



‘Make your good teams great’ with Knowledge Transfer . . .

Our Knowledge Transfer Service . . .

was designed from two distinct perspectives – Software Engineering and Training. It recognises that successful knowledge transfer can only be achieved with a highly people-focussed approach.

“Trapped knowledge holds organisations back”

So . . . we use innovative workshop techniques to release the knowledge of your software application design, processes and products which may have been trapped in the heads of your people for years. We share it with your wider team which may be your less experienced staff, support staff, outsource partners etc. and capture it to ensure its full value is realised.

“Yes, but . . . we don’t have the time”

Then let us make it happen for you. Our Knowledge Transfer projects are highly interactive with the whole approach having been carefully designed to maximise the amount & quality of knowledge captured without impacting your pressing development schedule & support workload.

“Very quickly - how do you do that then ?”

We work directly with your team to break down the software application into distinct areas which each become the subject of a short, focussed Knowledge Transfer workshop.

Our consultants, experienced in both software design and training methods, create a relaxed and positive learning environment to extract, using industry standard software modelling techniques, the expertise of your key staff – whatever their individual working style.

We then produce ‘lean’ documentation to represent the captured knowledge making it permanently accessible.

“The BakBone team were very impressed with the thoroughness of Write by Design’s approach. They have made an important contribution to BakBone’s development programme by making our corporate software design knowledge truly accessible.”

Tony Peaty – Core Development Manager, BakBone Software.

. . . supported by ‘Lean’ Documentation

Our Lean Documentation Service . . .

delivers high-quality, succinct, ‘lean’ documentation - lean because it is sufficiently accurate, consistent and detailed to represent the captured knowledge, without presenting you with a high maintenance workload.

“The more documentation there is, the less its used”

We only build documentation that has a clear purpose, working very closely with our clients to understand and agree how they’ll work with the delivered documentation set to make sure it meets their needs entirely. We always favour quality over quantity.

Make the documentation set ‘worth a visit’

It is important that your documentation is trusted and is seen by its intended audience as valuable enough to be used frequently – the only way it’s users will take full responsibility for its maintenance as a by-product of their own work processes.

“So what documentation do you deliver ?”

Our recent projects have captured many types of trapped corporate knowledge to deliver:

- Architecture Frameworks
- Software Design Models
- Support Knowledge Bases
- Process Definitions
- User Help
- Training Materials

Make the documentation set accessible

Write by Design’s technical authors use industry standard modelling techniques and a wide variety of software tools to ensure the resulting documentation set is easily accessed, fits perfectly into your own content management environment and is maintainable. This includes the population of CASE tools with design models of your existing systems (e.g. Enterprise Architect, Rational Software Architect, Select Solution Factory etc).

For more information on these services, please visit our website or contact Write by Design Limited.