SOLUTIONS FOR THE AGILE ENTERPRISE
IFS Online Documentation
& Distributed Development

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Presenters

Ulrika Bergman
Documentation Manager

Isabella Pertmann
Product Documentation Manager
IFS at a glance
Industrial and Financial Systems

- One of the world’s leading providers of component-based business software
- Founded in 1983
- Headquarters in Linköping, Sweden
- Listed on the Stockholm Stock Exchange
- Number of customers: > 2 000
- Number of IFS Applications™ users: > 600 000
- Represented in more than 50 countries on all continents, through 59 subsidiaries and more than 70 offices, as well as distributors
- Number of employees: 2 812 (August 31st 2009)
Our philosophy

Vision

- To have the most satisfied customers in the industry and be known for making advanced technology easy.

Mission

- IFS and partners develop and implement component-based business solutions, IFS Applications, which enable large and mid-size organizations worldwide to obtain greater returns.

Values

- Simplicity
- Professionalism
- Commitment
Product Development & Support

> 700 employees

[Map showing locations in Norway, Sweden, Poland, and Sri Lanka]
IFS in Sri Lanka

- Commenced operations in 1997
  - Started with 26 employees
- 600 employees as of today
  - One of the largest software development companies in Sri Lanka
  - One of the biggest employers of IT graduates in the country

- Areas of Work
  - Product Development & Support
  - Worldwide offshore consulting services
  - Sales & Consulting

- Flat & informal organizational culture
IFS Online Documentation
Facts & Figures

IFS Online Documentation

IFS Applications

23,079 terms
16,722 text documents

What’s This
Window Desc.
Activity Desc.

Sample Models
Process Models
Activity Diagrams

Translated into 10 languages

38,800
9,931
5,576

742
473

1,652
Facts & Figures

Training Material

1 423 training presentations

- Intro. Lessons: 157
  - Purchase Order
    - Introductory Lesson

- Basic Lessons: 235
  - Purchase Group
    - Basic Data and Requirements Lesson

- Key Lessons: 759
  - Entering Purchase Orders
    - Key Lesson

- Extended Lesson: 272
  - Handling Purchase Orders for External Repair Orders
    - Extended Lesson

- Initial Exercises: 112
- Course Desc.: 137
- Tips & Tricks: 92

Training Data
Welcome to IFS Online Documentation!

You can use the online documentation menu bar and the Navigator to browse through the IFS Online Documentation. For an explanation of the menus and how to use the IFS Online Documentation and IFS Applications, click Help.
Welcome to Foundation1 Documentation

**Overview**
Your introduction and guide to the Foundation1 platform. Learn about the background, the architecture, configuration, installation and development.

**8 000 documents**

**Administration**
Want to know how to manage the daily administration and maintenance of a Foundation1 application? This is the place where this need in the planning phase. Read about this in the Foundation1 Installation Guide.

**Configuration**
Here is where you find out how to set-up and configure the application to suit your particular customer. Read about this in the Foundation1 Configuration Guide.

**Installation**
How are you supposed to install and deploy a Foundation1 based system? - this is the place where this need in the planning phase. Read about this in the Foundation1 Installation Guide.

**Open Development**
This guide includes information about development that are generally available to all customers, currently.

**Development**
The developers best friend. This handbook provides in-depth explanations of development processes, core and framework API references. Read about this in the Foundation1 Development Guide.

About Foundation1 documentation • Foundation1 Documentation Updates
WELCOME

to IFS Training Material!
IFS Training Material

Welcome to IFS Training Material!

- Financials
  - General Financials Setup
  - Customer Invoicing
  - Customer Payments
  - Customer Credit Management
  - Supplier Invoicing
  - Supplier Payment
  - Cash Book
  - Cash Flow Analysis
  - Budgeting
  - Budgeting Management
  - Journal Entry
  - Tax Ledger
  - Fixed Assets Accounting
  - Period Reconciliation
  - Financial Analysis

- Distribution
- Manufacturing
- Document Management
- Business Analytics
- Complex MRO
- Setup Guides
IFS Training Material

Customer Payments
Course Description
Tips and Tricks
Process Model - Customer Payments
Process Model - Automatic Direct Debiting Payment
Process Model - Customer Bill of Exchange Payment
Process Model - Customer Check Payment
Process Model - Customer Payments on File
Process Model - Difference Notices
Process Model - Write-Off Notice
Process Model - Follow-up and Analysis Customer Payments
Training Material Printouts
Introduction
Initial Exercises
Basic Data and Requirements

Manual Customer Payment

Key Lesson
Distributed Development
Distributed Development

- Development across worksites or locations.
- Working collaboratively using e-mail, Net Meeting, Web conference system, MSN and telephone.

> 700 employees
How is the work being performed?

- Agile methodology
  - Small project teams
  - Short iterations
- Online Doc&TM integrated in the projects
- Line support to the project teams
Time Zone Challenge
Shared Working Time SE/SL (green area)

Shared Time: 9 – 3,5 – 1 – 1 = 3,5 hours

Key customers in Sweden, US, UK, Germany
Documentation Organization

Roles and functions
- 1 Documentation Manager
- 4 Product Documentation Managers
- 17 Technical Writers
- 2 Linguistic Reviewers
- 8 Term Owners
- + Functional Designers, Business System Analysts, Software Engineers… etc
Documentation Organization

Documentation Manager

- What type of documentation should we produce?
- How are we going to produce it?
  - Guidelines, rules, directives, process…

Support R&D Development projects and Support with directives and knowledge

Product Documentation Manager

- One PDM per product area (4)
- Responsible for that guidelines etc is followed
- Support to TW in their daily work
- Responsible for content and quality
Product Documentation Manager Forum

The Documentation Manager is the chairman of the Documentation Forum

- Improve processes, cross-product decisions and directives
- Leads the cross-product work for Product Documentation Managers

Purpose

- To conciliate the documentation in the product groups
- Strategic outlook – business cases regarding documentation
- Develop and maintain united guidelines
Knowledge sharing

Exchange program in Sri Lanka to visit Linköping

- One month at a time
- 2 apartments
- 8 people at a time
- Acting hosts
Visiting Sri Lanka

- Offices in Colombo (main office) and Kandy
- > 600 employees
- Regular trips
IFS Office in Colombo
New office in Kandy

- Started in November 2008
- Solve the space issue in Colombo
- Attract more students from the university in Kandy
Visiting the IFS office in Colombo

**IFS Guest House**

- Breakfast
- Living room
- Cable TV/Video
- Daily papers
- Laundry services
Lunch at the IFS office in Colombo
Car park at IFS office in Colombo
Lessons Learned
Teams Communication & Collaboration on different sites

- As a team member, invest in personal relations!
- Don’t cut the traveling budget…
- Working phone lines are CRITICAL
- Flexible lunch times can make a difference
- Team Empowerment
Success factors

- Built from start
- Committed people
- Exchange program
- Open dialog
IFS – Solutions for the agile enterprise