# Single Source Project

Sample of Content Model

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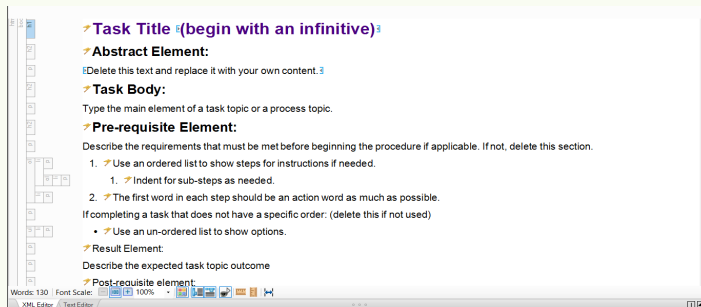
Additionally, we designed specialized templates in MadCap Flare using Jorsek's Technical Content Development Guide to ensure consistency throughout the rewriting process. Pictured above is the a screenshot of the "Task" template we developed.

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Before

After

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.

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.