

# FLATIRONS JOUVE

## STARTING FROM SCRATCH Moving FAASTARS to \$1000D

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Initial Situation

- Challenges
- Project Implementation
- Lessons Learned
- Summary



### Initial Situation

### Challenges

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### INITIAL SITUATION

### Paper based documentation

- 13 manuals
- Mainly software and security documentation
- Created using Interleaf/Quicksilver

## IETM

- Hardware documentation
- Operation and maintenance
- Proprietary system
- SGML based using Hytime linking mechanism



### SHORTCOMINGS IDENTIFIED

- Different media involved with no direct linking to actual procedures
- Long revision cycles
- Inconsistencies due to missing reuse and lack of configuration management
- **Dependency** on a single service provider

## >Move to \$1000D!



## Initial Situation

### Challenges

- Project Implementation
- Lessons Learned





### CHALLENGES

- No internal \$1000D know how
- Big amount of legacy data
- No software tools

## Perform a Proof of Concept



Initial Situation

### Challenges

Project Implementation

Lessons Learned





### PROJECT SET UP

- Install core team consisting of 7 people
- Time frame of project 1 year
- Choose a supplier that can deliver consultancy as well as tools to implement the PoC
- Training from January to May in dedicated workshops
- Set up Business Rules
- Decide on a subset to be migrated
- Create \$1000D contents and publications
- Present results to management in final workshop
  - and the people that have to use it!



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### HAVE A GUIDING HAND

- Different trainers confusing
- Many areas to cover
  - \$1000D
  - Authoring Technical Documentation
  - Legacy data migration
  - User perspective
  - Software tools

# > Have a consultant that can cover all of it



### BE PREPARED TO ADAPT - SNS ASSIGNMENT





#### Equipment specific



#### Generic Equipment



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### RETHINK THE EXISTING

• Option 1

#### WARNING

Do not ride a bicycle with no grips on the handlebar. This can cause the hands of the rider to slip.

#### Procedure

#### 1 Remove the grips

- 1.1 Put a long thin screwdriver below the grip and apply water between the grip and the handle bar.
  - 1.2 Turn the grip forwards and rearwards to loosen it and then pull it off the end of the handlebar.

#### 2 Remove the brake and the shift levers from the handlebars

- Loosen the clamp screw (refer to Fig Fig X) which is behind or below the brake lever (as shown).
- 2.3 2.2 Remove the lever and the mount from the handlebar.
  - 2.3 Loosen the clamp bolt and remove the shifter from the handlebar.

#### 3 Remove the handlebar

Use a Set of Allen wrenches, BSK-TLST-001-13 and loosen the clamp bolt (refer to Fig Fig X). To remove, move the handlebar out of the stem.

Option 2

he hands of the

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### VERIFY YOUR DECISIONS

- Business Rules have been decided up-front
- While creating contents the meaning of some of the decision points got clear

## Plan in time to apply what you have decided in order to learn from it





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### SUMMARY

### Documentation in a proprietary system

- Long revision cycles
- Inconsistencies due to missing reuse
- Dependent on a single service provider
- Decision to move to \$1000D
- Performed a Proof of Concept
- Lessons Learned
  - Have an experienced consultant leading you all the way
  - Be prepared for change during the project
  - Get rid of old thinking patterns
  - Verify your decisions





# FLATIRONS JOUVE

# **THANK YOU!**

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