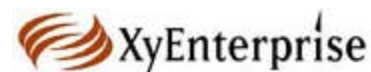
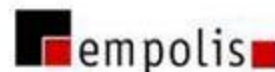




TechDoc Community of Practice

Webinar Series



Webinar Rules

- Format
 - Brief presentation
 - Discussion
 - Out in an hour
- Discussion
 - Please state your name
 - Recognize the time constraints
 - Don't be offended if the host cuts you off
- Follow-up
 - All slides will be available for downloading

Electronic Delivery for TechDoc

TechDoc Community of Practice Webinar Series



Bill Trippe, President
New Millennium Publishing
btrippe@nmpub.com

Assumptions

- A growing need to produce multichannel output
- A desire to do this economically
- A mix of platforms for print production, web production

Some views from 50,000 feet

- Print still counts and PDF is often the first electronic choice
- Platform support still drives choices of approach (Windows, HTML, Java Help)
- A given group faces its own mix of electronic delivery requirements
 - E.g., software vendor who provides print, PDF, Help, including HTML and Java help

Many Delivery Options

- PDF for screen viewing and remote printing
- Help formats, including Windows Help (more legacy now), Java Help, HTML-based Help
- Flat HTML files, Templated HTML tied to some kind of delivery engine, XHTML
- XML/RSS for Syndication
- Wireless delivery through WAP, SVG variants (SVG Tiny and SVG Basic)

Other Delivery Requirements

- Need for search and linking on a Web site or portal
 - Suggests support for full-text search, metadata
- Delivery to and integration with customer support, CRM
- Integration with engineering systems (CAD/CAM), source code control, logistics support, ERP
- Specialized electronic delivery, such as IETM in the DOD

IETMs Specifically

- Interactive Electronic Technical Manual
 - DOD Standard
 - Well established concept, growing in actual use and complexity
- Classified from Class 0 to 5
 - Ranging from Class 0 (imaged pages and little or no navigation)
 - Class 2 is indexed, scrollable, hyperlinked
 - Class 5 is an integrated database capable of dynamic content presentation and integration with other systems

IETMs and the Rest of Us

- It's a useful taxonomy
- They made good technology choices (first SGML now XML)
- In some ways, any company with complex products to document is trending toward IETM-like functionality
- DOD has a long commitment to XML and a realized and growing ROI (SGML before that)
 - Navy Preventive Maintenance System

How Have Groups Automated

- Smaller groups tend to be authoring tool centric
 - Word, Frame, and immediate add-ons
 - Organic growth over time
- Larger groups tend to go with more centralized automation, including some with XML

Current Challenges

- Both small groups and large can end up with the silo problem
 - Dedicated repositories of material
 - Unique processes for creating different formats
 - Dedicated workflow for each format
- This is a workable solution
 - Each delivery channel can be accommodated
- But not very efficient or scalable

Where Automation Begins to Pay

- Repurposing content whole cloth into other formats
- Reuse of modular content for dynamic publishing
- Management of content modules for more controlled revisions, translation and localization

How to Grow Beyond Tools

- The answer is modular management of content in a standard, generic data structure (yes, XML)
- Adoption of a Minimum Reusable Unit (MRU) that supports all required outputs
 - In maintenance manuals, this could be the task, for example
 - In software manuals, this could be at a functional or command level

TechDoc in Context

- Your content is likely at arm's length from how your company is otherwise delivering content to the Web
- Corporate presence is likely ASP, JSP with content in relational tables
- Many potential approaches:
 - Exposing your content so the corporate portal can publish it
 - Converting content
 - Finding an overarching solution that will serve all

What about graphics

- Some repurposing
 - Versions for print versus versions for Web
- Little or no reuse
 - Where graphic components are assembled into larger or compound graphics
 - Some use of CAD/CAM libraries in heavy industry, aerospace
- Great promise of SVG...

Scalable Vector Graphics

- W3C Recommendation
- XML vocabulary for 2D vector graphics and animation
- Modular in design, accessible via the DOM
- Perfect for reuse of graphic components

Complexity of SVG

- Still not in the browser
 - Microsoft has been quiet about this
 - Adobe, Corel have plug-ins
 - Supported for viewing in latest Acrobat
- Some people are doing on-the-fly conversion of SVG to PDF, HTML, other formats
- There are tools for conversion to JPEG
 - Adobe, Savage Software, others
- A near-term problem that should be solved
- Also not unreasonable to require the plug-in, in some applications
- Boeing is now using SVG in some applications

Discussion

Resources at:

www.nmpub.com/blog

www.gilbane.com

www.svgfordesigners.com

<http://www.w3.org/Graphics/SVG/>

</Session>