

### Client: Sun Microsystems, East Point Business Park, Dublin, Ireland

From June 2000 to August 2005, the Golitho team provided comprehensive user documentation for the following projects, on behalf of Sun Microsystems:

- GNOME Desktop, a free software product
- Java Desktop System (JDS), based on the GNOME Desktop

Golitho provided a complete out-sourced documentation team that delivered tangible benefits for the client during the course of these projects.

### Controlling Costs

#### Slashed Help Word Counts

The original GNOME documentation was written by volunteer contributors in the free-software community. The Golitho team rewrote many Help manuals to apply standard style guidelines. In the process, the team reduced word count by approximately 30% on average. When the Help was translated, this substantial reduction generated a large cost-saving for each of approximately 35 applications in 10 languages. This saving accrued in all subsequent releases of the GNOME Desktop, and later in the JDS project.

#### Minimized Cost of Investment

Each member of the Golitho team maintains a suitably equipped off-site office. During the JDS project, the team shared a single desk on the client site, thus minimizing facilities, internal support, finance, and other cross-charged costs for the client. Furthermore, thanks to the extensive experience in project management provided by the team, the project management cost for the client was minimized. There were also no Human Resources management costs, thanks to the outsourcing model.

#### Maintained Cost Levels

The Golitho team maintained the same cost-level per head over the lifetime of the GNOME Desktop and JDS projects. At the same time, overall output of user documentation increased, thereby creating an improvement in the cost-to-productivity ratio.

### Defining the Product

#### Wrote the Style Guide

The Golitho team wrote most of the GNOME Documentation Style Guide (GDSG) to provide essential recommendations on how to create high-quality user documentation. The use of the GDSG reduced translation costs for the GNOME Desktop and JDS releases.

See:

<http://www.golitho.com/gdsg/style-guide.html>

#### Developed Terminology

In 2000, the Golitho team established the first corpus of agreed GNOME terminology. The team continued to build upon this lexicon, and today there is an extensive terminology section in the GDSG that is used by authors, usability engineers, and developers. Standard terminology saved costs during localization of the product, Help, and documentation.

#### Created Help Templates

The Golitho team created new templates for Help in the GNOME Desktop. These templates minimized word counts and eliminated redundant information. As well as reducing localization costs, the new Help templates resulted in a more professional free-software product.

#### Improved the Product

The Golitho team participated in product reviews for applications in the GNOME Desktop and JDS.

These reviews resulted in improved user interface labeling. Also, as the team worked on Help or documentation, we logged bugs or raised suggestions for functionality enhancements.

### Delivering the Product

During our work on 12 major releases of the GNOME Desktop and JDS, the Golitho team created and delivered a full range of online Help and man pages.

We also created and delivered the following types of manuals:

- Accessibility Guides
- Administration Guides
- Email and Calendar User Guides
- Getting Started Guides
- Installation Guides
- Quick Start Installation Guides
- Readme texts
- Release Notes
- Troubleshooting Guides
- User Guides

The manuals were published to the Sun Microsystems documentation portal.

See: <http://docs.sun.com>