

Knowledge Transfer

Where is the design knowledge of your software applications held?

Most businesses today rely heavily on technology and yet risk leaving the knowledge of how they have implemented that technology trapped in the heads of their key software people.

How many of the issues you deal with daily could be resolved if your organisation's software design knowledge was freely available to your entire development team (both UK and off-shore based)?

Write by Design's Knowledge Transfer Service

was developed to meet the needs of a growing number of our clients who wish to distribute their software design knowledge more widely across their teams.

It is critical to the efficient maintenance & development of your applications that all your people share the same mental models of your architecture & application designs.

Software design knowledge is traditionally gained and shared by using existing (usually outdated) documentation and through lengthy discussions with more experienced development staff.

This can be a time consuming and unstructured way for the inexperienced software engineer to learn, often with significant impact on the work of your more senior people.

Our service uses industry standard techniques to significantly improve the Knowledge Transfer process. We actively direct and manage peer discussions at our highly focussed workshops while simultaneously capturing permanent models of your software application design.



What our clients say . . .

"The BakBone team were very impressed with the thoroughness of Write by Design's approach. They have made an important contribution to BakBone's development programme by making our corporate software design knowledge truly accessible."

**Core Development Manager
BakBone Software, Poole.**

Our Knowledge Transfer Projects are highly interactive with the whole approach being carefully designed to meet your specific needs while minimising any impact on your pressing development schedule. A typical knowledge transfer project would play out as follows:

- An initial, no fee, no obligation, one-hour meeting to demonstrate how our projects work and confirm suitability for your situation
- If you are comfortable that our approach will deliver benefits for your organisation, a one-day scoping meeting with you and your team to determine the overall scope and identify clear units of knowledge. Each of these units will become the subject of a design workshop.
- We prepare a quotation based on the scoping day above
- On acceptance of the quotation, design workshops are arranged & facilitated by our consultants who are experienced in both IT and training methods. We create a relaxed and positive learning environment, using innovative techniques to share and capture the expertise of your people (whatever their individual 'working style' may be !)

Our workshops are attended by your experts, your less experienced staff and, if appropriate, by the staff of your outsource partner to ensure that realisation of benefit from your investment in Knowledge Transfer starts immediately.

In addition to the immediate benefits gained by all workshop attendees through their increased understanding, the knowledge shared at the workshop is captured and delivered to you as a set of comprehensive design models for wider distribution.

The high quality design models are built using industry standard modelling techniques, loaded into the design tool of your choice and generated into an online form for true accessibility. These models represent the common mental model shared by your team at the workshops. They provide a solid basis from which to move your organisation forward.

When the workshops are completed, we work with your team to define modifications to your development process to enable them to keep the models up-to-date in line with future development without unnecessary overhead.

For further information on our Knowledge Transfer service see our website at www.writebydesign.co.uk.

To arrange a demonstration of our completed projects, please contact Write by Design Limited.