

Technical Documentation

Technical Documentation is the provision of the correct technical information needed to operate and maintain an equipment or system.

Safe and accurate use of equipment is business critical, Technical Documentation ensures that equipment is used correctly and that safety is paramount.

With growing complexity, there is an increased requirement for a more flexible and holistic Technical Documentation solution that delivers greater capability beyond traditional hard copy.

Customers are requiring more interactive solutions that allow a greater degree of re-use and improved viewing capability, and the ability to collaborate with wider stakeholders is increasingly high on the agenda.

Business Drivers

Historically, Technical Publications have been delivered in Hard Copy to a variety of standards and specifications. Within the UK Defence industry, these standards have been based on the JSP 180 series and their service-specific derivatives including; NES40, AESP 0100 and AvP70.

Publications have been written using various word and desktop processing packages, but with the advent of desktop PCs and laptops, publications are being increasingly exported into a readable electronic form for use with proprietary viewing packages such as Adobe Acrobat.

In the Defence Industry, where safe use of equipment is mission critical, the trend for electronic publications is being increasingly adopted. This does not remove the need for paper based documentation, but customers are often requiring both hard and soft copies, making a combined approach the favoured solution.

Innovative Technical Documentation Solutions

LSC Group provides innovative Technical Documentation solutions that incorporate traditional Technical Authoring capability with technology, creating more flexible and accessible.

Our technology driven solutions:

- **Simplify the legacy data conversion process** – achieving high levels of accuracy and reducing associated costs of storage, distribution and control
- **Achieve a greater degree of re-use** – solutions built on a modular approach allowing content to be re-used across other similar publications
- **Simplify the amendments process** – modular content makes amending content more easily achievable, removing the need for complete rework
- **Improve usability** – hyperlinking of content makes searching easier
- **Make publications more interactive** – through HTML delivered content



How do I reduce the time taken to amend a publication?

How can I achieve greater visibility of my technical publications and any associated amendments?

I need an automated method of tracking my publication costs, what does this system look like?

How can I ensure that my paper and electronic documents are identical and controlled?

How can I ensure that my technical publications are stored securely and can be accessed as and when I want them?

- **Remove being locked in to a proprietary standard** – neutral publishing formats (SGML and XML) mean that content can be viewed and amended using any tool – giving a greater degree of flexibility

Our Approach

We have considerable experience in delivering traditional Technical Documentation solutions – from legacy data conversion to technical authoring services.

Our capability extends to the production, delivery and ongoing management of structured textual and graphical information in the form of Interactive Electronic Technical Manuals captured in SGML/XML.

Our unique skill set means that we can offer focused, cost effective and innovative Technical Documentation services.

Flexible Delivery

Our combined authoring and technology driven solutions provide the flexibility to deliver correctly configured information to the end user in the most usable form that is created and maintained in the most cost effective way:

- **Hard Copy form** – printed locally either duplicated and stored or printed 'on-demand'
- **Simple "electronic hard copy"** publications such as PDF, which may be viewed and/or downloaded and viewed using proprietary software, such as Adobe Acrobat.
- **Interactive Electronic Technical Publications (IETPs)** delivered via discrete media (CD/DVDs) or via a networked solution.
- **Internet viewable** publications, viewable using a web browser.

Collaborative Management Environment (CME)

Our Customers are increasingly demanding more flexible and collaborative solutions that are allowing them to work more effectively in often dispersed and extended supply chains.

With a strong track record in the creation of Technical Publications, the provision of shared data environments to the MOD, and support to the MOD's publication authorities and associated standards bodies; LSC Group has long recognised the benefits of improved collaboration in delivering Technical Documentation solutions.

LSC Group's Collaborative Management Environment (CME) combines the efficiencies of a fully automated electronic technical publication production setup, with the benefits of an integrated task management and reporting system, all delivered via a secure, shared environment.

This solution features:

- A single set of common, neutral, electronic source data files
- Standards based (S1000D)
- Created in neutral XML using proprietary XML editors.
- Built on data modules – allowing flexibility to amend and update documentation
- Workflowed change requests – meaning that changes requested by the technical

authority are input directly into the Task Management System, approved by the customer's representative and progressed by the LSC's management team.

- An experienced team of technical authors (with skills covering all technical disciplines including mechanical, electrical and electronic engineering) use the CME to create, access and amend publications

Depending on requirements, the output can be provided as:

- **Hard Copy** – formatted as required using neutral style sheets and printed on demand.
- **PDF** – Electronic Technical Documentation
- **IETP** – created as required from the same neutral data – formatted as required using neutral style sheets and either accessible on line or on removable media.

With the availability of the UK MOD's Restricted and Secret networks, a CME can provide a "one stop shop" linking the technical authority or publication sponsor to the end user in an integrated production process, ensuring that the correct information is available to the end user at lowest possible cost.

Benefits

- A secure, workflowed environment with a full audit trail and improved management visibility.
- Reduced Technical Documentation production costs.
- Faster amendment cycles.
- Faster access by and/or delivery to the end user.
- Greater re-use through elimination of commonality
- "create once use many times" principle
- Improved safety through a single source of data
- Standard process – consistent and repeatable
- Flexible output from same source data – hard copy and IETP.

