DOCUMENTATION MANAGEMENT CONSULTING
▪ Documentation process optimization ▪
Content strategy ▪ Management coaching ▪
Design optimization ▪ Tool audits and
recommendations ▪ TECHNICAL SOLUTIONS ▪
User documentation ▪ Programmer references
▪ APIs ▪ SDKs ▪ Installation guides ▪ QSGs ▪
Legacy content conversion ▪ Online help ▪ CMS
▪ DITA ▪ Templates ▪ Administrator guides ▪
CUSTOMER SUPPORT ▪ Product references ▪
FAQs ▪ Tech tips ▪ Support processes ▪
TRAINING ▪ Tutorials ▪ Classroom materials ▪
Web-based training ▪ OPERATIONS ▪ Policies ▪
Procedures ▪ IT processes ▪ Employee
handbooks ▪ DISASTER PREPAREDNESS ▪ End
user DR plans ▪ Business continuity plans ▪ IT
failover plans ▪ Table top exercises ▪ MARKETING
▪ Case studies ▪ Whitepapers ▪ Data sheets ▪
Reports ▪ Brochures ▪ Sell sheets ▪ Web content
▪ MANAGEMENT ▪ Proposals ▪ Studies ▪
Findings ▪ Executive presentations ▪ BOOKS ▪
Book proposals ▪ Publisher selection ▪
Authoring ▪ Editing ▪ Coaching ▪ Ghost-writing
▪ Book design ▪ Ebook publishing ▪

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