



Microsoft Visio 2010 Step by Step

By Scott A. Helmers

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Editorial Review

About the Author

Scott Helmers is a Visio MVP and a Partner with the Harvard Computing Group (HCG), a software and consulting firm that assists organizations with understanding relevant technologies and making decisions about business applications. A key focus for HCG is to ensure that clients work processes are documented effectively so they can be analyzed and improved, as required. Scott is a co-inventor of TaskMap, a Visio add-in that allows anyone to document all of the important aspects of any business process with only an hour of training. He has worked with numerous clients in Afghanistan, India, Singapore, Malaysia, Jordan, Egypt, Ireland, Saudi Arabia, Canada and the United States on projects involving knowledge management, specification of new IT systems, process mapping and redesign, and technology training.

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