

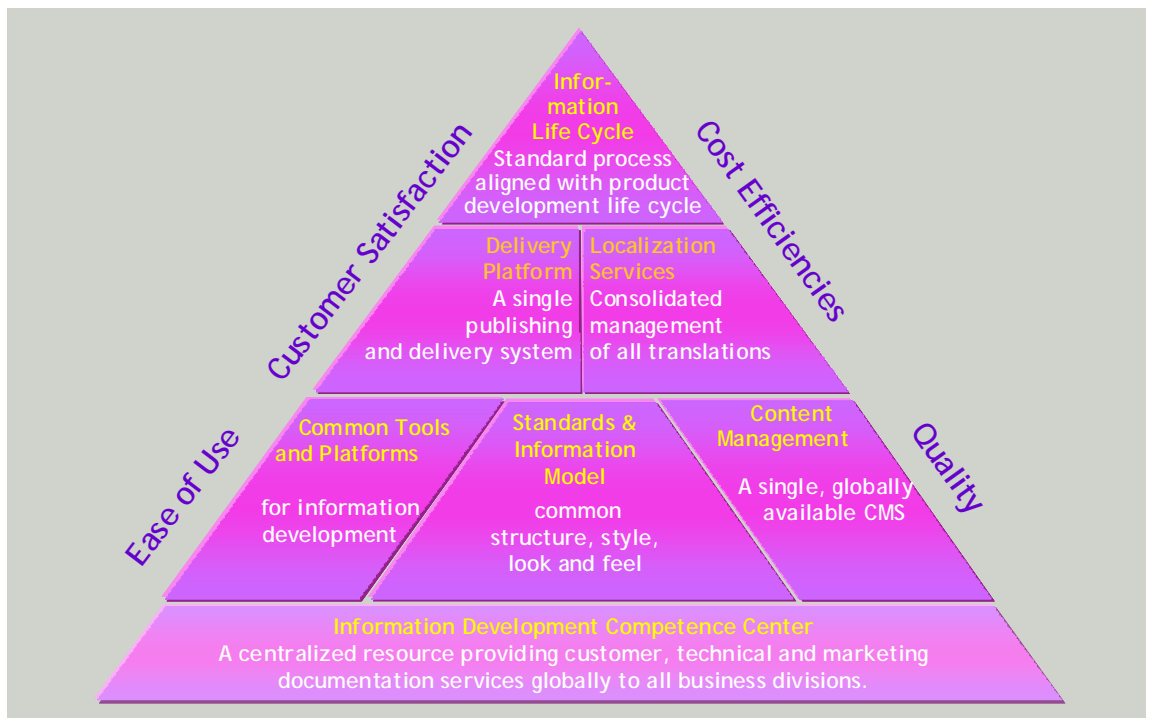
SHORT DESCRIPTION

OneDoc Program

Advancing information development to the next level

After the merger of Alcatel and Lucent Technologies in 2006, Alcatel-Lucent seized the opportunity of bringing together two different information development organization models to analyze best practices within and outside the company and to build a global information development community aligned around common best practices.

Today, the transformation program internally known as *OneDoc* has been rolled out to nearly all information development teams in Alcatel-Lucent.



Two models, one company

At the time of merger, Alcatel-Lucent customer and technical documentation originated from two different organizations: One documentation model followed a decentralized process with ownership of content in the product development teams. With the decentralized model, methodology and deliverables varied among the product groups. The other model was a central organization consisting of globally distributed information development teams supported by a central team with tools, processes, and services. A transformation of organization, development approach, and mindset was required to integrate an array of technical and customer documentation activities into one global information development network.

Merging best practices to transform information development

Overall, while both former models possessed best practices, the existing models did not offer a synchronized development methodology that ensured consistent results. A common methodology was required to improve the customer experience.

A core team of experts from across the company was formed to evaluate the existing models and create the corporate-level strategy for information development. Rather than selecting one of the existing models or implementing a compromise, the team identified, from each model, best practices that would contribute to transforming the global Alcatel-Lucent information development community to a higher level. This collaborative effort was named OneDoc.

A harmonized model with common core elements

Based on the analysis and implementation of best practices, the core elements of OneDoc emerged. These core elements introduced a new way of developing information by harmonizing the processes, standardizing and sharing content, and by using centralized cost-effective services. OneDoc core elements are:

- The Information Life Cycle, a system of simple development processes aligned with the Alcatel-Lucent Product Development Life cycle
- Standards for writing style, terminology, layout, graphics, and re-usable content for all information development teams
- A common information development tools and content management platform
- Common, optimized services for information development, localization and translations, publishing and delivery

OneDoc Today

Today most documentation teams in the product groups do not or no longer need their own tools, publishing, and standards support but rely on OneDoc services. The teams operate as one community with a common approach and a common vision for servicing our customers. Monthly virtual community meetings and annual, face to face, summit meetings contribute to the transformation into one global information development community.