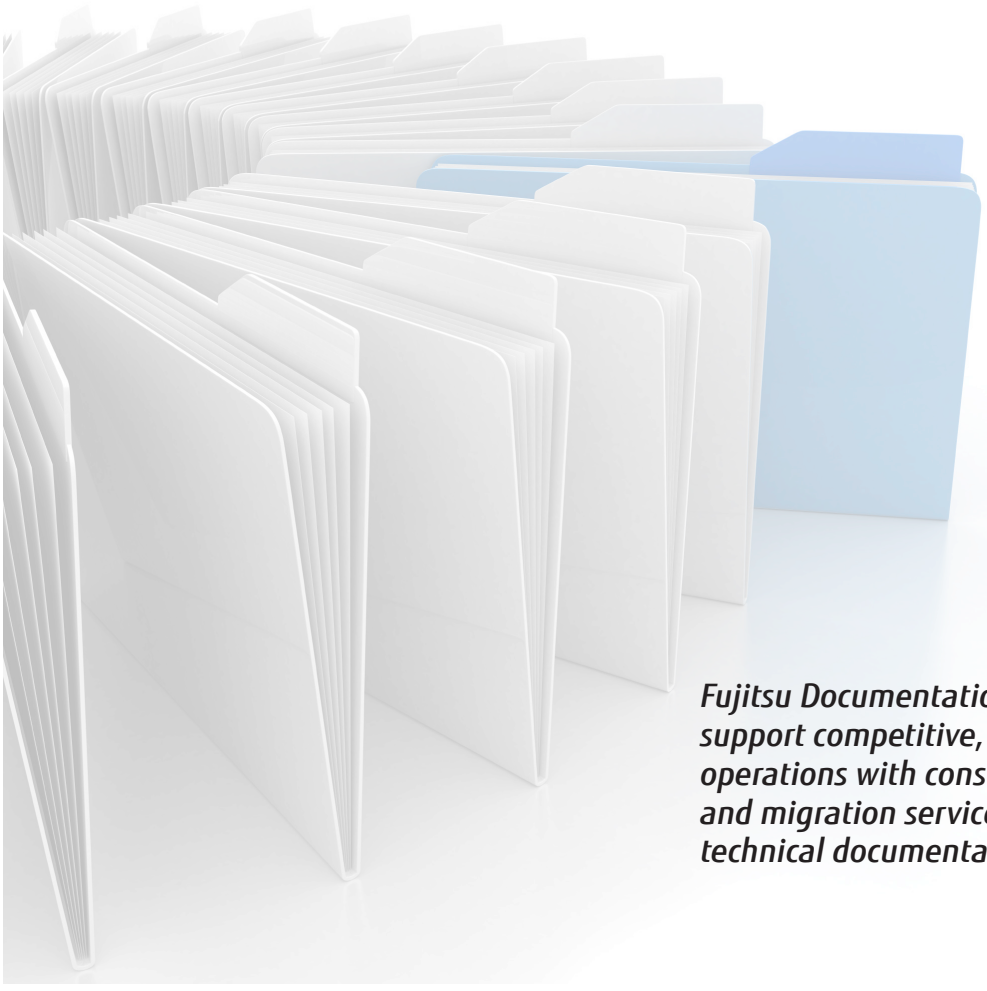
FUJITSU

shaping tomorrow with you

Documentation Consulting Services



Fujitsu Documentation Consulting Services support competitive, high-quality network operations with consultancy, implementation and migration services to build state-of-the-art technical documentation solutions.

Documentation Solutions for Top-Quality Network Operations

Technical documentation is essential to the efficient operation of any network, and influences every aspect of ownership and operation. It is vital to recognize the crucial importance not only of your network's information repository, but also of established processes, procedures, and controls for maintaining it. However, in a competitive market and under pressure to control costs, many service providers are challenged with maintaining an appropriate standard and range of documentation. Fujitsu Documentation Consulting Services provide an answer to this challenge and support you in developing, building, and managing network planning, engineering, deployment, operation, and test documentation.

Experts in Technical Publishing

Fujitsu is well-known throughout the industry for commitment to best-in-class solutions in every area of our business. Our established history and high level of technical expertise has resulted in very strong customer loyalty, exemplified by our unprecedented customer retention rate. Our technical publications team is no exception; Fujitsu has the tools and experience to address the growing demand for professional and consistent documentation. As a TL-9000 certified manufacturer and service solutions provider, we have wide-ranging technical publications management expertise in-house. We can put this at your disposal to deliver precise documentation that creates a positive customer experience, improves quality, and enhances employee performance and productivity. We work in partnership with you to meet your unique documentation standardization needs, whether for Methods Of Procedure (MOPs), work instructions, operational maintenance guides or reference materials.

Documentation Consulting Services Portfolio

If you have a documentation project or requirement but are uncertain how to proceed, Fujitsu can assist you in determining where to start, what questions need to be addressed, and how to lay out a plan to get there.

Fujitsu Documentation Consulting Services include the following:

- Auditing and consultation
- Documentation foundation and architecture
- Documentation control processes
- Documentation standardization development
- Process design and implementation

How we Solve Your Documentation Challenges

- We develop and implement cost-effective processes for creating all kinds of technical documentation.
- We can evaluate the effectiveness of your existing documentation development team and resources.
- We help you determine if and how documentation projects should be implemented.
- We evaluate and recommend authoring tools, document control systems, and data repositories.
- We determine the best approach to content development for a variety of outputs, such as end-user documentation, online help, and operational procedures.
- We determine the most effective way for the user community to access the documentation they need.

Documentation Foundation Service

Documentation comes in a variety of formats and the potential volume and structure of content is diverse. It is critical to provide clear and concise information in a format that is consistent. Fujitsu helps you meet this need with our Documentation Foundation Service, which provides a structured and consistent documentation solution. The Documentation Foundation Service covers all the essentials of developing, implementing, and migrating a technical publications library.

The Documentation Foundation Service incorporates the following:

- Template creation
- Documentation style guide
- Documentation work instructions
- Documentation migration service

Template Creation

The primary purposes of template use are to maintain a clean, consistent look throughout all documents of a given type, and to reduce the labor involved in creating and updating content. A well-constructed template set ensures that all documentation follows a particular structure, layout, and style. Templates save time and provide a general outline of information to be included. This helps to confirm that all pertinent data are present, and that all documents created from that template are accurate and functional.

Documentation Management that Meets Your Needs

The following are just a few examples of the numerous document types for which templates can be developed:

- Work instructions
- MOPs
- Operations maintenance guides
- Product description documents
- Product deployment guide
- Lab entrance criteria checklist
- Document change request form

Templates provide ease of use when creating, revising, and/or approving documentation. Rather than developing a new document from scratch each time content needs to be updated, a template standardizes the work effort, improves efficiency, and enhances future document creation. In addition, templates reinforce the styles and format presented in the documentation style guide.

Documentation Style Guide

The purpose of a documentation style guide is to convey precise standards on document structure, appropriate language, and format. Style guides contain editorial guidance that is specific to an industry, company, and sometimes, a given department. To establish a corporate identity, Fujitsu offers a Documentation Style Guide service. The deliverable for this service is a comprehensive style guide that establishes the following:

- Word choice parameters to ensure all documentation is written in approved, appropriate language.
- Grammar and punctuation conventions that are to be used properly throughout all documentation and procedures.
- Format and style standardization of fonts, sizes, margins, logo, and other visual and editorial aspects, to create a universal look for all documentation.
- Consistent document naming and numbering conventions, including documentation type, name, and version.
- Proprietary information that is up to date, relevant, and universal.
- Document revision history, which details the document's status, purpose, and specific updates that have been made
- Signoff authorization to ensure all documentation updates are accurately recorded and approved.

Documentation Work Instructions

Documentation work instructions are essential tools that provide explicit details for use in documentation authoring. To establish controlled and efficient work processes and procedures, work instructions provide guidance for generating documents for each document type. Fujitsu can provide a complete solution to procedural management and documentation by identifying specific prerequisites, step-by-step instructions, and preferred outcomes.

Documentation Migration Service

Documentation migration allows you to present existing content in a new format using standard templates. The migration could be a conversion of file types or source files to a standard format. Fujitsu can develop a detailed plan to convert your existing material into newly developed templates while applying style guides to deliver professional polished material.

Documentation Control Services

Fujitsu offers the creation of a document management solution that enforces change control best practices for all documents and forms used by internal departments. By implementing a document control solution, you ensure that only correct and valid documents and forms are in use; that revisions are a matter of record; and that document creation, revision, and review cycles follow a predetermined lifecycle. A Document Control solution could include a Content Management System (CMS) that provides information regarding document change history, approvals, and distribution lists. This information is be readily available for review and ensures full process compliance. A CMS-based solution also enhances the documentation user community's ability to find and access information, through improved document search capabilities.

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