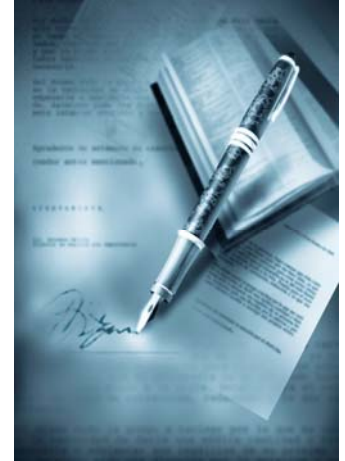


# Course Description

## Technical Writing and Project Document Management Program AMS1030

21 Professional Development Units  
21 Education Hours



### Overview

In today's fast-paced reality, business and technical specialists must position and deliver information in a way that their audience can consume it - professionally structured, clearly formatted, and specifically tailored to the recipients needs. The delivery and presentation of such information has to be articulated, effective and clear. Lean Documents are a set of techniques promoting close to zero duplication of information, imbedding 'views' into documents, formatting documents to be usable via projector or remote web session as working documents, reducing or eliminating the document clutter of meeting minutes, and more. Encouraging collaboration, reducing overload, and faster document review turnaround are just a few of the benefits. Stating of documents proven practices are included.

This course provides an overview of the technical writing and project document management, covering the fundamentals of effective writing, communicating, presenting, storing, and ensuring availability of the material in the best possible way. The fundamentals provided in this course help attendees establish an understanding of technical writing and perhaps the most overlooked aspect of documents, managing them and their content. It also provides tips and techniques to deliver effective documents, to understand the needs of your users, readers and audiences and to design and format your documents and presentations.

### Learning Objectives

- Technical Writing Topics
  - Leveraging Technical Writing
  - Writing Requirements
  - Communicating Technical Concepts
  - Writing Help, Error, and Announcement Content
- Technical Document Management Topics
  - Why Control Documents?
  - Naming Conventions and How To Store and Find Documents
  - How to Reduce the Sheer Number of Documents including Eliminating Meeting Minutes
  - How to Make Your Documents Work For You
  - Glossary: Organization → Department → Project creation, ownership, and use

### Format

This course is highly interactive and adaptive to class interests and needs. A lecture/discussion approach is used and is accompanied by individual and team exercises with team reports.

### Duration

2 Days

### Who Should Attend

Business Analysts, Business Process Owners, Data Analysts, Requirements Definition Specialists, Developers, Systems Analysts, Test Engineers, or anyone charged with managing, understanding, and/or improving technical communication would benefit from attending this course.