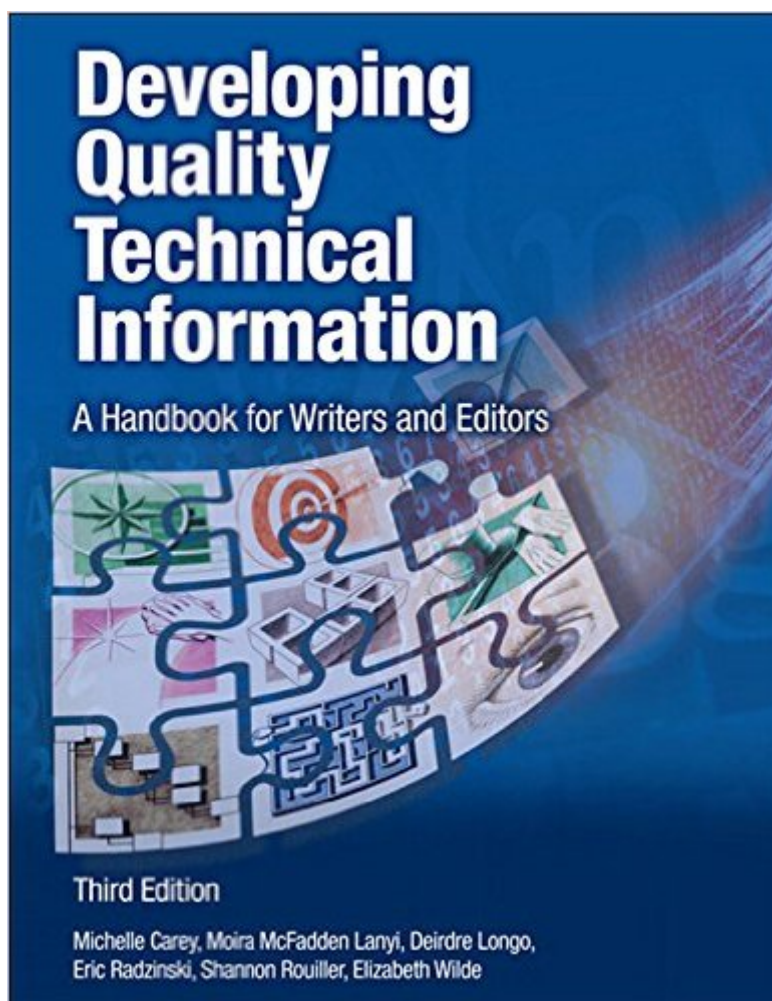


The book was found

# Developing Quality Technical Information: A Handbook For Writers And Editors (IBM Press)



## Synopsis

The #1 Guide to Excellence in Technical Communication—Fully Updated for Embedded Assistance, Mobile, Search, Multimedia, and More—Direct from IBM's own content design experts, this guide shows you how to design product interfaces and technical information that always place users front and center. This edition has been fully revised to help you consistently deliver the right content at the right time. You'll master today's best practices to apply nine essential characteristics of high-quality technical information: accuracy, clarity, completeness, concreteness, organization, retrievability, style, task orientation, and visual effectiveness.

Coverage Includes

- Advocating for users throughout the entire product development process
- Delivering information in an ordered manner by following progressive disclosure techniques
- Optimizing content so that users can find it from anywhere
- Streamlining information for mobile delivery
- Helping users right where they are

Whether you're a writer, editor, information architect, user experience professional, or reviewer, this book shows you how to create great technical information, from the product design to the user interface, topics, and other media.

Thoroughly revised and updated

- Extensive new coverage of self-documenting interfaces and embedded assistance
- Updated practical guidelines and checklists
- Hundreds of new examples

## Book Information

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## Customer Reviews

As an enterprise and software architect the one thing I hate most about my job is documentation, yet the importance of doing documentation on sizable projects is what I find myself preaching about the most. One reason I understand the importance of documentation is that I came from an electronic engineering background. As an electronic engineer 93% - 97% of my time was consumed doing proof of concepts and documentation. Almost all of that time was documentation. It was just my luck that my boss was an English grammar teacher before moving into engineering. My documents came back very bloody. He used a red pen to mark up my documents. It took me 2 years, and a whole lot of tongue biting, but I started getting papers through him without a red mark. I still remember the first one. I walked outside to where the smokers took their breaks and let out a screaming "YES, Finally!!!" I have been without my grammar teaching boss for over 18 years now, and I am pretty sure if he came across the book reviews I am writing now, he would be sending me bloodied up copies!!! I really needed this book!! Technical documentation is a hard skill set to learn, at least doing good technical documentation is. I have been on Template Zombie projects where teams considered documentation complete when they had filled in enough templates to overwhelm the customer to the point where they would not have time to review 1/10 of what was being written. One project I was on built a documentation generator so it was easier to duplicate documents and only change the title and a few pieces of content. The sad part of that project was they got paid for each document handed in.

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