

Is automation changing our roles and our businesses?

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Top Tip - Emma

Don't underestimate the up-front work in an automation project. Make sure all the stakeholders have clarity on the output and are on board.

Top Tip - Rob

Pick the right place to start. Don't necessarily go for a hugely complex project (SPA etc.) to start with.

Prove value by getting simpler documents automated quickly and then build on that success.

Top Tip - Adrian

Don't forget the people aspect of a project. Too much time tends to be focussed on software and not enough around making sure the people involved have the right training and skills.

(The people in this room have valuable skills that often get overlooked!)

Top Tip - Helen

Make sure that the content is clean, of high quality and up to date to avoid having to retro-fit.

Breaking down anything that may be re-used or regularly updated into smaller modules can dramatically ease the maintenance burden.

Top Tip - Ann

Think about the workflow – often understanding who is involved in the drafting, how drafting is shared and how output is then consumed can change the design approach.