



# Structured Technical Content

Version 1.0



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## Structured Technical Content

Well-designed technical content structure enhances content operations team's efficiency when developing content and makes it convenient for the reader to find the specific piece of information and perform the task more efficiently. Due to the enhanced readers' experience, the published information is likely to gain more traffic as a valuable source of information.

To achieve the best-suited technical content structure it is essential to learn the logical principles.

### Logical principles

To make the content structure consistent, you need to choose the logical principle which suits the purpose of the content and its structure.

- Chronological order (start to finish approach)
- Alphabetical order
- From more frequently to less frequently performed tasks
- From latest information to already known information
- Top-down order – (overview to granular information approach)

**Note:** Various types of technical content may use the best logical principle to achieve an enhanced reader experience.

#### Example:

- Steps or Instructions - Chronological order
- System descriptions - Top-down order



## Guidelines for Structuring Technical Content

The following information describes guidelines to make the technical content more usable in well-structured.

- Divide the information sections and subsections.
- Ensure using headings that clearly specify the content of the section.
- Avoid using too many subsections within a section.
- Avoid using too many levels of information.
- Avoid using fourth-level sections (Users tend to get lost if the structure is too deep).
- To help the user, present the information as follows:
  - for the online technical content, ensure each logical element of content can be read without having to scroll.
  - for the print content (PDF), ensure to limit the length of each logical element of content.