

## My Ten (or so) Commandments of Technical Writing

- I. The Most Important Thing: Thou shalt always be guided by the fact that complete and accurate content, tailored for the target audience, is the single most important thing.
- II. The Preliminaries: Thou shalt determine the target audience and the scope of the project first.
- III. The Research Matters: Thou shalt thoroughly research the subject of the project using all available resources.
- IV. The Experts Speak: Thou shalt interview Subject Matter Experts (SMEs) and translate their inputs effectively so their inputs can be understood by the target audience.
- V. The Voice of Reason: Thou shalt generate thy content using One Voice.
- VI. The Editing Matters: Thou shalt ruthlessly proofread and constantly edit thy content prior to review.
- VII. The Experts Review: Thou shalt review thy content with the SMEs first, for their input is often the most important.
- VIII. The Gotcha Clause: Thou shalt always provide not only procedural information required to successfully complete a task, but also information about what can happen when the procedure is not followed.
- IX. The Review of The Review: Thou shalt publish only after ensuring all information gleaned during the review process is incorporated into the final draft.
- X. The Plug: Thou shalt plug thy content into whatever program, app, or format is required.
- XI. The Maintenance Clause: Thou shalt always review, update, and maintain thy published works.