

MOVING TOWARDS SOLUTION DOCUMENTATION

Abhijeet Wakhare
Avaya India Pvt. Ltd.

WHAT ARE WE GOING TO LEARN

- What is a Solution
- Understanding the need for solution oriented business
- Why organizations are moving toward solutions
- Types of solutions documentation
- Difference between product and solution documentation
- Challenges in documenting solutions
- Guidelines for Writers
- Guidelines for Managers
- Guidelines for Organizations



WHAT IS A SOLUTION



WHAT IS A SOLUTION

- A solution is a combination of products, services, or a mix of products and services that a organization offers to their client.
- A solution is provided to address the client's specific business problem.

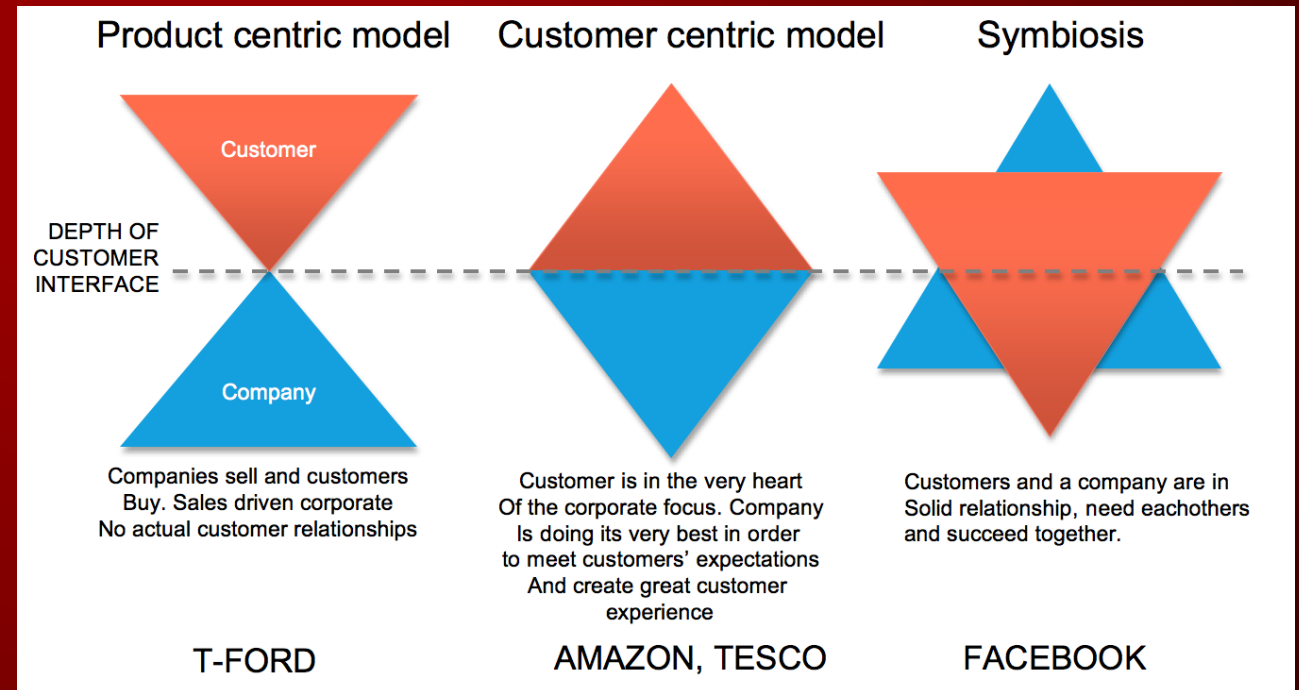
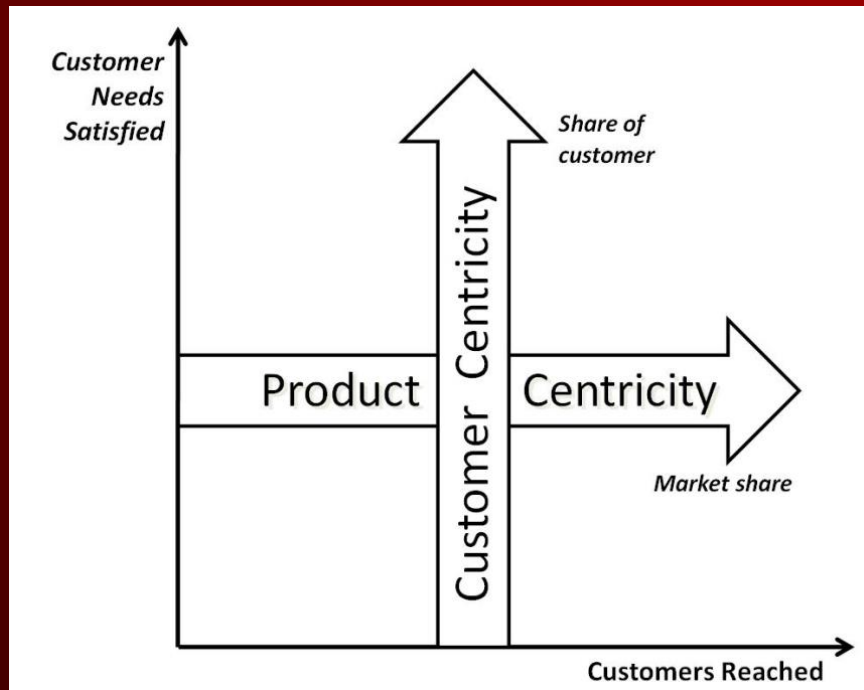
QUIZ: NAME THE PRODUCT COMPANIES

- Siemens
- Avaya
- Cisco
- Genesys
- Cybage
- Persistant
- Symantic

UNDERSTANDING THE NEED FOR A SOLUTION ORIENTED BUSINESS

For business to be competitively successful, it must meet two conditions:

- Must be able to satisfy a customer's need
- Must have a customer who wants that need satisfied



WHY ORGANIZATIONS ARE MOVING TOWARDS SOLUTIONS

- To be more customer centric
- Move from product centric approach
- Have competitive advantage
- Maintain sustainable business
- Retain market share
- Increase ROI
- Increase customer base
- Maintain healthy competition



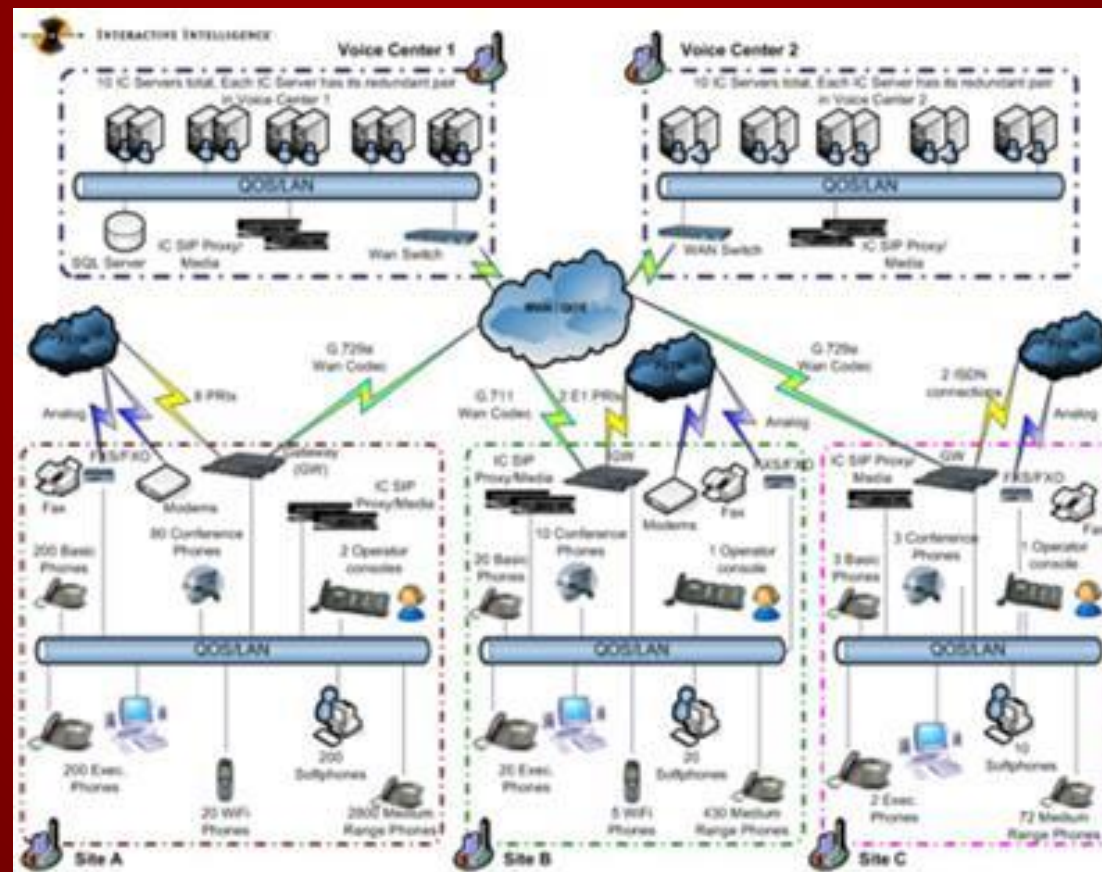
CASE STUDY - 1

- Banking services as solutions
 - Pull mechanism



CASE STUDY - 2

- Contact Center
 - Push mechanism



TYPES OF SOLUTION DOCUMENTS

- Business solution documents that explains WHY
 - PRDs, SRADs, Architecture Overview, Test Strategy, Interoperability guides
 - Contains requirements, specifications, architecture, flowcharts, diagrams, business rules, test strategy, design documents, User scenarios and so on.
- Tech solution documents that explains HOW
 - Deployment, Overview, Administering, Solution requirement, Port matrix and so on.
 - Contains infrastructure diagrams, interface components, component designs, pseudo code, UML diagrams, APPs, webserver, databases, interoperability information and so on.

DIFFERENCE BETWEEN PRODUCT AND SOLUTION

Product documentation

- For individual products
- Efforts are planned
- Scope is known
- Follow rules of SDLC and DDLC
- Work with R & D and SV
- Work within the organization
- Limited reuse of content

Solutions documentation

- For end-to-end solution
- Includes unplanned efforts
- Increasing Scope
- Work begins after SDLC is over
- Work with SIL and Services
- Work with internal and external teams
- Depends on products
- Test interoperability
- Involves third-party documentation
- Collaborate with writers from other companies
- Extensive reuse of content

CHALLENGES IN SOLUTION DOCUMENTATION

Moving from
comfort zone

Solution is
always
evolving

Too many
stakeholders

Interoperability of
components

Availability of
resources

Availability of
requirements
documents

Learning and
training

Based on
assumptions



GUIDELINES FOR WRITERS

Plan

- Conduct user analysis
- Conduct information analysis
- Plan and create your blueprint
- Document your entire process
- Acquire a high-level overview of the solution

Work

- Use approved templates
- Reuse maximum content
- Work on Information organization
- Collaborate and coordinate

GUIDELINES FOR WRITERS

Track

- Use a tracking mechanism
- Define and conduct reviews
- Not all things can be tested – gaps in troubleshooting

Deliver

- Build a document library
- Consider multiple documents as deliverables (Overview, Administering, deployment, using, and so on).
- Create a central repository of solution documents
- Keep all stakeholders informed of deliverables

GUIDELINES FOR MANAGERS

Managers

- Build a case for solution documentation
- Prove the advantages of creating solution documentation
- Consider implication of such a change for people (Cross BU's)
- Handle challenges in project planning and tracking
- Coordinate across internal and external teams
- Ensure reviews
- Resource proper people with required skillsets
- Remove roadblocks

GUIDELINES FOR ORGANIZATION

Organizations

- Change thinking
- Consider changing processes to suit solutions
- Standardize documentation processes
- Consider use of content management system
- Consider use of review system
- Consider the impact on finances and budgets