

Introducing your
Technical Author...

Alison Peck

What do **YOU** think I do?

- ❖ Type the manuals?
- ❖ Format documents?
- ❖ Write the help?



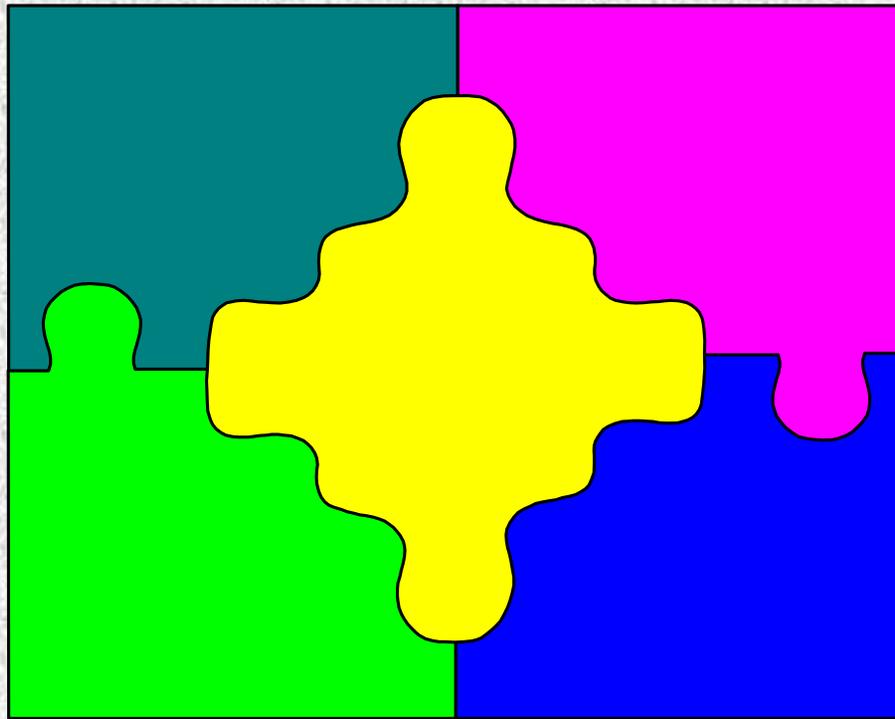
What do **I** think I do?



I explain difficult concepts and complex software in a way that anyone (**almost!**) can understand

How do I do that?

I look at each component individually...



...and as part of the bigger picture

I use a variety of software products...

Notepad

HTML Help

Word

Access

ForeHelp

PaintShop Pro

Front Page

1st Page 2000

PowerPoint

Adobe Distiller

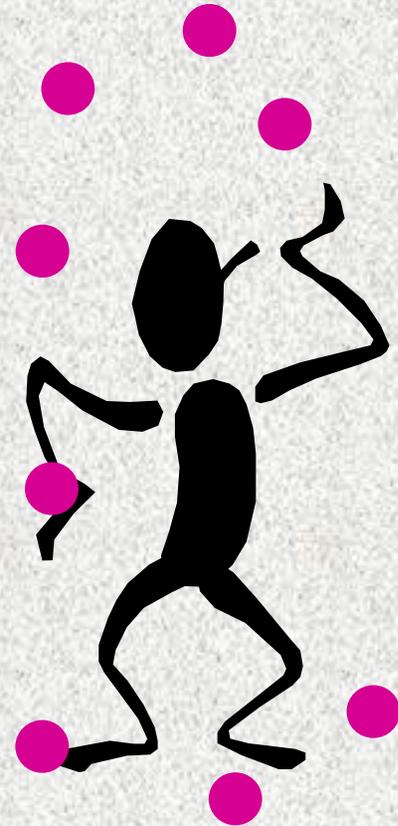
Paint

...most will be familiar to you.

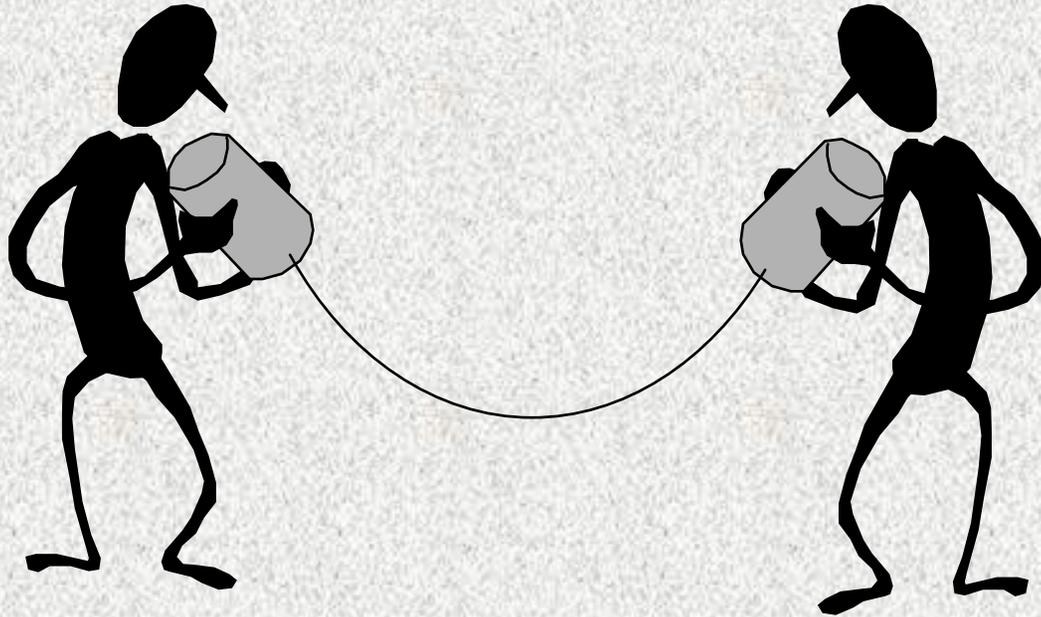
What do I need from you?

I am often working on several projects at the same time...

...if I don't know what's needed, I'm more likely to miss deadlines...



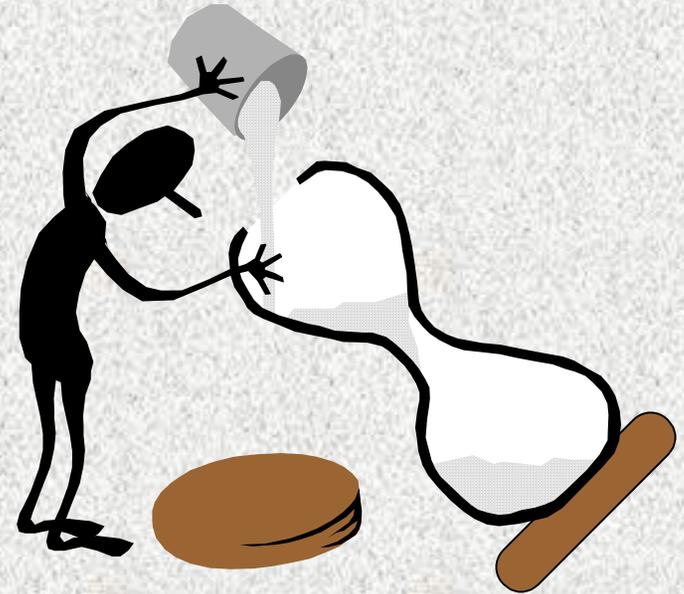
...so talk to me!



It takes time to turn complex technical information into useful manuals, online help and training materials...

...it takes time for you to explain, and for me to understand...

...I am not a software developer, and that can be a great advantage, but it also means I may need to come back more than once...



...that can be very
frustrating for me...



...and for you!

How can **I** help **YOU**?

- ❖ I can provide you with a user's viewpoint for your graphical interface
- ❖ I regularly proof-read material for the marking department and would be willing to extend the service - time permitting!
- ❖ Trying to achieve something using Word, or PowerPoint, or Access...? I can probably help!
- ❖ I also produce material for the Intranet in HTML and extract information from databases using ASP and PHP

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And finally...

Can you make this look pretty?

Just type this up for me!

We haven't finished the software yet, but it *should* work like this...!

Oh, I forgot to mention that another product will need some documentation - it's going out this afternoon!

The instructions in the manual are wrong, it doesn't work that way anymore. I changed it to make it better - didn't you notice?

OK, so installing our latest product stops all the others from working. Do you really think anyone will want to use them together?

You know the 306 screen-shots you took? Well, we've changed the name of the product, and it appears on every one.

We need to tell them not to do that, or their system will crash and they will lose all their data. Try not to make it sound like a serious problem.