

Problem

Your boss has called you into her office and has told you that the company needs to address the following set of problems. Currently, all files are stored on either a writer's computer or in a product-based directory structure on a department server.

- With 10 writers working on 8 different products with 1-4 supported versions (about 18,000 pages and 6000 files) there are several problems happening.
 - Different writers are making changes to the same file and overwriting each others changes.
 - Changes are being made to the web files, online help files or the printed documents, but not all three.
 - Editing the same information for three different formats is taking too long.
 - Marketing is doing a copy & paste from some of the documents and that text isn't getting changed.
 - The changes between the online help and printed documents are not consistent.
- When 2 writers recently quit, the current versions of the documentation chapters they are responsible for were lost and one had to be retyped for scratch from a print copy.

Question

How do you propose to address these problems. You will be giving a short summary of your ideas.

The company is willing to buy new hardware or software to handle the situation if it will prevent the problems from reoccurring.

You should be able to address the following:

- What is your view of the problem and the fundamental problems? It has 3-5 different facets that must be considered.
- What should the company do to start addressing the problem?
- What pitfalls might be encountered as your solution is implemented?
- How will your solution prevent the problems from reoccurring?