

*Technical Writing - My journey

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Providing IT Services for over 20 years for:

- ☐ Project Management, Quality Assurance, Software Estimation & Process Improvements
- ☐ Agile/Scrum, Rational Unified Process (RUP), & Waterfall methodologies
- ☐ Logistics, Health-care, Insurance, Automotive, Telecommunications, Marketing & Financial applications

- ❖ Speaker & Author
- ❖ Agile Coach, Mentor & Trainer
- ❖ Scrum Master, Agile Team Facilitator
- ❖ Process Improvement Manager
- ❖ Quality Assurance Manager

- ❖ Development Manager
- ❖ Project Manager
- ❖ Metrics Specialist
- ❖ Software Estimation Expert
- ❖ Quality Assurance Analyst
- ❖ Software Developer
- ❖ Biologist

***You are what you Do**

How It Works

- Be respectful
- This is meant to be a discussion
- First panelists, then audience participation
- Move on to the next topic
- Closing thoughts



Icon mean Q&A

What is Technical Writing?

- Technical writing communicates complex information clearly, concisely, and accurately about specialized topics.
- Technical writers often write for specific industries, using language tailored to their audience.
- They also write for a general audience, distilling complex information for comprehension.

Definition

Types of Technical Writing

- User Guides/User Manuals
- Requirements and Specifications document
- Bid documentation
- Grants, Statement of Work, and Request for Proposals
- Standard Operating Procedures
- Internal Governance Policies and Procedures documents
- Medical and Scientific Papers
- Books and Guides by Technical Writers
- Assembly Manuals
- Technical Documents, Reviews, and Reports
- Technical emails
- White Paper
- Requirements and Specifications document

A few definitions

Ask yourself a few Questions

- 1)What is the purpose of this document?
- 2)Who is your target audience?
- 3)What level of knowledge are you assuming?
- 4)What medium are you writing in (i.e. word, spreadsheet, PowerPoint)?
- 5)How is the document structured?

Mostly - who is your audience?

Prancer vs. Plodder

- Do you create a detailed outline?
- Do you just start writing and see where it goes?
- Or are you something else
- How about being a minimalist?

We want information?

Finding a publisher

- Internal publications
 - Write a white paper
 - Submit proposals
- Technical books
 - What are their publisher's guidelines
 - What experience and credentials are required
- Journals and websites
 - Read websites and check out their guidelines
 - Some take unsolicited articles
- Talk to your reference librarian

Are you something else?

Technical Book Publishers

Springer
Artech House
Wiley
Between The Lines
Sage Publishing
Allen & Unwin
Boulder Books
Technical books
Bush Education
Douglas & McIntyre

CRC Press
Science Publishers
CSIRO Publishing
Apress
Emerald Group Publishing
Manning Publications
Penguin Books Australia
University of Westminster
Press
JP Medical Publishers
Harriman House

Just a few?

Speaker to Publishers

- Don't try to sell cat stories to The Doggie monthly
- If they give you feedback, say thank you, change your style and do it, or go elsewhere.
- Don't send angry rebuttals
- Don't send long-winded pontifications of your philosophy or vision.

Don't get mad, write more

Finding Reviewers

- Initially, friends and family
 - Most say “very nice”, or offer irrelevant advice
 - Find people with similar experience or knowledge base
 - Develop a deep bench
- You have to listen, you don’t have to do
- Pay for a professional editor

You get what you pay for

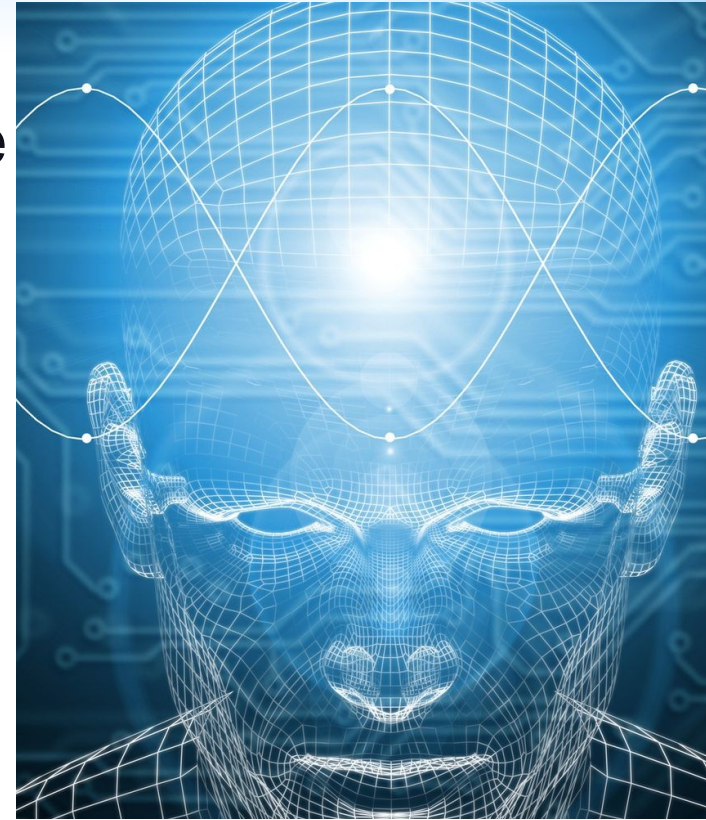
When to Pivot

- Are you not providing value to your marketplace?
- Read Lean Startup by Eric Ries
- Stay away from vanity metrics:
 - It masks the necessity for change,
 - May force changes against better judgment, and
 - Failure provides us with the impetus for a pivot.
- Good metrics measure progress effectively:
 - Provides insights into customer engagement and retention, and
 - Identifies cause-and-effect relationships between action and outcome.

What to do with a bad review?

AI's impact on technical writing

- Accelerate first drafts
- Focus on context and knowledge
- Translation into multiple languages
- Editing for grammar, syntax, and fact-checking
- Style compliance



Where is AI taking us?

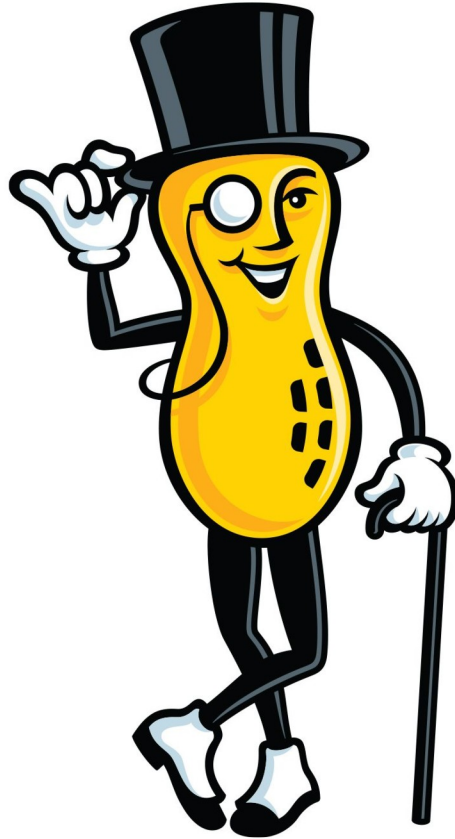
AI's impact on technical writing

- Human input required for:
 - Creative content
 - Validating output
 - Adherence to standards
 - Verifying context
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Where is AI taking us?

Closing Thoughts



And the Peanut Gallery says!