



# Client Considerations Prior to Engaging a JPG Technical Communicator

**By Jerry Grohovsky**

Copyright 2011. JPG & Associates, Inc.

In order for JPG to make an accurate assessment of costs and resource needs for a specific client project, JPG requests that the client provide feedback:

- Who is the audience? What level of detail does the audience require?
- What is the primary objective of the documentation?
- How will the documentation will be delivered or accessed?
- Subject matter expert level of support by the client (readily available, or difficult to find?)
- Depth of technical writing experience needed for this type of project.
- How much of a subject matter expert (SME) does the writer need to be? If the writer needs specific product (or subject matter) knowledge, is “expert level” required?
- Does the project require experience with a specific authoring tool (e.g., Captivate, Articulate, Dreamweaver, InDesign, etc.?)
- Who will be reviewing the documentation, and by what method?
- Availability and access to product, server files, supporting documentation, other team members.
- Does the project require 100% day-to-day presence at the client site (i.e., day-to-day interaction with team members and stake-holders, in-person meetings)?
- Can the majority of the writing and production be performed off-site (i.e., from the writer’s own office)?
- Will the client be providing any office space, computer, and/or software?