It’s not about buying a tool!
It’s about understanding your requirements!

Document assembly

Hypertext links

Repository

Author needs

Platforms

User needs

Media
Develop a vision of the user experience

The Manuals
Problem

- How do you develop content to meet the future needs of these users?
  - Authoring
  - Repository
  - Assembly
  - Delivery
Solution

• What does the technology have to do for you?
  • Delivery mechanisms
    • Web delivery – multiple Web sites
    • CD delivery
    • Quick reference cards
    • Online help – task Wizard
    • Chatroom
    • Handheld device
Solution

• What does the technology have to do for you?
  • Learning environment
    • Task based
    • Simulation
    • e-learning
    • certification
Solution

• What does the technology have to do?
  • Customization
  • Personalization
    • Job task
    • User level of experience
  • Bookmarking, annotation
  • Metadata search
Solution

• What does the technology have to do?
  • Small chunks of information
  • Layering
  • Multiple media
    • Text
    • Video
    • Simulator
  • Checklists, tables, QR tools
Contact Information

• Center for Information-Development Management –
  www.infomanagementcenter.com
• Comtech – www.comtech-serv.com
• Seminars in Usable Design –
  www.usabledesign.com
• joann.hackos@comtech-serv.com