

Breaking the Rules - Agile Implementation of Solutions for Technical Communication

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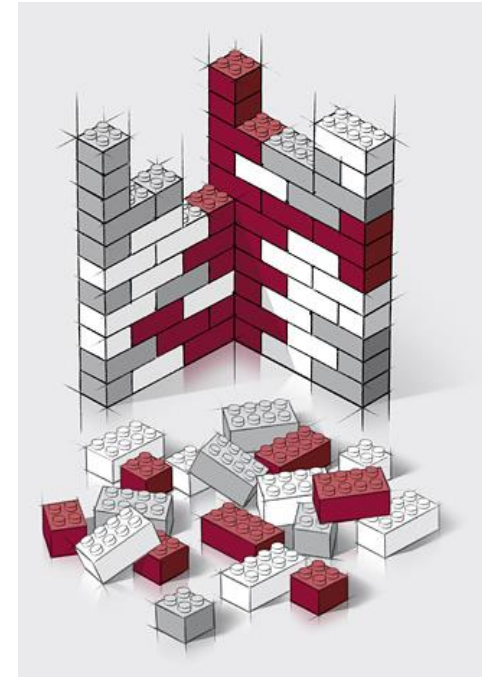


- Solutions for Technical Communication become more and more complex.
- With highest efficiency information have to be provided to your customers by different applications and using different media.
- If you start for a new solution or if you extend an existing one it is not possible to model, implement and integrate user experience for you and your customer in an abstract way.
- Based on a clear definition of the final goal an agile approach is more useful.
- You will learn to understand the mutual influence of modelling the solution, prototyping, tool constraints, changing requirements and budget restrictions not as obstacle but as a chance for improvement which will help you to achieve best results.



- Introducing PANTOPIX
- Default Proceeding for TC Projects
- Breaking the rules
- Define your TC project
- Understand dependencies
- Go agile
- Succeed – and continue
- Questions and answers

- **PANTOPIX** is your partner for structured information expertise.
- We are the professional companion for your technical authors and the advocate of effective user experience.



Karsten Schrempp

- Founder and CEO PANTOPIX
- Development and implementation of customer individual und user friendly solutions for Technical Communication.
- Information architect
- Improvement of information development and publication processes
- Evaluation and implementation of corresponding tools

Our Customers



VOITH



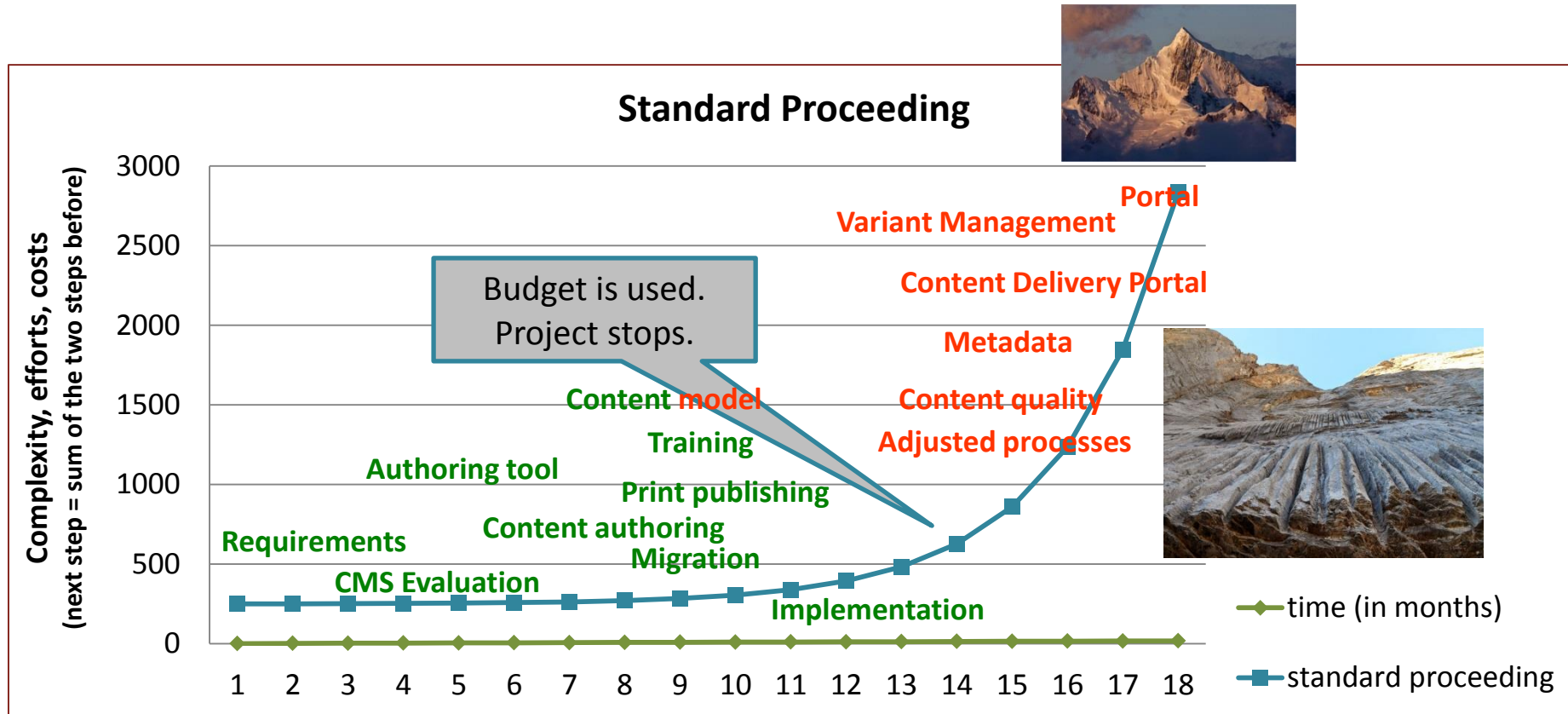


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- External trigger defines a goal
 - New media
 - New distribution and presentation of content
- Build-up a team
- Collect requirements
- Let system providers present their tools
- Buy one
- Implement it following the questions for configuration of the system provider
- Migrate content
- Train your authors
- Author content

- Where are you, if your budget has been used?



TC continues more or less as before, only using new tools



- So if you start, break the rules.
- Based on the fact, that technical communication is based on language, not on relational data...
- ... and that language based objects – content - need another awareness and other processes than purely data based information.

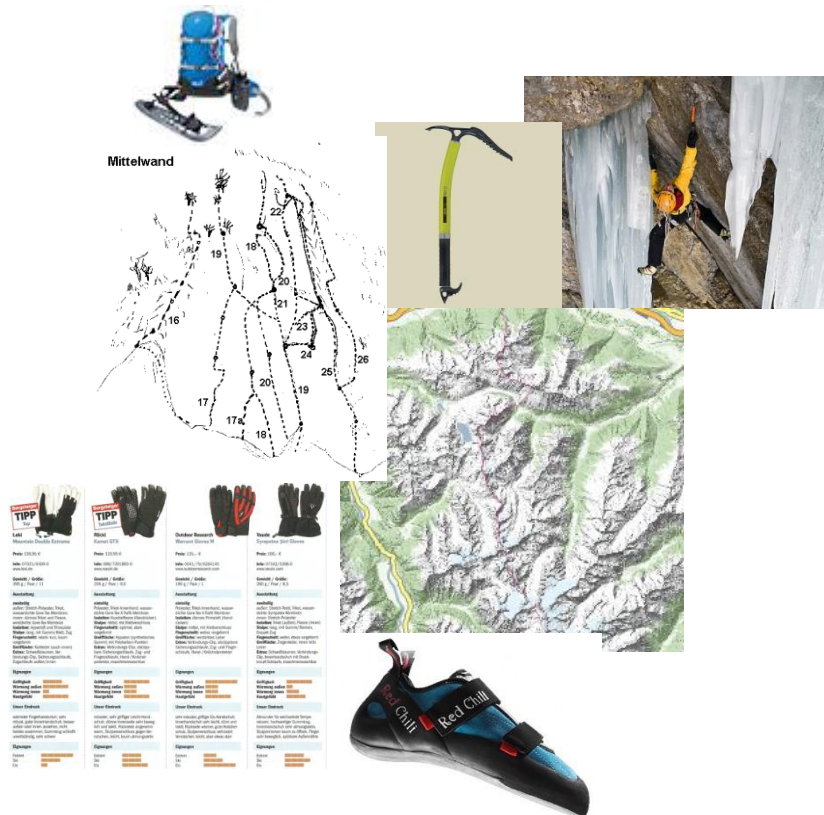


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“As a customer I want to go to the website, open the support page and find the information “How to decalcify my coffee machine” with two clicks so that I can perform quickly and correct. If I am ready there is a link where I am informed about newest available coffee flavours.”

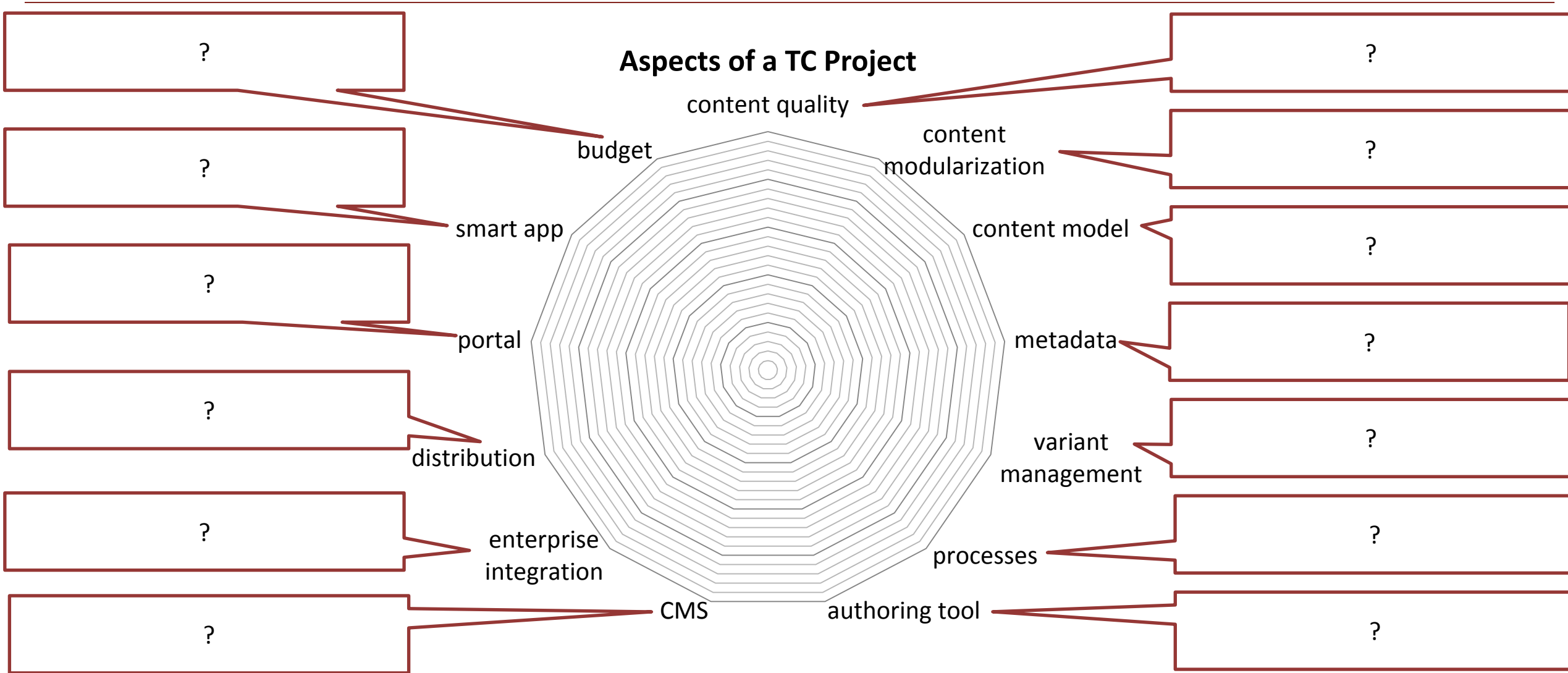
“As a service technician I want to login into the service portal and identify the customer product. With the error code I want to be led directly to the maintenance task, so that I can execute it directly. For better preparation all related information (spare parts, machine restart, customer contracts) are accessible from there.”

- Imagine your target groups and one persona for every target group
 - Target group: customer, service technician, call center
 - persona: imagined, typical individual characterized by gender, age, professional role and environment, private role and environment, education, experience,...
- Write a user story for every persona regarding the use of the information you want to provide.



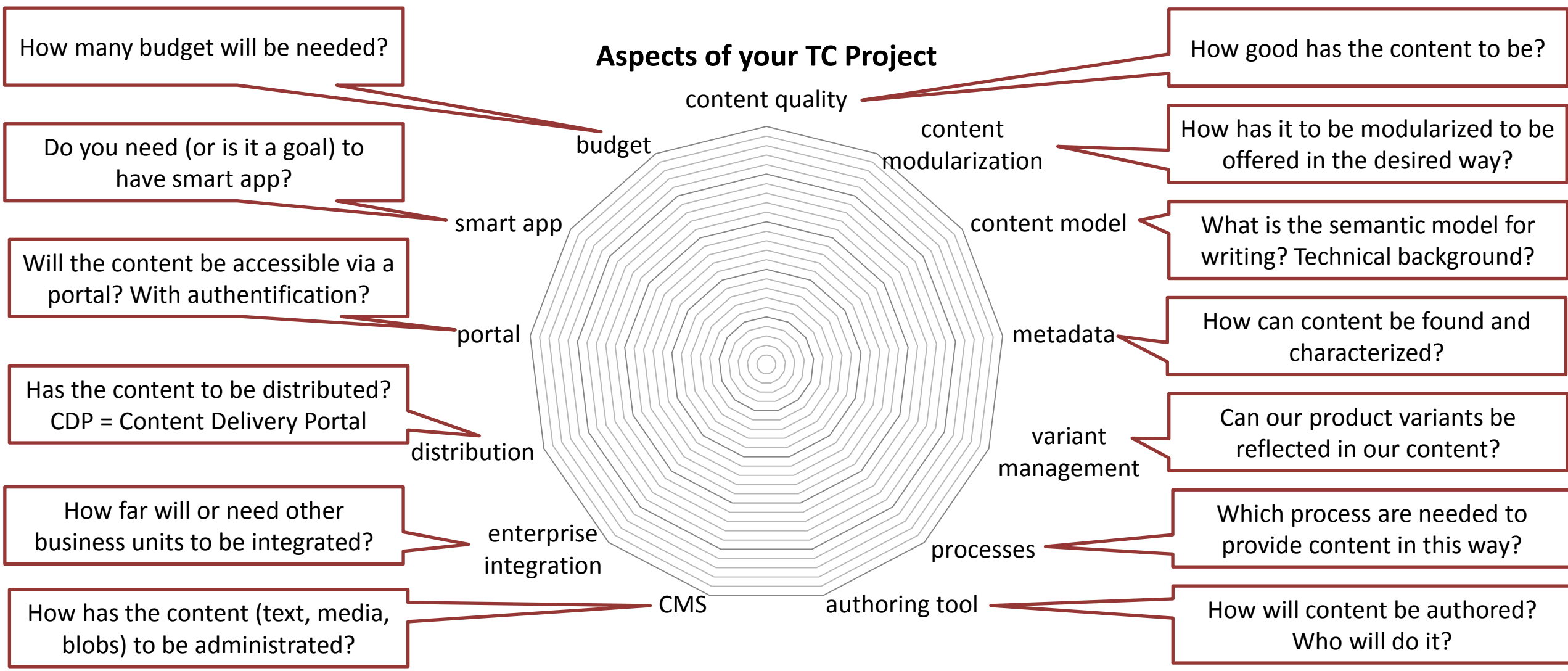
- Based on the user story describe the single steps the persona is performing:
 - Data he (or she) enters (if he knows).
 - How he acts, if he does not know.
 - Searches he starts.
 - Constricting the hit list and the parameters used for this.
 - Offered links which can be used and how they are used.
 - Finding the result.
 - Next steps he performs.
 -
- Build up a prototype with real content
 - Graphical - Wired frame - Available open software tool
 - Demo license of a tool which seems to fit.
- Enter your content!
- Discuss and document your experience, questions, suggestions, ideas and requirements.

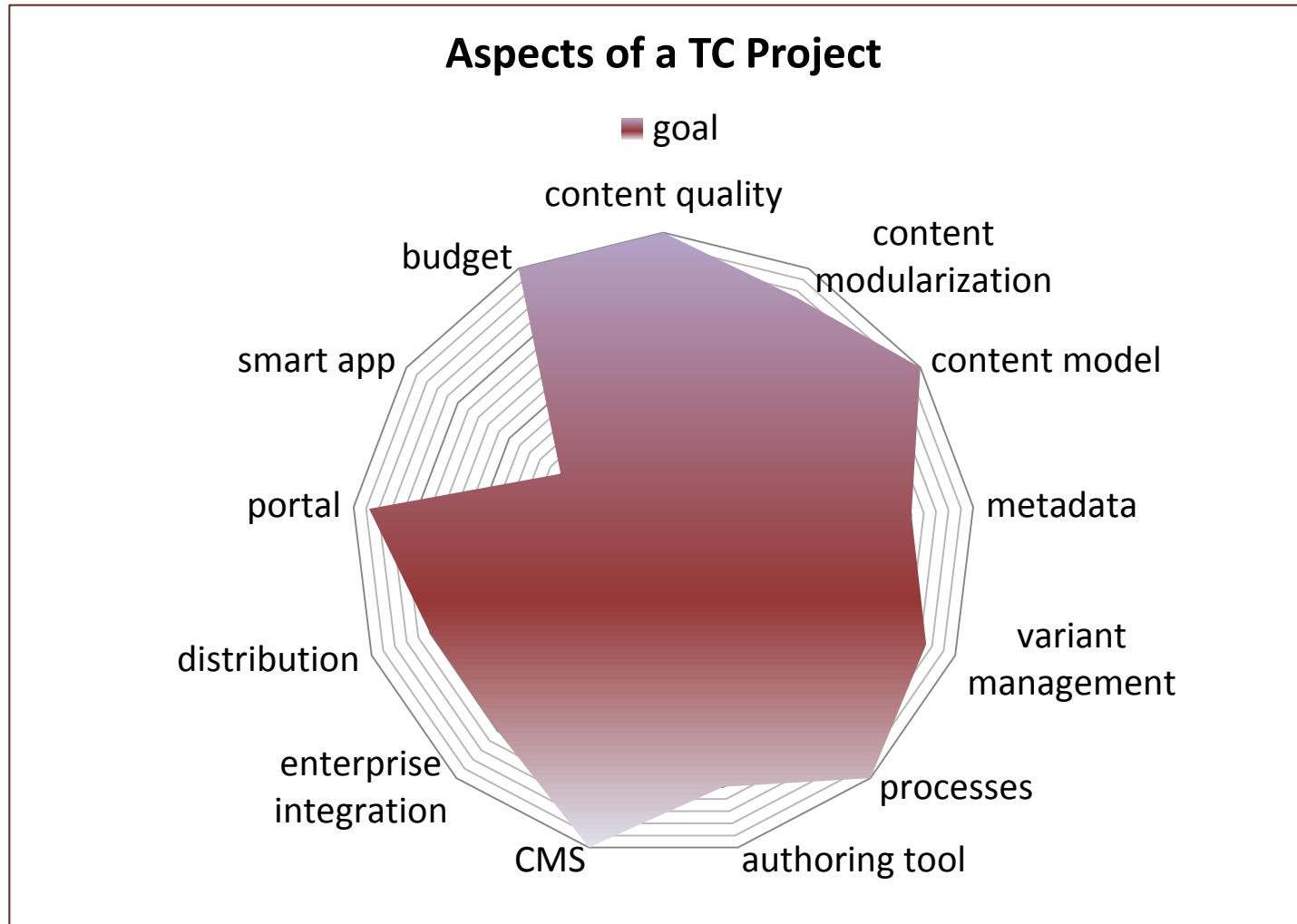
Collect and document the aspects of your prototype

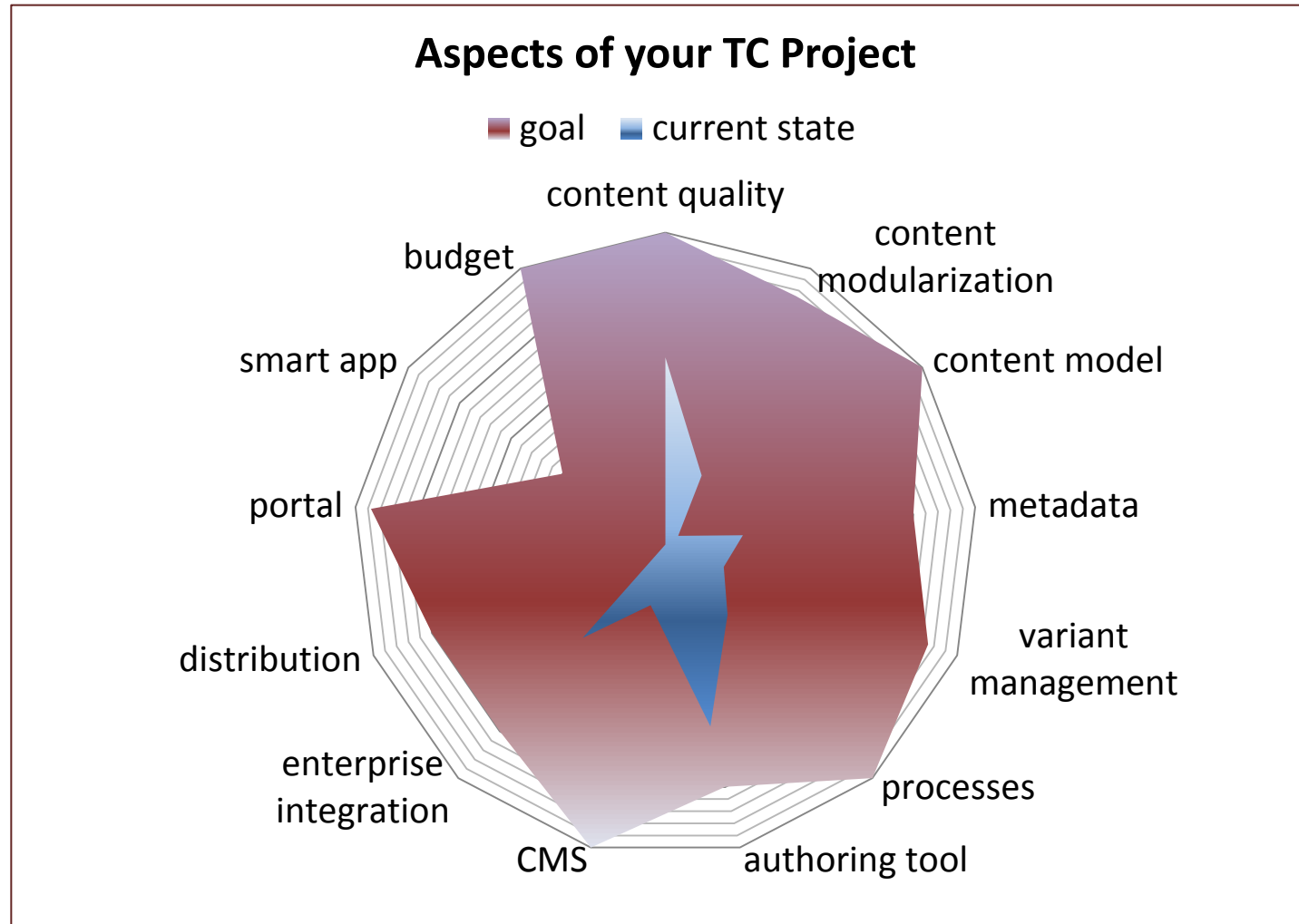




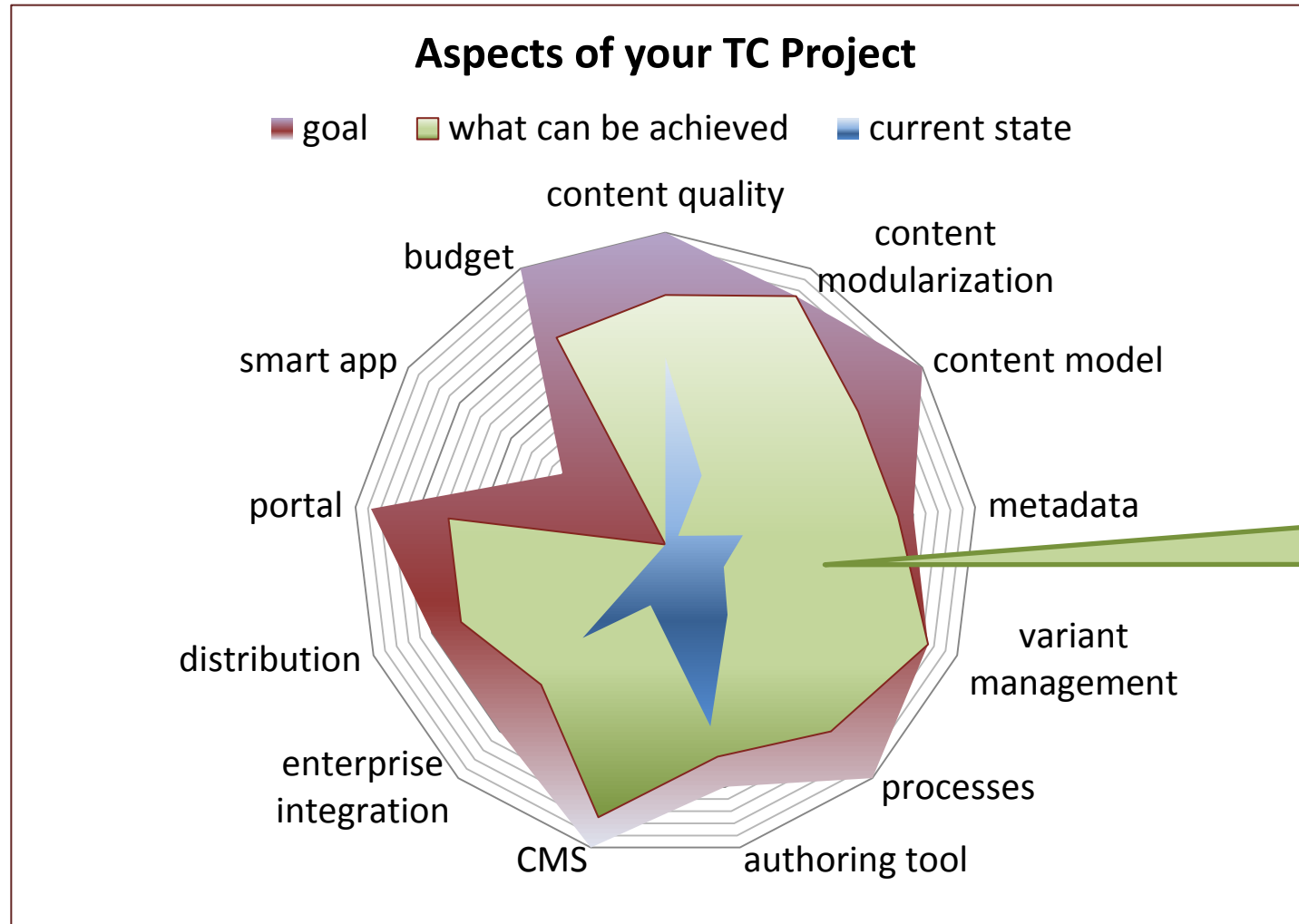
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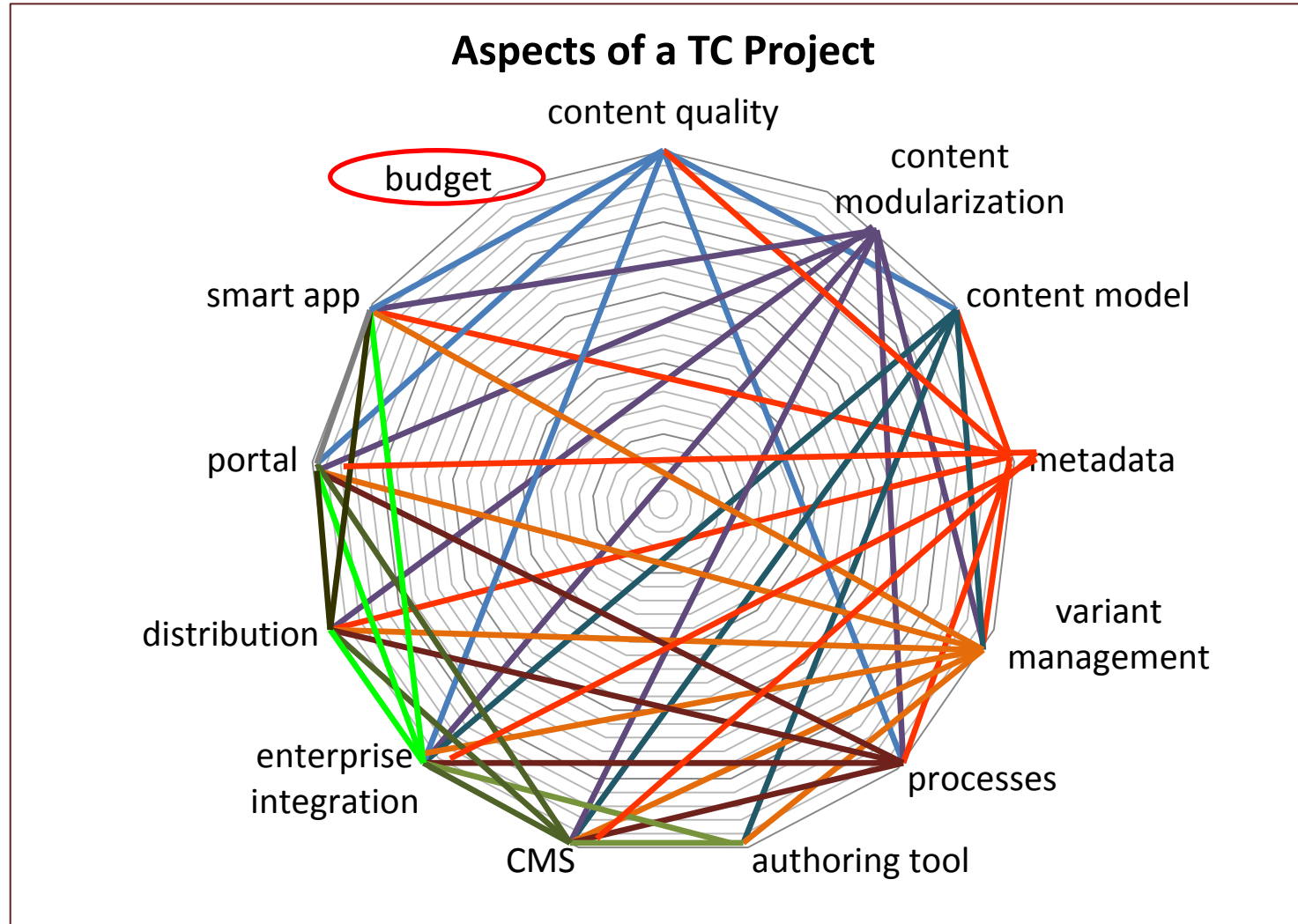
Decide and prioritize where you want to go!

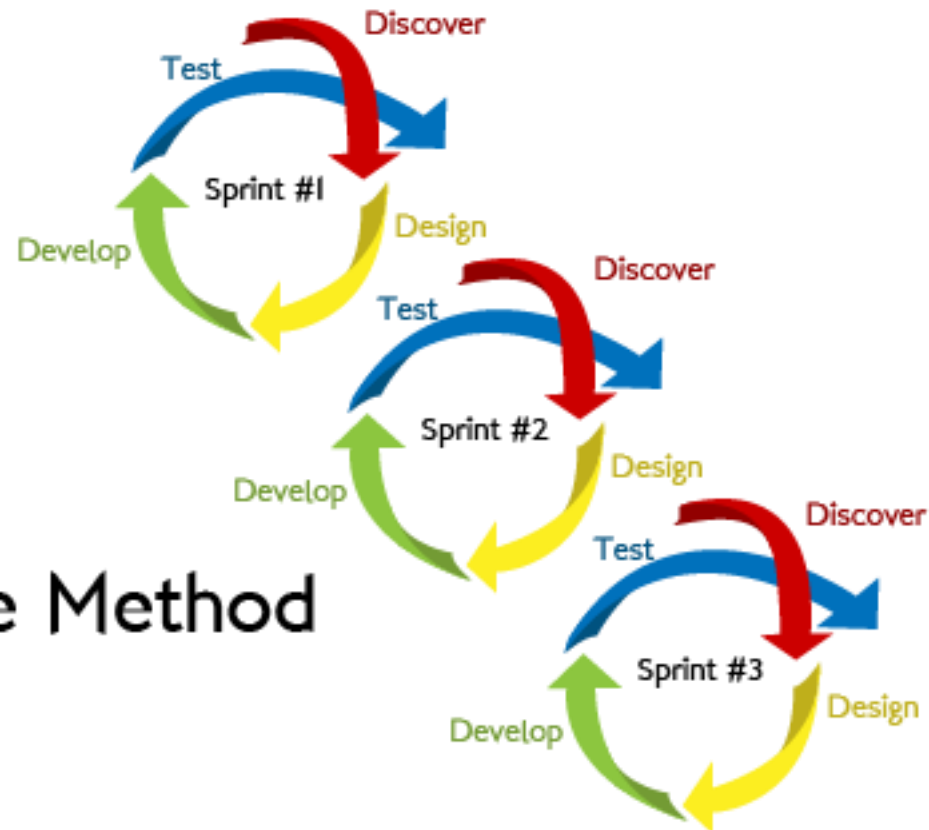


This is your project!



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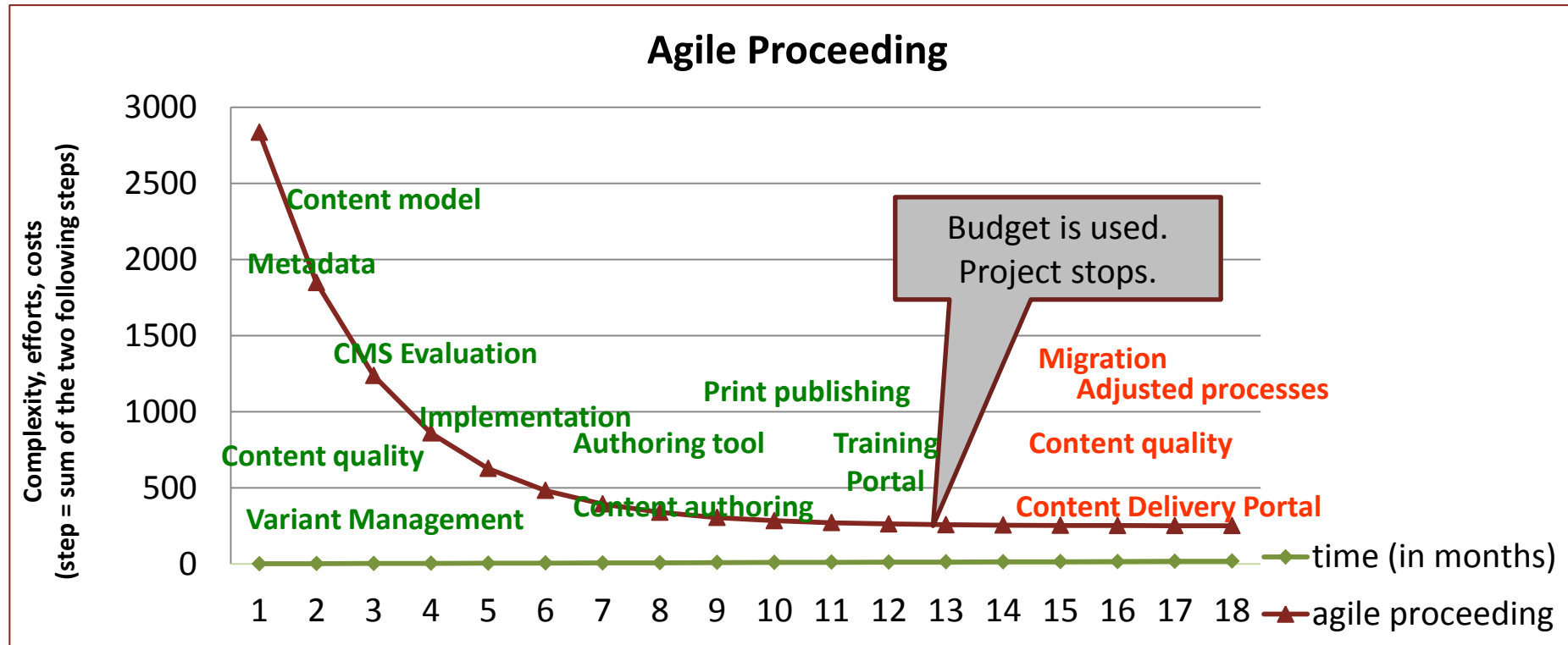


Agile Method

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Backlog Description	Initial Estimate	Adjustment Factor	Adjusted Estimate	work remaining until completion							
				1	2	3	4	5	6	7	
Title Import				256	209	193	140	140	140	140	
Project selection or new	3	0.2	3.6	3.6	0	0	0	0	0	0	0
Template backlog for new projects	2	0.2	2.4	2.4	0	0	0	0	0	0	0
Create product backlog worksheet with formatting	3	0.2	3.6	3.6	0	0	0	0	0	0	0
Create sprint backlog worksheet with formatting	3	0.2	3.6	3.6	0	0	0	0	0	0	0
Display tree view of product backlog, releases, sprints	2	0.2	2.4	2.4	0	0	0	0	0	0	0
Sprint-1	13	0.2	15.6	16	0	0	0	0	0	0	0
Create a new window containing product backlog template	3	0.2	3.6	3.6	3.6	0	0	0	0	0	0
Create a new window containing sprint backlog template	2	0.2	2.4	2.4	2.4	0	0	0	0	0	0
Burndown window of product backlog	5	0.2	6	6	6	0	0	0	0	0	0
Burndown window of sprint backlog	1	0.2	1.2	1.2	1.2	0	0	0	0	0	0
Display tree view of product backlog, releases, prints	2	0.2	2.4	2.4	2.4	0	0	0	0	0	0
Display burndown for selected sprint or release	3	0.2	3.6	3.6	3.6	0	0	0	0	0	0
Sprint-2	16	0.2	19.2	19	19	1.2	0	0	0	0	0
Automatic recalculating of values and totals	3	0.2	3.6	3.6	3.6	3.6	0	0	0	0	0
As changes are made to backlog in secondary window, update burndown graph on main page	2	0.2	2.4	2.4	2.4	2.4	0	0	0	0	0
Hide/automatic redisplay of burndown window	3	0.2	3.6	3.6	3.6	3.6	0	0	0	0	0
Insert Sprint capability ... adds summing Sprint row	2	0.2	2.4	2.4	2.4	2.4	0	0	0	0	0
Insert Release capability ... adds summary row for backlog in Sprint	1	0.2	1.2	1.2	1.2	1.2	0	0	0	0	0
Owner/assigned capability and columns optional	2	0.2	2.4	2.4	2.4	2.4	0	0	0	0	0
Print burndown graphs	1	0.2	1.2	1.2	1.2	1.2	0	0	0	0	0
Sprint-3	14	0.2	16.8	17	17	17	0	0	0	0	0
Duplicate incomplete backlog without affecting totals	5	0.2	6	6	6	6	6	6	6	6	6
Note capability	6	0.2	7.2	7.2	7.2	7.2	7.2	7.2	7.2	7.2	7.2
What-if release capability on burndown graph	15	0.2	18	18	18	18	18	18	18	18	18
Trend capability on burndown server	2	0.2	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4
Publish facility for entire project, publishing it as HTML web pages	11	0.2	13.2	0	0	13	13	13	13	13	13
Future Sprints	39	0.2	46.8	34	34	47	47	47	47	47	47
Release-1				85	70	65	47	47	47	47	47

- Define:
 - The product owner (mostly the project owner)
 - The (sprint) team (mostly the project team)
 - The stakeholders (for feedback and control)
- Complete your user stories and your use cases for all the aspects.
- Create a backlog containing them.
- Define your sprint cycles.
 - For TC projects 3-4 weeks
- Prioritize the backlog (product owner).
- Estimate the complexity of every entry (team).
- Start your project on working out the entries of your backlog.
- Rework the project continuously based on your results and your growing experience and knowledge
 - Don't hesitate to rework existing results.
 - All dependencies are incorporated automatically.

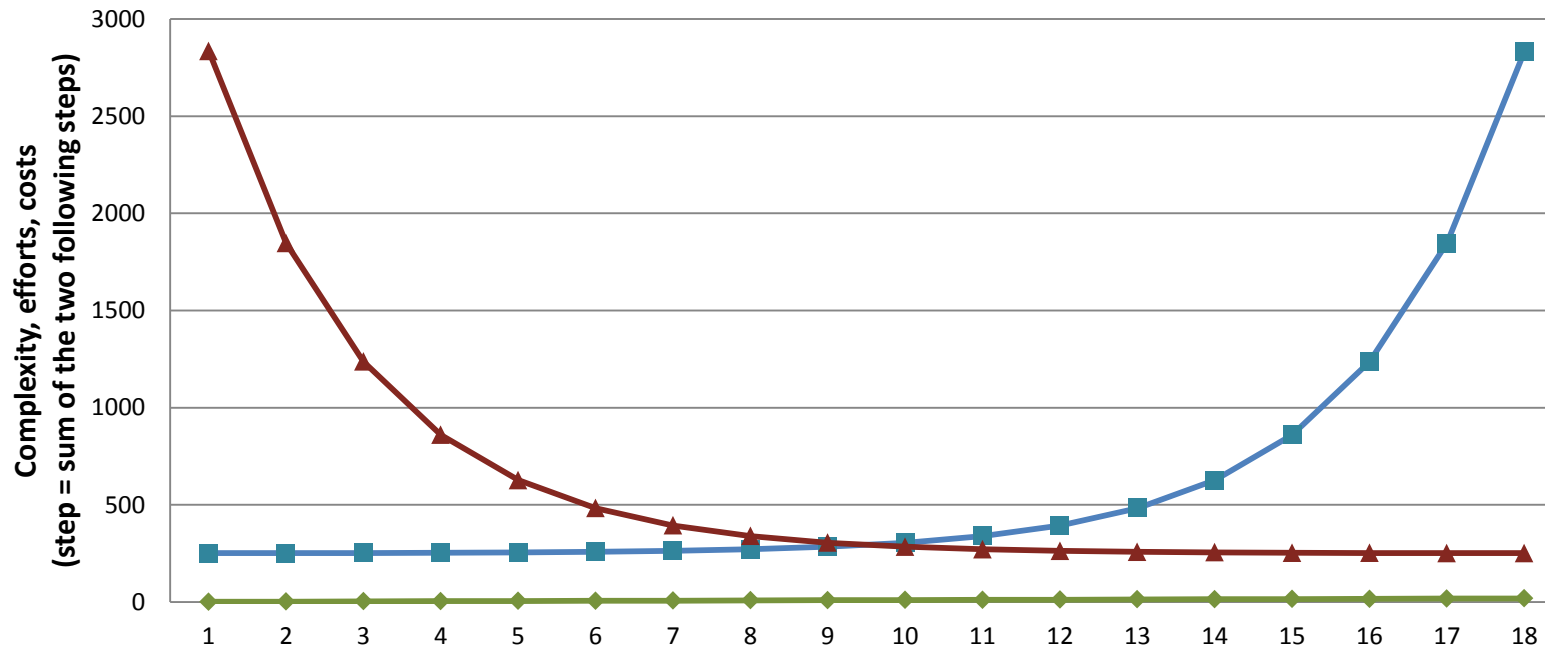


All basic and overall concepts are introduced. Authoring follows new processes and is prepared for future developments.



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Standard vs. Agile Proceeding



- You will be faster.
 - With same budget you will have better results.
- The learning and experience curve is integrated into the project.
- You are better prepared for future requirements:
 - Basic concepts are worked out and have only to be extended.
- Fine tuning of the tool implementation(s) can be done if new budget is available.
- You can perform follow-up projects in the same way.

What do you need?



- Product owner with TC and IT skills.
- Team with available resources.
- Interested, critical and supporting stakeholders.
- Understanding, that TC projects are strategic projects.
- Reasonable budget.

- Take a guide at least for some aspects.



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- Graphic “Breaking the rules” from the book Breaking the Rules: The Printed Face of the European Avant Garde 1900 – 1937, London, 2007, Stephen Bury (Ed.)
- Graphic “Agile Method” from www.commonplaces.com, 2015-09-12
- Graphic “Understand Dependencies” from www.consolewars.de, 2015-09,12
- Graphic Agenda “Define your TC Project” from www.deine-berge.de, 2015-09-12
- Graphic “Schneebedeckter Berggipfel in der Morgendämmerung“ from www.posterlounge.de; 2015-09-12
- Graphic “Bannalp21“ from www.alpine-wandergruppe.de
- Graphic from <http://3.bp.blogspot.com>, 2015-09-14
- Graphic from images.derstandard.at; 2015-09-12
- Graphic “EverestthePromise1” from www.outdoormind.de; 2015-09-12
- Graphic “Eisklettern” from www.alpine-extreme.com; 2015-09-12
- Graphic “Schneeschuhausrüstung” from www.sportscheck.com, 2015-09-14
- Graphic “Scrum Backlog” from etutorials.org, 2015-09-14
- Graphic Agenda “Succeed...” from magazines.fjord-norway.com
- Graphic “Needs for a project” from www.mensjournal.com, 2015-09-14
- Graphic from Agenda – Questions from [www. carlyanderson.com](http://www.carlyanderson.com), 2015-09-14

Go and break the rules!

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