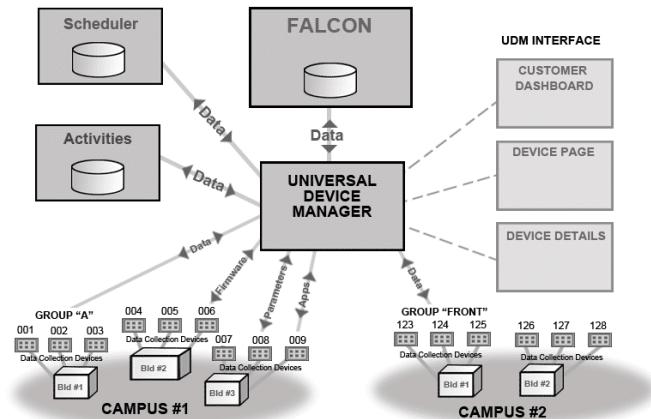


The Visual Overview

At this point in the presentation I will talk about two courses that required high level content but for which the tech pubs content was inadequate (despite a nagging deadline):

[An Introduction to Organizing and Managing Devices](#) and [An Introduction to Integrating Data with Application Interfaces](#)

For the first one, I recalled a conversation I had with Dave Fitzgibbons in which he described our Universal Studios set up with numerous grouped and tagged devices, communication and administrative configurations, and so forth. I thought that if I could create an image of this, it might provide a context that would at least imply the organization and management of devices needed for the course, and allow repurposed tech pub snippets to dovetail with the image to create an overall understanding of the topic. Here's the result which I'll show from my actual Rise course:



Once I had the image, all I had to do was locate some appropriate tech pubs content to fill in the blanks and finish off this section of the course. The image took about an hour to make and the snippet about the same time to locate and paste in place: One image and a few paragraphs to provide a reasonably good understanding a topic that doesn't exist in writing.

An immediate advantage of this approach is not only the speed with which it was created, but the speed with which the customer learns the content. And with the limited use of text, both editing and localization efforts are reduced.

<help>Use the **Customer Dashboard** to view summary status for the devices of a given tenant, and perform various maintenance and troubleshooting actions on one or more devices. A list of all devices that have an error status, sorted alphabetically by name, appears.</help>

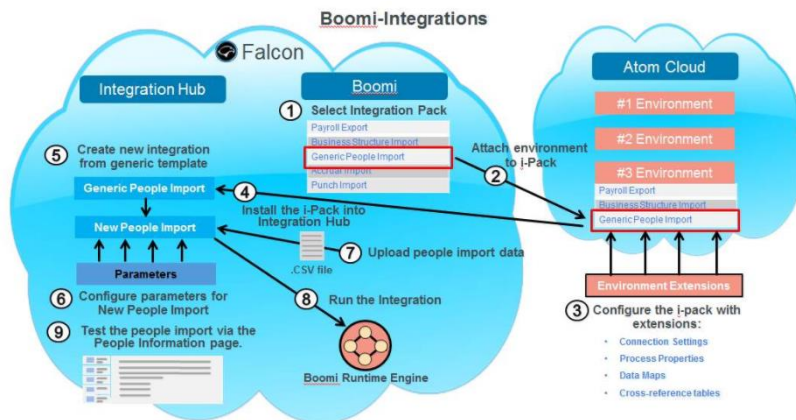
<help>The **Device** page includes a row for each of the tenant's devices. From here, you can filter the device listings by selecting either "Device" or "Profiles" from the "Views" drop-down menu. These views give you access to the various device and profile attributes.</help>

<help>The **Device Details** window enables you to identify, monitor, configure, and troubleshoot a device. It displays details for the selected device, including recent actions with their status, employees who are assigned to a device group that includes the device, and device logs.</help>

As I show this to the group, I'll also point out that only through the image do you know that the Dashboard is an interface element; it is not mentioned in the tech pubs documentation. It is very common for SMEs to fill in the blanks in their own minds, but leave a detail blank for the learner. By dovetailing text and imagery, a hybrid understanding of the topic can take place eliminating gaps in the content.

The Visual Overview

The other course, An Introduction to Integrating Data with Application Interfaces, posed that same problem. Here, I was to demonstrate the interaction between Integration Hub, Boomi, and the Falcon API platform by tracking a generic people import through these systems. This content did not exist. Nor was the tenant being particularly cooperative. Desperate, and feeling the onerous pressure of yet another looming deadline, I ran over to 300 and cornered Ed White in a meeting room and mercilessly grilled him until he spilled the beans. At last sated with my newly acquired knowledge, I returned to my cubicle to render yet another Visual Overview as seen below:



Add a caption

Once the user has accessed Boomi, the existing integration packs are located by way of the Deploy and Process drop-down menus. Selecting the Generic People Import integration pack from the resulting list (1); the appropriate environment is then attached to the People Import integration pack (2).

From the Atom Management drop-down menu in Boomi, the list of integration packs that are attached to the chosen environment is accessed, and the People Import integration selected. The integration pack is then configured (3) through its environment extensions (Connection settings, Process Properties, Data Maps, Cross-reference tables).

Unlike the previous example, there was no appropriate text for me to repurpose, and so I wrote my own. But with a full understanding of the image before me, the writing went quickly and only consisted of those elements of the process not obvious in the image; again dovetailing the text to the image.

Although the image suffers from a lack of well developed imagery (a shortcoming to be solved by the development of an ID/Dev Group library), it nevertheless provides a complete and thorough understanding of a very complex topic and brings the customer up to speed quickly.

I'll also point out that, although this diagram may look similar to our typical marketing diagrams, this is a *functional* diagram that includes everything necessary to explain its processes.

I will also point out another method of combining instructional elements for this topic: using animation to quickly and effectively convey the topic concepts; the text supplanted by audio. There are additional "costs" associated with this, but compared to an all text approach, still represents a competitive approach.

As a means of emphasizing the advantages of this approach, I will ask the group to consider how long it would take them to write up this topic, as well as what obstacles to learning might result (ESL, etc).