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to the magazine for the aerospace, defence and space Tech Data professional

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Download the Tech Data World mobile app for more content - more details inside.

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Q2 at TDW was all about training - we delivered more training in Q2 than at any other time in our history.

Background image taken during our road-trip around Europe whilst delivering our leading S1000D training courses.

### 01

TDW delivered S1000D Training in Germany for a client new to S1000D

### 07

TDW interviews Peter Stuttard of Aspire on the **Pfoblems with Support Engineering** - Podcast now available



Next Issue Conference Edition

### 02

A short hop down to Luxembourg and another round of XML & S1000D Training for Engineers

### 08

The all new S1000DWorld website was launched - new features and functionality planned

### 03

TDW delivers more XML and S1000D training in the Netherlands to a major platform

### 09

TDW asked to support a client looking to develop their own CSDB

### 04

Another XML & S1000D training course delivered, but this time in the UK to a large NAVAL project

### 10

New classroom training sections added to the TDW app and TD-iO - engaging our students deeper in the content we produce and maximising learning experiences

### 05

The first round of TDW-Live agenda items released

### 11

Client seeks support connecting S1000D data modules to an Augmented Reality environment

### 06

Client seeking support with Data Conversion introduced to TDW Member companies

### 12

TDW delivers Understanding S1000D to a global organisation in the commercial air sector

# WELCOME

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### Q2 has been manic!

I was lucky enough to spend almost four weeks driving around mainland Europe delivering our **Understanding XML and S1000D** training course, this course is a massive hit.

During Q2 not only did I get to meet some like-minded professionals, but I also managed to see some wonderful parts of Europe and truly exceptional scenery. What made the road-trip that much more enjoyable was the opportunity to tick off a couple of bucket list items whilst I was on the road.

Apart from all of the training, what else have we achieved? Well the TDW mobile app has grown exponentially and we plan to add more features in time for the TDW-Live event this year. The S1000DWorld website has had a refresh and ready for some new ideas we are working on.

I have been asked multiple times now if I plan to go to the S1000D User Forum in London, the answer is yes I plan to be there. I know a number of my clients will be there and already we have some time scheduled for meetings and socialising. The plan for the S1000D forum is to see which innovations are happening in the market. I will be looking to see who is pushing the boundaries in our market, who is driving value add and trying to solve real problems beyond S1000D.

I will also be attending the DSEi event here in the UK during September, if you are planning on being there then let me know, I will drop by the booths and maybe even take a few pictures.

Both the S1000D and DSEi events I will be attending on a press pass, the idea is to cover both of these events for articles in the magazine.

### What else?

Well I have worked very hard on the online version of the **Understanding XML and S1000D** course - this course will be released in early December for those of you who have asked for it - more information and early registration is on [www.s1000dworld.com](http://www.s1000dworld.com).



MICHAEL INGLEDEU



Heading home after a great road-trip

We also recorded our first Podcast interview - "**The Problem with Support Engineering?**" - which has already had a raft of views and listens. This will be the first of many interviews and was actually great fun chatting with Peter from Aspire.

TDW-Live is moving at pace and already we released a number of videos explaining what we plan to discuss at this years event. So do check them out on the website ([www.tdw-live.com](http://www.tdw-live.com)). We are going to take an old 1970's technical manual and make it 21st century ready. The difference is we will show you process, effort and related costs. I am really looking forward to delivering this over the three days in November - something different and I think valuable to attendees.

As always, thank you to everyone who has contributed and sent in your comments and suggestions, all the questions we are receiving and the feedback from the wider community is fantastic - we thank you all from the bottom of our hearts.



# \$1000D - What were/are your objections?

**AT TDW** we are not afraid of the tough questions and one of the toughest is around the motivations both for and against the use of S1000D, does it actually deliver any benefit and if so where is the benefit delivered, how and can it be measured?

We all know that it takes a momentous mind-shift to move towards an S1000D based technical publications strategy leaving 'traditional' publications mindsets behind. Not only is there a shift in thought processes, there is significant investment in infrastructure, tools, skills and most importantly time.

Anyone outside of the technical publications domain and often responsible for investment budgets will ask the very basic of questions often starting with the 'why' of S1000D, what do we get and why does it cost so much?

This is where the problem starts, we are all often left making up responses that we feel are right. We all produce technical publications for the same reason, it is just our methods of production usually differ for various reasons and motivations.

This is why we at TDW have embarked on a study around the use and adoption of S1000D - we are specifically interested in the objections to adoption as well as the motivations for those that have embarked on an S1000D strategy.

We are asking questions like "Why are you using S1000D?". Knowing the responses will vary from 'because our customer wants it' right up to 'we think it will solve our publications problems'.

We have designed the survey to take you less than five minutes and we have already had a number of significantly interesting responses from major suppliers and manufacturers in the S1000D user community.

## A STUDY INTO THE ADOPTION OF S1000D - WE NEED YOUR OPINION - IT COULD HELP SHAPE THE FUTURE OF TECH PUBS IN OUR DOMAIN

### Confidentiality of Response

We accept that the responses are highly sensitive and already we have had some 'frustrated' and angry responses - **your response is 100% confidential**, we will not share or publish your company, name or any information that could identify you from your response. Your response will be used as part of a collective to illustrate motivational trends for and against the use of S1000D.

### What will we do with the statistics captured?

Our intention is to produce a White Paper and publish it in a future edition of this TDW Magazine.

### How to take part in this survey:

Download the TDW app and follow the instructions to submit your response

Scan the QR code below and take part.



Scan me

# THE BIG QUESTION

AT TDW WE ARE ASKED QUESTIONS ALL OF THE TIME, SOME INSPIRE US TO CREATE TUTORIALS SOME MAKE US SMILE - IN THE BIG QUESTION WE TAKE A CLOSER LOOK AT YOUR QUESTIONS AND GIVE YOU SOME MORE FOOD FOR THOUGHT.

A MAJOR PART OF THE TDW WORKING DAY IS ADVISING CLIENTS ON THE RIGHT TOOLS FOR THEM AND THEIR ORGANISATION. OFTEN THE OBVIOUS (AND NOT SO OBVIOUS) QUESTIONS ARE MISSED AND QUICKLY THE DECISION THAT WAS MADE TURNS INTO A BIT OF A NIGHTMARE.

When I am asked to advise a client on the best software solution for them, their projects and organisation, I often ask questions that they did not consider.

Over the years I have developed a bit of a list of questions, from technical to commercial, but some questions I ask are not considered by many and will surprise them.

We need to think outside of the technical capability box, we need to think about the ability to support, the ability to respond and some of the hidden pieces of legal spiel that

we need to be aware of or will catch us out.

## THE PRICE

Of course we are all price sensitive and the scale of investment in software can be a big one. The first thing I say to any of my clients is put the topic of money to one side, just for now. It is important we understand more than just the \$ amount.

I have seen many clients select software purely on price and this is not always the best solution or option. After-all we say 'Buy Cheap, Buy Twice' for a reason.

So for now, put money to one side

# WHAT ARE YOUR TOP TIPS FOR SELECTING TP SOFTWARE?

## TECHNOLOGY CHANGES

We have to be conscious of the fact that technology changes constantly and rapidly. By this we mean the ability to create, deploy, update and manage content is a moving landscape. We need to be aware of this when making judgements on investment.

To think about technology longer than a few years is a little short-sighted. Alone in the last few years we have seen the ability to create, share and deploy content change at a rapid scale.

## WORKSHOPS

After a process of selection, it is important to actually see the whites of the software vendors eyes. By this I mean, do not get blinded by the S1000D Bike Data in all its glory. The Bike Data is a reference point, not a complex example of a modern data platform.

When selecting your final few software vendors have them come show you the software in all its magnificence, show you it working with your data in the system and how it can best support your business objectives.

Investing in a piece of strategically important software because it handles the S1000D Bike Data is simply crazy.

WILL YOU GET THE RIGHT SUPPORT?

MICHAEL INGLEDEW  
ANSWERS YOUR QUESTIONS OPENLY AND HONESTLY



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### WHAT ABOUT SUPPORT?

The number of times I have to explain to clients the different types of support and maintenance contracts on offer is shocking.

You need to understand the difference between these two and the mechanics of how they will work for you and your projects.

Some support contracts will only allow a certain number of support hours, some will charge per hour, some are fully inclusive. What is your vendor offering you?

Maintenance contracts are important, they mean that if technology does change or if S1000D decides to release a new version of their specification, your maintenance contract should include this - have you checked? Is it an extra cost?

Remember over a very short period, you will likely be spending just as much in support and maintenance fees as the original software cost.

**A little tip for you, sometimes you may be offered a discounted rate on your initial purchase, but your Support and Maintenance contracts will be based on the software list price, so your excellent deal may not be as great as it first seems.**

### LICENCE AGREEMENTS

Not only do we need to worry about support and maintenance, we also need to consider the licence agreements. Licence agreements will tell us how we are allowed to use the software. If you are creating and deploying interactive manuals, what restrictions are being placed on you?

Your licence agreement will detail all of this vital information to prevent egg on face situations down the line.

### REFERENCES

If you are not asking for references from your selected vendor you are playing Russian Roulette with your success.

Now of course vendors will only share the references that they want you to speak to, they won't share the ones that may be having issues.

Do your research, do your digging and do your asking around to get a balanced view on a possible software solution.

### Direct Supply or a box shifter?

This is likely the biggest complaint I hear about in the market. The company that sold the software is not actually equipped with the product knowledge to support you!

Sometimes a reseller (often referred to as a box-shifter) will take your support call and simply relay it to the software vendor themselves. This causes frustration and lost time in the support process.

Understand who it is that will actually be supporting you and do they have an SLA (Service Level Agreement) that defines turn-around time and commitments to resolving your issues.

### Show us your stack!

We can see what is happening with the software during demonstrations, this is the bit we are interested in, but what about under the covers? We need to know the technology stack and IT architecture of a possible solution.

A good example is when working with style-sheets, is the vendor using a bespoke method or open standards? This could get very costly if you need to make changes to outputs.

### What about non-S1000D?

Whilst S1000D is now more and more common, what about all the other formats, outputs and requirements we need to support? How and if your selected software solution can support your global requirements is key. Understand the non-S1000D components.



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# ASD-STE100 SIMPLIFIED TECHNICAL ENGLISH (STE) BASICS 1: WORDS

As part of my two-day Introduction to ASD-STE 100 Simplified Technical English course, we review some essentials of grammar that you must know to understand the rules of STE.

In the next few articles, I will:

- describe these essentials of grammar, and
- explain why you need to know them to write well in STE.

## STE BASICS 1: WORDS

STE is a controlled language because the writing rules in part 1 and the dictionary of approved words in part 2, work together to control the language that you can write. The rules tell you which words you can use, how you can use them and how you can construct sentences and paragraphs. The dictionary has all of the general words that are approved in STE. The three main categories of words that you can use in STE are (rule 1.1):

1. Words from the dictionary of approved words
2. Technical names (these are mainly nouns)
3. Technical verbs

The technical names and technical verbs are not in the dictionary because the many companies in different industries that use STE will have their own terminology. To manage this, STE has categories that you must use to make a word a technical name or technical verb. There are rules in section 1 that define how you must use each category of words.

Ciaran Dodd



I have already had to use the grammatical terms 'noun' and 'verb' to describe which words you can use in STE. These terms are parts of speech. You need to know all eight parts of speech listed in STE because the dictionary defines both the approved part of speech and approved definition of each approved word. Parts of speech also appear in many of the rules. For example, there are sections of rules that deal specifically with nouns (section 2) and verbs (section 3).

ASD Simplified Technical English, ASD-STE100			
Word (part of speech)	Approved meaning/ ALTERNATIVES	APPROVED EXAMPLE	Not approved
focus (v)	FOCUS (TN)	PUT THE OPTICAL FIXTURE INTO FOCUS.	Focus the optical fixture.
fold (n)	FOLD (v)	FOLD THE MATERIAL.	Make a fold in the material.
FOLD (v), FOLDS, FOLDED, FOLDED	To double over or to cause to double over on itself	THE DRAG-STAY ASSEMBLY FOLDS WHEN THE NLG RETRACTS.  FOLD THE ROTOR BLADES.	
FOLLOW (v), FOLLOWS, FOLLOWED, FOLLOWED	To come after	THIS TEST FOLLOWS THE INSTALLATION OF THE HP PUMP.  DO THE PROCEDURE THAT FOLLOWS.	
	NOTE: For other meanings, use:  OBEY (v)	WHEN YOU USE THIS MATERIAL, OBEY THE MANUFACTURER'S INSTRUCTIONS.	When you use this material, follow the manufacturer's instructions.
following (adj)	THESE (adj)	MAKE SURE THAT THESE CIRCUIT BREAKERS ARE CLOSED.	Make sure that the following circuit breakers are closed.
	FOLLOW (v)	OBEY THE PRECAUTIONS THAT FOLLOW.	Obey the following precautions.
FOR (prep)	Function word that shows purpose, intent, time, result or the object of an action	LET THE POTTING COMPOUND DRY FOR ONE HOUR.	

2-1-F9, ASD-STE100 Specification, Issue 7, 2017

In the dictionary, the first column shows the words that you can use (in



uppercase) and what part of speech STE has assigned to that word. This is because many words can be more than one part of speech and to reduce confusion, STE gives each word a permitted part of speech. (A few approved words, such as 'flush', can be two different parts of speech if the words are used often, and are not easily confused.)

When you learn to write in STE, you need to be able to:

- define each part of speech, and
- know how the part of speech applies in STE.

Over the next issues of STE Basics, I will define a part of speech and explain what you need to know about the part of speech to write well in STE. In the next issue, I will discuss verbs.



#### COME AND MEET CIARAN

Ciaran will be joining us at TDW-Live this year and supporting the workshop on legacy data conversion.

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

Ernest Starling

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# ASK MIKE

HELPING YOU MAKE THE RIGHT DECISIONS  
AND GETTING YOU THE MOST OUT OF YOUR  
INFORMATION ASSETS & STRATEGIES



Michael Ingledeu answers your questions - if you have a question that you would like answering - contact [michael@techdataworld.com](mailto:michael@techdataworld.com)

**I want to show your "S1000D Cost Curve" to our management - can I get a copy please?**

As it's you! I am happy to share as you attended one of my training courses, but please take care of this content as it is the intellectual property of TDW. I would like to spend some time on the phone with you just explaining the key areas of the slide so you can explain it better to your management.

**We need an S1000D and general technical publications solution what is it you suggest we look for?**

In this issue of the magazine I have written a short piece on the kind of things you need to be looking for. I also recorded a short YouTube video as your question is a good one.

In short I look for many things when advising a client, from technical through commercial and post purchase. These articles should give you some pointers, if you have any further questions please do get in touch.

**When will you do the TDW members brief? You mentioned you would be doing one.**

You are right, the idea was a webinar and unfortunately this was pushed back and back for multiple reasons, workload being the main reason as well as a personal issue that prevented me from doing this.

What I have decided to do now is simply present this at TDW-Live this year.

**You mentioned in a previous issue that you were going to run your XML and S1000D course online - is this still happening?**

Yes! I am going to be running the course in December - we are recording the sessions at the moment and looking at best ways to deliver the content via our TD-iQ platform. We will be opening bookings for the course early September so make sure you are following our news letters, social channels etc. More on [www.s1000dworld.com](http://www.s1000dworld.com)

**We need to create a simple help platform for our user base - the content is not sensitive and can be posted to the web**

For this I have two tools that are my 'go to' and I have sent these suggestions to you. Both Commercial off the Shelf tools and both very affordable. I won't name them here as I plan to do some tutorials, articles and use-cases for both. I hope my suggestion helped.

**How do you suggest we work with leader-lines over complex illustrations?**

This question was just like two London buses - you wait a long time for a question like this then two come along in the same few weeks! This is an excellent question and why I asked Roy Scorer (a leading technical illustrator) to give us his thoughts on leader-lines. I hope you enjoy his article.

**I am a freelance technical author and want to know - is there any point in me doing an S1000D training course even though I do not hold a current Security Clearance (SC)?**

S1000D training is always valuable to any project or possible employer! If you are purely in the defence sector then of course an SC clearance would be an advantage. If you are looking to use your new found S1000D skills in the commercial air sector then you may find you don't need a full SC clearance for many projects.

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



A2Z Series

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

**A**s we draw our journey of the A2Z of S1000D to a close, what did we cover over the last few recordings?

behind elements of the specification.

Our aim is to deliver a brand new tutorial to our YouTube channel ever Sunday, so make sure you subscribe to receive the notifications on when they are released.

We ended the series with our V to Z's and managed to round off the series with a lighter look at some of the things to consider around the specification

Thank you to everyone who sent in some great comments and suggestions - some were fun to read!

### WHAT WOULD MAKE YOUR A2Z?

I am interested in hearing what would make **your** list of A2Z of S1000D - send your comments to: [michael@s1000dworld.com](mailto:michael@s1000dworld.com)

### WHERE NEXT?

We will start a new journey with S1000D - covering some of the more technicalities of the specification and looking at some of the principles and processes



*"I LOVE WATCHING YOUR VIDEOS AND THE FACT YOU HAVE REAL INSIGHT INTO USING THIS SPECIFICATION"*

*"WILL YOU BE DOING MORE S1000D FOCUSED TUTORIALS ON YOUTUBE?"*

*"HOW DO YOU THINK WE SHOULD USE THIS SPECIFICATION? WE ARE A LITTLE LOST IF WE ARE HONEST.."*

*"OUR MANAGEMENT JUST WON'T INVEST IN THE TOOLS REQUIRED FOR S1000D - WHAT CAN WE DO?"*



## WHAT HAVE YOU MISSED?

This quarter we have released five videos to end the series - but what did we cover? Here are some highlights, watch the full videos for each letter. Also available in the **Tech Data World App**

A2Z - V

A2Z - Y

VENDORS | VIEW | VERSION | VISION

YOU & YOURS

A2Z - W

A2Z - Z

WHY | WHAT | WHERE | WHEN

ZONES

A2Z - X

XML | XSLT



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# STOP doing TNA It's a waste of time!

Hopefully that got your attention... particularly so if you are involved in training, and Training Needs Analysis – TNA – specifically.

However I am not actually going to argue that you should stop implementing the TNA process or that you are wasting your time if you do so: but there is just a smidgen of truth in that statement...

Anyone who has attended one of Aspire's ILS or LSA courses will be familiar with some of the 'dumb' questions we like to explore. Such as, when discussing ILS, 'What, precisely, is it that we are integrating?'

Now here is a plot spoiler, the answers are (albeit at a high level);

1. The entire system of support for a given capability, i.e. everything should be in balance, all elements of support should complement all other elements, and they should all take cognizance of the operational environment...
2. The process by which such a "Support Solution" is developed (the ILS or Support

Peter Stuttard is the Chief Executive of Aspire, a Support Engineering specialist of over 40 years' experience. An ex REME aviation engineer, he has worked at senior level on a wide range of national and international programmes, from armoured fighting vehicles, submarines and combat aircraft, to tug-boats and communications systems.

Aspire: Aspire Consulting Ltd are a private and independent company who have provided expert Supportability Engineering services for over 20 years. Our Support Engineering services, our training and our software have been deployed across the Defence and commercial sectors to optimise the operational performance and through life cost of complex systems.



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Engineering process), which should in itself be integrated (coherent, synchronised, with balanced levels of effort and investment, implementing a systems approach, etc).

If the ILS process isn't integrated it cannot possibly deliver an 'integrated', optimal, Support Solution, i.e. it will not be an 'effective' process. Nor will the process be efficient, in terms of cost, time, effort, information use, etc.

**So what has this got to do with TNA... or Technical Documentation...?**

## WHAT IS THE POINT OF TRAINING?

Let's start by asking another of those dumb questions, what is the point of training maintainers? (For simplicity's sake, I am going to confine myself to discussing the training of maintainers, for now).

The answer to this question is quite straightforward, if we don't over think it, we train maintainers so that they are able to carry out effective maintenance on our target systems, under a variety of operational conditions.

## WHAT IS THE POINT OF TECHNICAL DOCUMENTATION?

We can ask a similar question about technical publications (again, for simplicity's sake, confining this to maintenance manuals), i.e. what are maintenance manuals for?

The answer to this question is also quite straightforward, maintenance manuals enable maintainers to carry out effective maintenance on our target systems, under a variety of operational conditions.

That is: the purpose of technical training and of technical publications is the same, it is to enable engineers, technicians, mechanics etc to carry out maintenance in an effective, efficient and safe manner. The maintenance tasks that are addressed by both disciplines are the same, the resources that are to be used (tools and test equipment, spares and consumables) are the same, the operational environment we are

preparing for is the same.

Consider also, that given the electronic nature of much of the material used in training systems and technical documentation, much of the detailed content (text, illustrations, video, audio, etc) will be, should be, the same.

Will not elements of the in service training solution and the technical documentation solution be common, aren't technical publications actually an integral part of the training solution and vice versa, and if they are not, why not?

Which begs another question, why are training and technical publications typically addressed by two separate departments each applying different processes? Why aren't the technical authors applying a variant of the TNA process? Or perhaps a better question is why aren't the training team and the technical documentation team both applying a "Maintainer Knowledge Needs Analysis" [M-KNA] or perhaps, a "Maintainer Capability Needs Analysis" [M-CNA]?

This is a simple concept, one which we can of course extend to Operators to which the same principles apply, so should we be conducting an O CNA as well?

This argument takes us back to my points in the introduction, the training solution and the technical publications solution are elements of the greater Support Solution, and they HAVE to be coherent. It makes no sense therefore to have two, disparate processes being applied during the development process. Can we not take the best parts from the training development process and the best parts from the technical documentation development process, and then combine and rationalise them, in order to produce a single, highly integrated, highly effective and efficient process?

Let us take a brief look at these processes and decide if this is feasible or desirable.

## A BRIEF OVERVIEW OF TNA

At its core, Training Needs Analysis is a very simple process, indeed it could be described as

## TRAINING, TECHNICAL DATA AND THE LSA PROCESS

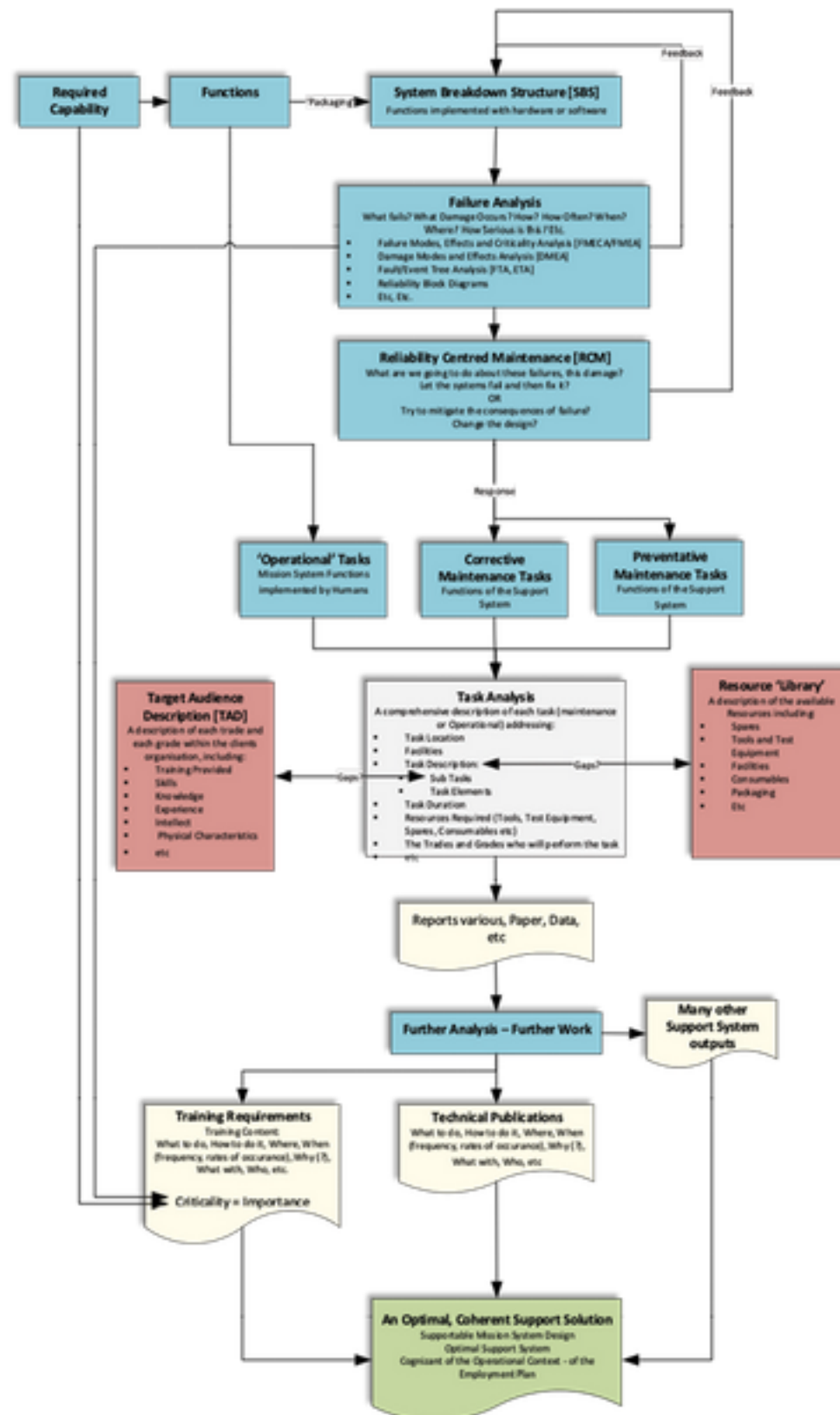
The LSA process in this diagram has been simplified for the purpose of clarity, but it is possible to see that many aspects of this process mirror those of the TNA process. Consider:

- Both processes require that identification of tasks, sub task, and task elements.
- TNA requires 'Roles' to be defined, LSA requires Trades and grades with those trades to be comprehensively defined.
- Both compare the Task requirements with the extant capabilities and resources, i.e. both require a 'Gap' analysis. This gap representing a requirement.
- Both processes are reiterative, both are dependent on effective feedback.

Now we shouldn't be surprised by this, the original ILS and LSA process was designed to cover all aspects of support, including training and hence the older versions of the various standards, include elements that are recognisably elements of what we would now call 'TNA'.

Both sets of processes have strengths and weaknesses however, for example:

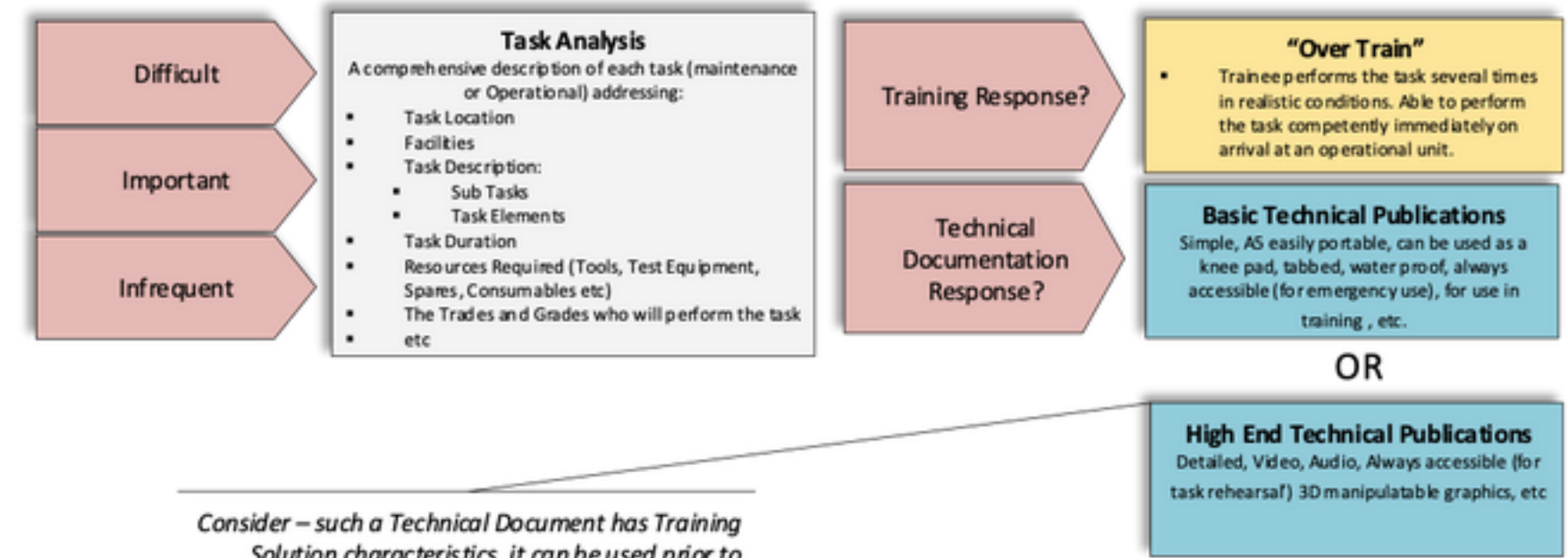
- LSA addresses both operational and support tasks, and it provides a robust mechanism by which all those tasks can be identified and justified, ultimately, in terms of the operational requirement (the 'Required Capability' on the LSA diagram).
- TNA includes the performance of a DIF analysis on tasks. A DIF analysis requires the Difficulty, Importance and the Frequency of each task to be assessed (the responses can be: Very Difficult, Moderately Difficult, or Not Difficult; Very Important, Moderately Important, Not Important; Very Frequent, Moderately Frequent, Infrequent) and as a result each task is allocated a Training Category. A Very Difficult, Very Important, Infrequent task will have a Training Category of 1, which requires that task to be 'Over Train'.



(A good example of such a task would be weapon handling; a soldier has to be able to load, cock, fire, unload, make safe, and to clear stoppages on their personal weapon, almost without conscious thought).

A Not Difficult, Not Important, Frequent Task has a Training Category of 6, which requires 'No Training'.

Curiously there is no equivalent analysis for technical publications.



Consider – such a Technical Document has Training Solution characteristics, it can be used prior to conducting a task, to 'rehearse' a task.

What impact would such a technical publication have on the nature of the training solution?

Consider the diagram above, surely there would be some logic in applying the results of the DIF analysis when deciding on the nature of our technical publications solution?

- Similarly, TNA requires a Training Options Analysis [TOA] to be performed. A TOA makes recommendations as to the nature of the training solution depending on the level of fidelity required of the training and the location in which training will be conducted, the training environment, factors such as the availability of facilities, equipment etc. Training methods and alternative media are evaluated in terms of their effectiveness and appropriate recommendations are made.

Once again, it is curious, given the very wide range of technologies and standards that are available, that such a step is not overtly required when developing Technical Documentation (options include: paper, mobile devices, PC's, Kindle, iBook, Mobi, PDF, video, audio, 3D graphics, conventional graphics, S1000D, DITA, xml, HTML 5, Augmented Reality, etc, etc).

- LSA provides a mechanism by which analyses may be combined, so as to share common efforts and common data/information, whereas the TNA process does not.

There are other overlaps and omissions, but I think that these are the key points.

## TO SUMMARISE...

There are significant overlaps between the processes required to generate Technical Documentation and to conduct Training Needs Analysis, this is inevitable given the fact that both disciplines have the same ultimate aim.

The question we have to ask is why? Why are these processes, and the products of these processes, seen as, and treated as, separate disciplines delivering separate solutions; particularly in this era of electronic media?

So let us return to the title of this piece; conducting TNA, as a discrete process, is a waste of time and a waste of effort, and it will lead to an incoherent Support Solution.

Like wise; developing Technical Documentation, as a discrete process, is a waste of time and a waste of effort, and it will lead to an incoherent Support Solution.

Until this issue is addressed (and others like it), we cannot claim to be conducting ILS or Support Engineering. If it were to be addressed, rewards would be substantial, a considerable reduction in programme efforts and a significant improvement in the quality of the outputs being more or less inevitable.

It is also clear, I believe, merely by considering the diagrams above, that this is an eminently 'fixable' issue.

'blindingly obvious', or basic common sense etc.

It is one element of a greater process responsible for defining the requirements for training, for designing training solutions, for delivering training and for evaluating the cost effectiveness of that training. In the UK MoD this process is encapsulated in the Defence Systems Approach to Training [DSAT] which in turn is defined in JSP 822 – Defence Direction and Guidance for Training and Education.

DSAT is comprised of four 'elements', namely:

Element 1 - What is the requirement: is a new training activity needed and if so what kind?

Element 2 - What should the training activity look like: who will deliver it, and with what resources?

Element 3 – Delivery: the training activity is delivered.

Element 4 - Is the training activity being delivered correctly and does it meet the requirement: Is the whole Training System fit for purpose?

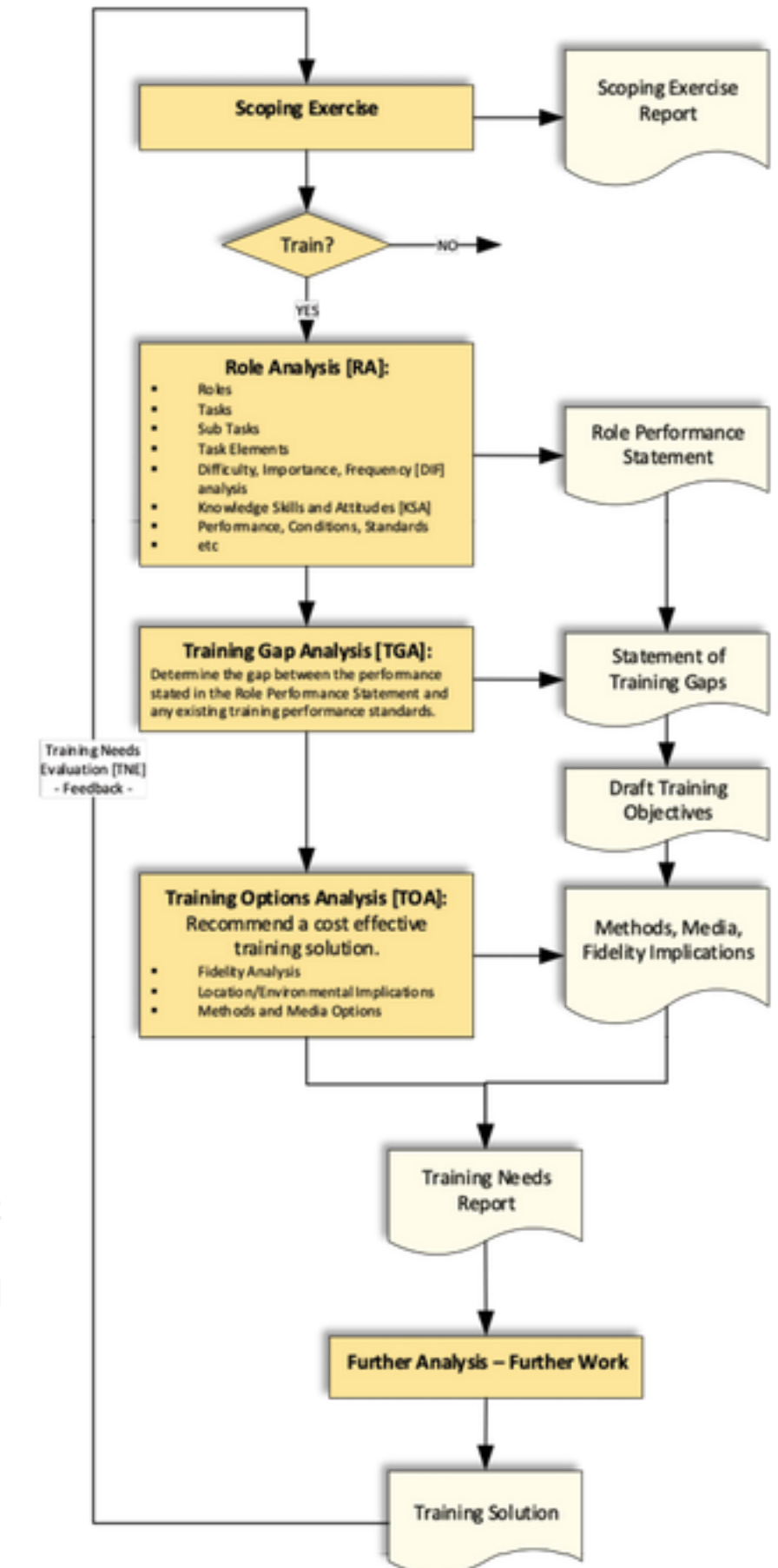
Now it doesn't take a rocket scientist to spot the system thinking that has gone into this, but where does TNA fit into this systems approach to training?

TNA is the analytical approach that is applied in order to answer the questions asked in Element 1. It is "...an output based, iterative process that provides an audit trail for all decisions ... A TNA does not, and should not, imply that training will be the only solution." (JSP 882).

TNA also supports Element 4 of DSAT in that an assessment of the effectiveness and the

efficiency of both the TNA process and the resulting training solution is required. This stage of the TNA process is termed "Training Needs Evaluation" [TNE] and this is conducted post and during delivery.

The diagram below illustrates the basic elements of the TNA process.



This diagram presents a somewhat simplified view of TNA, but hopefully the reader will appreciate the simple logic that is applied.

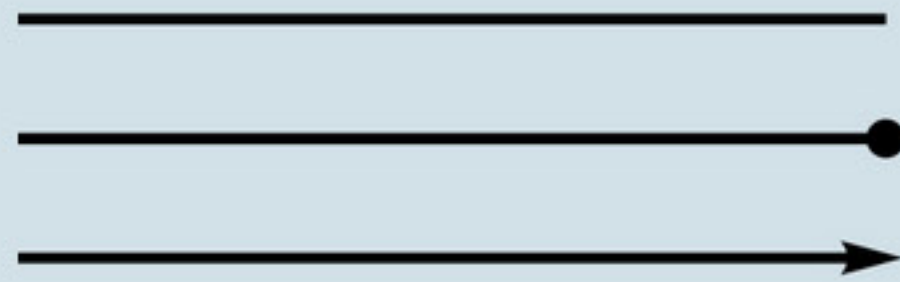
Let us now compare this to the ILS/Support Engineering process that is applied (or should be applied) when generating Technical Documentation.



# Roy Scorer

## Technical illustrator

# Leader Lines

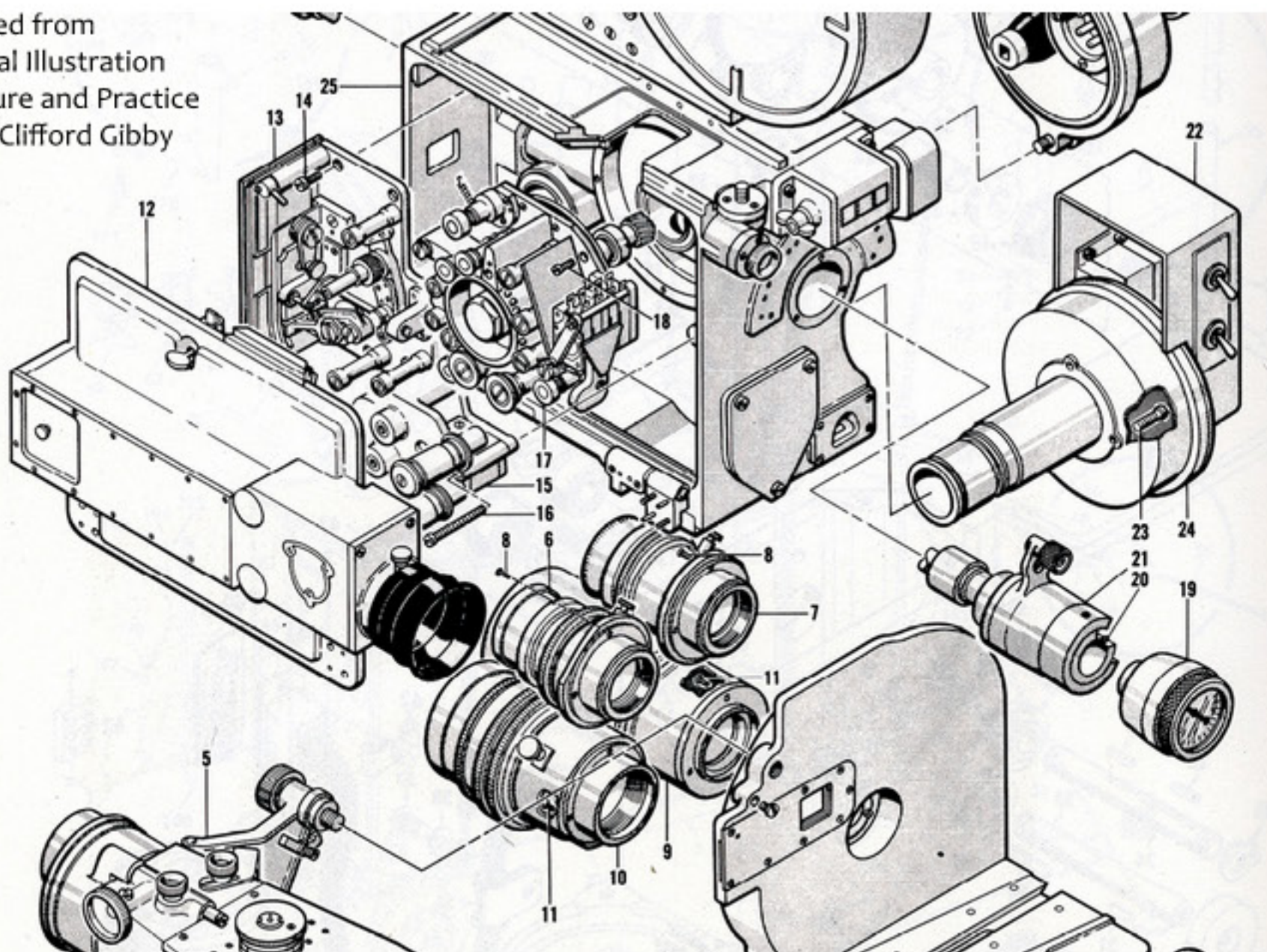


When Mike asked me if I would write an article on Leader Lines over complex illustrations, my first thought was. This will be a one line paragraph and an illustration showing leader lines over a complex illustration.

So I asked my colleagues (other technical illustrators) what they thought. We then found out that it all depends on where a technical illustrator was trained and where they have worked.

This led us on to looking at a variety of technical illustration standards over the years and from various companies we have all worked for.

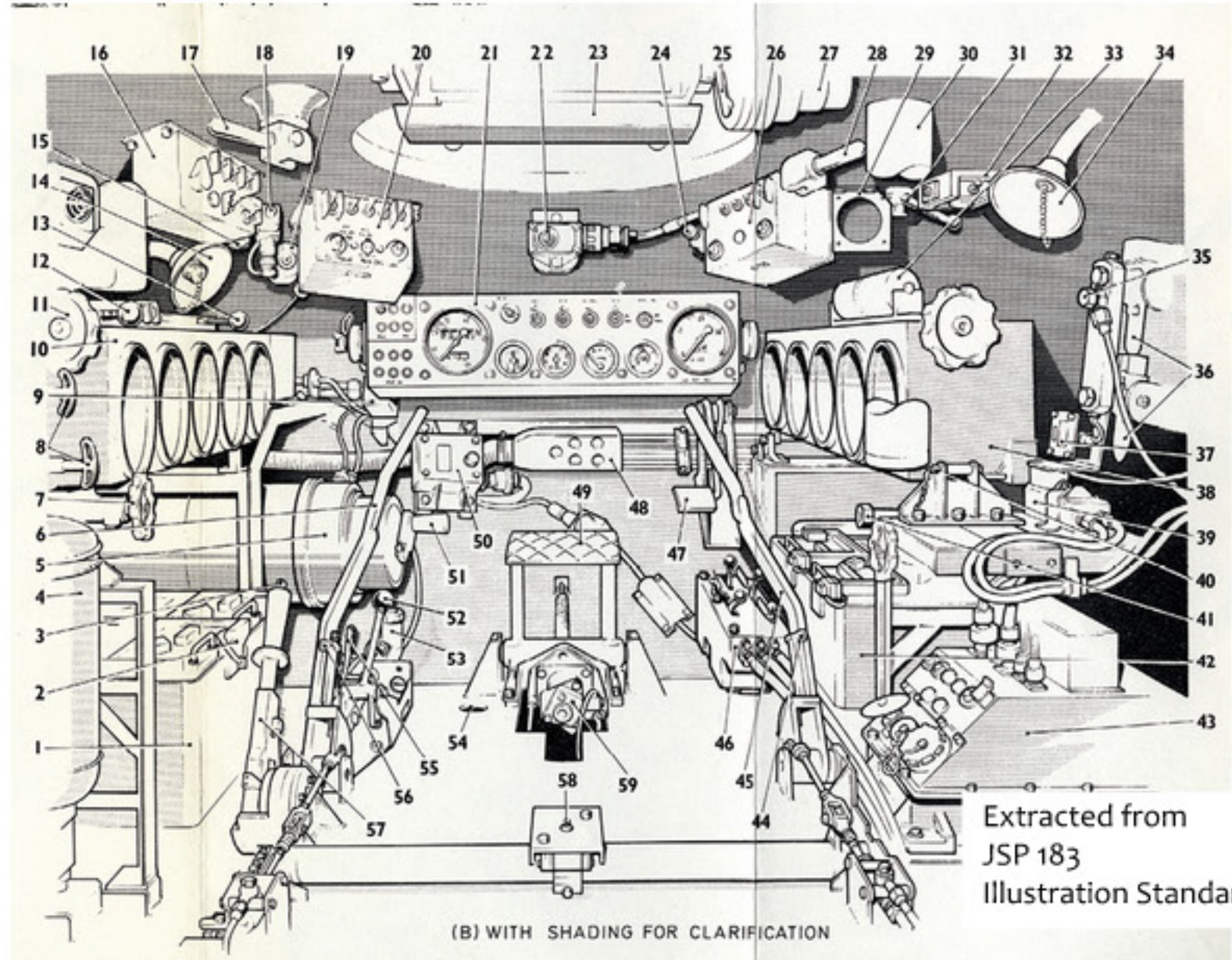
Extracted from  
Technical Illustration  
Procedure and Practice  
Joseph Clifford Gibby



The standards soon became a small pile of leaflets and publications on my desk. It seems technical illustrators are mild hoarders of paper work, publications and tools of the trade.

The pile consisted of:

- S1000D V4.1 Chapter 3.9.2.1.
- JSP(3) 543.
- AESP 0100-P-001-013.
- Martin Baker Publication Procedure P1 2001.
- ISTC, Communicator, Spring 1998.
- JSP 183 1978.
- Technical Illustration Joseph Clifford Gibby 1970.
- Grumman Technical Publications 1967.
- The Technical Illustrator Hubert Cook 1961.



Extracted from  
JSP 183  
Illustration Standards 1975

(B) WITH SHADING FOR CLARIFICATION

Illustration on left with plain leader lines but location /centre lines with double width white lines directly underneath.

With technical illustration last taught in colleges about 1990 at the latest, leader lines will be placed on the illustration as the designer prefers.

Onto the leader lines themselves. Most of the standards agree on a finished line thickness of 0.18 mm. the same as good old Rotring pens from the drawing board days. What goes on the end of a leader line will be what the in-house style has agreed, from a blank end, to a dot and of course an arrow head. The main part is to have a recognised style of line and for all of the publications, parts lists or instruction sheets to adhere to.

Discussing this topic with colleagues we all agreed that leader/annotation lines were not covered that well while at college. It was when working that we were shown how it was to be done. On this we all had

different experiences.

Illustration above with dot ended leader lines and whites above and below .

My own first job after college was the illustrated parts list for Warrior (MCV 80) as it was first called and all lines radiated out from the centre of the illustration where possible.

The end of the leader lines also has a consistent theme across the books and standards. An arrow head points/touches the item and a dot is placed onto the item, but just to add to the confusion you could use nothing on the end of the line. Some publication standards have shown all 3 on the same illustration.

Now to address what Mike originally mentioned, how to make leader lines stand out on a complex illustration. This is as per the theme of the article, no hard and fast rules it is a matter for the organisation to agree an in house style and adhere to that.



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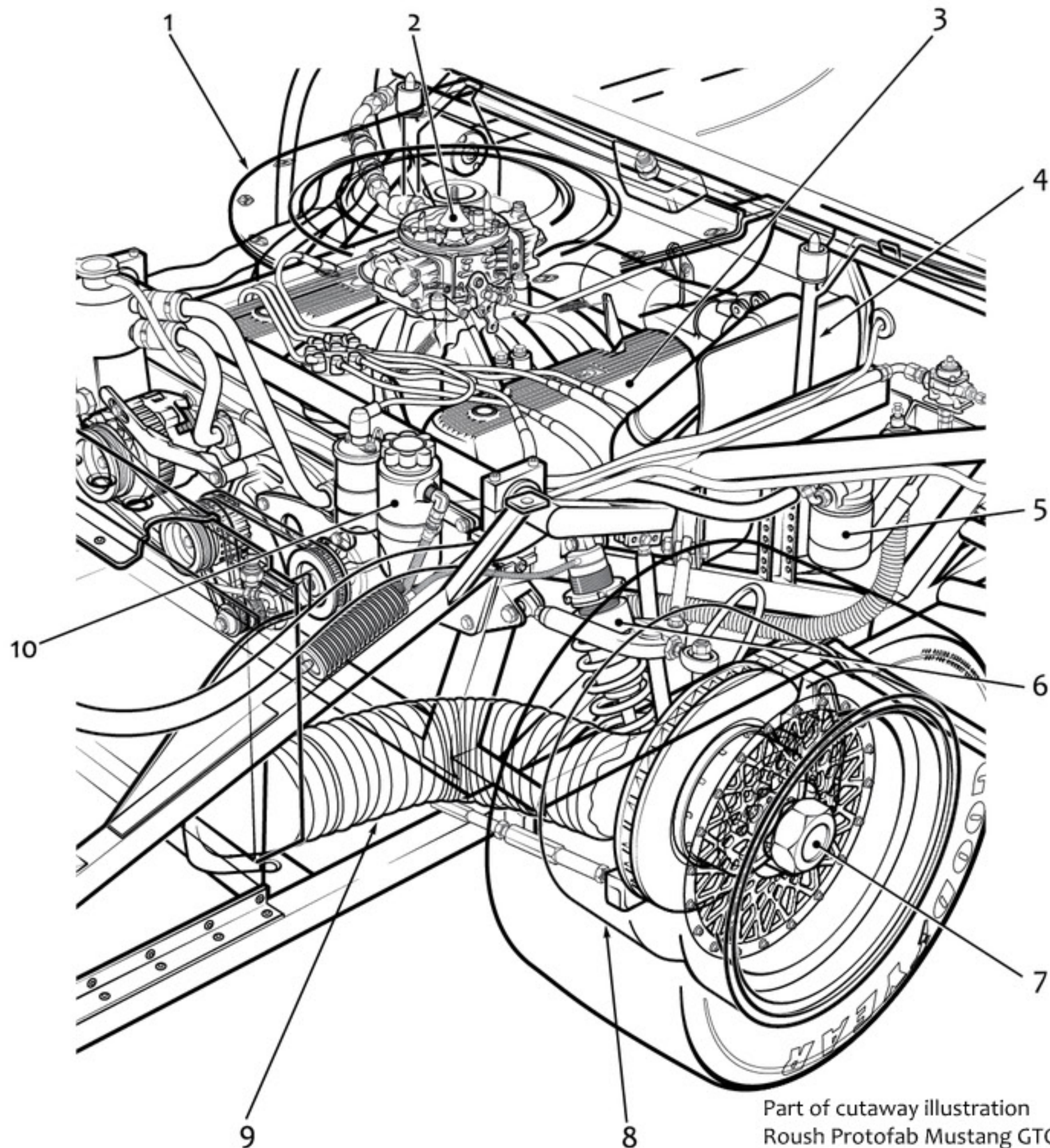
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Part of cutaway illustration  
Roush Prototfab Mustang GTO  
Roy Scorer

There are 3 options which all involve a white line or line out. Pen and ink days this would be created by scraping a break on the illustrations to give the appearance of a white line. Digitally, we duplicate the leader line, make it white and position below and next to the black line. The 3 options are place it top left (highlight), bottom right (shadow) or increase the thickness and

place directly underneath the black leader line.

*Illustration above showing the 3 types of leader lines showing how they look over a complex illustration and a couple of lines with out whites for comparison.*

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# UNLOCKING THE MYSTERIES OF THE S1000D PROCESS MODULE

**Dr Mike Day**

The process data module packs a lot of power and takes the S1000D specification into the next generation in providing interactive electronic technical publications (IETPs) by making them truly interactive and moving them away from what is essentially a screen view of a page-oriented technical manual.

It gives full interaction by menus and dialogs and user entry boxes and it decides which path it will follow through the "screens" of information based on the values or menu items selected by the IETP user.

But perhaps its most powerful feature is that it allows us to collect data from the user through its program variables. This allows us to record data such as who did the process, when did they do it, what values did they enter in response to the questions they were asked?

In this article, you will see at a non-technical level what the process data module is. Then we will show through a simple example how it can be used to collect part condition feedback. When coupled with in-service history gives an indication of how components degrade with use which will lead to improving the designs so they last longer.

## What is the process data module?

So what is the process data module? How does it work? And why isn't it being used more? And how can it collect data?

On the outside, the process data module is just the same as any other data module in that it has all the usual features that allow it to be controlled and managed in a Common Source Database Management System. That is, it has an identification and status section with all the things we are familiar with - for example the data module code, an issue date, an issue number, and a data module title.

Its content section on the other hand is very different as it defines screens of information (nodes) that can contain both technical content and dialogs. When a process data module is executed, each node is one screen with a "Next" and "Back" button. In simple

terms a node both gives information – in the form of procedural steps, warnings cautions and notes for example, and it accepts information from the user through values entered in user entry boxes or from the choices made in menu dialogs. The data entries are stored in variables which are defined in the process data module and stored in a state table which maintains the value of the variable as the process is executed in the IETP.

If you think of a flowchart with lots of information, you aren't too far away from what the process data module is. It takes one or many routes through the flows depending on the values selected or entered by the user. The logic engine uses the variables in the state table and evaluates logic so it can determine the correct paths to follow.

The logic engine is essentially a piece of software that runs in the IETP and interprets the XML of the process data module and renders dialogs, accepts user inputs and interprets the values of variables to control the direction of flow through nodes, and branches and loops that are the same as if-then-else and while, for or repeat loops that we see in computer programs.

These features make the process data module very powerful. It effectively takes the computer programming out of the computer program and expresses much of the logic needed in the XML constructs of the process data module's content section.

### Receiving and providing data to external applications

The process data module can also be used to send and accept information from an external application using its variables. In this way it could for example send data to a program that interprets the variables and returns the results for use in the IETP. Or it could be accepting results from an automated inspection



machine during the execution of an inspection procedure.

### Links to applicability

The process data module interacts with S1000D's applicability data modules to retrieve and set values using global variables: these are the Applicability Cross-reference Table (ACT), the Conditions Cross-reference Table (CCT) and the Product Cross-reference Table (PCT). Therefore the process data module plays a key role in applicability setting and processing as it reads them as variables during the execution.

Nodes can also be displayed according to the value of variables and also applicability settings. There are alternate structures that can be displayed according to these values.

### Links to other data modules

A node that contains only a data module reference will open the data module that is referenced and display it as a screen of information. These are normally opened automatically or on the user's demand. A node can also contain procedural steps and any reference data modules within them are displayed as you would normally see them and

pressing the link will open the data module that is referenced.

### Why isn't it used more?

Okay, we have seen that it is very powerful, so why isn't it used more?

**Reason 1:** Although not difficult to get to grips with, creating a process data module presents challenges to our traditional technical authors who now need to couple their knowledge of technical content with knowledge about the computing constructs that is needed to define variables, paths and dialogs. While the process data module does contain data in steps, it also contains dialogs, variables, branches and loops that you will find in a computer program.

**Reason 2:** Too few software vendors support the process data module in their off the shelf applications. Two functionalities are required to support the creation and execution of process data modules. The first is to assist the author in creating a process data module using what I will call a "process data module builder", and the second is to provide the support to "execute" a process data module in the IETP which is complex as it requires new software to implement a logic engine, a state table and if



required, the ability to accept or provide data to external applications.

### Creating a process data module

What is a “process data module builder”? You will see from above that you will need additional skills over and above technical content authoring as you are now designing screens of information and dialogs and working out the flows between nodes based on the values of variables. Assuming that you have the skills already to think like a programmer, trying to create a process data module in say Epic or XML Spy or your favourite XML editing tool is far from ideal although not impossible. You need to keep track of the flows where they come from and where they go depending on the value of a variable. The XML schema doesn't care two hoots if you have defined your variable or not. But when the variable is used in the IETP, it has to be declared and therefore your favourite XML editor won't care if you make a mistake.

Ideally what's needed is a programming style environment – the “process data module builder” – which is where you can interactively create the nodes representing your screens of information, define and reuse variables properly, allowing you to design the dialogs in a visual environment – checking what you create as you create it and then allowing you to execute the process data module to see what it looks like and how it behaves within your IETP. Tools such as this simply makes the authoring of a process data module much easier.

When you create your process data module, start with a flow chart or schematic (like in Figure 1) showing the different nodes and the flows to get to them. If you need loops then perhaps a flowchart is a better planning document. Identify the dialogs you'll need and the variables you will need to set and their values needed to follow a flow to another node. Then start to code this in the XML.

### Putting this into context using an example - component inspection - collecting data with a process data module

A really powerful aspect of a process data

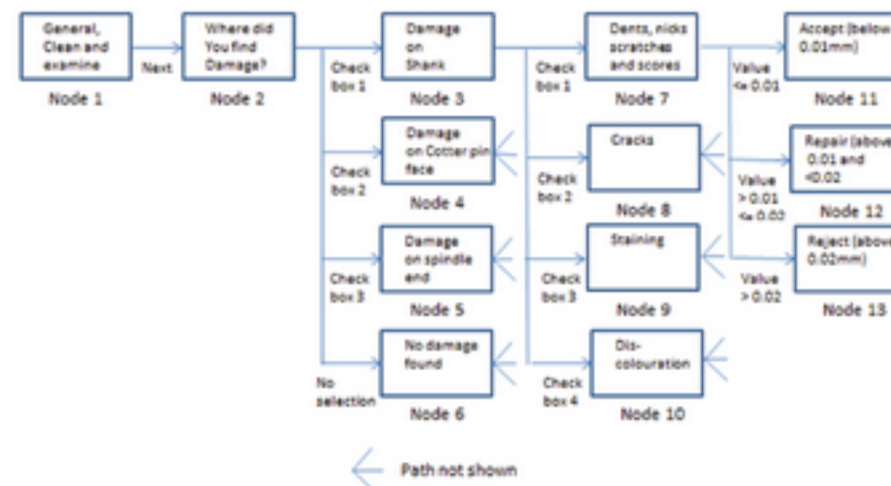


FIGURE 1 - PLANNING TO AUTHOR THE PROCESS DATA MODULE FOR THE EXAMPLE THAT FOLLOWS

FIGURE 2 - SELECTING THE CORRECT DATA MODULE BY ENTERING PART DETAILS

FIGURE 3 - NODE 1 (SCREEN 1)

module is its ability to collect inputs from the user through the value of variables that are set in its dialogs. In this section we provide an example of collecting the results of inspections that uses the process data module's concepts.

Note that throughout what follows, the IETP is collecting the data selected or entered by the user in variables in the state table that we saw earlier and it makes decisions where to go next by evaluation expressions that use the current value of the variables.

In very much simplified example, the data that you require to extract the results of the inspection will be in the IETP's state table and the IETP must supply a way of extracting or saving this information so that it can be used in your Service Data Management system. Today, there is no agreed standard for this data capture but one could see that this could be in S5000F format in the future.

### Step one – getting the component's identification

As you are collecting the results of damage limits during the inspection procedure, you are going to need to record the part number and / or the serial number of the part so that you can identify it. And you probably can see that this and the other data collected can be used to output a job card when the process is finished or it can be joined to in-service history that tells you where the part has been and what it has done. The value of doing this is that you build a picture of the damage you can expect after so certain numbers of cycles.

To capture the serial number or part number you may do this by scanning bar codes or dot matrix codes etched onto the component or you may simply type them in. This probably is not part of the process data module, but it is required so that the IETP can select the correct inspection procedure that is applicable to the part you have on the bench. Refer to Figure 2.

### Step 2 – Execute the nodes

When the correct inspection process data module is found by the IETP from the part

or serial number, we start the inspection by displaying the safety information, the preliminary requirements, and any necessary information from the identification and status page – just as you would in a procedural data module. To save space, I haven't provided a screenshot.

As we are defining a procedure for inspecting a component at overhaul, we would then tell the user to clean the component and do some visual inspections. This then is Node 1 (Figure 3) of the process data module as displayed here and it contains procedural steps which allows the author to include sub steps, and references to other data modules. The Next button has one flow – to Node 2 (Figure 4).

Node 2 (Figure 4) displays the graphic that is associated with this node. This is detected by a figure reference to the graphic in the node

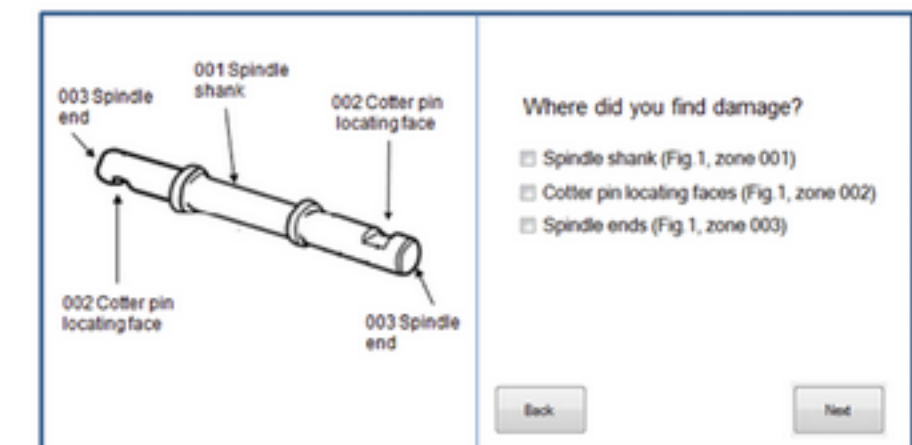


FIGURE 4 - NODE 2 (SCREEN 2)

being displayed. In the node, we are using a 2D graphic – but this could be a 3D graphic if you have one which provides a greater amount of interaction.

Node 2 (Figure 4) contains a dialog rendered by the logic engine and it asks the user where damage was found. As we saw earlier, the dialog is authored into the XML of the data module and is set so that it can accept multiple selections allowing the user to indicate that damage was found in none, one, two or all three locations.

When the user presses the Next button, the flow will be to Node 3 (if damage was found on the spindle shank – Figure 5), Node 4 (if damage was found on the cotter pin locating faces – not illustrated), Node 5 (if damage was

found on the spindle ends – not illustrated), and Node 6 (if no damage was found – not illustrated). The user's dialog checkbox selection (True or False for each checkbox) will set variables in the state table and the logic engine will decide to navigate to the appropriate node when a value

If no option is selected, Node 6 (not illustrated) is shown telling the user that the inspection process is complete (as no damage has been found).

Node 3 (Figure 5) is authored to capture the types of damage that can occur on the spindle shank. Here, the shank could be dented, nicked, scored or scratched, and there could also be cracks, staining or discolouration. Indeed the inspector may find more than one type of damage so we have a multiple selection dialog again. The Next button will then take the user to Node 7 (for dents, nicks, scratches and scores – Figure 6), Node 8 (for cracks – not illustrated), Node 9 (for staining – not illustrated) and Node 10 (for discolouration – not illustrated) – depending on if the checkboxes are selected. Let's say that the damage found was dents, nicks scratches and scores – so the user checks the top checkbox on Node 3 (Figure 5) and presses the Next button. The logic engine then takes the user to Node 7 (Figure 6).

Node 7 (Figure 6) is designed so that the user can enter an amount for the damage identified. Here, a procedural step tells the user to use a depth-o-meter to measure the depth of the dents, nicks, scratches or scores (it has to be first in a Node that also contains a dialog). A text box (user entry dialog) allows the user to specify a maximum depth. If the depth-o-meter was an intelligent tool, we wouldn't need a user input box at all as the application could converse with the process data module as an external application and provide the data that is required.

On hitting the Next button, the logic engine kicks in and in the XML it knows what the maximum acceptable depth of a dent, nick, scratch or score is to make the component remain serviceable, be repairable (if it can be repaired), or to be rejected (scrapped).

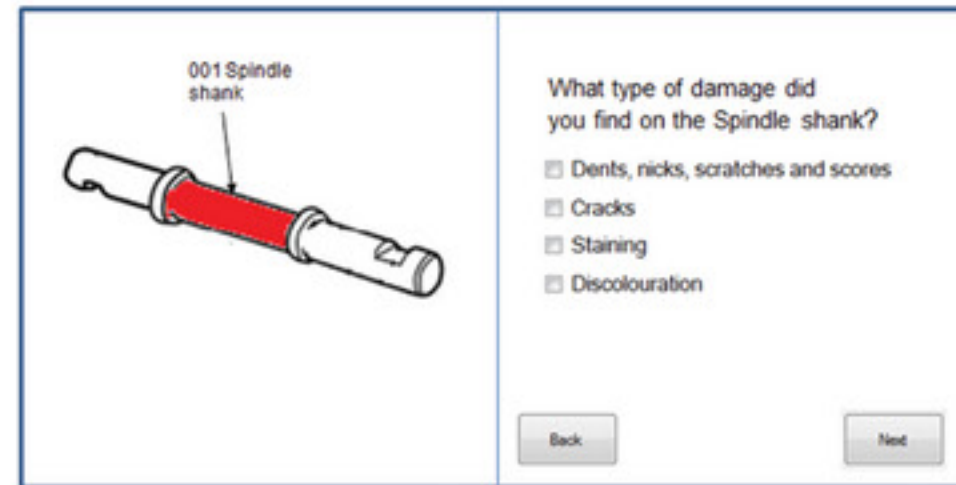


FIGURE 5 - NODE 3 (SCREEN 3)

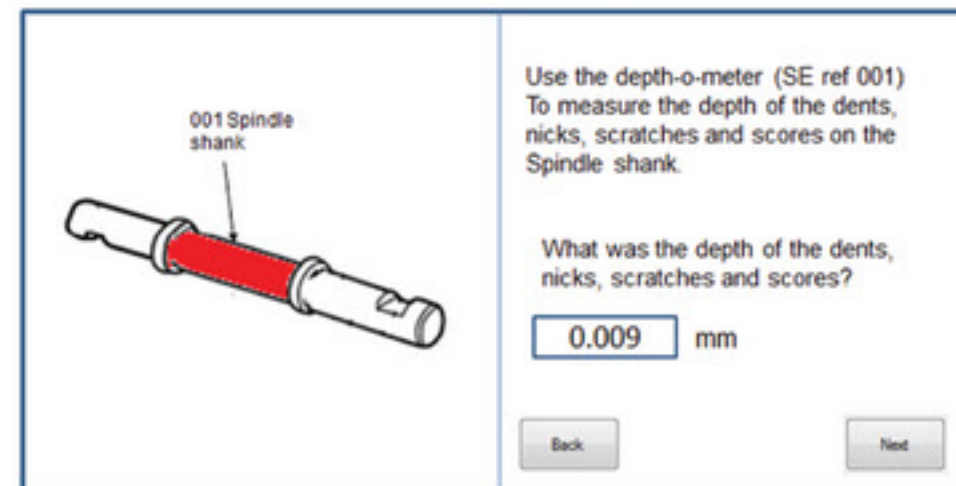


FIGURE 6 - NODE 7 (SCREEN 7) – USER ENTERS 0.009 IN THE TEXT BOX

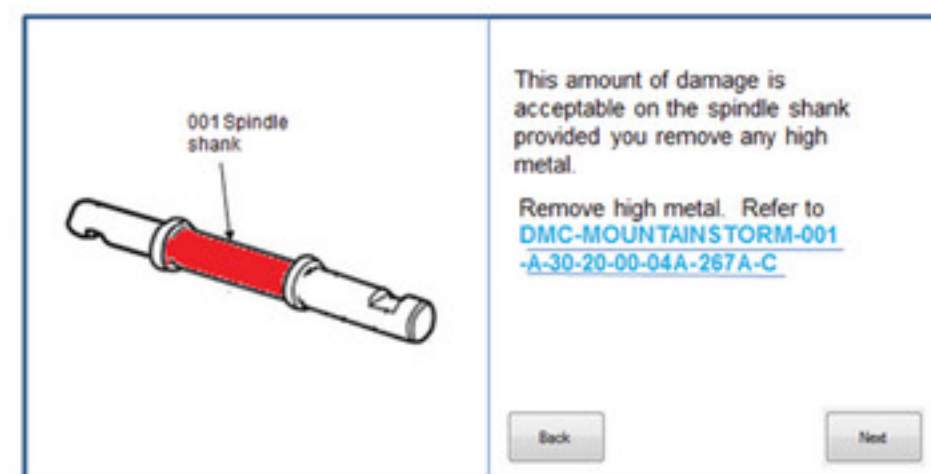


FIGURE 7 - NODE 11 (SCREEN 11)

So it will act on the variable value and if the value is below 0,01mm it would take you to a node that tells you that the component is still serviceable, if the value is above 0,01mm and below 0.02mm, it will tell you to send the component for repair and if above 0.02mm it will tell you to reject (scrap) the component. Let's say that the damage found was acceptable "0.009mm", the logic engine will take you to Node 11 (Figure 7).

Node 11 (Figure 7) contains a procedural step that tells you that the amount of damage is acceptable provided you remove any high metal and refers you to a data module that tells you how to remove the high metal.

The other nodes visited are not shown in the example, but I am sure that you get the idea.

### Saving the data collected

The table shows only the variables we are interested in the state table to extract and use in our Service data Manager application.

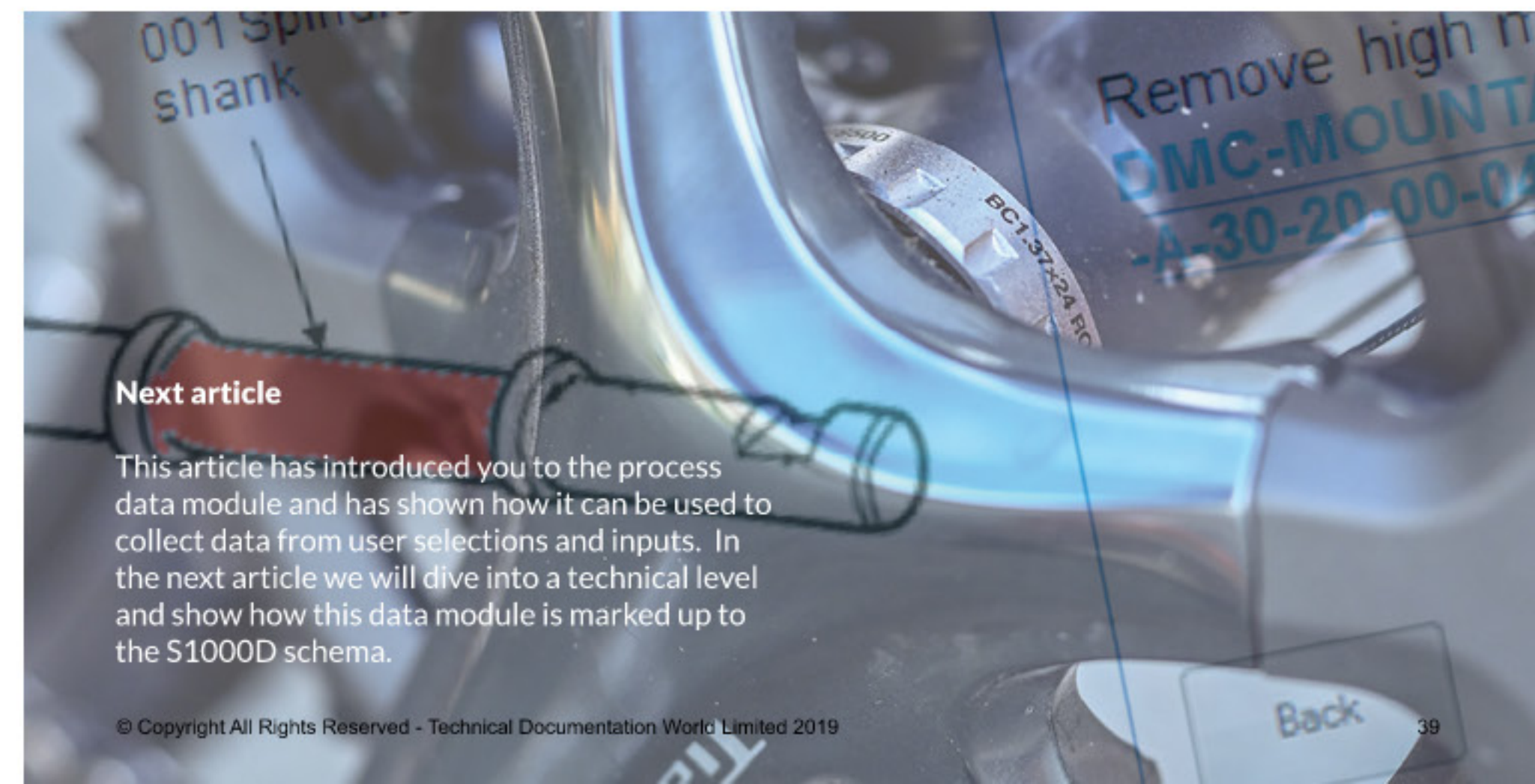
The names of the variables are up to the author and a project should encourage a meaningful variable naming convention. You will see that variable `bNode2SpindleShankSelected` indicates that damage was found on the spindle shank and the fact that it has dents, nicks,

variableName	valueType	variableDescr	Value
<code>sSerialNumber</code>	String	A string to hold the part's serial number	SP00101
<code>sPartNumber</code>	String	String to hold the part's part number	NN234G1
<code>bNode2SpindleShankSelected</code>	Boolean	Boolean to true or false if damage found on spindle shank in Node 2	True
<code>bNode3DentsNicksScratchesAndScores</code>	Boolean	Boolean to true or false if dents, nicks, scratches and scores damage found on spindle shank in Node 3	True
<code>rNode4DentsNicksScratchesScoresDepth</code>	Real	Real value containing the maximum depth entered by user in Node 7	0.009mm

FIGURE 8 - THE STATE TABLE WITH ONLY THE VARIABLES WE ARE INTERESTED IN SHOWN

scratches and scores is indicated in variable `bNode3DentsNicksScratchesAndScores` its maximum depth is shown in `rNode4DentsNicksScratchesScoresDepth` to be 0.009mm for part serial number SP00101. Although S1000D says nothing about the format that the data is collected, you can see that its extraction should be straight forward from the state table after the data module finishes execution.

You could also add a node that calls the process data module's external application interface (where the format is defined by S1000D) to export the collected data from the state table as required.



### Next article

This article has introduced you to the process data module and has shown how it can be used to collect data from user selections and inputs. In the next article we will dive into a technical level and show how this data module is marked up to the S1000D schema.

# More from the TDW archives

In our first ever magazine we invited a Cyber Security expert to write us an article focused on tech pubs in the new world - has anything changed? If anything the threat has increased significantly.



When we talk about information security many descriptions can be used and many of them are accurate. Cyber Security in particular can bring to the fore a variety of interpretations that both aid the understanding as well as create more confusion. When we think about how information stored on IT systems should and needs to be secured we often think about user permissions, anti-virus protection and firewalls. Whilst this is true there are other elements to an organisation's IT security solutions that need to be considered.

Information Security is not just about stopping people; both internal and external to your organisation from accessing your data. Information Security is about managing who should and should not have access to business critical systems and in particular highly sensitive information that may be stored within Tech Docs. Once access has been determined the systems and people used to access your data need to be secured so they cannot be compromised. This can come in many forms and will include the aforementioned anti-virus protection and firewall. Beyond this you need to consider the operating systems and applications being used, the devices used to distribute data and the awareness your

users have of the implications of lapses in security and their responsibilities in maintaining the security of Tech Docs. Vulnerabilities in operating systems and applications can often create backdoors in to your systems so the management of security patches is essential.

With the proliferation in use of mobile devices the security of accessing data held on corporate systems becomes even more critical as more often than not these devices will be accessing your data from outside your network.

Mobile devices could also include the use of laptop computers. When you have staff members who are operating as remote workers laptops will inevitably form part of your IT estate and the security of the data stored on them should be a high priority. You may for example consider encrypting the data stored on the hard drive. With this in place should the laptop fall in to the wrong hands, unless the user had a very insecure password nobody will be able to access the data stored on it. It's not just about the data stored on laptops though, these systems are used to access your business critical data. Applications with saved addresses, usernames and passwords could all be compromised should access to the hard drive be achieved.

So let's assume you've now taken care of access to your Tech Docs. Your systems are patched, your network secured and all mobile devices locked down and encrypted where appropriate. It's at this point whilst feeling you've achieved a high level of security – and you may well have come a long way – you can never be 100% secure. Maintaining your achieved level of security is a continual process and continuing with this management ethos will put you in good stead. The next stage in maintaining information security - whilst still on the topic of access – is not about how users can and cannot access your data. It's about the availability of your data and the actions you can take in the event of an outage whether from an intended malicious attack, environmental disaster, hardware failure or human error. It's at this point we are securing the availability of your data. Redundancy and recoverability are two key words when planning how you proactively plan for and react to these situations. Redundancy in its simplest form could involve having multiple power supplies to protect your data in the event of a power outage or redundant hardware to protect you against disk or network failure. You could extend this to maintaining redundant Internet connectivity to ensure continuous access for remote workers and external organisations and even to mirrored servers in a second location.



JASON PATON, MANAGING DIRECTOR OF IGP TECHNOLOGY LIMITED PROVIDES IT SECURITY AND MANAGED TECHNOLOGY SOLUTIONS TO BUSINESSES ACROSS THE UK. IGP TECHNOLOGY HAS A FOCUS OF HELPING SMES WORKING WITHIN THE DEFENCE, LEGAL, AND FINANCE SECTORS SECURE THEIR SYSTEMS ENABLING THEM TO OPERATE MORE SECURELY AND CAPITALISE ON COMMERCIAL OPPORTUNITIES BY DEMONSTRATING THEY ARE TAKING THE SECURITY OF INFORMATION SERIOUSLY WITH A WEALTH OF EXPERIENCE IN PROVIDING SECURITY RISK ASSESSMENTS AND REMEDIAL SOLUTIONS IGP TECHNOLOGY ARE PERFECTLY POISED TO ASSIST BUSINESSES ADDRESS THEIR IT SECURITY ISSUES.

*“Information Security is not just about stopping people”*

9

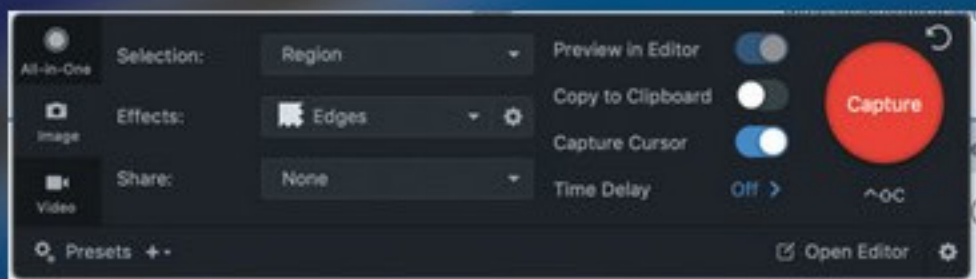
10

Recoverability is a critical point to consider should your data become compromised either through accidental or deliberate destruction. Accidents do happen but so do acts of deliberate data deletion and manipulation. Being able to recover your data to a particular point in time is crucial to the continued operation of your organisation. As with redundancy the recoverability of your data can also be extended. Being able to recover your data back to a particular point in time is all well and good if you can access your data backups. It's at this point you have to consider your options and the costs there of for choosing whether to retain data backups within your building or to make use of offsite data backup and recovery providers. Having data backups within easy reach may tick the box for providing you with quick and easy data restoration however should something more serious happen to your organisation and the onsite backups cannot be reached or relied upon then having your data replicated to an offsite facility where you can readily access your data for restoration to another system or where an image of your servers can be 'switched on' in a remote location, your ability to return a level of operational normality to the organisation is greatly increased.

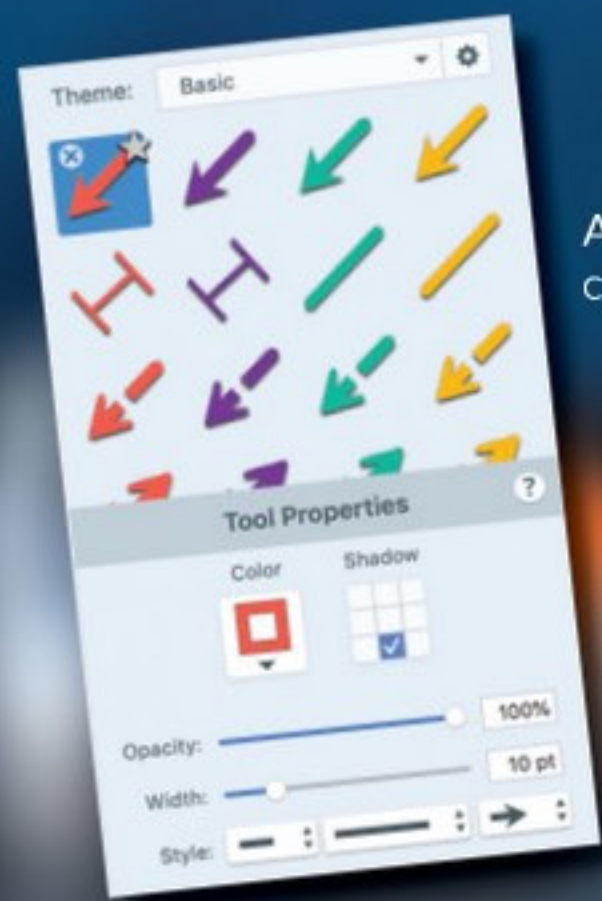
It's recognised that Tech Docs contain information that is likely to be both commercially and state sensitive and require controls to be in place to protect it and the organisations the information relates to. It's also recognised that having uninterrupted access to this information is critical to an organisations operational stability. Taking these two statements in to account it is clear that maintaining the information security and availability of Tech Docs goes beyond user permissions, anti-virus protection and firewalls. Understanding the threats, vulnerabilities and solutions is critical to an organisation maintaining operational stability and having a method of managing a working state of information security will assist you and your organisation in achieving as close as is reasonably possible to 100% secure.



# TOOLS FOR TECH COMM



SIMPLE SCREEN CAPTURE



ANNOTATE OUR CAPTURES

THE STEP TOOL IS VERY USEFUL



RECORDING SCREENS



At TDW we use multiple software tools to create both our training content as well as performing consultancy tasks for our clients. In this series, we look at some of the tools we use and the reasons why we use them.



This quarter we look at **Snagit** a very low cost yet very powerful screen shot tool that delivers more than simple screen capturing.

We use Snagit for our tutorials, training and blog posts. The ability to add annotations, zoom in on an area and add some nice effects to our screen-shots makes for a more user friendly deliverable for our end users to engage with.

Some of the key features we use within Snagit, screen-grab, annotations, adding steps, combine images, there is also the ability to change text and create video recordings for the more adventurous user.

Snagit is a staple to our tech comm toolkit and we use both the Windows and the Mac versions.

More details & Free Trials:  
<https://www.techsmith.com>

## ON THE COVER

Do we really know what our end user wants or needs? Is what we are delivering making their engineering lives productive or are we actually disabling them with legacy mindsets?

On the cover we challenge the belief that the old way is the best way, when often it simply is not.



Get the app

## DID-YOU-MISS?

The Problem with Support Engineering?



You can watch the full recording now on our YouTube channel or listen to the podcast via the TDW app - more interviews to follow!



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NEXT ISSUE

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