Case Study 5: 3M Health Information Systems / Solventum Enterprise Documentation Separation, Content Transition & Platform Sunset

Role: Technical Writer & Transition Lead | Duration: 18 Months | Environment: Enterprise Corporate Divestiture

> *"When 3M Health Information Systems split off into Solventum, I spent 18 months managing the documentation transition across Oracle and ServiceNow. My job was to keep our customer-facing sites accurate and completely up to date while legacy platforms were being sunset, ensuring our users never experienced a single gap in documentation during a high-stakes corporate separation."*

1. The Friction

• **The Corporate Split:** Transitioning an entire enterprise ecosystem from 3M to a newly formed organization (Solventum) required updating thousands of customer-facing touchpoints containing legacy branding, product references, graphics, terminology, and legal compliance text.

• **Platform Overlap:** Managing a high-risk operational overlap where Oracle Service Cloud was systematically sunset while ServiceNow was scaled up. Because customer data migration occurred in phases, both platforms had to run concurrently without causing user confusion or documentation gaps.

2. The Strategy & Governance

• **Branding & Visual Transition:** Separated legacy graphics from Solventum assets, established new corporate logos, updated documentation layouts, and standardized brand alignment across all current deliverables.

• **Content & Terminology Scrubbing:** Audited thousands of active articles and user materials to locate and remove outdated legacy parent-company references, mapping them systematically to the new organization structures.

• **Oracle Content Governance:** Tracked legacy articles using unique Answer IDs and Document IDs, implementing strict expiration schedules to prevent conflicting duplicate data from appearing online while systems operated concurrently.

• **ServiceNow Publishing Control:** Enforced strict version management workflows by establishing a high-visibility red 'Preview' staging protocol, checking code assets, validating technical links, and staging content safely prior to live deployment.

• **Release Validation:** Managed end-to-end publishing workflows for CMS and TRICARE 'What's New' logs and Technical Installation User Guides, executing rigorous pre-release quality checks on live production portals before greenlighting SME deployment dates.

3. The Machinery

• **Documentation Platforms:** Oracle Service Cloud, ServiceNow

• **Access & Transfer Tools:** Okta Enterprise Auth, WinSCP Secure Transfer, Admin Tool Utility

• **Documentation Assets:** Product Documentation, What's New Release Notes, Installation Guides, User Manuals, Customer Support Portals

• **Cross-Functional Governance:** Technical Communication, Corporate Legal Teams, Marketing Standards, Subject Matter Experts (SMEs)

4. Enterprise Outcomes

• **Zero-Downtime Migration:** Completed the 18-month corporate documentation spin-off with zero operational disruption to active customer-facing site systems.

• **Absolute Brand Integrity:** Aligned 100% of product assets, layout designs, graphics, and official terminology under updated organizational standards.

• **Risk Mitigation:** Closed information security gaps and eliminated the risk of duplicate, conflicting, or outdated data exposure during the dual-platform sunset window.

• **Deployment Accuracy:** Guaranteed that every software release was backed by fully validated, accurately linked, and production-ready operational text assets.