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Document Development Process Script

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| **Purpose** | To guide Process Working Group (PWG) team members in developing complex documents, that might be a document written for the first time or will need early review for content due to complexity. |

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| **Entry Criteria** | * A task to create an internal PWG document has been assigned, or a document has been requested by the Process Steering Group (PSG) or the Strategic Management Council (SMC). * Quality (defect) criteria have been established by the PWG. |

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| **Input/Source** | * Document Inspection Checklist. * Process template. * Applicable standards and references. |

| **Step** | **Description** | **Performer** |
| --- | --- | --- |
|  | **Research/Analysis**   * Review existing documents that have similar design and content. Determine which, if any, elements can be reused or use pre-existing standard formats. * Perform research as necessary to gather information for document content and note significant points and findings. * Draft the document outline with key topics and subtopics, if necessary. * Perform personal review of document outline. | Document Author |
|  | **Outline Review**   * Perform walkthrough of the document outline draft. * Ensure all relevant key topic areas are included. * Provide constructive feedback to document author. | PWG or specified team members (minimum of 3) |
|  | **Draft**   * Develop a draft of the document, to include all key topic areas and feedback provided. | Document Author |
|  | **Personal Review**   * Ensure all relevant content is included. * Review for quality, grammar, spelling, completeness, etc. before distributing for team review. | Document Author |

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| **Step** | **Description** | **Performer** |
| --- | --- | --- |
|  | **Document Inspection and Correction**   * Perform walkthrough of the document using the quality (defect) criteria established by the PWG. * Remove/correct defects. * Incorporate modifications per feedback if necessary. * Appropriately record defect data in a designated tool. | PWG, Document Author |
|  | **Document Delivery**   * Distribute the document as appropriate. * Configuration manage the document in permanent repository. | Document Author, Support Manager |

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| **Output/Use** | * A document that meets the quality standard has been developed. |

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| **Exit Criteria** | * The document has been developed and distributed and/or posted as appropriate. * The document has been configuration managed. * Quality data has been appropriately documented for team use. * Any changes to the Document Process have been recorded using a Process Improvement Proposal (PIP). |