

Program Management

InfoPros has been supporting Cisco's technical documentation needs for over ten years, working for a variety of departments. One of the groups we support is responsible for the publication of technical content to Cisco's internal technical staff and its worldwide network of resellers. Supporting this effort is an InfoPros project team which is trained on Cisco's processes and systems and works closely with Cisco subject matter experts (SMEs) worldwide.

The InfoPros project team is made up of personnel with the skills and capabilities to support the wide variety of tasks and content types Cisco requires. The team is led by the InfoPros Project Manager who has overall program responsibility, including the program's key performance indicators (KPIs) which were set jointly by Cisco and InfoPros. One of these KPIs, unit cost, measures the cost of publishing each type of deliverable, the objective being to identify and implement ways to drive cost reductions.

As part of this program InfoPros develops, updates and publishes the following types of content:

- Technical Support Documentation and Field Notices
- Administering/Editing Technical Newsletters
- Updating HTML Web Content
- Testing Website Functionality

InfoPros initially worked with Cisco to understand its business objectives and KPIs to determine the best method for tracking and reporting progress, analyzing and improving publication process efficiencies, and maintaining communication with various stakeholders.

The management reporting InfoPros provides gives Cisco stakeholders visibility into the status of their projects, budgets, and unit costs.

InfoPros manages and supports over 2,000 deliverables for Cisco on an annual basis, providing management reporting and ongoing recommendations for process improvements. By the end of the first quarter of the program, InfoPros reduced unit costs by an average of

7%, while reducing the time to publish new content by almost 20%. InfoPros continues to work with Cisco to evolve the

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program to support an ever-changing workload while supporting Cisco's goal of getting technical content to its customer on a timely basis while continuing to drive down unit costs. InfoPros makes it easy for Cisco to manage its technical content.



The screenshot shows a Cisco support page for "FireAMP Connector for Mac Diagnostic Data Collection". The page has a blue header with the Cisco logo and navigation links. A sidebar on the left contains a table of contents with links to various sections. The main content area includes an introduction, prerequisites, and a troubleshooting section. A callout box highlights the "Launch the Support Tool from the CLI" section, showing a terminal command and a warning about debug mode.

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