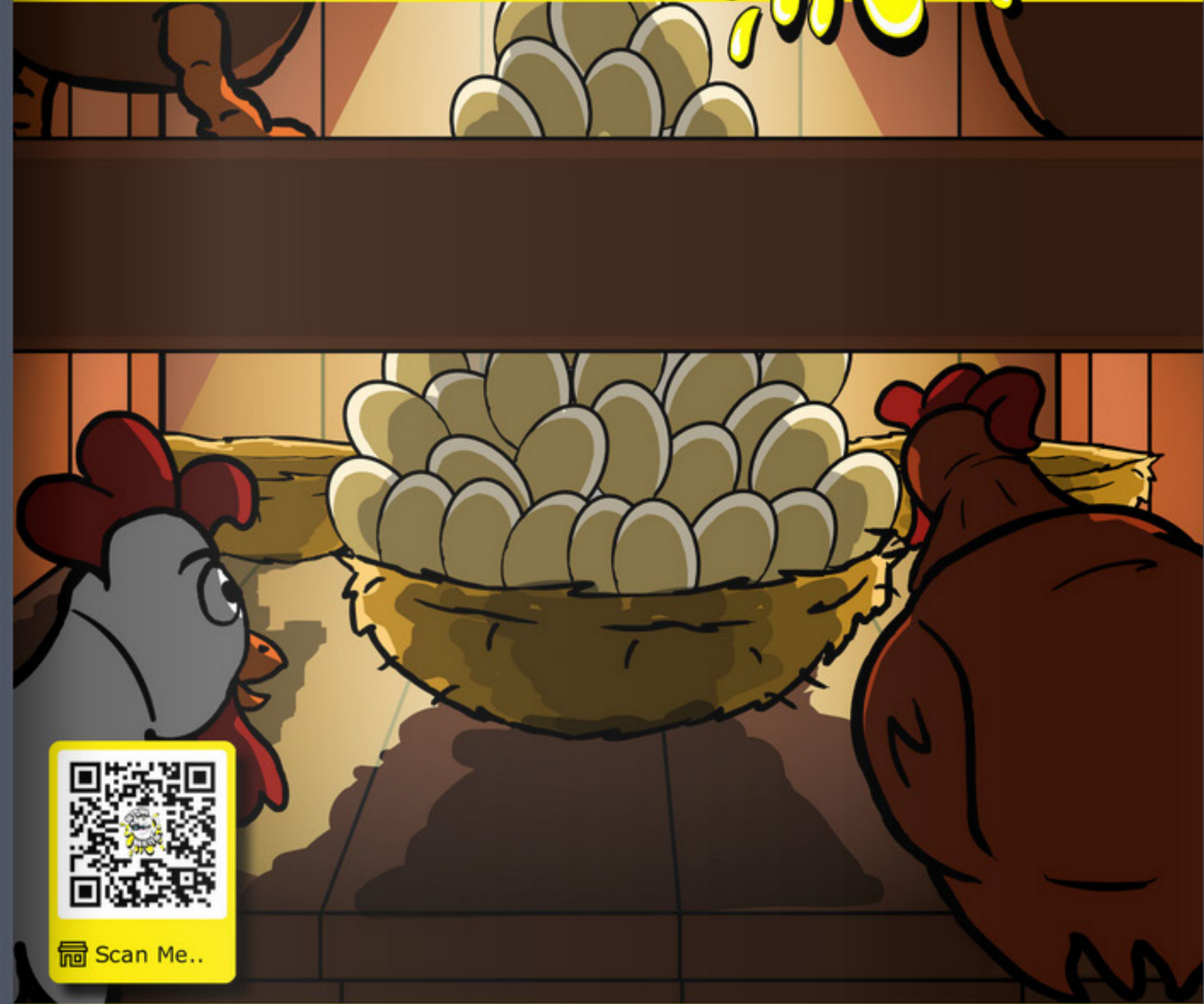


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WELCOME

TDW-LIVE#8 ISSUE

Well what a quarter Q3 has been! At TDW we have released plenty of new content, both free and premium, as well as attending two Goliath industry events where equipment and technology on display was truly mind boggling!

The first event this quarter was of course the Farnborough International Air Show - a very hot and stuffy day that proved to be very useful from a networking perspective. Some fantastic announcements around innovation, plenty of TDW members were there and I probably lost around 3lb walking up and down the hill lugging my cameras.

No matter how much time I spend in our industry around some amazing equipment, it never fails to impress me the tech on display.

The next big event was DVD - the British Army equipment show held every two years in the UK at the Millbrook grounds.

This year TDW were invited along as press and were given access to key individuals and vendors. [full report inside this issue.]

So what else in Q3?

Well I spent a great deal of time on the road, meeting TDW member companies as well as spending time with clients who have issues with their technical information.

I decided to execute on something that I have been wanting to do for a great deal of time, some more focused, real-life opinion and insight into the use of the ASD S1000D specification.

Sometime ago I had an idea to produce a series of video lead articles on the

#TECHDATAWORLD

"A2Z of S1000D", I thought it would be fun just running through the letters of the alphabet and giving my opinion and thoughts for each letter, specifically around S1000D.



MICHAEL INGLEDEU

Seems this series has sparked a bit of interest and we are seeing a tremendous amount of activity around the videos and have had numerous suggestions for inclusion in the series! I also have some other thoughts around this format and hope to bring them early 2019 - so make sure you are following us on all our channels.

So TDW-Live is upon us and we have developed what I believe is our strongest agenda to date - I wanted to focus on the **doing** of information, the getting it right - the real-life aspects of supportability - and I think we have achieved this.

A huge thank you to all of our sponsors, supporters, excellent speakers and the team at TDW who have made this event happen again this year. We have already set the 2019 dates and Claire is discussing contracts already with the numerous venues that we are considering for 2019.

I hope, as ever, that you enjoy this issue and I am always happy to have your input and feedback to me here at TDW.

Scan the QR code to connect with me direct.

Adios!

Mike





INSIDE



Directory

New! Introducing the QR codes in this issue of the TDW Magazine - use your favourite QR scanner and access additional content relating to the article - or download the TDW app which has a built in scanner!



8



14



40

All images - copyright tech data world - Boxer on display at DVD2018



28

The dangers of placing all of your technical information eggs in one basket - the topic of an article in the next issue of the TDW magazine as well as a TDW podcast.



THE MESSAGE ON THE COVER?

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*AVAILABLE DURING Q4

What have we been up to in the third quarter of 2018? Here is a brief summary of some of what we have been doing just incase you missed it!

Background image taken from our day out at the Farnborough International Air Show - full report inside

01

TDW attended the Farnborough International Air Show - a hot sticky day - but was a great couple of days out

07

TDW joined the DVD2018 event as a press visitor - what does this mean for TDW and what did we learn?

02

The all new A2Z of S1000D series was launched and made available for FREE on www.s1000dworld.com

08

Podcast sessions released included. Perspectives and a reminder of a role in the world.

03

TDW on the road again this quarter with many meetings and updates from our travels - follow our social media channels for more details

09

TDW-Live 2018 Agenda was formalised and released to the general public - a great show is planned

04

TDW Introduces Five Minute Fridays - a look at the world of tools, process, software and resources that will help you on your technical information journey - only published to our YouTube channel

10

In Q3 we welcomed a whole-raft of new TD-iO subscribers - welcome aboard and we hope you enjoy the content we are delivering!

05

TDW asked to support the identification of a CSDB for a technical publications house in Germany

11

Technical Communication in aerospace, defence and space training course hits the ground running with the first series of lessons released

06

The TDW FREE account area has now been created! All can now create an account on TDW for awesome content!

12

TDW hosts technical publications workshop for major aerospace company looking to understand the role of technical information

MIKE INGLEDEW - ON THE ROAD



INDUSTRY

EVENTS

TWO MAJOR INDUSTRY EVENTS - FIAS AND DVD2018

This last quarter there were two major industry events attended by TDW. Although these events are focused on the platform - it is always great to see where our technical information ends up!

Farnborough International Air Show was attended on a hot and dry day whilst the DVD2018 British Army show was attended over two wet and blustery days in the Midlands of the UK.

Whilst we were at these two events we took plenty of pictures and of course made some videos for our social channels - enjoy these images and follow the QR codes to see the full videos and tutorials we did from these two exceptional events.

FARNBOROUGH



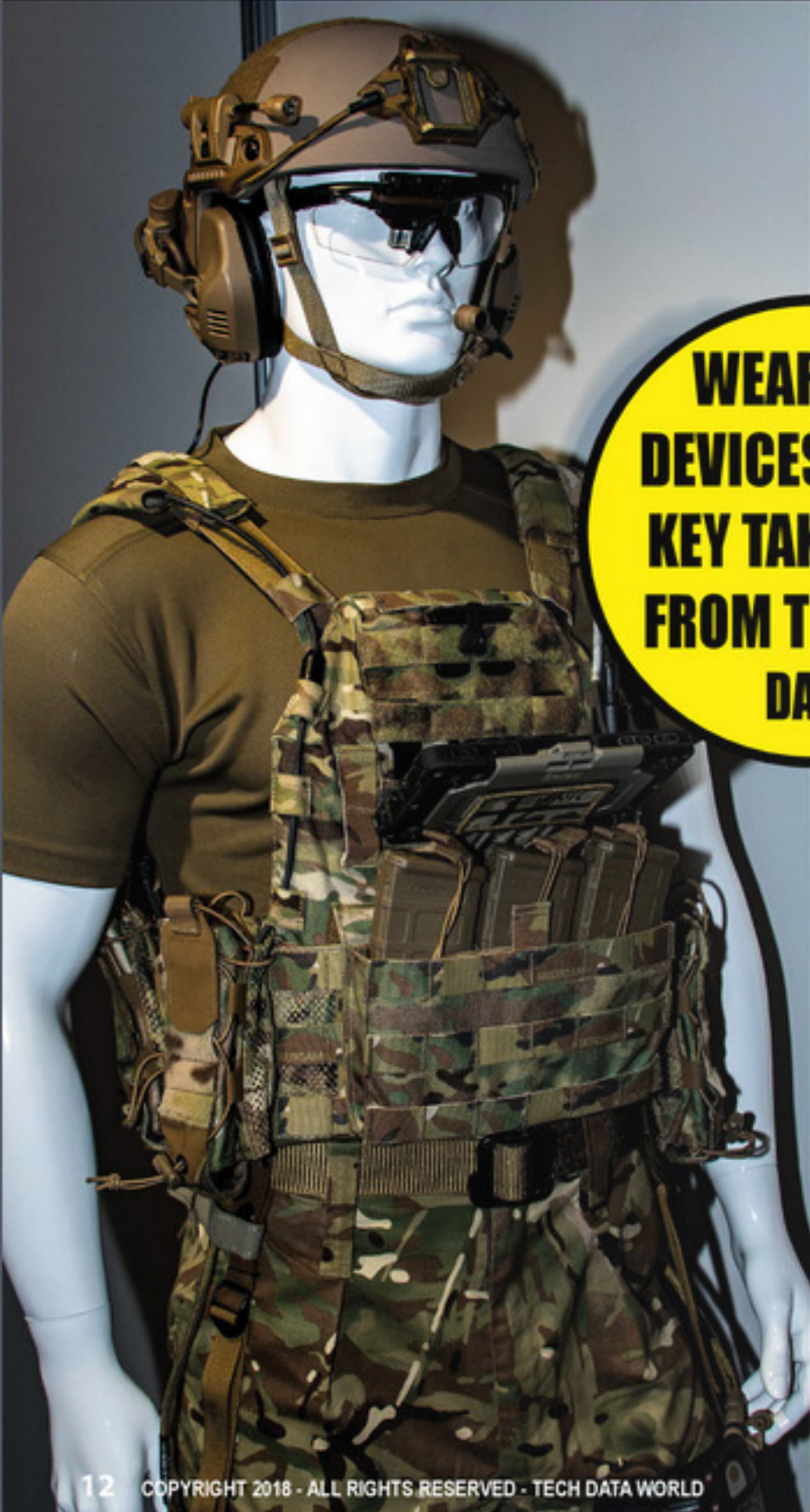
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TW 2018



WEARABLE DEVICES WAS A KEY TAKEAWAY FROM THE TWO DAYS



EVERYTHING ON DISPLAY FROM PLATFORMS TO PLUGS...



Watch



A2Z OF S1000D® A FUN LOOK AT THE S1000D® SPECIFICATION AND SOME THINGS YOU SHOULD CONSIDER

A FUN JOURNEY THROUGH THE ALPHABET LOOKING AT AN S1000D JOURNEY.



Welcome to the S1000DWorld series on a journey through the alphabet.



Something we have been putting together here at TDW for some time is a fun look at some key points to consider, plan for or be aware of when using or considering the use of the S1000D specification.

We kicked off the series this quarter and at the time of publishing this magazine had released 'G' - so if you have not seen any of the videos yet, head on over to the website and catch-up now.

I HAVE TRIED TO MAKE THIS LIST FUN, THOUGHT PROVOKING AND SOMETIMES THROWING IN A LITTLE CONTROVERSY TO LIVEN UP THE DEBATE! WHERE POSSIBLE, WE HAVE TAKEN THE CAMERAS OUT WITH US AND FILMED FROM INTERESTING LOCATIONS. ENJOY - MIKE

WHAT WOULD MAKE YOUR A2Z?

We are interested in hearing what would make your list of A2Z of S1000D - send your comments to: michael@s1000dworld.com and see if yours makes the next list!

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A2Z Series

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Two easy ways to follow this A2Z series - head on over to the **S1000DWorld** website and subscribe to be notified when we release a new video in the series.



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WHAT HAVE YOU MISSED?



This quarter we have released seven videos to kick off this series - but what did we cover? Here are some highlights, watch the full videos for each letter.

A2Z - A

ACCEPT | ANALYSE | ASK | AGREE

A2Z - B

BUZZ WORD BS'rs | BUSINESS RULES

A2Z - C

CHANGE | COST | COMPLEXITY

A2Z - D

DECIDE | DEFINE | DESTINATION

A2Z - E

EDUCATE | EXAMINE | EGGS

A2Z - F

FIND | FORGET | FUTURE | FOCUS

A2Z - G

GOALS | GET OUT OF JAIL | GROW



THE BIG

QUESTION



[engineering] experts produce and make it into something that our customer wants and can use. This is often a hurdle in itself, mainly as our engineering masterminds assume that the content that they are producing is an end artefact that can be delivered as is and the user should be able to decipher what it is they need to know from this content. Throw into the mix that there may be some emotional attachment to the knowledge we are asking people to share and this all makes for a difficult environment.

This is where a good technical communicator can use personality and a little psychology to get us to our end-game - involving everyone at all levels in the production process will deliver results. Simple tools like hosting technical publication workshops really helps spread the word and raise the profile.

The reality - everyone has an opinion and a perspective on technical information - it is our job to help educate others around what it is we do!

How do you raise the profile of technical communication in your organisation? We would love to hear from you! Send in your thoughts and comments to memberservices@techdataworld.com

Do you have a BIG question? Send it in to us and we will do our best to answer for you!

The BIG QUESTION this quarter is all about perspectives and understanding these perspectives of technical communication, the communicator and the important role that we play in our respective organisations.

Often at TDW we are asked how to raise the profile around the importance of what we do as technical communicators and why everyone else should care about the information we produce and deploy.

After all, good quality support information reduces customer support need, ensures our products are used correctly, safely and as designed - yet this is often overlooked, misunderstood or discounted.

A reality of this situation is that we have to accept that not everyone understands the definition of technical information, even when they do understand technical information, they will likely not understand the technical documentation process or [process] demands.

We also have to acknowledge that our purpose in life is to take the information our



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1 INTRODUCTION

ISO 15288 is the international standard for the application of System Engineering, its formal title is "Systems and Software Engineering – System Life Cycle Processes". The first question the reader should be asking is why, why should we even consider adapting and using ISO 15288 as a Support Engineering standard, aren't there enough standards for Support Engineering (or ILS if you prefer)?

The answer is, in part, that we should do it, because there are so many standards and unless you are a Government, i.e. if you are a supplier, you have no choice as to which standard will be applied on any particular contract; there is no accepted international standard for Support Engineering.

For the purposes of this argument, I will use the term 'Standards' as a short hand for standards, specifications, guidance documents, et al. We need to consider not only the obvious Support Engineering standards and specification e.g. Def Stans 00-60, 00-600, JSP 886, the Defence Logistic Framework [DLF], Mil Std 1388, GEIA-Std-0007b, and the ASD series. We also need to take account of those standards that address the vast range of associated topics, for example Failure Modes, Effects and Criticality Analysis [FMECA], Reliability Centred Maintenance [RCM], Human Factors, Reliability Engineering, Maintainability, Testability, Level of Repair Analysis, Training Needs Analysis [TNA] etc.

The list is enormous; there is even a NASA standard for the application of ILS to space systems ...

It is beyond the capacity of most individuals and most organisations to gain even a passing familiarity with these standards, particularly so because it may cost something between £80-£250 just to get hold of a copy in order to review it.

Hence any organisation which supplies products or services to the Defence sector needs a coherent, comprehensive, yet

Applying ISO 15288 As a Support Engineering Standard

**PETER STUTTARD
ASPIRE CONSULTING**

flexible, methodology that they can apply, no matter who the client is, no matter which standards that they reference in their requirements.

If this is the case, it is imperative that any approach we adopt is based on fundamental principles, on the very best of industry best practice.

Another problem we face is that many of the standards are of indifferent quality, not only are there many standards, but many are technically flawed, many are bloated, poorly presented documents posing poorly argued principles and illogical processes. Many are very proscriptive, they take little account of the fact that the organisations who are ultimately responsible for implementing them may also have to implement a range of alternative standards for other clients. The investment required can be significant.

The other reality that we have to face up to is that, whilst there is a defined method for achieving a set of integrated Support Analyses, i.e. LSA, there are no



defined methods for achieving a truly "INTEGRATED" Support Engineering programme. None of the extant standards effectively addresses this requirement.

These factors explain, at least in part, the poor performance that is all too often associated with defence programmes worldwide. Anyone involved in the Defence sector can hardly be unaware of the plethora of stories that appear in the media, or the numerous critical reports that emanate from the Government's Defence Committee or the National Audit Office [NAO] in the UK, or the Government Accountability Office's [GAO] reports into Defence Acquisition in the US.

Not all the issues raised are support related of course, but a good many are, so there is significant room for improvement.

2 THE FIX?

We have no magic wands, but if we want to fix such issues it is self-evident that to do so we will need to consider the processes that are implemented. This is hardly a new

concept, it underpins quality standards and quality systems as well as modern design, development, manufacturing and support processes.

What we need is a generic, optimal, Support Engineering process, founded on fundamental engineering principles, which meets the requirements of all the disciplines involved in Support, throughout the Product lifecycle. This is not exactly an easy ask, but it is feasible; it is certainly something that we should strive to achieve.

I would also add that such a standard should be succinct and 'accessible' that is, widely available, easy to read, easy to assimilate and straightforward to implement.

One way to achieve this is to define a robust, logical, framework, that can be applied in a wide range of scenarios, by all the Support Engineering disciplines.

3 BUT WHY USE ISO 15288 AS THE BASIS OF SUPPORT ENGINEERING THROUGH LIFE PROCESSES?

The first point is that ISO 15288 is a Systems Engineering standard, and Systems Engineering is a mechanism for managing complexity, and Support Engineering is a very complex process.

If you consider that the Standard:

- Addresses all phases of the Life Cycle, including; Conception, Development, Production, Utilisation, Support and Retirement.
- Defines processes, each with a defined outcome.
- Is applicable to hardware, software, data, processes and procedures, facilities, etc.
- Defines stakeholders needs...
- Enables the realisation of successful programmes...
- Integrates all disciplines and specialities into a team effort using a structured development profile...
- Establishes an "Environment" of Processes, comprised of methods, procedures, tools, techniques and trained personnel that can be applied to products and services...
- Establishes agreements between Acquirers and Suppliers...

Then it is clear, that the intent at least, aligns with our needs as Support Engineers.

ISO 15288 is also, as the name suggests, a generic International Standard, there are no organisations with vested interests involved in its development, it confer no advantage to any specific organisation, it is a 'politically neutral standard.

Another advantage is that the standard is designed to complement a number of other ISO standards, including ISO 9001:2015, ISO 27001, ISO 122707:2015 for software lifecycle processes and ISO /IEC 20000-

1:2011 for service management, amongst others. Such integration will reduce the effort and the investment required by organisations that implements it.

These factors mean that the application of the standard to Support Engineering has to be worthy of further investigation.

4 THE STANDARD

So will it serve?

I believe it will, the standard is Life Cycle based, it is designed to address: strategy development, planning, monitoring, requirements setting, conceptual design, detailed design and validation.

It can be adopted by Organisations as well as being applied at the Project level; there are four types of process defined in the standard, namely:

1. Agreement Processes
2. Organisational – Project Enabling Processes
3. Technical Management Processes
4. Technical Processes

This means that the standard can be applied as a template for developing an organisation's capability, as well as providing a framework for individual projects or programmes. In this guise it could be used to determine the maturity of an organisation's Support Engineering capability, i.e. it could provide the basis of a Capability Maturity Model [CMM] for Support Engineering – something much needed in the Defence sector.

The standard also ticks a number of other boxes for the Support Engineer, it is designed to be tailorable, and to enable concurrent and Iterative (recursive) application, and it can be applied to different levels within the same system (i.e. to a Platform, a System, Sub-System, Configuration Item, Line Replaceable Unit [LRU] or Module, etc). It has processes for translating stakeholder need into

requirements and it recognises the need to define and to address the Operational Concept of any target system.

It is defined at a high enough level so as to avoid being proscriptive, but it has detail sufficient to cover all contingencies. It defines a number of processes, those processes have:

- Meaningful Titles
- A defined Purpose
- Defined Outcomes
- Activities – sets of tasks
- and Tasks

Of particular interest (to the author at least) is the fact that it is amenable to Model Based Systems Engineering [MBSE], Digital Twin and Simulation Based Acquisition [SBA] concepts; concepts that have the potential to transform the effectiveness of Support Engineering.

Finally, if other parts of an organisation, i.e. those outside of the Support Engineering discipline, also adopt ISO 15288, then this would enable a high level of integration across the entire organisation, this approach could be adopted by an Acquirer or a Supplier to good effect.

Aspire are in the process of developing a methodology for Support Engineering, based on ISO 15288, this is in its early stages of development at present, but it will, as a minimum, form the basis of their updated training materials in due course. The methodology will be mapped onto all the key extant standards; hence the material will be applicable no matter what standards the delegates have to work to in the present or the future.

This topic will be the subject of a workshop session during the TDW Live#8 seminar on Tuesday, November the 13th this year.

Please join us if you want to contribute to the debate.



Aspire



A PROCESS TO IMPLEMENT ASD SIMPLIFIED TECHNICAL ENGLISH ASD-STE100® (STE) – DON'T FORGET THE PEOPLE!

CIARAN DODD

INTRODUCTION

In the last issue (TDW 2018), we finished with some questions to consider before you implement ASD Simplified Technical English ASD-STE100® or STE. For this issue, it seemed logical to discuss how to implement STE, especially as this is the theme of my presentation at November's TDW-Live.

The focus of this year's TDW-Live is getting back to process. In this article I will outline a process for implementing STE and highlight the steps that are easily forgotten. Frequently these steps relate to the people elements of the implementation.

I will briefly describe a model of change management and relate it to common conversations that I have had with delegates over my many STE training courses. By the end of the article, I hope that you will know some of the pitfalls to avoid when you implement STE.

IT'S ALL ABOUT CHANGE MANAGEMENT

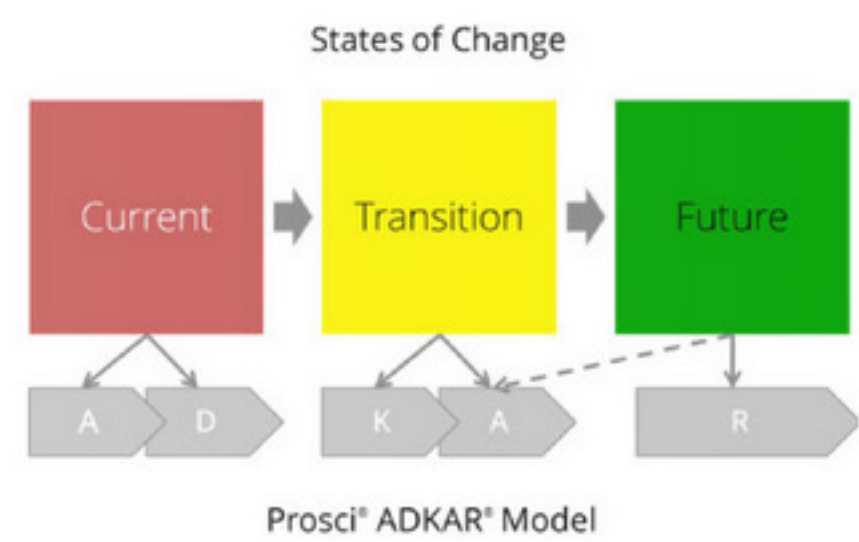
At the end of the last article (29, TDW 2018) I wrote: "...like all change, many of the challenges can be managed and mitigated with careful research, planning and change management." I once worked in a team called Change and Improvement, so I thought it time to go back to what I had learned about change management. And what I learned was... don't forget the people! If you forget the people, your implementation is at risk of failing or under-achieving. A detailed discussion of change management is beyond the scope of this article, but I will use the Prosci® ADKAR® Model for individual change to structure our discussion of typical challenges that occur when you implement STE.

WHAT IS THE PROSCI® ADKAR® MODEL?

ADKAR stands for: Awareness, Desire, Knowledge, Ability, Reinforcement. Each stage represents the outcomes you must pass through to successfully implement change. As you progress through the change, you need to:

- be **aware** of the need for the change;
- have a **desire** to engage with the change;
- have the **knowledge** to make the change;
- have the **ability** to implement the knowledge that you've learned; and
- have in place means of **reinforcement** to maintain the change.

These two illustrations, used with kind permission from Prosci®, set the model in the context of change. The first illustration shows how each stage of the ADKAR Model fits in the three states of change: current, transition and future.



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This second illustration shows the two sides of successful change. Typically, businesses focus on the "phases of a change project" side because these are the tangible tasks to manage. It is "the people side of change" that is often overlooked. In my experience, this is no less true of STE implementations.



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HOW TO GET STARTED WITH STE

In Unwalla and Dodd (2017), we wrote:

“In Ciaran’s experience, there are two approaches to implementing ASD-STE100.

1. Focus only on ASD-STE100 and train the technical communicators to use the specification. Often an organisation adopts this approach because it is contractually required to use ASD-STE100 or wants to improve the quality of its content, especially for non-native English-speaking readers or for translation.

2. Include ASD-STE100 as part of a larger change in authoring processes such as moving to structured writing. Sometimes, organisations will also buy an ASD-STE100 checker.

Can you successfully use ASD-STE100 without training? In Ciaran’s experience, people who are asked to write in ASD-STE100 without training usually focus only on the words in the dictionary. This loses much of the effectiveness of ASD-STE100. Ciaran agrees with the STEMG [STE Maintenance Group] (2016a, p. Training) who write, “STE training is the first essential step for a technical author to be able to apply STE correctly.”

If you want (or need) to start using STE, arranging training is both a sensible and tangible first step. But from a change management perspective, you are starting in the middle of the ADKAR Model with the Knowledge stage. For the delegates involved in the training who will need to take on and use STE, you have missed two important steps: you have not necessarily created either the awareness of why they will use STE or indeed created the desire to want to use STE. Additionally, the delegates may also be unsure how they will apply STE after the training. Despite this, delegates usually see the benefits of STE as a concept during the training, but they are left with many concerns about how they will implement their new knowledge (the Ability stage of the ADKAR Model). These are some typical concerns that

delegates raise about STE:

- It is restrictive and removes the technical author’s creativity.
- It is simplistic and repetitive, especially for native English speakers, which makes it seem unprofessional.
- It is imprecise because the restrictions on grammar and vocabulary prevent complex sentence structures and tenses to express more complex technical ideas.
- It requires companies to have standard terminology for technical terms, ideally in a managed company dictionary that will also contain unapproved terms.

Other typical concerns that technical authors have are:

- How to start applying STE to documents that are evolving or contain a lot of legacy material. (It’s helpful if there is a new project or document where delegates can apply STE from the start.)
- How they will find time after the course to write documents in STE because whilst they become proficient, writing in STE takes longer than usual.
- How they will know if they are meeting the requirements of STE, especially without checking software. It is possible to write STE that technically may comply but in fact the text does not make sense. To write well in STE, you must have a good knowledge of English and training in STE.
- How they can properly structure texts in STE, particularly descriptive text, when they may not have access to source data from subject matter experts (SMEs) in adequate time.
- How to convert existing, sometimes unclear, text into STE which is harder than writing new content directly into STE.
- How to work with SMEs who do not understand STE and who may have to review and accept text written in STE by technical authors.



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These concerns show the importance of the Reinforcement stage of the ADKAR Model. Without the correct systems and processes in place to support technical authors who must write in STE, it is easy to go back to the old way of working. Therefore, it is important that any implementation phase allows time and support to embed STE into the technical documentation process.

WHAT CAN YOU DO TO SUCCEED IN STE?

To create **awareness**:

- Build and communicate a clear business case using the questions from the last article (28, TDW, 2018) as a starting point.
- Find other examples of STE implementations.
- Find a senior manager to act as a sponsor, communicator, champion and resource enabler – right through all phases of the implementation.
- Manage and communicate to all people who will be affected by STE. For example, SMEs, senior managers, service engineers and end users. If possible, involve these affected people in some (or all) of the STE training. Identify members of each affected group who will contribute to the implementation as a supporter of STE.
- Make sure that your business is ready - do you have a specific product or project that you can use to trial STE? If you're re-writing existing text in to STE, review this text to make sure that it is structured well and does not contain redundant or out-of-date information. Have you got a clear list of company terminology with unapproved terms? Developing and then maintaining your company's dictionary of approved terms can be a major project and needs to be carefully considered at this early stage.

To create **desire**:

- Highlight and reinforce the benefits. Give those affected a WIIFM (what's in it for me?) so that they can see how they might benefit from the STE implementation.

- Be open about the challenges and seek ideas for how to reduce some of the difficulties.
- Show how you will support the technical authors during the Knowledge, Ability and Reinforcement stages of the ADKAR Model before you start training.

For the **knowledge** stage:

- Be clear what the training entails and how it will help technical communicators to implement STE.
- Brief them about what you expect them to take from the course and what systems will be in place to support them after the course.

For the **ability** stage, establish systems and procedures to support the technical authors after the training. Give them extra time to complete work; create a buddy system to review each other's work; use a software checker; implement follow-up coaching or user-forums to discuss and review problems.

For **reinforcement**, you do not need a software checker to implement STE, but it will certainly help to reinforce the STE behaviours and support the authors as they become proficient in STE. No software checker can replace the skill and knowledge of a technical author, but a software checker can certainly help embed the principles learned during the training. And, depending on the checker that you choose, you may be able to measure your progress with implementing STE.

IN CONCLUSION...

As always, an article like this can only skim the surface of what is a complex topic. But, if you are considering STE then this article highlights key considerations to maximise your chances of a successful implementation. Although we work in highly technical environments, please don't forget the people!

ACKNOWLEDGEMENTS AND REFERENCES:

Thank you to Berry Braster, Technology Director, Etteplan for his comments and experience of STE implementations.

Thanks also to Prosci Inc. for their permission to use their ADKAR Model. Prosci and ADKAR are registered and unregistered trademarks of Prosci Inc.

ASD Simplified Technical English ASD-STE100 Issue 7 available to request at <http://www.asd-ste100.org/request.html> (accessed 21 September 2018).

Prosci® ADKAR® Model <https://www.prosci.com/adkar/adkar-model> (accessed 21 September 2018).

STEMGa (2016) <http://www.asd-ste100.org/training.html> (accessed 21 September 2018).

TDW 2018 TDW Magazine, Summer Issue 2018

Unwalla M and Dodd C (2017) 'The case for ASD-STE100 Simplified Technical English' in Crabbe S (eds) Current Practices and Trends in Technical and Professional Communication. Croydon, UK: Institute of Scientific and Technical Communicators, pp 29-56.

Ask Ciaran!



Do you have a question around the use of Simplified Technical English? Not sure where to start or even know if STE will deliver benefit to your organisation? Well, why not "Ask Ciaran!"? Send us your questions and we will ask the expert.

memberservices@techdataworld.com

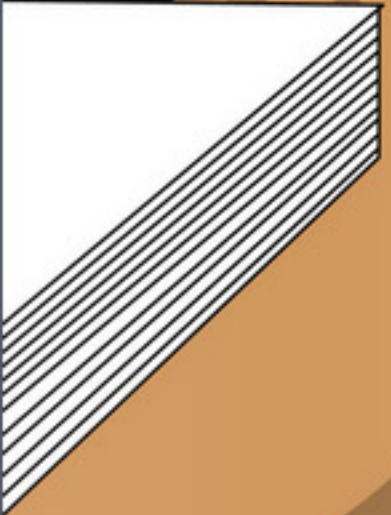
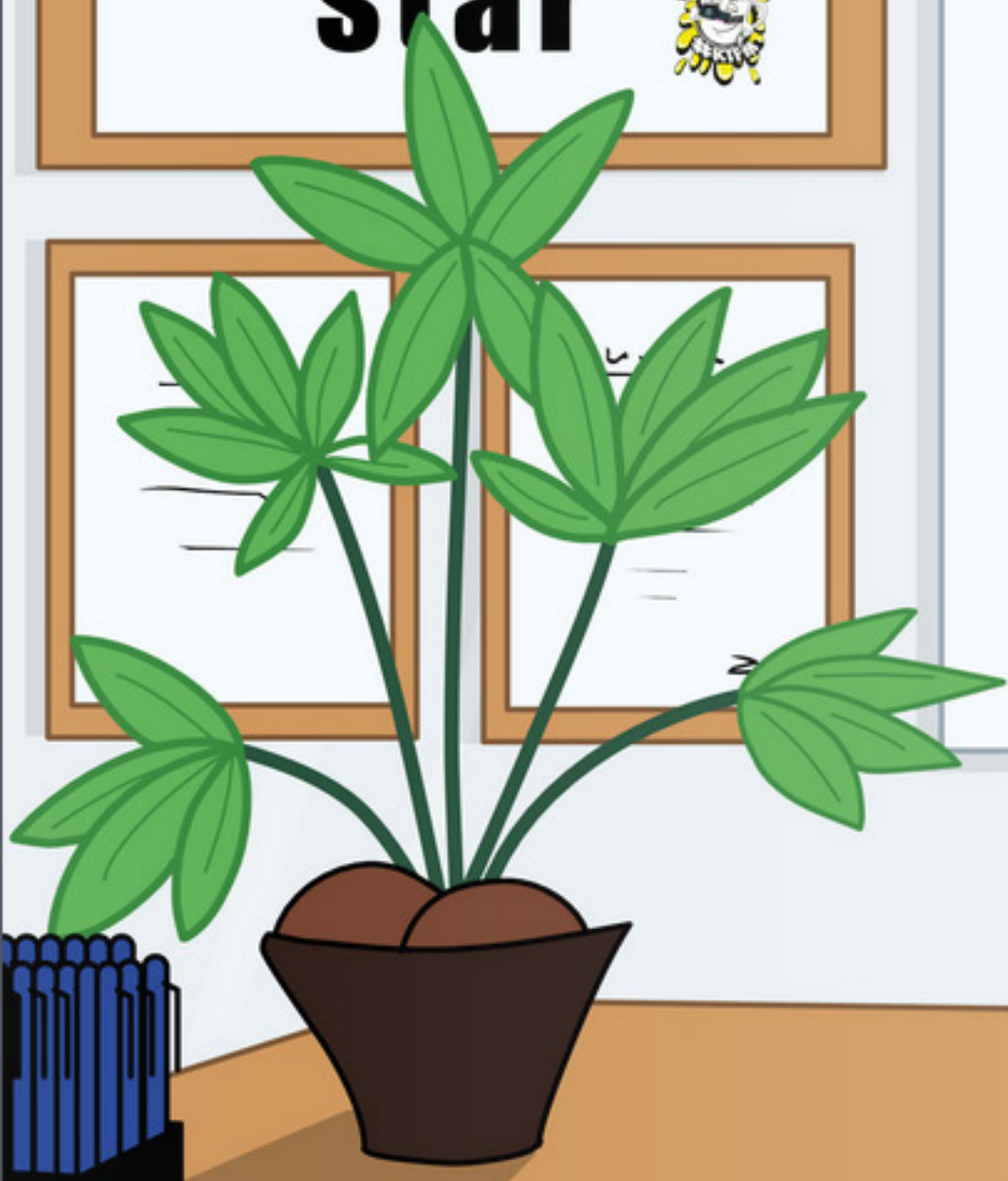
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**Peter
Perfect**



DID YOU MISS DR GRUMPY? CHECK OUT THE LAST ISSUE OF THE TDW MAGAZINE



Scan Me..

PETER PERFECTS TOP TEN ADVANTAGES OF S1000D

Hi I'm Peter Perfect. In the last issue you heard from Dr Grumpy who gave you his top ten gripes at S1000D. He wasn't very positive was he? If "flamin'", "bloomin'", and "friggin'" were swear words that guy would swear an awful lot!

This month you have me! I'm more positive! I am fresh out of Uni and love new teck! I live for the DOM. XPATH. XSL, XQUERY, JSON, JQUERY, Cascading Style sheets, content management systems, PHP, Typescript, Ruby, R, Linux, Android, IOS, IOT, VR, AR and C#! And I enjoy developing applications that are cool.

S1000D is nice as it gives me the opportunity to develop tekky software and I have been a tech pubs systems man for 6 months now. I have had a one day S1000D training course; I have authored a data module and produced a CGM file from a 3D solid model in ISODraw - which was really cool. But what I really love about S1000D is getting my hands dirty in code!

So what are my top ten advantages of S1000D? Here they are in reverse order...

"Dr Grumpy talks about SGML – Sounds Good Maybe Later"



AT NUMBER 10 – S1000D USES XML



The eXtensible Markup Language (XML) is a joy to work with. Dr Grumpy talks about SGML – Sounds Good Maybe Later he says – but that was way before my time. Although XML has been around for a while now, it is still up there with the latest technologies. It provides a transformation language (XSL) that makes conversion from one version of S1000D to another really easy – it even lets me convert ATA to S1000D – a cinch!, and XSL-FO can be used to create PDF and even Word for Dr Grumpy!

Also there's lots of free software and code that can handle XML and some are really cool. Dr Grumpy tells me that he had to pay tens of thousands of pounds for similar tools for SGML. I wish I was around then - I could have written them! Now even when it's in SGML I can convert to XML and use those standard tools.

IN AT NUMBER 9 – IT'S AN INTERNATIONALLY RECOGNISED AND A NEUTRAL STANDARD

In the past, Dr Grumpy tells me that everything was in proprietary format and the files that the word processors produced could only be read by the word processor software tool. He talks of the days before Microsoft Office and PDF where there were at least 16 word processors, 2 or 3 spreadsheet packages, and very few presentation software. It's a different world today as most people use Word, Excel and Powerpoint. Imagine the problems those early Tech Pubs guys had in exchanging data with partners and suppliers and when the delivery was on paper!

SGML changed all that and XML afterwards – it's a neutral standard and through Schemas and DTDs like S1000D, we can interchange the data!! Authors know the spec and can be moved between projects, The fact that its standard means that we all know how to do it and that helps make the publications seamless between companies (to a degree).

NUMBER 8 – NICE MEANINGFUL MARK-UP

Semantic mark-up in S1000D is magic! Things are marked up as they should be. I worked with HTML and docbook at Uni and even in ATA and the tags are like what you would see in a book – chapter, sections, tables and the like. S1000D gives much better mark-up – meaningful tags and attributes that describe the type of content that they contain – for example required people, skills and estimated times have descriptive tags as do part numbers, serial numbers and the like. This makes it really easy to query the data and even to store it in a database.

```
<dmCode modelIdentCode="
<language countryIsoCode
<issueInfo issueNumber="
</dmIdent>
```

I can query the CSDB to ask questions like 'what tools do I need to support the product in the MRO shop?' How long should a task take? What skills do I need? Etc etc. As the data is in XML, I can use XQUERY – wonderful stuff!

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Dr Grumpy is always asking me to find where a data module or illustration is referenced or where a spare or tool is used. This is easy as the data is marked up with those meaningful tags!

A NON-MOVER AT NUMBER 7 – IT’S BRILLIANT FOR DISPLAYING IN AN IETP

The XML in S1000D is great for displaying in an Interactive Electronic Technical Publication (IETP). I can use the publication module as a table of contents that the users can click through the standard numbering system until they find a data module they want to view. References can be hyperlinks, illustrations can be hotspotted, I can do rip-off tables and tooltips. Brilliant! I love it! With plug-ins I can even show a 3D image, and get comments from the users delivered to my email address.



STATIC AT NUMBER 6 – ALWAYS UP WITH THE LATEST TECHNOLOGY

I have to hand it to those S1000D guys – they certainly keep up with the times. They were way ahead of the game with SGML and then XML – Dr Grumpy says they were using Displaywrite and Word Prefect before that! They embrace the latest technologies like SVG even before they are mature and we need them, and they invent new ways of doing things like the ICN metadata - really wicked. I can't wait for a JSON data module lads and lasses! Roll on S1000D support to virtual reality me says!

NUMBER 5 – CONFIGURATION CONTROL AND APPLICABILITY

The fact that we keep all issues of data modules and multimedia controlled with issue numbers and inwork revision numbers is a good feature of S1000D. It allows us to package work and put it through workflows and control comments and information about when changes were made, why they were made and by whom.

Before we had our CSDB data was stored in folders and had paper records – yes paper!!! We even had problems with multiple versions of the same thing – this is why Dr Grumpy is a stressed guy!

Oh and those wonderful things I can now do with applicability filtering and I can even specify my own applicability models for product and even conditions!!! Very powerful but even I haven't worked out how to share this with other suppliers so it all fits together yet!

NUMBER 4 – INFORMATION REPOSITORIES

Brill! I can store a whole database in a repository data module actually in XML – amazing - the way to go! I can import parts from our PLM system using my new Ruby program that I knocked up lunchtime. Super! At last S1000D can stand on its own and deliver the lot in one go and our authors simply reference a number and it gets displayed correctly in the IETP – why do we need PLM at all?

I'm going to ask for a change so that the issue number of a data module is more digits – I add a part and release the repository data

“why do we need PLM at all?”



module and I have to up the issue number. Currently I'm at issue 925 inwork 76 – three digits are not enough – I'll raise a change request asking for at least 10 digits for the issue number but even then I'd soon get to 9999999999 inwork 99 – maybe I'll ask for 20 digits.



“The task you would like me to fulfil is so difficult that I do not dare to refuse.”

Ernest Starling

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NUMBER 3 - THE BUSINESS RULES CAN BE CHECKED AUTOMATICALLY

Those nice S1000D guys have provided the Business Rules Exchange (BREX) and I have written code that implements it using XSL and Schematron. What a cool name for it! What I really love is the fact that I can pull up the authors if they make mistakes in the mark-up – I love the power that it gives me! I can stop a whole transfer package being loaded from our suppliers if they break the BREX rules and I have changed it so that it even makes sure that you use full stops at the end of sentences and it allows me to show mistake stats by author – ohh the power of it – thanks S1000D!

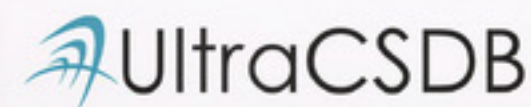
Can you please do the same for graphics business rules! I can't wait to stop those illustrators using 0,25mm lines when they should be 0,3mm!!

IN AT NUMBER 2 – THE PROCESS DATA MODULE

Wow – this is the future! The process data module is the bee's knees. What a wonderful invention. It allows me to define dialogs with check boxes, data entry text boxes, and more! Just like I can do in Visual Studio! I can show these boxes in my IETP using my Java skills - I can even collect data and send it back to my back office systems for data analytics– absolutely spiffing – I'm gonna look into S5000F to see what that gives me for feedback standards – I bet it's good! Can't wait! I may even muck about with JQUERY and JSON and run it on Android and IOS - and now there's a chance for me to become the new generation of technical author and write my programs as data modules! Those stick in the mud authors won't cope with this! Marvellous - Move over your older parchment authors here I come!!



Move over your older parchment authors here I come!!



- ▲ An integrated common source database (CSDB) that manages the complete production, workflow, storage, retrieval and delivery of S1000D & ATA iSpec 2200 projects, data modules, publication modules, IETP-X, stylesheets, business rules and digital assets.

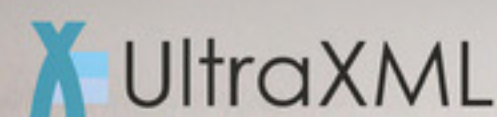


- ▲ An advanced Interactive Electronic Technical Publications web server application for delivering interactive viewing of S1000D and ATA iSpec 2200 documents to multiple devices and platforms.

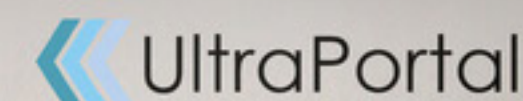


Aerospace, Defence and Space

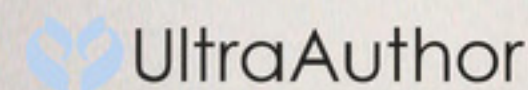
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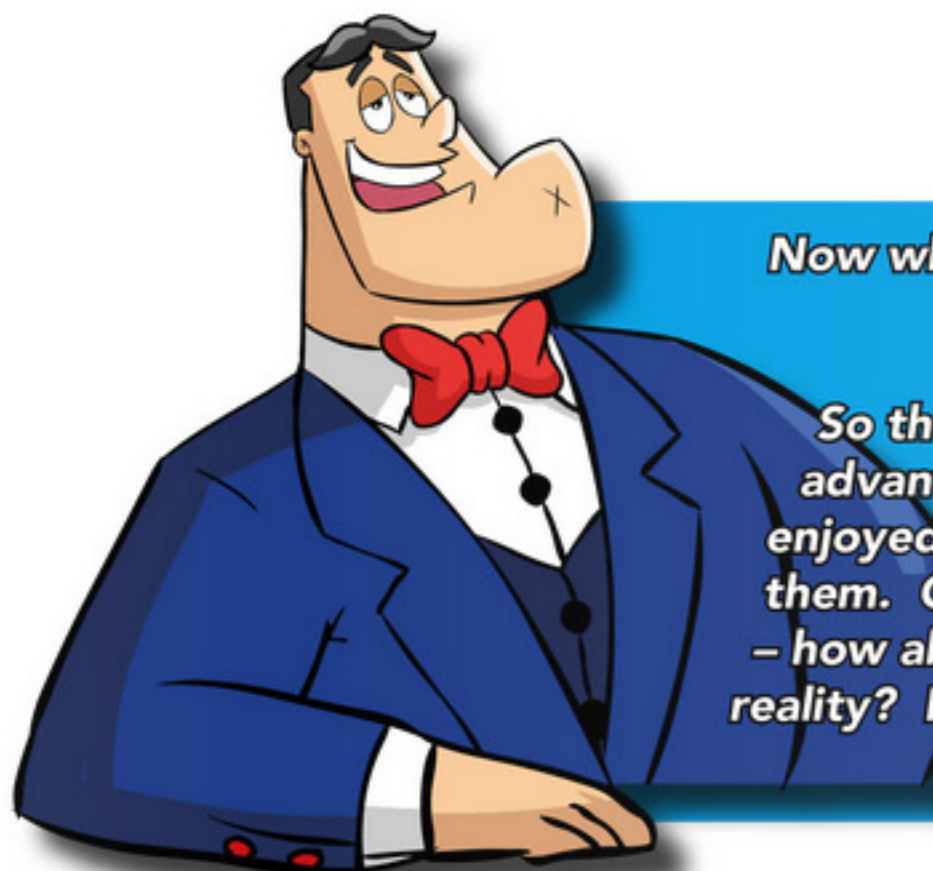
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**STRAIGHT IN AT NUMBER 1 – 3D
MULTIMEDIA, VIRTUAL REALITY
AND AUGMENTED REALITY**



3D is the future and what a smashing concept it really is! I can now include 3D models from our CAD system and let the users spin them to their heart's content so that he can view the part from all angles – even from inside!! I'm also working on the Java that can add animations so that when you press the 'next step' button in the IETP the model automatically turns and shows bolts being removed and hoses being extracted for example. Wonderful stuff and lots of new skills for me!

This will be the future in virtual reality and augmented reality.



Now where did I put my Hololens and wearable teck?

So there you have it! My top ten advantages of S1000D. I hope you enjoyed reading it and you agree with them. Come on you nice guys at TDW – how about issuing your mag in virtual reality? Let me know and I will show you how!



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Q3 - News Round-up

#1 - Magic Leap - an AR leap forward

#2 - Adobe TCS 2019 released

#3 - TDW attended FIAS & DVD 2018

#4 - QR Codes in Tech Pubs available now on TD-iQ

#5 - Airbus Suppliers Conference Rome

#6 - A2Z of S1000D Series released by TDW

#7 - Adobe DITA World online

#8 - Haynes Digital profits increased!

#9 - Use clear English Drs told!

#10 - ShipDex Viewer 3.0 Released



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A MAGIC LEAP INTO THE FUTURE OF INFORMATION PRESENTATION

KEEPING AN EYE OF TECHNOLOGY WITH TDW



IN THE FIELD OF TECHNICAL INFORMATION PRODUCTION AND DEPLOYMENT WE NEED TO KEEP AN EYE ON TECHNOLOGICAL INNOVATIONS THAT WILL AFFECT THE WAY WE EITHER PRODUCE, MANAGE OR DEPLOY OUR TECHNICAL INFORMATION
MICHAEL INGLEDEU



Rarely do I get super excited about a piece of technology, especially as tech is moving at such a velocity that in technical information we are struggling to keep ahead of the game. In fact we are most definitely in the wake of any innovative technologies when it comes to adoption or investment.

However, and this is a BIG however, the recent announcement of the Magic Leap augmented reality headset certainly had my inquisitive technical information brain running in overdrive.

The new Magic Leap headset is not like any other headset - it professes to have spatial awareness and works with the user to highlight specific environmental hazards. Up until recently this has been the biggest draw-back

and resistance to adoption coming from our market - we need to tell a user what is in the real world whilst augmenting the information we are trying to present to them.

Whilst I have personally struggled receiving any input or official feedback from the Magic Leap developers - (despite my very best attempts) - here is what I have learned about this very interesting and 'next generation' augmented reality headset from tutorials I have watched and articles I have read.

The Magic Leap comes with three main components:

- a wearable computer,
- controller and
- headset.

WEARABLE COMPUTER

Unlike many other headsets, the computational brains of the device have been moved to a pocket sized computer connected via a permanent cable to the headset. The downside of this, is that the unit tends to get warm. An optional computer strap is available to help avoid those uncomfortable warm pocket feelings!

The biggest positive about moving to an external wearable computer is that the weight of the actual headset is significantly reduced making it a more comfortable experience for



the user.

CONTROLLER

A wireless controller, similar to others on the market, has three interaction points (home dial, trigger and bumper). A circular led light around the home dial shows the user how much battery life remains in the controller.

The most significant feature of the controller is that it is 6 degrees tracked! Which essentially means the headset knows where the controller is at all times, there is no need for a 'line of sight' between the headset and the controller.

HEADSET

Two versions of the headset are available for those with either large or small IPD (Interpupillary Distance).

Coming with multiple adjustable fixtures, for nose bridges, forehead adjustments and spectacle users - Magic Leap is truly customisable to an individuals features and needs.

The headset is very light (circa 500g) with an easy to adjust head-strap, making it simpler for users to place on the head.

Unlike other headsets the Magic Leap builds

a memory of the users environment - this helps with the spacial awareness and memory of where AR objects should be placed when returning to an environment.

Internal infra red lights point in to the users eyes to track eye movement - the idea is to track the eye movement and adjust the AR environment to meet where the eyes are looking and focusing.

Traditional AR headsets are focused at infinity, which essentially means the headset is not aware of where a user is engaged. Magic Leap aims to deliver a near-far experience for the user knowing where a user is focusing and presenting information as the user needs. Most reports are saying that the current implementation is producing many 'false' focus points.

As with all AR headsets the field of view is limited and cropped for the user, this is a limitation of most headsets. For up close practices this should not be a huge issue.

CONCLUSION

So what I have learned so far about Magic Leap is that AR technology is already moving at pace - Magic Leap has pushed forward the boundaries of how AR can be **safely** used in areas where spacial awareness is necessary, especially around complex equipments.



EFFECTIVE QR CODES IN TECHNICAL PUBLICATIONS

INTRODUCTION

A great way to enhance your technical publications or indeed any support information is by driving users to additional valuable content.

One of the methods you can adopt to achieve this is the use of QR (Quick Response) codes, a small code that users scan from their tablet or mobile device which takes them to additional valuable content.

There are many different types of QR codes - from basic URL linking, driving a user to a web address, right through to downloading and adding contact cards to a mobile device.

Coupled with the different types of QR codes there are also dynamic and static codes that deliver greater business benefit to the creators of the codes and provides a mechanism for future proofing your content when employing QR codes, an area where incorrect QR implementation only frustrates users.

The reality now is that QR codes are becoming the norm, most products have QR codes on them helping the user at different levels.

THE BUSINESS PROBLEM

We create information and collect data each and every day - some studies believe that by 2020 we will be producing terabytes of data **daily** - the mind boggles at the scale of the storage and infrastructure needed to control and manage this information.

In technical support information we are no different, our products change are updated and gather information so we can collate, diagnose and rectify or improve our products.

In support information we always need to keep pace. If our products change our information world is affected, we need to know and understand these changes, update our information and inform the user often via our technical manuals.

QR CODES - SIMPLE USE CASES

USE CASE 1 - IS YOUR INFORMATION CURRENT?

There are many great examples of where QR codes can deliver real benefit on both sides of the information divide, the creation and distribution side to the end user side.

Imagine if we produce our traditional technical publication but we add a simple QR code that says "Is your information up to date?" the user scans it, is taken to a URL that lists all of the current and verified versions of the technical manual - but not only this it drives the user to additional content, training, parts services and so on.

Not only does this drive user satisfaction it encourages the end user to engage with our additional products and services.

USE CASE 2 - ADDITIONAL SUPPORT

As much as we do not like to admit it our information can often be lacking, we may not be able to answer all the questions that the end user has - with a simple QR code you may be able to drive your user to an additional support platform, additional content or resources that can help them on their way, without the need to clog customer support systems with low-level easy-to-answer questions.

USE CASE 3 - TRUE SINGLE SOURCE!

We hear all of the time that single source information is the way we should be producing our technical content - but

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imagine a single source from an end users perspective - a QR code that drives the user to our single published source - we are able to update and maintain a single portal, website, distribution network and our users are driven to the content and not the content to the user.

Use Case 3 has many business benefits that an organisation can leverage, not only to improve their end users interactions but also deliver valuable insight into where investment dollars should be spent on support and support information.






There are many other use cases for QR codes - all covered on the full course on TD-iQ (www.td-iq.com)

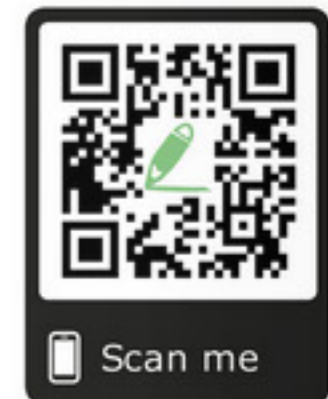
THE CHALLENGE WITH QR CODES

Whilst QR codes are low-cost (often free) and simple to create, the challenge comes with the management of these codes - if you decide to use them and benefit from the simple effectiveness of these codes - you must have a strategy and process for QR management as you do with any technical piece of content.

If you are an organisation that produces hundreds of technical publications a year then a QR code strategy should form part of your technical publications process, an ad hoc creation approach to QR codes will only lead to confusion and the likelihood that users will get confused as to where they should go to access content.

WHAT YOU WILL LEARN ON THIS FULL COURSE

-  What QR codes are
-  The types of QR code
-  Use Cases for QR codes
-  How to create and use QR Codes
-  Practical examples, including a CMM & S1000D



THE INDEPENDENT VOICE IN TECH DATA

TECH DATA



NEXT ISSUE
"IS YOUR SUPPLIER HOLDING YOU BACK?"



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ASK MIKE



Mike Ingledew has been supporting organisations achieve tech data success for over 20 years - here he answers some questions that came in to us at TDW.

Do you think attending DVD is worthwhile?

This is a great question, I attended DVD for the first time many years back and thought that the event was (by design) heavily hardware capability focused. At the time there was not much in terms of supportability or the 'softer' platform needs, like technical information.

Up until recently I had decided to skip DVD and focus on more niche events, but this year I was invited along and took the opportunity to update my knowledge of the event.

To my surprise there were around six or seven technical information service companies in the exhibition halls and when I walked by the booths, the majority were indeed busy and deep in conversation with what looked like genuinely interested parties.

In terms of delegates and opportunity, it really is hard to gauge as there were a wide variety of people walking around the show. From very senior military officials, right down to serving NCO's who were having a day out. I spent a lot of time with the platform exhibitors trying to learn what they knew about technical support information around their platforms. All leading to some very interesting discussions.

From a TDW perspective, it was worthwhile and we will certainly be back in 2020.

Can you tell me who wrote the Dr Grumpy article?

I know - it was a very good article and I agreed with all of the points from Dr G.

Dr G has asked to remain anonymous for a specific reason - all I can say is that it is a real person and someone I like and respect in the market. A true domain expert and someone who has been using and working with S1000D for many years.

I did however send on your email asking who it was - but for now we will keep you all guessing!

SEND YOUR QUESTIONS TO:

memberservices@techdataworld.com

SEARCH: MICHAEL INGLEDREW TDW

in

t

ig

f



My details

Can you help us understand the S1000D CMP?

The S1000D Component Maintenance Publication (CMP) is not a big beast! It is a simple bringing together of S1000D Data Modules, derived from the content of a standard Component Maintenance Manual, brought together using standard S1000D capability - the Publication Module.

It is not complex. The only thing you need to be aware of is the differing rule-sets out there for the creation of the CMP, there are specific rules and guidelines - so familiarise yourself with these.

We have put together a couple of tutorials on TD-iQ as well as recently releasing our 'CMP - 5 Minute Friday' on our YouTube channel suggesting some resource that may help those who need to create the CMP. Make sure you subscribe to our channel over on YouTube to get notified when these tips are released.

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ASPIRE HAS BEEN PROVIDING NICHE SYSTEM ENGINEERING SERVICES FOR OVER TWO DECADES. WE SPECIALISE IN THE OPTIMISATION OF COMPLEX SYSTEMS AND PROCESSES, WE ARE EXPERTS IN THE APPLICATION OF SUPPORTABILITY ENGINEERING TECHNIQUES: INTEGRATED LOGISTICS SUPPORT (ILS) & LOGISTIC SUPPORT ANALYSIS (LSA); MAINTENANCE OPTIMISATION, INCLUDING RELIABILITY CENTRED MAINTENANCE (RCM) ANALYSIS AND MSG-3 STUDIES, MODELLING & ANALYTICS, AND ADVANCED TECHNICAL PUBLICATIONS.

ASPIRE PROVIDES EXPERT TRAINING IN THESE SUBJECTS, TO DATE WE HAVE TRAINED OVER 2,000 PEOPLE IN 10 COUNTRIES AROUND THE WORLD.

IN ADDITION TO OUR SUPPORTABILITY ENGINEERING HERITAGE, OUR BRANDS PROVIDE IT SECURITY AND SUPPORT, SPECIALISED SOFTWARE DEVELOPMENT AND INNOVATIVE APPLICATIONS OF TECHNOLOGY, UTILISING, AMONGST OTHERS, MOBILE APPS, AND THE INTERNET OF THINGS.



SUPPORT, ILS, LSA, RCM, MODELLING



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BMT



BMT IS A LEADING INTERNATIONAL DESIGN, ENGINEERING, SCIENCE AND RISK MANAGEMENT CONSULTANCY; WE ARE AN EMPLOYEE BENEFIT TRUST (EBT), WHICH GUARANTEES OUR INDEPENDENCE TO DELIVER WITHOUT ANY POTENTIAL CONFLICT OF INTEREST FROM EXTERNAL STAKEHOLDERS. OUR MARKETS INCLUDE VESSEL DESIGN, PORTS AND TERMINALS, OIL AND GAS, WATER AND ENVIRONMENT, BUILDINGS INFRASTRUCTURE AND RAIL AND DEFENCE.

TO SUPPORT THESE MARKETS BMT HAS A COMPREHENSIVE TECHNICAL DATA AND DOCUMENTATION CAPABILITY DELIVERED BY A TEAM THAT HAS ALL THE REQUIRED SKILLS, EXPERIENCE, SOFTWARE APPLICATIONS AND TEMPLATES REQUIRED TO PRODUCE TECHNICAL DOCUMENTATION TO INDUSTRY AND MILITARY PUBLICATION STANDARDS, INCLUDING ISO 8879, DEFSTAN 02-40, DEFSTAN 00-600, ASD AIA S1000D (INTERNATIONAL STANDARD FOR TECHNICAL PUBLICATIONS), JOINT SERVICE PUBLICATIONS (JSP) 181 TO 188, JSP(D) 543, AESP 0100-P-005-010 AND AESP 0100-P-011-013. TECHNICAL AUTHORING IS FURTHER SUPPORTED BY OUR DRAUGHTSMEN AND ILLUSTRATORS TO CREATE 2D/3D ILLUSTRATIONS, ANIMATIONS, PHOTOGRAPHS AND INTERACTIVE ILLUSTRATIONS AS REQUIRED.

WE USE OUR 6 STAGE THROUGH LIFE SYSTEM OF 'INTELLIGENT AUTHORING' COVERING DEFINITION, AUTHORING, ILLUSTRATION, COMPILATION, DELIVERY AND MAINTENANCE; THIS PREVENTS MISINTERPRETATION AND ELIMINATES AMBIGUOUS INFORMATION FOR THE EFFECTIVE AND EFFICIENT GENERATION AND MAINTENANCE OF TECHNICAL PUBLICATIONS. BMT ENSURES THAT THE INFORMATION CONTAINED IN DOCUMENTATION IS ACCURATE, CONCISE, CONSISTENT, UNAMBIGUOUS AND COMPLETE.

TECHNICAL AUTHORING, ILLUSTRATIONS, CSDB, IETPs, ILS



Aerospace, Defence and Space

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CDS DEFENCE SUPPORT



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CDS DEFENCE SUPPORT IS AN AWARD WINNING TECHNICAL CONSULTANCY PROVIDING HIGH QUALITY, INNOVATIVE SERVICES TO CLIENTS IN THE GLOBAL DEFENCE SECTOR. WITH OVER 50 YEARS OF EXPERIENCE AND AN ABSOLUTE COMMITMENT TO QUALITY THE COMPANY HAS A WELL-DESERVED REPUTATION FOR PROVIDING ITS CLIENTS WITH COMPLETE PEACE OF MIND. CDS DS WORK DIRECTLY WITH THE UK MoD TO ENSURE THE SAFE AND EFFECTIVE USE OF ITS EQUIPMENT PORTFOLIO AND ALSO HELP TO SHAPE THE DEVELOPMENT OF FUTURE LEADERSHIP IN THE ARMED FORCES VIA OUR TRAINING AND EDUCATION SERVICES.

CDS DS COMPREHENSIVE RANGE OF SERVICES INCLUDES TECHNICAL DOCUMENTATION, INTEGRATED LOGISTICS SUPPORT (ILS), TRAINING, SAFETY MANAGEMENT, INFORMATION ASSURANCE (IA) AND PROGRAMME MANAGEMENT. OPERATING FROM GOVERNMENT-APPROVED SECURE PREMISES, OUR TEAM OF EX-MILITARY ENGINEERS IS EXPERIENCED AT MEETING TOUGH DEADLINES ON URGENT OPERATIONAL REQUIREMENTS AS WELL AS LONG-TERM PROJECTS.

WE PRIDE OURSELVES ON WORKING EFFECTIVELY WITH OUR DEFENCE SECTOR PARTNERS TO ENSURE THE BEST POSSIBLE SOLUTION FOR MILITARY END USERS. WE EMBRACE THE WHOLE FORCE APPROACH AND ARE DELIGHTED TO BE SIGNATORIES TO THE ARMED FORCES COVENANT AND RECIPIENTS OF THE DEFENCE EMPLOYERS RECOGNITION SILVER AWARD FOR OUR SUPPORT TO ARMED FORCES RESERVISTS IN THE COMPANY.

CDS DS IS CONVERSANT WITH ALL RECOGNISED MILITARY AND COMMERCIAL STANDARDS.

TECHNICAL DOCUMENTATION, TECHNICAL ILLUSTRATIONS, AUTHORING SERVICES, INTEGRATED LOGISTICS SUPPORT, AESP

ETTEPLAN



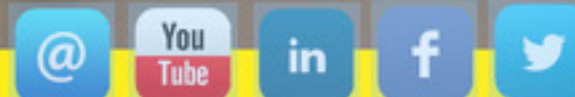
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OUR SERVICES COVER ENGINEERING, TECHNICAL DOCUMENTATION, EMBEDDED SYSTEMS AND IoT SOLUTIONS. OUR CUSTOMERS ARE THE WORLD'S LEADING COMPANIES IN THE MANUFACTURING INDUSTRY. OUR SERVICES ARE GEARED TO IMPROVE THE COMPETITIVENESS OF OUR CUSTOMERS' PRODUCTS AND ENGINEERING PROCESSES THROUGHOUT THE PRODUCT LIFE CYCLE. THE RESULTS OF ETTPLAN'S INNOVATIVE ENGINEERING CAN BE SEEN IN NUMEROUS INDUSTRIAL SOLUTIONS AND EVERYDAY PRODUCTS.

AUTHORING SERVICES, ILLUSTRATION SERVICES, STE CHECKER

DCS SONOVISION UK LTD



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DCS SONOVISION UK LTD PROVIDES TECHNICAL PUBLICATIONS, COMPUTER BASED TRAINING, INTEGRATED LOGISTIC SUPPORT (ILS), GRAPHIC DESIGN, ANIMATION, MARKETING AND TRANSLATION SERVICES TO THE DEFENCE (LAND, SEA AND AIR), AEROSPACE, ENERGY (NUCLEAR, OIL AND GAS), MARINE, COMMERCIAL ENGINEERING, ELECTRONICS AND

CONSUMER PRODUCT INDUSTRIES.

DCS SONOVISION UK HAVE THE PROVEN ABILITY IN THE PREPARATION OF A FULL RANGE OF TECHNICAL PUBLICATIONS, FROM COMPLETE SYSTEM MANUALS TO INDIVIDUAL HANDBOOKS FOR BOTH LARGE AND SMALL PROJECTS. ALL PHASES OF THE PRODUCTION LIFE-CYCLE, FROM SOURCE DATA ANALYSIS THROUGH TO PREPARATION AND DELIVERY ARE EXPERTLY HANDLED. OUR IN-HOUSE TECHNICAL WRITERS/AUTHORS AND ILLUSTRATORS COMBINE TO PROVIDE INDUSTRY SPECIFIC EXPERTISE TO DEVELOP ANY TYPE OF PRINTED OR ONLINE DOCUMENTATION, INCLUDING BUT NOT LIMITED TO:

- DATA MODULES (S1000D), ARMY EQUIPMENT SUPPORT PUBLICATIONS (AESP), AIRCRAFT PUBLICATIONS (AP), BOOK OF REFERENCE (BR), AIRCRAFT MAINTENANCE MANUALS (AMM), ROTORCRAFT MAINTENANCE MANUALS (RMM), STRUCTURAL REPAIR MANUALS (SRM), COMPONENT MAINTENANCE MANUALS (CMM), ILLUSTRATED PARTS CATALOGUES (IPC), SERVICE BULLETINS (SB), AIRCRAFT SCHEMATIC DRAWINGS (ASD), FLIGHT MANUALS (FM), COMPUTER BASED TRAINING (CBT)

TECHNICAL PUBLICATIONS, TECHNICAL AUTHORING, TECHNICAL ILLUSTRATING, COMPUTER BASED TRAINING, S1000D

FLATIRONS JOUVE



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FLATIRONS JOUVE™ (WWW.FLATIRONSJOUVE.COM) PROVIDES SOLUTIONS AND SERVICES THAT ORGANIZATIONS NEED IN ORDER TO HARNESS THEIR MOST COMPLEX DATA, OPTIMIZE THEIR BUSINESS PROCESSES, AND CREATE COMPELLING DIGITAL EXPERIENCES. A LONGTIME LEADER IN CONTENT DRIVEN MARKETS LIKE AVIATION AND PUBLISHING, FLATIRONS JOUVE™ ALSO PROVIDES LEADING-EDGE INNOVATIONS TO MEET KNOWLEDGE DELIVERY REQUIREMENTS IN THE MANUFACTURING, BANKING, INSURANCE, EDUCATION AND PUBLIC SECTOR.

FLATIRONS JOUVE™ COUNTS 2,500 EMPLOYEES AND OPERATES WORLDWIDE IN 15 COUNTRIES FROM OFFICES IN NORTH AMERICA, EUROPE, ASIA, AND AFRICA.

S1000D, CSDB, XML, BREX, BPM



Directory

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GPSL LIMITED



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GPSL PROVIDES, DEVELOPS AND DELIVERS APPLICATIONS AND SOFTWARE TO SOLVE COMPLEX BUSINESS CHALLENGES IN VARIOUS ENVIRONMENTS.

AS A GLOBAL PTC CHANNEL AND SERVICE PARTNER, WE PROVIDE IMPLEMENTATION, CUSTOM CONFIGURATION AND INTEGRATION SERVICES FOR CUSTOMERS ACROSS MOST INDUSTRY SECTORS.

OUR TEAM INCLUDES SOME OF THE MOST EXPERIENCED LEADERS, PROJECT SPECIALISTS AND DEVELOPERS IN THE WORLD. WHETHER YOU ARE LOOKING TO ADDRESS YOUR PRODUCT DEVELOPMENT CHALLENGES, EXPAND YOUR CAD CAPABILITIES, MANAGE YOUR PRODUCT CONTENT FROM CONCEPT TO SERVICE, OR AUTOMATE YOUR CONTENT PUBLISHING ENVIRONMENT, WE SIMPLY FIND THE BEST ROUTE TO THE RIGHT SOLUTION.

THE TECHNOLOGY WE INSTALL OR CUSTOMIZED SOLUTION WE DEVELOP IS TAILORED TO YOU. THE JOURNEY IS DIFFERENT, BUT THE END RESULT IS THE SAME: A SOLUTION THAT WORKS.

ARBORTEXT, CREO, XML CONTENT MANAGEMENT SOLUTIONS, PUBLISHING SOLUTIONS

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JANA IS A TECHNICAL DOCUMENTATION SERVICES COMPANY WITH 45 YEARS OF EXPERIENCE IN PROVIDING BEST-IN-CLASS TECHNICAL DATA AUTHORIZING AND MANAGEMENT SERVICES. JANA'S SERVICE AND SOFTWARE SOLUTIONS ARE EMPLOYED BY SEVERAL OF THE WORLD'S LARGEST AND MOST SUCCESSFUL COMPANIES.

JANA'S CORE BUSINESS IS THE AUTHORIZING, ILLUSTRATING, PUBLISHING AND DELIVERY OF TECHNICAL PUBLICATIONS. REGARDLESS OF THE INDUSTRY, JANA'S CLIENTS KNOW THAT THEY CAN RELY ON OUR BROAD BASE OF TECHNICAL KNOWLEDGE AND EXPERIENCE TO DELIVER ON THE PROMISE OF A FINAL DELIVERY WHICH IS HIGHLY ACCURATE AND ON-TIME.

AS INDUSTRIES, TRENDS AND METHODS CONTINUE TO EVOLVE, JANA STANDS FIRM IN THE BELIEF THAT THE BASIC REQUIREMENTS FOR A SUCCESSFUL DATA MANAGEMENT STRATEGY - RELIABLE, SCALABLE SERVICES SUPPORTED BY WELL-ESTABLISHED, REPEATABLE PROCESSES - HAVE NOT CHANGED. JANA'S CLIENTS WILL ALWAYS BE ABLE TO RELY ON THE QUALITY OF OUR PEOPLE AND THE QUALITY OF OUR PROCESSES TO PROVIDE THE RIGHT SOLUTIONS, RIGHT NOW.

AUTHORIZING SERVICES, ILLUSTRATION SERVICES, S1000D, ATA iSpec 2200, DOCUMENTATION SOFTWARE CONSULTING

HiCo-ICS GmbH



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SINCE 1997, HICO HAS ESTABLISHED ECONOMICALLY ATTRACTIVE, EFFICIENT AND SUSTAINABLE SOFTWARE SOLUTIONS AS WELL AS SERVICES FOR "INTEGRATED PRODUCT SUPPORT (IPS)" IN VARIOUS INDUSTRIES.

HICO IS A FULL-LINE SUPPLIER FOR INTEGRATED PRODUCT SUPPORT (IPS). THE FOCUS IS THE WHOLE PRODUCT LIFE CYCLE AND THE SERVICE LIFE CYCLE OF OUR CUSTOMER'S COMPLEX TECHNICAL PRODUCTS AND SYSTEMS.

HICO OFFERS A FULL SPECTRUM OF IT-SOLUTIONS AND SERVICES FROM A SINGLE SOURCE - FROM ENGINEERING-SUPPORT AND -INTEGRATION IN THE IPS-PROCESS, DEVELOPMENT OF MAINTENANCE PROGRAMS, MATERIAL SUPPLY CONCEPTS TO INNOVATIVE SOLUTIONS FOR TECHNICAL DOCUMENTATION AND TECHNICAL COMMUNICATION.

HICO SOLUTIONS ARE BASED ON GLOBALLY RECOGNIZED SPECIFICATIONS AND INTERNATIONAL STANDARDS (SUCH AS ASD/AIA/ATA S1000D®, ATA iSpec 2200 OR IETD-EXPORTSTANDARD) AS PART OF THE ASD SUITE OF ILS-SPECIFICATIONS AND STANDARDS FROM THE ATA E-BUSINESS PROGRAM.

CSDB, IPS SYSTEM INTEGRATION, TECHNICAL AUTHORIZING SERVICES, 2D/3D ILLUSTRATION SERVICES,

LIONBRIDGE



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LIONBRIDGE INTERNATIONAL OPERATES AS AN INTEGRATED CONTENT DEVELOPMENT, TRANSLATION AND TRAINING SOLUTIONS ORGANISATION WITHIN THE LIONBRIDGE TECHNOLOGIES, INC. GROUP OF COMPANIES THAT

PROVIDES A COMPREHENSIVE RANGE OF TECHNICAL DOCUMENTATION, LANGUAGE TRANSLATION, ILS, DESIGN DRAFTING AND TRAINING/ LEARNING SERVICES.

FOR OVER 40 YEARS, LIONBRIDGE HAS PROVIDED TECHNICAL DOCUMENTATION SERVICES TO LEADING COMPANIES IN THE AEROSPACE, DEFENCE, MARINE, IT/TELECOMS, TRANSPORTATION, ENERGY & POWER, AND AUTOMOTIVE INDUSTRIES. WE POSSESS THE EXPERTISE AND DEDICATION TO CUSTOMER SERVICE REQUIRED TO PROVIDE EXEMPLARY TECHNICAL ILLUSTRATION AND DOCUMENTATION, CONTENT DEVELOPMENT, ENGINEERING AND DATA SERVICES. OUR CONTENT DEVELOPMENT TEAMS COMPRISE OF OVER 1,000 HIGHLY SKILLED TECHNICAL AUTHORS, TECHNICAL ILLUSTRATORS, ENGINEERS, DATA ANALYSTS, AND DATA COORDINATORS. THESE TECHNICAL RESOURCES ARE LOCATED AROUND THE GLOBE, INCLUDING EUROPEAN LOCATIONS IN THE UK (DERBY, COVENTRY AND BRISTOL), POLAND, FINLAND, AND FRANCE AS WELL AS INTERNATIONAL LOCATIONS IN THE US AND INDIA.

TECHNICAL AUTHORIZING, ILLUSTRATION SERVICES, TRAINING, INTEGRATED LOGISTICS SUPPORT, DOCUMENTATION SERVICES



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O'NEIL & ASSOCIATES, INC.



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FOR 70 YEARS, O'NEIL & ASSOCIATES (ONEIL) HAS SPECIALIZED IN CREATING PRODUCT SUPPORT DOCUMENTATION TO SERVE THE AEROSPACE, MILITARY, AND INDUSTRIAL MARKETS. OUR CLIENTS OFTEN DEPEND ON US TO ENHANCE THEIR PROCESSES; INFUSE NEW TECHNOLOGY; OR CREATE ENTIRELY NEW PRODUCT INFORMATION SUPPORT SYSTEMS, eLEARNING TOOLS, AND INTERACTIVE ELECTRONIC TECHNICAL MANUALS (IETMs). EACH YEAR, WE PRODUCE TENS OF THOUSANDS OF GRAPHICS, ANIMATIONS, MODELS, AND DIAGRAMS.

OUR CLIENTS DEPEND ON US TO: AUTHOR SUPPORT MATERIALS THAT TAKE ADVANTAGE OF NEW TECHNOLOGIES, CREATE A COST-EFFECTIVE IETM, DEVELOP eLEARNING TOOLS AND PROGRAMS, COMPLY WITH S1000D™ STANDARDS, CREATE DATABASE-DRIVEN AUTHORING SYSTEMS FOR SERIAL-NUMBER-SPECIFIC MANUALS

THE LATTER INVOLVES IMPLEMENTING A CONTENT MANAGEMENT SYSTEM TO OUTPUT A TECHNICAL MANUAL COVERING A USER'S PARTICULAR SERIAL-NUMBERED PIECE OF EQUIPMENT, INSTEAD OF A RANGE OF MODELS. THESE CUSTOM MANUALS CAN BE PROVIDED IN 40 DIFFERENT LANGUAGES AND PREPRINTED AND SHIPPED WITH THE PRODUCT. OFTEN, THE MANUALS ARE DELIVERED VIA THE WEB.

WE SERVE CUSTOMERS WORLDWIDE FROM OUR CORPORATE HEADQUARTERS LOCATED IN MIAMISBURG, OHIO (JUST SOUTH OF DAYTON), AND SEVERAL OTHER LOCATIONS AROUND THE WORLD. WE OFFER OUR CUSTOMERS AN EXCELLENT SOURCE OF CAPACITY, EXPERTISE, TECHNOLOGY, AND QUALITY.

TECHNICAL WRITING, TECHNICAL ILLUSTRATING, CONTENT MANAGEMENT SYSTEMS, S1000D, ATA iSpec2200

RAYTHEON EAGLE



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THE RAYTHEON EAGLE TEAM HAS PRODUCED LOGISTICS SUPPORT SOFTWARE FOR OVER TWO DECADES. THE EAGLE LOGISTICS SUPPORT ANALYSIS RECORD (LSAR) TOOLKIT IS USED BY THOUSANDS OF ANALYSTS AROUND THE WORLD TO DEVELOP LOGISTICS DATA TO THE FOLLOWING SPECIFICATIONS; MIL-STD-1388-2B, ASD S3000L, DEF-STN-0060 AND GEIA-0007.

EAGLE PUBLISHING SYSTEM IS AN AUTHORING TOOL AND COMMON SOURCE DATABASE (CSDB) USED TO PRODUCE AND MANAGE ASD S1000D DATA FOR INTERACTIVE ELECTRONIC TECHNICAL MANUALS. EPS IS FAST, POWERFUL, INTUITIVE AND ROBUST AND INCORPORATES FEATURES FOR PROGRAM MANAGEMENT AND DATA DEVELOPMENT, ON TIME AT MINIMAL COST. EASY TO USE PRODUCTIVITY TOOLS INCLUDE AN INTEGRATED EDITOR WITH A REAL-TIME PREVIEW. DATA MODULES CAN BE LINKED TO EAGLE LSAR RECORDS TO POPULATE PROCEDURAL, FAULT, MAINTENANCE SCHEDULES AND ILLUSTRATED PARTS TECHNICAL DATA DIRECTLY FROM ENGINEERING DATA. AUTHORING CHANGES MADE IN EPS FLOW BACK TO THE LSAR. AUTHORS CAN PREVIEW THE DATA WITH A CHOICE OF INTEGRATED IETM VIEWERS.

EAGLE WEB CAN GIVE CUSTOMERS REVIEW ACCESS TO THE LSAR AND TECHNICAL PUBLICATIONS DATA WITH COMMENTING CAPABILITIES USING NOTHING MORE THAN A BROWSER. THE EAGLE MAINTENANCE MANAGEMENT INFORMATION SYSTEM (MMIS) IS A THIN-CLIENT TOOL USED TO SUPPORT FIELDED SYSTEMS WITH ASSET TRACKING, CONFIGURATION MANAGEMENT, FRACAS, WORK-FLOW AND MORE.

CSDB, EAGLE PUBLISHING SYSTEM, EAGLE EDITOR, EAGLE LOGISTICS TOOLKIT, LSAR



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RTP ARE BASED IN BRISTOL AND PROVIDE INTEGRATED LOGISTIC SUPPORT (ILS),

TECHNICAL DOCUMENTATION AND TRAINING SOLUTIONS. RTP HAVE BEEN PROVIDING THESE SERVICES FOR 40 YEARS TO BOTH THE DEFENCE AND COMMERCIAL SECTORS.

ILS - ILS SERVICE FOR MILITARY AND CIVIL SYSTEMS AND EQUIPMENT, SAFETY CASE, SYSTEM DEVELOPMENT SUPPORT BASED ON RELIABILITY AND MAINTAINABILITY STUDIES, LIFE CYCLE COST (LCC) CALCULATION

TECHNICAL DOCUMENTATION: RTP OFFERS ITS CUSTOMERS VAST EXPERIENCE IN BOTH THE MILITARY AND CIVIL DOMAINS. ITS AUTHORS, ENGINEERS AND SPECIALISTS OPERATE IN A MILITARY AND CIVIL ENVIRONMENT, ALLOWING AN INTERDISCIPLINARY APPROACH TO LAND, SEA AND AIRFORCE PROGRAMS. WITH OVER 300 STAFF, OPERATING IN AN INTERNATIONAL ENVIRONMENT, TOGETHER WITH ADDITIONAL LOW COST OFF-SHORE PRODUCTION FACILITIES, CUSTOMERS CAN BENEFIT FROM THE COMPANY'S SPECIALIST KNOWLEDGE IN MULTINATIONAL PROGRAMS.

TRAINING SOLUTIONS: RTP IS CAPABLE OF DEVELOPING AND DELIVERING: ANALYSIS OF TRAINING NEEDS (TNA TO JSP822 IF REQUIRED), GENERATION OF TRAINING MATERIAL TO DSAT QUALITY STANDARDS, e-LEARNING MATERIAL, ELECTRONIC TECHNICAL DOCUMENTATION, MODELING & SIMULATION, COMPUTER/WEB BASED TRAINING (CBT/WBT), CAI FOR CLASSROOMS, LEARNING MANAGEMENT SYSTEMS (LMS/LCMS), PROVISION OF TRAINING PERSONNEL, SCORM COMPLIANT

AUTHORING, ILLUSTRATING, ILS, SAFETY, TRAINING

SDL PLC.



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SDL IS THE GLOBAL INNOVATOR IN LANGUAGE TRANSLATION TECHNOLOGY, SERVICES AND CONTENT MANAGEMENT, INCLUDING TECHNICAL CONTENT CREATION, MANAGEMENT AND DELIVERY SOLUTIONS FOR THE AEROSPACE AND DEFENCE INDUSTRY. FOR MORE THAN 20 YEARS, SDL HAS TRANSFORMED BUSINESS RESULTS BY ENABLING EIGHTEEN OF THE TOP 20 AEROSPACE AND DEFENCE LEADERS TO MANAGE AND PUBLISH TECHNICAL DOCUMENTATION USING COMPLEX INDUSTRY STANDARDS SUCH AS S1000D AND iSPEC 2200 TO DELIVER ACCURATE, UP-TO-DATE CONTENT.

S1000D, AUTHORING, PUBLISHING, DELIVERY, TECHNICAL DOCUMENTATION





SEMCON PRODUCT INFORMATION UK



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SEMCON IS AN INTERNATIONAL TECHNOLOGY COMPANY THAT DEVELOPS PRODUCTS AND PRODUCT INFORMATION BASED ON HUMAN NEEDS AND BEHAVIOURS. WE STRENGTHEN OUR CUSTOMERS' COMPETITIVENESS BY ALWAYS STARTING FROM THE END USER, BECAUSE THE PERSON WHO KNOWS MOST ABOUT THE USER'S NEEDS

CREATES THE BEST PRODUCTS AND THE clearest benefits to humans. With more than 2,000 specialised employees, SEMCON HAS THE ABILITY TO TAKE CARE OF THE ENTIRE PRODUCT DEVELOPMENT CYCLE, FROM STRATEGY AND TECHNOLOGY DEVELOPMENT TO DESIGN AND PRODUCT INFORMATION.

SEMCON GROUP HAS OPERATIONS IN MORE THAN 30 LOCATIONS IN SWEDEN, GERMANY, UK, BRAZIL, HUNGARY, INDIA, CHINA AND NORWAY. OUR INTERNATIONAL PRESENCE MEANS THAT WE HELP OUR CLIENTS GLOBALLY BY UTILISING NETWORKS OF SPECIALIST RESOURCES FROM DIFFERENT REGIONS OF THE WORLD.

SEMCON HAS EXTENSIVE EXPERIENCE IN WORKING WITH COMPANIES OPERATING IN CHALLENGING ENVIRONMENTS, WITH TECHNICALLY COMPLEX PRODUCTS. WE ARE USED TO DESCRIBING COMPLEX PRODUCTS IN A SIMPLE MANNER. SEMCON'S PRODUCT INFORMATION OFFER COVERS THE ENTIRE INFORMATION DEVELOPMENT CYCLE - FROM STRATEGY, INFORMATION DESIGN, DEVELOPMENT AND PRODUCTION TO DISTRIBUTION. THE INFORMATION IS MADE AVAILABLE IN AN APPROPRIATE MANNER FOR THE USER - WHICH TODAY MEANS MORE FREQUENT DISTRIBUTION VIA DIGITAL SOLUTIONS, SUCH AS ANIMATIONS, MOBILE APPS, VIRTUAL AND AUGMENTED REALITY.

AUTHORING SERVICES, ILLUSTRATION SERVICES, AUGMENTED REALITY, DIGITAL DISTRIBUTION, CONTENT MANAGEMENT SYSTEM

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WebX SYSTEMS DEVELOPS AND SUPPLIES A RANGE OF HIGH-END SOFTWARE PRODUCTS FOR THE DEFENCE AND AEROSPACE INDUSTRIES. WebX'S FLAGSHIP PRODUCTS INCLUDE ULTRACSDB™, ULTRAXML™, ULTRAAUTHOR™, ULTRAPORTAL™ AND ULTRA IETP™ ADDRESS THE NEEDS OF HIGH-END GLOBAL TECHPUBS USERS. WebX'S YEARS OF EXPERIENCE IN DEVELOPING AND SUPPLYING CONTENT LIFECYCLE MANAGEMENT SOLUTIONS TO THE INDUSTRY ALLOWS IT TO PROVIDE QUALITY PROJECT MANAGEMENT AND CONSULTING SERVICES.

CSDB, S1000D, ATA iSpec, LSAR, IPC

TECHNODATA



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TECHNODATA GmbH FOUNDED IN 1985 AND HAS SINCE THEN OPERATED AS ONE OF EUROPE'S LEADING SERVICE PROVIDERS OF TECHNICAL PUBLICATIONS AS A COMPETENT, ECONOMIC AND RELIABLE PARTNER IN THE CREATION OF TECHNICAL DOCUMENTATION FOR AIRCRAFTS, HELICOPTERS, AIRCRAFT SYSTEMS AND FOR THE EQUIPMENT PROVISIONING AND AVIATION INDUSTRIES IN THE MILITARY AND CIVILIAN AVIATION SECTORS.

OUR TEAM CONSISTS OF SPECIALISTS WITH WIDE-RANGE AND LONG-TIME EXPERIENCE IN APPLICABLE CIVIL AND MILITARY PROGRAMS INCLUDING THE RELATED STANDARDS SUCH AS S1000D / S2000M, ATA iSpec2200, SBs, NSGs, GDs, STYLE GUIDES, MANUFACTURER REGULATIONS & REQUIREMENTS ETC. AND HAS ALL THE CAPABILITIES NECESSARY TO MEET CONTRACTUAL REQUIREMENTS AND ANY KIND OF SPECIFICATIONS AT REASONABLE COST AND ON TIME.

OUR CORE COMPETENCE CONCERNING TECHNICAL PUBLICATIONS IN THE EQUIPMENT PROVISIONING AND AVIATION INDUSTRY RANGES FROM SMALL SIZE AIRCRAFT OVER HELICOPTERS TO AIRLINERS AND MILITARY JETS.

IN ADDITION TO THE A.M. AREAS OF TECH PUBS WE ALSO PROVIDE CSDB- AND IETP-X BROWSER SOFTWARE SOLUTIONS AS WELL AS SUPPORT IN THE AREAS OF TECHNICAL TRAININGS / AIRCRAFT SYSTEM TRAININGS, ILLUSTRATION PRODUCTION AND SUPPORT, SERVICE BULLETINS, LSA, MSG3, LORA, ATPs, TEMs, ENGINEERING DISPOSITIONS AND MTAs (MAINTENANCE TASK ANALYSIS).

AUTHORING SERVICES, S1000D, ATA iSpec2200, ILLUSTRATION SERVICES, CSDB, IETP, TRAINING

TDW 5 Minute Friday

TOOLS - TIPS - PROCESS - RESOURCE



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