

## TACTICS Documentation Services

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### Why is documentation important?

Information is the lifeblood of an organisation. Effective documentation – intranet, web, or paper-based – allows you to identify, capture, maintain and communicate your organisation’s knowledge assets.

Failure to effectively document organisational information can result in:

- inconsistency and confusion
  - inefficiency
  - unnecessarily high knowledge loss with staff turnover
  - poorly informed staff
  - high error rates
  - failure to correctly identify and prepare for risk, and
  - failure to recognise and/or take advantage of opportunity.
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### How TACTICS can help

We can work with you to develop clear, concise, complete and accurate written information. We focus on reader needs and the information’s purpose to ensure you get the results you want. We can:

- **Analyse the information needs** of your organisation.
  - **Create high-performing information architecture** that serves your goals.
  - **Develop documents** such as user guides, procedure manuals, compliance documentation, system documentation and policy documents according to international best practice standards.
  - **Design and develop online content** (intranet or internet) – structuring, writing and testing this information for optimal usability and effectiveness.
  - **Develop templates**, forms, and other standard documents that will facilitate effective writing in your organisation in the future.
  - **Perform writing audits/document analysis** to assess the strengths and weaknesses of writing within an organisation, and recommend strategies for improvement.
  - **Proof-read documents** for correct spelling and grammar, to ensure the professional image of your organisation isn’t compromised.
  - **Edit documents** to improve readability and usability by ensuring the structure, content, style, tone, word choice and formatting is best serving the document’s purpose.
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### Why use TACTICS?

We have over 20 years experience providing documentation solutions for a wide range of organisations – public and private, large and small. Our highly skilled writers are trained in the best methods and we guarantee output will be efficient, effective and of the highest quality.

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### Our approach

We use structured writing techniques based on extensive research into the psychology of how we read, process, remember and retrieve information. These methods are proven to aid the development of documents that are user-focused, purpose-driven, structured, consistent, and easy to maintain. All TACTICS documentation developers are certified in Information Mapping<sup>®</sup>, the world-renowned industry standard for business and technical writing.

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## TACTICS Documentation Services, Continued

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### Benefits for your organisation

TACTICS' documentation services will benefit your organisation in a number of ways.

- Knowledge is effectively shared and communicated.
- Gaps in knowledge are identified; double-ups, redundant content and inconsistencies are avoided.
- Holistic solutions are efficiently developed and consistency is ensured across different media, different channels and different tools.
- Content is written to effectively target its audience, and is easily customised and/or extended.
- The most effective writing standards are upheld and advocated, such as clarity, brevity, directness, avoidance of jargon and other plain language principles.

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### Contact us

Contact us for more information about our methods and services.

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