Customer initiates CISDE process

Customer reviews CISDE prototype

Customer reviews first draft

Customer and others provide final review

Customer posts final draft in desired location

CISDE team meets with Customer

CISDE team creates 1st manual draft

CISDE team produces 2nd manual draft

Draft revisions continue until Customer approves

Process to produce manual can take 16-100 business days.

Contact CISDE if issues arise or modifications are needed.

Customer should provide CISDE with the following details within 48hrs of request:

- Content to be included
- Targeted audience
- Who the subject matter experts are
- Who CISDE should contact if there are questions
- Names of all who will need to review before finalizing
- Formatting requirements (color scheme, logos, etc.)
- Where the document will live

Things that can slow the process:

- Delays in providing CISDE team with content or changes in the application and/or resources
- Changes that occur to the process/content during development
- Delays in the review cycles
- A request involving a large amount of content
- A request involving extremely complex content
- Business application errors