a strategy

- » No one is creating a document in an requirements meeting
- » This is a strategy for getting at stakeholders needs
- » Stakeholders have a specific need and this is a good strategy for getting at those needs
- » It's a process for getting at information

SET EXPECTATIONS

- Pre-planning
 - » When will you build
 - » What will be demo'd
 - » What hasn't been built yet
- Control the scope
 - » Consider reducing content being built
 - » Direct questions toward information you can demo
 - » Lean on the facilitator to keep everyone on point



SET EXPECTATIONS

- Multiple requirements meetings

- » Five meetings in two days
- » Went from gathering requirements to getting buy-in
- » Wildly successful

Most important advancement in our documentation that we could make. We want this.

- Mini-agile approach

- » Each build is a release candidate

THE ART AND SCIENCE OF RAPID PROTOTYPING

The art

- Slow down the conversation
- Speed up your builds
- People skills

The science

- Front room / back room puts focus on the document
- Faster builds allows you to incorporate changes faster



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