

WORKING APPROACH

From Technical Complexity to Usable Information

My working approach combines technical analysis, structured information processing, visual communication, and quality assurance. The focus centers not just on whether information is available, but on whether it is complete, traceable, consistent, and genuinely usable for the respective target audience.

Depending on the project scope, this evaluation can apply to individual documents, entire documentation structures, software user interfaces, technical drawings, processes, or broader system dependencies. The deciding factor is to avoid viewing information in isolation and instead understand its function within the overall technical context.

Understanding the Technical Environment

At the start of a project, I gain a comprehensive overview of the technical environment and existing information sources. This can include manuals, technical drawings, application screens, process descriptions, engineering data, XML or JSON structures, and other system-related information.

During this stage, I am not just interested in what content exists. It is equally important to understand where the information comes from, how it is interconnected, and which target audiences utilize it. This brings information gaps, contradictory statements, unclear dependencies, or historically grown structures to light early on.

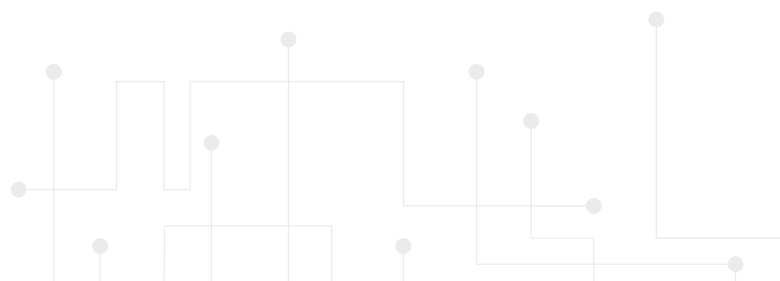
This analysis establishes a reliable foundation for all subsequent work. Instead of revising content immediately, it reveals where action is truly needed and which areas already function effectively.

Structuring Information Meaningfully

Based on these insights, complex content is transferred into a traceable information structure. Information is organized, relationships are made visible, and content is structured so that users can easily recognize what is relevant and where to find what they need.

Information architecture plays a central role here. A strong structure distinguishes clearly between high-level context, specific actions, and detailed technical information. At the same time, it accounts for dependencies between documents, products, processes, and software.

For clients, such a structure means more than just better user orientation. It also simplifies the maintenance, development, and reuse of technical content. Changes can be tracked more precisely, and impacts on other areas of information become visible much sooner.



Making Complexity Visible

Not every technical relationship is best explained with text. For complex workflows or system interactions, visual representations provide orientation much faster. Depending on the task, I create technical illustrations, process models, screen flows, system overviews, or information maps. The focus is never on design for its own sake, but on which format communicates a relationship most clearly.

For me, visualization serves primarily to reduce complexity. Information that is scattered across multiple documents, screens, or process steps can be brought together into a single, structured representation. This makes relationships, dependencies, and potential information gaps visible much faster.

Reviewing Content in Context

I examine existing information for clarity, consistency, and practical use. This goes beyond finding isolated errors—it is about whether all components form a coherent overall picture. For instance, UI terminology might differ from the documentation, a process step might be missing, or an accurate illustration might fail to properly guide the user. Even technically accurate content loses its impact if it is misplaced, overly complex, or lacks critical context. This targeted review ensures improvements are made precisely where they create the greatest value, rather than making sweeping, generic changes.

Bridging Diverse Perspectives

Technical information is created and utilized by entirely different groups. Engineering views a system differently than Service, Documentation, Software Development, Localization, or the eventual end user. A core part of my work involves connecting these perspectives. Technical precision must be preserved, while information must be prepared in a way that makes it understandable and practically usable for each specific target audience.

It is precisely at these interfaces where information bottlenecks frequently occur: conflicting terminology, undocumented dependencies, media disruptions, or content that is clear within one department but difficult to contextualize outside of it.

The Result

My goal is not to simply document technical information, but to shape it into a form that provides orientation and supports decisions as well as actions.

This means: making connections visible, reducing complexity, identifying information gaps, and structuring existing content to make it clearer, more consistent, and easier to maintain.

My approach can therefore be condensed into a simple principle:

Analyze → Structure → Visualize → Review → Communicate

This creates technical information that is not just there, but can actually be used.

Structure. Visualize. Explain. Enable