

SYSTEMS INTERACTION ANALYSIS FOR AN AUTHORING PROCESS

CGN improved our client's system maintenance capabilities by developing a system interaction relationship map between various systems that support the technical publications authoring process.

Business Problem

The environment that supports the technical publications authoring process had evolved into a very complex environment with a large number of systems and multiple interactions between the systems. The lack of detailed documentation for all the system interactions prevented the team from assessing the impact of enhancements and/or routine maintenance activities on the overall environment. The client needed a clearer understanding of the system and sub-system interactions and dependencies to enable more efficient business processes, faster deployment, reduced operating costs, and improved integration capabilities.

CGN Solution

The CGN team studied all the systems involved in the authoring process in detail through interviews with key stakeholders and system owners as well as an exhaustive review of existing documentation about the individual systems. The following deliverables were created in an effort to achieve system maintenance efficiency:

- An interaction map illustrating all the system integration points;
- A detailed interaction map defining all the interactions between different systems with respect to people, process elements or information elements;
- The detailed interaction map also lists the infrastructure details for every system which helps identify the impact of infrastructure changes.



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The CGN team also studied the upcoming projects/initiatives to analyze and document the impact of the changes on the environment. In addition, systems and interaction dashboards were created for critically assessing the system and interactions. Finally, the CGN team provided some short-term and long-term recommendations for effective documentation management.

Business Problem

The customer obtained a unified view of all the systems and the interactions between them. The documentation helps eliminate surprises while making enhancements / routine maintenance changes to the system. This information also helps in training new employees and managing people transitions.



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