Abbott
Marine

"Tech Doc" Process

Volume 1

Operational Process Baseline - "As-Is"

> *Note: Pages 6, 7, 11, and 17 are incomplete and are intended to be filled in by the student*

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Table of Contents

DesignFlow Analysis Diagram (AS IS)

(insert DesignFlow Analysis Diagram sheets here)

Process Objective and Overview

Process Name: "Tech Doc" process

Description:
The process begins when the book editor assigns an entire book to the technical writer. The writer selects a module at a time to work on, writing the text and sending any graphics to the graphics artist to do.

When the entire book is completed, the writer returns the completed book to the editor. The editor then sends the completed book to the translation coordinator, who manages the translation work.

This process is made up of the following activity groups:
- Assign English book
- Write English book
- Create graphics
- Edit English book
- Assign book for translation
- Translate book

Role Definitions

Role Name: Book Editor

Number of participants: 8

Description:
Book Editors are responsible for making book assignments to writers, and for editing the writer's work. The Book Editor is responsible for the quality of the book and for meeting the ship date schedule for the English book.

The Book Editor is skilled in English language usage, graphics design, and specifically in the "style" used by Heavy Equipment Manufacturers.

Desktop As - Is:
H/W: UNIX workstation
Operating system: AIX
Installed?: Yes   100% installed

Applications As - Is:
Local:
Server:
- TEXTedit

Remote (mainframe):

Databases:
Local:
Server:
- DBAM

Remote (mainframe):

Role Name: Technical Writer

Number of participants: 85

Description:

Desktop As - Is:
H/W: UNIX workstation
Operating system: AIX
Installed?: Yes/No   100% installed

Applications As - Is:
Local:
Server:
- TEXTedit
Remote (mainframe):

Databases:
Local:
Server:
- DBAM
Remote (mainframe):
- EDS engineering database

Role Name: Graphics Artist

Number of participants: 4

Description:

Desktop As - Is:
H/W: UNIX workstation
Operating system: AIX
Installed?: Yes   100 % installed (if yes)

Applications As - Is:
Local:
Server:
- GRAPHedit
- ARTedit

Remote (mainframe):

Databases:
Local:
Server:
- DBAM

Remote (mainframe):

Role Name: Translation Coordinator

Number of participants: 2

Description:
Translation Coordinators are responsible for assigning books to be translated.   The
Translation Coordinator is responsible for the overall quality of the translated book, and
for meeting the ship schedule for the translated book.

The Translation Coordinator will be skilled in several languages.

Desktop As - Is:
H/W: UNIX workstation
Operating system: AIX
Installed?: Yes   100% installed (if yes)

Applications As - Is:
Local:
Server:
- TEXTedit
Remote (mainframe):

Databases:
Local:
- Flat files
Server:

Remote (mainframe):

Role Name: Translator

Number of participants: 15 contractors

Description:
Translators are subcontractors who translate a completed "English" book into French or Spanish. (Other languages are in the planning stages.)

The translator is responsible for a "correct" translation into the target language.   The translator is skilled in translating from English to the target language, and in the text and graphics tools used by Heavy Equipment Manufacturers.

Desktop As - Is:
H/W: UNIX workstation
Operating system: AIX
Installed?: Yes % installed (if yes)

Applications As - Is:
Local:
Server:
- AUTOtrans
- TEXTedit
- ARTedit
Remote (mainframe):

Databases:

Local:
Server:
- DBAM
Remote (mainframe):

Narrative Description (Process Participant View)

Activity/Group Name: Assign English book
This activity group begins when the Book Editor makes an assigns a book (BE-10) to a Technical Writer. It ends when the writer accepts the assignment, or rejects it (TW-20). This Activity Group includes these functions:

Make Book Assignment: The Book Editor assigns the entire book to one writer (BE-10), writing an assignment description that includes what to do, and when it needs to be done.

Review Book Assignment: The Technical Writer reviews the assignment (TW-10) by reading the assignment description.   The writer can accept or reject the assignment.
- If the writer accepts the assignment, the writer begins work on the book..
- If the writer rejects the assignment, the work returns to the Book Editor (BE-10) who can then assign it to someone else.

Activity/Group Name: Write "English" Book Modules

Description: This activity group begins when the Technical Writer starts work on the book (TW-30). It ends when the Technical Writer finishes the book and returns it to the Book Editor (TW-100).

This Activity Group includes these functions:

Select Module to Work On:

Do Research:

Take Notes:

Write Text:

Do Graphics:

Last Module?

Activity/Group Name: Create Graphics

Description: This Activity Group begins when the Graphics Artist gets an assignment to create the graphics (GA-10) for a book module (. It ends when the Technical Writer accepts the artwork that the Graphics Artist did (TW-81).

This Activity Group includes these functions:

Select Graphics Artwork to Do: All the artwork for a module (1 or more pieces) is assigned at one time. The Graphics Artwork selects the first piece of artwork to do (GA-10).

Do Research: The Graphics Artist searches the graphics database to find a similar drawing as a starting point (GA-20).

Do Graphics Artwork: The Graphics Artist uses the online graphics tools to render the artwork (GA-30).

If there is additional artwork to do, the Graphics artist does those pieces as well (**More Graphics?).**

If all the artwork has been completed, the artwork is returned to the Technical Writer.

Activity/Group Name: Edit "English" Book

Description: This Activity Group begins when the Book Editor gets a finished book from the Technical Writer (BE-20). It ends when the Book Editor indicates that the book is ready for printing (BE-30).

This Activity Group includes these functions:

Review Book: The Book Editor looks over the book for adherence to style an quality standards (BE-20).

If the book is OK, the Book Editor indicates that the book is ready for printing, and then notifies the Translation Editor that it is also ready for translating (BE-30).

If the book is not OK, the Book Editor marks up the book using an online tool (BE-40) and returns it to the Technical Writer for rework (BE-50).

Activity/Group Name: Assign Book for Translation

Description: This Activity Group begins when the translation coordinator gets the English book (TC-10) and ends when the book is assigned to be translated in all target languages (TC-40).

This Activity Group includes these functions:

Select Languages: The Translation Coordinator decides how many languages to translate the book into (TC-10). French and Spanish are supported. This determines how many translated books are produced (one English book may give rise to more than one translated version of the book).

For each target language, the Translation Coordinator then assigns the book to a translator (TC-20).

Activity/Group Name: Translate Book

Description: This activity group begins when the Translator gets the translation assignment (T-10) and completes when the Translation Coordinator accepts the finished book (TC-40).

Translate Book: The Translator uses the Automatic Translation tool to get a 90% good translation, and then uses the text and graphics tools to translate the remaining 10% by hand (T-10).

Review Translated Book: The Translation Coordinator reviews the Translator's work, (TC-30) and if it's OK, indicates that the book is ready for printing (TC-40). If the book is not OK, the Translation Coordinator indicates what is wrong, and returns the book to the Translator to fix the problems (TC-40).

Activity Detail Matrix:

Activity Group Name: Assign "English" Book

Activity	Input Conditions	Exit Conditions	Applications Used
Make Book Assignment BE-10	Decision to assign a book List of Writers and their workload	Writer selected for book assignment Due date set for book Description of assignment written	
Review Book Assignment TW-10	Assignment description Due date Priority Writer's own workload	Completed looking at assignment description	
Accept? TW-20		Decision to accept or reject assignment	DATAstore

Activity Group Name: Write "English" Book Modules

Activity	Input Conditions	Exit Conditions	Applications Used
Select Module to Work On TW-30			
Do Research TW-45			
Take Notes TW-46			
Write Text TW-50			
Last Module TW-90			
Spelling & Grammar Check TW-95			
Check OK TW-100			

Activity Group Name: Do Graphics

Activity	Input Conditions	Exit Conditions	Applications Used
Make Graphics Assignment TW-60	Number and type of artwork needed for a book module	Assignment description written Due date set	
Select Graphics Artwork to Do GA-10	List of artwork in assignment (1 or more)	Artwork selected	
Do Research GA-20	View of all artwork in DATAstore	Research completed	DATAstore
Do Graphics Artwork GA-30	Artwork file opened for update/creation	Artwork file closed	ARTedit GRAPHedit
More Graphics GA-40	List of artwork yet to do	All artwork completed If not, return to GA-10	DATAstore
Review Graphics TW-70	List of graphics in assignment	Review completed for all the graphics artwork	ARTedit (read-only) DATAstore
Graphics OK TW-80		Decision about quality and appropriateness of the artwork	
Accept Graphics TW-81		Graphics OK	DATAstore
Send Back for Rework TW-82		One or more graphics not OK (return all) Description of rework needed	DATAstore

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Activity Group Name: Edit "English" Book

Activity	Input Conditions	Exit Conditions	Applications Used
Review Book BE-20	Completed book	Completed text and graphics reviewed (read-only)	DATAstore TEXTedit ARTedit
Edits Required BE-30		If no editing required, store in DATAstore as completed. Else, proceed to doing edit markup.	DATAstore
Do Edit Markup BE-40	Opened book, ready for markup	Markup completed	TEXTedit
Send Back for Rework BE-50		Description of rework that the writer needs to do	DATAstore

Activity Group Name: Assign Book for Translation & Translate Book

Activity	Input Conditions	Exit Conditions	Applications Used
Select Languages TC-10	List of possible languages	Required languages selected	DATAstore
Assign Translator to Book TC-20	List of possible translators List of books needed Due date Workload for translators	Assignment description written	DATAstore
Translate Book T-10	Book auto translated Book opened for translation update	Translation completed	AUTOtrans TEXTedit ARTedit
Review Translated Book TC-30	Book opened for read-only review		TEXTedit ARTedit
Approve? TC-40		Decision to approve or reject translation. If approve, marked as completed in DATAstore	DATAstore

Information Flow:

Object Hierarchy

- English Book
  - English Module
    - English Text
    - English Artwork
- Translated Book
  - Translated Module
    - Translated Text
    - Translated Artwork
- Notebook

Information Object Definition Table:

Information Object Name:	Information Object Description:
English Book	A technical manual in the English Language. It is made up of a series of text and graphics files.
English Module	A single section of an English book made up of English text and artwork
English text	The text (words) for an English module
Notebook	A "pad" where the writer can take notes about research.
English Artwork	The "drawings" that appear in a Book Module.
Translated Book	A Translated Version of the English Book
Translated Module	A Translated Version of the English Book Module
Translated Artwork	A Translated Version of the English Artwork

Information Usage Table:

	Eng book	Eng Module	Notebook	Eng Text	Eng Artwork	Trans Book	Trans Module	Trans Artwork
Make Book Assignment	C							
Review Book Assignment								
Accept?		C						
Select Module to Work On				C, U				
Do Research								
Take Notes			C					
Write Text				U				
Make Graphics Assignment								
Select Graphics Artwork to Do								
Do Research					C, R			
Do Graphics Artwork					U			
Review Graphics					R			
Accept Graphics								
Send Back for Rework								
Spelling & Grammar Check				U	U			
Review Book	R	R		R	R			
Do Edit Markup				U	U			
Send Back for Rework								
Select Languages								
Assign Translator to Book						C		
Translate Book							C	C
Review Translated Book						R	R	R

Key:
C - Creates information object
R - Reads or uses a view of the information object
U - Updates information object
D - Deletes information object

Baseline Metrics

Activity/Group or Process Name: ENTIRE Tech Doc Process

Cycle Time Baseline Metrics:

Metric Name	Start Activity and Condition	End Activity and Condition	Dates during which baseline was measured	Average	Highest	Lowest
Overall Cycle Time	Process Start	Process End	Note: Not based on actual measurements but on historical "Planning" numbers	6 months	18 Months	3 months

Note: No other measurements taken at this time.

Application Environment

Application Name: TEXTedit
Version/Release:
Availability Date:
Number of Users:

Description of application:
This is a custom-built application that lets writers view and update text.

It has modes to work on individual book modules, or on the entire book at one time.

It has a mode for editor mark up (on electronic overlay sheets).

Workstation required:
H/W: UNIX Workstation
Operating system: AIX

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server: DBAM
Remote (mainframe):

API's available: (Yes/No)
Yes (limited)

Defined data model for shared data: (Yes/No)
No

Application Name: ARTedit
Version/Release:
Availability Date:
Number of Users:

Description of application:
Full-function graphics editor.

Workstation required:
H/W: UNIX workstation
Operating system: DBAM

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server: DBAM
Remote (mainframe):

API's available: (Yes/No)
Yes

Defined data model for shared data: (Yes/No)
No

Application Name: GRAPHedit
Version/Release:
Availability Date:
Number of Users:

Description of application:
Limited function graphics editor (best suited for simple 2D drawings)

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server: DBAM
Remote (mainframe):

API's available: (Yes/No)
Yes

Defined data model for shared data: (Yes/No)
No

Application Name: AUTOTrans
Version/Release:
Availability Date:
Number of Users:

Description of application:
Custom built translation tool, which can translate roughly 90% accuracy. Used by translators.

Provides a new file with the translated text/graphics.

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server: DBAM
Remote (mainframe):

API's available: (Yes/No)
Yes

Defined data model for shared data: (Yes/No)
Yes

Application Name: EDS
Version/Release:
Availability Date:
Number of Users:

Description of application:
Engineering drawing system -- used by the engineering department. The Tech Doc
department has read-only access.

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: Host 3090
Operating system: MVS

Databases required:
Local:
Server:
Remote (mainframe):   DB2

API's available: (Yes/No)
No

Defined data model for shared data: (Yes/No)
Yes

Application Name: DATAstore
Version/Release:
Availability Date:
Number of Users:

Description of application:
Custom-built application (Oracle forms) for access to the DBAM database, which is used by the Tech Doc department to store its text and graphics files.

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server: DBAM
Remote (mainframe):

API's available: (Yes/No)
Yes

Defined data model for shared data: (Yes/No)
Yes

Application Name: Full Text Search
Version/Release:
Availability Date:
Number of Users:

Description of application:
Full-text search application for the engineering database.

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: UNIX server
Operating system: AIX

Databases required:
Local:
Server:
Remote (mainframe): DB2

API's available: (Yes/No)
No

Defined data model for shared data: (Yes/No)
Yes

Application Name: STYLEchecker
Version/Release:
Availability Date:
Number of Users:

Description of application:
Checks a book (both text and graphics) for spelling and grammar. Produces a report of problem areas.

Workstation required:
H/W: UNIX workstation
Operating system: AIX

Server required:
H/W: UNIX workstation
Operating system: AIX

Databases required:
Local:
Server: DBAM (Oracle)
Remote (mainframe):

API's available: (Yes/No)
Yes (launch only)

Defined data model for shared data: (Yes/No)
No

I/T Strategy Profile

IT Goals/Objectives:

Key Industry Standards:

Current Client/Server Application Environments:
- UNIX
- Mainframe (3090)

Strategic (Preferred) Client/Server Application Environments:
- UNIX

Current Databases:
- Host EDS
- DBAM (for Tech Doc)

Strategic Databases:
- DBAM (for Tech Doc)

Strategic Programming Environments:
- UNIX - C

Strategic User Interface Tools:
- C
- Oracle forms

Strategy "themes":
- Move from the mainframe to the client-server environment ASAP