

SEATECH TECHNICAL WRITING SERVICE

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SEATECH WRITING APPROACH

Process articulation is at the core of the SeaTech writing methodology and is the central concept driving and establishing a coherent and consistent definition of workflow task activity.

A well-defined workflow synthesizes the multiple perspectives of systems, operations, and users in an integrative context that provides a balanced support framework for users and the organization.

SeaTech specializes in the development of template-driven documentation materials that can be mapped to workflow processes at any level of the organization.

RECENT PROJECTS

NYC Health and Hospitals Corporation Data Center Consolidation — 2009

The NYC HHC Data Center Consolidation Project has been chartered to consolidate the seven data centers of the NYC public-hospital network into two state-of-the-art data-center facilities.

Key resources to jumpstart the consolidation rollout included the following:

- Hot-site overview
- Application-migration handbook
- Consolidation roadmap

Additional project information is available upon request.

McKinsey U.S. Payroll, McKinsey & Company — 2008

Documentation describing the McKinsey U.S. payroll function was outdated, underdeveloped, and in many cases lacking, requiring an exercise in the capture of the core process elements and construction of an administrator guide identifying and describing the flow of payroll administrator task activities.

The resulting project deliverable was the McKinsey U.S. Payroll: Payroll Administrator's Process Guide.

Additional project information is available upon request.

Barnes & Noble College Booksellers Data Center Recovery Plan — 2008

The Barnes & Noble College Booksellers (BNCB) Data Center Recovery Plan was outdated and out of sync with recent technology developments, requiring a redesign and readaptation of the plan for alignment with current data-center technologies and practices.

The existing single-volume plan was revised to create two new volumes:

- Volume I: BNCB Business Continuity Implementation Practices
- Volume II: BNCB Recovery Support Handbook

Additional project information is available upon request.

Web: <http://www.seawindow.com>

FTP: <ftp://ftp.seawindow.com/pub>

TPG-Axon Capital Distributed File Management — 2008

To synchronize its intensive global trading activities, TPG-Axon Capital developed a collection of .NET-based custom enterprise libraries to facilitate file management in the TPG-Axon network environment.

Project documents consisted of the following:

- [TPG Axon AppLogger Developer's Guide](#)
- [TPG Axon DFL Service Management Guide](#)

Additional project information is available upon request.

Standard and Poor's Salesforce Migration — 2007/2008

The Standard and Poor's Salesforce migration consists of the phased migration of different S&P sales and sales-order management areas to the Salesforce web-based platform. The migration includes the implementation of an updated sales-order management process.

Project documentation consisted of the following:

- Sales order advanced training guide
- Quick-reference cards for each process function area

Additional project information is available upon request.

Madison Square Garden IT Infrastructure Process Capture — 2007

The Madison Square Garden Infrastructure Process Capture is an IT organization initiative to identify and record key IT-driven business processes involving critical areas of the business enterprise. Those areas include new-employee/new-user integration, end-user environment support, and time-and-attendance management.

Projects documents consisted of the following:

- Process guides
- System support handbooks
- End-user tutorials

Additional project information is available upon request.

ICAP SMC Insourcing Project — 2007

The ICAP SMC Insourcing Project is coordinating the integration of the outsourced ICAP Service Management Centre, the support organization for the ICAP production environment, into the ICAP in-house operations area.

Projects documents consisted of the following:

- Runbooks
- Process guides
- Procedures
- Training handbooks

Additional project information is available upon request.

Citigroup Fast Track Data Protection Initiative — 2006

The Citigroup Fast Track Data Protection Initiative was chartered as a high-level, rapid-deployment data-security project.

The project mandate was to develop and implement secure data-management tools and facilities across the Citigroup network and computing environments.

Key project areas included the following:

- Desktop data encryption
- Secure network transfer
- Data storage encryption

Additional project information is available upon request.

Citigroup Customer Information Environment — 2005

The Citigroup Customer Information Environment (CIE) describes the implementation of a large-scale, retail-driven, service-oriented architecture slated to become the primary information repository for the Citigroup retail and investment-banking businesses.

Project documentation consisted of the following:

- ETL process design
- ETL functional specification
- Key-service functional specification

Additional project information is available upon request.

Johnson & Johnson Enterprise Architecture Standardization — 2005

The Johnson & Johnson enterprise architecture standardization project was chartered at the executive level to implement the standardization and optimization of the J&J enterprise technology infrastructure.

Project documentation consisted of the following deliverables:

- Enterprise Architecture Program Handbook
- RFID Information Architecture Reference Framework
- EPC Number Assignment: J&J EPC Standardization

Additional project information is available upon request.

Smith Barney Private Client Network Refresh Initiative — 2005

The Smith Barney Private Client Network Refresh Initiative consisted of the upgrade of core network components at nearly 600 Smith Barney branches across the continental United States.

To formalize the project and map the project process, the project required two key documentation deliverables that consisted of the following:

- Network Refresh Overview and Process Guide

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- Field Process Management Guide

Additional project information is available upon request.

Citigroup NextGen 4.0 Server Refresh — 2004–2005

The NextGen 4.0 server refresh was a major infrastructure initiative responsible for the upgrade of branch servers at over 500 Smith Barney branches across the continental United States.

A range of documentation deliverables was created for the planned project phases. Those phases and the corresponding project deliverables consisted of the following:

- **Preliminary remote build at HP build facility**
 - NextGen 4.0 Technical Projects Server Build Guide
 - NextGen 4.0 Server Recovery Guide
- **Remote-location build at branch location**
 - NextGen 4.0 Platform Migration Pre-Conversion Procedures
 - NextGen 4.0 Cut-Night Configuration Procedures
 - NextGen 4.0 Technical Lead Procedures

A complete project roster is available upon request.