



## Word – Document Forensics

<b>DESCRIPTION</b>	Participants will develop skills to analyze documents and how best to advise users when documents exhibit problems. Understanding the structure of a Word document and how that relates to consistent, "well-behaved" documents will be stressed. Strategies for dealing with client documents, numbering issues, and rebuilding of problem documents will be investigated. Participants are encouraged to bring sample files.
<b>WHO SHOULD ATTEND</b>	Trainers, Support or Help Desk employees, Document Center staff, and managers.
<b>PREREQUISITE</b>	Participants should be comfortable with advanced features of Word. A knowledge of types of problems commonly seen in the company would be beneficial.
<b>DURATION</b>	1 Day

## Agenda

### DAY 1

The "Good / Bad" document challenge	Troubleshooting tables – dealing with corrupt tables
Word document structure and how it affects performance	Troubleshooting TOC and cross referencing
Word options, Autocorrect options – how they can affect the performance of documents	Why "Rebuild" – how to determine when necessary, using NotePad and WordPad techniques, review of cleanup techniques
The "Five Minute" look – strategies for analyzing documents – determining level of action	Dealing with comparison issues
Why "Style" – the importance to both the user and the system, troubleshooting, identifying "inappropriate" styles in a document, style management	Footnote/endnote troubleshooting techniques
Identifying common numbering issues and how to troubleshoot them	Strategies for sharing documents
Copy and paste – dealing with issues, how to determine options to use, Deltaview issues	Word 'Gotcha's'
	Workshop – working with firm problem document example