HARMONIC WEBHELP PROJECT SCOPE

June 19, 2017

OVERVIEW

1. Project Background and Description

Harmonic TechPubs has future plans for a documentation portal that will complement Tech Support's Knowledge Base. In the meantime, the team continues to develop individual help projects. We'd like our next DITA-to-Help output to meet both the short-term needs of individual projects and the long-term goal of delivering multiple help systems from the portal.

2. Project Scope

This project focuses on the DITA-to-Help output of individual Harmonic deliverables. Future portal design and the search and hierarchy of multiple deliverables is To Be Determined.
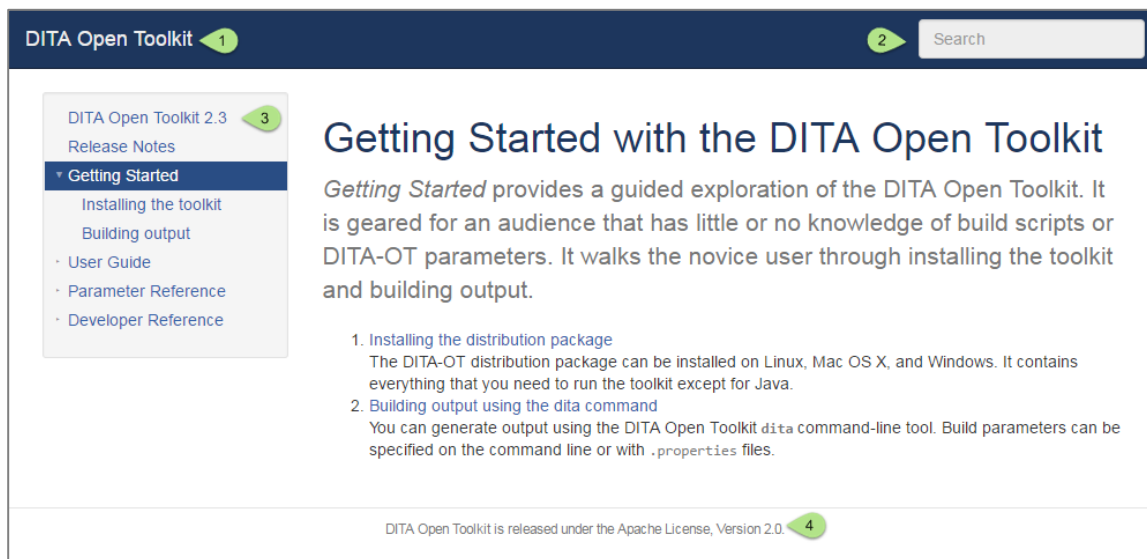
3. High-Level Requirements

The new DITA-to-Help output must include:

- Output that is viewable and interactive across a range of devices, preferably using the Bootstrap framework
    - Responsive to changes in browser size to place elements to best fit available space
    - One output version for all product deliverables.
    - CSS rules change format and layout based on size of browser window
- Colors, fonts, and other formatting that aligns with the existing enterprise-wide look

WebHelpDesign Elements

Using the DITA OT Help as a guide, the DITA-to-Help output should have:

1. WebHelp deliverable name in upper left navigation header
2. Search field in upper right navigation header
3. Table of contents in left sidebar when space permits
4. Copyright statement in footer

A mockup of DITA-to-Help output is provided

4. Deliverables

Scriptorium to deliver a customized CSS file or 'skin' that Harmonic TechPubs can use to extend the DITA Map WebHelp Responsive transformation scenario available in Oxygen (18.0). Development will start with a duplicate skin folder from the DITA Open Toolkit plugin com.oxygenxml.webhelp. These files will then be customized to meet Harmonic formatting requirements.

5. Affected Business Processes or Systems

When the new DITA-to-Help transform is available it will replace the existing WebHelp transform.

6. High-Level Timeline/Schedule

Phase	Resource	Due Date
Plan	Harmonic TechPubs	TBD
Design prototype	Harmonic TechPubs	TBD
Scope work	Scriptorium	TBD
Develop	Scriptorium	TBD
Deploy	Harmonic TechPubs	TBD