

SCOT Technical Writing Consultation

Primary Owner: [scot-es-klop \(S.DAP\)](#)
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1 SCOT Technical Writing

The mission of SCOT Technical Writing is to **create high-level documentation and structure that helps supply chain customers navigate across all SCOT teams**. The SCOT Technical Writer, Sai Ricciardi, provides four-to-six week consultations to improve Wiki information architecture and customer documentation as parts of the larger SCOT engagement efforts and key SCOT playbooks.

Sai prioritizes projects based on the goals of the SCOT org. SCOT teams are responsible for owning and maintaining the content when the technical writing consultation is complete. In partnership with SCOT subject matter experts, Sai can provide from among the following:

1.

Audit of all team Wiki pages
2.

New team XWiki landing page
3.

Plan for the team to maintain the wiki
4.

Documentation templates
5.

Training for XWiki best practices
6.

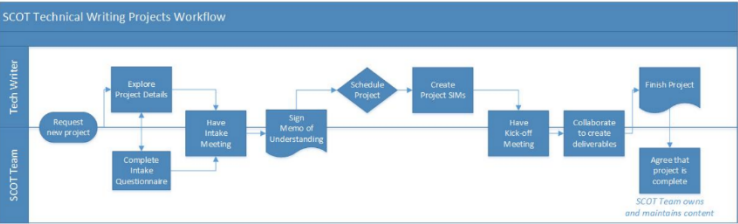
Documentation developed in collaboration with customers

2 Consultation Schedule

Period	January/February	March/April	May/June	July/August	September/October	November/December
2018	OSS/Procurement	Nebula	Nebula	Nebula	Nebula / FastTrack (FastTrack)	FastTrack (FastTrack)
2019	FastTrack (FastTrack)	FastTrack (FastTrack) / Capacity and Topology	Capacity and Topology / Vendor Selection (Vendor Selection)	Vendor Selection (Vendor Selection)		

3 Technical Writing Workflow

A typical workflow when working with a SCOT Technical Writer.



4 Technical Writing Memo of Understanding

Sample [SCOT Technical Writing Memo of Understanding \(MOU\)](#) for a SCOT project

5 Request Technical Writing Support

Please create a new SIM Issue if you need help with SCOT Technical Writing projects.

6 Technical Writing Project Page

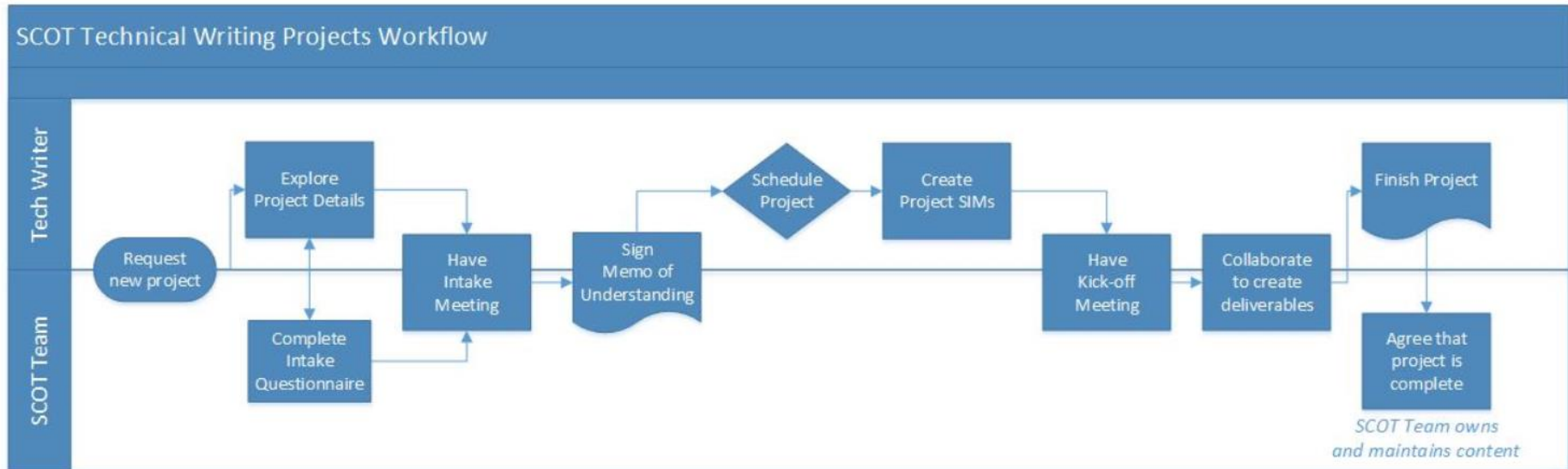
See [SCOT Technical Writing Project Page](#)

7 Weekly Updates for Teams

See [Technical Writing Consultation Weekly Updates for Team](#)

3 Technical Writing Workflow

A typical workflow when working with a SCOT Technical Writer.



Procurement

Primary Owner [scot-ea-ldap \(LDAP\)](#)

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Procurement 1/3/18 - 2/23/18

Project tracking - Project Complete

Tracking:

1. Master SIM for Tech Writing Consultation
2. [New XWiki Landing Page](#)
3. [Team Operations Docs](#)

Week ending 2/23/18

1. New PO landing page (XWiki) - **Complete**
 - <https://w.amazon.com/bin/view/SCOT/OSS/PO/> - Kevin to create new pages and add content, and then go "live" with new site
2. Update and combine three ops docs - **Complete**
 - Ran metrics on usage to identify most and least popular topics
 - Kevin editing / combining / deleting topics and will create [SystemSupport](#) page once he is done
 - One location for documentation
3. Plan for PO to maintain their new Wiki - **Complete**
 - Specific recommendations for redirects and wiki resources
 - [Maintain your wiki](#)
 - Joanna will follow up in 90 days to help with an audit of new pages

Project

Hand-off : ~~2/14/17~~ 2/23/18

Date of

Completion:-~~2/16/17~~ 2/23/18

Week ending 2/16/18

Tracking: [New XWiki Landing Page](#)

- Joanna created usage report on content from FAQ, TSG, and Resolution handbook. Our focus is to edit and combine all topics into System Support page(s). - **Complete**
- Joanna created draft v.2 of new landing page - **Complete**
- Kevin edited and rearranged topics in <https://w.amazon.com/index.php/PXW/FAQ>. We will use those categories for System Support pages - **Complete**
- **Extending project by 2 weeks.**

Next Week:

- Once draft of landing page is approved, Joanna to create new landing page in XWiki. w.amazon.com/SCOT/OSS/PO_Team
- Joanna will then create / move content from current <https://w.amazon.com/index.php/PXW> wiki into new wiki

Project

Hand-off : ~~2/14/17~~ 2/28/18

Date of

Completion:-~~2/16/17~~ 3/2/18

Week ending 1/26/18

Tracking: [Master SIM for Tech Writing Consultation](#)

1. Operations Doc(s)- **In Progress**
2. New Landing page - **In Progress**

Next Week:

- Joanna / Kevin - review first draft of new landing page
- Joanna / Kevin - review first draft of on-call documentation portal

Project

Hand-off : 2/14/17