



Industrial-strength Documentation

About Wordware's Documentation Group

Wordware's Documentation and Knowledge Management Group works with organisations to marshal the critical information assets of the business and communicate them to people in a way that promotes effective, informed action.

We are committed to delivering practical knowledge management solutions that help our clients improve service delivery and reduce costs. We help organisations identify their critical business processes and knowledge assets, and then implement effective solutions that capture, organise and communicate that knowledge to people in a way that promotes effective on-the-job performance.

Client Profile

Our clients are typically large organisations, with multiple, geographically dispersed locations. They employ knowledge workers, may be subject to high staff turnover and operate high value or high volume business processes that are subject to continual change.



Our Services

Knowledge Management

At the strategic level, Wordware is expert in assessing your business processes and knowledge assets. We will help you develop an enterprise-wide (or departmental) knowledge-management strategy. This is the first step in making the most of your corporate knowledge — and in preserving your corporate memory.

- At the implementation level we:
- **Define and implement information architectures** — We work with your staff to develop an Information Map, together with management procedures, of the vast pool of reference and guidance information that exists in your organisation. The Information Map becomes the repository structure and navigation tool for your corporate Intranet. We have developed and implemented information architectures for a range of large organisations in the mining, manufacturing, retail, state and federal government sectors.
- **Redesign business processes to leverage key knowledge** — We analyse and streamline business processes and procedures, "building in" the knowledge resources and links to IT that enable staff to deliver increased value to the customer and to capture critical knowledge for the enterprise. Clients who have

benefited from this service include magazine publishers, manufacturers and government departments.

- **Implement knowledge management infrastructures** — We define a knowledge management framework by mapping each key process, populating the framework with minimalist worksheets and then leveraging the knowledge with the organisation's existing IT resources using Wordware's Compass software tool. Clients who have implemented the Compass system include banks, telecommunications companies, service companies, franchises and government departments.

Documentation

Wordware specialises in developing both hard copy and online documentation and training materials. We have extensive experience:

- Performing needs analyses to ascertain the documentation and training materials required to support a major enterprise or initiative
- Analysing, streamlining and documenting business processes
- Designing, researching and writing manuals
- Updating existing documentation to reflect new policies and procedures
- Editing and formatting client documents
- Developing strategies for delivering corporate documentation online (intranet/Internet)
- Designing, preparing and delivering Web-based documentation using: XML, HTML or Adobe Acrobat
- Restructuring and revising hard copy documentation for intranet/Internet delivery
- Preparing online help systems (XML, RoboHelp, DocToHelp, etc).

Why Wordware?

Training

In this area our core skills cover: training needs analyses, curriculum design, development of course materials, training trainers.

Experience

In any one year, Wordware undertakes and completes in the vicinity of 100 projects. Many Wordware consultants have been with the company in excess of ten years, some since its founding, and thus have a wide range of experience. They have helped to develop the high standards and tight project management that characterise our work.

Quality

Wordware maintains the highest standards of quality in service delivery and project management. We strive to exceed our customers' expectations. We are one of the few documentation companies to be quality-accredited under AS/NZS ISO9001:1994 for the design and writing of documentation in hard and soft media.

Cost Effectiveness

Our approach is founded on careful planning and the "Just enough to do the job" minimalist philosophy (in contrast to the high-bulk, high-cost "Just in case it's needed" approach). Our projects are well managed and we keep our clients fully informed.



Wordware's Defence Documentation Experience

Wordware has over 18 years of experience writing defence documentation, for all three services: Navy, Army and Air Force. This experience ranges from documenting ships fire and warfare control systems, to armoured vehicle and tank maintenance, through to flight crew manuals.

In August 1994 Wordware was added to the RAAF Publications Unit's list of contractors. Admission to the list was achieved by undergoing an evaluation of our competence, which included a visit by a RAAF team to Wordware and completing a sample project to the required standard.

Over the last few years, Wordware has completed over 15 projects for the RAAF Publications Unit, all of them conforming to the requirements of :

- DEF(AUST)5629A Production of Military Technical Manuals
- DI(AF)AAP 5030.001 RAAF Publication System Technical and Non Technical Manuals
- DI(AF)AAP 5030.002 RAAF Publication Specifications.

JORN Documentation and Training

In 1997, Wordware's Documentation Group was awarded the tender to produce all the documentation and training materials required to support the field level repair and maintenance of the entire Jindalee Operational Radar Network (JORN), one of the largest documentation and training tenders let in Australia, involving:

- Technical writing, editing, collation, production and printing of 128 technical manuals (over 12,000 pages).
- Training analysis, training design, production of training courseware (50 modules), the provision of training aids, and the administration and delivery of JORN maintenance training courses.

Wordware's Documentation Group produced the manuals in-house to specified Defence standards as required under the contract. The Group's training development partner Box Hill TAFE completed training design and production, with Quality Control and the final edit completed in house.

The total value of the JORN documentation and training project exceeded \$1.8M.

Specification S1000D

The Wordware Documentation Group is currently establishing the methodology, procedures and standards to support the ADF's recent decision to replace DEF (AUST) 5629A with Specification S1000D, the international specification for technical publications utilising a common source database.

S1000D establishes standards for documentation of civil or military vehicle/ equipment, covering air, land and sea, and makes use of SGML/XML and CGM for documentation production. It is an international specification for technical publications and uses a Common Source DataBase (CSDB) to provide single-source information for compiling online publications delivered directly to users (paper documentation can be produced if required).

Wordware has long experience in this environment, defining and using CSDBs in documentation projects in commercial environments since 1991.



Wordware Pty Ltd
Level 1, 321 Whitehorse Road
NUNAWADING VIC 3131
Tel: 1 300 659 336
Fax: 1 300 659 335
Email: info@wordware.com.au
Website: <http://www.wordware.com.au>