

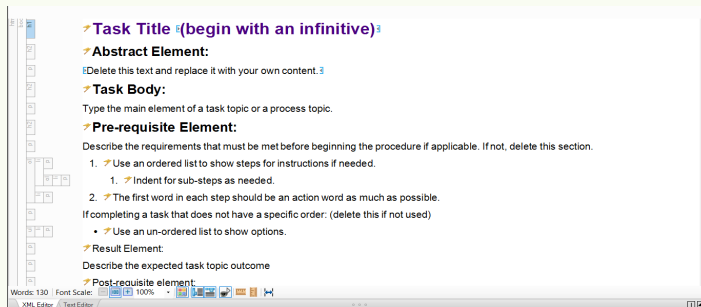
# Single Source Project

## Sample of Content Model

| Topic File Name in Flare     | Path                     | Size    | DITA Topic Type | Keywords                                    | Metadata  | Chapter?   |
|------------------------------|--------------------------|---------|-----------------|---|---|------------|
| Return_Materials_Authori.htm | Content\HardwareInstall\ | 2.47 KB | task            | RMA, return, products, receipt, replacement | Tech Company, serial number, model number, address, phone number, packaging | Appendix B |

Pictured above is a small sample of the content model my team and I developed using a content inventory of Zen4 Server's materials we were provided. We categorized each topic file in an Excel spreadsheet, assigning it to one of the base DITA information types: task, reference, or concept. To enhance organization, we created a taxonomy and identified metadata for each topic file, deciding on the keywords to tag and the metadata to include in our Flare project.

## "Task" Template



Additionally, we designed specialized templates in MadCap Flare using Jorsek's Technical Content Development Guide to ensure consistency throughout the rewriting process. Pictured above is the a screenshot of the "Task" template we developed.

# Single Source Project

## Before

**Return Materials Authorization (RMA) Procedure**

Products returned to Tech Company must be pre-authorized by Tech Company with an RMA number marked on the outside of the package, and sent prepaid, insured, and packaged appropriately for safe shipment using the packaging that the replacement was sent in. Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by the Tech Company receiving department. All other packages will be rejected.

Title to any returned products or components will transfer to Tech Company upon receipt. Tech Company will be responsible for all freight charges for returned products or components as long as you use the carrier designated by Tech Company.

B-2 Tech Company Zen4 System Hardware Guide

July 2006

To return a component:

1. **Contact the Tech Company Customer Support Center Hotline to request a replacement component. Be prepared to provide the following information:**
  - Chassis serial number
  - Serial number of item to be returned
  - Model number of item to be returned
  - Description of problem
  - Return address and phone numberTech Company will issue an RMA number and ship a replacement component.
2. **After the replacement item has been unpacked and installed, use the same packaging materials to pack the defective item for return to Tech Company.**
3. **Make sure that the RMA number is clearly marked on the packaging exterior.**
4. **Ship the product back to Tech Company using the carrier designated by Tech Company.**

This “before” version of the Return Materials Authorization (RMA) procedure, found in the original content for the fictional company, Zen4 Server, highlights the challenges of unstructured content in documentation. The language lacks precision, and it does not provide clear guidance on expected results or incorporate features like conditional displays for adaptability. Without a consistent structure or visuals, it misses opportunities to streamline workflows and enhance the user experience.

## After

**Return Materials Authorization (RMA) Procedure**

Products returned to Tech Company must be pre-authorized by Tech Company with an RMA number marked on the outside of the package, and sent prepaid, insured, and packaged appropriately for safe shipment using the packaging that the replacement was sent in.

**To return a component:**

Describe the requirements that must be met before beginning the procedure if applicable. If not, delete this section.

1. Contact the Tech Company Customer Support Center Hotline to request a replacement component. Be prepared to provide the following information:
  - Chassis serial number
  - Serial number of item to be returned
  - Model number of item to be returned
  - Description of problem
  - Return address and phone number
    - Tech Company will issue an RMA number and ship a replacement component.
2. Return the defective item to Tech Company using the packing materials from the unpacked and installed replacement item.
3. Ensure the RMA number is clearly marked on the packaging exterior.
4. Ship the product back to Tech Company using the carrier designated by Tech Company.

Tech Company will be responsible for all freight charges for returned products or components as long as you use the carrier designated by Tech Company.

Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by the Tech Company receiving department. All other packages will be rejected.

Title to any returned products or components will transfer to Tech Company upon receipt.

This “after” version of the RMA procedure demonstrates how restructuring content improves clarity and aligns with industry standards like DITA. It uses numbered steps and bullet points to make the process easier to follow, with clearer, actionable language. Additionally, it incorporates placeholders for conditional content, showcasing how single sourcing can adapt documentation for specific contexts while maintaining consistency across platforms.